

Report on an announced inspection of

MAGHABERRY PRISON

4-15 January 2016

July 2016



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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.

July 2016



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Prisoner Survey Responses can be obtained directly from the CJI website www.cjini.org



List of abbreviations

AD:EPT	Alcohol and Drugs: Empowering people through Therapy
BMC	Belfast Metropolitan College
CJI	Criminal Justice Inspection Northern Ireland
DoJ	Department of Justice
ECS	Extended Custodial Sentence
ESOL	English for Speakers of Other Languages
ETI	Education and Training Inspectorate
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
NIPS	Northern Ireland Prison Service
NMC	Nursing and Midwifery Council
NPM	National Preventive Mechanism
OPCAT	Optional Protocol to the UN Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
PDU	Prisoner Development Unit
PE	Physical Education
PECCS	Prisoner Escort and Court Custody Service
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
SPAR	Supporting Prisoners at Risk



Chief Inspectors' Foreword

Background to the inspection

Maghaberry prison remains a complex and challenging establishment which in the context of the United Kingdom is unique. It holds approximately 1,000 men ranging from those on remand and serving short sentences, to lifers and separated paramilitary prisoners. It is the only prison in Northern Ireland that can hold Category 'A' prisoners and for many serving longer sentences, they will spend most, if not all of their time at Maghaberry. Many of the prison population have learning difficulties, mental health issues, addiction problems and personality disorders and it was notable that in the seven months since our last inspection in May 2015, this extreme level of vulnerability had become more marked.

Historically we have found Maghaberry to be a prison which has struggled to adapt to the requirements of a 21st century establishment, and one where the legacy of the past has been a major impediment to its progress in providing safe, decent and rehabilitative outcomes for the men held there.

At our inspection in March 2012, we were somewhat more positive and this was reflected in our commentary where we said:

'We found encouraging signs of improvement in some key areas and while significant weaknesses remained, we were encouraged that the prison was making progress.'

It was therefore with considerable disappointment and concern, that on our unannounced return to the prison in May 2015 we found what we described as a prison in crisis. We summarised this in the following terms:



'Overall, this was a concerning inspection of a prison which was as bad as any we have seen in recent years. Inspectors met a number of good, motivated managers and staff who gave us some hope that with the right kind of leadership and tangible support, Maghaberry could recover and again reach a point where progress could be made. However, a significant failure in leadership was compounded by an ineffective relationship between [Northern Ireland] Prison Service (NIPS) headquarters and local management which needed to be urgently addressed. A general malaise was evident at Maghaberry, which sought to attribute blame rather than find solutions to problems. There also was an unhealthy combination of high sickness absence and poor staff morale which served to exacerbate these issues.'

Given the extent of the problems we found, we made a decision to reduce the number of recommendations in the subsequent report (published November 2015) to nine key areas of concern (see Appendix 2). In the meantime we provided prison managers and the NIPS with a summary of these key findings and concerns. We also made the unprecedented decision to return to the prison for a follow-up inspection in January 2016. This not only indicated the depth of our concerns about what we had found, but was also intended to communicate the urgency of much of what we felt needed to be done, and by making the inspection announced, provided a clear timeframe and focus for senior managers to start the process of transformation that in our view was needed.

Given the short timescale since the previous full inspection, we decided not to re-visit our healthy prison assessments from May 2015, but to instead concentrate on whether progress was being made, or was planned, to address our nine recommendations.

On the 24 February 2016 we published an interim report which provided our initial findings from the January 2016 follow-up inspection. This is a more detailed report of what we found and our assessment as to the state of progress at Maghaberry since May 2015. However, we made clear to the authorities responsible for the prison that we consider the recommendations we made in 2015 to still be extant requiring ongoing follow-up review. We have made a few additions to these recommendations where we found significant new failing.

The current inspection

At our last inspection in May 2015 we rated outcomes in **safety** as poor overall. We considered the prison to be unstable, processes to manage poor behaviour were ineffective and we recommended that urgent action was needed to strengthen leadership. We called for an independent investigation of a serious fire at Erne House. We also considered care of vulnerable prisoners to be inadequate. Some important aspects of the management and oversight of disciplinary processes, use of force and segregation needed to be better.

At this inspection we found that some progress had been made in addressing our concerns although prisoner experiences and perceptions still pointed to many problems. Urgent action had been taken to strengthen leadership, with a new governor and transformed senior management team who were now focused on stabilising the prison, rather than as previously blaming others for the problems being experienced. A review of the Erne House fire had very recently been completed and lessons were being learned. A start had been made in tackling the challenges around safety, and there were credible plans to do more. Staff had begun to provide some supervision in

association rooms and exercise yards, and there were plans to extend this and embed a more dynamic and modern approach to security. Some limited improvements had been made to the management and use of formal disciplinary processes, use of force and segregation but we had an additional concern related to the high use of special accommodation and the lack of managerial oversight of this. However, whilst recognising the progress being made, we cautioned that a significant amount of work was still outstanding to make Maghaberry safer and for this to reflect more positively in prisoners' experiences. We cautioned that levels of violence remained too high, problems with illicit drugs and diversion of prescribed medications were pervasive, and many safer custody processes were either fragile or not functioning effectively. We were also concerned that allegations of staff assaults on prisoners were not being adequately investigated.

At the last inspection we rated outcomes in **respect** as poor overall. We considered that the demands of the separated units were undermining the work of the whole prison. We were not assured that there was equal treatment for all prisoners, particularly Catholic men and those with disabilities, and health care services required urgent improvement to ensure patient safety.

At this inspection we found that attention had been given to reducing the impact of the separated prisoner units on the rest of the prison, but this remained challenging and complex. It was positive that the staff working in Roe House were now being better supported. Support for disabled prisoners had improved although more needed to be done to meet all the needs of the diverse population held. Little if any progress had been made in understanding and addressing poorer outcomes being experienced by Catholic

prisoners and this remained a concern. Whilst some aspects of primary health care had improved, it was very worrying that mental health provision had deteriorated as a result of staff shortages since the last inspection and now needed urgent attention. Given the prevalence of such health problems in the population this was a significant additional area of concern and we have been reassured that the South Eastern Health and Social Care Trust (SEHSCT) is prioritising this issue. The absence of an inpatient unit at Maghaberry meant that it was difficult to provide the care some men with significant physical and mental health issues needed, and we felt the previous decision to close the unit now needed to be reviewed.

At the last inspection we rated outcomes in **purposeful activity** as poor. We assessed learning and skills provision as inadequate and in need of urgent improvement.

At this inspection we found reasonable progress had been made in improving the quality of learning and skills provision. Belfast Metropolitan College had taken over responsibility for most of the education at the prison since the last inspection and were working well with prison managers to develop the provision. More prisoners were attending activities and achievements were increasing. The new core day was a significant initiative to support this move and was starting to provide a better focus on delivering a more purposeful and stable regime. Nevertheless, too many men were still without any activity, outcomes were still not good enough and curtailment of the regime remained significant, although it was reducing.

At the last inspection we rated outcomes in **resettlement** as reasonably good but recommended that provision should be based on a robust needs analysis of the population.



At this inspection we found that progress had been made in better understanding the needs of the population, although this had not yet been fully embedded in what was being delivered. Offender management arrangements remained reasonably strong despite some staffing issues and prisoners were generally well supported by specialist staff in addressing their risks to others. Through-the-gate support remained generally good benefiting from some excellent partnership working. Nevertheless, we still did not see that mass of staff at Maghaberry playing an effective role in a more holistic approach to the resettlement of prisoners. We considered that house-based staff still had low expectations of the men in their care and were not using their influence or input to support work being done to turn prisoners from a life of crime to a more productive future.

This last point hints at one of the deep-seated issues affecting Maghaberry. Whilst the senior management team had started to raise expectations of what it wanted from and for the men in its care, and this was reflected in some of the staff we met, it was not the norm. Many staff continued to adhere to a view that prisoners were to be feared, and that they could do little to influence prisoners custodial, or future behaviour on release.

Brendan McGuigan
Chief Inspector of Criminal Justice
in Northern Ireland

June 2016

Criminal Justice Inspection
Northern Ireland
a better justice system for all



The murder of Adrian Ismay who tragically lost his life in March 2016 as a result of injuries sustained following a terrorist attack, once again highlights the threat which exists for prison officers and staff in carrying out their duties and the ultimate price which can be paid by them and their families. The impact of such attacks, alongside threats and acts of intimidation cannot be underestimated, particularly given the need for significant organisational change within Maghaberry.

We fully appreciate the challenge which exists is only made more difficult for managers and staff in such circumstances and understand cultural change will take time to progress, but in our view, it is and remains essential for the long-term modernisation of the prison to make it fit for the 21st century.

We have advised senior NIPS managers of our intention to work with them to review the nine substantive recommendations through a series of announced, low impact visits to the prison. We commend the seriousness with which the NIPS has taken our recommendations made in May 2015, and the urgent action taken to date making a start in addressing our concerns, but this early momentum now needs to be maintained in order for the significant progress still needed, to be achieved.

Martin Lomas
Deputy Chief Inspector of Prisons
in England and Wales

June 2016





Fact page

Task of the establishment

Maghaberry is Northern Ireland's only high security category A prison. It houses adult male sentenced and remand prisoners. The prison serves the courts in the whole of Northern Ireland and helps prisoners prepare for their release into the community.

Prison status

Public.

Department

Department of Justice Northern Ireland.

Number held

887 on 11 January 2016.

Certified normal accommodation

1,014.

Operational capacity

A maximum of 1,456

Date of last full inspection

11 - 22 May 2015.

Brief history

The Maghaberry site originally included two prisons: the women's prison Mourne House was the first part of the new prison to be opened in March 1986; the men's prison became operational in 1987.

Following the closure of Belfast Prison in 1996, Maghaberry became Northern Ireland's adult committal prison (the first prison someone would go to from court) and began to hold non-paramilitary remand and short-term sentenced prisoners. It held separated paramilitary prisoners from Loyalist and Republican backgrounds since 2003.

With the closure of the women's prison in 2004, the Mourne complex was developed primarily into a centre for life-sentenced prisoners approaching tariff expiry. Braid House in the Mourne complex opened in 2008 and provided an additional 130 rooms. The Donard Centre in the main prison, which opened in 2011, ran activities for at-risk prisoners. In late 2012, Quoile and Shimna houses opened in the main prison providing an additional 203 spaces. Meanwhile in April 2014, Burren House re-opened on the site of the old Belfast (Crumlin Road) prison. This was used to test life-sentenced prisoners in a low security setting during their reintegration into the community.

Short description of residential units

Bann House*	Up to 130 prisoners, including those in the first night and induction units and short-term prisoners.
Bush House	Up to 141 prisoners, mostly vulnerable and Loyalist separated men.
Erne House*	Up to 130 mostly determinate sentence and life-sentenced prisoners and a small number on remand. Landings 1 and 2 were not in use.
Foyle House*	Landings 1 and 2 were being used as a temporary segregation unit. Other landings were closed.
Glen House	Up to 28 prisoners.
Lagan House*	Up to 130 mostly remand prisoners.
Moyola House	Up to 19 prisoners, predominantly older and disabled men and those involved in high profile cases.



Quoile House	Up to 163 prisoners held on four landings: Donard for at-risk prisoners, a drug free landing and one housing prisoners involved in training, employment and education.
Roe House	Up to 144 prisoners, consisting of a mixed population and Republican separated prisoners.
Shimna House	Up to 40 prisoners in trusted roles.
Segregation unit	Closed for refurbishment; normally up to 27 prisoners.

Name of governor/director

Phil Wragg.

Escort contractor

In-house – Prisoner Escort and Court Custody Service (PECCS).

Health service provider

South Eastern Health and Social Care Trust.

Learning and skills providers

Belfast Metropolitan College.

Independent Monitoring Board chair

Patrick McGonagle.

Mourne complex

Braid House	Up to 122 mostly life sentence prisoners and a small number whose custody had been extended. A landing for the Families Matter programme.
Martin House	Up to 12 prisoners held for their own protection.
Wilson House	Up to 42 prisoners serving life sentences.

Burren House
(Belfast city centre)

Up to 23 prisoners, used for life sentence prisoners in the community pre- and post-tariff.

* Denotes the 'square' houses, the oldest parts of the prison.



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.

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

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.

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 Inspectorate of Prisons 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 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
Resettlement	prisoners are prepared for their release into the community and effectively helped to reduce the likelihood of reoffending.



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 Northern Ireland Prison Service (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.
- **Housekeeping points:** achievable within a matter of days, or at most weeks, through the issue of instructions or changing routines.
- **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.

Since April 2013, all our inspections in Northern Ireland have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow-up recommendations from the last full inspection.

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 sections each containing a detailed account of our findings against our *Expectations: Criteria for assessing the treatment of prisoners and conditions in prisons*. The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Chapter 5 collates all recommendations, housekeeping points and examples of good practice arising from the inspection. Appendix 2 lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.

Details of the inspection team and the prison population profile can be found in Appendices 1 and 3 respectively.

Findings from the survey of prisoners and a detailed description of the survey methodology 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.¹

Prisoner Survey Comparator responses can be obtained directly from the CJI website - **www.cjini.org**

¹ The significance level is set at 0.05, which means that there is only a 5% chance that the difference in results is due to chance.



Executive summary

Safety

- S1 **At our last inspection of Maghaberry in May 2015 we rated outcomes in safety as poor overall.** The prison was not stable, processes to manage poor behaviour were ineffective and urgent action was needed to strengthen leadership. We called for an independent investigation of the serious fire at Erne House. We also considered the care of prisoners vulnerable to self-harm and suicide to be inadequate. Some important aspects of the management and oversight of disciplinary processes, use of force and segregation needed to be better.
- S2 **At this inspection we found that some progress had been made towards addressing our concerns.** Urgent action had been taken to strengthen leadership, which was now focused on stabilising the prison. A review of the Erne House fire had been completed and lessons were being learned. Some progress had been made in tackling safety concerns, and there were credible plans to do more. Some limited support had been provided for prisoners at risk of self-harming but a more strategic approach was required and care needed to be more consistent. The management and oversight of disciplinary processes, use of force and segregation had been somewhat improved but prisoner outcomes in each area remained inadequate. Overall, a significant amount of work was still required to make Maghaberry safer and to reflect more positively in prisoners' experiences.
- S3 At the last inspection in 2015 we made five recommendations in the area of safety.
At this announced inspection we found that all of them had been partially achieved.
- S4 The PECCS had carried out surveys and met with prisoners to identify and tackle prisoners concerns about escorts. Action was being taken to address underlying issues. Reception processes were mainly efficient but prisoners often waited too long to move to the first night wing. Peer supporters had recently started working in reception. However, interviews were still not carried out in private, although plans were underway to address this. First night procedures focused on settling men in and keeping them safe but cells remained poorly equipped and many had extensive graffiti. Access to drinking water during the night had improved but prisoners still had no hot water. Induction still needed improvement.
- S5 Levels of violence were still too high and many prisoners told us they did not feel safe. The security committee had started to scrutinise safety issues but a more strategic approach to violence reduction was needed. Integration between the Prisoner Safety and Support Team (PSST) and other key departments needed to improve. The prison had started to patrol and supervise yards and communal areas in the square houses and planned to extend this to all residential areas. This was a very positive start. Investigations into allegations of assault by staff on prisoners were poor and needed urgent management attention. A review of the circumstances around the Erne House fire had been completed and a number of recommendations were to be implemented over the coming months.

- S6 The PSST and the Donard Centre provided a caring approach to many prisoners at-risk and those in crisis and input from the health care department had improved. There remained a need to develop a comprehensive safer custody strategy to better manage the significant challenges presented by an increasingly vulnerable population. More Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) now worked across the site, but prisoners still experienced some delays in getting access to them.
- S7 As at our last inspection, regional safeguarding boards were not responsible for Northern Ireland prisons and the prison had no formal safeguarding policy or arrangements. The Donard landing and centre and the weekly multi-disciplinary meeting continued to work with prisoners with complex needs and support for this group had improved.
- S8 The strategic management of security was improving and the analysis and use of intelligence were developing well. There was a local security strategy and evidence that key security challenges specific to Maghaberry were being identified and assessed. Security-led meetings were given a high priority and attendance was improving, but links with the health care department and PSST remained weak. The Mandatory Drug Testing (MDT) process was now well managed but the positive test rate remained far too high, and prisoners said illicit drugs and diverted medication were still readily available across the prison. This continued to present major safety challenges.
- S9 As at the previous inspection, there was little evidence that the Progressive Regimes and Earned Privileges (PREP) scheme was used much to encourage responsible behaviour.
- S10 The number of adjudications remained high but hearings were still conducted fairly. We again found that many formal disciplinary charges could have been dealt with through the PREP scheme. Data collection and analysis of adjudication information remained poor and although planned, standardisation meetings had not yet been introduced.
- S11 The use of force had declined but was still high. Some aspects of governance had improved, although more still needed to be done. Governance of special accommodation remained inadequate. It was very positive that a major refurbishment of the segregation unit had begun but conditions in some cells in the temporary unit were grim. The long-term segregation of prisoners remained a concern and the mental health needs of some segregated prisoners had not been assessed and were not being met. Monitoring of segregation remained inadequate but there were plans to improve it.
- S12 Psychosocial support had improved overall. There was better support for alcohol users and a reduction in some waiting times. Clinical care for prisoners with drug treatment needs had deteriorated; new arrivals not on methadone prescriptions in the community did not receive opiate substitution treatment. Tradable medication was given in-possession too often, which continued to fuel its illicit use.



Respect

- S13 **At the last inspection we rated outcomes in respect as poor overall.** The demands of the separated units were undermining the work of the whole prison. We were not assured that all prisoners, particularly Catholic men and those with disabilities, received equal treatment. Health care services required urgent improvement to ensure patient safety.
- S14 At this inspection we found that the prison had focused on reducing the impact of the separated houses on the rest of the prison, but challenges remained. Support for disabled prisoners had improved but more needed to be done to meet the needs of all those with protected characteristics and Catholic prisoners. Some aspects of primary health care had improved but mental health provision had deteriorated and needed urgent attention.
- S15 At the last inspection in 2015 we made two recommendations in the area of respect.
At this announced inspection we found that they had both been partially achieved.
- S16 In our survey, prisoners remained very negative about many aspects of respect. The newer units were bright, clean, spacious and suitable. Efforts had been made since our last inspection to improve the square houses and they were more decent, although overall they remained poor quality accommodation.
- S17 Maintaining the regime for separated prisoners, which included commitments about minimising curtailments and enhancing staffing levels, was still affecting the rest of the prison, although the new core day was providing a more stable regime for the majority of prisoners. The introduction of a staff rotation and support scheme in the separated units was a positive step, as was enhanced support for staff working in these houses.
- S18 Fewer prisoners in our survey were satisfied with relationships with staff than in 2015 although most said they were treated respectfully. As at the last inspection, the majority of staff-prisoner interactions were respectful, but somewhat distant. Many staff had low expectations of those in their care. House consultation forums had been introduced, but had yet to be embedded.
- S19 Overall limited progress had been made in promoting equality and diversity. The disparity in outcomes for Catholic prisoners across many areas remained unchanged. Processes for reporting and investigating discrimination complaints still needed improvement. The identification of those with disabilities and the support provided had improved. Forums for older prisoners were now held and some good work with foreign nationals continued. However, the prison still failed adequately to acknowledge the needs of some other minority groups. The faith needs of most prisoners were met although access to corporate worship was still problematic for some.
- S20 The complaints system was better organised and more prisoners than the comparator or compared with the previous inspection said it was easy to make a complaint, although fewer than previously or compared with other prisons, believed the system to be fair. Eighty per cent

of outstanding complaints had been addressed, which was a major achievement, although over 300 had not. The number of complaints had increased; a large proportion related to dissatisfaction with accommodation. We had concerns about how some complaints about staff were being dealt with. Legal services provision remained good.

- S21 The new motivated senior management team planned to improve the health care service. Staff said senior managers had been more involved and provided leadership, and dialogue was now more open.
- S22 Staffing levels in primary care were improving. The monitoring and implementation of chronic disease management had improved. The SEHSCT needed to review the impact of the closure of the inpatient unit to ensure the needs of the changing population were effectively met. The delays in prisoners receiving their medication had reduced but delays still occurred. The prison was starting to provide prisoners with secure storage for in-possession medication and some spot checks were undertaken. Medicine administration had improved in most houses. Prisoners could still wait up to seven months for a routine dental appointment which was far too long. Mental health services had deteriorated since the last inspection with a negative impact on patients.
- S23 Prisoners remained negative about the food but meals were now served at more appropriate times. Nevertheless supervision was inadequate. Tuck shop provision remained reasonable.

Purposeful activity

- S24 **At the last inspection, we rated outcomes in purposeful activity as poor.** We found the regime significantly and unpredictably curtailed and most prisoners had little time out of their cells. We assessed learning and skills provision as inadequate and in need of urgent improvement.
- S25 At this inspection the new core day was starting to support a better focus on delivering a more purposeful and stable regime. We found that while regime curtailments still took place regularly, they were being steadily reduced and were now more predictable than previously. The prison had made reasonable progress towards improving the quality of learning and skills provision although much still needed to be done. More prisoners were now attending activities but too many men still did not participate.
- S26 At the last inspection in 2015 we made one recommendation in the area of purposeful activity. **At this announced inspection we found that the recommendation had been partially achieved.**



- S27 A universal core day had been implemented since our last inspection, which allowed prisoners in full-time work to spend over nine hours a day out of their cell. Slightly fewer men than at our last inspection were locked up during the working day. Monitoring of the regime had improved but ongoing staffing shortages meant that curtailments were still frequent, although they were more predictable and decreasing. Maintaining the regime for separated prisoners, which included commitments to minimise curtailments and enhance staffing levels, was still having an impact on the rest of the prison.
- S28 More effective strategic planning took place and joint working between Belfast Metropolitan College (BMC) and the NIPS was beginning to enhance prisoners' opportunities to undertake accredited qualifications. Communication and collaboration between BMC and NIPS staff needed to improve to ensure the further development of the provision. The collection and use of data were improving, as was self-evaluation, but more work was required.
- S29 The number of prisoners participating in activities had increased significantly. Nevertheless, too many men still did not undertake any activity and not all the opportunities available were being used. The curriculum remained too narrow. Some aspects of the provision were not planned coherently and were not sufficiently aligned to the Northern Ireland economy. Attendance had improved but still needed to be better.
- S30 The assessment of and planning for English for Speakers of Other Languages (ESOL) provision required significant improvement and the arrangements for external accreditation needed immediate attention. The initial assessment of prisoners' essential skills needs had improved but the process had not been extended to ensure all aspects of their previous learning, achievements and experience could be recorded in their individual learning plans. The information in the plans needed to be linked to their prisoner development plans and reflect prisoners' learning, skills and personal development more fully. The arrangements for the assessment, delivery and accreditation of numeracy had improved. However, the delivery of literacy and information and communications technology (ICT) still needed to be better. Opportunities for prisoners to study for GCSE qualifications in English and Maths needed to be developed to enhance their chances of progressing to further or higher education and training. The prison had started to link prison work activity roles to accredited qualifications. The quality of the teaching, training and learning observed was mostly good.
- S31 Prisoners still had limited opportunities to gain vocational qualifications beyond level 1; too few prisoners progressed to level 2 or higher. The provision of learning through the Open University was adversely affected by changes in delivery and support arrangements, particularly restricted access to ICT. The provision overall continued to be constrained, reducing further prisoners' access to higher level qualifications.
- S32 Library services had improved and a better range of fiction was available as was additional support to help prisoners develop their educational interests. Other improvements included opportunities for prisoners to read and record children's stories to maintain important family links and a mentoring initiative for prisoners who wished to learn to read.

- S33 The physical education provision remained good and opportunities for older prisoners and those with disabilities had improved. Access to the gym during the weekends had become increasingly restricted. As a consequence, attendance at gym sessions had decreased by approximately 20% since the same period in the previous year.

Resettlement

- S34 **At the last inspection we rated outcomes in resettlement as reasonably good** but recommended that the provision should be based on a robust needs analysis of the population.
- S35 **At this inspection we found that the prison had a better understanding of the population's needs**, although this had not yet been fully embedded in what was being delivered. Offender management arrangements remained reasonably strong and through-the-gate support generally good.
- S36 At the last inspection in 2015 we made one recommendation in the area of resettlement. **At this announced inspection we found that the recommendation had been partially achieved.**
- S37 The resettlement needs analysis data were becoming more meaningful, but were not yet informing resettlement service commissioning decisions. Links between the Prisoner Development Unit (PDU) and other departments, such as education, were still underdeveloped. Temporary release continued to be used frequently to help prisoners maintain family ties and support resettlement objectives. The PDU was still very short of staff, but plans were underway to fill vacancies.
- S38 Most eligible prisoners continued to have a prisoner development plan and regular contact with sentence managers. Prison service sentence managers now undertook release planning work for low and medium-risk prisoners. This demanded more risk management expertise than previously, and they did not yet feel confident carrying out this work.
- S39 Public protection arrangements remained generally sound, but we were concerned that some risks to the public not covered by the Public Protection Arrangements Northern Ireland (PPANI) framework were being overlooked. Categorisation processes had improved. Indeterminate sentence prisoners with more than three years to serve still needed more support.
- S40 Short-term prisoners received little proactive support although they could refer themselves to relevant agencies. Burren House continued to provide good opportunities for lifers 'through-the-gate'. Good reintegration support was provided to higher risk prisoners.



The resettlement pathways offered some reasonable support. Accommodation services and support for substance users were good. Careers advice and guidance support was still not sufficient and finance, benefit and debt provision remained underdeveloped. Some progress had been made in developing through-the-gate health care support, although more was still needed. Overall support to help prisoners maintain contact with their children and families remained relatively good. In contrast to the last inspection, visits started on time and visitors were complimentary about how staff treated them.

- S41 An improved range of offending behaviour programmes was being developed. Plans were in place to hold twice-yearly 'celebrations of success' that would involve prisoners' families.

Main recommendations

Recommendation 1

Urgent and decisive action should be taken to strengthen the leadership of the prison. The leadership of the prison must:

- provide visible reassurance and authority to staff and prisoners;
- reduce staff absenteeism;
- ensure basic safety processes are in place to address the concerns outlined in this report;
- ensure a security strategy relevant to the needs of the prison is developed and implemented in a co-ordinated way across all relevant departments;
- prioritise the delivery of a predictable and decent regime; and
- take robust steps to reduce availability of illicit drugs, to prevent the abuse of divertible medication and ensure the administration of prescribed medicines is carried out to Nursing and Midwifery Council (NMC) standards and is fully supported by the SEHSCT's and NIPS' operations and regimes.

Additional action required – ensure robust investigations take place into allegations of assault on prisoners by staff, and appropriate measures are in place to reassure prisoners that action will be taken if wrongdoing is proved (repeated recommendation S46).*

Recommendation 2

The Department of Justice (DoJ) should commission an independent inquiry into the causes and management of the fire at Erne House and what lessons can be learnt for the future. The inquiry should identify any misconduct or neglect by responsible individuals and action should be taken accordingly (repeated recommendation S47).*

* Denotes paragraph number reference from May 2015 Inspection report, published November 2015.

Recommendation 3

If it is necessary to continue to manage the separated units in line with different criteria from the rest of the prison, their location, management and resources should be removed from the rest of the prison in order to prevent their significant adverse impact on the prison population as a whole (repeated recommendation S48).*

Recommendation 4

A comprehensive strategy to reduce the level of self-harm and self-inflicted death should be developed with a named manager responsible for its implementation. Priorities should include:

- ensuring all prisoners are placed in decent first night accommodation and receive an appropriate induction;
- ensuring recommendations arising from previous deaths are implemented and procedures to reduce the risk of suicide and self-harm are fully followed;
- supporting prisoners at-risk case management procedures should focus on understanding and responding to the underlying causes for prisoners' distress;
- access to Listeners' should not be unnecessarily restricted; and
- convicted and unconvicted prisoners should not have to share cells (repeated recommendation S49).*

Recommendation 5

Managers should ensure that:

- effective measures are in place to monitor and oversee the use of all disciplinary processes, use of force and segregation;
- poor behaviour is challenged promptly and proportionately by all staff;
- issues underlying poor behaviour are identified and tackled;
- all staff are up-to-date in the necessary training;
- all prisoners are screened by managers and health care staff prior to being segregated and their safety and welfare is reviewed on a daily basis thereafter; and
- the segregation regime for longer stay prisoners should be adequate to mitigate any resulting psychological deterioration.

Additional action required – use of special accommodation is properly managed so it is only used as a last resort, and for the minimum time necessary (repeated recommendation S50).*

Recommendation 6

The prison should investigate and address the reasons for the poorer outcomes for Catholic prisoners, put in place arrangements for the effective and credible investigation of discrimination complaints and consult with prisoners with disabilities and other minority groups, to ensure their needs are understood and met (repeated recommendation S51).*

* Denotes paragraph number reference from May 2015 Inspection report, published November 2015.



Recommendation 7

Within one month of receipt of this report, the SEHSCT and the NIPS should submit an action plan setting out the steps required to address the concerns identified in the report including measures to:

- provide reassurance that partnership arrangements between the Health and Social Care Board, the SEHSCT and the NIPS are effective, understand and address the concerns of staff, develop sustainable clinical governance arrangements and rapidly improve standards of clinical care;
- maintain sufficient suitably qualified and experienced staff to meet the health care needs of the population;
- reduce waiting times;
- improve chronic disease management;
- implement screening and vaccination programmes;
- ensure all equipment and drugs are safe to use;
- improve the management of the administration of medications in line with NMC standards. This should be fully supported by the SEHSCT's and NIPS' operations and regime;
- provide prompt reports on adverse incidents and replies to complaints;
- improve communicable disease management; and
- respond to the security risk identified regarding hospital appointments.

Additional action required (a) – as a result of the closure of the inpatient unit, the SEHSCT and NIPS must review how the needs of frail older persons and those with mental health problems can be addressed.

Additional action required (b) – ensure the increasing mental health needs of the population held are met (repeated recommendation S52).*

Recommendation 8

The leadership and management of learning and skills should be strengthened. There should be a robust quality improvement process informed by data analysis, to ensure that the learning and skills provision meets prisoners' resettlement and development needs (repeated recommendation S53).*

Recommendation 9

The prison should complete a robust needs analysis of its population and ensure that the resettlement services provided meet the needs of the population (repeated recommendation S54).*

* Denotes paragraph number reference from May 2015 Inspection report, published November 2015.



Inspection Report



Safety

Courts, escorts and transfers

Expected outcomes:

Prisoners transferring to and from the prison are treated safely, decently and efficiently.

- 1.1 At our last inspection, prisoners were negative about most aspects of their escort experience.
- 1.2 At this inspection, in our survey, prisoners remained negative about their escort experience and the information they received. New arrivals we spoke to reported few problems with escorts, and PECCS managers had sought to address our concerns. They had carried out surveys, analysed data and met with prisoners to identify and tackle their concerns. Action was being taken to provide prisoners with information at court and reduce the number of long journeys to the prison.

Early days in custody

Expected outcomes:

Prisoners are treated with respect and feel safe on their arrival into prison and for the first few days in custody. Prisoners' individual needs are identified and addressed, and they feel supported on their first night. During a prisoner's induction he/she is made aware of the prison routines, how to access available services and how to cope with imprisonment.

- 1.3 At the last inspection, we were concerned that cells for newly arrived prisoners were in a poor condition, inadequately equipped and that not all prisoners received an adequate induction.
- 1.4 At this inspection, little written information was displayed in reception but the appointment of a prisoner peer supporter the week before the inspection ensured that new arrivals received some verbal information about what to expect.
- 1.5 Interviews with prisoners in reception were still not sufficiently private, although we were assured that plans were in place to improve confidentiality. Staff treated prisoners respectfully but prisoners often spent too long in reception waiting to move to the first night wing.

- 1.6 Fewer prisoners than at the last inspection, 41% against 59%, and than the comparator (71%) reported feeling safe on their first night. On arrival on the first night wing, all prisoners were offered a free telephone call and access to tuck shop items; all prisoners could make an initial limited tuck shop order. Cells for new arrivals were still poorly equipped and some had extensive graffiti, including one cell with a large swastika burnt on the ceiling. Written information that was handed out was poorly presented and insufficiently detailed.
- 1.7 Night staff carried out additional checks on new arrivals but prisoners complained that their sleep was often disturbed as a result. Prisoners now had sufficient drinking water during the night but still had no access to hot water once they were locked in their cells.
- 1.8 The following day, committal procedures were carried out and prisoners were seen by a range of staff from different organisations, including the chaplaincy and drugs and family workers. The formal prison induction often did not take place until several days after arrival and was sometimes cancelled due to a lack of staff. The PowerPoint presentation was informative but still did not have enough detail.

Bullying and violence reduction

Expected outcomes:

Everyone feels and is safe from bullying and victimisation (which includes verbal and racial abuse, theft, threats of violence and assault). Prisoners at risk/subject to victimisation are protected through active and fair systems known to staff, prisoners and visitors, and which inform all aspects of the regime.

- 1.9 At our last inspection tensions between prisoners were running high and we had serious concerns about safety. Levels of violence were far too high and many prisoners felt unsafe. Communal areas were not adequately supervised. Monitoring and investigation of bullying required improvement and indicators of violence were not analysed or used to inform the violence reduction strategy. A fire in Erne House that could have had tragic consequences had not been subject to an independent investigation.
- 1.10 At this inspection, levels of violence were still too high, and the survey confirmed what prisoners told us – they did not feel safe. The security committee had started to scrutinise safety issues but a more strategic approach to violence reduction was still required. Integration between the PSST and other key departments needed to improve to ensure staff had a clearer understanding of the scale of the problem; a more comprehensive analysis of the data would also drive a co-ordinated response².

² See also Safety of Prisoners held by the Northern Ireland Prison Service. A joint inspection by Criminal Justice Inspection Northern Ireland and the Regulation and Quality Improvement Authority (October 2014) www.cjini.org

- 1.11 Staff had begun to patrol and supervise yards and communal areas in the square houses and there were plans to extend this to all residential areas. Managers needed to ensure this was embedded as a routine activity across the prison but this was a significant step forward for the prison given its history.
- 1.12 We were not satisfied that the process for investigating allegations of an assault on a prisoner by an officer was sufficiently robust, which required urgent management attention (see main recommendation 1, additional action required).
- 1.13 At the time of the inspection, a review of the circumstances of the Erne House fire had just been completed and a number of recommendations made. We were satisfied that the Northern Ireland Prison Service (NIPS) had credible plans to implement these recommendations over the coming months - (see main recommendation 2).

Self-harm and suicide prevention

Expected outcomes:

The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. Prisoners are identified at an early stage and given the necessary support. All staff are aware of and alert to vulnerability issues, are appropriately trained and have access to proper equipment and support.

- 1.14 At our last inspection, action plans had been developed in response to recommendations following a number of deaths in custody but mechanisms were not robust enough to ensure they were embedded. The use of Supporting Prisoners at Risk (SPAR) arrangements and the number of self-harm incidents had increased. Procedures to ensure the use of observation cells and anti-ligature clothing were necessary and proportionate, needed to be strengthened. Care planning did not have a sufficient emphasis on therapeutic interventions. Management failed to ensure that regime restrictions did not adversely affect prisoners' access to Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners).
- 1.15 At this inspection some recent death in custody report recommendations had been implemented and reviews of outstanding recommendations were scheduled to begin in June 2016.
- 1.16 The number of prisoners on SPAR arrangements had fallen since the last inspection but remained high. Observation cells were still used too frequently and anti-ligature clothing was used in 82% of cases, the same proportion as in 2015, and remained too high.

- 1.17 The PSST and the Donard Centre provided a caring approach to the most at-risk prisoners and those in crisis. Health care was more engaged with the SPAR process. The prison still needed to develop a comprehensive safer custody strategy to better manage the significant challenges presented by a population that was increasingly at risk of self-harming and to implement the SPAR case management procedures recommended at the last inspection³.
- 1.18 More Listeners now worked across the Maghaberry site; while there had been an improvement since the last inspection, there were still some delays before prisoners could see a Listener and access was still too restricted because of operational issues.
- 1.19 Unconvicted prisoners still shared cells with convicted prisoners, although the number had declined since the last inspection.

Safeguarding (protection of adults at risk)

Expected outcomes:

The prison promotes the welfare of prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.⁴

- 1.20 At our last inspection, regional safeguarding boards were not responsible for Northern Ireland prisons. This remained the case at this inspection. The prison had no formal safeguarding policy or arrangements. The Donard landing and centre and the weekly multi-disciplinary meeting continued to focus on supporting prisoners with complex needs; activities and mental health support had improved for this group.

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence as well as positive staff-prisoner relationships. Prisoners are safe from exposure to substance misuse while in prison.

- 1.21 At our previous inspection the prison's analysis of security information and identification of specific risks were weak and some important elements of dynamic security were not sufficient. Security committee meetings were held every month but links with other important prison departments were weak. There was little evidence of security objectives being set consistently following an analysis of intelligence, and key threats were not always adequately identified or acted on. MDT positive rates were too high and links between the security department and drug service providers were weak.

3 See also Safety of Prisoners held by the Northern Ireland Prison Service. A joint inspection by Criminal Justice Inspection Northern Ireland and the regulation and Quality Improvement Authority (October 2014) www.cjini.org

4 We define an adult at risk as a vulnerable person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

- 1.22 At this inspection it was clear that plans were in place to improve important security structures. A local security strategy had been developed and there was evidence that key security threats specific to Maghaberry were being identified and assessed.
- 1.23 Security committee meetings, which were given a high priority, were held every month, and attendance had improved. Security objectives were agreed and information-sharing was also improving. Links to the PSST, health care and drug treatment services, however, remained weak.
- 1.24 Security risk assessments and subsequent management systems were generally effective and many poor security practices, such as handcuffing category D prisoners during escorts and a lack of sufficient control over vehicles when prisoners were in the grounds, were now reasonable. However, some physical security measures, such as the excessive use of electronic doors and turnstiles controlled by staff in isolated pods on each wing, remained oppressive and very staff resource intensive. Despite the ongoing complexities of managing the separated units, the continuing practice in these units of not unlocking more than four prisoners on each landing at any one time in the presence of four staff, also appeared excessive.
- 1.25 Some important elements of dynamic security had improved. The daily prison regime was more predictable, and the tensions between prisoners we saw during the last inspection had eased somewhat. Officers had begun to patrol communal areas on wings and supervision had improved (see sections on bullying and violence reduction, paragraph 1.11 and staff-prisoner relationships, paragraph 2.12) although relationships between some staff and prisoners remained distant.
- 1.26 The drug strategy committee had been disbanded leaving the prison without a whole-prison strategic approach to balancing supply and demand reduction. While supply reduction was now addressed by the security meeting, neither the drug team Ad:ept nor the clinical addictions team attended. The MDT positive rate was still far too high at 28.4% over the six months prior to this inspection, and new psychoactive substances (NPS) (new drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life threatening effects) had started to emerge as an issue. MDT information was sent to Ad:ept but not enough regular dialogue took place between the joint addictions team and security staff. The suspicion test positive rate had decreased slightly (from 52% to 45.2%).⁵
- 1.27 Prisoners told us that the availability of drugs, including diverted medication, had increased since the last inspection. In our survey, more than three times the comparator (31% against 9%) and more than twice as many as last time (31% compared with 14%) said they had developed a problem with drugs in the prison.

⁵ See also Safety of Prisoners held by the Northern Ireland Prison Service. A joint inspection by Criminal Justice Inspection Northern Ireland and the regulation and Quality Improvement Authority (October 2014) www.cjini.org

Progressive regimes and earned privileges

Expected outcomes:

Prisoners understand the purpose of the PREP scheme and how to progress through it. The PREP scheme provides prisoners with incentives and rewards for effort and behaviour. The scheme is applied fairly, transparently and consistently.

- 1.28 At the previous inspection, there was little evidence that the PREP scheme was used much to encourage responsible behaviour. The number of prisoners on the enhanced level was comparatively high and the regime for the smaller number of prisoners on the basic level included relatively good time out of cell.
- 1.29 At this inspection we saw little change in the way the PREP scheme was implemented. The number of recorded written behaviour warnings remained small compared to the large number of formal adjudications for minor infringements and petty behaviour issues. Most prisoners (64%) were on the standard level, but a relatively large number (33%), were on the enhanced regime. A comparatively small number (about 3%) were on the basic level.
- 1.30 The prison did not have a support structure to help prisoners on the basic level deal with issues that might have caused poor behaviour and nearly all of them remained on that level for 28 days. However, their regime was adequate and as at the last inspection, they could attend activities and had reasonable periods of association.

Discipline

Expected outcomes:

Disciplinary procedures are applied fairly and for good reason. Prisoners understand why they are being disciplined and can appeal against any sanctions imposed on them.

Disciplinary procedures

- 1.31 At the last inspection, the number of adjudications was high, but hearings were conducted fairly. Some charges were petty. Standardisation meetings did not take place and information about the nature of prisoners' offences was not sufficiently analysed.
- 1.32 At this inspection, we found that many formal disciplinary charges could have been dealt with through the PREP scheme and too many were for petty issues (see section on progressive regimes and earned privileges, paragraph 1.29).
- 1.33 Data collection and analysis of adjudication information remained poor and standardisation meetings, although planned had not yet been introduced. All hearings were audio recorded, but many adjudications did not proceed because the deadline for dealing with them had been exceeded.

The use of force

- 1.34 At the previous inspection, force was used frequently, but accounts from officers we examined indicated that it was justified. However, the analysis of data to identify patterns or trends was poor.
- 1.35 At this inspection, formal monitoring arrangements for incidents were improving. Incidents were discussed at security committee meetings chaired by a senior manager and the prison was developing data analysis to identify patterns or trends.
- 1.36 Although there was a high level of use of force, with 249 cases in the previous six months, it had been reduced by 50 incidents since the last inspection. In cases we examined, intervention was well organised, properly carried out and, documentation was completed correctly. Proper authority was recorded and senior staff supervised most incidents.
- 1.37 The prison's monitoring of the use of special accommodation was poor and it was impossible to calculate exactly how often it had been used, although officers said that was used frequently. Authorisation paperwork we examined in a few cases did not assure us that its use was justified or that prisoners were being removed at the earliest opportunity (see main recommendation 5, additional action required).

Segregation

- 1.38 At the previous inspection, living conditions in the segregation unit were generally poor and monitoring of segregation was weak. Formal planning to address the needs of segregated prisoners, particularly those with complex needs was inadequate and some remained segregated for excessive periods of time. Initial safety assessments were not carried out for newly arrived prisoners and some were not seen by health care professionals prior to their admission.
- 1.39 At this inspection, the segregation unit was closed for major refurbishment and a temporary unit had been established along two corridors on the ground floor of Foyle House. During the inspection, 19 prisoners were in the unit, all for good order or discipline reasons. Although conditions in most occupied cells were adequate, a small number were appalling. Cells were filthy and poorly furnished and offensive graffiti was etched into the walls and burned onto ceilings. Windows were broken and flooring was in a poor state of repair.
- 1.40 The daily regime was inadequate. Although prisoners had daily access to showers, the telephone and an hour's exercise, they were locked in their cells for at least 22 hours a day. We remained very concerned about the significant number of prisoners who had been segregated for very long periods isolated under these conditions.
- 1.41 Mandatory reviews of individual cases took place but they were usually cursory and we saw little evidence of changes in the prisoners' behaviour or circumstances being monitored effectively or acted on. We remained very concerned that health care staff did not routinely see prisoners in the unit every day and most prisoners had not been seen by health care professionals prior to their admission. The mental health needs of some segregated prisoners had not been assessed and were not being met.

- 1.42 The overall governance of segregation had not improved and its use remained high. Management meetings did not take place and information about how often prisoners were segregated and their length of stay was not analysed sufficiently. However, we were made aware of plans to address these fundamental concerns.

Substance misuse

Expected outcomes:

Prisoners with drug and/or alcohol problems are identified at reception and receive effective treatment and support throughout their stay in custody.

- 1.43 At the last inspection we found that too few prisoners with substance misuse problems had limited access to psychosocial services, although some positive interventions were offered. There were no peer mentors. We also found that prisoners waited too long to start opiate substitution treatment, but when they did the Addictions Team provided them with good care and support. Prisoners on some alcohol and opiate detoxification regimes were given their medication daily in-possession, which we considered to be unsafe.
- 1.44 Ad:ept is funded by the SEHSCT to provide psychosocial services as part of the clinical addictions pathway and are an integral part of the Trust's Clinical Addiction Team. We found that Ad:ept had shorter waiting lists than at the last inspection, but these were still too long. This was mainly due to a shortage of staff. A total of 104 prisoners (approximately 12.5% of the population) were on the Ad:ept case management and counselling caseload. A further 25 prisoners were on waiting lists to be seen; the longest wait was six weeks for case management and eight for counselling which were too long.
- 1.45 However, once on the Ad:ept caseload, prisoners had access to a good range of group work, one-to-one sessions, Alcoholics Anonymous fellowship meetings and acupuncture. The service was enhanced by a newly developed peer mentoring scheme. Four mentors were in their last week of training but were already providing support.
- 1.46 We found that outcomes for prisoners with clinical drug treatment needs had deteriorated. The Clinical Addictions Team now only had one part-time prescriber and one full-time nurse. As a result, prisoners were not initiated on to opiate substitution treatment (neither methadone nor buprenorphine). Prisoners arriving with confirmed opiate substitution treatment prescriptions continued with their treatment.
- 1.47 Primary health care staff provided those in withdrawal with symptomatic relief. Prisoners still received several doses of medication in-possession and many told us they were unlikely to stick to the recommended doses; this was also likely to be contributing to issues with the diversion of prescribed medications (see section on security, paragraph 1.27). The shortage of staff meant prisoners had few opportunities to see the addiction nurse or Ad:ept staff and prisoners often had no psychosocial support during their five- to seven-day detoxification period.



Respect

Residential units

Expected outcomes:

Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions. Prisoners are aware of the rules and routines of the prison which encourage responsible behaviour.

- 2.1 At our last inspection, we found that the quality of residential accommodation varied greatly: the newer units were good but some cells held more prisoners than they were designed for. The older square houses offered poor accommodation. Accommodation in the separated units was good. An unpredictable regime was significantly affecting prisoners' ability to carry out many everyday activities. Responses to cell bells and applications were poor.
- 2.2 At this inspection, the newer accommodation units and the Mourne complex, where 13% of the population were held, remained at least reasonably good. The Braid, Quoile and Shimna units provided suitable, bright, clean and spacious accommodation. Efforts had been made to improve the square houses where 45% of all prisoners were held but overall, the landings and cells remained gloomy and claustrophobic. The recreational room in Lagan House had been redecorated and there were plans to do the same in the other square house recreational rooms. Some cells had been redecorated since our last inspection; prisoners employed as painters repainted cells to a good standard. Graffiti remained a problem in some cells but efforts were being made to eradicate it. Exercise yards were austere but largely free of litter. The offensive materials policy was adhered to. The prison planned to build a new accommodation block which would make the square houses redundant.
- 2.3 In our survey, prisoners remained negative about many amenities, including getting access to showers which was still an issue for some. Reception staff retrieved property from storage promptly, but there were delays in transferring it to the residential units. Prisoners in our survey were negative about access to cell cleaning materials despite large quantities of materials being held on wings.
- 2.4 In our survey, fewer prisoners than the comparator (25% against 49%) said that applications were dealt with fairly. In the six months, June to November 2015, prisoners made 15,546 written

requests, and more than a third of responses were delayed. Fewer prisoners in our survey than at our last inspection said that their cell bell was answered within five minutes. Our analysis of the prison's own data showed only one in five cell bells received a response within five minutes: the longest wait for a response in our sample was over 20 minutes. A total of 49 unconvicted prisoners shared cells with convicted prisoners.

Separated units

- 2.5 At the previous inspection, living conditions in both separated units were good. Cells and communal areas were clean but association areas were limited. However, relationships between staff and prisoners, particularly in Roe House, were at best distant. Staff received little training to deal with the pressure associated with working in this environment. We were concerned that managing the separated units, in their current form, required a disproportionate amount of the prison's resources to the detriment of the majority of prisoners housed elsewhere.
- 2.6 At this inspection, living conditions remained good but communal areas were small and restricted. The problems and tensions between prisoners and staff in Roe House were still evident, and were still having an impact across the prison on staff perceptions of prisoners in general.
- 2.7 Support for officers working in the separated units had improved with the introduction of group and individual supervision sessions through the individual personal development scheme facilitated by trained staff. A staff rotation system had also been introduced to help ensure that officers did not work excessively long hours in the units or risk becoming conditioned.
- 2.8 Maintaining a different enhanced regime for separated prisoners, which included commitments to minimise curtailments and enhance staffing levels, was still having a negative impact on the rest of the prison, although the new core day was providing a more stable regime for the majority of prisoners (see sections on security, paragraph 1.24 and time out of cell, paragraph 3.2).

Staff-prisoner relationships

Expected outcomes:

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

- 2.9 At our last inspection prisoners were less satisfied with relationships with staff than previously, although most felt staff respected them. Exchanges between staff and prisoners were generally appropriate, but staff had low expectations of the men; they tended to respond to requests rather than initiate interactions. There was no personal officer scheme. Some staff feared prisoners and few meaningful interactions took place during association. Prisoner forums were irregular and were not embedded.

- 2.10 At this inspection fewer prisoners than in 2015 (62% against 73%) said that staff treated them with respect, and some complained that staff were disrespectful. However, we observed mainly respectful interactions between prisoners although staff still had poor perceptions of prisoners (see section on residential units, separated units, paragraph 2.6). Staff we spoke to appeared more motivated than before but were frustrated with the number of prisoners they had to deal with, and their low expectations of prisoners persisted; only very few of the staff we saw interacted proactively or initiated contact with prisoners.
- 2.11 While there was no personal officer scheme, many prison officers appeared to know their prisoners, which was an improvement. Routine interactions were rarely recorded in house file notes, which were mostly about observable behaviour and geared towards PREP assessments.
- 2.12 In Bann and Erne Houses regular staff patrols had recently been established and officers had started to interact with prisoners in association and exercise areas as they walked through. We observed prisoners approaching staff; some staff-initiated exchanges took place and staff dealt with issues raised in a personable manner. This was a very welcome development as was the prison's plans to extend these patrols to other houses.
- 2.13 Unit-based prisoner forums had been set up and took place every two to four weeks which was good, although some minutes were incomplete. The main prisoner consultation forum had lapsed but there were plans to reintroduce it once the unit-based forums had been embedded, which was an appropriate way forward.

Equality and diversity

Expected outcomes:

The prison demonstrates a clear and co-ordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic⁶ are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), gender, transgender issues, sexual orientation and age.

Strategic management

- 2.14 At the last inspection some aspects of equality and diversity had improved but poorer outcomes for Catholic prisoners were still not understood. The reporting and investigation of discrimination needed to be improved. The needs of many prisoners with disabilities were not being met but foreign national prisoners received some good support.

⁶ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.15 Overall, at this inspection progress on equality and diversity had been limited, which was reflected in our surveys. The governor responsible for prisoner safety and support and equality and diversity was new in post and senior manager oversight had been inconsistent. Attendance at equality and diversity meetings was poorer than previously and external agencies were not represented. Prisoner representatives were still not present when data monitoring outcomes were discussed.
- 2.16 The disparity in outcomes for Catholic prisoners across many areas, a longstanding concern, remained unchanged and the prison had failed to explore the reasons for it. Monthly reports from department heads explaining disparities often consisted of 'cutting and pasting' from previous reports. The conclusions of an independent report Discipline and Disparity (Butler and Maruna 2012), commissioned by the NIPS and looking into the differential outcomes for Catholic prisoners and recommending some solution, should be reviewed and a formal response published.
- 2.17 The prison still did little to celebrate cultural diversity. Processes for reporting and investigating discrimination complaints remained unchanged and needed improvement; quality assurance processes and external scrutiny were also required.

Protected characteristics

- 2.18 At the last inspection the prison had no lead staff for each of the protected characteristics. While foreign national prisoners received some good support, the identification of and support for those with disabilities needed to improve and there were no forums for older prisoners or support for others under the nine protected characteristics under Section 75 of the Northern Ireland Act 1998.
- 2.19 At this inspection, the equality and diversity co-ordinator remained the only member of staff with direct oversight of work with the protected characteristics. Those with disabilities were now more consistently identified and the support provided had improved, but closer working with the health care department was required so effective care plans could be developed and information shared. Prisoner carers offered informal support with basic tasks and two prisoners had professional carers provided by the SEHSCT. Forums for older prisoners were now being held and some good work with foreign nationals continued. The equality and diversity coordinator aimed to see foreign nationals individually within 72 hours of reception, forums continued to be held and interpretation services were used well. United Kingdom Home Office representatives still did not provide sufficient support.
- 2.20 The needs of some other minorities groups, including prisoners from black and minority ethnic backgrounds and gay prisoners, were seldom acknowledged and more needed to be done to meet their needs.

Faith and religious activity

Expected outcomes:

All prisoners are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and resettlement.

- 2.21 At the last inspection chaplaincy support was reasonable overall. Regime curtailments had had an impact on prisoners' access to corporate worship and there were few faith 'enrichment' activities.
- 2.22 At this inspection the faith needs of most prisoners were still being met. Chaplains saw all new receptions and although most could get to corporate worship services, regime curtailments could on occasion still affect attendance. Chaplains attended some SPAR reviews but did not always visit the segregation unit every day. Some faith enrichment activities had taken place, including a carol service and a three-day retreat run by Kairos, a prison ministry organisation.
- 2.23 There had been several changes of management since our last inspection. Chaplains we spoke to still found it difficult to balance their various work priorities, such as the demands of day-to-day pastoral care, delivering broader enrichment activities and their statutory obligations. There had been no team meetings since our last inspection and the chaplaincy's work required consolidation.

Complaints

Expected outcomes:

Effective complaints procedures are in place for prisoners, which are easy to access, easy to use and provide timely responses. Prisoners feel safe from repercussions when using these procedures and are aware of an appeal procedure.

- 2.24 At the last inspection prisoners had little confidence in the complaints system. Over 1,500 complaints were outstanding and the system had become overwhelmed, particularly by the large number submitted by prisoners from Roe House. Some monitoring had started but there was no comprehensive analysis.
- 2.25 Our survey suggested that at this inspection prisoners were even less confident in the complaints system than in 2015. More than the comparator and when compared with last time, said they had been prevented from making a complaint or that they believed the system to be fair; however, more than the comparator and compared with previously, said it was easy to make a complaint. Prisoners' perceptions of the reliability and fairness of the system required attention.

- 2.26 Despite this, the management of complaints had improved and 80% of those outstanding had been dealt with – although around 300 still needed to be addressed. The decency performance reporting system was well established and provided focused and consistent information. Some serious allegations about staff had been independently investigated although this was not always the case and we were concerned about how allegations about staff assaults on prisoners were handled (see section on bullying and violence reduction, paragraph 1.12).
- 2.27 Excluding complaints arising from Roe House, a monthly average of 373 complaints had been received in the six months to the end of November 2015, an increase since our last visit (292 per month). About 80 per month were about living conditions and work was underway to improve some of the residential units (see section on residential units, paragraph 2.3).
- 2.28 Over 50% of complaints were from Roe House; about a third of prisoners held in the house (16) generated over 100 complaints each. The majority of Roe House complaints were drafted in the same handwriting and differed from most of the signatures, and many were at the second stage of the complaints process. These complaints were a continued co-ordinated effort to overwhelm the complaints system.
- 2.29 A complaints operational manager had been appointed to better co-ordinate responses and since May 2015, 14 members of staff had been trained to support this work; some complaint responses we saw were courteous, timely and addressed the issues raised, but too many did not. The prison was reviewing how to better manage minor issues such as complaints about the heating system not being on in July. The Prisoner Ombudsman for Northern Ireland⁷ identified that too many complaints were being sent to his office for resolution. Maghaberry staff required more training in investigating complaints.

Legal rights

Expected outcomes:

Prisoners are fully aware of, and understand their sentence or remand, both on arrival and release. Prisoners are supported by the prison staff to freely exercise their legal rights.

- 2.30 Prisoners remained positive about their access to legal representatives.

Health services

Expected outcomes:

Prisoners are cared for by a health service that assesses and meets their health needs while in prison and which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which prisoners could expect to receive elsewhere in the community.

⁷ Review of Complaints Handling Practice in the Office of the Prisoner Ombudsman for Northern Ireland (Prisoner Ombudsman's Office, October 2015)

Governance arrangements

- 2.31 At the last inspection we found that health services had declined. Staffing levels were a concern and did not always ensure practices were safe or effective; improvements in leadership and communication were also required. Clinical governance was poor. Prisoners did not have sufficient access to health care and lockdowns in the regime affected attendance. Chronic disease management required urgent attention. Information-sharing and the management of serious adverse incidents and complaints needed improvement. We found a potential security risk in electronic clinical records. Delays in medication being administered and some serious problems in the way medicines were managed meant there was a risk of them being diverted. Despite some vacancies, the mental health team had maintained services for prisoners who needed them. The consultant forensic psychiatrist and mental health nurse screened all new arrivals, which was good.
- 2.32 At this inspection we found that the new motivated senior management team planned to improve the health care service. Staff said senior managers had been more involved and provided leadership. Dialogue was now more open. Nurse staffing levels in primary care and staff induction and mandatory training were improving; however, staff supervision and appraisals for nurses still needed to be better. The prison needed to improve the performance management of GPs and ensure they undertook ongoing training and continuous professional development. We found the prison's collection of data on chronic diseases, and review and monitoring of these diseases had also improved, assisted by the introduction of a daily staff safety meeting and regular review by the SEHSCT senior executive team.
- 2.33 However, there had been little improvement in information-sharing or the management of serious adverse incidents and complaints. Serious adverse incident reports and action plans were still not up-to-date and lessons needed to be learned from incidents. Health complaints were not managed appropriately, as some staff answered complaints made about them, which was not acceptable practice.
- 2.34 The prison had written to the Health and Social Care Board (HSCB) regarding the potential security risk posed by electronic clinical records.

Delivery of care (physical health)

- 2.35 At the last inspection prisoners did not have sufficient access to health care. Lockdowns in the regime affected attendance. Previously resuscitation equipment and emergency drugs were not subject to frequent checks, and some drugs were out-of-date.
- 2.36 At this inspection our survey indicated that prisoners were less positive about how easy it was to see a GP, and about the service provided; more prisoners than previously complained about difficulties communicating with some GPs about their medications. However, improved primary care staffing levels had led to some better care being provided, although we had concerns about the lack of an inpatient unit for patients with more significant medical issues

(main recommendation 7, additional requirement (a)). The changing population meant that more prisoners had significant physical and mental health related problems, and the closure of the inpatient unit needed to be reviewed to ensure the needs of these prisoners were effectively met (see section on delivery of care (mental health) paragraph 2.43). Two prisoners were receiving care from an outside domiciliary care agency, which had worked well. Plans to introduce a pain clinic needed to be progressed.

- 2.37 We found that screening and vaccination programmes and the management of communicable diseases had improved. An improvement was also noted in the management of resuscitation equipment and emergency drugs, but there were still some discrepancies.

Pharmacy

- 2.38 At the previous inspection we found delays in medication being administered and some serious problems in the way medications were managed, which meant there was a risk of medicines being diverted.
- 2.39 Medicine administration had improved in most houses and we found that delays in prisoners receiving their medication had been reduced, but were still too long. The prison had started to provide prisoners with secure storage for in-possession medication and was carrying out some spot checks, but the approach was not consistent. Medicines were still at high risk of diversion as most prisoners continued to have their supervised swallow medicines supplied in-possession for evenings, and at weekends stock balances of medicines in the out-of-hours medicine cupboards were inaccurate and disposal records were not maintained. It was relevant that in our survey prisoners were significantly more likely than the comparator to say that they had developed a problem with diverted medications at the prison.

Dentistry

- 2.40 At the last inspection we found that prisoners could wait up to seven months for a routine dental appointment and there had been no improvement at this inspection.

Delivery of care (mental health)

- 2.41 At the previous inspection we found that despite some vacancies, the mental health team had maintained services for prisoners who needed it. The consultant forensic psychiatrist and mental health nurse screened all new arrivals, which was good.
- 2.42 At this inspection we found that mental health services had deteriorated. The departure of senior staff had affected efficiency and the service required an urgent review, particularly where crisis management and long waiting lists were concerned. There was still no clinical psychology or social work service.

- 2.43 Inspectors noted an increase in the number of prisoners with emotional or mental health problems and the lack of prompt access to the mental health team was a concern. A significant number of prisoners who were a risk to themselves or others had a comprehensive risk assessment; but we found some reviews of these risk assessments to be poor. Nurses were concerned that acutely unwell patients were managed on landings if no beds were available in community inpatient psychiatric services or at times, commenced on appropriate medication.

Catering

Expected outcomes:

Prisoners are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.

- 2.44 At the last inspection, few prisoners said the food was good. Lunch and dinner times were too close together and in some houses food often arrived lukewarm.
- 2.45 At this inspection, prisoners were even less happy with the food than at the last inspection: 14% against 18% last time said the food was good or very good. Packed lunches had been introduced, but were not popular. Nevertheless, they did provide prisoners in work or education with greater flexibility as there was less pressure on them to return to the wing to get their lunch. The temperature of evening meals was managed more effectively than last time and meal times were provided at more appropriate intervals throughout the day. However, the lack of supervision of the trolleys arriving in the units had led to the theft of food before meal times.

Purchases

Expected outcomes:

Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.

- 2.46 At the last inspection we found that prisoners were generally satisfied with the tuck shop. The in-house system was well run, flexible and efficient. At this inspection, access to canteen items for newly arrived prisoners was still very good. The system was equally flexible and efficient in dealing with queries.



Purposeful activity

Time out of cell

Expected outcomes:

All prisoners are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.⁸

- 3.1 At our previous inspection we found the regime was curtailed every day; nearly all prisoners spent too much time in units with little to do and were locked up for long periods. However, prisoners in separated units still had good access to time out of cell although providing it was still having an impact on the delivery of the regime in the rest of the prison.
- 3.2 Since our last inspection the prison had implemented a standard 'core day'. This had the potential to offer prisoners more predictability and up to nine hours and 20 minutes out of their cells. In practice, staff shortages and sickness had affected the prison's ability to deliver the regime consistently. Monitoring of curtailments to the regime had improved and now provided managers with more accurate data. In the four months prior to our inspection, the number of curtailments to the regime had steadily declined but was still too high, which meant prisoners did not always have consistent access to a full regime.
- 3.3 During two roll checks we found approximately 29% of prisoners locked behind their doors. While this figure remained too high it was lower than at our last inspection. Separated prisoners had access to association and recreation areas.

Learning and skills and work activities

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.

⁸ Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

Management of learning and skills and work

- 3.4 At our last inspection, the Education and Training Inspectorate (ETI) rated the education, vocational training and work provision as inadequate. The strategic leadership and management of learning and skills had been adversely affected by a reduction in staff and transitional arrangements to outsource the provision. The self-evaluation and quality improvement process was weak and the prison did not make enough use of or analyse data to inform it.
- 3.5 At this inspection, reasonable progress had been made in improving the quality of learning and skills provision. There is now more effective strategic planning by the NIPS, for example, the work of the strategic project board in overseeing the implementation of the recent service level agreement with Belfast Metropolitan College (BMC). Joint working between BMC and the NIPS was beginning to provide prisoners with more opportunities to undertake accredited qualifications. Productive working relationships between prison management and senior BMC staff also enhanced the prison's capacity to manage, develop and improve the quality of learning and skills.
- 3.6 Operational planning for the delivery of learning and skills remained fragmented, particularly in relation to the separate management of elements of the NIPS provision. Communication and collaboration between the BMC and NIPS staff needed to be enhanced to ensure the provision could be developed and extended.
- 3.7 The prison's collection and use of data was getting better, as was self-evaluation but both needed to be developed further to sustain and improve the learning, skills and work provision.

Provision of activities

- 3.8 At the last inspection, insufficient purposeful activities were available and too many prisoners were unemployed. Most work activities were not sufficiently challenging and did not offer a realistic workplace environment. The overall education curriculum had narrowed and opportunities for accreditation and progression were poor.
- 3.9 At this inspection, there had been a considerable increase in the number of prisoners in purposeful activity. The number of work activities available had increased and the new core day was resulting in a higher proportion of them being filled; approximately half the population took part in learning, skills or work activities. Nevertheless, too many men still did not participate and there were too few challenging roles and despite some improvements, attendance at learning and skills sessions needed to better.
- 3.10 The curriculum, including access to accredited courses, remained narrow. Some aspects were not planned coherently and were not aligned to the Northern Ireland economy. The prison needed to extend and exploit opportunities for prisoners to work in social enterprises in the prison more fully.

- 3.11 Staff were still not making the most of the physical resources and accommodation available for purposeful activity. In addition, prisoners' access to the internet and online learning required development.
- 3.12 The prison needed to extend the range of recreation courses available and address the long waiting lists for some non-accredited provision.

Quality of provision

- 3.13 At the last inspection, the ESOL provision was poor and the level being taught was too low. Vocational training was mostly good, although the range of courses was narrow, poorly matched to employment opportunities and too few training places were available. The quality of teaching and learning was satisfactory.
- 3.14 At this inspection, initial assessment processes for ESOL remained poor. Outcomes from assessments were not used effectively to plan for learning or progression. The prisoners undertaking ESOL training participated well in their learning and were keen to achieve formal accreditation; however, the prison was taking too long to implement accreditation.
- 3.15 The introduction of an initial assessment for literacy and numeracy, as part of the wider prison induction, was a positive development and needed to be extended to all prisoners and include all aspects of their prior learning, achievements and experience. The information captured in the prisoners' individual learning plans did not fully reflect their progress or achievements. The plans were not linked effectively to sentence planning.
- 3.16 Arrangements for delivering, assessing and accrediting numeracy had improved. However, there were problems relating to the delivery of literacy and ICT. The number of literacy tutors had decreased and outcomes for ICT from September to December 2015 were poor. Literacy, numeracy and ICT were not well integrated into vocational training to ensure prisoners had a coherent progression pathway.
- 3.17 Arrangements enabling prisoners to undertake General Certificate of Secondary Education (GCSE) qualifications in English and Maths were underdeveloped and limited their progress on release to further education, training or employment.
- 3.18 A good start had been made in linking prisoners' work activity roles to accredited qualifications in a small number of vocational areas, for example, the work that prisoners did in the kitchens and in industrial cleaning could now be accredited.
- 3.19 The quality of the teaching, training and learning observed was mostly good.

Education and vocational achievements

- 3.20 At the last inspection, although the standard of prisoners' work was good, too few achieved accreditations above level 1.
- 3.21 At this inspection, accredited provision continued to be constrained, limiting prisoners' access to qualifications beyond level 1. Progression to level 2 and higher level provision remained poor. The provision of Open University courses was adversely affected by changes in delivery and support arrangements. Prisoners' access to resources, particularly ICT, to support learning and development was limited and had a negative impact on their learning experiences.

Library

- 3.22 At the last inspection, the main prison library was well maintained but was not used frequently and the range of texts was not sufficient to support prisoners' wider learning, skills or interests.
- 3.23 At this inspection, library services had improved and now offered a better range of fiction. Although the non-fiction and reference sections were limited, library staff worked hard to support prisoners' educational interests. Prisoners had the opportunity to read and record children's stories to maintain family links. An initiative to provide mentoring to those who wished to learn to read was very positive and was supported by library staff and confident readers.

Physical education and healthy living

Expected outcomes:

All prisoners understand the importance of healthy living, and are encouraged and enabled to participate in physical education in safe and decent surroundings.

- 3.24 At our last inspection physical education (PE) provision was good.
- 3.25 At this inspection the PE provision remained good overall but access had decreased. A small number of instructors had undertaken staff development in a martial art and armchair exercises, which supported the development of low impact provision for older prisoners and those prisoners with disabilities. Gym equipment in the Burren House working out unit had been updated. Prisoners who used the gym attended an induction programme; however, no formal system was in place for recording their participation in induction.
- 3.26 The number of instructors had been reduced further, and access to the gym during the weekends was becoming increasingly restricted, which was having an adverse impact on the morale and motivation of the prisoners, particularly those who could only attend at this time. Attendance at gym sessions had also decreased by approximately 20% compared to the same period last year.



Resettlement

Strategic management of resettlement

Expected outcomes:

Planning for a prisoner's release or transfer starts on their arrival at the prison. Resettlement underpins the work of the whole prison, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need. Good planning ensures a seamless transition into the community.

- 4.1 At our last inspection, a more strategic approach to the management of resettlement needed to be developed; links between departments were weak, and there was little understanding of whether services met prisoners' needs. Temporary release was used widely, but the rationale for allowing prisoners access to it was not sufficiently clear.
- 4.2 At this inspection, more data about the assessed needs of the population were available and they were presented more meaningfully. Managers now understood they had to use the information to review the suitability of resettlement services, but had not yet done so.
- 4.3 Prisoner Development Unit (PDU) staff had taken some steps to promote an understanding of its role across the prison. There were now posters on the wings and a notice board in the PDU for staff and prisoners. Some promising leaflets for use during committal interviews had been drafted, but were not yet being used. These efforts required development to ensure staff across the prison, including departments such as education, contributed meaningfully to the risk management processes.
- 4.4 Temporary release was still being used extensively to support resettlement. Decision makers were now making short notes about the rationale for their decisions. The risk assessment process was much less comprehensive than we would have expected, but there had been no serious further offences while prisoners were on temporary release.
- 4.5 Plans to resolve serious staff shortages in the PDU were underway.

Offender management and planning

Expected outcomes:

All prisoners have a sentence plan based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody. Prisoners, together with all relevant staff, are involved in drawing up and reviewing plans.

- 4.6 At our previous inspection, prisoner development (offender management) arrangements were generally good. Needs assessments took place promptly and most prisoners had a risk of harm assessment and a prisoner development plan, which were reviewed appropriately. Levels of contact were good. Supervision for prison officer prisoner development co-ordinators was not carried out as well as for probation staff in this role.
- 4.7 Most aspects of prisoner development remained the same. Release planning for low- and medium-risk prisoners sentenced to over 12 months had become the responsibility of prison staff rather than probation officers and they did not yet feel confident carrying out the role. There were also now some delays in recalled prisoners being seen.
- 4.8 There were plans to implement enhanced supervision arrangements for prison officer co-ordinating officers, but they depended on an additional senior officer being appointed in the PDU. There were fewer probation staff than at our previous inspection, and staff feared that the level of service they could offer might decline. This required monitoring.

Public protection

- 4.9 At our previous inspection, public protection processes were generally sound, but were not sufficiently well integrated across the prison.
- 4.10 At this inspection, arrangements remained broadly similar. There was still no regular prison-wide process to monitor or manage the behaviour of the most risky prisoners. We also noted that no prisoners were subject to telephone or mail monitoring as a result of their offence, which Inspectors considered highly unusual. It was important that all risks to the public, not just those subject to PPANI processes, were identified.

Categorisation

- 4.11 At our previous inspection, initial categorisation was swift, but not all reviews took place on time.
- 4.12 At this inspection, managers had addressed the substantial backlog in reviews. The prison now had good data for category A and B prisoners, which showed the number of reviews still outstanding. Category D applications could now be considered outside routine review periods, but they sometimes took too long to process. In some cases, the views of PDU case managers were not given sufficient weight.

- 4.13 Most staff contributions to the assessment process did not sufficiently focus on risks. Prisoners were now being given the opportunity to contribute to their reviews, but were not explained the reasons for the decision or told about appeals processes.

Indeterminate sentence prisoners

- 4.14 At our previous inspection, lifers and indeterminate custodial sentence prisoners were well supported in the three years prior to their tariff expiry date, and the regime and opportunities in Wilson House were good. However, many were frustrated by a lack of progress before this and the regime in Braid House was not appropriate for long-term prisoners.
- 4.15 At this inspection, the services for indeterminate sentence prisoners remained unchanged. Indeterminate sentence prisoners still had opportunities at Burren House and a number had progressed to release on licence in the community (see section on reintegration planning, paragraph 4.17).

Reintegration planning

Expected outcomes:

Prisoners' resettlement needs are addressed prior to release. An effective multi-agency response is used to meet the specific needs of each individual prisoner in order to maximise the likelihood of successful reintegration into the community.

- 4.16 At our previous inspection, all prisoners except those on remand had their needs assessed on arrival, and were referred to resettlement service providers. Most convicted prisoners had a release plan. Prisoners at Burren House had carefully managed opportunities.
- 4.17 At this inspection, prisoners serving short sentences no longer had their needs assessed on arrival routinely and some were only seen by co-ordinating officers prior to their release although they could refer themselves for help at any time. Burren House continued to provide good opportunities 'through-the-gate'. It offered prisoners coming to the end of long sentences assistance in moving from custody to the community in a supportive and secure environment. The accommodation was decent and prisoners had good opportunities to work or volunteer in the community. Some security measures were not tailored to each prisoner's individual risks. For example, all prisoners were tested for alcohol twice a day everyday regardless of how long they had been held in the unit.

Accommodation

- 4.18 At the last inspection the prison had an established housing advice service supported by trained peer workers. They identified prisoners' needs at induction, helped men complete a range of housing forms and directed prisoners to other agencies for help with more complex issues. A housing advice development worker supported the peer housing advice service.

- 4.19 At this inspection the service remained the same. There was still an active and accredited peer support service supported by a housing advice development worker. A housing advice case worker (funded by the Northern Ireland Housing Executive) along with officers from the PDU addressed more complex issues on behalf of prisoners and liaised with a range of agencies. The prison had a referral list of 83 prisoners waiting to see the advice worker but not many were close to their release date. PDU officers identified any outstanding accommodation needs six weeks before a prisoner's release, when discharge grants were applied for.
- 4.20 A total of 21 prisoners had been given a homeless discharge grant from June to November 2015, similar to when we last inspected.

Education, training and employment

- 4.21 At our last inspection, resettlement processes did not focus sufficiently on prisoners' education, training or employability needs and were inadequate. The prisoners' sentence plans contained limited details about their education and training needs. In addition, the narrow range and low qualifications levels at the prison did not help prisoners prepare for release or to access further training or employment opportunities. The quality of the careers education, information, advice and guidance was poor. None of the prisoners preparing for release in Burren House took part in education or formal vocational training classes.
- 4.22 At this inspection, resettlement processes still did not adequately consider developing prisoners' education, training or employment needs. Links between learning, skills and work activity and resettlement planning for prisoners were underdeveloped. Qualifications levels remained too low and the range of subjects limited. In addition, the quality of the careers education, information, advice and guidance prisoners received required improvement. While the provision in Burren House was positive for a small number, these prisoners would also have benefited from more effective career and progression planning.

Health care

- 4.23 At the last inspection, there was no formal primary health care pre-release planning. The prison had better connections with outside community agencies and mental health planning for release was good. A palliative or end of life care pathway was not available.
- 4.24 On this inspection discharge planning in primary health care had yet to be formalised. However, work had started on developing a palliative and end of life care pathway. There were now problems ensuring that prisoners with mental health issues were seamlessly discharged to four of five community Health Trusts. Communication with one Trust was reportedly particularly poor.

Drugs and alcohol

- 4.25 At the last inspection, the drug and alcohol scheme Ad:apt carried out good pre-release planning. Prisoners could access the community arm of Ad:apt on release to receive targeted alcohol and family reintegration support.
- 4.26 At this inspection, the work continued to yield good outcomes and had been further improved following the addition to the team of a family support worker in July 2015.

Finance, benefit and debt

- 4.27 At the last inspection a trained worker from NIACRO provided a debt advice service one day a week. There was no provision from the Citizens Advice Bureau or the Job Centre and we found this service underdeveloped.
- 4.28 At this inspection, the provision remained similar to the last inspection; the NIACRO worker continued to provide a service one day a week, focusing on improving benefit uptake for those nearing release. A total of 90 prisoners had been seen from October to December 2015. There were insufficient resources to support others new to custody or those who fell outside the remit of the Social Security Agency, which was funding the work. Prisoners did not receive any help to open bank accounts. The NIACRO worker was not part of an overall resettlement strategy and operated separately from the prison. The service remained underdeveloped.

Children, families and contact with the outside world

- 4.29 At our last inspection, children and families provision was wide ranging.
- 4.30 At this inspection, we found it to be less comprehensive, although it remained relatively good. Funding cuts had led to the cancellation of bus services for visitors from local areas to the prison but the prison arranged for visitors to be collected from the local train station. The number of NIACRO family link workers had been reduced to one. The visitors' centre was run by a new provider and some services were no longer offered.
- 4.31 The prison still provided two family support workers and Barnardo's and prison staff ran the Family Matters course. The visits provision remained the same as at our last inspection with separate facilities for the main population and separated prisoners on the main prison site. The visiting facilities in the Mourne complex had been closed and prisoners had to travel to the main site for their visits. Visits we observed started on time and visitors were complimentary about how staff treated them. Extended children's visits took place every week and were very popular.

Attitudes, thinking and behaviour

- 4.32 At the last inspection, access to offending behaviour programmes was limited as a result of staff shortages, but some good one-to-one support was offered. The number of offending behaviour programmes had decreased dramatically. For the few who had access, however, the programmes were good.
- 4.33 At this inspection, the number of prisoners attending programmes was still relatively low but more courses and places were becoming available. The strategic organisation of offending behaviour programmes, the analysis of prisoners' needs and potential to benefit from programmes had improved since the last inspection.
- 4.34 We were also pleased to see that plans were underway to hold twice yearly 'celebrations of success'. These graduation ceremonies would involve families to help improve prisoners' resettlement outcomes.

Additional resettlement services

- 4.35 At the last inspection we found that specialist services for prisoners who had experienced trauma were limited. This was still the case. The charity CRUSE continued to provide a bereavement counselling service and we were told of a small number of referrals to Nexus – an organisation providing sexual abuse counselling for adults.



Summary of recommendations and housekeeping points

The following is a listing of repeated and new recommendations, housekeeping points and examples of good practice included in this report. The reference numbers at the end of each refer to the paragraph in the previous report where recommendations have been repeated.

Main recommendations

To the Governor

- 5.1 Urgent and decisive action should be taken to strengthen the leadership of the prison. The leadership of the prison must:
- provide visible reassurance and authority to staff and prisoners; reduce staff absenteeism;
 - ensure basic safety processes are in place to address the concerns outlined in this report;
 - ensure a security strategy relevant to the needs of the prison is developed and implemented in a co-ordinated way across all relevant departments;
 - prioritise the delivery of a predictable and decent regime; and
 - take robust steps to reduce availability of illicit drugs, to prevent the abuse of divertible medication and ensure the administration of prescribed medicines is carried out to Nursing and Midwifery Council (NMC) standards and is fully supported by the SEHSCT's and NIPS' operations and regimes.
- Additional action required** – ensure robust investigations take place into allegations of assault on prisoners by staff, and appropriate measures are in place to reassure prisoners that action will be taken if wrongdoing is proved. (1, repeated recommendation S46)
- 5.2 The DoJ should commission an independent inquiry into the causes and management of the fire at Erne House and what lessons can be learnt for the future. The inquiry should identify any misconduct or neglect by responsible individuals and action should be taken accordingly. (2, repeated recommendation S47)
- 5.3 If it is necessary to continue to manage the separated units in line with different criteria from the rest of the prison, their location, management and resources should be removed from the rest of the prison in order to prevent their significant adverse impact on the prison population as a whole. (3, repeated recommendation S48)

5.4 A comprehensive strategy to reduce the level of self-harm and self-inflicted death should be developed with a named manager responsible for its implementation. Priorities should include:

- ensuring all prisoners are placed in decent first night accommodation and receive an appropriate induction;
- ensuring recommendations arising from previous deaths are implemented and procedures to reduce the risk of suicide and self-harm are fully followed;
- supporting prisoners at-risk case management procedures should focus on understanding and responding to the underlying causes for prisoners' distress
- access to Listeners' should not be unnecessarily restricted; and
- convicted and unconvicted prisoners should not have to share cells.
(4, repeated recommendation S49)

5.5 Managers should ensure that:

- effective measures are in place to monitor and oversee the use of all disciplinary processes, use of force and segregation;
- poor behaviour is challenged promptly and proportionately by all staff;
- issues underlying poor behaviour are identified and tackled;
- all staff are up-to-date in the necessary training;
- all prisoners are screened by managers and health care staff prior to being segregated and their safety and welfare is reviewed on a daily basis thereafter; and
- the segregation regime for longer stay prisoners should be adequate to mitigate any resulting psychological deterioration.

Additional action required – use of special accommodation should be properly managed so it is only used as a last resort, and for the minimum time necessary. (5, repeated recommendation S50)

5.6 The prison should investigate and address the reasons for the poorer outcomes for Catholic prisoners, put in place arrangements for the effective and credible investigation of discrimination complaints and consult with prisoners with disabilities and other minority groups, to ensure their needs are understood and met. (6, repeated recommendation S51)

- 5.7 Within one month of receipt of this report, the SEHSCT and the NIPS should submit an action plan setting out the steps required to address the concerns identified in the report including measures to:
- provide reassurance that partnership arrangements between the Health and Social Care Board, the SEHSCT and the NIPS are effective, understand and address the concerns of staff, develop sustainable clinical governance arrangements and rapidly improve standards of clinical care;
 - maintain sufficient suitably qualified and experienced staff to meet the health care needs of the population;
 - reduce waiting times;
 - improve chronic disease management;
 - implement screening and vaccination programmes;
 - ensure all equipment and drugs are safe to use;
 - improve the management of the administration of medications in line with NMC standards. This should be fully supported by the SEHSCT's and NIPS' operations and regime;
 - provide prompt reports on adverse incidents and replies to complaints;
 - improve communicable disease management; and
 - respond to the security risk identified regarding hospital appointments.
- Additional action required (a)** – ensure the closure of the inpatient unit is reviewed to meet the needs of the increasing number of prisoners with significant physical and mental health problems.
- Additional action required (b)** – ensure the increasing mental health needs of the population held are met. (7, repeated recommendation S52)
- 5.8 The leadership and management of learning and skills should be strengthened. There should be a robust quality improvement process informed by data analysis, to ensure that the learning and skills provision meets prisoners' resettlement and development needs. (8, repeated recommendation S53)
- 5.9 The prison should complete a robust needs analysis of its population and ensure that the resettlement services provided meet the needs of the population. (9, repeated recommendation S54)



Appendices



Appendix 1: Inspection team

Brendan McGuigan	Chief Inspector, CJI
Martin Lomas	Deputy Chief Inspector, HMIP
Sean Sullivan	Team leader, HMIP
Dr Ian Cameron	Inspector, CJI
Colin Carroll	Inspector, HMIP
Karen Dillon	Inspector, HMIP
Paul Fenning	Inspector, HMIP
Jeanette Hall	Inspector, HMIP
Gordon Riach	Inspector, HMIP
Paul Tarbuck	Inspector, HMIP
Tim McSweeney	Researcher
Catherine Shaw	Researcher
Sophie Skinner	Researcher
Alissa Redmond	Researcher
Patricia Taflan	Researcher
Paul Roberts	Substance misuse Inspector

Health and learning and skills were inspected by 10 Inspectors from the Regulation and Quality Improvement Authority (RQIA) and seven Inspectors from the Education and Training Inspectorate (ETI) respectively.



Appendix 2: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2015, prisoners were negative about most aspects of escorts. Arrival and first night arrangements needed improvement. The prison was not safe and there was a significant risk of a serious incident. Many prisoners said they felt unsafe. Levels of reported violence were rising and there had been some serious incidents. There had been some serious and credible threats against staff and some staff told us they were anxious about their own safety. Staff supervision in some areas was poor as was the overall management of safety. Several self-inflicted deaths had taken place and levels of self-harm were high. Supporting prisoners at risk (SPAR) case management arrangements were weak. Some aspects of security had improved but links with key departments were inadequate and dynamic security was weak. Use of adjudications, force, special accommodation and segregation was high, and the segregation unit regime and environment were poor. Some clinical aspects of the substance misuse service were unsafe. Outcomes for prisoners were poor against this healthy prison test.

Main recommendations

Recommendation 1

Urgent and decisive action should be taken to strengthen the leadership of the prison. The leadership of the prison must:

- provide visible reassurance and authority to staff and prisoners;
- reduce staff absenteeism;
- ensure basic safety processes are in place to address the concerns outlined in this report;
- ensure a security strategy relevant to the needs of the prison is developed and implemented in a co-ordinated way across all relevant departments;
- prioritise the delivery of a predictable and decent regime; and
- take robust steps to reduce availability of illicit drugs, to prevent the abuse of divertible medication and ensure the administration of prescribed medicines is carried out to Nursing and Midwifery Council standards and is fully supported by the SEHSCT's and the NIPS' operations and regimes. (S46)

Partially achieved (recommendation repeated)

Recommendation 2

The Department of Justice (DoJ) should commission an independent inquiry into the causes and management of the fire at Erne House and what lessons can be learnt for the future. The inquiry should identify any misconduct or neglect by responsible individuals and action should be taken accordingly. (S47)

Partially achieved (recommendation repeated)

Recommendation 3

If it is necessary to continue to manage the separated units in line with different criteria from the rest of the prison, their location, management and resources should be removed from the rest of the prison in order to prevent their significant adverse impact on the prison population as a whole. (S48)

Partially achieved (recommendation repeated)

Recommendation 4

A comprehensive strategy to reduce the level of self-harm and self-inflicted death should be developed with a named manager responsible for its implementation. Priorities should include:

- ensuring all prisoners are placed in decent first night accommodation and receive an appropriate induction;
- ensuring recommendations arising from previous deaths are implemented and procedures to reduce the risk of suicide and self-harm are fully followed;
- SPAR case management procedures should focus on understanding and responding to the underlying causes for prisoners' distress.
- access to Listeners should not be unnecessarily restricted; and
- convicted and unconvicted prisoners should not have to share cells. (S49)

Partially achieved (recommendation repeated)

Recommendation 5

Managers should ensure that:

- effective measures are in place to monitor and oversee the use of all disciplinary processes, use of force and segregation;
- poor behaviour is challenged promptly and proportionately by all staff;
- issues underlying poor behaviour are identified and tackled;
- all staff are up to date in the necessary training;
- all prisoners are screened by managers and health care staff prior to being segregated and their safety and welfare is reviewed on a daily basis thereafter; and
- the segregation regime for longer stay prisoners should be adequate to mitigate any resulting psychological deterioration. (S50)

Partially achieved (recommendation repeated)



Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, living conditions were mixed; square houses remained poor and we found many areas dirty. Other houses and outside areas were good. Regime curtailments caused frustration among prisoners and had a negative impact on many areas of everyday life. Managing the separated houses was still having a disproportionately negative impact on the rest of the prison. Staff-prisoner relationships were respectful but distant. Some aspects of equality and diversity had improved, but managers still did not understand why outcomes for Catholic prisoners were poorer than for others. Support for foreign nationals was now good but the needs of many prisoners with disabilities were not met. Faith provision was reasonable overall. The complaints system was overwhelmed and prisoners had little confidence in the system. Good legal support was provided. Health services had deteriorated and some aspects were unsafe. The food was poor and meals served far too early. Tuck shop arrangements were good. Outcomes for prisoners were poor against this healthy prison test.

Main recommendations

Recommendation 6

The prison should investigate and address the reasons for the poorer outcomes for Catholic prisoners, put in place arrangements for the effective and credible investigation of discrimination complaints and consult prisoners with disabilities and other minority groups, to ensure their needs are understood and met. (S51)

Partially achieved (recommendation repeated)

Recommendation 7

Within one month of receipt of this report, the SEHSCT and the NIPS should submit an action plan setting out the steps required to address the concerns identified in the report including measures to:

- provide reassurance that partnership arrangements between the Health and Social Care Board, the SEHSCT and the NIPS are effective, understand and address the concerns of staff, develop sustainable clinical governance arrangements and rapidly improve standards of clinical care;
- maintain sufficient suitably qualified and experienced staff to meet the health care needs of the population;
- reduce waiting times;
- improve chronic disease management;
- implement screening and vaccination programmes;
- ensure all equipment and drugs are safe to use;
- improve the management of the administration of medications in line with NMC standards. This should be fully supported by the SEHSCT's and NIPS' operations and regime;
- provide prompt reports on adverse incidents and replies to complaints;
- improve communicable disease management; and
- respond to the security risk identified regarding hospital appointments. (S52)

Partially achieved (recommendation repeated)

Purposeful activity

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

At the last inspection, in 2015, the regime was curtailed on a daily basis. Nearly all prisoners spent too much time in units with nothing to do, and were often locked up for long periods of time. This had a negative impact on most prisoner outcomes. Learning and skills provision was in transition, and outcomes in nearly all significant areas were inadequate. There were far too few activities for the population. While there were plans in place to address many of these shortfalls, urgent action was needed to stabilise the regime. The library was satisfactory. Physical education (PE) provided some good opportunities. Outcomes for prisoners were poor against this healthy prison test.

Main recommendation

Recommendation 8

The leadership and management of learning and skills should be strengthened. There should be a robust quality improvement process informed by data analysis, to ensure that the learning and skills provision meets prisoners' resettlement and development needs. (S53)

Partially achieved (recommendation repeated)

Resettlement

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

At the last inspection, in 2015, the prison's approach to resettlement was not informed by a needs analysis of the population. Good use was made of temporary release although the rationale for using it for high-risk prisoners needed to be clearer. Prisoner development arrangements were generally good. Public protection work was mostly appropriate. Work with lifers and indeterminate custodial sentence (ICS) prisoners in the last three years of their tariff was good, but others felt neglected. Burren House was a very useful new addition. Reintegration work was good and support in the resettlement pathways was generally reasonable, although the number of offending behaviour programme places had declined and was not meeting prisoners' needs. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

Recommendation 9

The prison should complete a robust needs analysis of its population and ensure that the resettlement services provided meet the needs of the population. (S54)

Partially achieved (recommendation repeated).

Appendix 3: Prison population profile

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

Status	21 and over	%
Sentenced	439	49.49
Recall	126	14.21
Unsentenced	314	34.40
Fines	5	0.56
Detainees	3	0.34
Total	887	100

Status type	21 and over	%
Adult determinate custodial sentence	196	34.69
Adult sentenced	89	15.75
Adult extended custodial sentence	87	15.40
Adult appellant	22	3.89
Adult lifer	142	25.13
Adult indeterminate custodial Sentence	19	3.36
Adult Fine Defaulter	5	0.88
Adult Secretary of State's Pleasure (S.O.S.P.)	5	0.88
Total	565	100

Sentence	21 and over	%
Unsentenced (incl. detainees)	322	36.30
Less than 6 months	46	5.19
6 months to less than 12 months	55	6.20
12 months to less than 2 years	60	6.76
2 years to less than 4 years	77	8.68
4 years to less than 10 years	99	11.16
10 years and over (not life)	79	8.91
Life/Indeterminate	147	16.57
Sentence not calculated	2	0.22
Total	887	100

Age	Number of prisoners	%
Please state minimum age here: 21		
Under 21 years	0	
21 years to 29 years	330	37.20
30 years to 39 years	277	31.23
40 years to 49 years	168	18.94
50 years to 59 years	82	9.24
60 years to 69 years	25	2.82
70 plus years	5	0.56
Please state maximum age here: 81		
Total	887	100

Nationality	21 and over	%
Northern Irish	567	63.92
British	103	11.61
Irish	97	10.94
Foreign national	99	11.16
British English	14	1.58
British Scottish	7	0.79
Total	887	100

Security category	21 and over	%
Category A	101	11.39
Category B	98	11.05
Category C	355	40.02
Category D	34	3.83
Category U (Remand)	299	33.71
Total	887	100

Ethnicity	21 and over	%
White	826	93.12
Other ethnic group	9	1.01
Irish Traveller	12	1.35
Mixed ethnic group	4	0.45
Bangladeshi	1	0.11
Chinese	22	2.48
Black African	6	0.68
Black other	7	0.79
Total	887	100

Religion	21 and over	%
Church of England	7	2.82
Roman Catholic	468	52.76
Presbyterian	117	13.19
Church of Ireland	66	7.44
Methodist	11	1.24
Free Presbyterian	64	7.22
Christian	25	2.82
Muslim	8	0.90
Brethren	1	0.11
Druidism	1	0.11
Church of Scotland	2	0.23
Seventh Day Adventist	1	0.11
Mormon	1	0.11
Orthodox	3	0.34
Pagan	2	0.23
Jewish	3	0.34
Pentecostal	1	0.11
Reformed Presbyterian	1	0.11
Atheist	3	0.34
Agnostic	1	0.11
Bahai	1	0.11
Baptist	3	0.34

Buddhist	7	0.79
Other	5	0.56
No religion	85	9.58
Total	887	100

Sentenced prisoners only

Length of stay	21 and over	
	Number	%
Less than 1 month	50	8.85
1 month to 3 months	66	11.68
3 months to 6 months	51	9.03
6 months to 1 year	67	11.68
1 year to 2 years	78	13.81
2 years to 4 years	94	16.64
4 years or more	159	28.14
Total	565	100

Home address

	21 and over	%
0-20 miles	181	20.41
21-50 miles	381	42.95
Over 50	125	14.09
No fixed abode	100	11.27
Address not known	8	0.90
Postcode not in Northern Ireland	50	5.64
Maghaberry Prison	42	4.73
Total	887	100

Main offence	21 and over	%
Non-Police offences	1	0.11
Sexual offences	88	9.92
Burglary/robbery/theft	169	19.05
Other offences against the person	221	24.92
Murder	172	19.39
Motoring offences	22	2.48
Fraud and forgery	1	0.11
Drugs offences	70	7.89
Other offences	98	11.05
Offences against the state	17	1.92
Criminal damage	25	2.82
Not recorded on PRISM	3	0.34
Total	887	100.00

Maghaberry Staff - Breakdown by Community Background and Gender at 01/01/16

GRADES	PROTESTANT		ROMAN CATHOLIC		NON- DETERMINED		MALE		FEMALE	
Prison Grades	504	80%	74	11.8%	52	8.2%	479	76%	151	24%
*General Service Grades	95	77.9%	24	19.7%	3	2.4%	34	27.2%	91	72.8%
*TOTALS	599	79.6%	98	13%	55	7.3%	513	68%	242	32%

*There were 3 staff for whom we do not currently hold community background information

Appendix 4: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the prisoner population was carried out for this inspection. The results of this survey formed part of the evidence base for the inspection.

Sampling

At the main site, the prisoner survey was conducted on a representative sample of the prison population. Using a robust statistical formula provided by a government department statistician we calculated the sample size required to ensure that our survey findings reflected the experiences of the entire population of the establishment⁹. Respondents were then randomly selected from a prisoner population printout using a systematic sampling method.

Questionnaires were offered to all prisoners in the Mourne complex, Bush (separated), Roe (separated) and Burren Houses.

Distributing and collecting questionnaires

Every attempt was made to distribute the questionnaires to respondents individually. This gave researchers an opportunity to explain the purpose of the survey and to answer respondents' questions. We also stressed the voluntary nature of the survey and provided assurances about confidentiality and the independence of the Inspectorate. This information is also provided in writing on the front cover of the questionnaire.

Our questionnaire is available in a number of different languages and via a telephone translation service for respondents who do not read English. Respondents with literacy difficulties were offered the option of an interview.

Respondents were not asked to put their names on their questionnaire. In order to ensure confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and either hand it back to a member of the research team at a specified time or leave it in their room for collection.

Refusals were noted and no attempts were made to replace them.

⁹ 95% confidence interval with a sampling error of 3%. The formula assumes an 80% response rate (70% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

Survey response

At the time of the survey on 4 January 2016 the prisoner population at Maghaberry Prison was 859.

Wing/unit/house	Population
Main prison	672
Mourne Complex	115
Roe (separated)	34
Bush (separated)	26
Burren House	12
Total	859

Main prison

Using the method described above, questionnaires were distributed to a sample of 224 prisoners within the main population. From the main population sample, we received a total of 182 completed questionnaires, a response rate of 81%. Thirteen respondents refused to complete a questionnaire and 29 questionnaires were not returned.

Wing/unit/house	Number of completed survey returns
Bann	32
Bush	23
Erne	33
Lagan	33
Quoile	31
Roe	17
Shimna	7
Healthcare	3
Care and separation	3

Mourne Complex

Questionnaires were distributed to 114 prisoners in the Mourne Complex. From this unit, we received a total of 88 completed questionnaires, a response rate of 77%. Six respondents refused to complete a questionnaire and 20 questionnaires were not returned.

Wing/unit/house	Number of completed survey returns
Braid	72
Wilson	14
Martin	2

Roe House (separated)

Questionnaires were distributed to all 34 prisoners on Roe (separated). We received a total of 10 completed questionnaires, a response rate of 29%. Twenty-four questionnaires were not returned.

Bush House (separated)

Questionnaires were distributed to all 26 prisoners on Bush (separated). We received a total of 20 completed questionnaires, a response rate of 77%. Six questionnaires were not returned.

Burren House

Questionnaires were distributed to all 12 prisoners at Burren House. We received a total of four completed questionnaires, a response rate of 33%. Eight questionnaires were not returned.

Presentation of survey results and analyses

Over the following pages we present the survey results for Maghaberry.

First a full breakdown of responses is provided for each question. In this full breakdown all percentages, including those for filtered questions, refer to the full sample at each site. Percentages have been rounded and therefore may not add up to 100%.

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant differences¹⁰ are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in prisoners' background details.

Filtered questions are clearly indented and preceded by an explanation of how the filter has been applied. Percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the entire sample. All missing responses have been excluded from analyses.

Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data have been weighted to enable valid statistical comparison between establishments.

Due to the small number of completed surveys no analyses have been conducted for Burren House and survey responses will not be published.

The following comparative analyses are presented:

Main prison

- The current survey responses from Maghaberry Prison main population in 2016 compared with responses from prisoners surveyed in all other local prisons. This comparator is based on all responses from prisoner surveys carried out in 34 local prisons since April 2012.
- The current survey responses from Maghaberry Prison in 2016 compared with the responses of prisoners surveyed at Maghaberry Prison in 2015.
- A comparison within the 2016 main population survey between the responses of prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2016 main population survey between those who are aged 50 and over and those under 50.
- A comparison within the 2016 main population survey between the responses of Catholic and Protestant prisoners.
- A comparison within the 2016 main population survey between those with UK citizenship and those without.

¹⁰ 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. Our significance level is set at 0.05 which means that there is only a 5% likelihood that the difference is due to chance.

Mourne complex

- The current survey responses from Mourne complex in 2016 compared with responses from prisoners surveyed in all other Category C training prisons. This comparator is based on all responses from prisoner surveys carried out in 37 Category C training prisons since April 2011.
- A comparison within the 2016 survey between the responses of prisoners in the Mourne complex and those in the main population.
- The current survey responses from Mourne complex in 2016 compared with the responses of prisoners surveyed in the Mourne complex in 2015.
- A comparison within the 2016 Mourne complex survey between the responses of prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2016 Mourne complex survey between those who are aged 50 and over and those under 50.
- A comparison within the 2016 Mourne complex survey between the responses of Catholic and Protestant prisoners.

Bush House (separated)

- A comparison within the 2016 survey between the responses of prisoners in the Bush unit (separated) and those in the main population.
- The current survey responses from the Bush unit in 2016 compared with the responses of prisoners surveyed in the Bush unit in 2015.

Roe House (separated)

- A comparison within the 2016 survey between the responses of prisoners in the Roe unit (separated) and those in the main population.

Survey summary

Main prison

Section I: About you

Q1.1 What wing or house block are you currently living on?

See shortened methodology

Q1.2 How old are you?

Under 21	2 (1%)
21 - 29.....	68 (38%)
30 - 39.....	58 (32%)
40 - 49.....	29 (16%)
50 - 59.....	17 (9%)
60 - 69.....	5 (3%)
70 and over	1 (1%)

Q1.3 Are you sentenced?

Yes.....	80 (44%)
Yes - on recall.....	22 (12%)
No - awaiting trial.....	47 (26%)
No - awaiting sentence.....	29 (16%)
No - awaiting deportation.....	2 (1%)

Q1.4 How long is your sentence?

Not sentenced	78 (46%)
Less than 6 months	7 (4%)
6 months to less than 1 year	8 (5%)
1 year to less than 2 years	7 (4%)
2 years to less than 4 years.....	16 (10%)
4 years to less than 10 years	16 (10%)
10 years or more	6 (4%)
ICS/ECS	12 (7%)
Life.....	18 (11%)

Q1.5 Do you hold UK citizenship?

Yes.....	156 (87%)
No.....	23 (13%)

Q1.6 Do you understand spoken English?

Yes.....	174 (97%)
No.....	6 (3%)

Q1.7	Do you understand written English?			
	Yes.....	171 (94%)		
	No.....	10 (6%)		
Q1.8	What is your ethnic origin?			
	White - British	75 (43%)	Asian or Asian British - Chinese	4 (2%)
	White - Irish	81 (46%)	Asian or Asian British - other	0 (0%)
	White - other.....	11 (6%)	Mixed race - white and black Caribbean.....	0 (0%)
	Black or black British - Caribbean.....	0 (0%)	Mixed race - white and black African...	0 (0%)
	Black or black British - African	0 (0%)	Mixed race - white and Asian	0 (0%)
	Black or black British - other	0 (0%)	Mixed race - other	1 (1%)
	Asian or Asian British - Indian.....	0 (0%)	Arab	0 (0%)
	Asian or Asian British - Pakistani.....	0 (0%)	Other ethnic group.....	4 (2%)
	Asian or Asian British - Bangladeshi.....	0 (0%)		
Q1.9	Do you consider yourself to be Gypsy/Romany/Traveller?			
	Yes.....	8 (5%)		
	No.....	155 (95%)		
Q1.10	What is your religion?			
	None	14 (8%)	Buddhist	1 (1%)
	Church of Ireland	8 (4%)	Hindu.....	0 (0%)
	Catholic	91 (51%)	Jewish.....	0 (0%)
	Protestant.....	46 (26%)	Muslim	0 (0%)
	Presbyterian	9 (5%)	Sikh	0 (0%)
	Methodist.....	0 (0%)	Other	2 (1%)
	Other Christian denomination	9 (5%)		
Q1.11	How would you describe your sexual orientation?			
	Heterosexual/Straight.....	170 (95%)		
	Homosexual/Gay.....	1 (1%)		
	Bisexual.....	8 (4%)		
Q1.12	Do you consider yourself to have a disability (i.e. do you need help with any long term physical, mental or learning needs)?			
	Yes.....	88 (49%)		
	No.....	91 (51%)		
Q1.13	Are you a veteran (ex-armed services)?			
	Yes.....	12 (7%)		
	No.....	166 (93%)		
Q1.14	Is this your first time in prison?			
	Yes.....	40 (22%)		
	No.....	141 (78%)		
Q1.15	Do you have children under the age of 18?			
	Yes.....	95 (53%)		
	No.....	83 (47%)		

Section 2: Courts, transfers and escorts

Q2.1	On your most recent journey here, how long did you spend in the van?	
	Less than 2 hours	105 (59%)
	2 hours or longer	61 (34%)
	Don't remember	12 (7%)
Q2.2	On your most recent journey here, were you offered anything to eat or drink?	
	My journey was less than two hours.....	105 (59%)
	Yes.....	18 (10%)
	No.....	51 (28%)
	Don't remember	5 (3%)
Q2.3	On your most recent journey here, were you offered a toilet break?	
	My journey was less than two hours.....	105 (59%)
	Yes.....	8 (4%)
	No.....	63 (35%)
	Don't remember	3 (2%)
Q2.4	On your most recent journey here, was the van clean?	
	Yes.....	63 (36%)
	No.....	102 (58%)
	Don't remember	12 (7%)
Q2.5	On your most recent journey here, did you feel safe?	
	Yes.....	89 (51%)
	No.....	81 (46%)
	Don't remember	6 (3%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	Very well.....	23 (13%)
	Well.....	59 (33%)
	Neither	57 (32%)
	Badly.....	19 (11%)
	Very badly	15 (8%)
	Don't remember	5 (3%)
Q2.7	Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)	
	Yes, someone told me	114 (64%)
	Yes, I received written information.....	4 (2%)
	No, I was not told anything.....	45 (25%)
	Don't remember	15 (8%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	Yes.....	107 (61%)
	No.....	55 (31%)
	Don't remember	13 (7%)

Section 3: Reception, first night and induction

Q3.1	How long were you in reception?		
	Less than 2 hours	60	(34%)
	2 hours or longer	104	(59%)
	Don't remember	12	(7%)
Q3.2	When you were searched, was this carried out in a respectful way?		
	Yes	84	(49%)
	No	80	(47%)
	Don't remember	8	(5%)
Q3.3	Overall, how were you treated in reception?		
	Very well.....	16	(9%)
	Well.....	57	(32%)
	Neither	54	(31%)
	Badly.....	36	(20%)
	Very badly	11	(6%)
	Don't remember	2	(1%)
Q3.4	Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)		
	Loss of property	43	(25%)
	Housing problems.....	37	(21%)
	Contacting employers	9	(5%)
	Physical health	53	(30%)
	Mental health	93	(53%)
	Needing protection from other prisoners.....	39	(22%)
	Contacting family	59	(34%)
	Getting phone numbers.....	63	(36%)
	Childcare.....	8	(5%)
	Other	7	(4%)
	Money worries.....	48	(27%)
	Did not have any problems.....	23	(13%)
	Feeling depressed or suicidal	71	(41%)
Q3.5	Did you receive any help/support from staff in dealing with these problems when you first arrived here?		
	Yes	37	(22%)
	No.....	112	(65%)
	Did not have any problems	23	(13%)
Q3.6	When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)		
	Tobacco.....	107	(61%)
	A shower	111	(63%)
	A free telephone call.....	114	(65%)
	Something to eat.....	102	(58%)
	PIN phone credit.....	50	(28%)
	Toiletries/basic items	81	(46%)
	Did not receive anything	18	(10%)
Q3.7	When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)		
	Chaplain	82	(48%)
	Someone from health services.....	90	(53%)
	A Listener/Samaritans	29	(17%)
	Tuck shop/canteen	66	(39%)
	Did not have access to any of these.....	41	(24%)

- Q3.8 When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)**
- | | |
|---|----------|
| What was going to happen to you | 45 (27%) |
| What support was available for people feeling depressed or suicidal | 45 (27%) |
| How to make routine requests (applications)..... | 44 (26%) |
| Your entitlement to visits..... | 46 (28%) |
| Health services..... | 54 (32%) |
| Chaplaincy..... | 57 (34%) |
| Not offered any information..... | 72 (43%) |
- Q3.9 Did you feel safe on your first night here?**
- | | |
|----------------------|----------|
| Yes..... | 72 (41%) |
| No..... | 90 (52%) |
| Don't remember | 12 (7%) |
- Q3.10 How soon after you arrived here did you go on an induction course?**
- | | |
|---|----------|
| Have not been on an induction course..... | 42 (25%) |
| Within the first week..... | 45 (26%) |
| More than a week | 63 (37%) |
| Don't remember | 21 (12%) |
- Q3.11 Did the induction course cover everything you needed to know about the prison?**
- | | |
|---|----------|
| Have not been on an induction course..... | 42 (24%) |
| Yes..... | 50 (29%) |
| No..... | 64 (37%) |
| Don't remember | 18 (10%) |
- Q3.12 How soon after you arrived here did you receive an education ('skills for life') assessment?**
- | | |
|------------------------------------|----------|
| Did not receive an assessment..... | 71 (42%) |
| Within the first week..... | 12 (7%) |
| More than a week | 56 (33%) |
| Don't remember | 29 (17%) |

Section 4: Legal rights and respectful custody

- Q4.1 How easy is it to...**
- | | Very easy | Easy | Neither | Difficult | Very difficult | N/A |
|--|-----------|----------|----------|-----------|----------------|----------|
| Communicate with your solicitor or legal representative? | 21 (12%) | 53 (31%) | 33 (19%) | 41 (24%) | 21 (12%) | 2 (1%) |
| Attend legal visits? | 24 (15%) | 57 (35%) | 30 (19%) | 30 (19%) | 17 (11%) | 3 (2%) |
| Get bail information? | 7 (4%) | 28 (18%) | 24 (15%) | 30 (19%) | 39 (25%) | 31 (19%) |
- Q4.2 Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?**
- | | |
|--------------------------|-----------|
| Not had any letters..... | 36 (20%) |
| Yes..... | 114 (64%) |
| No..... | 27 (15%) |
- Q4.3 Can you get legal books in the library?**
- | | |
|------------------|-----------|
| Yes..... | 41 (23%) |
| No..... | 35 (20%) |
| Don't know | 100 (57%) |

Q4.4	Please answer the following questions about the wing/unit you are currently living on:			
		Yes	No	Don't know
	Do you normally have enough clean, suitable clothes for the week?	126 (73%)	43 (25%)	4 (2%)
	Are you normally able to have a shower every day?	70 (40%)	105 (60%)	1 (1%)
	Do you normally receive clean sheets every week?	117 (67%)	51 (29%)	7 (4%)
	Do you normally get cell cleaning materials every week?	82 (47%)	91 (52%)	2 (1%)
	Is your cell call bell normally answered within five minutes?	38 (22%)	107 (62%)	28 (16%)
	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	74 (43%)	96 (56%)	2 (1%)
	If you need to, can you normally get your stored property?	21 (12%)	112 (65%)	40 (23%)
Q4.5	What is the food like here?			
	Very good.....			5 (3%)
	Good.....			20 (11%)
	Neither.....			34 (19%)
	Bad.....			58 (32%)
	Very bad.....			63 (35%)
Q4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?			
	Have not bought anything yet/don't know.....			5 (3%)
	Yes.....			83 (46%)
	No.....			91 (51%)
Q4.7	Can you speak to a Listener at any time, if you want to?			
	Yes.....			60 (34%)
	No.....			50 (28%)
	Don't know.....			69 (39%)
Q4.8	Are your religious beliefs respected?			
	Yes.....			73 (41%)
	No.....			62 (35%)
	Don't know/N/A.....			44 (25%)
Q4.9	Are you able to speak to a Chaplain of your faith in private if you want to?			
	Yes.....			118 (66%)
	No.....			21 (12%)
	Don't know/N/A.....			41 (23%)
Q4.10	How easy or difficult is it for you to attend religious services?			
	I don't want to attend.....			36 (20%)
	Very easy.....			19 (11%)
	Easy.....			39 (22%)
	Neither.....			18 (10%)
	Difficult.....			22 (12%)
	Very difficult.....			21 (12%)
	Don't know.....			24 (13%)

Section 5: Applications and complaints

Q5.1 Is it easy to make an application?

Yes	88 (50%)
No	49 (28%)
Don't know	39 (22%)

Q5.2 Please answer the following questions about applications (if you have not made an application please tick the 'not made one' option).

	Not made one	Yes	No
Are applications dealt with fairly?	43 (26%)	30 (18%)	91 (55%)
Are applications dealt with quickly (within seven days)?	43 (28%)	33 (22%)	77 (50%)

Q5.3 Is it easy to make a complaint?

Yes	105 (63%)
No	30 (18%)
Don't know	32 (19%)

Q5.4 Please answer the following questions about complaints (if you have not made a complaint please tick the 'not made one' option).

	Not made one	Yes	No
Are complaints dealt with fairly?	48 (28%)	17 (10%)	105 (62%)
Are complaints dealt with quickly (within seven days)?	48 (31%)	31 (20%)	78 (50%)

Q5.5 Have you ever been prevented from making a complaint when you wanted to?

Yes	67 (41%)
No	95 (59%)

Q5.6 How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?

Don't know who they are.....	83 (47%)
Very easy.....	7 (4%)
Easy	15 (8%)
Neither	20 (11%)
Difficult.....	38 (21%)
Very difficult.....	14 (8%)

Section 6: Progressive regimes and earned privileges scheme

Q6.1 Have you been treated fairly in your experience of the progressive regimes and earned privileges (PREP) scheme? (This refers to enhanced, standard and basic levels.)

Don't know what the PREP scheme is	32 (18%)
Yes	50 (28%)
No	80 (45%)
Don't know	14 (8%)

Q6.2 Do the different levels of the PREP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels.)

Don't know what the PREP scheme is	32 (19%)
Yes	53 (32%)
No	68 (41%)
Don't know	12 (7%)

Q6.3 In the last six months have any members of staff physically restrained you (C&R)?

Yes	43 (24%)
No.....	134 (76%)

Q6.4 If you have spent a night in the segregation and separation unit (SSU) in the last six months, how were you treated by staff?

<i>I have not been to the SSU in the last 6 months</i>	114 (66%)
Very well.....	5 (3%)
Well.....	7 (4%)
Neither	14 (8%)
Badly.....	12 (7%)
Very badly	21 (12%)

Section 7: Relationships with staff

Q7.1 Do most staff treat you with respect?

Yes	106 (62%)
No.....	65 (38%)

Q7.2 Is there a member of staff you can turn to for help if you have a problem?

Yes	83 (48%)
No.....	91 (52%)

Q7.3 Has a member of staff checked on you personally in the last week to see how you are getting on?

Yes	30 (17%)
No.....	146 (83%)

Q7.4 How often do staff normally speak to you during association?

<i>Do not go on association</i>	31 (18%)
Never.....	60 (34%)
Rarely	32 (18%)
Some of the time	33 (19%)
Most of the time	13 (7%)
All of the time.....	7 (4%)

Q7.5 When did you first meet your personal (named) officer?

<i>I have not met him/her</i>	110 (62%)
<i>In the first week</i>	15 (8%)
<i>More than a week</i>	25 (14%)
<i>Don't remember</i>	27 (15%)

Q7.6 How helpful is your personal (named) officer?

<i>Do not have a personal officer/I have not met him/her</i>	110 (65%)
Very helpful.....	8 (5%)
Helpful	10 (6%)
Neither	16 (9%)
Not very helpful	10 (6%)
Not at all helpful.....	16 (9%)

Section 8: Safety

Q8.1	Have you ever felt unsafe here?	
	Yes	133 (75%)
	No	45 (25%)
Q8.2	Do you feel unsafe now?	
	Yes	74 (43%)
	No	98 (57%)
Q8.3	In which areas have you felt unsafe? (Please tick all that apply to you.)	
	Never felt unsafe	45 (27%)
	Everywhere	57 (34%)
	SSU	30 (18%)
	Association areas	44 (26%)
	Reception area	31 (18%)
	At the gym	23 (14%)
	In an exercise yard	42 (25%)
	At work	13 (8%)
	During movement	44 (26%)
	At education	20 (12%)
	At meal times	20 (12%)
	At health services	25 (15%)
	Visits area	32 (19%)
	In wing showers	32 (19%)
	In gym showers	19 (11%)
	In corridors/stairwells	34 (20%)
	On your landing/wing	33 (20%)
	In your cell	26 (15%)
	At religious services	11 (7%)
Q8.4	Have you been victimised by other prisoners here?	
	Yes	110 (62%)
	No	67 (38%)
Q8.5	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)	
	Insulting remarks (about you or your family or friends)	61 (34%)
	Physical abuse (being hit, kicked or assaulted)	46 (26%)
	Sexual abuse	13 (7%)
	Feeling threatened or intimidated	67 (38%)
	Having your canteen/property taken	25 (14%)
	Medication	41 (23%)
	Debt	21 (12%)
	Drugs	24 (14%)
	Your race or ethnic origin	25 (14%)
	Your religion/religious beliefs	38 (21%)
	Your nationality	28 (16%)
	You are from a different part of the country than others	23 (13%)
	You are from a traveller community	4 (2%)
	Your sexual orientation	2 (1%)
	Your age	7 (4%)
	You have a disability	16 (9%)
	You were new here	17 (10%)
	Your offence/crime	36 (20%)
	Gang related issues	19 (11%)
Q8.6	Have you been victimised by staff here?	
	Yes	117 (66%)
	No	59 (34%)

Q8.7 If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)

<i>Insulting remarks (about you or your family or friends)</i>	45 (26%)
<i>Physical abuse (being hit, kicked or assaulted).....</i>	38 (22%)
<i>Sexual abuse</i>	13 (7%)
<i>Feeling threatened or intimidated</i>	57 (32%)
<i>Medication.....</i>	27 (15%)
<i>Debt</i>	7 (4%)
<i>Drugs.....</i>	16 (9%)
<i>Your race or ethnic origin.....</i>	11 (6%)
<i>Your religion/religious beliefs.....</i>	29 (16%)
<i>Your nationality</i>	34 (19%)
<i>You are from a different part of the country than others</i>	13 (7%)
<i>You are from a traveller community</i>	3 (2%)
<i>Your sexual orientation.....</i>	2 (1%)
<i>Your age.....</i>	6 (3%)
<i>You have a disability.....</i>	16 (9%)
<i>You were new here.....</i>	14 (8%)
<i>Your offence/crime.....</i>	27 (15%)
<i>Gang related issues.....</i>	8 (5%)

Q8.8 If you have been victimised by prisoners or staff, did you report it?

<i>Not been victimised</i>	40 (27%)
<i>Yes</i>	52 (36%)
<i>No.....</i>	54 (37%)

Section 9: Health services

Q9.1 How easy or difficult is it to see the following people?

	<i>Don't know</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
<i>The doctor</i>	9 (5%)	3 (2%)	18 (10%)	10 (6%)	79 (45%)	57 (32%)
<i>The nurse</i>	9 (5%)	13 (8%)	46 (28%)	28 (17%)	44 (27%)	25 (15%)
<i>The dentist</i>	22 (13%)	4 (2%)	10 (6%)	9 (5%)	37 (23%)	82 (50%)

Q9.2 What do you think of the quality of the health service from the following people?:

	<i>Not been</i>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
<i>The doctor</i>	12 (7%)	6 (3%)	19 (11%)	18 (10%)	41 (24%)	77 (45%)
<i>The nurse</i>	8 (5%)	25 (15%)	45 (27%)	29 (17%)	23 (14%)	38 (23%)
<i>The dentist</i>	46 (28%)	8 (5%)	22 (13%)	14 (9%)	23 (14%)	50 (31%)

Q9.3 What do you think of the overall quality of the health services here?

<i>Not been</i>	7 (4%)
<i>Very good.....</i>	10 (6%)
<i>Good.....</i>	14 (8%)
<i>Neither</i>	15 (9%)
<i>Bad</i>	53 (31%)
<i>Very bad.....</i>	72 (42%)

Q9.4 Are you currently taking medication?

<i>Yes</i>	121 (69%)
<i>No.....</i>	54 (31%)

Q9.5	If you are taking medication, are you allowed to keep some/ all of it in your own cell?	
	Not taking medication.....	54 (31%)
	Yes, all my meds.....	68 (39%)
	Yes, some of my meds.....	28 (16%)
	No.....	23 (13%)
Q9.6	Do you have any emotional or mental health problems?	
	Yes.....	121 (71%)
	No.....	50 (29%)
Q9.7	Are you being helped/ supported by anyone in this prison (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)?	
	Do not have any emotional or mental health problems.....	50 (30%)
	Yes.....	32 (19%)
	No.....	86 (51%)

Section 10: Drugs and alcohol

Q10.1	Did you have a problem with drugs when you came into this prison?	
	Yes.....	66 (38%)
	No.....	109 (62%)
Q10.2	Did you have a problem with alcohol when you came into this prison?	
	Yes.....	56 (32%)
	No.....	117 (68%)
Q10.3	Is it easy or difficult to get illegal drugs in this prison?	
	Very easy.....	65 (37%)
	Easy.....	29 (17%)
	Neither.....	14 (8%)
	Difficult.....	10 (6%)
	Very difficult.....	8 (5%)
	Don't know.....	49 (28%)
Q10.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	23 (13%)
	Easy.....	16 (9%)
	Neither.....	23 (13%)
	Difficult.....	14 (8%)
	Very difficult.....	24 (14%)
	Don't know.....	75 (43%)
Q10.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes.....	54 (31%)
	No.....	120 (69%)
Q10.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes.....	57 (33%)
	No.....	117 (67%)
Q10.7	Have you received any support or help (for example, substance misuse teams) for your drug problem, while in this prison?	
	Did not/do not have a drug problem.....	81 (49%)
	Yes.....	38 (23%)
	No.....	45 (27%)

Q10.8 Have you received any support or help (for example, substance misuse teams for your alcohol problem, whilst in this prison?)

<i>Did not/do not have an alcohol problem.....</i>	117 (68%)
<i>Yes.....</i>	25 (15%)
<i>No.....</i>	30 (17%)

Q10.9 Was the support or help you received, whilst in this prison, helpful?

<i>Did not have a problem/did not receive help</i>	112 (68%)
<i>Yes.....</i>	32 (19%)
<i>No.....</i>	21 (13%)

Section 11: Activities

Q11.1 How easy or difficult is it to get into the following activities, in this prison?

	<i>Don't know</i>	<i>Very Easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
<i>Prison job</i>	31 (18%)	10 (6%)	10 (6%)	23 (13%)	46 (26%)	54 (31%)
<i>Vocational or skills training</i>	46 (28%)	4 (2%)	9 (5%)	28 (17%)	40 (24%)	39 (23%)
<i>Education (including basic skills)</i>	37 (22%)	7 (4%)	19 (11%)	29 (17%)	44 (26%)	33 (20%)
<i>Offending behaviour programmes</i>	57 (35%)	5 (3%)	4 (2%)	21 (13%)	37 (22%)	41 (25%)

Q11.2 Are you currently involved in the following? (Please tick all that apply to you.)

<i>Not involved in any of these</i>	85 (51%)
<i>Prison job</i>	55 (33%)
<i>Vocational or skills training.....</i>	6 (4%)
<i>Education (including basic skills)</i>	32 (19%)
<i>Offending behaviour programmes.....</i>	5 (3%)

Q11.3 If you have been involved in any of the following, while in this prison, do you think they will help you on release?

	<i>Not been involved</i>	<i>Yes</i>	<i>No</i>	<i>Don't know</i>
<i>Prison job</i>	51 (33%)	41 (27%)	48 (31%)	14 (9%)
<i>Vocational or skills training</i>	56 (43%)	26 (20%)	33 (26%)	14 (11%)
<i>Education (including basic skills)</i>	52 (36%)	42 (29%)	34 (24%)	15 (10%)
<i>Offending behaviour programmes</i>	61 (46%)	23 (17%)	28 (21%)	20 (15%)

Q11.4 How often do you usually go to the library?

<i>Don't want to go.....</i>	31 (18%)
<i>Never.....</i>	87 (51%)
<i>Less than once a week.....</i>	30 (18%)
<i>About once a week.....</i>	18 (11%)
<i>More than once a week.....</i>	3 (2%)

Q11.5 Does the library have a wide enough range of materials to meet your needs?

<i>Don't use it.....</i>	80 (48%)
<i>Yes.....</i>	21 (13%)
<i>No.....</i>	64 (39%)

Q11.6	How many times do you usually go to the gym each week?	
	<i>Don't want to go</i>	46 (27%)
	<i>0</i>	58 (34%)
	<i>1 to 2</i>	28 (16%)
	<i>3 to 5</i>	38 (22%)
	<i>More than 5</i>	2 (1%)
Q11.7	How many times do you usually go outside for exercise each week?	
	<i>Don't want to go</i>	26 (15%)
	<i>0</i>	44 (25%)
	<i>1 to 2</i>	45 (26%)
	<i>3 to 5</i>	36 (21%)
	<i>More than 5</i>	22 (13%)
Q11.8	How many times do you usually have association each week?	
	<i>Don't want to go</i>	25 (15%)
	<i>0</i>	25 (15%)
	<i>1 to 2</i>	29 (17%)
	<i>3 to 5</i>	56 (34%)
	<i>More than 5</i>	31 (19%)
Q11.9	How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)	
	<i>Less than 2 hours</i>	80 (46%)
	<i>2 to less than 4 hours</i>	34 (20%)
	<i>4 to less than 6 hours</i>	16 (9%)
	<i>6 to less than 8 hours</i>	21 (12%)
	<i>8 to less than 10 hours</i>	5 (3%)
	<i>10 hours or more</i>	6 (3%)
	<i>Don't know</i>	11 (6%)

Section 12: Contact with family and friends

Q12.1	Have staff supported you and helped you to maintain contact with your family/friends while in this prison?	
	<i>Yes</i>	40 (24%)
	<i>No</i>	128 (76%)
Q12.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	<i>Yes</i>	103 (61%)
	<i>No</i>	66 (39%)
Q12.3	Have you had any problems getting access to the telephones?	
	<i>Yes</i>	107 (63%)
	<i>No</i>	64 (37%)
Q12.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	21 (12%)
	<i>Very easy</i>	10 (6%)
	<i>Easy</i>	33 (19%)
	<i>Neither</i>	18 (10%)
	<i>Difficult</i>	57 (33%)
	<i>Very difficult</i>	30 (17%)
	<i>Don't know</i>	4 (2%)

Section 13: Preparation for release

Q13.1	Do you have a named offender manager (home probation officer) in the probation service?	
	Not sentenced	78 (44%)
	Yes	59 (33%)
	No	40 (23%)
Q13.2	What type of contact have you had with your offender manager since being in prison?	
	Not sentenced/N/A	118 (68%)
	No contact	19 (11%)
	Letter	0 (0%)
	Phone	0 (0%)
	Visit	37 (21%)
Q13.3	Do you have a named offender supervisor in this prison?	
	Yes	55 (33%)
	No	111 (67%)
Q13.4	Do you have a sentence plan?	
	Not sentenced	78 (44%)
	Yes	49 (28%)
	No	51 (29%)
Q13.5	How involved were you in the development of your sentence plan?	
	Do not have a sentence plan/not sentenced	129 (72%)
	Very involved	9 (5%)
	Involved	15 (8%)
	Neither	6 (3%)
	Not very involved	9 (5%)
	Not at all involved	10 (6%)
Q13.6	Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)	
	Do not have a sentence plan/not sentenced	129 (75%)
	Nobody	17 (10%)
	Offender supervisor	10 (6%)
	Offender manager	12 (7%)
	Named/ personal officer	12 (7%)
	Staff from other departments	8 (5%)
Q13.7	Can you achieve any of your sentence plan targets in this prison?	
	Do not have a sentence plan/not sentenced	129 (73%)
	Yes	23 (13%)
	No	17 (10%)
	Don't know	8 (5%)
Q13.8	Are there plans for you to achieve any of your sentence plan targets in another prison?	
	Do not have a sentence plan/not sentenced	129 (72%)
	Yes	7 (4%)
	No	31 (17%)
	Don't know	11 (6%)

- Q13.9 Are there plans for you to achieve any of your sentence plan targets in the community?**
Do not have a sentence plan/not sentenced 129 (72%)
Yes 17 (10%)
No 18 (10%)
Don't know 14 (8%)
- Q13.10 Do you have a needs based custody plan?**
Yes 15 (9%)
No 77 (46%)
Don't know 77 (46%)
- Q13.11 Do you feel that any member of staff has helped you to prepare for your release?**
Yes 11 (7%)
No 155 (93%)
- Q13.12 Do you know of anyone in this prison who can help you with the following on release?
(Please tick all that apply to you.)**
- | | <i>Do not need help</i> | <i>Yes</i> | <i>No</i> |
|--------------------------|-------------------------|------------|-----------|
| <i>Employment</i> | 27 (17%) | 18 (11%) | 112 (71%) |
| <i>Accommodation</i> | 28 (18%) | 27 (17%) | 104 (65%) |
| <i>Benefits</i> | 24 (15%) | 33 (21%) | 102 (64%) |
| <i>Finances</i> | 27 (18%) | 14 (9%) | 112 (73%) |
| <i>Education</i> | 31 (20%) | 18 (12%) | 105 (68%) |
| <i>Drugs and alcohol</i> | 32 (21%) | 48 (31%) | 75 (48%) |
- Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?**
Not sentenced 78 (46%)
Yes 32 (19%)
No 61 (36%)

Mourne complex

Section I: About you

Q1.1	What wing or house block are you currently living on? See shortened methodology	
Q1.2	How old are you?	
	Under 21	0 (0%)
	21 - 29.....	23 (27%)
	30 - 39.....	26 (30%)
	40 - 49.....	22 (26%)
	50 - 59.....	11 (13%)
	60 - 69.....	4 (5%)
	70 and over	0 (0%)
Q1.3	Are you sentenced?	
	Yes.....	70 (80%)
	Yes - on recall.....	9 (10%)
	No - awaiting trial.....	4 (5%)
	No - awaiting sentence.....	3 (3%)
	No - awaiting deportation	1 (1%)
Q1.4	How long is your sentence?	
	Not sentenced	8 (10%)
	Less than 6 months	5 (6%)
	6 months to less than 1 year	6 (7%)
	1 year to less than 2 years	2 (2%)
	2 years to less than 4 years.....	7 (9%)
	4 years to less than 10 years	7 (9%)
	10 years or more	7 (9%)
	ICS/ECS	3 (4%)
	Life.....	36 (44%)
Q1.5	Do you hold UK citizenship?	
	Yes.....	78 (90%)
	No.....	9 (10%)
Q1.6	Do you understand spoken English?	
	Yes.....	87 (100%)
	No.....	0 (0%)
Q1.7	Do you understand written English?	
	Yes.....	86 (100%)
	No.....	0 (0%)

Q1.8	What is your ethnic origin?			
	White - British	51 (61%)	Asian or Asian British - Chinese	2 (2%)
	White - Irish	23 (27%)	Asian or Asian British - other	0 (0%)
	White - other.....	7 (8%)	Mixed race - white and black Caribbean.....	0 (0%)
	Black or black British - Caribbean.....	0 (0%)	Mixed race - white and black African...	0 (0%)
	Black or black British - African	1 (1%)	Mixed race - white and Asian	0 (0%)
	Black or black British - other	0 (0%)	Mixed race - other	0 (0%)
	Asian or Asian British - Indian.....	0 (0%)	Arab	0 (0%)
	Asian or Asian British - Pakistani.....	0 (0%)	Other ethnic group.....	0 (0%)
	Asian or Asian British - Bangladeshi.....	0 (0%)		
Q1.9	Do you consider yourself to be Gypsy/ Romany/Traveller?			
	Yes	2 (2%)		
	No.....	84 (98%)		
Q1.10	What is your religion?			
	None	8 (9%)	Buddhist	0 (0%)
	Church of Ireland	2 (2%)	Hindu.....	0 (0%)
	Catholic	28 (32%)	Jewish.....	2 (2%)
	Protestant.....	32 (37%)	Muslim	0 (0%)
	Presbyterian	8 (9%)	Sikh	0 (0%)
	Methodist.....	2 (2%)	Other	3 (3%)
	Other Christian denomination	2 (2%)		
Q1.11	How would you describe your sexual orientation?			
	Heterosexual/Straight.....	82 (96%)		
	Homosexual/Gay.....	2 (2%)		
	Bisexual	1 (1%)		
Q1.12	Do you consider yourself to have a disability (i.e. do you need help with any long term physical, mental or learning needs)?			
	Yes	33 (38%)		
	No.....	54 (62%)		
Q1.13	Are you a veteran (ex-armed services)?			
	Yes	6 (7%)		
	No.....	78 (93%)		
Q1.14	Is this your first time in prison?			
	Yes	33 (38%)		
	No.....	54 (62%)		
Q1.15	Do you have children under the age of 18?			
	Yes	51 (59%)		
	No.....	36 (41%)		

Section 2: Courts, transfers and escorts

Q2.1	On your most recent journey here, how long did you spend in the van?	
	<i>Less than 2 hours</i>	43 (51%)
	<i>2 hours or longer</i>	20 (24%)
	<i>Don't remember</i>	22 (26%)
Q2.2	On your most recent journey here, were you offered anything to eat or drink?	
	<i>My journey was less than two hours.....</i>	43 (51%)
	<i>Yes.....</i>	5 (6%)
	<i>No.....</i>	27 (32%)
	<i>Don't remember</i>	10 (12%)
Q2.3	On your most recent journey here, were you offered a toilet break?	
	<i>My journey was less than two hours.....</i>	43 (51%)
	<i>Yes.....</i>	3 (4%)
	<i>No.....</i>	30 (35%)
	<i>Don't remember</i>	9 (11%)
Q2.4	On your most recent journey here, was the van clean?	
	<i>Yes.....</i>	33 (39%)
	<i>No.....</i>	40 (48%)
	<i>Don't remember</i>	11 (13%)
Q2.5	On your most recent journey here, did you feel safe?	
	<i>Yes.....</i>	50 (60%)
	<i>No.....</i>	27 (32%)
	<i>Don't remember</i>	7 (8%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	<i>Very well.....</i>	13 (15%)
	<i>Well.....</i>	31 (36%)
	<i>Neither</i>	22 (26%)
	<i>Badly.....</i>	9 (11%)
	<i>Very badly</i>	4 (5%)
	<i>Don't remember</i>	6 (7%)
Q2.7	Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)	
	<i>Yes, someone told me</i>	49 (58%)
	<i>Yes, I received written information.....</i>	9 (11%)
	<i>No, I was not told anything.....</i>	19 (22%)
	<i>Don't remember</i>	9 (11%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	<i>Yes.....</i>	41 (48%)
	<i>No.....</i>	35 (41%)
	<i>Don't remember</i>	9 (11%)

Section 3: Reception, first night and induction

- Q3.1 How long were you in reception?**
- | | |
|-------------------------|----------|
| Less than 2 hours | 32 (37%) |
| 2 hours or longer | 40 (47%) |
| Don't remember | 14 (16%) |
- Q3.2 When you were searched, was this carried out in a respectful way?**
- | | |
|----------------------|----------|
| Yes | 35 (41%) |
| No | 43 (50%) |
| Don't remember | 8 (9%) |
- Q3.3 Overall, how were you treated in reception?**
- | | |
|----------------------|----------|
| Very well..... | 11 (13%) |
| Well..... | 24 (28%) |
| Neither | 23 (27%) |
| Badly..... | 19 (22%) |
| Very badly | 3 (3%) |
| Don't remember | 6 (7%) |
- Q3.4 Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)**
- | | | | |
|-------------------------------------|----------|--|----------|
| Loss of property | 18 (22%) | Physical health | 11 (13%) |
| Housing problems..... | 12 (15%) | Mental health | 29 (35%) |
| Contacting employers | 2 (2%) | Needing protection from other prisoners..... | 10 (12%) |
| Contacting family | 25 (30%) | Getting phone numbers..... | 19 (23%) |
| Childcare..... | 0 (0%) | Other | 3 (4%) |
| Money worries..... | 17 (21%) | Did not have any problems..... | 21 (26%) |
| Feeling depressed or suicidal | 23 (28%) | | |
- Q3.5 Did you receive any help/support from staff in dealing with these problems when you first arrived here?**
- | | |
|--------------------------------|----------|
| Yes | 18 (22%) |
| No..... | 44 (53%) |
| Did not have any problems..... | 21 (25%) |
- Q3.6 When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)**
- | | |
|--------------------------------|----------|
| Tobacco..... | 45 (54%) |
| A shower | 49 (58%) |
| A free telephone call..... | 49 (58%) |
| Something to eat..... | 48 (57%) |
| PIN phone credit..... | 29 (35%) |
| Toiletries/ basic items | 35 (42%) |
| Did not receive anything | 9 (11%) |
- Q3.7 When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)**
- | | |
|--|----------|
| Chaplain | 38 (47%) |
| Someone from health services..... | 44 (54%) |
| A Listener/Samaritans | 9 (11%) |
| Tuck shop/ canteen | 38 (47%) |
| Did not have access to any of these..... | 17 (21%) |

Q3.8 When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)

What was going to happen to you	26 (34%)
What support was available for people feeling depressed or suicidal	19 (25%)
How to make routine requests (applications).....	21 (27%)
Your entitlement to visits.....	19 (25%)
Health services	24 (31%)
Chaplaincy	27 (35%)
Not offered any information	30 (39%)

Q3.9 Did you feel safe on your first night here?

Yes	34 (40%)
No.....	37 (44%)
Don't remember	13 (15%)

Q3.10 How soon after you arrived here did you go on an induction course?

Have not been on an induction course.....	15 (18%)
Within the first week.....	26 (32%)
More than a week	28 (34%)
Don't remember	13 (16%)

Q3.11 Did the induction course cover everything you needed to know about the prison?

Have not been on an induction course.....	15 (18%)
Yes.....	22 (27%)
No.....	30 (37%)
Don't remember	15 (18%)

Q3.12 How soon after you arrived here did you receive an education ('skills for life') assessment?

Did not receive an assessment.....	30 (36%)
Within the first week.....	9 (11%)
More than a week	27 (33%)
Don't remember	17 (20%)

Section 4: Legal rights and respectful custody

Q4.1 How easy is it to...

	Very easy	Easy	Neither	Difficult	Very difficult	N/A
Communicate with your solicitor or legal representative?	18 (21%)	33 (39%)	11 (13%)	16 (19%)	5 (6%)	2 (2%)
Attend legal visits?	11 (13%)	32 (38%)	16 (19%)	17 (20%)	6 (7%)	2 (2%)
Get bail information?	7 (10%)	15 (21%)	11 (15%)	10 (14%)	10 (14%)	19 (26%)

Q4.2 Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?

Not had any letters.....	9 (11%)
Yes.....	62 (73%)
No.....	14 (16%)

Q4.3 Can you get legal books in the library?

Yes.....	11 (13%)
No.....	21 (25%)
Don't know	52 (62%)

Q4.4	Please answer the following questions about the wing/unit you are currently living on:			
		Yes	No	Don't know
	<i>Do you normally have enough clean, suitable clothes for the week?</i>	76 (89%)	8 (9%)	1 (1%)
	<i>Are you normally able to have a shower every day?</i>	74 (86%)	12 (14%)	0 (0%)
	<i>Do you normally receive clean sheets every week?</i>	50 (59%)	35 (41%)	0 (0%)
	<i>Do you normally get cell cleaning materials every week?</i>	53 (65%)	27 (33%)	2 (2%)
	<i>Is your cell call bell normally answered within five minutes?</i>	34 (40%)	25 (29%)	26 (31%)
	<i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i>	70 (81%)	15 (17%)	1 (1%)
	<i>If you need to, can you normally get your stored property?</i>	24 (29%)	33 (40%)	26 (31%)
Q4.5	What is the food like here?			
	<i>Very good</i>			4 (5%)
	<i>Good</i>			16 (19%)
	<i>Neither</i>			17 (20%)
	<i>Bad</i>			22 (26%)
	<i>Very bad</i>			25 (30%)
Q4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?			
	<i>Have not bought anything yet/ don't know</i>			1 (1%)
	<i>Yes</i>			31 (36%)
	<i>No</i>			53 (62%)
Q4.7	Can you speak to a Listener at any time, if you want to?			
	<i>Yes</i>			36 (42%)
	<i>No</i>			11 (13%)
	<i>Don't know</i>			38 (45%)
Q4.8	Are your religious beliefs respected?			
	<i>Yes</i>			37 (45%)
	<i>No</i>			22 (27%)
	<i>Don't know/N/A</i>			24 (29%)
Q4.9	Are you able to speak to a Chaplain of your faith in private if you want to?			
	<i>Yes</i>			47 (55%)
	<i>No</i>			6 (7%)
	<i>Don't know/N/A</i>			32 (38%)
Q4.10	How easy or difficult is it for you to attend religious services?			
	<i>I don't want to attend</i>			21 (25%)
	<i>Very easy</i>			13 (15%)
	<i>Easy</i>			16 (19%)
	<i>Neither</i>			7 (8%)
	<i>Difficult</i>			8 (9%)
	<i>Very difficult</i>			6 (7%)
	<i>Don't know</i>			14 (16%)

Section 5: Applications and complaints

Q5.1 Is it easy to make an application?

Yes	48 (59%)
No	14 (17%)
Don't know	19 (23%)

Q5.2 Please answer the following questions about applications (if you have not made an application please tick the 'not made one' option.)

	Not made one	Yes	No
Are applications dealt with fairly?	17 (21%)	24 (29%)	41 (50%)
Are applications dealt with quickly (within seven days)?	17 (23%)	18 (24%)	39 (53%)

Q5.3 Is it easy to make a complaint?

Yes	58 (73%)
No	14 (18%)
Don't know	8 (10%)

Q5.4 Please answer the following questions about complaints (if you have not made a complaint please tick the 'not made one' option.)

	Not made one	Yes	No
Are complaints dealt with fairly?	17 (21%)	18 (22%)	47 (57%)
Are complaints dealt with quickly (within seven days)?	17 (22%)	22 (28%)	39 (50%)

Q5.5 Have you ever been prevented from making a complaint when you wanted to?

Yes	32 (40%)
No.....	48 (60%)

Q5.6 How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?

Don't know who they are.....	26 (31%)
Very easy.....	6 (7%)
Easy	10 (12%)
Neither	13 (16%)
Difficult.....	17 (20%)
Very difficult.....	11 (13%)

Section 6: Progressive regimes and earned privileges scheme

Q6.1 Have you been treated fairly in your experience of the progressive regimes and earned privileges (PREP) scheme? (This refers to enhanced, standard and basic levels)

Don't know what the PREP scheme is.....	10 (12%)
Yes	40 (47%)
No	27 (32%)
Don't know	8 (9%)

Q6.2 Do the different levels of the PREP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels.)

Don't know what the PREP scheme is.....	10 (12%)
Yes	30 (36%)
No.....	37 (44%)
Don't know	7 (8%)

- Q6.3 In the last six months have any members of staff physically restrained you (C&R)?**
 Yes 8 (10%)
 No 75 (90%)
- Q6.4 If you have spent a night in the segregation and separation unit (SSU) in the last six months, how were you treated by staff?**
I have not been to the SSU in the last 6 months 61 (79%)
 Very well 1 (1%)
 Well 4 (5%)
 Neither 2 (3%)
 Badly 4 (5%)
 Very badly 5 (6%)

Section 7: Relationships with staff

- Q7.1 Do most staff treat you with respect?**
 Yes 68 (80%)
 No 17 (20%)
- Q7.2 Is there a member of staff you can turn to for help if you have a problem?**
 Yes 53 (64%)
 No 30 (36%)
- Q7.3 Has a member of staff checked on you personally in the last week to see how you are getting on?**
 Yes 28 (34%)
 No 55 (66%)
- Q7.4 How often do staff normally speak to you during association?**
Do not go on association 3 (4%)
 Never 10 (12%)
 Rarely 22 (26%)
 Some of the time 19 (23%)
 Most of the time 15 (18%)
 All of the time 15 (18%)
- Q7.5 When did you first meet your personal (named) officer?**
I have not met him/her 40 (49%)
 In the first week 5 (6%)
 More than a week 14 (17%)
 Don't remember 23 (28%)
- Q7.6 How helpful is your personal (named) officer?**
Do not have a personal officer/I have not met him/her 40 (49%)
 Very helpful 5 (6%)
 Helpful 12 (15%)
 Neither 10 (12%)
 Not very helpful 5 (6%)
 Not at all helpful 9 (11%)

Section 8: Safety

Q8.1	Have you ever felt unsafe here?	
	Yes	56 (67%)
	No	28 (33%)
Q8.2	Do you feel unsafe now?	
	Yes	26 (32%)
	No	56 (68%)
Q8.3	In which areas have you felt unsafe? (Please tick all that apply to you.)	
	Never felt unsafe	28 (35%)
	Everywhere	15 (19%)
	SSU	8 (10%)
	Association areas	15 (19%)
	Reception area	8 (10%)
	At the gym	8 (10%)
	In an exercise yard	16 (20%)
	At work	4 (5%)
	During movement	15 (19%)
	At education	6 (7%)
	At meal times	6 (7%)
	At health services	8 (10%)
	Visits area	16 (20%)
	In wing showers	5 (6%)
	In gym showers	4 (5%)
	In corridors/stairwells	10 (12%)
	On your landing/wing	9 (11%)
	In your cell	8 (10%)
	At religious services	3 (4%)
Q8.4	Have you been victimised by other prisoners here?	
	Yes	43 (52%)
	No	40 (48%)
Q8.5	If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)	
	Insulting remarks (about you or your family or friends)	22 (27%)
	Physical abuse (being hit, kicked or assaulted)	14 (17%)
	Sexual abuse	1 (1%)
	Feeling threatened or intimidated	29 (35%)
	Having your canteen/property taken	7 (8%)
	Medication	12 (14%)
	Debt	2 (2%)
	Drugs	6 (7%)
	Your race or ethnic origin	6 (7%)
	Your religion/religious beliefs	16 (19%)
	Your nationality	11 (13%)
	You are from a different part of the country than others	8 (10%)
	You are from a traveller community	0 (0%)
	Your sexual orientation	1 (1%)
	Your age	1 (1%)
	You have a disability	5 (6%)
	You were new here	5 (6%)
	Your offence/crime	14 (17%)
	Gang related issues	3 (4%)
Q8.6	Have you been victimised by staff here?	
	Yes	49 (58%)
	No	36 (42%)

Q8.7 If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)

Insulting remarks (about you or your family or friends)	22 (26%)
Physical abuse (being hit, kicked or assaulted)	13 (15%)
Sexual abuse	1 (1%)
Feeling threatened or intimidated	21 (25%)
Medication	12 (14%)
Debt	1 (1%)
Drugs	6 (7%)
Your race or ethnic origin	5 (6%)
Your religion/religious beliefs	12 (14%)
Your nationality	13 (15%)
You are from a different part of the country than others	2 (2%)
You are from a traveller community	0 (0%)
Your sexual orientation	3 (4%)
Your age	1 (1%)
You have a disability	5 (6%)
You were new here	6 (7%)
Your offence/crime	14 (16%)
Gang related issues	3 (4%)

Q8.8 If you have been victimised by prisoners or staff, did you report it?

Not been victimised	31 (41%)
Yes	14 (19%)
No	30 (40%)

Section 9: Health services

Q9.1 How easy or difficult is it to see the following people?:

	Don't know	Very easy	Easy	Neither	Difficult	Very difficult
The doctor	4 (5%)	3 (3%)	12 (14%)	13 (15%)	35 (40%)	20 (23%)
The nurse	4 (5%)	9 (11%)	29 (35%)	16 (19%)	16 (19%)	9 (11%)
The dentist	5 (6%)	2 (2%)	7 (8%)	9 (11%)	36 (43%)	24 (29%)

Q9.2 What do you think of the quality of the health service from the following people?:

	Not been	Very good	Good	Neither	Bad	Very bad
The doctor	4 (5%)	7 (8%)	11 (13%)	9 (10%)	22 (26%)	33 (38%)
The nurse	1 (1%)	16 (19%)	23 (27%)	16 (19%)	12 (14%)	16 (19%)
The dentist	10 (12%)	9 (11%)	18 (22%)	10 (12%)	15 (18%)	21 (25%)

Q9.3 What do you think of the overall quality of the health services here?

Not been	1 (1%)
Very good	5 (6%)
Good	14 (16%)
Neither	16 (19%)
Bad	19 (22%)
Very bad	30 (35%)

Q9.4 Are you currently taking medication?

Yes	64 (75%)
No	21 (25%)

Q9.5	If you are taking medication, are you allowed to keep some/ all of it in your own cell?	
	Not taking medication.....	21 (25%)
	Yes, all my meds	50 (60%)
	Yes, some of my meds	8 (10%)
	No.....	5 (6%)
Q9.6	Do you have any emotional or mental health problems?	
	Yes.....	48 (58%)
	No.....	35 (42%)
Q9.7	Are your being helped/ supported by anyone in this prison (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)?	
	Do not have any emotional or mental health problems.....	35 (43%)
	Yes.....	20 (25%)
	No.....	26 (32%)

Section 10: Drugs and alcohol

Q10.1	Did you have a problem with drugs when you came into this prison?	
	Yes.....	24 (28%)
	No.....	61 (72%)
Q10.2	Did you have a problem with alcohol when you came into this prison?	
	Yes.....	31 (36%)
	No.....	54 (64%)
Q10.3	Is it easy or difficult to get illegal drugs in this prison?	
	Very easy.....	40 (48%)
	Easy	7 (8%)
	Neither	8 (10%)
	Difficult.....	1 (1%)
	Very difficult.....	3 (4%)
	Don't know	25 (30%)
Q10.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	8 (9%)
	Easy	12 (14%)
	Neither	10 (12%)
	Difficult.....	2 (2%)
	Very difficult.....	13 (15%)
	Don't know	40 (47%)
Q10.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes.....	18 (21%)
	No.....	66 (79%)
Q10.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes.....	13 (16%)
	No.....	69 (84%)

Q10.7 Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?

Did not/do not have a drug problem 48 (57%)
 Yes 22 (26%)
 No 14 (17%)

Q10.8 Have you received any support or help (for example substance misuse teams for your alcohol problem, whilst in this prison?

Did not/do not have an alcohol problem 54 (64%)
 Yes 22 (26%)
 No 9 (11%)

Q10.9 Was the support or help you received, whilst in this prison, helpful?

Did not have a problem/ did not receive help 53 (64%)
 Yes 22 (27%)
 No 8 (10%)

Section 11: Activities

Q11.1 How easy or difficult is it to get into the following activities, in this prison?

	Don't know	Very Easy	Easy	Neither	Difficult	Very difficult
Prison job	8 (10%)	12 (15%)	31 (38%)	8 (10%)	14 (17%)	8 (10%)
Vocational or skills training	14 (18%)	7 (9%)	18 (23%)	11 (14%)	16 (21%)	12 (15%)
Education (including basic skills)	12 (15%)	7 (9%)	20 (25%)	12 (15%)	17 (22%)	11 (14%)
Offending behaviour programmes	18 (23%)	7 (9%)	12 (15%)	10 (13%)	14 (18%)	19 (24%)

Q11.2 Are you currently involved in the following? (Please tick all that apply)

Not involved in any of these 15 (19%)
 Prison job 52 (65%)
 Vocational or skills training 13 (16%)
 Education (including basic skills) 23 (29%)
 Offending behaviour programmes 14 (18%)

Q11.3 If you have been involved in any of the following, while in this prison, do you think they will help you on release?

	Not been involved	Yes	No	Don't know
Prison job	13 (17%)	26 (34%)	31 (40%)	7 (9%)
Vocational or skills training	17 (26%)	25 (38%)	16 (25%)	7 (11%)
Education (including basic skills)	9 (14%)	32 (48%)	19 (29%)	6 (9%)
Offending behaviour programmes	17 (27%)	26 (41%)	14 (22%)	7 (11%)

Q11.4 How often do you usually go to the library?

Don't want to go 15 (18%)
 Never 27 (32%)
 Less than once a week 29 (35%)
 About once a week 11 (13%)
 More than once a week 2 (2%)

Q11.5	Does the library have a wide enough range of materials to meet your needs?	
	<i>Don't use it</i>	31 (39%)
	<i>Yes</i>	19 (24%)
	<i>No</i>	30 (38%)
Q11.6	How many times do you usually go to the gym each week?	
	<i>Don't want to go</i>	24 (29%)
	<i>0</i>	18 (22%)
	<i>1 to 2</i>	11 (13%)
	<i>3 to 5</i>	24 (29%)
	<i>More than 5</i>	5 (6%)
Q11.7	How many times do you usually go outside for exercise each week?	
	<i>Don't want to go</i>	12 (15%)
	<i>0</i>	15 (18%)
	<i>1 to 2</i>	30 (37%)
	<i>3 to 5</i>	12 (15%)
	<i>More than 5</i>	13 (16%)
Q11.8	How many times do you usually have association each week?	
	<i>Don't want to go</i>	3 (4%)
	<i>0</i>	3 (4%)
	<i>1 to 2</i>	16 (21%)
	<i>3 to 5</i>	22 (29%)
	<i>More than 5</i>	33 (43%)
Q11.9	How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)	
	<i>Less than 2 hours</i>	8 (10%)
	<i>2 to less than 4 hours</i>	15 (19%)
	<i>4 to less than 6 hours</i>	14 (18%)
	<i>6 to less than 8 hours</i>	21 (26%)
	<i>8 to less than 10 hours</i>	4 (5%)
	<i>10 hours or more</i>	18 (23%)
	<i>Don't know</i>	0 (0%)

Section 12: Contact with family and friends

Q12.1	Have staff supported you and helped you to maintain contact with your family/friends while in this prison?	
	<i>Yes</i>	25 (32%)
	<i>No</i>	53 (68%)
Q12.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	<i>Yes</i>	58 (70%)
	<i>No</i>	25 (30%)
Q12.3	Have you had any problems getting access to the telephones?	
	<i>Yes</i>	29 (36%)
	<i>No</i>	51 (64%)

Q12.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	5 (6%)
	<i>Very easy.....</i>	7 (9%)
	<i>Easy</i>	18 (22%)
	<i>Neither</i>	11 (14%)
	<i>Difficult.....</i>	22 (27%)
	<i>Very difficult.....</i>	17 (21%)
	<i>Don't know</i>	1 (1%)

Section 13: Preparation for release

Q13.1	Do you have a named offender manager (home probation officer) in the probation service?	
	<i>Not sentenced</i>	8 (10%)
	<i>Yes</i>	48 (60%)
	<i>No.....</i>	24 (30%)
Q13.2	What type of contact have you had with your offender manager since being in prison?	
	<i>Not sentenced/N/A</i>	32 (41%)
	<i>No contact</i>	11 (14%)
	<i>Letter</i>	0 (0%)
	<i>Phone</i>	1 (1%)
	<i>Visit.....</i>	36 (46%)
Q13.3	Do you have a named offender supervisor in this prison?	
	<i>Yes</i>	51 (65%)
	<i>No.....</i>	27 (35%)
Q13.4	Do you have a sentence plan?	
	<i>Not sentenced</i>	8 (10%)
	<i>Yes</i>	50 (60%)
	<i>No.....</i>	25 (30%)
Q13.5	How involved were you in the development of your sentence plan?	
	<i>Do not have a sentence plan/not sentenced</i>	33 (40%)
	<i>Very involved.....</i>	10 (12%)
	<i>Involved</i>	17 (21%)
	<i>Neither</i>	4 (5%)
	<i>Not very involved</i>	10 (12%)
	<i>Not at all involved.....</i>	8 (10%)
Q13.6	Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)	
	<i>Do not have a sentence plan/not sentenced</i>	33 (42%)
	<i>Nobody.....</i>	13 (16%)
	<i>Offender supervisor</i>	12 (15%)
	<i>Offender manager</i>	13 (16%)
	<i>Named/ personal officer</i>	11 (14%)
	<i>Staff from other departments</i>	13 (16%)

- Q13.7 Can you achieve any of your sentence plan targets in this prison?**
- | | |
|--|----------|
| <i>Do not have a sentence plan/not sentenced</i> | 33 (41%) |
| <i>Yes</i> | 31 (38%) |
| <i>No.....</i> | 11 (14%) |
| <i>Don't know</i> | 6 (7%) |
- Q13.8 Are there plans for you to achieve any of your sentence plan targets in another prison?**
- | | |
|--|----------|
| <i>Do not have a sentence plan/not sentenced</i> | 33 (41%) |
| <i>Yes</i> | 9 (11%) |
| <i>No.....</i> | 30 (38%) |
| <i>Don't know</i> | 8 (10%) |
- Q13.9 Are there plans for you to achieve any of your sentence plan targets in the community?**
- | | |
|--|----------|
| <i>Do not have a sentence plan/not sentenced</i> | 33 (41%) |
| <i>Yes</i> | 18 (22%) |
| <i>No.....</i> | 12 (15%) |
| <i>Don't know</i> | 18 (22%) |
- Q13.10 Do you have a needs based custody plan?**
- | | |
|-------------------------|----------|
| <i>Yes</i> | 7 (9%) |
| <i>No.....</i> | 26 (34%) |
| <i>Don't know</i> | 44 (57%) |
- Q13.11 Do you feel that any member of staff has helped you to prepare for your release?**
- | | |
|------------------|----------|
| <i>Yes</i> | 14 (18%) |
| <i>No.....</i> | 62 (82%) |
- Q13.12 Do you know of anyone in this prison who can help you with the following on release?
(Please tick all that apply to you.)**
- | | <i>Do not need help</i> | <i>Yes</i> | <i>No</i> |
|--------------------------|-------------------------|------------|-----------|
| <i>Employment</i> | 11 (15%) | 18 (24%) | 45 (61%) |
| <i>Accommodation</i> | 15 (20%) | 21 (28%) | 38 (51%) |
| <i>Benefits</i> | 14 (19%) | 17 (23%) | 44 (59%) |
| <i>Finances</i> | 16 (23%) | 9 (13%) | 45 (64%) |
| <i>Education</i> | 16 (23%) | 14 (20%) | 40 (57%) |
| <i>Drugs and alcohol</i> | 19 (26%) | 26 (35%) | 29 (39%) |
- Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?**
- | | |
|----------------------------|----------|
| <i>Not sentenced</i> | 8 (10%) |
| <i>Yes</i> | 36 (47%) |
| <i>No.....</i> | 33 (43%) |

Bush House

Section I: About you

Q1.1	What wing or house block are you currently living on? See shortened methodology	
Q1.2	How old are you?	
	Under 21	0 (0%)
	21 - 29.....	0 (0%)
	30 - 39.....	6 (30%)
	40 - 49.....	8 (40%)
	50 - 59.....	5 (25%)
	60 - 69.....	1 (5%)
	70 and over	0 (0%)
Q1.3	Are you sentenced?	
	Yes.....	18 (90%)
	Yes - on recall.....	1 (5%)
	No - awaiting trial.....	1 (5%)
	No - awaiting sentence.....	0 (0%)
	No - awaiting deportation	0 (0%)
Q1.4	How long is your sentence?	
	Not sentenced	1 (5%)
	Less than 6 months	0 (0%)
	6 months to less than 1 year	3 (15%)
	1 year to less than 2 years	0 (0%)
	2 years to less than 4 years.....	0 (0%)
	4 years to less than 10 years	12 (60%)
	10 years or more	2 (10%)
	ICS/ ECS	0 (0%)
	Life.....	2 (10%)
Q1.5	Do you hold UK citizenship?	
	Yes.....	20 (100%)
	No.....	0 (0%)
Q1.6	Do you understand spoken English?	
	Yes.....	20 (100%)
	No.....	0 (0%)
Q1.7	Do you understand written English?	
	Yes.....	20 (100%)
	No.....	0 (0%)

- Q1.8 What is your ethnic origin?**
- | | | | |
|--|-----------|---|--------|
| White - British | 20 (100%) | Asian or Asian British - Chinese | 0 (0%) |
| White - Irish | 0 (0%) | Asian or Asian British - other | 0 (0%) |
| White - other | 0 (0%) | Mixed race - white and black Caribbean | 0 (0%) |
| Black or black British - Caribbean | 0 (0%) | Mixed race - white and black African | 0 (0%) |
| Black or black British - African | 0 (0%) | Mixed race - white and Asian | 0 (0%) |
| Black or black British - other | 0 (0%) | Mixed race - other | 0 (0%) |
| Asian or Asian British - Indian | 0 (0%) | Arab | 0 (0%) |
| Asian or Asian British - Pakistani | 0 (0%) | Other ethnic group | 0 (0%) |
| Asian or Asian British - Bangladeshi | 0 (0%) | | |
- Q1.9 Do you consider yourself to be Gypsy/ Romany/Traveller?**
- | | |
|-----------|-----------|
| Yes | 0 (0%) |
| No | 19 (100%) |
- Q1.10 What is your religion?**
- | | | | |
|------------------------------------|---------|----------------|--------|
| None | 0 (0%) | Buddhist | 0 (0%) |
| Church of Ireland | 4 (22%) | Hindu | 0 (0%) |
| Catholic | 0 (0%) | Jewish | 0 (0%) |
| Protestant | 8 (44%) | Muslim | 0 (0%) |
| Presbyterian | 4 (22%) | Sikh | 0 (0%) |
| Methodist | 2 (11%) | Other | 0 (0%) |
| Other Christian denomination | 0 (0%) | | |
- Q1.11 How would you describe your sexual orientation?**
- | | |
|-----------------------------|-----------|
| Heterosexual/Straight | 20 (100%) |
| Homosexual/Gay | 0 (0%) |
| Bisexual | 0 (0%) |
- Q1.12 Do you consider yourself to have a disability (i.e. do you need help with any long term physical, mental or learning needs)?**
- | | |
|-----------|----------|
| Yes | 6 (30%) |
| No | 14 (70%) |
- Q1.13 Are you a veteran (ex-armed services)?**
- | | |
|-----------|----------|
| Yes | 2 (10%) |
| No | 18 (90%) |
- Q1.14 Is this your first time in prison?**
- | | |
|-----------|----------|
| Yes | 2 (10%) |
| No | 18 (90%) |
- Q1.15 Do you have children under the age of 18?**
- | | |
|-----------|----------|
| Yes | 13 (65%) |
| No | 7 (35%) |

Section 2: Courts, transfers and escorts

Q2.1	On your most recent journey here, how long did you spend in the van?	
	<i>Less than 2 hours</i>	14 (74%)
	<i>2 hours or longer</i>	4 (21%)
	<i>Don't remember</i>	1 (5%)
Q2.2	On your most recent journey here, were you offered anything to eat or drink?	
	<i>My journey was less than two hours</i>	14 (74%)
	<i>Yes</i>	0 (0%)
	<i>No</i>	4 (21%)
	<i>Don't remember</i>	1 (5%)
Q2.3	On your most recent journey here, were you offered a toilet break?	
	<i>My journey was less than two hours</i>	14 (74%)
	<i>Yes</i>	0 (0%)
	<i>No</i>	4 (21%)
	<i>Don't remember</i>	1 (5%)
Q2.4	On your most recent journey here, was the van clean?	
	<i>Yes</i>	8 (42%)
	<i>No</i>	8 (42%)
	<i>Don't remember</i>	3 (16%)
Q2.5	On your most recent journey here, did you feel safe?	
	<i>Yes</i>	12 (63%)
	<i>No</i>	6 (32%)
	<i>Don't remember</i>	1 (5%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	<i>Very well</i>	5 (26%)
	<i>Well</i>	8 (42%)
	<i>Neither</i>	2 (11%)
	<i>Badly</i>	3 (16%)
	<i>Very badly</i>	0 (0%)
	<i>Don't remember</i>	1 (5%)
Q2.7	Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)	
	<i>Yes, someone told me</i>	16 (84%)
	<i>Yes, I received written information</i>	0 (0%)
	<i>No, I was not told anything</i>	2 (11%)
	<i>Don't remember</i>	1 (5%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	<i>Yes</i>	17 (85%)
	<i>No</i>	2 (10%)
	<i>Don't remember</i>	1 (5%)

Section 3: Reception, first night and induction

- Q3.1 How long were you in reception?**
- | | |
|-------------------------|---------|
| Less than 2 hours | 8 (40%) |
| 2 hours or longer | 9 (45%) |
| Don't remember | 3 (15%) |
- Q3.2 When you were searched, was this carried out in a respectful way?**
- | | |
|----------------------|----------|
| Yes | 12 (60%) |
| No | 8 (40%) |
| Don't remember | 0 (0%) |
- Q3.3 Overall, how were you treated in reception?**
- | | |
|----------------------|---------|
| Very well..... | 5 (25%) |
| Well..... | 7 (35%) |
| Neither | 3 (15%) |
| Badly..... | 2 (10%) |
| Very badly | 2 (10%) |
| Don't remember | 1 (5%) |
- Q3.4 Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)**
- | | | | |
|-------------------------------------|---------|---|---------|
| Loss of property | 2 (10%) | Physical health | 5 (25%) |
| Housing problems..... | 1 (5%) | Mental health | 4 (20%) |
| Contacting employers | 1 (5%) | Needing protection from other prisoners | 4 (20%) |
| Contacting family | 6 (30%) | Getting phone numbers..... | 6 (30%) |
| Childcare..... | 0 (0%) | Other | 0 (0%) |
| Money worries..... | 5 (25%) | Did not have any problems..... | 8 (40%) |
| Feeling depressed or suicidal | 2 (10%) | | |
- Q3.5 Did you receive any help/support from staff in dealing with these problems when you first arrived here?**
- | | |
|--------------------------------|----------|
| Yes | 2 (10%) |
| No..... | 10 (50%) |
| Did not have any problems..... | 8 (40%) |
- Q3.6 When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)**
- | | |
|--------------------------------|----------|
| Tobacco..... | 11 (55%) |
| A shower | 13 (65%) |
| A free telephone call..... | 13 (65%) |
| Something to eat..... | 11 (55%) |
| PIN phone credit..... | 8 (40%) |
| Toiletries/ basic items | 17 (85%) |
| Did not receive anything | 2 (10%) |
- Q3.7 When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)**
- | | |
|--|----------|
| Chaplain | 9 (45%) |
| Someone from health services..... | 7 (35%) |
| A Listener/Samaritans | 4 (20%) |
| Tuck shop/ canteen | 7 (35%) |
| Did not have access to any of these..... | 10 (50%) |

Q3.8 When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)

What was going to happen to you	8 (40%)
What support was available for people feeling depressed or suicidal	4 (20%)
How to make routine requests (applications).....	6 (30%)
Your entitlement to visits.....	9 (45%)
Health services	9 (45%)
Chaplaincy	8 (40%)
Not offered any information	7 (35%)

Q3.9 Did you feel safe on your first night here?

Yes	12 (60%)
No.....	6 (30%)
Don't remember	2 (10%)

Q3.10 How soon after you arrived here did you go on an induction course?

Have not been on an induction course.....	8 (40%)
Within the first week.....	6 (30%)
More than a week	6 (30%)
Don't remember	0 (0%)

Q3.11 Did the induction course cover everything you needed to know about the prison?

Have not been on an induction course.....	8 (40%)
Yes	6 (30%)
No.....	5 (25%)
Don't remember	1 (5%)

Q3.12 How soon after you arrived here did you receive an education ('skills for life') assessment?

Did not receive an assessment.....	11 (61%)
Within the first week.....	1 (6%)
More than a week	2 (11%)
Don't remember	4 (22%)

Section 4: Legal rights and respectful custody

Q4.1 How easy is it to.....

	Very easy	Easy	Neither	Difficult	Very difficult	N/A
Communicate with your solicitor or legal representative?	3 (15%)	12 (60%)	3 (15%)	1 (5%)	1 (5%)	0 (0%)
Attend legal visits?	3 (15%)	10 (50%)	3 (15%)	4 (20%)	0 (0%)	0 (0%)
Get bail information?	3 (17%)	6 (33%)	1 (6%)	3 (17%)	2 (11%)	3 (17%)

Q4.2 Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?

Not had any letters.....	4 (21%)
Yes	9 (47%)
No.....	6 (32%)

Q4.3 Can you get legal books in the library?

Yes	2 (10%)
No.....	4 (20%)
Don't know	14 (70%)

Q4.4	Please answer the following questions about the wing/unit you are currently living on:			
		Yes	No	Don't know
	Do you normally have enough clean, suitable clothes for the week?	20 (100%)	0 (0%)	0 (0%)
	Are you normally able to have a shower every day?	20 (100%)	0 (0%)	0 (0%)
	Do you normally receive clean sheets every week?	14 (74%)	5 (26%)	0 (0%)
	Do you normally get cell cleaning materials every week?	19 (95%)	1 (5%)	0 (0%)
	Is your cell call bell normally answered within five minutes?	7 (35%)	6 (30%)	7 (35%)
	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	17 (85%)	3 (15%)	0 (0%)
	If you need to, can you normally get your stored property?	9 (47%)	3 (16%)	7 (37%)
Q4.5	What is the food like here?			
	Very good			0 (0%)
	Good.....			7 (35%)
	Neither			6 (30%)
	Bad			5 (25%)
	Very bad.....			2 (10%)
Q4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?			
	Have not bought anything yet/don't know			1 (5%)
	Yes			10 (50%)
	No.....			9 (45%)
Q4.7	Can you speak to a Listener at any time, if you want to?			
	Yes			3 (16%)
	No.....			3 (16%)
	Don't know			13 (68%)
Q4.8	Are your religious beliefs respected?			
	Yes			16 (80%)
	No.....			2 (10%)
	Don't know/ N/A.....			2 (10%)
Q4.9	Are you able to speak to a Chaplain of your faith in private if you want to?			
	Yes			14 (74%)
	No.....			0 (0%)
	Don't know/ N/A.....			5 (26%)
Q4.10	How easy or difficult is it for you to attend religious services?			
	I don't want to attend			3 (15%)
	Very easy.....			11 (55%)
	Easy			3 (15%)
	Neither			2 (10%)
	Difficult.....			0 (0%)
	Very difficult.....			0 (0%)
	Don't know			1 (5%)

Section 5: Applications and complaints

Q5.1 Is it easy to make an application?

Yes.....	14 (74%)
No	2 (11%)
Don't know	3 (16%)

Q5.2 Please answer the following questions about applications (If you have not made an application please tick the 'not made one' option)

	Not made one	Yes	No
Are applications dealt with fairly?	6 (33%)	3 (17%)	9 (50%)
Are applications dealt with quickly (within seven days)?	6 (33%)	4 (22%)	8 (44%)

Q5.3 Is it easy to make a complaint?

Yes.....	15 (79%)
No	2 (11%)
Don't know	2 (11%)

Q5.4 Please answer the following questions about complaints (If you have not made a complaint please tick the 'not made one' option.)

	Not made one	Yes	No
Are complaints dealt with fairly?	3 (17%)	6 (33%)	9 (50%)
Are complaints dealt with quickly (within seven days)?	3 (19%)	4 (25%)	9 (56%)

Q5.5 Have you ever been prevented from making a complaint when you wanted to?

Yes.....	3 (15%)
No.....	17 (85%)

Q5.6 How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?

Don't know who they are.....	11 (55%)
Very easy.....	2 (10%)
Easy.....	4 (20%)
Neither.....	2 (10%)
Difficult.....	1 (5%)
Very difficult.....	0 (0%)

Section 6: Progressive regimes and earned privileges scheme

Q6.1 Have you been treated fairly in your experience of the progressive regimes and earned privileges (PREP) scheme? (This refers to enhanced, standard and basic levels)

Don't know what the PREP scheme is.....	3 (15%)
Yes	10 (50%)
No	4 (20%)
Don't know	3 (15%)

Q6.2 Do the different levels of the PREP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels.)

Don't know what the PREP scheme is.....	3 (15%)
Yes.....	8 (40%)
No.....	4 (20%)
Don't know	5 (25%)

- Q6.3 In the last six months have any members of staff physically restrained you (C&R)?**
 Yes 1 (5%)
 No..... 19 (95%)
- Q6.4 If you have spent a night in the segregation and separation unit (SSU) in the last six months, how were you treated by staff?**
I have not been to the SSU in the last 6 months 15 (79%)
 Very well..... 1 (5%)
 Well 0 (0%)
 Neither 1 (5%)
 Badly..... 0 (0%)
 Very badly 2 (11%)

Section 7: Relationships with staff

- Q7.1 Do most staff treat you with respect?**
 Yes 19 (95%)
 No..... 1 (5%)
- Q7.2 Is there a member of staff you can turn to for help if you have a problem?**
 Yes 16 (80%)
 No..... 4 (20%)
- Q7.3 Has a member of staff checked on you personally in the last week to see how you are getting on?**
 Yes 4 (20%)
 No..... 16 (80%)
- Q7.4 How often do staff normally speak to you during association?**
Do not go on association..... 1 (5%)
 Never..... 5 (26%)
 Rarely 1 (5%)
 Some of the time 3 (16%)
 Most of the time 5 (26%)
 All of the time..... 4 (21%)
- Q7.5 When did you first meet your personal (named) officer?**
I have not met him/her 5 (25%)
In the first week 3 (15%)
More than a week 7 (35%)
Don't remember 5 (25%)
- Q7.6 How helpful is your personal (named) officer?**
Do not have a personal officer/I have not met him/ her 5 (26%)
 Very helpful..... 2 (11%)
 Helpful 8 (42%)
 Neither 1 (5%)
 Not very helpful 2 (11%)
 Not at all helpful..... 1 (5%)

Section 8: Safety

- Q8.1 Have you ever felt unsafe here?**
- Yes 7 (35%)
- No 13 (65%)
- Q8.2 Do you feel unsafe now?**
- Yes 1 (5%)
- No 19 (95%)
- Q8.3 In which areas have you felt unsafe? (Please tick all that apply to you.)**
- | | | | |
|---------------------------|----------|-------------------------------|---------|
| Never felt unsafe | 13 (68%) | At meal times | 2 (11%) |
| Everywhere | 3 (16%) | At health services | 2 (11%) |
| SSU | 1 (5%) | Visits area | 2 (11%) |
| Association areas | 2 (11%) | In wing showers | 1 (5%) |
| Reception area | 3 (16%) | In gym showers | 0 (0%) |
| At the gym | 0 (0%) | In corridors/stairwells | 1 (5%) |
| In an exercise yard | 3 (16%) | On your landing/wing | 2 (11%) |
| At work | 0 (0%) | In your cell | 0 (0%) |
| During movement | 2 (11%) | At religious services | 0 (0%) |
| At education | 0 (0%) | | |
- Q8.4 Have you been victimised by other prisoners here?**
- Yes 5 (25%)
- No 15 (75%)
- Q8.5 If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)**
- | | |
|--|---------|
| Insulting remarks (about you or your family or friends) | 1 (5%) |
| Physical abuse (being hit, kicked or assaulted) | 0 (0%) |
| Sexual abuse | 0 (0%) |
| Feeling threatened or intimidated | 1 (5%) |
| Having your canteen/property taken | 0 (0%) |
| Medication | 0 (0%) |
| Debt | 0 (0%) |
| Drugs | 0 (0%) |
| Your race or ethnic origin | 0 (0%) |
| Your religion/religious beliefs | 4 (20%) |
| Your nationality | 1 (5%) |
| You are from a different part of the country than others | 0 (0%) |
| You are from a traveller community | 0 (0%) |
| Your sexual orientation | 0 (0%) |
| Your age | 1 (5%) |
| You have a disability | 1 (5%) |
| You were new here | 0 (0%) |
| Your offence/ crime | 1 (5%) |
| Gang related issues | 0 (0%) |
- Q8.6 Have you been victimised by staff here?**
- Yes 6 (32%)
- No 13 (68%)

Q8.7 If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)

Insulting remarks (about you or your family or friends)	2 (11%)
Physical abuse (being hit, kicked or assaulted)	0 (0%)
Sexual abuse	0 (0%)
Feeling threatened or intimidated	2 (11%)
Medication	0 (0%)
Debt	0 (0%)
Drugs	0 (0%)
Your race or ethnic origin	0 (0%)
Your religion/religious beliefs	2 (11%)
Your nationality	1 (5%)
You are from a different part of the country than others	1 (5%)
You are from a traveller community	0 (0%)
Your sexual orientation	0 (0%)
Your age	1 (5%)
You have a disability	3 (16%)
You were new here	0 (0%)
Your offence/ crime	1 (5%)
Gang related issues	0 (0%)

Q8.8 If you have been victimised by prisoners or staff, did you report it?

Not been victimised	12 (63%)
Yes	2 (11%)
No	5 (26%)

Section 9: Health services

Q9.1 How easy or difficult is it to see the following people?:

	Don't know	Very easy	Easy	Neither	Difficult	Very difficult
The doctor	2 (10%)	0 (0%)	2 (10%)	2 (10%)	8 (40%)	6 (30%)
The nurse	1 (5%)	4 (21%)	9 (47%)	2 (11%)	2 (11%)	1 (5%)
The dentist	2 (11%)	1 (5%)	3 (16%)	2 (11%)	2 (11%)	9 (47%)

Q9.2 What do you think of the quality of the health service from the following people?:

	Not been	Very good	Good	Neither	Bad	Very bad
The doctor	2 (10%)	1 (5%)	2 (10%)	3 (15%)	3 (15%)	9 (45%)
The nurse	1 (5%)	6 (30%)	5 (25%)	3 (15%)	2 (10%)	3 (15%)
The dentist	3 (15%)	6 (30%)	3 (15%)	2 (10%)	3 (15%)	3 (15%)

Q9.3 What do you think of the overall quality of the health services here?

Not been	1 (5%)
Very good	0 (0%)
Good	3 (15%)
Neither	4 (20%)
Bad	3 (15%)
Very bad	9 (45%)

Q9.4 Are you currently taking medication?

Yes	14 (70%)
No	6 (30%)

- Q9.5 If you are taking medication, are you allowed to keep some/ all of it in your own cell?**
 Not taking medication 6 (30%)
 Yes, all my meds 11 (55%)
 Yes, some of my meds 2 (10%)
 No 1 (5%)
- Q9.6 Do you have any emotional or mental health problems?**
 Yes 7 (35%)
 No 13 (65%)
- Q9.7 Are you being helped/ supported by anyone in this prison?**
 (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)
 Do not have any emotional or mental health problems 13 (65%)
 Yes 3 (15%)
 No 4 (20%)

Section 10: Drugs and alcohol

- Q10.1 Did you have a problem with drugs when you came into this prison?**
 Yes 0 (0%)
 No 20 (100%)
- Q10.2 Did you have a problem with alcohol when you came into this prison?**
 Yes 3 (15%)
 No 17 (85%)
- Q10.3 Is it easy or difficult to get illegal drugs in this prison?**
 Very easy 5 (25%)
 Easy 2 (10%)
 Neither 0 (0%)
 Difficult 0 (0%)
 Very difficult 2 (10%)
 Don't know 11 (55%)
- Q10.4 Is it easy or difficult to get alcohol in this prison?**
 Very easy 3 (15%)
 Easy 3 (15%)
 Neither 1 (5%)
 Difficult 0 (0%)
 Very difficult 2 (10%)
 Don't know 11 (55%)
- Q10.5 Have you developed a problem with illegal drugs since you have been in this prison?**
 Yes 0 (0%)
 No 20 (100%)
- Q10.6 Have you developed a problem with diverted medication since you have been in this prison?**
 Yes 0 (0%)
 No 20 (100%)

Q10.7 Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?

Did not/do not have a drug problem 20 (100%)
 Yes 0 (0%)
 No 0 (0%)

Q10.8 Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?

Did not/do not have an alcohol problem 17 (89%)
 Yes 1 (5%)
 No 1 (5%)

Q10.9 Was the support or help you received, whilst in this prison, helpful?

Did not have a problem/did not receive help 18 (95%)
 Yes 1 (5%)
 No 0 (0%)

Section 11: Activities

Q11.1 How easy or difficult is it to get into the following activities, in this prison?

	Don't know	Very Easy	Easy	Neither	Difficult	Very difficult
Prison job	5 (25%)	1 (5%)	5 (25%)	0 (0%)	2 (10%)	7 (35%)
Vocational or skills training	3 (17%)	0 (0%)	0 (0%)	0 (0%)	5 (28%)	10 (56%)
Education (including basic skills)	3 (17%)	0 (0%)	1 (6%)	0 (0%)	5 (28%)	9 (50%)
Offending behaviour programmes	5 (29%)	0 (0%)	0 (0%)	1 (6%)	3 (18%)	8 (47%)

Q11.2 Are you currently involved in the following? (Please tick all that apply to you.)

Not involved in any of these 8 (50%)
 Prison job 6 (38%)
 Vocational or skills training 1 (6%)
 Education (including basic skills) 1 (6%)
 Offending behaviour programmes 0 (0%)

Q11.3 If you have been involved in any of the following, while in this prison, do you think they will help you on release?

	Not been involved	Yes	No	Don't know
Prison job	9 (47%)	1 (5%)	9 (47%)	0 (0%)
Vocational or skills training	11 (73%)	0 (0%)	3 (20%)	1 (7%)
Education (including basic skills)	12 (71%)	1 (6%)	3 (18%)	1 (6%)
Offending behaviour programmes	12 (75%)	0 (0%)	3 (19%)	1 (6%)

Q11.4 How often do you usually go to the library?

Don't want to go 4 (20%)
 Never 8 (40%)
 Less than once a week 7 (35%)
 About once a week 0 (0%)
 More than once a week 1 (5%)

Q11.5 Does the library have a wide enough range of materials to meet your needs?

Don't use it 10 (53%)
 Yes 4 (21%)
 No 5 (26%)

Q11.6	How many times do you usually go to the gym each week?	
	<i>Don't want to go</i>	6 (30%)
	<i>0</i>	3 (15%)
	<i>1 to 2</i>	0 (0%)
	<i>3 to 5</i>	10 (50%)
	<i>More than 5</i>	1 (5%)
Q11.7	How many times do you usually go outside for exercise each week?	
	<i>Don't want to go</i>	0 (0%)
	<i>0</i>	3 (15%)
	<i>1 to 2</i>	1 (5%)
	<i>3 to 5</i>	8 (40%)
	<i>More than 5</i>	8 (40%)
Q11.8	How many times do you usually have association each week?	
	<i>Don't want to go</i>	1 (5%)
	<i>0</i>	1 (5%)
	<i>1 to 2</i>	0 (0%)
	<i>3 to 5</i>	1 (5%)
	<i>More than 5</i>	17 (85%)
Q11.9	How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)	
	<i>Less than 2 hours</i>	3 (15%)
	<i>2 to less than 4 hours</i>	5 (25%)
	<i>4 to less than 6 hours</i>	4 (20%)
	<i>6 to less than 8 hours</i>	4 (20%)
	<i>8 to less than 10 hours</i>	0 (0%)
	<i>10 hours or more</i>	4 (20%)
	<i>Don't know</i>	0 (0%)

Section 12: Contact with family and friends

Q12.1	Have staff supported you and helped you to maintain contact with your family/friends while in this prison?	
	<i>Yes</i>	13 (65%)
	<i>No</i>	7 (35%)
Q12.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	<i>Yes</i>	12 (60%)
	<i>No</i>	8 (40%)
Q12.3	Have you had any problems getting access to the telephones?	
	<i>Yes</i>	4 (20%)
	<i>No</i>	16 (80%)
Q12.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	0 (0%)
	<i>Very easy</i>	4 (20%)
	<i>Easy</i>	4 (20%)
	<i>Neither</i>	2 (10%)
	<i>Difficult</i>	6 (30%)
	<i>Very difficult</i>	4 (20%)
	<i>Don't know</i>	0 (0%)

Section 13: Preparation for release

- Q13.1 Do you have a named offender manager (home probation officer) in the probation service?**
 Not sentenced 1 (5%)
 Yes 9 (45%)
 No 10 (50%)
- Q13.2 What type of contact have you had with your offender manager since being in prison?**
 Not sentenced/N/A 11 (58%)
 No contact 0 (0%)
 Letter 0 (0%)
 Phone 0 (0%)
 Visit 8 (42%)
- Q13.3 Do you have a named offender supervisor in this prison?**
 Yes 10 (50%)
 No 10 (50%)
- Q13.4 Do you have a sentence plan?**
 Not sentenced 1 (5%)
 Yes 11 (55%)
 No 8 (40%)
- Q13.5 How involved were you in the development of your sentence plan?**
 Do not have a sentence plan/not sentenced 9 (47%)
 Very involved 3 (16%)
 Involved 3 (16%)
 Neither 1 (5%)
 Not very involved 1 (5%)
 Not at all involved 2 (11%)
- Q13.6 Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)**
 Do not have a sentence plan/not sentenced 9 (45%)
 Nobody 3 (15%)
 Offender supervisor 2 (10%)
 Offender manager 0 (0%)
 Named/ personal officer 6 (30%)
 Staff from other departments 0 (0%)
- Q13.7 Can you achieve any of your sentence plan targets in this prison?**
 Do not have a sentence plan/not sentenced 9 (45%)
 Yes 5 (25%)
 No 3 (15%)
 Don't know 3 (15%)
- Q13.8 Are there plans for you to achieve any of your sentence plan targets in another prison?**
 Do not have a sentence plan/not sentenced 9 (45%)
 Yes 0 (0%)
 No 9 (45%)
 Don't know 2 (10%)

- Q13.9 Are there plans for you to achieve any of your sentence plan targets in the community?**
Do not have a sentence plan/not sentenced 9 (45%)
 Yes 0 (0%)
 No 8 (40%)
 Don't know 3 (15%)
- Q13.10 Do you have a needs based custody plan?**
 Yes 2 (10%)
 No 15 (75%)
 Don't know 3 (15%)
- Q13.11 Do you feel that any member of staff has helped you to prepare for your release?**
 Yes 3 (16%)
 No 16 (84%)
- Q13.12 Do you know of anyone in this prison who can help you with the following on release?:
 (Please tick all that apply to you.)**
- | | <i>Do not need help</i> | <i>Yes</i> | <i>No</i> |
|--------------------------|-------------------------|------------|-----------|
| <i>Employment</i> | 10 (50%) | 1 (5%) | 9 (45%) |
| <i>Accommodation</i> | 8 (42%) | 1 (5%) | 10 (53%) |
| <i>Benefits</i> | 7 (39%) | 2 (11%) | 9 (50%) |
| <i>Finances</i> | 7 (41%) | 1 (6%) | 9 (53%) |
| <i>Education</i> | 9 (50%) | 0 (0%) | 9 (50%) |
| <i>Drugs and alcohol</i> | 10 (56%) | 1 (6%) | 7 (39%) |
- Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?**
Not sentenced 1 (5%)
 Yes 4 (20%)
 No 15 (75%)

Roe House

Section I: About you

Q1.1	What wing or house block are you currently living on? See shortened methodology	
Q1.2	How old are you?	
	Under 21	0 (0%)
	21 - 29.....	1 (11%)
	30 - 39.....	2 (22%)
	40 - 49.....	5 (56%)
	50 - 59.....	1 (11%)
	60 - 69.....	0 (0%)
	70 and over.....	0 (0%)
Q1.3	Are you sentenced?	
	Yes.....	4 (40%)
	Yes - on recall.....	1 (10%)
	No - awaiting trial.....	4 (40%)
	No - awaiting sentence.....	1 (10%)
	No - awaiting deportation.....	0 (0%)
Q1.4	How long is your sentence?	
	Not sentenced.....	5 (50%)
	Less than 6 months.....	0 (0%)
	6 months to less than 1 year.....	0 (0%)
	1 year to less than 2 years.....	0 (0%)
	2 years to less than 4 years.....	0 (0%)
	4 years to less than 10 years.....	1 (10%)
	10 years or more.....	4 (40%)
	ICS/ECS.....	0 (0%)
	Life.....	0 (0%)
Q1.5	Do you hold UK citizenship?	
	Yes.....	2 (22%)
	No.....	7 (78%)
Q1.6	Do you understand spoken English?	
	Yes.....	9 (100%)
	No.....	0 (0%)
Q1.7	Do you understand written English?	
	Yes.....	9 (100%)
	No.....	0 (0%)

Q1.8	What is your ethnic origin?	
	<div> White - British 0 (0%) White - Irish 10 (100%) White - other 0 (0%) </div> <div> Black or black British - Caribbean 0 (0%) Black or black British - African 0 (0%) Black or black British - other 0 (0%) Asian or Asian British - Indian 0 (0%) Asian or Asian British - Pakistani 0 (0%) Asian or Asian British - Bangladeshi... 0 (0%) </div> <div> Asian or Asian British - Chinese 0 (0%) Asian or Asian British - other 0 (0%) Mixed race - white and black 0 (0%) Caribbean 0 (0%) Mixed race - white and black African 0 (0%) Mixed race - white and Asian 0 (0%) Mixed race - other 0 (0%) Arab 0 (0%) Other ethnic group 0 (0%) </div>	
Q1.9	Do you consider yourself to be Gypsy/ Romany/Traveller?	
	Yes 0 (0%) No 8 (100%)	
Q1.10	What is your religion?	
	<div> None 0 (0%) Church of Ireland 0 (0%) Catholic 9 (90%) Protestant 0 (0%) Presbyterian 0 (0%) Methodist 0 (0%) Other Christian denomination 0 (0%) </div> <div> Buddhist 0 (0%) Hindu 0 (0%) Jewish 0 (0%) Muslim 1 (10%) Sikh 0 (0%) Other 0 (0%) </div>	
Q1.11	How would you describe your sexual orientation?	
	Heterosexual/Straight 10 (100%) Homosexual/Gay 0 (0%) Bisexual 0 (0%)	
Q1.12	Do you consider yourself to have a disability (i.e. do you need help with any long term physical, mental or learning needs)?	
	Yes 1 (11%) No 8 (89%)	
Q1.13	Are you a veteran (ex-armed services)?	
	Yes 0 (0%) No 9 (100%)	
Q1.14	Is this your first time in prison?	
	Yes 3 (30%) No 7 (70%)	
Q1.15	Do you have children under the age of 18?	
	Yes 5 (50%) No 5 (50%)	

Section 2: Courts, transfers and escorts

- Q2.1 On your most recent journey here, how long did you spend in the van?**
- | | |
|-------------------------|---------|
| Less than 2 hours | 7 (70%) |
| 2 hours or longer | 1 (10%) |
| Don't remember | 2 (20%) |
- Q2.2 On your most recent journey here, were you offered anything to eat or drink?**
- | | |
|---|---------|
| My journey was less than two hours..... | 7 (70%) |
| Yes..... | 0 (0%) |
| No..... | 3 (30%) |
| Don't remember | 0 (0%) |
- Q2.3 On your most recent journey here, were you offered a toilet break?**
- | | |
|---|---------|
| My journey was less than two hours..... | 7 (70%) |
| Yes..... | 0 (0%) |
| No..... | 2 (20%) |
| Don't remember | 1 (10%) |
- Q2.4 On your most recent journey here, was the van clean?**
- | | |
|----------------------|-----------|
| Yes..... | 0 (0%) |
| No..... | 10 (100%) |
| Don't remember | 0 (0%) |
- Q2.5 On your most recent journey here, did you feel safe?**
- | | |
|----------------------|-----------|
| Yes..... | 0 (0%) |
| No..... | 10 (100%) |
| Don't remember | 0 (0%) |
- Q2.6 On your most recent journey here, how were you treated by the escort staff?**
- | | |
|----------------------|---------|
| Very well..... | 0 (0%) |
| Well..... | 0 (0%) |
| Neither | 5 (56%) |
| Badly..... | 3 (33%) |
| Very badly | 1 (11%) |
| Don't remember | 0 (0%) |
- Q2.7 Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)**
- | | |
|--|---------|
| Yes, someone told me | 2 (22%) |
| Yes, I received written information..... | 1 (11%) |
| No, I was not told anything..... | 5 (56%) |
| Don't remember | 1 (11%) |
- Q2.8 When you first arrived here did your property arrive at the same time as you?**
- | | |
|----------------------|---------|
| Yes..... | 4 (44%) |
| No..... | 4 (44%) |
| Don't remember | 1 (11%) |

Section 3: Reception, first night and induction

- Q3.1 How long were you in reception?**
- | | |
|-------------------------|---------|
| Less than 2 hours | 1 (11%) |
| 2 hours or longer | 8 (89%) |
| Don't remember | 0 (0%) |
- Q3.2 When you were searched, was this carried out in a respectful way?**
- | | |
|----------------------|---------|
| Yes | 1 (11%) |
| No | 8 (89%) |
| Don't remember | 0 (0%) |
- Q3.3 Overall, how were you treated in reception?**
- | | |
|----------------------|---------|
| Very well..... | 0 (0%) |
| Well..... | 0 (0%) |
| Neither | 1 (11%) |
| Badly..... | 7 (78%) |
| Very badly | 1 (11%) |
| Don't remember | 0 (0%) |
- Q3.4 Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)**
- | | | | |
|-------------------------------------|---------|---|---------|
| Loss of property | 1 (14%) | Physical health | 4 (57%) |
| Housing problems..... | 4 (57%) | Mental health | 1 (14%) |
| Contacting employers | 0 (0%) | Needing protection from other prisoners | 3 (43%) |
| Contacting family | 3 (43%) | Getting phone numbers..... | 5 (71%) |
| Childcare..... | 1 (14%) | Other | 0 (0%) |
| Money worries..... | 3 (43%) | Did not have any problems..... | 0 (0%) |
| Feeling depressed or suicidal | 0 (0%) | | |
- Q3.5 Did you receive any help/support from staff in dealing with these problems when you first arrived here?**
- | | |
|--------------------------------|----------|
| Yes | 0 (0%) |
| No..... | 9 (100%) |
| Did not have any problems..... | 0 (0%) |
- Q3.6 When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)**
- | | |
|--------------------------------|---------|
| Tobacco..... | 1 (13%) |
| A shower | 2 (25%) |
| A free telephone call..... | 4 (50%) |
| Something to eat..... | 1 (13%) |
| PIN phone credit..... | 1 (13%) |
| Toiletries/ basic items | 0 (0%) |
| Did not receive anything | 4 (50%) |
- Q3.7 When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)**
- | | |
|---|---------|
| Chaplain | 2 (25%) |
| Someone from health services..... | 3 (38%) |
| A Listener/Samaritans | 0 (0%) |
| Tuck shop/ canteen | 0 (0%) |
| Did not have access to any of these | 5 (63%) |

Q3.8	When you first arrived here, were you offered information on the following? (Please tick all that apply)	
	What was going to happen to you	0 (0%)
	What support was available for people feeling depressed or suicidal	0 (0%)
	How to make routine requests (applications).....	0 (0%)
	Your entitlement to visits.....	0 (0%)
	Health services	1 (13%)
	Chaplaincy	0 (0%)
	Not offered any information	7 (88%)
Q3.9	Did you feel safe on your first night here?	
	Yes	0 (0%)
	No.....	9 (100%)
	Don't remember	0 (0%)
Q3.10	How soon after you arrived here did you go on an induction course?	
	Have not been on an induction course.....	7 (88%)
	Within the first week.....	0 (0%)
	More than a week	1 (13%)
	Don't remember	0 (0%)
Q3.11	Did the induction course cover everything you needed to know about the prison?	
	Have not been on an induction course.....	7 (78%)
	Yes	1 (11%)
	No.....	1 (11%)
	Don't remember	0 (0%)
Q3.12	How soon after you arrived here did you receive an education ('skills for life') assessment?	
	Did not receive an assessment.....	7 (78%)
	Within the first week.....	0 (0%)
	More than a week	0 (0%)
	Don't remember	2 (22%)

Section 4: Legal rights and respectful custody

Q4.1	How easy is it to...						
		Very easy	Easy	Neither	Difficult	Very difficult	N/A
	Communicate with your solicitor or legal representative?	0 (0%)	0 (0%)	0 (0%)	4 (44%)	4 (44%)	1 (11%)
	Attend legal visits?	0 (0%)	0 (0%)	0 (0%)	4 (44%)	4 (44%)	1 (11%)
	Get bail information?	0 (0%)	0 (0%)	0 (0%)	1 (14%)	3 (43%)	3 (43%)
Q4.2	Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?						
	Not had any letters.....						1 (11%)
	Yes						6 (67%)
	No.....						2 (22%)
Q4.3	Can you get legal books in the library?						
	Yes						1 (10%)
	No.....						9 (90%)
	Don't know						0 (0%)

Q4.4	Please answer the following questions about the wing/unit you are currently living on:			
		Yes	No	Don't know
	Do you normally have enough clean, suitable clothes for the week?	6 (86%)	1 (14%)	0 (0%)
	Are you normally able to have a shower every day?	7 (100%)	0 (0%)	0 (0%)
	Do you normally receive clean sheets every week?	2 (29%)	5 (71%)	0 (0%)
	Do you normally get cell cleaning materials every week?	7 (100%)	0 (0%)	0 (0%)
	Is your cell call bell normally answered within five minutes?	3 (38%)	5 (63%)	0 (0%)
	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	0 (0%)	7 (100%)	0 (0%)
	If you need to, can you normally get your stored property?	0 (0%)	3 (50%)	3 (50%)
Q4.5	What is the food like here?			
	Very good.....			0 (0%)
	Good.....			1 (10%)
	Neither.....			0 (0%)
	Bad.....			2 (20%)
	Very bad.....			7 (70%)
Q4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?			
	Have not bought anything yet/don't know.....			0 (0%)
	Yes.....			0 (0%)
	No.....			10 (100%)
Q4.7	Can you speak to a Listener at any time, if you want to?			
	Yes.....			1 (14%)
	No.....			4 (57%)
	Don't know.....			2 (29%)
Q4.8	Are your religious beliefs respected?			
	Yes.....			0 (0%)
	No.....			9 (100%)
	Don't know/N/A.....			0 (0%)
Q4.9	Are you able to speak to a Chaplain of your faith in private if you want to?			
	Yes.....			2 (22%)
	No.....			7 (78%)
	Don't know/N/A.....			0 (0%)
Q4.10	How easy or difficult is it for you to attend religious services?			
	I don't want to attend.....			1 (11%)
	Very easy.....			0 (0%)
	Easy.....			3 (33%)
	Neither.....			5 (56%)
	Difficult.....			0 (0%)
	Very difficult.....			0 (0%)
	Don't know.....			0 (0%)

Section 5: Applications and complaints

Q5.1 Is it easy to make an application?

Yes	3 (50%)
No	3 (50%)
Don't know	0 (0%)

Q5.2 Please answer the following questions about applications. (If you have not made an application please tick the 'not made one' option.)

	Not made one	Yes	No
Are applications dealt with fairly?	1 (13%)	0 (0%)	7 (88%)
Are applications dealt with quickly (within seven days)?	1 (17%)	0 (0%)	5 (83%)

Q5.3 Is it easy to make a complaint?

Yes	6 (75%)
No	2 (25%)
Don't know	0 (0%)

Q5.4 Please answer the following questions about complaints. (If you have not made a complaint please tick the 'not made one' option.)

	Not made one	Yes	No
Are complaints dealt with fairly?	0 (0%)	0 (0%)	8 (100%)
Are complaints dealt with quickly (within seven days)?	0 (0%)	0 (0%)	6 (100%)

Q5.5 Have you ever been prevented from making a complaint when you wanted to?

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

Q5.6 How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?

Don't know who they are.....	1 (13%)
Very easy.....	0 (0%)
Easy	0 (0%)
Neither	1 (13%)
Difficult.....	3 (38%)
Very difficult.....	3 (38%)

Section 6: Progressive regimes and earned privileges scheme

Q6.1 Have you been treated fairly in your experience of the progressive regimes and earned privileges (PREP) scheme? (This refers to enhanced, standard and basic levels)

Don't know what the PREP scheme is	0 (0%)
Yes	0 (0%)
No	5 (83%)
Don't know	1 (17%)

Q6.2 Do the different levels of the PREP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels.)

Don't know what the PREP scheme is	0 (0%)
Yes	0 (0%)
No	3 (60%)
Don't know	2 (40%)

Q6.3 In the last six months have any members of staff physically restrained you (C&R)?

Yes	5 (63%)
No	3 (38%)

Q6.4 If you have spent a night in the segregation and separation unit (SSU) in the last six months, how were you treated by staff?

I have not been to the SSU in the last 6 months	6 (86%)
Very well	0 (0%)
Well	0 (0%)
Neither	0 (0%)
Badly	1 (14%)
Very badly	0 (0%)

Section 7: Relationships with staff

Q7.1 Do most staff treat you with respect?

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

Q7.2 Is there a member of staff you can turn to for help if you have a problem?

Yes	0 (0%)
No	9 (100%)

Q7.3 Has a member of staff checked on you personally in the last week to see how you are getting on?

Yes	0 (0%)
No	7 (100%)

Q7.4 How often do staff normally speak to you during association?

Do not go on association	0 (0%)
Never	3 (43%)
Rarely	4 (57%)
Some of the time	0 (0%)
Most of the time	0 (0%)
All of the time	0 (0%)

Q7.5 When did you first meet your personal (named) officer?

I have not met him/her	6 (100%)
In the first week	0 (0%)
More than a week	0 (0%)
Don't remember	0 (0%)

Q7.6	How helpful is your personal (named) officer?	
	<i>Do not have a personal officer/I have not met him/ her</i>	6 (100%)
	<i>Very helpful</i>	0 (0%)
	<i>Helpful</i>	0 (0%)
	<i>Neither</i>	0 (0%)
	<i>Not very helpful</i>	0 (0%)
	<i>Not at all helpful</i>	0 (0%)

Section 8: Safety

Q8.1	Have you ever felt unsafe here?	
	<i>Yes</i>	8 (89%)
	<i>No</i>	1 (11%)

Q8.2	Do you feel unsafe now?	
	<i>Yes</i>	0 (0%)
	<i>No</i>	7 (100%)

Q8.3	In which areas have you felt unsafe? (Please tick all that apply)	
	<i>Never felt unsafe</i>	1 (17%)
	<i>Everywhere</i>	1 (17%)
	<i>SSU</i>	1 (17%)
	<i>Association areas</i>	1 (17%)
	<i>Reception area</i>	5 (83%)
	<i>At the gym</i>	0 (0%)
	<i>In an exercise yard</i>	0 (0%)
	<i>At work</i>	0 (0%)
	<i>During movement</i>	4 (67%)
	<i>At education</i>	1 (17%)
	<i>At meal times</i>	0 (0%)
	<i>At health services</i>	1 (17%)
	<i>Visits area</i>	1 (17%)
	<i>In wing showers</i>	0 (0%)
	<i>In gym showers</i>	0 (0%)
	<i>In corridors/stairwells</i>	0 (0%)
	<i>On your landing/wing</i>	0 (0%)
	<i>In your cell</i>	0 (0%)
	<i>At religious services</i>	0 (0%)

Q8.4	Have you been victimised by other prisoners here?	
	<i>Yes</i>	5 (71%)
	<i>No</i>	2 (29%)

Q8.5	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)	
	<i>Insulting remarks (about you or your family or friends)</i>	4 (57%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	0 (0%)
	<i>Sexual abuse</i>	0 (0%)
	<i>Feeling threatened or intimidated</i>	4 (57%)
	<i>Having your canteen/property taken</i>	1 (14%)
	<i>Medication</i>	0 (0%)
	<i>Debt</i>	0 (0%)
	<i>Drugs</i>	0 (0%)
	<i>Your race or ethnic origin</i>	1 (14%)
	<i>Your religion/religious beliefs</i>	1 (14%)
	<i>Your nationality</i>	0 (0%)
	<i>You are from a different part of the country than others</i>	0 (0%)
	<i>You are from a traveller community</i>	0 (0%)
	<i>Your sexual orientation</i>	0 (0%)
	<i>Your age</i>	0 (0%)
	<i>You have a disability</i>	0 (0%)
	<i>You were new here</i>	0 (0%)
	<i>Your offence/crime</i>	1 (14%)
	<i>Gang related issues</i>	0 (0%)

- Q8.6 Have you been victimised by staff here?**
- Yes 8 (89%)
- No..... 1 (11%)
- Q8.7 If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)**
- Insulting remarks (about you or your family or friends) 4 (44%)
- Physical abuse (being hit, kicked or assaulted)..... 3 (33%)
- Sexual abuse 0 (0%)
- Feeling threatened or intimidated 3 (33%)
- Medication..... 0 (0%)
- Debt 0 (0%)
- Drugs..... 1 (11%)
- Your race or ethnic origin..... 0 (0%)
- Your religion/religious beliefs..... 1 (11%)
- Your nationality 2 (22%)
- You are from a different part of the country than others 0 (0%)
- You are from a traveller community 0 (0%)
- Your sexual orientation..... 0 (0%)
- Your age..... 0 (0%)
- You have a disability 1 (11%)
- You were new here..... 1 (11%)
- Your offence/crime..... 1 (11%)
- Gang related issues..... 0 (0%)
- Q8.8 If you have been victimised by prisoners or staff, did you report it?**
- Not been victimised 0 (0%)
- Yes 2 (33%)
- No..... 4 (67%)

Section 9: Health services

- Q9.1 How easy or difficult is it to see the following people?:**
- | | Don't know | Very easy | Easy | Neither | Difficult | Very difficult |
|-------------|------------|-----------|---------|---------|-----------|----------------|
| The doctor | 0 (0%) | 0 (0%) | 1 (10%) | 0 (0%) | 7 (70%) | 2 (20%) |
| The nurse | 0 (0%) | 0 (0%) | 4 (44%) | 0 (0%) | 5 (56%) | 0 (0%) |
| The dentist | 0 (0%) | 0 (0%) | 1 (10%) | 0 (0%) | 5 (50%) | 4 (40%) |
- Q9.2 What do you think of the quality of the health service from the following people?**
- | | Not been | Very good | Good | Neither | Bad | Very bad |
|-------------|----------|-----------|---------|---------|---------|----------|
| The doctor | 0 (0%) | 0 (0%) | 0 (0%) | 1 (10%) | 7 (70%) | 2 (20%) |
| The nurse | 0 (0%) | 0 (0%) | 1 (13%) | 2 (25%) | 3 (38%) | 2 (25%) |
| The dentist | 0 (0%) | 0 (0%) | 0 (0%) | 2 (22%) | 5 (56%) | 2 (22%) |
- Q9.3 What do you think of the overall quality of the health services here?**
- Not been 0 (0%)
- Very good..... 0 (0%)
- Good..... 0 (0%)
- Neither 0 (0%)
- Bad 3 (30%)
- Very bad..... 7 (70%)

Q9.4	Are you currently taking medication?	
	Yes	5 (56%)
	No	4 (44%)
Q9.5	If you are taking medication, are you allowed to keep some/all of it in your own cell?	
	Not taking medication	4 (44%)
	Yes, all my meds	3 (33%)
	Yes, some of my meds	1 (11%)
	No	1 (11%)
Q9.6	Do you have any emotional or mental health problems?	
	Yes	2 (25%)
	No	6 (75%)
Q9.7	Are you being helped/ supported by anyone in this prison? (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)	
	Do not have any emotional or mental health problems	6 (75%)
	Yes	0 (0%)
	No	2 (25%)

Section 10: Drugs and alcohol

Q10.1	Did you have a problem with drugs when you came into this prison?	
	Yes	0 (0%)
	No	9 (100%)
Q10.2	Did you have a problem with alcohol when you came into this prison?	
	Yes	0 (0%)
	No	9 (100%)
Q10.3	Is it easy or difficult to get illegal drugs in this prison?	
	Very easy	3 (33%)
	Easy	0 (0%)
	Neither	0 (0%)
	Difficult	0 (0%)
	Very difficult	0 (0%)
	Don't know	6 (67%)
Q10.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy	0 (0%)
	Easy	0 (0%)
	Neither	0 (0%)
	Difficult	0 (0%)
	Very difficult	1 (13%)
	Don't know	7 (88%)
Q10.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes	0 (0%)
	No	9 (100%)
Q10.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes	2 (22%)
	No	7 (78%)

Q10.7 Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?

Did not/do not have a drug problem 7 (78%)
 Yes 0 (0%)
 No 2 (22%)

Q10.8 Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?

Did not/do not have an alcohol problem 9 (100%)
 Yes 0 (0%)
 No 0 (0%)

Q10.9 Was the support or help you received, whilst in this prison, helpful?

Did not have a problem/did not receive help 9 (100%)
 Yes 0 (0%)
 No 0 (0%)

Section I I: Activities

Q11.1 How easy or difficult is it to get into the following activities, in this prison?

	Don't know	Very Easy	Easy	Neither	Difficult	Very difficult
Prison job	5 (83%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)
Vocational or skills training	1 (20%)	0 (0%)	0 (0%)	0 (0%)	1 (20%)	3 (60%)
Education (including basic skills)	1 (17%)	0 (0%)	0 (0%)	0 (0%)	1 (17%)	4 (67%)
Offending behaviour programmes	4 (80%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (20%)

Q11.2 Are you currently involved in the following? (Please tick all that apply to you.)

Not involved in any of these 4 (80%)
 Prison job 0 (0%)
 Vocational or skills training 0 (0%)
 Education (including basic skills) 1 (20%)
 Offending behaviour programmes 0 (0%)

Q11.3 If you have been involved in any of the following, while in this prison, do you think they will help you on release?

	Not been involved	Yes	No	Don't know
Prison job	2 (67%)	0 (0%)	0 (0%)	1 (33%)
Vocational or skills training	2 (50%)	0 (0%)	1 (25%)	1 (25%)
Education (including basic skills)	2 (50%)	0 (0%)	0 (0%)	2 (50%)
Offending behaviour programmes	2 (67%)	0 (0%)	0 (0%)	1 (33%)

Q11.4 How often do you usually go to the library?

Don't want to go 1 (14%)
 Never 5 (71%)
 Less than once a week 0 (0%)
 About once a week 0 (0%)
 More than once a week 1 (14%)

Q11.5 Does the library have a wide enough range of materials to meet your needs?

Don't use it 4 (67%)
 Yes 0 (0%)
 No 2 (33%)

Q11.6	How many times do you usually go to the gym each week?	
	<i>Don't want to go</i>	1 (10%)
	<i>0</i>	1 (10%)
	<i>1 to 2</i>	2 (20%)
	<i>3 to 5</i>	6 (60%)
	<i>More than 5</i>	0 (0%)
Q11.7	How many times do you usually go outside for exercise each week?	
	<i>Don't want to go</i>	0 (0%)
	<i>0</i>	0 (0%)
	<i>1 to 2</i>	1 (13%)
	<i>3 to 5</i>	4 (50%)
	<i>More than 5</i>	3 (38%)
Q11.8	How many times do you usually have association each week?	
	<i>Don't want to go</i>	0 (0%)
	<i>0</i>	0 (0%)
	<i>1 to 2</i>	0 (0%)
	<i>3 to 5</i>	3 (43%)
	<i>More than 5</i>	4 (57%)
Q11.9	How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)	
	<i>Less than 2 hours</i>	0 (0%)
	<i>2 to less than 4 hours</i>	0 (0%)
	<i>4 to less than 6 hours</i>	1 (13%)
	<i>6 to less than 8 hours</i>	5 (63%)
	<i>8 to less than 10 hours</i>	0 (0%)
	<i>10 hours or more</i>	0 (0%)
	<i>Don't know</i>	2 (25%)


Section 12: Contact with family and friends

Q12.1	Have staff supported you and helped you to maintain contact with your family/friends while in this prison?	
	<i>Yes</i>	0 (0%)
	<i>No</i>	9 (100%)
Q12.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	<i>Yes</i>	9 (90%)
	<i>No</i>	1 (10%)
Q12.3	Have you had any problems getting access to the telephones?	
	<i>Yes</i>	7 (70%)
	<i>No</i>	3 (30%)
Q12.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	0 (0%)
	<i>Very easy</i>	1 (10%)
	<i>Easy</i>	4 (40%)
	<i>Neither</i>	1 (10%)
	<i>Difficult</i>	2 (20%)
	<i>Very difficult</i>	2 (20%)
	<i>Don't know</i>	0 (0%)

Section 13: Preparation for release

- Q13.1 Do you have a named offender manager (home probation officer) in the probation service?**
- | | |
|---------------------|---------|
| Not sentenced | 5 (63%) |
| Yes | 0 (0%) |
| No..... | 3 (38%) |
- Q13.2 What type of contact have you had with your offender manager since being in prison?**
- | | |
|-------------------------|----------|
| Not sentenced/N/A | 8 (100%) |
| No contact..... | 0 (0%) |
| Letter | 0 (0%) |
| Phone | 0 (0%) |
| Visit..... | 0 (0%) |
- Q13.3 Do you have a named offender supervisor in this prison?**
- | | |
|-----------|----------|
| Yes | 0 (0%) |
| No..... | 5 (100%) |
- Q13.4 Do you have a sentence plan?**
- | | |
|---------------------|---------|
| Not sentenced | 5 (63%) |
| Yes | 0 (0%) |
| No..... | 3 (38%) |
- Q13.5 How involved were you in the development of your sentence plan?**
- | | |
|--|----------|
| Do not have a sentence plan/ =not sentenced..... | 8 (100%) |
| Very involved..... | 0 (0%) |
| Involved | 0 (0%) |
| Neither | 0 (0%) |
| Not very involved | 0 (0%) |
| Not at all involved..... | 0 (0%) |
- Q13.6 Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)**
- | | |
|---|----------|
| Do not have a sentence plan/not sentenced | 8 (100%) |
| Nobody..... | 0 (0%) |
| Offender supervisor | 0 (0%) |
| Offender manager | 0 (0%) |
| Named/ personal officer | 0 (0%) |
| Staff from other departments | 0 (0%) |
- Q13.7 Can you achieve any of your sentence plan targets in this prison?**
- | | |
|---|----------|
| Do not have a sentence plan/not sentenced | 8 (100%) |
| Yes | 0 (0%) |
| No..... | 0 (0%) |
| Don't know | 0 (0%) |
- Q13.8 Are there plans for you to achieve any of your sentence plan targets in another prison?**
- | | |
|---|----------|
| Do not have a sentence plan/not sentenced | 8 (100%) |
| Yes | 0 (0%) |
| No..... | 0 (0%) |
| Don't know | 0 (0%) |

- Q13.9 Are there plans for you to achieve any of your sentence plan targets in the community?**
- | | |
|--|----------|
| <i>Do not have a sentence plan/not sentenced</i> | 8 (100%) |
| <i>Yes</i> | 0 (0%) |
| <i>No.....</i> | 0 (0%) |
| <i>Don't know</i> | 0 (0%) |
- Q13.10 Do you have a needs based custody plan?**
- | | |
|-------------------------|---------|
| <i>Yes</i> | 0 (0%) |
| <i>No.....</i> | 4 (67%) |
| <i>Don't know</i> | 2 (33%) |
- Q13.11 Do you feel that any member of staff has helped you to prepare for your release?**
- | | |
|-----------------|----------|
| <i>Yes.....</i> | 0 (0%) |
| <i>No.....</i> | 6 (100%) |
- Q13.12 Do you know of anyone in this prison who can help you with the following on release?
(Please tick all that apply to you.)**
- | | <i>Do not need help</i> | <i>Yes</i> | <i>No</i> |
|--------------------------|-------------------------|------------|-----------|
| <i>Employment</i> | 1 (17%) | 0 (0%) | 5 (83%) |
| <i>Accommodation</i> | 1 (14%) | 0 (0%) | 6 (86%) |
| <i>Benefits</i> | 1 (17%) | 0 (0%) | 5 (83%) |
| <i>Finances</i> | 1 (17%) | 0 (0%) | 5 (83%) |
| <i>Education</i> | 1 (17%) | 2 (33%) | 3 (50%) |
| <i>Drugs and alcohol</i> | 2 (33%) | 0 (0%) | 4 (67%) |
- Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?**
- | | |
|----------------------------|---------|
| <i>Not sentenced</i> | 5 (63%) |
| <i>Yes.....</i> | 0 (0%) |
| <i>No.....</i> | 3 (38%) |



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First published in Northern Ireland in July 2016 by
CRIMINAL JUSTICE INSPECTION NORTHERN IRELAND
Block 1, Knockview Buildings
Belfast BT4 3SJ
www.cjini.org

