

HM Young Offender Institution



# HMY01 Warren Hill

Summary of Questionnaires and Interviews

25 June 2007

YJB



# HMYOI Warren Hill

## Juvenile survey methodology

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

## Choosing the sample size

The baseline for the sample size was calculated using a robust statistical formula provided by a government department statistician. Essentially, the formula indicates the sample size that is required and the extent to which the findings from a sample of that size reflect the experiences of the whole population.

At the time of the survey on 25 June 2007 the juvenile population at HMYOI Warren Hill was 214. The baseline sample size was 83. Overall, this represented 39% of the juvenile population.

## Selecting the sample

Respondents were randomly selected from a LIDS prisoner population printout using a stratified systematic sampling method. This basically means every second person is selected from a LIDS list, which is printed in location order, if 50% of the population is to be sampled.

Completion of the questionnaire was voluntary. Refusals were noted and no attempts were made to replace them. There were no respondents who refused to complete a questionnaire.

Interviews were carried out with any respondents with literacy difficulties. In total, three respondents were interviewed.

## 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, 95 respondents completed and returned their questionnaires. This represented 44% of the juvenile population. The response rate was 97%. Three questionnaires were not returned and one was returned blank.

## 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 juveniles surveyed in young offender institutions. This comparator is based on all responses from juvenile surveys carried out in all 15 prisons/units since 2005.

In addition, a further comparative document is attached. Statistically significant differences between the responses of white juveniles and those from a black and minority ethnic group are shown.

In all the above documents, statistically significant differences are highlighted. Statistical significance merely indicates whether there is a real difference between the figures, i.e. 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.

# Young Person Survey Responses HMYOI Warren Hill (inc Carlford) 2007

**Juvenile 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 (1) A comparison between the responses from all juveniles surveyed in this establishment with all those surveyed for the juvenile comparator. Due to changes to the questionnaire not all questions are comparable.

<b>Key to tables</b>		HMYOI Warren Hill 2007	Juvenile Comparator
	Any percent highlighted in green are significantly better than the juvenile comparator		
	Any percent highlighted in blue is significantly worse than the juvenile comparator		
	Percentages which are not highlighted show there is no significant difference between the 2007 survey and the juvenile comparator		
Number of completed questionnaires returned		95	978
<b>SECTION 1: GENERAL INFORMATION (Not tested for significance)</b>			
2	Are you 18 years of age?	16	15
3	Are you sentenced?	92	79
4	Is your sentence 12 months or less?	41	40
5	Do you have less than two months to serve?	61	56
6	Have you been in this prison for less than a month?	21	20
7	Have you been to any other YOI during this sentence?	24	29
8	Do you usually live in this country?	98	98
9	Is English your first language?	87	94
10	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	34	29
11	Is this the first time that you have been in a YOI, secure children's home or secure training centre before either sentenced or on remand.	43	39
12	Do you have any children?	10	10
13	Have you ever been in care? (either foster care or children's home)	36	29
14	Are you on a care order now?	19	11
<b>SECTION 2: COURTS, TRANSFERS AND ESCORTS</b>			
15a	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van clean?	58	40
15b	We want to know about the most recent journey you have made either to or from court or between establishments? Was the van comfortable?	10	8
15c	We want to know about the most recent journey you have made either to or from court or between establishments? Did you feel safe?	66	62
15d	We want to know about the most recent journey you have made either to or from court or between establishments? Did you have enough comfort breaks?	17	12
15e	We want to know about the most recent journey you have made either to or from court or between establishments? Were your health needs looked after?	49	49

16	Did you spend more than four hours in the van?	11	7
17	Were you treated well/very well by the escort staff?	65	63
18a	Did you know where you were going when you left court or when transferred from another establishment?	75	81
18b	Did you receive written information about what would happen to you before you arrived?	18	24
18c	When you first arrived here did your property arrive at the same time as you?	76	81
<b>SECTION 3: YOUR FIRST FEW DAYS HERE</b>			
20	Did you have any problems when you first arrived?	71	68
21a	Please answer the following question about your first few days here: Were you seen by a member of healthcare staff in reception?	86	92
21b	Please answer the following question about your first few days here: When you were searched was this carried out in an understanding way?	90	83
21c	Please answer the following question about your first few days here: were you told what you needed to know by the staff when you first arrived?	66	70
21d	Please answer the following question about your first few days here: were you able to make a telephone call to your family/friends on your first day here?	87	82
22	Were you in reception for less than 2 hours?	75	81
23	Were you treated well/very well in reception?	62	71
24a	Did you have access to a chaplain within the first 24 hours of you arriving at this prison?	59	40
24b	Did you have access to someone from healthcare within the first 24 hours of you arriving at this prison?	71	61
24c	Did you have access to a Listener/Samaritans within the first 24 hours of you arriving at this prison?	13	14
24d	Did you have access to the prison shop/canteen within the first 24 hours of you arriving at this prison?	12	20
25	Did you feel safe on your first night here?	83	80
26	Did you go on an induction course within your first week?	75	62
27	Did the induction course cover everything you needed to know about the prison?	55	62
<b>SECTION 4: LIFE HERE</b>			
29	Is it easy/very easy for you to attend religious services?	58	52
30	Does the shop/canteen sell a wide enough range of goods to meet your needs?	39	46
31	Do you find the food here good/very good?	20	21
32	Do you think the overall quality of the healthcare is good/very good?	62	55
33a	Is it easy for you to see the Doctor?	44	52
33b	Is it easy for you to see the Nurse?	62	71
33c	Is it easy for you to see the Dentist?	18	27
33d	Is it easy for you to see the Optician?	16	20
34	Have you had any problems getting your medication?	19	15

35	Have you received any help with any alcohol problems?	31	27
36	Have you received any help with any drugs problems?	35	36
37	Have you had a 'nicking' (adjudication or minor report) since you have been here?	66	55
38	Have you been physically restrained (C and R) since you have been here?	28	25
39	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	17	11
40	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	22	30
41	Are you on the enhanced (Top) level of the reward scheme?	26	26
42a	Please answer the following question about the reward scheme: Do the different levels make you change your behaviour?	60	60
42b	Please answer the following question about the reward scheme: Do you feel you have been treated fairly in your experience of the reward scheme?	62	52
43	Do you know how to make a complaint?	94	83
44a	Please answer the following questions about complaints: Is it easy to make a complaint?	45	43
44b	Please answer the following questions about complaints: Do you feel complaints are sorted out fairly?	18	17
44c	Please answer the following questions about complaints: Have you ever been made to or been made to or encouraged to withdraw a complaint?	7	10
45	Are you normally able to shower everyday if you want to?	73	51
46	Is your cell call bell normally answered within five minutes?	22	33
47	Do most staff treat you with respect?	75	76
<b>SECTION 5: SAFETY</b>			
49	Have you ever felt unsafe in this prison?	30	29
51	Has another young person or group of young people victimised (insulted or assaulted) you here?	31	25
52a	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Insulting remarks?	19	15
52b	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Physical abuse?	17	9
52c	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Sexual abuse?	3	1
52d	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Racial or Ethnic abuse?	4	4
52e	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Drugs?	0	2
52f	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Having your canteen/property taken?	9	7
52g	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Because you were new here?	17	6

52h	If you have felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Being from a different part of the country than others?	9	7
54	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	23	18
55a	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Insulting remarks?	14	11
55b	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Physical abuse?	5	3
55c	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Sexual abuse?	0	1
55d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Racial or Ethnic abuse?	3	2
55e	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Drugs?	1	1
55f	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Having your canteen/property taken?	5	3
55g	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Because you were new here?	3	3
55h	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Being from a different part of the country than others?	3	2
57	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	58	64
58	If you did tell a member of staff that you were being victimised do you think it would be taken seriously?	48	40
59a	When you first arrived here did other young people shout through the windows at you?	62	36
59b	Did you find this shouting threatening?	27	12
59c	Do other young people shout through the windows at you now?	45	24
59d	Do you find this threatening now?	11	7
59e	Do you shout through the windows at others?	33	24
59f	Have staff checked on you personally in the last week to see how you are getting on?	27	33
<b>SECTION 6: USING YOUR TIME HERE USEFULLY</b>			
61	Were you under the age of 14 when you were last at school?	49	37
62a	Have you ever been excluded from school?	96	85
62b	Have you ever truanted from school?	80	74
62c	Do you feel you need help with reading, writing or maths?	30	31
62d	Are you doing any education here?	87	81
62e	Is education helping you?	57	55
62f	Were the teachers understanding with any school problems when you first arrived?	57	51
62g	Are you learning a skill or trade?	55	50
62h	Are you in a job here?	27	33
63	Do you go to the gym more than 5 times each week?	15	10

64	Do you go on association more than 5 times each week?	70	46
65	Can you go outside for exercise everyday?	19	29
<b>SECTION 7: KEEPING IN TOUCH WITH FAMILY AND FRIENDS</b>			
67	Are you able to use the telephone to speak to someone in your family every day?	78	48
68	Have you had any problems getting access to the telephones?	22	34
69	Have you had any problems with sending or receiving mail?	26	30
70	Is it easy/very easy for you family and friends to get here to visit you?	24	34
71	Do you get 2 or more visits each month?	34	47
72	Do you arrive on time for a visit?	63	67
73	Are you and your family/friends treated well/very well by visits staff?	54	61
<b>SECTION 8: RESETTLEMENT</b>			
75	Did you meet your personal officer within your first week here?	32	43
76	Do you feel helped by your personal officer?	51	48
77a	Do you know what targets you have been set in your training/sentence plan?	57	63
77b	If you want, can you see your training/sentence plan?	29	35
78	Has your YOT/social worker/probation officer been in touch since you arrived here?	80	79
79	Do you know how to get in touch with your YOT/social worker/probation officer?	67	56
80	Do you want to stop offending?	84	70
82a	Please answer the following questions on preparation for release: Have you had a say in what will happen to you when you are released?	45	41
82b	Please answer the following questions on preparation for release: When you are released will you be living with a family member?	55	69
82c	Please answer the following questions on preparation for release: Have you had help with finding accommodation?	28	24
82d	Please answer the following questions on preparation for release: Are you going to school or college on release?	43	35
82e	Please answer the following questions on preparation for release: Has anyone spoken to you about going to college on release?	30	33
82f	Please answer the following questions on preparation for release: Do you have a job to go to on release?	28	25
82g	Please answer the following questions on preparation for release: Have you done anything during your time here that you think will help you to get a job on release?	50	44
82h	Please answer the following questions on preparation for release: Has anyone from here spoken to you about getting a job on release or about New Deal?	18	25
82i	Please answer the following questions on preparation for release: Do you have a Connexions personal adviser?	23	36
82j	Please answer the following questions on preparation for release: Is there anything you would still like help with before you are released?	36	40
83	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	52	41

# Key Question Responses (Ethnicity) HMYOI Warren Hill 2007

**Juvenile 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.

Key to tables		BME juveniles	White juveniles
<span style="background-color: #c6e0b4; border: 1px solid black; display: inline-block; width: 15px; height: 15px;"></span>	Any percent highlighted in green are significantly better than the responses from White juveniles		
<span style="background-color: #a6c9ec; border: 1px solid black; display: inline-block; width: 15px; height: 15px;"></span>	Any percent highlighted in blue are significantly worse than the responses from White juveniles		
<span style="background-color: #ffffff; border: 1px solid black; display: inline-block; width: 15px; height: 15px;"></span>	Percentages which are not highlighted show there is no significant difference between the responses from BME juveniles and those from White juveniles		
	Number of completed questionnaires returned	30	65
17	Were you treated well/very well by the escort staff?	60	67
18c	When you first arrived here did your property arrive at the same time as you?	83	73
21b	Please answer the following question about your first few days here: When you were searched was this carried out in an understanding way?	85	92
23	Were you treated well/very well in reception?	54	66
25	Did you feel safe on your first night here?	84	82
26	Did you go on an induction course within your first week?	64	80
29	Is it easy/very easy for you to attend religious services?	83	46
30	Does the shop/canteen sell a wide enough range of goods to meet your needs?	32	
31	Do you find the food here good/very good?	13	23
32	Do you think the overall quality of the healthcare is good/very good?	50	67
37	Have you had a 'nicking' (adjudication or minor report) since you have been here?	71	64
38	Have you been physically restrained (C and R) since you have been here?	30	28
39	If you have spent a night in the segregation/care and separation unit, did the staff treat you well/very well?	18	17
40	Have you talked to an advocate since you have been here (an outside person to help you with the authorities)?	18	24
41	Are you on the enhanced (Top) level of the reward scheme?	40	20
42b	Please answer the following question about the reward scheme: Do you feel you have been treated fairly in your experience of the reward scheme?	56	66
44b	Please answer the following questions about complaints: Do you feel complaints are sorted out fairly?	8	23
45	Are you normally able to shower everyday if you want to?	74	73
46	Is your cell call bell normally answered within five minutes?	25	20
47	Do most staff treat you with respect?	72	76
49	Have you ever felt unsafe in this prison?	21	34
51	Has another young person or group of young people victimised (insulted or assaulted) you here?	21	36
52d	If you felt victimised by a prisoner/group of prisoners, what did the incident(s) involve: Racial or Ethnic abuse?	7	2

54	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	31	19
55d	If you have felt victimised by a staff/group of staff, what did the incident(s) involve: Racial or Ethnic abuse?	3	2
57	If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?	67	55
59f	Have staff checked on you personally in the last week to see how you are getting on?	31	25
62d	Are you doing any education here?	97	83
62e	Is education helping you?	64	53
62g	Are you learning a skill or trade?	66	50
62h	Are you in a job here?	26	28
63	Do you go to the gym more than 5 times each week?	25	11
64	Do you go on association more than 5 times each week?	74	69
65	Can you go outside for exercise everyday?	23	17
68	Have you had any problems getting access to the telephones?	38	15
69	Have you had any problems with sending or receiving mail?	40	19
71	Do you get 2 or more visits each month?	26	38
73	Are you and your family/friends treated well/very well by visits staff?	44	59
75	Did you meet your personal officer within your first week here?	27	34
76	Do you feel helped by your personal officer?	35	59
77a	Do you know what targets you have been set in your training/sentence plan?	59	56
82a	Please answer the following questions on preparation for release: Have you had a say in what will happen to you when you are released?	43	47
82f	Please answer the following questions on preparation for release: Do you have a job to go to on release?	18	33
82g	Please answer the following questions on preparation for release: Have you done anything during your time here that you think will help you to get a job on release?	48	51
82j	Please answer the following questions on preparation for release: Is there anything you would still like help with before you are released?	67	21
83	Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?	45	56