

Report on an unannounced short follow-up inspection of

HMP & YOI New Hall

Rivendell Unit

27- 31 July 2009

by HM Chief Inspector of Prisons

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Introduction

The Rivendell Unit is a dedicated 26-bed facility for 17 year-old young women located in the grounds of HMP & YOI New Hall, near Wakefield and opened in December 2005. When we inspected the unit for the first time in 2007, we commended it as a generally safe and respectful place, with plenty of purposeful activity and very good resettlement arrangements. On our return for this short unannounced inspection, we found that there had been a number of further improvements.

The unit remained essentially safe and this had been enhanced by improved safeguarding and child protection arrangements, including the appointment of a senior social worker. There was little bullying, but rates of self-harm were depressingly high. We were pleased to find that routine strip-searching had been discontinued, but we were concerned by the continued use of the inappropriate intensive supervision cell.

The unit remained clean and age appropriate, although poorly ventilated. Good relationships between staff and young people, and a relaxed approach to supervision, helped to mitigate the rather claustrophobic communal areas. The personal officer scheme worked well and there were effective consultation arrangements with young people. Encouraging progress had been made in the management of race issues, although less progress had been made in work to support foreign nationals. Healthcare was much improved.

The unit continued to ensure plenty of time out of cell for young people. The range and quality of learning and skills opportunities remained impressive. Access to outdoor exercise had improved, but spare-time activities in the evenings and weekends remained limited. Access to physical education and the library were satisfactory.

Resettlement provision continued to be of a high standard. Management arrangements were sound, sentence planning was of a good quality and effective use was made of release on temporary licence. Offending behaviour work was in place and there was a range of services to address issues such as the maintenance of family ties and substance use. However, young people requiring detoxification were still unsatisfactorily housed with adults, and the unit struggled to find suitable accommodation for some young people.

The Rivendell Unit remained an impressive facility. This inspection found that it was an essentially safe and respectful place, with plenty of purposeful activity and excellent resettlement arrangements for its young women. A number of our previous recommendations had been implemented and staff are to be commended for continuing to move the unit forward in a positive and thoughtful way.

Anne Owers
HM Chief Inspector of Prisons

November 2009

Fact page

Task of the establishment

HMP & YOI New Hall is a women's prison holding a mix of adult, young offender and juvenile prisoners.

Area organisation

Yorkshire and Humberside

Number held

At time of inspection, average of 21 residents

Certified normal accommodation

26

Operational capacity

28

Last inspection

July 2007

Brief history

Rivendell Unit is a 26-bed dedicated young women's facility within HMP & YOI New Hall. The unit is commissioned by and funded by the Youth Justice Board and opened in December 2005.

The staffing of the unit is multi-agency consisting of prison, youth offending team, young people's substance misuse service (YPSMS), mental health, healthcare, education and youth worker staff working within a purpose-built environment.

Description of residential units

Rivendell unit is a purpose-built dedicated facility within HMP & YOI New Hall, separated from the adult and young offender areas by zoned fencing.

The Rivendell unit consists of three accommodation spurs on the first floor with a mix of staff rooms, classrooms, skills working areas, fitness suite, YMCA, reception and healthcare rooms on the ground floor. The unit benefits from its own area for provision of time in the fresh air and an all-weather sports facility.

This arrangement leads to a cohesive multi-agency staff group which places the young person at the centre of its business, enhancing the opportunities to address offending behaviour, improving education and skills to enter adulthood and reducing the likelihood of their offending in the future.

Section 1: Healthy prison assessment

Introduction

HP1 All inspection reports include a summary of an establishment's performance against the model of a healthy prison. The four criteria of a healthy prison are:

Safety prisoners, even 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

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

HP2 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.

...performing well against this healthy prison test.

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

...performing reasonably well against this healthy prison test.

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

...not performing sufficiently well against this healthy prison test.

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.

...performing poorly against this healthy prison test.

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.

HP3 This Inspectorate conducts unannounced follow-up inspections to assess progress against recommendations made in the previous full inspection. Follow-up inspections are proportionate to risk. Short follow-up inspections are conducted where the previous full inspection and our intelligence systems suggest that there are comparatively fewer concerns. Sufficient inspector time is allocated to enable inspection of progress and, where necessary, to note additional areas of concern observed by inspectors. Inspectors draw up a brief healthy prison summary setting out the progress of the establishment in the areas inspected. From the evidence available they also concluded whether this progress confirmed or required

amendment of the healthy prison assessment held by the Inspectorate on all establishments but only published since early 2004.

Safety

- HP4 At the last inspection in 2007, we found that the Rivendell unit was performing reasonably well against the healthy prison test of safety. We made 40 recommendations, of which 17 had been achieved, 16 had been partially achieved, six were not achieved and one was no longer relevant. We have made 22 further recommendations.
- HP5 Fewer young women were sharing transport with adults than previously and records indicated that late arrivals were less common than they had been at the time of the previous inspection. We received several anecdotal accounts from young women that they had had to wait for long periods of time at court.
- HP6 Routine strip-searching had ceased, which made the admission procedures more civilised.
- HP7 The impact of using both P-NOMIS and e-Asset during the reception process needed to be monitored to avoid duplication of work.
- HP8 First night arrangements remained good. Female staff were now always on duty to cover reception, although there was not always a female member of staff on duty at night on the unit. A peer support scheme had been introduced which provided additional support to newly admitted young women. The induction booklet had been redesigned and was more informative and age appropriate.
- HP9 Administrative arrangements for safeguarding had been rationalised, but still remained rather complicated. There was a sensible plan to work towards a single weekly meeting to consider the needs of all young women 'in the round'. Each young woman was considered at the individual multi-agency care (IMAC) meeting. There was good multidisciplinary input at this forum and information was shared effectively across professional boundaries. Information emerging from IMAC meetings was collated, but not used effectively. Apart from the most complex cases, young women still did not all have individual care plans.
- HP10 The local child protection policy had recently been endorsed by the local safeguarding children board. Significant improvements had been made in the recording and analysis of child protection data. Closer links had been established with the local authority and the working relationship with the local authority was open and transparent.
- HP11 The local authority had shown considerable commitment towards safeguarding in the unit by funding a senior social worker post at the establishment.
- HP12 Young women we spoke to reported feeling safe. Bullying was not a serious problem and, if it did occur, was dealt with effectively. Incidents of self-harm remained high. Vulnerable young women who had self-harmed said that they felt well cared for. The procedures and supporting documentation associated with this area of work were poor and required immediate attention.

- HP13 There had been some relaxation in security measures since the previous inspection and supervision was less intrusive and more proportionate. However, the intensive supervision cell was now being used more frequently. It was a badly designed and unsuitable facility for young women and governance of its use was poor.
- HP14 There had been a slight increase in the use of force since the previous inspection. On average, there were now 10 incidents a month. These were well monitored, but there was insufficient analysis of why they had occurred.
- HP15 The use of adjudications had reduced slightly since the previous inspection to an average of 13 a month. Emphasis should be placed on the less formal elements of the behaviour management strategy so that the level of adjudications continues to decline.
- HP16 On the basis of this short follow-up inspection, we considered that the unit continued to perform reasonably well against this healthy prison test.

Respect

- HP17 In 2007, we found that the Rivendell unit was performing reasonably well against the healthy prison test of respect. We made 51 recommendations, of which 42 had been achieved, five had been partially achieved and four were not achieved. We have made four further recommendations.
- HP18 The unit was clean and comfortable. Communal areas were decorated and furnished in an age-appropriate way. Young women were encouraged to keep their cells clean and tidy and they achieved this. The cells continued to be poorly ventilated and young women said they often got uncomfortably hot at night. The communal areas were small and some young women said they found living in such a confined space difficult. However, the positive manner in which staff supervised the communal areas helped to promote a relaxed living environment.
- HP19 Young people reported constructive working relationships with staff and our observations confirmed this. We also found that officers were confident about challenging inappropriate behaviour.
- HP20 Personal officers and case managers worked closely together and young people said they felt supported by staff, although this was unclear from e-Asset records and wing history sheets.
- HP21 Race relations work had improved and a member of unit staff had been allocated specific responsibility for this area of work. Investigations were carried out to a good standard and outcomes were appropriately monitored. We found several encouraging examples of members of staff commended for challenging racist language. Art work, which promoted positive images of race and diversity, was displayed throughout the unit.
- HP22 A unit foreign national policy had been produced, which outlined basic entitlements but was still not age appropriate.
- HP23 Consultation arrangements within the unit had much improved. The unit principal officer and one of the advocates always attended the representative meetings, which

ensured that issues raised by young women were consistently fed back to the unit management meeting. We saw examples where this had worked effectively. The handling of complaints by young women had also improved. Replies focussed on the issue, were addressed personally to the young woman and were consistently polite.

- HP24 All young women had access to a chaplain of their faith. However, time constraints restricted the level of pastoral care that members of the chaplaincy team could provide and their involvement in casework.
- HP25 There had been significant improvements in the provision of healthcare since the previous inspection. The unit now had a full-time primary care nurse who provided a very responsive service. Access to the GP was adequate and young women were able to see a dentist quickly. Clinical records were better managed and this had helped to improve discharge arrangements by providing more efficient information exchange. Mental health provision continued to be comprehensive.
- HP26 The rewards and sanctions scheme was effective. Decisions about appropriate levels on the scheme were considered carefully by a multidisciplinary staff group. Young women understood the scheme and most appeared to find it motivational.
- HP27 On the basis of this short follow-up inspection, we considered that the unit was now performing well against this healthy prison test

Purposeful activity

- HP28 In 2007, we found that the Rivendell unit was performing well against the healthy prison test of purposeful activity. We made 15 recommendations, of which 11 had been achieved and four partially achieved. We have made one further recommendation.
- HP29 Young women continued to enjoy a good amount of time out of their cells during the day. They were rarely locked in their cells for longer than indicated in the published programme. Although structured evening and weekend activities had been introduced, these were not always available and staff said they still found it difficult to keep the young women occupied. Young women could take exercise every day and the recreational facilities had improved considerably.
- HP30 The provision of education and vocational training continued to be of a good standard. The curriculum was well planned considering the small number of young women. It provided a good balance of literacy, numeracy, ICT, personal social and health education and vocational subjects such as hairdressing, business administration and catering. The weekly timetable included planned and integrated input from agencies such as the youth offending team (YOT), the young people's substance misuse service (YPSMS), the YMCA and the Prince's Trust. This effective arrangement helped to produce a holistic educational experience for the young women. Most young women made progress with their literacy and numeracy and most left the unit with qualifications which would assist their future education, training and employment. Young women spoke highly of the confidence they had gained during their time on the unit.
- HP31 Core PE for young women took place on the unit and access was satisfactory. However, the facilities were inadequate and restricted the range of activities in which

young women could participate. Recreational PE took place in the better-equipped main gym and was well attended.

- HP32 Access to the library had improved since the last inspection, with a timetabled slot of one hour during the week. The library was well attended and the level of borrowing was encouragingly high.
- HP33 On the basis of this short follow-up inspection, we found that the unit was still performing well against this healthy prison test.

Resettlement

- HP34 In 2007, we found that the Rivendell unit was performing well against the healthy prison test of resettlement. We made 14 recommendations, of which seven had been achieved, three had been partially achieved and four were not achieved. We have made four further recommendations.
- HP35 Resettlement continued to be a well-managed area. A unit-based resettlement policy had been produced, but it needed to be extended to include young women serving long sentences.
- HP36 All young women received planned weekly contact with case managers and most of the young women on the unit participated in offending behaviour work.
- HP37 Unit staff still found it difficult to obtain suitable accommodation for young women who were hard to place.
- HP38 Planning arrangements for young women remained good. The documentation was of a high standard and staff used background information provided by community YOTs to help them complete their assessments. Young women said they felt actively involved in the planning process.
- HP39 Release on temporary licence (ROTL) was used whenever possible to provide young women with additional pre-release opportunities.
- HP40 Public protection arrangements were thorough and all relevant cases were discussed each week.
- HP41 There was no evidence of illicit drug use on the unit. The YPSMS had been restructured since the previous inspection. The team was now better integrated and attended all the multidisciplinary meetings on the unit. Young women who required detoxification were located in the substance misuse unit on the main site. There was adequate clinical support on this unit, but the environment within an adult regime was unsuitable for young women. All relevant agencies needed to agree urgently on the safest and most appropriate way of dealing with young women admitted to the unit requiring detoxification.
- HP42 More encouragement was given to young people to maintain contact with their family and friends. Young women could now receive visits regardless of their level on the rewards and sanctions scheme. Quarterly family contact days had been introduced which young women helped to organise.

HP43 On the basis of this short follow-up inspection, we found that the unit was still performing well against this healthy prison test.

Section 2: Progress since the last report

The paragraph reference number at the end of each recommendation below refers to its location in the previous inspection report.

Main recommendations (from the previous report)

2.1 Young women should not share transport with adults or young men. (HP36)

Partially achieved. The unit had recorded some limited instances of young women sharing transport with adult men or women. Since May 2009, there had been one reported case of a young woman travelling with an adult woman, which was less than we had found at the previous inspection. There was no evidence of young women sharing transport with young men. There was anecdotal evidence that young women were spending considerable time at court before being allocated transport. Records showed that late arrivals at the unit were infrequent.

Further recommendation

2.2 Records should be kept of how long young women wait at court for transport.

2.3 Young women should be strip-searched only on the basis of a thorough risk assessment that indicates this is necessary to protect them or others from harm. (HP37)

Achieved. Young women were only strip-searched on the basis of a thorough risk assessment informed by intelligence. All routine strip-searching had stopped.

2.4 There should be a full-time dedicated primary care nurse for the young women. He or she should be readily available to young women during the core day and attend detention and training order and/or other care planning meetings as appropriate. (HP38)

Achieved. A full-time nurse had been appointed following the previous inspection and was available throughout the core day and alternate weekends. The nurse attended training planning and other care planning meetings as required.

2.5 An integrated care planning system should be introduced. (HP 39)

Partially achieved. Each young person on the unit was discussed at the weekly safeguarding committee meetings by a multidisciplinary group of staff. Minutes were taken and actions determined, which were reviewed at subsequent meetings. This information was used to develop care plans for a few of the most complicated cases, but most young women still did not have care plans.

We repeat the recommendation.

2.6 All security measures within the unit should be risk assessed to ensure that they are proportionate. (HP40)

Partially achieved. Corridors were less heavily supervised during movements, but spurs were still locked off. A random 10% of young women were still subject to a rub-down search following activities. This was not based on a risk assessment and was not proportionate.

We repeat the recommendation.

2.7 There should be a comprehensive behaviour management policy. (HP41)

Partially achieved. There was an up-to-date antisocial behaviour policy for the unit which formed part of the wider safeguarding strategy. There were also up-to-date violence reduction and safer prisons policies.

Additional information

- 2.8 The overall strategy for managing behaviour appeared complicated and there was no clear description of how it should be implemented. The strategy consisted of a four-stage approach to dealing with antisocial behaviour, including bullying. This operated incrementally and young women were subject to increasingly close supervision if they failed to respond positively. These procedures were reviewed at weekly meetings which young women attended.
- 2.9 An average of eight allegations of bullying were investigated each month and dealt with by monitoring and target setting. A detailed behaviour management plan was produced, with input from the young woman, for a smaller number of serious cases.
- 2.10 Disciplinary reports were used for minor behavioural problems, but these were not described in any of the policies. An average of 20 were raised each month. Officers could impose sanctions without reference to a manager and these included a caution, a written warning, additional work, loss of association, in-cell dining, loss of television, or an 'unspecified sanction'. Young women said that they did not have the opportunity to contribute to the process, and if a young woman did not agree with the sanction, the disciplinary report would be progressed to a minor report. Young women believed that three disciplinary reports led to a downgrade in the rewards and sanctions scheme, but managers said this was not the case. The log of sanctions was not always completed, so it was not possible to check this.
- 2.11 The adjudications system was heavily used, with an average of 13 young women placed on report each month (see section on discipline).
- 2.12 We were concerned that local punishments were given without appropriate checks and balances or wider consideration of the young woman's circumstances. For example, one young woman who had been identified with a learning disability had been on the unit for approximately two months. During that time, she had been subject to a disciplinary report, two minor reports, the basic level of the rewards and sanctions scheme, eight adjudications and a behaviour management plan. This was confusing for her and inappropriate given her level of ability.
- 2.13 A range of support was provided to vulnerable young women through care plans and one-to-one sessions with relevant staff, such as YOT workers, substance misuse workers and a mental health counsellor. Multi-agency care meetings monitored the management of vulnerability (see section on safeguarding). The Geese Theatre company had staged a production about bullying in July 2008. Substance misuse workers had recently started bead therapy in which 10 young women had taken part. Acupuncture was available and targeted towards young women with behavioural problems.

Further recommendations

- 2.14 There should be a clear, simple and well-publicised statement about how behaviour is managed.
- 2.15 The use of disciplinary reports should be reviewed.

Other recommendations

Courts, escorts and transfers

- 2.16 Incidents when young women have shared transport with adult prisoners or young men or arrived late should be routinely discussed at the safeguarding strategy meetings and properly investigated. (1.6)

Achieved. Incidents of this nature were routinely considered at the safeguarding committee meetings.

- 2.17 A log where young women can record comments about their treatment travelling to and from court should be held in reception. (1.7)

Achieved. A log was available in reception, but young women had not used it.

Further recommendation

- 2.18 Young women should be encouraged to record comments about their treatment travelling to and from court.

- 2.19 Video conferencing facilities should be used whenever possible and appropriate to keep court appearances to a minimum. (1.8)

Not achieved. There was still little use of video conferencing facilities and some young women spent unnecessarily long days travelling to and from court.

We repeat the recommendation.

First days in custody

- 2.20 A female member of staff should always be on duty in reception and in the residential unit. (1.22)

Partially achieved. The rostering procedure had been changed to ensure that there was always a female member of staff on duty in reception and on the residential unit during the day. However, at night it was still possible for two male members of staff to be on duty.

Further recommendation

- 2.21 A female member of staff should always be on duty at night.

- 2.22 **Young women in need of nicotine replacement patches should be provided with them on the day of their arrival, even if they arrive late. (1.23)**

Achieved. Young women who needed it were provided with a nicotine patch by the unit nurse during their reception interview.

- 2.23 **Young women should be given essential information at court about what will happen to them on arrival at the unit. (1.24)**

Partially achieved. The unit had provided GSL with information packs to distribute to courts. However, the unit could receive young women from anywhere in England and Wales so could not guarantee that all courts had information about the unit which would have been very costly. We were told that in some cases YOT workers had telephoned from court to ask questions about the unit for young women who had been allocated there.

Further recommendation

- 2.24 An information pack covering all the female juvenile units should be prepared and provided to courts to give to young women allocated to one of the units.

- 2.25 **A peer support scheme, overseen by staff, should be introduced to help new arrivals settle in. (1.25)**

Achieved. A peer support scheme had been introduced, with two young women on enhanced status acting as support for new arrivals on the unit. They had T-shirts which identified them as peer supporters and had had the opportunity to discuss the role with a prisoner from the main establishment who undertook a similar support function for new prisoners.

- 2.26 **Translation and interpreting services should be sought without delay for new arrivals who cannot speak or read English well. (1.26)**

Partially achieved. The records available for one recently arrived young woman who did not speak English showed that access to telephone interpretation had been available on arrival in reception and several times subsequently. Translated versions of induction materials were not readily available which made induction less effective for young women who did not read English.

Further recommendation

- 2.27 Translated versions of induction material should be available in the most common foreign languages.

- 2.28 **The reasons why young women report difficulties with property on arrival should be investigated. (1.27)**

Achieved. Systems had been put in place to address this, and young women no longer reported difficulties with property on arrival at the unit.

- 2.29 **Screening should be provided in the strip-search area and young women provided with clean dressing gowns. (1.28)**

Achieved. Additional screens and dressing gowns had been obtained. In practice, there had been no strip-searches since the change in policy on strip-searching, apart from one following use of restraint.

Additional information

- 2.30 P-NOMIS was being introduced during the inspection. We observed reception staff switching computer screens between e-Asset and P-NOMIS during their interviews with young women. We were concerned that this might duplicate the work and increase the time that young women spent in reception, with staff focussing on a screen rather than the young woman.
- 2.31 A revised induction booklet had been introduced containing comprehensive information.

Further recommendation

- 2.32 During admission interviews, staff should concentrate on the young woman and avoid duplicating administrative tasks.

Residential units

- 2.33 **Cells should be assessed for cleanliness and tidiness. (2.11)**

Achieved. The unit had introduced a system of daily assessment of the tidiness and cleanliness of the cells by residential staff, who awarded a mark reflecting their overall condition. Young women who regularly scored below an acceptable mark were helped by their personal officer to improve their performance. There was a cell and spur competition each weekend, overseen by the duty governor. The young women enjoyed the competition which motivated them to keep their communal and personal areas clean and tidy.

- 2.34 **The communal parts of the residential areas should be furnished and decorated in an age-appropriate way. (2.12)**

Achieved. Communal areas were generally clean and tidy and were decorated and furnished in an age-appropriate way with comfortable seats. The young women's art was displayed on notice boards.

Additional information

- 2.35 The dining tables were large and fixed and took up a lot of the already limited space.

Further recommendation

- 2.36 The dining tables should be replaced with folding furniture.

- 2.37 **Young people should be allowed more association between different residential spurs. (2.13)**

Partially achieved. An enrichment programme of evening and weekend activities had been devised, which brought young people from different spurs together.

Additional information

- 2.38 Staff said that they found it difficult to keep young women occupied during association, and they told us they were often bored because they had little to do during the evenings and weekends. This was evident from the association periods we observed.

Further recommendation

- 2.39 Young people should be offered a greater variety of activities during periods of association.

Additional information

- 2.40 Cells were well equipped and all amenities functioned properly. Young women were encouraged to personalise their cells with their own art work and pictures of their family and friends, and were aware of what would be unacceptable. They had access to drinking water in their cells, but cells were poorly ventilated and young women said they often got uncomfortably hot at night. They were able to have a shower every day.
- 2.41 Communal areas were small, but the positive manner in which staff supervised these areas helped to promote a relaxed living environment.
- 2.42 Young women had easy access to a telephone and were able to make daily calls. If they needed complete privacy when making a call, a portable telephone was brought into their cell. Laundry facilities were readily accessible and young women said that laundry arrangements generally worked well, although some reported that their clothes occasionally went missing.

Personal officers

- 2.43 **Young people should be allowed supervised access to read the contents of their wing narratives. (2.23)**

Achieved. Young women had access to their wing files and often asked to see what had been written about them. Their personal officer or any officer on duty facilitated this. Case managers also helped the young women to read through wing files and training planning documentation.

- 2.44 **The introduction of the casework team should be carried out in conjunction with the continuing development of the role of the personal officer to ensure that the distinctions between the two roles complement each other. (2.24)**

Achieved. Case managers and personal officers understood their specific roles in supporting young women to develop and fulfil their training plans and address their resettlement needs. The personal officer led on internal welfare issues and acted as a link to the case manager, who ensured that the unit's work with young women was integrated with the contributions of external agencies. Both case managers and personal officers had contact with families and worked together to ensure a consistent approach. They collaborated particularly closely when engagement with the family was complicated or confrontational. While staff understood their different roles and joint work was taking place, it was not recorded in either the wing history sheets or e-Asset.

Further recommendation

- 2.45 The work carried out by casework staff and personal officers should be recorded in wing history sheets.

Additional information

- 2.46 There was a comprehensive personal officer policy and job description. Personal officers informed us that they were detailed approximately half a day a week to undertake these duties. Staff said they had no specific training for the role, apart from the module in their initial juvenile awareness staff programme (JASP).
- 2.47 A personal officer and a second officer, who provided back up, were allocated to a young woman as soon as she arrived on the unit and their names were put on a card outside her cell. Young women said they knew who their personal officers were, although some reported that their personal officer did not introduce themselves within the first week of their arrival, nor did they often have formal weekly meetings with their personal officer. These omissions were reflected in the wing history sheets.
- 2.48 Young women reported that they were encouraged to approach staff whom they felt comfortable with and appreciated not having to discuss difficulties solely with their personal officer.
- 2.49 Personal officers reported that they were rarely able to attend significant meetings such as training planning or assessment, care in custody and teamwork (ACCT) reviews because meetings were often arranged when they were unavailable. However, these meetings were attended by a member of the residential staff and personal officers said this worked well as all staff knew the circumstances of each young woman.

Safeguarding

- 2.50 **The unit manager should ensure appropriate attendance at the safeguarding committee meeting. (3.7)**

Achieved. Attendance at the quarterly safeguarding committee meetings had improved since the previous inspection. Key staff from the unit always attended, together with a range of relevant community agencies, including representatives from the local authority and police.

- 2.51 **All available data relating to safeguarding issues specific to Rivendell unit, including child protection, should be analysed for patterns and trends and regularly monitored by the safeguarding committee. (3.8)**

Partially achieved. Data relating to all aspects of safeguarding were collated monthly. This information was produced at safeguarding committee meetings, but we found little evidence that it was being monitored or analysed.

We repeat the recommendation.

Additional information

- 2.52 Some information was shared at individual multi-agency care (IMAC) meetings, but was not collated as effectively as it could have been. Apart from a small number of complex cases, young women did not have care plans. The structure of safeguarding meetings had been rationalised, but they remained rather complicated. The number of separate meetings had been reduced from six to three since the previous inspection.
- 2.53 The plan to work towards a single weekly meeting at which each young woman would be considered appeared sensible.

Bullying and violence reduction

- 2.54 **The unit's violence reduction strategy should be adjusted to the needs of the young women on the Rivendell unit and fully implemented. (3.17)**

Partially achieved. The violence reduction and safer prisons strategy had recently been updated and was specific to the unit, but it remained aspirational and some elements of it had not been implemented, such as the bi-annual survey.

Further recommendation

- 2.55 The strategy for managing bullying and violence reduction should be fully implemented, including the bi-annual survey.
- 2.56 **All staff on Rivendell unit should undertake anti-bullying/violence reduction training. (3.18)**
- Partially achieved.** Twenty-seven per cent of discipline staff had completed antisocial behaviour/violence reduction training.
We repeat the recommendation.
- 2.57 **All young women leaving the unit should be offered an exit interview and the results analysed to inform the unit violence reduction strategy. (3.19)**

Partially achieved. Reception staff routinely offered young women leaving the unit an exit interview, which explored bullying issues, but findings were not fed back to unit managers.
We repeat the recommendation.

Additional information

- 2.58 Young women we spoke to did not think there was much bullying, but their greatest concerns focussed on relationship problems and name calling.
- 2.59 Patterns of bullying, including antisocial behaviour, assaults and fights, were well monitored, but minutes of safeguarding meetings showed that no real discussion or analysis took place.
- 2.60 Fifteen staff had been trained in mediation, which had been used to resolve conflicts between young women on four occasions in the previous six months.

2.61 There were posters on all spurs encouraging young women to report bullying.

Further recommendation

2.62 Data relating to bullying trends should be properly analysed at safeguarding meetings.

Self-harm and suicide

2.63 A suicide and self-harm policy should be developed specifically for the unit. (3.25)

Achieved. An up-to-date suicide prevention and self-harm policy had been adapted for the unit.

2.64 All staff should undertake at least the foundation training course in suicide and self-harm. (3.26)

Achieved. Ninety per cent of staff were trained at least to foundation level, which was an improvement since the previous inspection. The remaining staff were scheduled to be trained.

2.65 Initial and subsequent assessments in ACCTs should include evaluations of behaviour drawing on historical and contemporary documentation along with an account of the actual incident triggering the process. (3.27)

Partially achieved. Comprehensive accounts of the incident triggering the ACCT process were usually given, but evaluations of behaviour did not draw on historical and contemporary documentation.

We repeat the recommendation.

2.66 Targets identified in care maps should be specific, measureable, achievable, realistic and time-bound (SMART). (3.28)

Not achieved. Targets that we examined were not SMART.

We repeat the recommendation.

2.67 Where specific interventions are used to address a young woman's underlying problems, this information should be included in ACCT documentation so that other staff can reinforce such work. (3.29)

Not achieved. Information relating to specific interventions was not recorded in ACCT documentation. This meant it was difficult to adopt a shared, multidisciplinary approach.

Further recommendation

2.68 ACCT reviews should be multidisciplinary.

Additional information

2.69 The suicide and self-harm prevention strategy was up to date and was driven by the safeguarding committee. However, some aspects of the strategy, such as references to

listeners and listener liaison officers, were not relevant to the unit and appeared to reflect an adult model.

- 2.70 Self-harm incidents remained high with an average of 20 a month, compared to 21 at the previous inspection. Managers said there had not been any serious self-harm incidents. Most incidents involved cutting. An average of 10 ACCT documents were opened each month compared to seven at the previous inspection.
- 2.71 Despite daily management checks, the quality of ACCT documents was poor. Initial reviews did not always take place within 24 hours. Reviews were poorly attended and continuity of staff between reviews was poor. Young women did not always attend. Named staff were not always allocated to targets. Family involvement in the reviews was rarely considered.
- 2.72 Self-harm and ACCT data were well monitored, but there was insufficient discussion of trends at safeguarding committee meetings.
- 2.73 Discussions at the weekly IMAC meetings focussed on the broader vulnerability of young women as well as self-harm (see section on safeguarding).
- 2.74 Young women had 24-hour access to the Samaritans' mobile phone, although the log recorded that it had only been used once in the previous year. They could also call the Samaritans free of charge using the pin system. Other support included one-to-one sessions with relevant staff such as YOT workers, substance misuse workers and a mental health counsellor.
- 2.75 Despite the procedural frailties that we identified, young women we spoke to indicated that they felt well cared for by staff.

Further recommendations

- 2.76 The suicide and self-harm prevention strategy should be amended to accurately reflect unit practice.
- 2.77 Initial ACCT reviews should take place within 24 hours.
- 2.78 Young women should be encouraged to attend their ACCT reviews, which should be multidisciplinary with consistent staff attendance.
- 2.79 Named staff should be assigned to each ACCT target.
- 2.80 Efforts should be made to ensure family involvement in the ACCT process.
- 2.81 Staff should engage thoroughly with young women on ACCTs and this should be reflected in documentation.
- 2.82 Data relating to suicide and self-harm prevention should be properly analysed at safeguarding committee meetings to identify trends.

Child Protection

- 2.83 **Unit managers should seek to ensure that the child protection policy is ratified by Wakefield Safeguarding Children Board without further delay. (3.36)**

Achieved. The policy had recently been endorsed by the Wakefield Safeguarding Children Board and signed by a senior official from the local authority.

2.84 Staff cross-deployed from the main prison to work in the unit should have child protection training. (3.37)

Recommendation no longer applicable. Staff were no longer cross-deployed from the main site. All the unit staff had received basic child protection training.

2.85 A log of all child protection referrals should be maintained and kept confidentially by the governor. The log should be routinely monitored by a representative from the local safeguarding children board, the governor the Youth Justice Board and the area manager. (3.38)

Achieved. An electronic log was maintained of all child protection referrals. The log was checked regularly by the governor, the unit manager, the internal youth offending team manager and the local authority designated officer (LADO). It was also checked annually by the area manager.

2.86 Child protection referrals should be analysed so that patterns and trends can be identified. (3.39)

Achieved.

Additional information

2.87 Significant improvements had been made in the recording of data. Closer links had been established with the local authority and the working relationship with the unit was described by the LADO as transparent and open. The local authority showed commendable commitment towards safeguarding in the establishment by funding a senior social worker post.

Race equality

2.88 The diversity manager should be trained to carry out investigations. (3.47)

Achieved. The establishment diversity manager and the race equality officer (REO) had been trained to carry out simple investigations and racist incident report form (RIRF) investigations. Between them, they carried out investigations into all RIRFs submitted by young women on the unit.

2.89 There should be a unit diversity liaison officer to ensure that diversity issues specific to the unit are addressed. (3.48)

Achieved. A unit diversity liaison officer was in post and had good links with the establishment diversity manager and REO. The diversity manager provided advice on suitable training.

2.90 Racist incident report forms should be freely available on all residential spurs. (3.49)

Achieved. RIRFs were available on each of the residential spurs and on the main corridor by the servery.

2.91 All staff on the unit should be trained in diversity. (3.50)

Not achieved. Fifty-seven per cent of unit staff had been trained at the time of the inspection. Forty-seven per cent of these had received training more than three years previously.
We repeat the recommendation.

2.92 There should be oversight of diversity matters relating to the unit through the safeguarding committee. (3.51)

Achieved. Discussion of diversity matters was a standing item on the safeguarding committee agenda.

2.93 Young women should be regularly consulted about diversity issues through the participation meetings and represented at the safeguarding committee meetings to present concerns. (3.52)

Achieved. Diversity was a regular agenda item at participation meetings. Diversity was explained at each meeting for the benefit of young women who had not attended before. Minutes of the meetings showed that young women raised few diversity issues. However, they could raise diversity issues through the advocates who represented them at the safeguarding committee meetings.

2.94 Race relations and diversity should be promoted positively in the unit and should involve young women and multidisciplinary staff. (3.53)

Achieved. There were several examples of art work by young women which promoted race relations and diversity on display in the unit. The education department played an active role in any themed diversity weeks.

Additional information

2.95 RIRFs were investigated by the establishment REO if the complaint concerned another young woman or by the diversity manager if the complaint concerned a member of staff. Twenty RIRFs had been submitted between April 2008 and April 2009, all of which related to the use of racist language. The RIRFs we examined had been appropriately investigated in a timely manner. Outcomes and feedback were provided to all participants and we saw several examples of unit staff commended by the REO for challenging racist language as soon as it was used. Each RIRF was countersigned by the governor or deputy governor and external quality assurance was in place. RIRFs were monitored to identify trends.

2.96 Young women were asked on reception for information about any disability they might have. The education department provided regular, useful information to all unit staff about young women who had learning and/or physical disabilities. During disability week in June 2009, special guests, for example athletes with disabilities, who had been invited to the main establishment, also visited the unit.

2.97 Young women on the unit participated in themed diversity events organised by the establishment, but attended separately from other prisoners. A local charity had undertaken awareness sessions with the young women on lesbian and gay issues and also provided training on this subject for staff on the unit.

Foreign national prisoners

- 2.98 The specific needs of children who are foreign nationals should be formally acknowledged within a unit policy. (3.60)

Partially achieved. A unit policy set out entitlements, but was not sufficiently child focussed. We repeat the recommendation.

- 2.99 There should be a designated foreign national coordinator for the unit. (3.61)

Achieved. A designated coordinator for the unit had been appointed.

- 2.100 Computer software that allows material to be translated into different languages should be obtained. (3.62)

Partially achieved. The establishment had acquired a computer and software which was not yet ready for use.

Further recommendation

- 2.101 Unit staff should have access to translation software to provide appropriate documentation for young women whose first language is not English.

- 2.102 Young women who require the services of an interpreter should wait no longer than 24 hours and should not be asked to sign anything in the absence of an interpreter. (3.63)

Achieved. The recent arrival of a foreign national young woman had demonstrated that telephone translation services were accessible by reception staff. There were records of further use of telephone translation services and face-to-face interpreters to facilitate communication with the young woman. She had been given the appropriate dictionary which she used to alert staff to what she needed. The other young women on the unit were supportive in helping her to communicate.

- 2.103 There should be clear guidance for staff and young women setting out the entitlements of foreign national young women and how they should be supported. (3.64)

Partially achieved. The unit policy set out the entitlements for foreign national young women, but there was no evidence of the entitlements in other languages.

Further recommendation

- 2.104 Key documents should be available in languages other than English.

- 2.105 Free weekly telephone calls should be offered in lieu of a visit. (3.65)

Achieved. Foreign national young women, and those with close family living overseas, were allowed a weekly five-minute telephone call. The unit policy recorded the entitlement as monthly.

Further recommendation

2.106 The unit policy should be amended to reflect the weekly phone call entitlement.

2.107 **Young women should be allowed to exchange two ordinary letters for one airmail letter. (3.66)**

Achieved. The foreign national policy included provision for young women to exchange two ordinary letters for one airmail letter.

Contact with the outside world

2.108 **There should be a comprehensive strategy to encourage and enable more family contact. (3.74)**

Partially achieved. Formal arrangements had been made to improve family contact, but the unit still did not have a written strategy to address this issue. The unit arranged four family days each year, which were structured around various themes and were planned and prepared jointly by the young women and staff. Young women said they really enjoyed and valued the family days. Staff were aware of the sensitivities for young women who were not visited by their families and had devised ways of ensuring that they were involved.

We repeat the recommendation.

2.109 **All young women who are sentenced should be entitled to a visit each week. (3.75)**

Achieved. All sentenced young women could receive weekly visits regardless of their level on the rewards and sanctions scheme.

2.110 **Toilets and baby-changing areas should be checked and cleaned regularly. (3.76)**

Achieved. The toilets and baby-changing areas in the visits hall were cleaned daily and management checks ensured that this happened. The visits hall was clean and tidy, well maintained and pleasantly furnished. There was a well-equipped space for young children to play during visits.

Applications and complaints

2.111 **Replies to complaints should be courteous and address the issue raised. (3.82)**

Achieved. Replies to complaints were addressed to the young woman who had raised the complaint and were courteous in tone. Responses focussed on the issue raised and, where appropriate, remedial action that had been taken.

2.112 **The complaints box should be emptied by administrative staff from the main prison to ensure confidentiality and preserve the integrity of the complaints system. (3.83)**

Achieved. The complaints box was emptied by a member of the administrative staff on the unit. Staff in daily contact with the young women did not see the complaints unless asked to prepare a response. Unit senior management took the lead in replying to complaints and undertaking quality checks. Eighty-five per cent of young women said they thought complaints were dealt with fairly, which was a significant improvement on 40% at the previous inspection.

2.113 Complaints generated from the unit should be analysed to determine patterns and trends. (3.84)

Achieved. A detailed analysis of complaints was undertaken by the member of administrative staff who coordinated the complaints process. This analysis was used by unit managers to determine trends. The minutes of the safeguarding committee meeting in July 2009 recorded discussion of complaints and the reasons why they were increasing, as well as remedial action to address the concerns raised by young women.

2.114 Senior unit staff should be actively involved in the participation meetings. (3.85)

Achieved. The unit principal officer chaired and played an active part in unit participation meetings. The unit manager also attended some meetings and it was clear that their involvement, together with the advocates, helped to ensure that issues were addressed.

2.115 The role and function of the advocates and the participation meetings should be clarified and communicated to all staff and young people. (3.86)

Achieved. Participation meetings took place regularly and issues raised by young women were taken forward to unit management meetings. Minutes of the meetings were available to everyone on the unit. Young women's attendance at the meetings was voluntary. There was evidence from the minutes that issues were pursued and requests by young women implemented. The advocates played a key role in the participation meetings and unit management meetings and appeared to be more integrated into the unit than previously.

Legal services

No recommendations were made under this heading at the last inspection.

Health services

2.116 A health needs assessment should be finalised and used to plan, commission and implement child-specific services. The services should be easily identifiable within any service level agreements. (4.31)

Achieved. A health needs assessment had been completed in November 2008 and had been used for subsequent planning. Mental health and child-specific health needs had been included.

2.117 All mental health services should be commissioned from and provided by CAMHS. (4.32)

Not achieved. The primary care trust (PCT) continued to discuss the future commissioning of mental health services and was endeavouring to establish a child and adolescent mental health service (CAMHS) post. The regional project was being led by the Strategic Health Authority Care Services Improvement Partnership.
We repeat the recommendation.

2.118 All health professionals in contact with the young women should have enhanced Criminal Records Bureau checks and child protection training. (4.33)

Achieved. All healthcare professional staff had enhanced Criminal Records Bureau checks and there was a rolling programme of child protection training courses, including e-learning opportunities. A number of staff had completed courses in safeguarding vulnerable people (children and adults) and courses in vulnerable adults' abuse protection training, but this did not include the healthcare staff employed on the substance misuse unit.

2.119 All medicine refrigerators should be kept between 2 and 8 Celsius and should be adjusted accordingly when necessary. (4.34)

Achieved. A local protocol had been developed and implemented with instructions on how to report any irregularities. Recorded temperatures were within the recommended guidelines.

2.120 Health promotion materials should be readily available throughout the unit. (4.35)

Achieved. A health promotion notice board had been fitted next to the healthcare room and health promotion materials were available throughout the unit. We were informed that information was regularly updated and followed a monthly theme in line with the PCT themes.

2.121 A full dental surgery inspection should be carried out by or on behalf of the primary care trust. (4.36)

Achieved. The PCT had completed a dental surgery inspection in April 2008. An annual infection control inspection had also been carried out.

2.122 All clinical records should be contemporaneous and conform to professional guidance on record-keeping from the relevant regulatory bodies. All health interventions should be recorded. (4.37)

Achieved. The SystemOne electronic clinical record system had been introduced, which had facilitated more robust clinical record management. Record keeping complied with guidance from relevant regulatory bodies and all healthcare interventions were recorded.

2.123 There should be an auditable system to ensure that young women who fail to attend for medications are seen and the reasons for non-attendance discussed and documented. (4.38)

Achieved. Since the introduction of electronic record keeping, the system was auditable. Failures to attend were followed up and subsequent discussions documented. The reasons for non-attendance were included in the annual prescription form audit.

2.124 Life-long condition registers and waiting lists should include and clearly identify young women so that their use of health services can be monitored. (4.39)

Achieved. Life-long condition registers and waiting lists were clearly identified for young women on the unit. These data could easily be separated from patients in the main establishment using the SystemOne electronic record.

2.125 There should be child-specific policies and protocols, particularly for the outbreak of communicable diseases. (4.40)

Partially achieved. The PCT had produced policies for communicable diseases, but there was no evidence of child-specific policies and protocols for young women on the unit.
We repeat the recommendation.

- 2.126 Triage protocols should be developed to ensure consistency of advice and treatment to all young women. (4.41)

Partially achieved. Two nurses had been trained in first contact care, with a further two awaiting courses. Triage protocols had not yet been developed for the unit and young women were, therefore, not ensured consistency of advice and treatment, either by the unit nurse or nursing staff at the healthcare centre.

We repeat the recommendation.

- 2.127 A formal system of documented risk assessment for all patients should be introduced to ensure consistency when determining suitability for in-possession medication and whether a daily, weekly or monthly supply is appropriate. (4.42)

Achieved. A formal documented system had been developed for the risk assessment of all patients to determine their suitability for in-possession medication. This could have been used more effectively as there was very limited use of in-possession medication for young women on the unit.

- 2.128 Young women should be able to receive the full range of childhood and adolescent immunisations and vaccinations. (4.43)

Achieved. We observed good relationships with the main prison pharmacy and effective communication with patients' GPs in the community. This enabled staff to identify young women who were eligible for immunisation and vaccinations and ensure adequate provision of required vaccines.

- 2.129 Young women should be able to access out-of-hours emergency dental care. (4.44)

Achieved. Out-of-hours dental cover was available through the service available to the local community.

- 2.130 The number of oral health promotion sessions should be increased to one session a week and prison health promotion staff should be trained in oral health issues. (4.45)

Achieved. The PCT had increased the provision of oral health promotion sessions delivered by a dedicated team visiting the unit. The community dental service, in conjunction with the healthcare centre dental team, provided sufficient oral health promotion for young women.

- 2.131 Healthcare staff should see young women at least a week before they are due to be discharged. The discharge clinic should include a well woman assessment and assistance in registering with a GP and other healthcare professionals as required in liaison with youth offending team health workers. (4.46)

Achieved. Young women were seen by healthcare staff at least a week before they were due to be discharged. The discharge clinic included a well woman assessment and assistance was provided in registering with a GP and other healthcare professionals. Healthcare staff were included in multidisciplinary meetings within the establishment and the local community.

- 2.132 There should be clear protocols to ensure a young woman's safety if she is admitted to the main prison in-patient or mother and baby unit. (4.47)

Achieved. A protocol had been developed to ensure the safety of young women admitted to the main prison inpatient or mother and baby unit. There was no evidence of such an admission in recent years.

2.133 Information-sharing protocols should exist with appropriate agencies to ensure efficient sharing of relevant health and social care information. (4.48)

Achieved. Information-sharing protocols had been developed and shared with all disciplines providing services to the unit. Young women were given the opportunity to sign a compact to consent to relevant health and social care information being shared.

2.134 Following reception screening, a further health assessment should be carried out and recorded by trained staff, no later than 72 hours after the young woman's arrival in custody. (4.49)

Achieved. All young women received a secondary health screening assessment within 72 hours of their arrival in custody. All screenings were carried out by trained healthcare staff and recorded on the SystemOne electronic record.

2.135 All young women should receive a pharmacy service equivalent to that in the community, which includes direct access to advice by appropriately trained pharmacy staff, information about the benefits and risks of medications, and the self-administration of medication. (4.50)

Achieved. Young women had direct access to the pharmacist who provided a weekly advisory clinic on the unit. Information was provided about the risks and benefits of medications, including leaflets.

Additional information

2.136 Healthcare services were commissioned by Wakefield District NHS PCT. Primary care services were provided by the PCT and mental health services were provided by South West Yorkshire Mental Health Trust.

2.137 There had been some significant improvements since our previous inspection. There was now greater continuity of care for young women, although the appointed nurse was on sick leave at the time of our inspection and cover was being provided by a regular member of the nursing staff from the main prison healthcare centre. The unit nurse was supported overnight by a healthcare assistant.

2.138 Young women had satisfactory access to the GP, with a routine clinic once a week. A range of specialist clinics were available, some of which were delivered in the healthcare centre so that young women needed an escort. Access to dental services was via the suite in the healthcare centre and there were only four patients on the waiting list.

2.139 A full-time mental health nurse provided a comprehensive service for the young women and was well integrated with other teams in the unit. A forensic psychiatrist provided one session per week. The nursing caseload averaged 12 patients, half of whom were seen by the psychiatrist.

2.140 Discharge planning for young women was satisfactory and good links were maintained with the local community.

Education, training and library provision

- 2.141 **More attention should be given to harnessing skills development into more formal independent living skills or preparation for work programmes. (5.14)**

Achieved. Since the previous inspection, a number of initiatives had been introduced into the curriculum, including a personal and social development programme which included independent living skills, budgeting and money management. A careers week had taken place. A number of external partners provided a range of programmes and activities to support young women's personal development. Young women also benefited from a range of accredited preparation for work programmes.

- 2.142 **The education programme should be revised to introduce more variation of activity. (5.15)**

Achieved. The education contractor had provided staff training in active learning techniques. The establishment had introduced themed weeks in education, during which the main timetable was underpinned by the exploration of issues such as anti-bullying, diversity and health promotion.

- 2.143 **Programmes for more academic young women, particularly those wishing to undertake or continue GCSE study, should be improved. (5.16)**

Achieved. There was a range of courses at level 2, together with a few courses at level 3. GCSEs were available in a few subjects and, during the previous year, a small number of young women had been supported with their GCSE coursework and had taken final examinations. Distance learning courses were available to meet young women's individual needs.

- 2.144 **A more assertive and discernible day-to-day management presence on the unit should be established. (5.17)**

Achieved. An assistant education manager had been appointed, providing a more visible management presence on the unit. The roles of education staff had been reviewed and revised.

- 2.145 **The quality of target-setting for vocational courses should be improved. (5.18)**

Partially achieved. Staff development had been carried out, focusing on the setting of measurable targets in individual learning plans. Young women were generally aware of their generic learning goals, but there was still some inconsistency in the quality of specific targets, some of which were still too vague to measure progress.

We repeat the recommendation.

- 2.146 **A more effective system of individual tutorials for young women to review personal learning targets and objectives should be developed. (5.19)**

Achieved. All young women were allocated a personal tutor. Formal tutorials were now included in the education timetable, which were used to good effect to discuss young women's progress against their targets and to set new ones where appropriate. Targets were included in young women's learning plans.

- 2.147 The quality of teaching and learning of some staff should be improved by developing the range of teaching methods used and dissemination of good practice. (5.20)

Partially achieved. Formal lesson observations took place at least annually, and more frequently if problems or potential problems were identified. It was unclear how good practice in teaching and learning was disseminated across the department, but a start had been made by discussing good practice at departmental meetings.

We repeat the recommendation.

- 2.148 A programme of careers education and appropriate resources should be developed and there should be regular input from Connexions. (5.21)

Partially achieved. While there was little formal input from Connexions, a good quality information, advice and guidance service was provided by the Developing Initiatives, Supporting Communities charity (DISC). A worker from DISC attended young women's initial detention and training order (DTO) planning meetings before working with them individually to plan how to meet DTO targets. No other formal careers education was provided and resources for this on the unit remained poor. Effective work was delivered on offence disclosure and young women received valuable help and advice.

- 2.149 Access to library provision as a curriculum resource should be improved. (5.22)

Achieved. Young women received material on 'How to use the Library'. All young women had an hour's timetabled slot in the main prison library and an additional slot on Saturday mornings. The library was well attended and borrowing rates were fairly high.

Additional information

- 2.150 Young women received a detailed initial assessment of their ability in literacy and numeracy as part of their induction to education. They were aware of the levels they were working at and the levels they hoped to attain. A helpful booklet was provided outlining the available courses and contributions from different agencies, and explaining the expected standards of behaviour. Most young women started their education very soon after arriving on the unit.
- 2.151 The level of qualifications gained by young women on the unit remained good. There was an appropriate emphasis on helping them achieve qualifications in literacy and numeracy and information and communications technology (ICT). Most young women made good progress in their literacy and numeracy and left with certificates which would be helpful in their future education, training and employment.
- 2.152 Young women continued to produce generally high standards of work and most of their folders were well ordered and up to date. Many young women talked articulately and enthusiastically about their work and achievements and spoke highly of their growth in confidence while on the unit. There were displays of young women's work in classrooms and corridors, much of which was of very high quality and reflected a range of relevant themes, including managing emotions and diversity. The quality of young women's poetry was particularly impressive.
- 2.153 Attendance remained good at over 90%.
- 2.154 Observations of teaching and learning indicated that teachers used a reasonable range of activities in lessons and that young women responded well and generally made good progress. There was occasionally too much emphasis on the use of worksheets and workbooks.

- 2.155 The curriculum was very well planned and contained a good balance of literacy, numeracy, ICT, personal social and health education and vocational subjects, such as hairdressing, business administration and catering. The weekly timetable included contributions from agencies such as the youth offending team, young people's substance misuse service (YPSMS), YMCA and the Prince's Trust. This provided a holistic educational experience for young women and reduced the number of interruptions to lessons, as fewer young women were withdrawn for appointments with other agencies. Progression routes were clear and well defined. Many young women had progressed successfully from entry level to level 2 courses during their time on the unit and were able to continue with their courses if they transferred to the main young offender institution at the age of 18.
- 2.156 All young women had a personal tutor who conducted fortnightly reviews of progress against targets and negotiated new targets where necessary. The learning support unit provided additional support in literacy and numeracy for young women who needed it. Certificates were awarded for positive contributions to education, such as exceptional effort or excellent behaviour in lessons. Young women really valued these awards and found this positive initiative highly motivating.
- 2.157 Assessment was satisfactory overall, but the correction of spelling and grammar in written work needed attention.
- 2.158 The department had produced a self-assessment report which showed that the observation of teaching and learning was well established and follow-up training took place where appropriate. In some cases, standard practices were recorded as strengths. Partnership working between the unit and a wide range of agencies was a key strength.

Physical education and health promotion

- 2.159 **Regular access to the main gym should be provided. (5.28)**

Achieved. Young women could use the main gym for 1.5 hours on Tuesday and Thursday evenings. The core PE programme took place in the small cardiovascular (CV) room on the unit.

- 2.160 **Arrangements for outdoor activities should be improved. (5.29)**

Achieved. The PE programme included a range of outdoor activities, which took place on the outdoor sports area on the unit.

- 2.161 **The necessary improvements should be made to the Astroturf area to ensure that full use can be maintained. (5.30)**

Achieved. All necessary improvements had been made and the astroturf had been replaced and extended.

Additional information

- 2.162 PE took place in the sports hall, the substance misuse unit and on the unit itself. Young women enjoyed PE and access to core PE was satisfactory. Recreational PE was available at weekends and early evenings. This was popular with young women and attendance at these sessions, held in the establishment sports hall, was good.

- 2.163 The facilities on the unit were inadequate to meet the needs of the young women and did not reflect the quality of gymnasia found in other establishments. This meant that young women were unable to experience a good range of team and individual sports as part of their core PE programme. They did not have access to any resistance equipment, with the exception of a small number of free weights, but their use was severely restricted by the lack of space in the CV suite. The sports hall, although adequate, was also very small and suffered from leaks in wet weather.
- 2.164 From August 2009, young women would not be able to use the establishment gym unless they were following an accredited PE course. This would inhibit even further their opportunity to experience a broad and varied PE curriculum.
- 2.165 Young women were given the opportunity to plot their performance on cycling machines against the 'Coast to Coast' cycle ride. On completion of each stage, they received a certificate which was highly valued and gave young women a strong sense of achievement. The cycling proficiency award was also popular with young women.

Further recommendation

- 2.166 Opportunities for young women to experience a balanced and varied PE curriculum should not be curtailed.

Faith and religious activity

- 2.167 **All women should have access to a chaplain of their faith. (5.33)**

Achieved. All young women had access to a chaplain of their faith. Currently, the only faith leader not available to the establishment on a permanent basis was a Hindu chaplain. However, the chaplaincy team were able to use their external contacts if a young woman required the services of a Hindu chaplain.

- 2.168 **The liaison chaplain for the unit should have adequate facility time to carry out a full pastoral role. (5.34)**

Not achieved. An application had been made for additional funding to provide more chaplaincy time on the unit. This had been unsuccessful and there continued to be only five hours a week of chaplaincy time dedicated to the unit. The liaison chaplain was only able to provide a small amount of pastoral care to young women and attend the unit management meetings. She was unable to attend assessment, care in custody and teamwork (ACCT) and training planning reviews. The Muslim chaplain offered pastoral care to the young women on the unit.

We repeat the recommendation.

- 2.169 **Young women who wish to attend activities and additional evening services provided by the chaplaincy should be enabled to do so. (5.35)**

Not achieved. The chaplaincy team organised additional services and activities on three evenings each week, which were available to all women in the establishment. These events comprised a Christian communion service, bible study and discussion sessions. Young women on the unit were unable to attend any of these events, as there were no staff to escort them to the chapel or to supervise them while they mixed with adult prisoners. Young women who

wanted to attend a Christian communion service, other than a Catholic Mass, were unable to do so, as communion was not offered at the Sunday service.

We repeat the recommendation.

Additional information

- 2.170 A member of the chaplaincy team saw each young woman within 24 hours of their arrival. They took them to the chapel to meet the chaplaincy team and to learn about the services provided by the chaplaincy. Details of each young woman's faith were recorded.
- 2.171 The chaplaincy provided a Christian service on Sundays, which was attended by 10 to 15 young women from the unit. A Catholic Mass was held during the week and Muslim young women were able to attend Muslim prayers on a week day. All these services were held jointly with adult women, reflecting the chaplaincy's policy of creating a worshipping community accessible to all women at the establishment. Young women who shared faith events with adult women were well supervised and the chaplains reported that this contact did not present any difficulties.

Time out of cell

- 2.172 **Young women on the basic level of the rewards and sanctions scheme should be allowed to spend some time out of their cells on weekend afternoons. (5.41)**

Achieved. Young women on the basic level of the rewards and sanctions scheme were allowed time out of their cells between 4 and 5.30pm each weekend afternoon. Staff said they allowed these young women to stay out a little longer to try to motivate them to move up to standard level.

- 2.173 **The outdoor areas should be developed to provide better recreational opportunities and encourage young women to go outside. (5.42)**

Achieved. The astroturf pitch and the surrounding area had been repaired and were now fully functional, providing an excellent facility which was regularly used by the young women. The exercise yard was a pleasant and spacious grassed area, with a number of bench seats around the edges. We observed groups of young women talking among themselves or with staff during association. Staff and young women said that the outside areas were well used. This was confirmed by our survey in which 77% of young women said they could usually go outside for exercise every day, against a national comparator of 43%.

- 2.174 **The programme of evening and weekend recreational activities should be improved to include more structured activities for all young women. (5.43)**

Partially achieved. The unit had recently introduced a monthly rolling programme of enrichment activities to keep young women engaged during the evening and weekend periods of association. However, these activities were not always available and staff said they found it difficult to keep the young women occupied during association. Some young women said that they often felt bored. We observed staff working hard to engage the young women, but they were still dependent on watching television and taking part in very limited handicraft activities.
We repeat the recommendation.

Additional information

- 2.175 The core regime allowed young women to be out of their cells for 11.75 hours each day and eight hours at the weekend. We observed young women out of their cells for the majority of the day and they said they were rarely locked in their cells for longer than indicated in the published programme.
- 2.176 Residential staff showed understanding when a young woman wished to return to her cell for privacy, allowing access to cells on request.

Security and rules

- 2.177 **Security information reports relating to the unit should be collated and analysed separately. They should be signed off correctly and in a reasonable timescale. (6.7)**

Achieved. Security information reports were collated and analysed separately each month and were discussed at public protection meetings. They were signed off correctly and responded to within reasonable timescales.

- 2.178 **The use of the intensive supervision room or special cell should cease. (6.8)**

Not achieved. Use of the intensive supervision room had increased.
We repeat the recommendation.

Additional information

- 2.179 In the previous six months, the intensive supervision room (ISR) had been used 13 times to segregate young women. On seven of these occasions, it had been used as special accommodation. This represented a marked increase compared with the previous inspection, when the ISR had only been used twice in the previous two years. Young women had been held in the room for several consecutive days and nights contrary to the ISR policy dated January 2009. It had also been used inappropriately in an attempt to manage young women at risk of self-harm and suicide. We saw comments in relation to one case which reflected a punitive attitude towards a vulnerable young woman.
- 2.180 Young women were sometimes made to wear strip-clothing while in the ISR and at least seven young women had worn anti-ligature clothing in the previous 12 months. Young women were never on constant observation while in the ISR. We found evidence of one young woman on an ACCT who had been located in the ISR at 1.40am and the next entry on her file was timed at 7am. There was no evidence of multidisciplinary team involvement in decisions to locate young women in the ISR and little evidence of engagement with them while they were there. There were no 24-hour reviews for young women held under special accommodation and no evidence of duty governor visits. Documentation often did not indicate when young women were moved back to normal location.
- 2.181 The ISR cell was located above the entrance door of the unit and we were told about a young woman with mental health problems who was exposing herself to people arriving on the unit and appeared not to have been properly safeguarded.
- 2.182 The ISR remained an inappropriate facility for young women and the significant increase in its use was very concerning.

- 2.183 Compacts explaining the rules of the unit were given to young women during their induction, but these were not written in an age-appropriate format.
- 2.184 Some young women were held on good order or discipline in their cells, which was a more appropriate arrangement.
- 2.185 Young women were occasionally held in the establishment care and separation unit, most recently for a period of five days in October 2008. It was inappropriate for young women to be located on a unit where staff had not been trained to work with young people, the regime could not cater for their needs and they were in contact with adult prisoners.

Further recommendations

- 2.186 Unit rules should be presented in an age-appropriate format.
- 2.187 Young women should not be held in the establishment care and separation unit.

Discipline

- 2.188 **Adjudications should involve thorough investigation and young women should be routinely informed that they are entitled to seek the advice or help of advocates. (6.17)**

Partially achieved. The adjudication form had recently been adapted to ensure that young women knew they were entitled to advice from an advocate and this was routinely offered. Enquiries were more thorough than at our previous inspection, but mitigating circumstances were not always thoroughly investigated.

Further recommendation

- 2.189 Adjudication investigations should take full account of mitigating circumstances.

- 2.190 **Young women who have been restrained should be properly debriefed after the incident. The role of the advocates in the process should be made clear. (6.18)**

Partially achieved. Documentation that we examined showed a date and time of the debrief for most incidents, but there were no details of who gave the debrief, what was discussed, or the signature of the young woman. Young women were asked if they wanted to see an advocate to talk about the incident, but none had taken up this offer.

Further recommendations

- 2.191 Details of the debrief with young women following the use of force should be recorded, particularly their concerns about the use of force. Young women should sign the record to confirm that the discussion has taken place.
- 2.192 Advocates should approach all young women who have been restrained and ask them if they would like to talk about it.

- 2.193 **There should be separate monitoring and analysis of the use of force on the unit to identify patterns or trends and this should be overseen by the safeguarding committee. (6.19)**

Partially achieved. Use of force incidents were well monitored and data showed an increase in the use of force since the previous inspection from seven incidents per month to 10. There was insufficient discussion of trends at safeguarding committee meetings.

Further recommendation

- 2.194 Data relating to the use of force should be analysed and trends discussed at safeguarding committee meetings.

- 2.195 **There should be a formal quality assurance system to check that the use of force documentation has been completed correctly. (6.20)**

Achieved. All use of force documentation was quality assured by the principal officer, using a use of force check list.

- 2.196 **Full records of medical examinations and any reported injuries (F213s) should always be attached to the use of force forms. (6.21)**

Achieved. Full records of medical examinations and reported injuries were attached to the use of force forms.

- 2.197 **Injuries sustained during restraint should be monitored by the safeguarding committee. (6.22)**

Partially achieved. Data were collected relating to injuries sustained during restraint and there had been one such injury during the previous three months. There was no discussion of data during safeguarding committee meetings and discussion about restraint sometimes focussed on staff and not on young women.

We repeat the recommendation.

- 2.198 **All separation paperwork should be completed correctly and reviews should be multidisciplinary and involve young women. (6.23)**

Not achieved. Managers had only identified one young woman who had been separated for more than 72 hours in the previous six months, but had not been able to locate the documentation, so it was not possible to determine if there had been multidisciplinary involvement. There were no 24-hour reviews for young women held under special accommodation.

We repeat the recommendation.

- 2.199 **Young women who are separated should have detailed behaviour targets so that progress can be measured and to help them avoid further incidents. (6.24)**

Not achieved. There were no behaviour targets for young women who were separated.
We repeat the recommendation.

- 2.200 **Young women who are separated should be able to take part in education unless a risk assessment deems this inappropriate (6.25)**

Achieved. Young women who were separated could take part in education unless a risk assessment deemed it inappropriate.

Additional information

- 2.201 Adjudications were still heavily used and there was an average of 13 adjudications each month compared to 16 at the previous inspection. There was an average of two minor reports each month, mostly relating to young women being 'threatening and abusive' or 'disobeying an order'.
- 2.202 Routine strip-searching was no longer taking place in accordance with the national policy.
- 2.203 In the previous year, one young woman had been strip-searched using force because she was suspected of possessing a weapon. Records did not indicate if sufficient effort had been made to de-escalate the situation without recourse to forcible strip searching.

Further recommendations

- 2.204 There should be a review of the use of adjudications to ensure they are reserved for serious breaches of the rules.
- 2.205 Young women should not be strip-searched using force.

Rewards and sanctions

- 2.206 **There should be greater differentiation between privileges associated with the different levels of the rewards and sanctions scheme. (6.30)**

Achieved. The rewards and sanctions policy had been rewritten in April 2009 and outlined clearly the differences in each level of the scheme and the criteria for placing young women on each level. The policy included a comprehensive guide to staff on how the policy should be implemented.

Additional information

- 2.207 The rewards and sanctions scheme was carefully managed by unit staff and decisions on the appropriate levels for young women were made at weekly multidisciplinary staff meetings. Young women were able to participate in discussions about their behaviour and express their views if they felt decisions were unfair. There was an appeals process which sometimes found in favour of young women.
- 2.208 Young women on the enhanced level said that they were motivated to remain there and appreciated the benefits that the level offered them. Some young women on the standard level were motivated to progress to the enhanced spur so that they could be with their friends, while others were content to remain on the standard level spur. However, young women on basic level were struggling to control their behaviour, despite the efforts of staff to help and support them.

Catering

No recommendations were made under this heading at the last inspection.

Additional Information

- 2.209 Young women ate communally on their spurs, and staff often ate with them. A food comments book was available in the servery and, although used infrequently, it was clear that young women used it for significant concerns. Food was discussed at unit participation meetings.
- 2.210 Menus were on a three-week cycle and catered for a range of diets. The sample menu choice form in the induction pack was confusing, with a vegan pizza not marked with the 'vegan suitable' code. There appeared to be no vegan choice on four days of the cycle. At the time of the inspection, there was a sandwich lunch with a hot meal in the evening. Fresh fruit was regularly available.

Further recommendation

- 2.211 The menu choice forms should identify the main dietary variations, ensuring that they are available each day and are coded appropriately.

Canteen/shop

- 2.212 The shop list should include a range of hobby materials. (7.9)

Achieved. The range of hobby materials on the shop list was limited, but young women could also order approved goods from the Argos catalogue.

- 2.213 New arrivals should be able to place a shop order within their first 24 hours. (7.10)

Not achieved. Canteen sheets were issued on Wednesdays and completed forms were collected the following day. Young women who arrived on Thursday would have to wait until the following Wednesday to receive their first canteen order sheet.

We repeat the recommendation.

Resettlement strategy

- 2.214 The offending behaviour group work programme should be processed for accreditation. (8.10)

Partially achieved. Unit managers aimed to deliver programmes which were suitable for the majority of young women on the unit and the offending behaviour programme was being reviewed and updated. Advice was being sought on the appropriate level of accreditation for the programme.

We repeat the recommendation.

Additional information

- 2.215 A policy entitled 'Resettlement through case sentence management on Rivendell Unit' described how resettlement should be addressed and actions taken to reduce reoffending. The document focussed on young women on remand or sentenced to a DTO, but did not address the needs of young women with long sentences.
- 2.216 The unit had a separate policy relating to transition arrangements for the movement of young women on DTOs to the adult residential units at New Hall. The policy outlined the responsibilities of staff on Rivendell unit and the establishment adult units, but its scope needed broadening to include young women on long sentences and those who would eventually be transferred to a women's prison other than New Hall.
- 2.217 There was a public protection policy which coordinated external public protection arrangements with local MAPPAs (multi-agency public protection arrangements). Public protection matters were discussed at the weekly multidisciplinary local risk management meetings, chaired by the YOT manager. The potential risks presented by new arrivals were addressed, cell-sharing risk assessments completed and assessments made of appropriate activities for the young women. The overall management of the young women was considered at the weekly behaviour management meetings, at which behaviour management plans and timetables for the more challenging young women were drawn up. Both these meetings explored the reasons for behaviour and risk, identified potential trigger points and proposed interventions, such as mediation, to help resolve potential conflict.
- 2.218 With a few exceptions, all young women were required to attend the offending behaviour programme, 'My offence, my victim, my risk'. All young women had weekly one-to-one sessions with their case manager, to explore issues such as anger management, friendships and victim awareness.

Further recommendation

- 2.219 Resettlement policies should address the needs of young women serving long sentences as well as the needs of young women who transfer to adult establishments elsewhere in the estate.

Training planning and remand management

- 2.220 Agreement regarding a discharge address should be finalised at pre-release training planning meetings. (8.23)

Not achieved. A small number of young women were discharged without agreement on an appropriate address prior to their release. There was evidence that the local YOTs referred such cases to potential housing providers, but were unsuccessful in persuading them to designate a young woman homeless while she was still in custody. The majority of housing providers would not assess the accommodation needs of a young woman until she presented herself as homeless on release.

- 2.221 Case managers on the unit supported young women who needed accommodation by highlighting the need at initial training planning meetings and maintaining contact with YOTs

throughout the young woman's time in custody. Child protection referrals were made to local authorities when there was no suitable accommodation on release.

Further recommendation

- 2.222 Local youth offending teams and housing providers should agree an appropriate discharge address prior to a young woman's release from custody.

Additional information

- 2.223 Initial vulnerability assessments were completed using key information provided by the community YOT. Associated risk management plans were comprehensive and vulnerability assessments were appropriately updated and reviewed. Training planning documentation on e-Asset was usually completed to a high standard and all young women had an individual plan with clear personal targets. The YOT manager carried out a quality assurance procedure to promote continuous improvement in sentence planning and recording on e-Asset. Young people that we spoke to were positive about their involvement in the planning process. They were aware of and seemed to understand the content of their plans.
- 2.224 We were unable to observe a training planning meeting, but records indicated that they were multidisciplinary and provided a sound basis for helping young women prepare for release and serve their time in custody constructively.
- 2.225 The unit promoted the use of ROTL through a comprehensive policy which described eligibility for the scheme. Young women attended their ROTL boards to participate in the decision-making process. At the time of the inspection, no young women were subject to ROTL, although records indicated that the opportunity was offered regularly to a small number of young women.

Substance use

- 2.226 **The YPSMS should develop its links with strategic planning groups in the community. (8.41)**

Partially achieved. The YPSMS had established links with the local government office and Resettlement and Aftercare Provision. The YPSMS had been restructured to introduce new strategic roles. This still required development.

Further recommendation

- 2.227 The YPSMS should further develop links with strategic planning groups in the community.

- 2.228 **The draft joint working protocol between health services and the YPSMS should be agreed and implemented. (8.42)**

Achieved. A joint working protocol between healthcare services and the YPSMS had been implemented. The protocol clearly defined the process of communication, liaison and referral for young women on the unit.

- 2.229 The regime for young women on the substance misuse unit should be improved, including access to education appropriate to meet their individual needs. (8.43)**

Achieved. The regime for young women on the SMU had been improved. Young women undergoing treatment were occupied for most of the day on the unit and returned to the SMU for medication and overnight accommodation. All the young women receiving treatment were provided with a cell on the SMU and on the unit.

- 2.230 Young women on the substance misuse unit should be supervised at all times when mixing with adult prisoners. (8.44)**

Not achieved. Young women on the SMU were not supervised when mixing with adult prisoners. Cells were allocated as they became available and were not necessarily located near the treatment room. Young women had association on the SMU at the same time as adult prisoners.

We repeat the recommendation.

- 2.231 Nursing and discipline staff on the substance misuse unit should undertake child protection training. (8.45)**

Not achieved. Child protection training had not been completed by nursing and discipline staff on the SMU. We saw no evidence of a training programme, although some staff had received JASP1 (juvenile awareness staff programme) training.

We repeat the recommendation.

- 2.232 Multidisciplinary joint care coordination should take place between the substance misuse service, the mental health in-reach service and the YPSMS. (8.46)**

Achieved. The YPSMS, healthcare and mental health in-reach service provided coordinated care for young women, including weekly meetings for joint care planning.

- 2.233 Young women should receive initial substance misuse assessments within two to three days of arrival. (8.47)**

Achieved. All young women on the unit received an initial substance misuse assessment by the YPSMS care workers within two to three days of their arrival on the unit.

- 2.234 Voluntary drug testing should be promoted and take place regularly. It should not be linked to rewards and sanctions. (8.48)**

Achieved. Voluntary drug testing (VDT) took place regularly and was promoted by a range of materials, including posters that had been designed by the young women. The VDT scheme was not linked to the rewards and sanctions scheme.

- 2.235 The adult-oriented procedures of mandatory drug testing are not appropriate for young people and should not be applied. (8.49)**

Not achieved. The establishment policy for mandatory drug testing continued to include young women on the unit, with an average of one or two young women selected each month.

We repeat the recommendation.

Additional information

- 2.236 Substance use and alcohol services were commissioned and provided by Wakefield District NHS Primary Care Trust. The YPSMS had been restructured since the previous inspection and some strategic roles had been rationalised. All young women on the unit were seen by one of two caseworkers who provided a range of suitable interventions. The YPSMS was integrated well into the unit, with staff attending a range of appropriate multidisciplinary meetings. The YPSMS maintained contact with external YOT workers and substance misuse service providers, ensuring that arrangements were made for young women on their release.
- 2.237 Young women were screened at reception and those requiring clinical management with detoxification continued to be located in the establishment SMU. Since the previous inspection, this practice had ceased and all young women had been treated on the unit, but in the last six months the practice had resumed and seven patients had been treated on the SMU and three on the unit. Young women continued to attend education on the unit during the day, but were required to return to the SMU for the administration of medication, accommodation and some association. This regime continued to provide an unacceptable level of supervision by staff with limited child protection training.
- 2.238 There was very little evidence of any illicit drug use on the unit. The VDT positive rate was consistently 0%, with an average of six young women on the programme each month.

Section 3: Summary of recommendations

The following is a list of both repeated and further recommendations included in this report. The reference numbers in brackets refer to the paragraph location in the main report.

Main recommendations (from the previous report)

- 3.1 Records should be kept of how long young women wait at court for transport. (2.2)
- 3.2 An integrated care planning system should be introduced. (2.5)
- 3.3 All security measures within the unit should be risk assessed to ensure that they are proportionate. (2.6)
- 3.4 There should be a clear, simple and well-publicised statement about how behaviour is managed. (2.14)
- 3.5 The use of disciplinary reports should be reviewed. (2.15)

Recommendations To the Youth Justice Board

Courts, escorts and transfers

- 3.6 An information pack covering all the female juvenile units should be prepared and provided to courts to give to young women allocated to one of the units. (2.24)

Training planning and remand management

- 3.7 Local youth offending teams and housing providers should agree an appropriate discharge address prior to a young woman's release from custody. (2.222)

Recommendations To the Governor

Courts, escorts and transfers

- 3.8 Young women should be encouraged to record comments about their treatment travelling to and from court. (2.18)
- 3.9 Video conferencing facilities should be used whenever possible and appropriate to keep court appearances to a minimum. (2.19)

First days in custody

- 3.10 A female member of staff should always be on duty at night. (2.21)
- 3.11 Translated versions of induction material should be available in the most common foreign languages. (2.27)

- 3.12 During admission interviews, staff should concentrate on the young woman and avoid duplicating administrative tasks. (2.32)

Residential units

- 3.13 The dining tables should be replaced with folding furniture. (2.36)
- 3.14 Young people should be offered a greater variety of activities during periods of association. (2.39)

Personal officers

- 3.15 The work carried out by casework staff and personal officers should be recorded in wing history sheets. (2.45)

Safeguarding

- 3.16 All available data relating to safeguarding issues specific to Rivendell unit, including child protection, should be analysed for patterns and trends and regularly monitored by the safeguarding committee. (2.51)

Bullying and violence reduction

- 3.17 The strategy for managing bullying and violence reduction should be fully implemented, including the bi-annual survey. (2.55)
- 3.18 All staff on Rivendell unit should undertake anti-bullying/violence reduction training. (2.56)
- 3.19 All young women leaving the unit should be offered an exit interview and the results analysed to inform the unit violence reduction strategy. (2.57)
- 3.20 Data relating to bullying trends should be properly analysed at safeguarding meetings. (2.62)

Self-harm and suicide

- 3.21 Initial and subsequent assessments in assessment, care in custody and teamwork (ACCT) documents should include evaluations of behaviour drawing on historical and contemporary documentation along with an account of the actual incident triggering the process. (2.65)
- 3.22 Targets identified in care maps should be specific, measureable, achievable, realistic and time-bound (SMART). (2.66)
- 3.23 ACCT reviews should be multidisciplinary. (2.68)
- 3.24 The suicide and self-harm prevention strategy should be amended to accurately reflect unit practice. (2.76)
- 3.25 Initial ACCT reviews should take place within 24 hours. (2.77)

- 3.26 Young women should be encouraged to attend their ACCT reviews, which should be multidisciplinary with consistent staff attendance. (2.78)
- 3.27 Named staff should be assigned to each ACCT target. (2.79)
- 3.28 Efforts should be made to ensure family involvement in the ACCT process. (2.80)
- 3.29 Staff should engage thoroughly with young women on ACCTs and this should be reflected in documentation. (2.81)
- 3.30 Data relating to suicide and self-harm prevention should be properly analysed at safeguarding committee meetings to identify trends. (2.82)

Race equality

- 3.31 All staff on the unit should be trained in diversity. (2.91)

Foreign national prisoners

- 3.32 The specific needs of children who are foreign nationals should be formally acknowledged within a unit policy. (2.98)
- 3.33 Unit staff should have access to translation software to provide appropriate documentation for young women whose first language is not English. (2.101)
- 3.34 Key documents should be available in languages other than English. (2.104)
- 3.35 The unit policy should be amended to reflect the weekly phone call entitlement. (2.106)

Contact with the outside world

- 3.36 There should be a comprehensive strategy to encourage and enable more family contact. (2.108)

Health services

- 3.37 All mental health services should be commissioned from and provided by CAMHS. (2.117)
- 3.38 There should be child-specific policies and protocols, particularly for the outbreak of communicable diseases. (2.125)
- 3.39 Triage protocols should be developed to ensure consistency of advice and treatment to all young women. (2.126)

Learning and skills and work activities

- 3.40 The quality of target-setting for vocational courses should be improved. (2.145)
- 3.41 The quality of teaching and learning of some staff should be improved by developing the range of teaching methods used and dissemination of good practice. (2.147)

Physical education and health promotion

- 3.42 Opportunities for young women to experience a balanced and varied PE curriculum should not be curtailed. (2.166)

Faith and religious activity

- 3.43 The liaison chaplain for the unit should have adequate facility time to carry out a full pastoral role. (2.168)
- 3.44 Young women who wish to attend activities and additional evening services provided by the chaplaincy should be enabled to do so. (2.169)

Time out of cell

- 3.45 The programme of evening and weekend recreational activities should be improved to include more structured activities for all young women. (2.174)

Security and rules

- 3.46 The use of the intensive supervision room or special cell should cease. (2.178)
- 3.47 Unit rules should be presented in an age-appropriate format. (2.186)
- 3.48 Young women should not be held in the establishment care and separation unit. (2.187)

Discipline

- 3.49 Adjudication investigations should take full account of mitigating circumstances. (2.189)
- 3.50 Details of the debrief with young women following the use of force should be recorded, particularly their concerns about the use of force. Young women should sign the record to confirm that the discussion has taken place. (2.191)
- 3.51 Advocates should approach all young women who have been restrained and ask them if they would like to talk about it. (2.192)
- 3.52 Data relating to the use of force should be analysed and trends discussed at safeguarding committee meetings. (2.194)
- 3.53 Injuries sustained during restraint should be monitored by the safeguarding committee. (2.197)
- 3.54 All separation paperwork should be completed correctly and reviews should be multidisciplinary and involve young women. (2.198)
- 3.55 Young women who are separated should have detailed behaviour targets so that progress can be measured and to help them avoid further incidents. (2.199)
- 3.56 There should be a review of the use of adjudications to ensure they are reserved for serious breaches of the rules. (2.204)

- 3.57 Young women should not be strip-searched using force. (2.205)

Catering

- 3.58 The menu choice forms should identify the main dietary variations, ensuring that they are available each day and are coded appropriately. (2.211)

Canteen/shop

- 3.59 New arrivals should be able to place a shop order within their first 24 hours. (2.213)

Resettlement strategy

- 3.60 The offending behaviour group work programme should be processed for accreditation. (2.214)
- 3.61 Resettlement policies should address the needs of young women serving long sentences as well as the needs of young women who transfer to adult establishments elsewhere in the estate. (2.219)

Substance use

- 3.62 The YPSMS should further develop links with strategic planning groups in the community. (2.227)
- 3.63 Young women on the substance misuse unit should be supervised at all times when mixing with adult prisoners. (2.230)
- 3.64 Nursing and discipline staff on the substance misuse unit should undertake child protection training. (2.231)
- 3.65 The adult-oriented procedures of mandatory drug testing are not appropriate for young people and should not be applied. (2.235)

Appendix 1: Inspection team

Ian Macfadyen
Susan Fenwick
Angela Johnson
Ian Thomson
Mick Bowen
Martyn Rhowbotham

Lead inspector
Inspector
Inspector
Inspector
Healthcare inspector
Ofsted inspector

Appendix 2: Population profile

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

(i) Status	Number of juveniles	%
Sentenced	18	86
Convicted but unsentenced		
Remand	3	14
Detainees (single power status)		
Detainees (dual power status)		
Total	21	100

(ii) Number of DTOs by age & sentence (full sentence length inc. the time in the community)

Sentence	4 mths	6 mths	8 mths	10 mths	12 mths	18 mths	24 mths	Total
Age								
15 years								
16 years								
17 years	2	3	1	2	1		1	10
18 years								
Total	2	3	1	2	1		1	10

(iii) Number of SECTION 53 (2)//91s (determinate sentences only) by age & sentence

Sentence	Under 2 yrs	2-3 yrs	3-4 yrs	4-5 yrs	5 yrs +	Total
Age						
15 years						
16 years						
17 years	11	2			5	18
18 years						
Total	11	2			5	18

(iv) Number of EXTENDED SENTENCES UNDER SECTION 228 (extended sentence for public protection)

Sentence	Under 2 yrs	2-3 yrs	3-4 yrs	4-5 yrs	5 yrs +	Total
Age						
15 years						
16 years						

17 years					1	1
18 years						
Total					1	1

(v) Number OF INDETERMINATE SENTENCES by age

Sentence	Section 90 (HMP)	Life sentence under section 91	Section 53 (1)	Section 226 (DPP)	Total
Age					
15 years					
16 years					
17 years	1				1
18 years					
Total	1				1

(vi) LENGTH OF STAY for UNSENTENCED by age

Length of stay	<1 mth	1-3 mths	3-6 mths	6-12 mths	1-2 yrs	2 yrs +	Total
Age							
15 years							
16 years							
17 years	1	2					3
18 years							
Total	1	2					3

(vii) Main offence	Number of juveniles	%
Violence against the person		
Sexual offences		
Burglary		
Robbery	2	9.50
Theft & handling	2	9.50
Fraud and forgery	1	4.75
Drugs offences		
Driving offences		
Other offences	15	71.50
Breach of community part of DTO	1	4.75

Civil offences		
Offence not recorded/ Holding warrant		
Total	21	100

(viii) Age	Number of juveniles	%
15 years		
16 years		
17 years	21	100
18 years		
Total	21	100

(ix) Home address	Number of juveniles	%
Within 50 miles of the prison	9	43
Between 50 and 100 miles of the prison	10	47.5
Over 100 miles from the prison	1	4.75
Overseas	1	4.75
NFA		
Total	21	100

(x) Nationality	Number of juveniles	%
British	20	4.75
Foreign nationals	1	95.25
Total	21	100

(xi) Ethnicity	Number of juveniles	%
<i>White</i>		
British	16	76.25
Irish		
Other White	2	9.5
<i>Mixed</i>		
White and Black Caribbean	2	9.5
White and Black African		
White and Asian		

Other Mixed		
<i>Asian or Asian British</i>		
Indian		
Pakistani		
Bangladeshi		
Other Asian		
<i>Black or Black British</i>		
Caribbean		
African		
Other Black		
<i>Chinese or other ethnic group</i>		
Chinese	1	4.75
Other ethnic group		
Total	21	100

(xii) Religion	Number of juveniles	%
Baptist		
Church of England		
Roman Catholic	2	9.5
Other Christian denominations		
Muslim		
Sikh		
Hindu		
Buddhist		
Jewish		
Other		
No religion	19	90.5
Total	21	100

Appendix 3: Summary of questionnaires and interviews

Survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the population of children and young people (15–18 years) was carried out by HM Inspectorate of Prisons as part of an annual report on the young people's estate.

Choosing the sample size

At the time of the survey on 15 June 2009, the population of young women in the Rivendell unit was 20. Questionnaires were offered to all 20 young people.

Completion of the questionnaire was voluntary. Refusals were noted and no attempts were made to replace them.

Interviews were carried out with any respondents with literacy difficulties. In total, one interview was carried out using a translation service.

Methodology

Every attempt was made to distribute the questionnaires to each respondent on an individual basis. This gave researchers an opportunity to explain the independence of the Inspectorate and the purpose of the questionnaire, as well as to answer questions.

All completed questionnaires were confidential – only members of the Inspectorate saw them. In order to ensure confidentiality, respondents were asked to do one of the following:

- have their questionnaire ready to hand back to a member of the research team at a specified time
- to seal the questionnaire in the envelope provided and hand it to a member of staff, if they were agreeable, or
- to seal the questionnaire in the envelope provided and leave it in their room for collection.

Respondents were not asked to put their names on their questionnaire, although their responses could be identified back to them in line with child protection requirements.

Response rates

In total, 18 respondents completed and returned their questionnaires. This represented 90% of children and young people in the establishment at the time. The response rate from the sample was 90%.

One respondent refused to complete a questionnaire, and one had gone to court on the day of the visit.

Comparisons

The following document details the results from the survey. All missing responses are excluded from the analysis. All data from each establishment has been weighted, in order to mimic a consistent percentage sampled in each establishment.

Presented alongside the results from this survey are the comparator figures for all children and young people surveyed in young offender institutions. This comparator is based on all responses from surveys carried out in all four girls units since 2008.

In all the above documents, statistically significant differences are highlighted. Statistical significance merely indicates whether there is a real difference between the figures; that is the difference is not due to chance alone. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading, and where there is no significant difference there is no shading. Orange shading has been used to show a significant difference in demographic background details.

Summary

In addition, a summary of the survey results has been included, which shows a breakdown of responses for each question. Percentages have been rounded and therefore may not add up to 100%.

No questions have been filtered within the summary so all percentages refer to responses from the entire sample. The percentages to certain responses within the summary, for example 'not sentenced' options across questions, may differ slightly. This is due to different response rates across questions, meaning that the percentages have been calculated out of different totals (all missing data is excluded). The actual numbers will match up as the data is cleaned to be consistent.

Percentages shown in the summary may differ by 1 or 2 % from that shown in the comparison data as the comparator data has been weighted for comparison purposes.

Section One: About You

Q1	How old are you?	
	15.....	0%
	16.....	0%
	17.....	94%
	18.....	6%
Q2	Are you a British citizen?	
	Yes.....	89%
	No.....	11%
Q3	Is English your first language?	
	Yes.....	89%
	No.....	11%
Q4	What is your ethnic origin?	
	<i>White - British</i>	89%
	<i>White - Irish</i>	0%
	<i>White - Other</i>	0%
	<i>Black or Black British - Caribbean</i>	6%
	<i>Black or Black British - African</i>	0%
	<i>Black or Black British - Other</i>	0%
	<i>Asian or Asian British - Indian</i>	0%
	<i>Asian or Asian British - Pakistani</i>	0%
	<i>Asian or Asian British - Bangladeshi</i>	0%
	<i>Asian or Asian British - Other</i>	0%
	<i>Mixed Race - White and Black Caribbean</i>	0%
	<i>Mixed Race - White and Black African</i>	0%
	<i>Mixed Race - White and Asian</i>	0%
	<i>Mixed Race - Other</i>	0%
	<i>Chinese</i>	6%
	<i>Other ethnic group</i>	0%
Q5	What is your religion?	
	<i>None</i>	41%
	<i>Church of England</i>	18%
	<i>Catholic</i>	35%
	<i>Protestant</i>	0%
	<i>Other Christian denomination</i>	0%
	<i>Buddhist</i>	0%
	<i>Hindu</i>	0%
	<i>Jewish</i>	0%
	<i>Muslim</i>	6%
	<i>Sikh</i>	0%
Q6	Do you have any children?	
	Yes.....	0%
	No.....	100%

Section Two: About your sentence

Q1	What wing or houseblock are you currently living on?	100%
Q2	Are you sentenced?	
	Yes	94%
	No - unsentenced / on remand	6%
Q3	What is the length of your sentence?	
	Not sentenced	6%
	Four months.....	17%
	Six months	11%
	Eight months.....	6%
	Twelve months	6%
	Eighteen months	0%
	Two years.....	6%
	Two to four years	11%
	Four years or more	39%
	Indeterminate sentence for public protection (ISSP / DPP).....	0%
Q4	Approximately, how long do you have left to serve (if you are serving life, please use the date of your next parole board)?	
	Not sentenced	6%
	Less than two months	24%
	Two to six months.....	24%
	Six months to one year	6%
	One year or more.....	41%
Q5	How long have you been in this establishment?	
	Less than one month.....	11%
	One to six months.....	83%
	Six to twelve months	0%
	One to two years.....	0%
	Two years or more.....	6%
Q6	How many times have you been in a YOI, secure children's home or secure training centre before?	
	None.....	41%
	Once.....	29%
	Two to five.....	24%
	More than five.....	6%
Q7	Have you been to any other YOI during this sentence?	
	None.....	88%
	One.....	0%
	Two.....	0%
	Three.....	6%
	More than three.....	6%

Section Three: Courts, transfers and escorts

Q1	On your most recent journey, was the van clean?	
	Yes	53%
	No	35%
	Don't remember.....	12%
	Not applicable.....	0%
Q2	On your most recent journey, was the van comfortable?	
	Yes	12%
	No	88%
	Don't remember.....	0%
	Not applicable.....	0%
Q3	Did you feel safe on your most recent journey?	
	Yes	78%
	No	17%
	Don't remember.....	6%
Q4	On your most recent journey, were there any adults (over 18), or any young people of a different gender, travelling with you?	
	Yes	50%
	No	44%
	Don't remember.....	6%
Q5	On your most recent journey, how long did you spend in the van?	
	Less than one hour.....	11%
	One to two hours.....	28%
	Two to four hours.....	56%
	More than four hours.....	0%
	Don't remember.....	6%
Q6	On your most recent journey, were you offered a toilet break if you needed it?	
	My journey was less than two hours	41%
	Yes	12%
	No	47%
	Don't remember.....	0%
Q7	On your most recent journey, were you offered anything to eat or drink?	
	My journey was less than two hours	39%
	Yes	33%
	No	28%
	Don't remember.....	0%
Q8	On your most recent journey, how did you feel you were treated by the escort staff?	
	Very well.....	28%
	Well	39%
	Neither	33%

<i>Badly</i>	0%
<i>Very badly</i>	0%
<i>Don't remember</i>	0%

Q9 When you left court, were you told that you would be coming to this establishment? (Please tick all that apply to you)

<i>Yes, someone told me</i>	89%
<i>Yes, I received written information</i>	6%
<i>No, I was not told anything</i>	11%
<i>Don't remember</i>	0%

Q10 Do you have any comments you wish to make any aspect of courts, transfers and escorts?

Section Four: Your first few days here

Q1 How long were you in reception?

<i>Less than two hours</i>	89%
<i>Two hours or longer</i>	6%
<i>Don't remember</i>	6%

Q2 Were you seen by a member of healthcare staff in reception?

<i>Yes</i>	82%
<i>No</i>	6%
<i>Don't remember</i>	12%

Q3 When you were searched, was this carried out in an understanding way?

<i>Yes</i>	89%
<i>No</i>	11%
<i>Don't remember</i>	0%

Q4 Overall, how well did you feel you were treated in reception?

<i>Very well</i>	63%
<i>Well</i>	25%
<i>Neither</i>	0%
<i>Badly</i>	6%
<i>Very badly</i>	6%
<i>Don't remember</i>	0%

Q5 When you first arrived here, did staff ask if you needed help or support with any of the following things? (Please tick all that apply to you)

<i>Not being able to smoke</i>	76%	<i>Money worries</i>	24%
<i>Loss of property</i>	12%	<i>Feeling low / upset / needing someone to talk to</i>	65%
<i>Housing problems</i>	24%	<i>Health problems</i>	53%
<i>Needing protection from other young people</i>	24%	<i>Getting phone numbers</i>	47%

Letting family know where you are 59% **Staff did not ask me about any of these** 18%

Q6 When you first arrived here, did you have any of the following problems? (Please tick all that apply to you)

Not being able to smoke	75%	Money worries.....	13%
Loss of property	19%	Feeling low / upset / needing someone to talk to.....	31%
Housing problems.....	6%	Health problems	0%
Needing protection from other young people	0%	Getting phone numbers.....	44%
Letting family know where you are	31%	I did not have any problems.....	0%

Q7 When you first arrived here, were you given any of the following? (Please tick all that apply)

A reception pack	56%
The opportunity to have a shower.....	72%
Something to eat.....	78%
A free phone call to friends / family.....	78%
Information about the PIN telephone system	61%
Information about feeling low / upset.....	44%
Don't remember.....	0%
I was not given any of these	11%

Q8 Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply)

Chaplain or religious leader	65%
Someone from healthcare	65%
Peer support / peer mentor / Listener / Samaritans	12%
The prison shop / canteen.....	12%
Don't remember.....	12%
I did not have access to any of these	18%

Q9 Did you feel safe on your first night at this establishment?

Yes	88%
No.....	13%
Don't remember.....	0%

Q10 How soon after your arrival did you go on an induction course?

I have not been on an induction course	6%
Within the first week	82%
More than a week	12%
Don't remember.....	0%

Q11 Did the induction course cover everything you needed to know about the establishment?

I have not been on an induction course	6%
Yes	82%

No..... 12%
 Don't remember..... 0%

Q12 Do you have any comments you wish to make about your first few days here?

Section Five: Daily Life & Respect

Q1 Can you normally have a shower everyday if you want to?
 Yes 94%
 No 6%
 Don't know..... 0%

Q2 Is your cell call bell normally answered within five minutes?
 Yes 71%
 No 29%
 Don't know..... 0%

Q3 What is the food like here?
 Very good..... 0%
 Good 39%
 Neither 39%
 Bad..... 11%
 Very bad 11%

Q4 Does the shop / canteen sell a wide enough variety of products?
I have not bought anything yet 11%
 Yes 61%
 No 28%
 Don't know..... 0%

Q5 How easy is it for you to attend religious services?
I don't want to attend religious services 24%
 Very easy 29%
 Easy 29%
 Neither 12%
 Difficult 0%
 Very difficult 6%
 Don't know..... 0%

Q6 Please answer the following questions about religion:

	Yes	No	Don't Know / Not applicable
Do you feel your religious beliefs are respected?	53%	12%	35%
Can you speak to a religious leader in private if you want to?	53%	6%	41%

Q7	Please answer the following about staff here:		
		Yes	No
	Is there a member of staff you feel you can turn to for help if you have a problem?	67%	33%
	Do most staff treat you with respect?	78%	22%
Q8	Do you have any comments you wish to make about daily life and respect?		

Section Six: Healthcare

Q1	What do you think of the overall quality of the healthcare?			
	<i>I have not been to healthcare</i>			6%
	<i>Very good</i>			22%
	<i>Good</i>			56%
	<i>Neither</i>			6%
	<i>Bad</i>			6%
	<i>Very bad</i>			6%
Q2	Is it easy to see the following people if you need to?			
		Yes	No	Don't know
	The doctor	56%	31%	13%
	The nurse	88%	6%	6%
	The dentist	35%	47%	18%
	The optician	24%	47%	29%
	The pharmacist....	29%	35%	35%
Q3	Have you had any problems getting your medication?			
	<i>I am not taking any medication</i>			38%
	Yes			13%
	No.....			50%
Q4	Please answer the following about alcohol:			
		Yes	No	
	Did you have problems with alcohol when you first arrived here?	22%	78%	
	Do you have problems with alcohol now?	17%	83%	
	Have you received any help with alcohol problems in this prison?	29%	71%	
Q5	Please answer the following about drugs:			
		Yes	No	
	Did you have problems with drugs when you first arrived here?	39%	61%	
	Do you have problems with drugs now?	22%	78%	
	Have you received any help with drugs problems in this prison?	29%	71%	

Q6	How easy is it to get illegal drugs here?	
	<i>Very easy</i>	13%
	<i>Easy</i>	0%
	<i>Neither</i>	13%
	<i>Difficult</i>	6%
	<i>Very difficult</i>	13%
	<i>Don't know</i>	56%
Q7	Do you feel you have any emotional or mental health problems?	
	<i>Yes</i>	38%
	<i>No</i>	63%
Q8	If you have emotional or mental health problems, are you being helped by any of the following people?	
	<i>I do not have any / I am not getting any help</i>	69%
	<i>Doctor</i>	13%
	<i>Nurse</i>	13%
	<i>Psychiatrist / Psychologist</i>	25%
	<i>Counsellor</i>	13%
	<i>Other</i>	0%
Q9	Do you have any comments you wish to make about healthcare?	

Section Seven: Applications and Complaints

Q1	Do you know how to make an application?			
	<i>Yes</i>	78%		
	<i>No</i>	22%		
Q2	Is it easy to make an application?			
	<i>Yes</i>	67%		
	<i>No</i>	6%		
	<i>Don't know</i>	28%		
Q3	Please answer the following about applications:			
		<i>I have not made an application</i>	Yes	No
	Do you feel applications are sorted out fairly?	39%	44%	17%
	Do you feel applications are sorted out promptly? (within seven days)	39%	22%	39%
Q4	Do you know how to make a complaint?			
	<i>Yes</i>	94%		
	<i>No</i>	6%		
Q5	Is it easy to make a complaint?			
	<i>Yes</i>	72%		

No..... 6%
 Don't know..... 22%

Q6 Please answer the following about complaints:

	<i>I have not made a complaint</i>	Yes	No
Do you feel complaints are sorted out fairly?	33%	56%	11%
Do you feel complaints are sorted out promptly? (within seven days)	33%	39%	28%
Have you ever been encouraged to withdraw a complaint?	33%	22%	44%

Q7 Can you speak to the following people when you need to?

	Yes	No	Don't know
A peer mentor / peer support / listener	39%	22%	39%
A member of the IMB (Independent Monitoring Board)	17%	28%	56%
An advocate (an outside person to help you)	50%	17%	33%

Q8 Do you have any comments you wish to make about applications and complaints?

Section Eight: Rewards & Sanctions, and Discipline

Q1 What level of the rewards and sanctions scheme are you on?

Don't know what the rewards and sanctions scheme is..... 6%
Enhanced (Top) 39%
Standard (Middle) 44%
Basic (Bottom)..... 6%
Don't know 6%

Q2 Do you feel you have been treated fairly in your experience of the rewards and sanctions scheme?

Don't know what the rewards and sanctions scheme is..... 6%
 Yes 67%
 No 28%

Q3 Do the different levels of the rewards and sanctions scheme encourage you to change your behaviour?

Don't know what the rewards and sanctions scheme is..... 6%
 Yes 56%
 No 39%

Q4 Have you had a 'nicking' (adjudication) since you have been in this establishment?

Yes 39%
 No 61%
 Don't know..... 0%

- Q5** If you have had a 'nicking' (adjudication), was the process explained clearly to you?
- | | |
|---|-----|
| <i>I have not had an adjudication</i> | 61% |
| Yes | 28% |
| No..... | 11% |
- Q6** If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?
- | | |
|---|-----|
| <i>I have not been restrained</i> | 78% |
| Once..... | 6% |
| Twice..... | 0% |
| Three times..... | 0% |
| More than three times | 17% |
- Q7** If you have spent a night in the segregation/care and separation unit, how were you treated by staff?
- | | |
|--|-----|
| <i>I have not been to the segregation unit</i> | 94% |
| Very well..... | 0% |
| Well | 0% |
| Neither | 0% |
| Badly..... | 0% |
| Very badly..... | 6% |

Section Nine: Safety

- Q1** Have you ever felt unsafe in this establishment?
- | | |
|-----------|-----|
| Yes | 22% |
| No..... | 78% |
- Q2** If you have ever felt unsafe, in which areas of this establishment do you/have you ever felt unsafe? (Please tick all that apply)
- | | | | |
|----------------------------------|-----|--|----|
| <i>Never felt unsafe</i> | 78% | <i>At meal times</i> | 0% |
| <i>Everywhere</i> | 6% | <i>At healthcare</i> | 0% |
| <i>Segregation unit</i> | 6% | <i>Visit's area</i> | 0% |
| <i>Association areas</i> | 0% | <i>In wing showers</i> | 0% |
| <i>Reception area</i> | 0% | <i>In gym showers</i> | 0% |
| <i>At the gym</i> | 0% | <i>In corridors / stairwells</i> | 6% |
| <i>In an exercise yard</i> | 6% | <i>On your landing / wing</i> | 6% |
| <i>At work</i> | 0% | <i>In your cell</i> | 6% |
| <i>At education</i> | 6% | | |
- Q3** Has another young person or group of young people victimised you in this establishment? (e.g. insulted or assaulted you)
- | | |
|-----------|-----|
| Yes | 19% |
| No..... | 81% |

**Q4 If yes, what did the incident(s) involve / What were they about?
(Please tick all that apply)**

<i>Insulting remarks (about you, your family or friends).....</i>	6%	<i>Because of drugs</i>	0%
<i>Physical abuse (being hit, kicked or assaulted)</i>	0%	<i>Having your canteen/property taken.....</i>	0%
<i>Sexual abuse.....</i>	6%	<i>Because you were new here</i>	0%
<i>Because of your race or ethnic origin</i>	0%	<i>Because you are from a different part of the country</i>	0%
<i>Because of your religious beliefs .</i>	0%	<i>Because of gang related issues.....</i>	0%
<i>Because you have a disability</i>	0%	<i>Because of my offence / crime.....</i>	6%

**Q6 Has a member of staff or group of staff victimised you in this establishment?
(e.g. insulted or assaulted you)**

Yes	24%
No.....	76%

**Q7 If yes, what did the incident(s) involve / What were they about?
(Please tick all that apply)**

<i>Insulting remarks (about you, your family or friends).....</i>	11%	<i>Because of drugs</i>	5%
<i>Physical abuse (being hit, kicked or assaulted)</i>	5%	<i>Having your canteen/property taken.....</i>	0%
<i>Sexual abuse.....</i>	0%	<i>Because you were new here</i>	0%
<i>Because of your race or ethnic origin</i>	5%	<i>Because you are from a different part of the country</i>	11%
<i>Because of your religious beliefs .</i>	0%	<i>Because of gang related issues.....</i>	5%
<i>Because you have a disability</i>	0%	<i>Because of my offence / crime.....</i>	5%

Q9 If you were being victimised who would you tell?

<i>No-one</i>	20%	<i>Teacher / Education staff.....</i>	0%
<i>Personal Officer.....</i>	47%	<i>Gym staff</i>	0%
<i>Wing Officer</i>	13%	<i>Listener / Samaritan / Buddy</i>	13%
<i>Chaplain</i>	0%	<i>Another young person here</i>	13%
<i>Healthcare staff</i>	0%	<i>Family / friends</i>	53%

Q10 Do you think staff would take it seriously if you told them you had been victimised?

Yes	50%
No.....	31%
Don't know.....	19%

Q11 Is shouting through the windows a problem here?

Yes	25%
No.....	69%
Don't know.....	6%

Q12 Have staff checked on you personally in the last week to see how you are getting on?
 Yes 56%
 No 44%

Section Ten: Activities

Q1 How old were you when you were last at school?
 14 or under 44%
 15 or over 56%

Q2 Please answer the following questions about school:

	Yes	No	Not applicable
Have you ever been excluded from school?	69%	31%	0%
Did you used to truant from school?	81%	19%	0%

Q3 Do you currently take part in any of the following activities? (Please tick all that apply)

Education	94%
A job in this establishment.....	12%
Vocational or skills training.....	12%
Offending behaviour programmes.....	47%
I am not currently involved in any of these	6%

Q4 If you have been involved in ANY of the following activities, in THIS prison, do you think they will help you when you leave prison?

	Not been involved	Yes	No	Don't know
Education	6%	69%	13%	13%
A job in this establishment	88%	12%	0%	0%
Vocational or skills training	88%	12%	0%	0%
Offending behaviour programmes	56%	31%	6%	6%

Q5 Do you usually have association everyday?
 Yes 88%
 No 12%
 Don't know..... 0%

Q6 How many times do you usually go to the gym each week?
 Don't want to go 0%
 None..... 6%
 One to two times 6%
 Three to five times 75%
 More than five times 6%
 Don't know..... 6%

Q7 Can you usually go outside for exercise everyday?
 Don't want to go 6%

Yes.....	75%
No.....	19%
Don't know.....	0%

Section Eleven: Keeping in touch with family and friends

Q1	Are you able to use the telephone everyday, if you want to?	
	Yes.....	81%
	No.....	19%
	Don't know.....	0%
Q2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes.....	50%
	No.....	50%
	Don't know.....	0%
Q3	How easy is it for your family and friends to visit you here?	
	Very easy.....	13%
	Easy.....	38%
	Neither.....	6%
	Difficult.....	25%
	Very difficult.....	19%
	Don't know.....	0%
Q4	How many visits have you had, from family or friends in the last month?	
	<i>I don't get visits</i>	25%
	None.....	25%
	One.....	19%
	Two.....	13%
	Three.....	13%
	More than three.....	6%
	Don't know.....	0%
Q5	Do your visits usually start on time?	
	<i>I don't get visits</i>	25%
	Yes.....	44%
	No.....	19%
	Don't know.....	13%
Q6	How are you and your family/friends usually treated by visits staff?	
	<i>I don't get visits</i>	27%
	Very well.....	13%
	Well.....	40%
	Neither.....	13%
	Badly.....	0%
	Very badly.....	0%
	Don't know.....	7%

Section Twelve: Preparation for Release

Q1	When did you first meet your personal officer?				
	<i>I still have not met him/her</i>				6%
	<i>In your first week</i>				56%
	<i>After your first week</i>				25%
	<i>Don't remember</i>				13%
Q2	How often do you see your personal officer?				
	<i>I still have not met him/her</i>				7%
	<i>At least once a week</i>				80%
	<i>Less than once a week</i>				13%
Q3	Do you feel your personal officer has helped you?				
	<i>I still have not met him/her</i>				6%
	<i>Yes</i>				63%
	<i>No</i>				31%
Q4	Do you have a training plan?				
	<i>Not sentenced</i>				6%
	<i>Yes</i>				71%
	<i>No</i>				24%
	<i>Don't know</i>				0%
Q5	Please answer the following about training plans:				
		<i>I don't have a training plan</i>	Yes	No	<i>Don't know</i>
	Were you involved in development your training plan?	29%	53%	6%	12%
	Do you understand the targets that have been set in your training plan?	29%	65%	6%	0%
	Can you see your training plan when you want to?	29%	47%	12%	12%
Q6	Has your YOT worker been in touch since you arrived at this establishment?				
	<i>Yes</i>				80%
	<i>No</i>				20%
Q7	Do you know how to get in touch with your YOT worker?				
	<i>Yes</i>				73%
	<i>No</i>				27%
Q8	Please answer the following about your release:				
		Yes	No	<i>Don't know</i>	
	Have you had a say in what will happen to you when you are released?	56%	38%	6%	

Are you planning on going to school or college after release?	63%	25%	13%
Do you have a job to go to on release?	6%	94%	0%

Q9 Do you know who to contact to get help with any of the following for when you leave? (Please tick all that apply)

<i>Finding accommodation</i>	53%
<i>Getting into school or college</i>	60%
<i>Getting a job</i>	67%
<i>Help with money / finances</i>	47%
<i>Help with claiming benefits</i>	53%
<i>Continuing health services</i>	47%
<i>Opening a bank account</i>	47%
<i>Avoiding bad relationships</i>	53%
<i>I don't know who to contact</i>	20%

Q10 Do you think you will have a problem with any of the following when you leave? (Please tick all that apply)

<i>Finding accommodation</i>	38%
<i>Getting into school or college</i>	23%
<i>Getting a job</i>	46%
<i>Money / finances</i>	54%
<i>Claiming benefits</i>	23%
<i>Continuing health services</i>	23%
<i>Opening a bank account</i>	15%
<i>Avoiding bad relationships</i>	31%
<i>I won't have any problems</i>	23%

Q11 Is there anything you would still like help with before you are released?

Yes	25%
No.....	63%
<i>Don't know</i>	13%

Q12 What is most likely to stop you offending in the future? (Please tick all that apply to you)

<i>Not sentenced</i>	6%	<i>Having a mentor (someone you can ask for advice)</i>	0%
<i>Nothing it is up to me</i>	18%	<i>Having a YOT worker or social worker that I get on with</i>	29%
<i>Making new friends outside</i>	24%	<i>Having children</i>	12%
<i>Going back to live with my family</i> ..	47%	<i>Having something to do that isn't crime</i>	41%
<i>Getting a place of my own</i>	24%	<i>This sentence</i>	29%
<i>Getting a job</i>	47%	<i>Getting into school / college</i>	24%
<i>Having a partner (girlfriend or boyfriend)</i>	29%	<i>Talking about my offending behaviour with staff</i>	0%
<i>Staying off alcohol / drugs</i>	41%	<i>Anything else</i>	0%

Q13	Do you want to stop offending?	
	<i>Not sentenced</i>	6%
	Yes	88%
	No.....	6%
	<i>Don't know</i>	0%
Q14	Have you done anything, or has anything happened to you in this establishment, that you think will make you less likely to offend in the future?	
	<i>Not sentenced</i>	6%
	Yes	47%
	No.....	47%



Survey responses from children and young people: HMYOI New Hall - Rivendell Unit 2009

Survey Responses (Missing data has been excluded for each question) Please note: Where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance. NB: This document shows a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

Key to tables

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Number of completed questionnaires returned		18	30
SECTION 1: ABOUT YOU			
1.1	Are you 18 years of age?	5%	3%
1.2	Are you a foreign national?	10%	0%
1.3	Is English your first language?	90%	90%
1.4	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	10%	41%
1.5	Are you Muslim?	5%	20%
1.5	Do you have any children?	0%	0%
SECTION 2: ABOUT YOUR SENTENCE			
2.2	Are you sentenced?	95%	76%
2.3	Is your sentence 12 months or less?	40%	44%
2.4	Do you have less than six months to serve?	47%	48%
2.5	Have you been in this prison less than a month?	10%	32%
2.6	Is this the first time that you have been in a YOI, secure children's home or secure training centre before?	42%	65%
2.7	Have you been to any other YOI during this sentence?	11%	58%
SECTION 3: COURTS, TRANSFERS AND ESCORTS			
For your most recent journey, either to or from court, or between prisons, we want to know:			
3.1	Was the van clean?	53%	38%
3.2	Was the van comfortable?	11%	16%
3.3	Did you feel safe?	80%	63%
3.4	Did you travel with any adults (over 18) or anyone of a different gender?	50%	10%
3.5	Did you spend more than four hours in the van?	0%	9%
For those who spent two or more hours in the escort van:			
3.6	Were you offered a toilet break if you needed it?	18%	69%
3.7	Were you offered anything to eat or drink?	54%	43%
3.8	Were you treated well/very well by the escort staff?	65%	59%
3.9	Did someone tell you where you were going when you left court?	90%	68%
3.10	Did you receive written information about where you were going when you left court?	5%	10%
SECTION 4: YOUR FIRST FEW DAYS HERE			
4.1	Were you in reception for less than 2 hours?	90%	75%
4.2	Were you seen by a member of healthcare staff in reception?	84%	94%

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4.3	When you were searched was this carried out in an understanding way?	90%	68%
4.4	Were you treated well/very well in reception?	89%	66%
When you first arrived, did staff ask if you needed help or support with any of the following:			
4.5a	Not being able to smoke?	78%	27%
4.5b	Loss of property?	11%	9%
4.5c	Housing problems?	22%	0%
4.5d	Needing protection form other young people?	22%	0%
4.5e	Letting family know where you are?	58%	64%
4.5f	Money worries?	22%	9%
4.5g	Feeling low/upset/needng someone to talk to?	63%	36%
4.5h	Health problems?	53%	18%
4.5i	Getting phone numbers?	47%	36%
4.6	Did you have any problems when you first arrived?	100%	100%
When you first arrived, did you have problems with any of the following:			
4.6a	Not being able to smoke?	77%	68%
4.6b	Loss of property?	18%	10%
4.6c	Housing problems?	6%	36%
4.6d	Needing protection form other young people?	0%	3%
4.6e	Letting family know where you are?	33%	36%
4.6f	Money worries?	11%	16%
4.6g	Feeling low/upset/needng someone to talk to?	33%	52%
4.6h	Health problems?	0%	23%
4.6i	Getting phone numbers?	44%	64%
When you first arrived, were you given any of the following:			
4.7a	A reception pack?	55%	64%
4.7b	The opportunity to have a shower?	70%	36%
4.7c	Something to eat?	80%	91%
4.7d	A free phone call to friends/family?	80%	74%
4.7e	Information about the PIN telephone system?	60%	36%
4.7f	Information about feeling low/upset?	45%	27%
Within your first 24 hours, did you have access to the following people or services:			
4.8a	The chaplain or religious leader?	63%	33%
4.8b	Someone from healthcare?	63%	79%
4.8c	A Peer Mentor, Listener or The Samaritans?	11%	21%
4.8d	Did you have access to the prison shop/canteen?	11%	6%
4.9	Did you feel safe on your first night here?	89%	63%

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For those who had an induction:			
4.10	Did you go on an induction course within your first week?	89%	57%
4.11	Did the induction course cover everything you needed to know about the establishment?	89%	63%
SECTION 5: DAILY LIFE HERE			
5.1	Can you normally have a shower everyday if you want to?	95%	97%
5.2	Is your cell call bell normally answered within five minutes?	68%	44%
5.3	Do you find the food here good/very good?	40%	28%
5.4	Does the shop/canteen sell a wide enough variety of products?	60%	39%
5.5	Is it easy/very easy for you to attend religious services?	58%	64%
5.6a	Do you feel your religious beliefs are respected?	53%	64%
5.6b	Can you speak to a religious leader in private if you want to?	53%	80%
5.7a	Is there a member of staff you can turn to with a problem?	65%	73%
5.7b	Do most staff treat you with respect?	80%	67%
SECTION 6: HEALTHCARE			
6.1	Do you think the overall quality of the healthcare is good/very good?	80%	67%
6.2a	Is it easy for you to see the Doctor?	56%	47%
6.2b	Is it easy for you to see the Nurse?	90%	69%
6.2c	Is it easy for you to see the Dentist?	37%	52%
6.2d	Is it easy for you to see the Optician?	22%	28%
6.2e	Is it easy for you to see the pharmacist?	32%	30%
6.3	For those on medication: Have you had any problems getting your medication?	18%	52%
6.4a	Did you have any problems with alcohol when you first arrived?	20%	18%
6.4b	Do you have any problems with alcohol now?	15%	0%
6.4c	Have you received any help with any alcohol problems here?	32%	55%
6.5a	Did you have any problems with drugs when you first arrived?	40%	36%
6.5b	Do you have any problems with drugs now?	20%	9%
6.5c	Have you received any help with any drug problems here?	32%	55%
6.6	Is it easy/very easy to get illegal drugs here?	11%	18%
6.7	Do you feel you have any emotional or mental health problems?	39%	27%
If you feel you have emotional or mental health problems, are you being helped by any of the following:			
6.8a	Do not have any mental health problems / Not getting any help	14%	33%
6.8b	Doctor?	33%	33%
6.8c	Nurse?	33%	0%
6.8d	Psychiatrist/Psychologist?	67%	33%
6.8e	Counsellor?	33%	0%

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SECTION 7: APPLICATIONS AND COMPLAINTS			
7.1	Do you know how to make an application?	80%	73%
7.2	Is it easy to make an application?	65%	64%
For those who have made an application:			
7.3a	Do you feel applications are sorted out fairly?	75%	100%
7.3b	Do you feel applications are sorted out promptly? (within 7 days)	33%	86%
7.4	Do you know how to make a complaint?	95%	94%
7.5	Is it easy to make a complaint?	70%	63%
For those who have made a complaint:			
7.6a	Do you feel complaints are sorted out fairly?	85%	40%
7.6b	Do you feel complaints are sorted out promptly? (within 7 days)	57%	75%
7.6c	Have you ever been encouraged to withdraw a complaint?	31%	36%
Can you speak to the following people when you need to:			
7.7a	A peer mentor or listener?	40%	64%
7.7b	A member of the IMB (Independent Monitoring Board)	15%	33%
7.7c	An advocate (an outside person to help you)	50%	58%
SECTION 8: REWARDS & SANCTIONS, AND DISCIPLINE			
8.1	Are you on the enhanced (Top) level of the reward scheme?	40%	30%
8.2	Do you feel you have been treated fairly in your experience of the reward scheme?	65%	41%
8.3	Do the different levels make you change your behaviour?	55%	41%
8.4	Have you had a 'nicking' (adjudication) since you have been here?	40%	41%
8.5	Was the 'nicking' (adjudication) process explained clearly to you?	75%	0%
8.6	Have you been physically restrained (Cand R) since you have been here?	20%	23%
8.7	For those who had spent a night in the segregation/CSU: Did the staff treat you well/very well?	0%	0%
SECTION 9: SAFETY			
9.1	Have you ever felt unsafe in this prison?	20%	39%
9.3	Has another young person or group of young people victimised (insulted or assaulted) you here?	18%	24%
If you have felt victimised by another young person/group of young people, did the incident involve:			
9.4a	Insulting remarks?	6%	15%
9.4b	Physical abuse?	0%	9%
9.4c	Sexual abuse?	6%	3%
9.4d	Racial or Ethnic abuse?	0%	0%
9.4e	Your religious beliefs?	0%	0%
9.4f	Your disability?	0%	0%
9.4g	Drugs?	0%	0%

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9.4h	Having your canteen/property taken?	0%	0%
9.4i	Because you were new here?	0%	9%
9.4j	Being from a different part of the country than others?	0%	3%
9.4k	Gang related issues?	0%	0%
9.4l	Your offence/crime?	6%	0%
9.6	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	22%	23%
If you have felt victimised by a member of staff/group of staff members, did the incident involve:			
9.5a	Insulting remarks?	11%	10%
9.5b	Physical abuse?	5%	3%
9.5c	Sexual abuse?	0%	0%
9.5d	Racial or Ethnic abuse?	5%	10%
9.5e	Your religious beliefs?	0%	0%
9.5f	Your disability?	0%	0%
9.5g	Drugs?	5%	0%
9.5h	Having your canteen/property taken?	0%	0%
9.5i	Because you were new here?	0%	13%
9.5j	Being from a different part of the country than others?	11%	0%
9.5k	Gang related issues?	5%	0%
9.5l	Your offence/crime?	5%	9%
9.9	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	81%	56%
9.10	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	50%	29%
9.11	Is shouting through the windows a problem here?	24%	18%
9.12	Have staff checked on you personally in the last week to see how you are getting on?	56%	57%
SECTION 10: ACTIVITIES			
10.1	Were you 14 or younger when you were last at school?	44%	36%
10.2a	Have you ever been excluded from school?	67%	87%
10.2b	Have you ever truanted from school?	82%	70%
Do you currently take part in any of the following:			
10.3a	Education?	95%	97%
10.3b	A job in this establishment?	11%	26%
10.3c	Vocational or skills training?	11%	52%
10.3d	Offending behaviour programmes?	47%	36%
For those who have taken part in the following activities, whilst in this prison: Do you think that they will help you when you leave prison?			
10.4a	Education?	75%	91%
10.4b	A job in this establishment?	100%	75%
10.4c	Vocational or skills training?	100%	88%

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10.4d	Offending behaviour programmes?	75%	78%
10.5	Do you usually have association everyday?	90%	69%
10.6	Do you go to the gym more than 5 times each week?	6%	7%
10.7	Can you usually go outside for exercise everyday?	77%	43%
SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS			
11.1	Are you able to use the telephone every day?	82%	58%
11.2	Have you had any problems with sending or receiving letters or parcels?	50%	42%
11.3	Is it easy/very easy for your family and friends to visit you here?	50%	36%
11.4	Have you had two or more visits in the last month?	33%	39%
11.5	Do your visits start on time?	44%	36%
11.6	Are you and your visitors treated well/very well by visits staff?	53%	43%
SECTION 12: PREPARATION FOR RELEASE			
For those who have met their personal officer:			
12.1	Did you meet your personal officer within the first week?	59%	56%
12.2	Do you see your personal officer at least once a week?	87%	90%
12.3	Do you feel your personal officer has helped you?	65%	65%
12.4	Do you have a training plan?	68%	73%
For those with a training plan:			
12.5a	Were you involved in the development of your training plan?	77%	57%
12.5b	Do you understand the targets set in your training plan?	92%	75%
12.5c	Can you see your training plan when you want to?	69%	36%
12.6	Has your YOT worker been in touch since you arrived here?	81%	86%
12.7	Do you know how to get in touch with your YOT worker?	75%	93%
Please answer the following about your preparation for release:			
12.8a	Have you had a say in what will happen to you when you are released?	56%	41%
12.8b	Are you going to school or college on release?	61%	73%
12.8c	Do you have a job to go to on release?	6%	15%
Do you know who to contact for help with the following, in preparation for your release:			
12.9a	Finding accommodation	53%	78%
12.9b	Getting into school or college	59%	67%
12.9c	Getting a job	65%	89%
12.9d	Help with money/finances	47%	67%
12.9e	Help with claiming benefits	53%	67%
12.9f	Continuing health services	47%	67%
12.9g	Opening a bank account	47%	50%
12.9h	Avoiding bad relationships	53%	50%

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Do you think you will have a problem with the following, when you are released:			
12.10a	Finding accommodation?	40%	30%
12.10b	Getting into school or college?	21%	20%
12.10c	Getting a job?	47%	40%
12.10d	Help with money/finances?	53%	70%
12.10e	Help with claiming benefits?	21%	30%
12.10f	Continuing health services?	21%	20%
12.10g	Opening a bank account?	14%	20%
12.10h	Avoiding bad relationships?	29%	20%
12.11	Is there anything you would still like help with before you are released?	24%	54%
For those who were sentenced:			
12.13	Do you want to stop offending?	94%	91%
12.14	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	50%	50%