Report on an unannounced short follow-up inspection of

HMP & YOI Parc

Young People’s Unit

14 - 17 September 2010

by HM Chief Inspector of Prisons
Contents

Introduction  
Fact page

1 Healthy prison assessment  
2 Progress since the last report  
3 Summary of recommendations

Appendices

I Inspection team  
II Prison population profiles  
III Summary of questionnaires and interviews
Introduction

HMP & YOI Parc is a large category B training prison and young offender institution near Bridgend, managed by G4S. This unannounced follow-up inspection focused solely on Parc’s 64-bed unit for remanded and sentenced young people – the only juvenile unit of its kind in Wales. Commendably, this inspection found that there had been continued progress on the unit: it remained a safe and decent place, with an expanded range of activities and improved resettlement and reintegration arrangements.

Parc Young People’s Unit continued to provide an essentially safe environment for those in its care. Early days were satisfactorily managed, child protection and safeguarding arrangements were generally effective, bullying was not a serious problem, and those at risk of self-harm were well cared for. Security was proportionate, use of force remained low and there was little substance misuse. In such a positive context it was disappointing that the adult health unit continued to be used to hold separated young people, and neither its location nor regime were suitable for dealing with these difficult cases.

The accommodation remained good and we noted positive interactions between staff and young people, including dining together. Diversity was now better managed but there was scope for better consultation with black and minority ethnic young people. The chaplaincy provided a good service. Health care suffered from staff shortages but there had been a significant improvement in mental health services.

Young people at Parc were now spending more time out of their cells and could access expanded programmes of education and vocational training. Punctuality and behaviour in lessons had improved. Particular efforts were now made to help those with complex learning needs. There was also a focus on helping young people gain an awareness of Welsh language and culture. The library had improved but access remained limited. PE was popular but there were few opportunities to gain accreditation.

The management of resettlement was much improved, with a new policy based on a comprehensive needs analysis. Training planning was effective and links with youth offending teams remained strong. Contact with family and friends had improved, with some well-developed family support work. A range of reintegration support was available, including good use of release on temporary licence, together with effective interventions to address issues such as substance misuse.

Parc Young People’s Unit has continued to develop and improve since the last inspection. Young people felt safe and the unit provided a decent environment. Time out of cell had increased and there was a greater range of activities. There had been significant improvements in arrangements to resettle and reintegrate young people. Overall, these are commendable developments which confirm that Wales’ only juvenile custodial facility is among the best in the prison system.

Nick Hardwick
HM Chief Inspector of Prisons

November 2010
Fact page

Task of establishment
HMP & YOI Parc is a category B prison which holds convicted adults, convicted and remanded young offenders and convicted and remanded young people. Parc has an operational capacity of 1,138 prisoners, as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>597</td>
</tr>
<tr>
<td>Young offenders</td>
<td>362</td>
</tr>
<tr>
<td>Young people</td>
<td>64</td>
</tr>
<tr>
<td>Rule 45 prisoners</td>
<td>115</td>
</tr>
</tbody>
</table>

Prison Service operational area
Parc is the only private prison in Wales and is managed by G4S.

Number held in the young people’s unit
64

Certified normal accommodation
64

Operational capacity
64

Date of last full inspection
June 2009

Brief history
The young people’s unit opened as a remand unit with a capacity of 28 beds in 2002 and expanded to 36 beds with a combination of remanded and sentenced young people. In February 2007, the unit expanded to 64, again for remanded and sentenced young people.

Short description of residential units
The young people’s unit is separated into two wings, E1 and G1. G1 has 24 cells, 12 single and 12 double, and holds 36 young people. E1 has 22 cells, 16 single and 6 double, and holds 28 young people.
Section 1: Healthy prison assessment

Introduction

The purpose of this inspection was to follow up the recommendations made in our last full inspection of 2009 and examine progress achieved. We have commented where we have found significant improvements and where we believe little or no progress has been made and work remained to be done. 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.

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.

- **Outcomes for prisoners are good against this healthy prison test.**
  There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

- **Outcomes for prisoners are reasonably good 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. Procedures to safeguard outcomes are in place.

- **Outcomes for prisoners are not sufficiently good 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.

- **Outcomes for prisoners are poor 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.

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 our inspection in 2009, we found that the young people’s unit at Parc was performing reasonably well against this healthy prison test. We made 39 recommendations in this area of which 28 had been achieved, seven partially achieved and four had not been achieved. We have made a further two recommendations.

**HP5**  
There were far fewer instances of young people travelling with adults and escort monitoring systems were efficient. Young people arriving during the day no longer waited in vehicles over the lunch period. Good efforts were made to engage with youth offending teams (YOTs) and provide them with written and verbal information about Parc to give to young people who were sent to Parc from court. It was, therefore, disappointing that in our survey only 2% of young people reported being given information about the unit before they arrived.

**HP6**  
We found that reception and first night procedures remained thorough with an appropriate emphasis on safety, although in our survey young people reported less favourably about their treatment in reception than they had in the previous survey. Induction processes were comprehensive and the induction booklets provided young people and their families with a reference source which covered what they needed to know about the unit.

**HP7**  
Data collection in safeguarding areas was wide ranging, but analysis of the data presented to the safeguarding committees was insufficient and still lacked attention to injuries sustained by young people. Committee meetings were well attended by Bridgend Social Services, but attendance by members of the internal safeguarding committee was frequently low. There had been no progress in the longstanding issue of funding for social work posts. Aspects of the role had been taken up energetically by a number of staff at Parc, including the safeguarding manager, the family support worker and the advocates, and this largely mitigated the resulting shortfall in service provision for young people.

---

1. **Inspection methodology:** There are five key sources of evidence for inspection: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections, we use a mixed-method approach to data gathering, applying both qualitative and quantitative methodologies. All findings and judgements are triangulated, which increases the validity of the data gathered. Survey results show the collective response (in percentages) from prisoners in the establishment being inspected compared with the collective response (in percentages) from respondents in all establishments of that type (the comparator figure). Where references to comparisons between these two sets of figures are made in the report, these relate to statistically significant differences only. Statistical significance is a way of estimating the likelihood that a difference between two samples indicates a real difference between the populations from which the samples are taken, rather than being due to chance. If a result is very unlikely to have arisen by chance, we say it is ‘statistically significant’. The significance level is set at 0.05, which means that there is only a 5% chance that the difference in results is due to chance. (Adapted from the Dictionary of Forensic Psychology: HM Inspectorate of Prisons.)
Child protection procedures remained efficient within a well developed working relationship with Bridgend Children’s Services. The few procedural frailties that we highlighted previously had been addressed.

Young people we spoke to reported feeling safe and, in our survey, only 10% of young people said they had felt unsafe at some time at Parc against the national comparator of 29%. All staff had been trained in the new violence reduction strategy. The morning meeting was an extremely effective forum to update attendees about bullying issues. Bullying did not appear to be a serious problem and staff seemed alert to it and quick to respond when it did occur. Young people had confidence that staff would take action. Well constructed behaviour management plans were produced to deal with perpetrators of bullying and support victims.

Incidents of self-harm were minor. Young people subject to assessment, care in custody and teamwork (ACCT) monitoring that we spoke to said they felt well cared for. ACCT reviews were conducted well and improved quality assurance systems had resulted in greater continuity of staff chairing the reviews. Care plans were now regularly updated and observation records that we examined were thorough. Written contributions on files indicated that staff had a good understanding of the needs of the young people they were monitoring.

Strip-searching continued to be intelligence led and risk assessed. Overall, security measures were proportionate. Our previous concerns about young people coming into contact with adults in the gym had been addressed.

Minor reports were still not used sufficiently. The adjudication process was carried out well and advocates now played a constructive role in supporting young people through the process. Standard adjudication documentation had been made more age appropriate.

There was a strong emphasis on de-escalating conflict situations and use of force remained low. Planned removals were now videotaped and a system of regular quality assurance checks on use of force documentation had been introduced.

Governance of separation had improved. The extent of the use of separation was monitored by the internal safeguarding committee but more detailed data analysis was needed. The adult health care unit was still used to isolate very difficult young people. Behaviour management plans were not routinely used for these most challenging young people. The inappropriate location and limited regime continued to make this an inappropriate arrangement.

Two substance misuse nurses had been appointed since the previous inspection and two of the GPs were trained in the management of substance use. There had been no positive drug tests in the previous two months.

On the basis of this short follow-up inspection, we considered that outcomes for young people were reasonably good against this healthy prison test.

At our previous inspection, we found that the young people’s unit at Parc was performing well against this healthy prison test. We made 44 recommendations in this
area of which 25 had been achieved, 10 partially achieved and nine had not been achieved. We have made a further four recommendations.

HP18 Both residential wings were clean and tidy and public areas were well maintained. Poor ventilation in some cells remained an issue and toilets still lacked privacy screens.

HP19 Despite our survey results, which indicated a significant deterioration in aspects of relationships with staff since the previous survey, our observations were of consistently good interaction and mutual respect. The young people forum meetings had become embedded and were effective.

HP20 Key workers now routinely identified themselves at an early stage and the records we checked showed that regular contact was being made and issues followed up with young people. Records indicated good knowledge of the young people and their circumstances. It was a pity, therefore, that key workers still did not routinely attend many meetings relating to the care of young people they were responsible for.

HP21 Dining out remained the norm and staff now regularly ate with young people at mealtimes. The food was plentiful and included fresh fruit and salad and an evening snack but young people consistently told us that they did not like the food and this was reflected in our survey.

HP22 The number of formal written complaints made was small and had reduced by almost 50%. Advocates played a prominent role in supporting young people. A quality assurance system had been introduced to improve the management of complaints and all complaints were checked for safeguarding concerns at the safeguarding meeting. Despite criticism in our survey about delays in dealing with complaints, records showed that they were dealt with expeditiously.

HP23 A young-person specific diversity policy had been developed which included specific coverage of foreign nationals. There were good links between the unit and the main prison diversity team, but representation at the respective diversity meetings was inconsistent. The collection of SMART monitoring data had improved and was now unit specific. Unit managers had been trained to investigate racist incident reports and internal and external quality assurance had been introduced. Young people who submitted racist incident report forms were also seen by the race equality officer to offer an added level of support. There were still no young people diversity representatives.

HP24 There was an excellent new chapel and world faith facility which was accessible for worship to the majority of young people, although Catholic services were held on the unit. Despite the departure of the previous young people’s chaplain, the chaplaincy team continued to be readily accessible to offer spiritual and pastoral support to young people.

HP25 An up-to-date health needs analysis had been completed and child specific health care information leaflets had been produced. Health services were affected by a shortage of nursing staff across the establishment at the time of the inspection. There was good access to the GP. Primary care services, including dentistry, remained generally good. There had been a significant improvement in the delivery of mental health services with the introduction of a child and adolescent mental health service
which provided excellent support to young people. A full-time mental health nurse specialist was on site and a consultant psychiatrist and registrar visited twice a week.

On the basis of this short follow-up inspection, we considered that outcomes for young people continued to be good against this healthy prison test.

### Purposeful activity

At our previous inspection, we found that the young people’s unit at Parc was performing reasonably well against this healthy prison test. We made 19 recommendations in this area of which 14 had been achieved, three partially achieved and two had not been achieved. We have made no further recommendations.

Young people had more time out of cell. Some young people complained of boredom during evening association, but this was being addressed by efforts to improve the enrichment activities available, and the recent appointment of a youth worker was a welcome initiative. Young people had good access to the outside exercise areas which had been much improved with specialist games and exercise equipment.

Young people were offered a full-time programme of education and/or vocational training. Access to vocational training was satisfactory and was well placed to improve in the near future. Attendance at activities remained good. There were no longer exclusions from education for poor behaviour. The small number of occasional refusals to attend education were monitored and followed up promptly. Education and regime staff had worked effectively together to encourage young people to attend classes. Punctuality had improved and was properly monitored.

There had been recent initiatives to use interventions staff to develop supplementary programmes that would support young people with more complex learning needs. Staff managed young people’s behaviour well and the majority of young people responded well. The delivery of basic skills had improved, with staff using highly customised materials that engaged young people.

The range of the curriculum had improved since the previous inspection and the curriculum was now balanced and sufficiently broad.

Attainment remained very good with more than 94% of young people attaining a relevant qualification and progressing to a higher level.

Teachers reviewed young people’s learning targets and progress regularly. There was good sharing of information about young people’s progress within the education team and between education and operations staff, which enhanced the quality of education planning.

The provision of information and guidance was good and young people had ready access to high quality careers advice.

Provision to help young people gain an awareness of Wales, its culture and language had improved. There was a well established service level agreement with a translation service and staff recruitment procedures included targeting of Welsh speakers.
An evaluation of the use of the library had been completed and useful additional resources had been purchased. These included materials that supported the education courses available to young people. However, young people’s access to the library remained inadequate.

There had been limited improvements in the provision of physical education. Few young people refused to take part in PE and all received their entitlement to gym sessions. A few young people had used gym activities to gain an Open College Network qualification in lifestyle management. However, the range of accreditation for gym activities remained limited.

On the basis of this short follow-up inspection, we considered that outcomes for young people were now good against this healthy prison test.

Resettlement

At our previous inspection, we found that the young people’s unit at Parc was performing reasonably well against this healthy prison test. We made 18 recommendations in this area of which 13 had been achieved and three had not been achieved. Two were no longer applicable. We have made one further recommendation.

Significant improvements had been made in the management of resettlement. A policy had been published, a good quality needs analysis had been completed and resettlement work was now being monitored effectively through a committee.

Using the results of the needs analysis, programmes were being designed to meet the identified need. Work was also being carried out to address the problem of homelessness. This was complemented by good individual casework.

The very good links with local YOTs that we previously reported were being maintained. A useful and comprehensive survey of YOT staff perceptions about the resettlement service provided by the unit had been undertaken at the beginning of the year. An action plan had been produced based on these findings. Recent initiatives included taking steps to obtain information from YOTs about how pre-release planning for individual young people had been sustained following release.

Improvements had been made to pre-release arrangements. Young people now received the advice and guidance they needed from teaching staff on money management and clear information about community health services. Release on temporary licence continued to be a priority and was promoted well to young people. Although numbers were low, some young people had been given good quality community placements as part of their preparation for release.

The efficient organisation and active involvement of young people in training planning reviews had been sustained. Efforts were made by the family liaison officer to ensure that wherever possible family members attended reviews. A unit member of staff now attended most of the first reviews in the community after release.

The role of the family support worker had developed very well and young people and their families continued to benefit from this service. Young people had daily access to telephones to make contact with their family and friends and arrangements for mail
were efficient. The visits hall was being refurbished and the new building had been designed to provide more spacious and comfortable facilities and included access for visitors with disabilities. Family days were still restricted to young people on the gold level of the incentive scheme, which was inappropriate.

**HP46** The young people’s substance misuse service provided good support to young people with a dependency on illegal substances. Voluntary drug testing had been introduced.

**HP47** On the basis of this short follow-up inspection, we considered that outcomes for young people were now good 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 people should not be separated in health care for reasons of poor behaviour or discipline. (HP46)

Not achieved. Young people continued to be placed in health care following a decision to remove them from their residential unit because of poor behaviour. Over the period July to September 2010 three young people had been held in health care for poor behaviour and to maintain discipline on the residential unit. This was inappropriate. We repeat the recommendation.

2.2 A full range of age-appropriate mental health services should be available to meet the needs of young people. (HP47)

Achieved. A full range of mental health services had been commissioned and young people were now able to use a local child and adolescent mental health service (CAMHS). The service had dramatically improved mental health provision for young people. Two psychiatrists, one consultant and one registrar grade held two sessions at the unit every week. They were supported by a CAMHS specialist mental health nurse who worked full time on the unit. Initial referrals to the team were made by the unit permanent nurse, any other health professional or a member of the unit staff. The team provided regular mental health awareness training for unit staff. The contract was under review at the time of the inspection.

2.3 A resettlement needs analysis should be carried out and the results used to inform the revision of the resettlement strategy. (HP48)

Achieved. A detailed and comprehensive needs analysis had been completed in November 2009. This had been discussed at the resettlement policy committee and was being used to inform the delivery of resettlement services.

Recommendations

Courts, escorts and transfers

2.4 Young people should not share transport with adult prisoners. (1.11)

Achieved. Staff and young people told us that this was not a regular occurrence. Instances of young people sharing transport with adult prisoners were monitored and a monthly return sent to the Youth Justice Board (YJB). A check of the records showed that sharing with an adult had only been documented on one occasion during the previous six months. In our survey, 16% of young people said that they had travelled with adults against the national comparator of 30%.

2.5 New arrivals should not be left to wait in vehicles over the lunchtime period. (1.12)
Achieved. The reception was now staffed throughout the lunch period and young people were not left in vehicles over the lunch period.

2.6 The prison should ensure that a representative from the escort provider attends security meetings regularly to discuss transport concerns. (1.13)

Not achieved. The escort provider’s attendance at security meetings was irregular. We repeat the recommendation.

2.7 There should be more regular use of the video link for routine court appearances. (1.14)

Achieved. There had been eight uses of the video link during the three months prior to the inspection. There was no evidence that this was an inappropriate amount.

2.8 Children and young people should be given information at court about what to expect when they arrive in custody, in a language and format they can understand. (1.15)

Partially achieved. The unit had produced information about Parc for youth offending team (YOT) court officers to give to young people at court following sentencing. Unit managers also attended meetings with YOTs to explain what the unit provided for young people. Despite these efforts, only 2% of young people in our survey said that they had been given written information about the unit before they arrived. We repeat the recommendation.

2.9 Young people who are transferred for discipline reasons should be given adequate notice to prepare for their departure, including the opportunity to make a telephone call to their family and check their property for onward transfer, subject to risk assessment. (1.16)

Achieved. Subject to risk assessment, young people who were transferred for discipline reasons were able to notify their family and check their property. There had been 12 such transfers in 2009.

First days in custody

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

Additional information

2.10 In our survey, 61% of young people said they had been treated well or very well on reception against the comparator of 83% in our 2009 survey. Our own observations indicated that reception procedures remained thorough with an appropriate emphasis on safety. The BOSS (body orifice security scanner) chair continued to be used as an alternative to routine strip-searching of all new arrivals. We observed the arrival of two young people who had travelled on the same van from court. Two members of unit staff met them in reception and conducted their first night interviews in separate rooms on the unit. They were then able to sit together and ask questions about the unit while they waited to be seen by the nurse. Both were given advice to talk to the nurse about nicotine patches if they needed them. One of the young people had spent several days in police custody and had had to go to court in what he described as his work clothes. He was offered a shower and was able to change his clothes before he met the rest of the young people on the unit.
Initial vulnerability assessments were completed thoroughly by unit staff. Cell-sharing risk assessments were properly completed and telephone calls to families were facilitated.

Young people were subject to 30-minute observations while in their cells for the first 72 hours in custody, unless they were placed on an ACCT which indicated that more frequent observation was appropriate. Enhanced baseline supervision was implemented for young people who arrived without full documentation.

Induction began on the first weekday after arrival and lasted for five days, after which young people joined the rest of the unit on their normal regime. Induction covered all appropriate areas and was supplemented by a very good, age-appropriate induction book that had been produced by young people.

Essential information should be provided in an accessible format for young people who cannot read and, for young people whose first language is not English, essential information should be translated in their first language. (2.14)

Achieved. An excellent guide to Parc was available in English and Welsh, but not in any other languages. There was a Braille version, but no audio versions of the guide. Staff told us they used telephone interpretation services to assist the induction and orientation of young people who did not speak English or Welsh. At the time of the inspection, there were no young people who did not speak English or Welsh on the unit.

Ventilation in cells should be improved. (2.15)

Not achieved. No improvements had been made to the cell windows since the previous inspection. We were told by staff and young people that ventilation and extreme temperatures at different times remained a problem.

We repeat the recommendation.

Cells which are shared by two young people should be suitably and comfortably equipped and a lockable cupboard should always be provided. (2.16)

Not achieved. None of the cells contained chairs or lockable cupboards.

We repeat the recommendation.

Effective privacy screens should be installed in all cells. (2.17)

Not achieved. The toilet screens in shared cells still allowed a young person to be seen using the toilet by his cell mate.

We repeat the recommendation.

Laundry arrangements should be improved to ensure that clothing is returned to the owner. (2.18)

Partially achieved. There had been some improvement since the previous inspection. Young people on Echo 1 still had to send their clothes to the main prison laundry and there were some instances of it not being returned to the owner. Some young people chose to wash their underwear and socks and dry them in their cells and others told us that they wore their old clothes or prison-issue clothing rather than risk losing their better quality clothing.

We repeat the recommendation.
2.19 Alternative non-prison issue clothing should be provided for young people who do not have a sufficient supply of their own. (2.19)

Partially achieved. Jeans and polo shirts had been bought for young people without clothes of their own, but they were not being routinely provided. We saw one young person arrive without clothing who was issued with standard prison-issue green tracksuit bottoms and tops. The tracksuit bottoms were too large for him but, when an officer from the young people’s unit asked the reception orderly, there were no smaller sizes available. 
We repeat the recommendation.

2.20 The offensive materials policy should be appropriately implemented. (2.20)

Achieved. The policy on offensive displays was being consistently applied.

Additional information

2.21 Communal areas on the two wings were clean and tidy and both wings were well maintained. One wing had fixed tables and seating and the other had moveable furniture which was set out for each meal. Young people ate together at each meal.

2.22 Cell-sharing risk assessments were properly completed and revised in response to young people’s behaviour. We observed an ACCT review on a young man who wanted to go back into a shared cell but it was explained clearly but gently to him why this was not possible while concerns about his threat to self-harm remained. All cells had a call bell and an intercom. In our survey, 66% of young people said their bell was usually answered within five minutes against the national comparator of 32%. The cells we saw were kept clean by their occupants, but the double cells remained cramped for two people.

2.23 There were regular consultative meetings with young people. Different young people were invited to attend each month. Although some topics were standard agenda items, there was a special topic each month that young people were asked to consider and give their views on. The minutes of the meetings showed that action points were followed up.

2.24 Young people continued to have good access to showers and telephones. In our survey, 98% said they could usually shower every day and 95% said they could use a telephone every day, against respective national comparators of 72% and 64%. The openness of the shower areas, noted at the previous inspection, remained the same. All young people continued to be issued with a robe to wear between their cells and the showers, although not all young people chose to use them.

Relationships between staff and young people

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

Additional information

2.25 Despite our survey results, which indicated deterioration in some aspects of relationships with staff since the previous inspection, our observations were of consistently good interaction and mutual respect. Young people we spoke to during the inspection sometimes complained that staff had favourites and were not always consistent in their dealings with everyone but overall they did not give poor accounts of staff behaviour and their contact with them.
Personal officers (key workers)

2.26 The key worker and reserve key worker should introduce themselves to young people within 24 hours of admission and record the meeting on the wing history sheets. (2.32)

Achieved. Key workers or the backup key workers introduced themselves to young people within a day of the young person’s arrival and used stamps to identify their entries in wing files. Entries showed regular, good quality communication between young people and their key workers and regular quality assurance checks by managers.

2.27 Key workers should attend critical meetings relating to a young person for whom they have responsibility. (2.33)

Partially achieved. Key workers attended meetings when they were on duty and young people we spoke to said they felt supported by their key worker when they did so. It was therefore a pity that some important meetings, for example ACCT reviews, were still scheduled at times when the key worker, or reserve, was not available. This was to some extent mitigated by the knowledge that all residential staff had of the young people on their unit.

We repeat the recommendation.

Additional information

2.28 Key workers were identified on photo boards on the residential units with the names of the young people they were responsible for underneath their photograph. Key workers were also identified on the cell cards outside each cell. Written entries made in young people’s wing files were generally detailed and balanced. Good effort and behaviour were acknowledged and there was evidence that poor behaviour was discussed to determine the cause.

Safeguarding children

2.29 Both safeguarding committees should record that consideration has been given to data analysis in all safeguarding areas and agree necessary action points. (3.9)

Partially achieved. As part of the annual review of the safeguarding policy, a good deal of work had been done to develop relevant safeguarding data sets for analysis. The revised safeguarding policy was still in draft form and a number of iterations had taken place about the extent of data analysis required and the format that it should take. Various models had been put forward for consideration but a final decision had not been reached. Minutes of the meetings indicated better recording of action points agreed.

2.30 The monthly safeguarding strategy committee should monitor all injuries sustained by young people. (3.10)

Not achieved. Records of injuries sustained by young people were retained by health care, but they did not produce any analysis. Data collection in safeguarding areas was wide ranging, but analysis of the data presented to the safeguarding committees remained insufficiently detailed and did not include any data analysis about the injuries sustained by young people.

We repeat the recommendation.

2.31 Permanent funding arrangements for the social work post at Parc should be finalised without delay to facilitate recruitment and retention of social work staff. (3.11)
**Not achieved.** Following a series of discussions with Bridgend Social Services, a decision had been reached that they would no longer continue to fund a social work post at Parc. Aspects of the role had been taken up energetically by a number of staff at Parc, including the safeguarding manager, the family support worker and the advocates, and this largely mitigated the resulting shortfall in service provision for young people. However, the loss of this particular specialism, especially with regard to external children’s social care networks and children in need assessments, was likely to affect outcomes for some young people adversely. The safeguarding committee had agreed to monitor any emerging gaps in service provision closely.

**Additional information**

2.32 Safeguarding committee meetings were well attended by Bridgend Social Services, but attendance by members of the internal safeguarding committee was frequently low and the education department had not been represented at all for the previous 10 months.

**Further recommendation**

2.33 Action should be taken to ensure that members of the safeguarding committee attend meetings as required.

**Bullying**

2.34 All staff should receive training in the new violence reduction strategy. (3.21)

**Achieved.** All staff working directly with young people had completed a training course based on the violence reduction strategy. The training had been designed to raise awareness about bullying, in particular the impact of indirect bullying. All new staff received this training as part of their induction.

**Additional information**

2.35 Young people generally reported feeling safe. In our survey, only 10% of young people said they felt unsafe at some time during their stay against the national comparator of 29%.

2.36 Bullying did not appear to be a serious problem and staff were quick to respond when they became aware of it. Behaviour management plans were produced for alleged perpetrators of bullying and occasionally for victims. These were of good quality and consisted of detailed assessments and relevant practical targets. However, the use of behaviour management plans in the management of bullying was inconsistent and it was unclear why some young people had them and others did not (see also discipline section).

2.37 The unit daily morning meeting was well attended by unit staff and other disciplines and was an extremely effective forum for sharing information about bullying.

**Self-harm and suicide prevention**

2.38 Care maps should always be updated after each review. (3.37)
Achieved. Care maps were updated after each review by the case manager responsible. Unit managers checked each week to make sure this had been done and a record was kept of the file check.

2.39 A counselling service should be available to young people. (3.38)

Achieved. The CAMHS team had been introduced since the previous inspection and counselling was now available to young people who were considered to be at high risk of suicide or self-harm. General counselling and support was also provided by the psychologist based on the unit.

2.40 The young person’s case manager should attend all assessment, care in custody and teamwork (ACCT) reviews. (3.39)

Achieved. Great care was taken to ensure that, wherever possible, reviews were scheduled to enable the same case manager to attend. The safeguarding manager kept a record of reviews to help maintain continuity.

2.41 Observation comments should be insightful and demonstrate that there has been genuine engagement with the young person. (3.40)

Achieved. The quality of ACCT observation records that we examined had improved. Written entries were thorough and showed that staff had good knowledge and understanding of the needs of the young people in their care and engaged with them frequently. The monitoring of written comments in ACCT documentation had increased since the previous inspection. Weekly compliance checks were now carried out by wing managers which had helped to improve the quality and consistency of written contributions by staff.

2.42 Night observations should take place with the frequency specified but without predictability. (3.41)

Achieved. The weekly compliance checks included specific checks on night observations. Information obtained from the pegging system used by night staff was transferred on to a spreadsheet which enabled managers to address observations that were too predictable or infrequent.

2.43 There should be a policy covering the use of the care suite camera cells on the unit and this should be logged and monitored by the safeguarding committee. (3.42)

Achieved. The suicide and self-harm prevention strategy had been updated in May 2010 to incorporate detailed instructions on the use of the care suite camera cells. There was evidence in the safeguarding committee meetings that the use of the camera suite was discussed in individual cases.

Additional information

2.44 There had been no serious cases of self-harm since the previous inspection and most incidents involved young people inflicting minor scratches on themselves or punching walls. The ACCT reviews which we observed during the inspection were conducted well and input from the children’s nurse was particularly valuable.
Child protection

2.45 Data collection and analysis of child protection referrals should be extended to include identification of patterns or trends relating to specific units or areas, allegations relating to restraint or other types of alleged assault and concerns about particular young people or members of staff. (3.51)

Partially achieved. The child protection coordinator produced detailed written reports each month to inform the safeguarding committee of a range of safeguarding matters, including any new child protection referrals. The reports also contained considerable data on individual young people. Regular updates on outstanding child protection referrals were included. However, the information was not routinely analysed to identify any potential concerns relating to child protection or patterns or trends over time (see safeguarding section).

2.46 The director should formally approve closure of all child protection referrals. (3.52)

Achieved. All child protection referrals were sent to the director for approval of initial action and again at the point of closure. The task was often delegated to the deputy director but all referrals demonstrated appropriate authorisation and contained comments relating to the overall handling of the referral and agreement to closure.

2.47 The local authority should review child protection referrals prior to closure to consider if any further action is required. (3.53)

Achieved. Child protection procedures continued to be robust and there was regular contact with Bridgend Social Services to ensure that individual child protection referrals were kept under review and to develop relevant policies and strategies. Eleven child protection referrals had been made over the previous 12 months and all had been dealt with appropriately in accordance with procedures agreed with Bridgend Children’s Social Services. Strategy meetings had been held appropriately and internal investigations had taken place when directed by Bridgend Social Services. The outcome of internal investigations was reported to the principal officer for child protection at Bridgend who had the opportunity to comment or request further action. The safeguarding committee was also advised of the final outcome of all child protection referrals.

2.48 The training records and CRB checks of healthcare staff should be available to the establishment to ensure that they have been appropriately trained and checked to work with children. (3.54)

Achieved. The training records and CRB checks for health care staff had previously been retained by the provider Primecare with no access to the establishment. The health care manager now retained all health care staff training records and CRB checks and ensured that they were up to date.

Diversity

2.49 The establishment-wide diversity policy should be revised to cover each aspect of diversity for the young people’s unit. The review should take place in consultation with young people and ensure that separate statistics covering the unit are collected and analysed. (3.68)
Partially achieved. There was a diversity policy specific to young people, but they had not been consulted during the development of the policy. Statistics for the unit were collected regularly for use by unit managers and the establishment’s diversity team.

2.50 The young people’s unit should have its own race equality action team/diversity arrangements, closely linked to those of the main establishment. The establishment diversity team should support the unit in setting up its own diversity programme. (3.69)

Partially achieved. Diversity issues were a standard agenda item at the unit safeguarding committee meetings which provided a forum for discussion of young people’s care, complaints and possible discriminatory treatment. There were good informal links with the establishment diversity team, but a representative from the team did not regularly attend the safeguarding committee meetings. Minutes of the safeguarding meetings for the previous three months showed that there had been no discussion of diversity issues in the absence of the diversity representative from the main establishment diversity team. Unit managers were similarly not regularly represented at the establishment’s diversity action team meetings and there was no forum for sharing relevant information about diversity issues.

Further recommendation

2.51 There should be a forum to ensure that relevant information about diversity issues specific to the unit and diversity issues concerning the whole prison is shared.

2.52 There should be a small team of diversity representatives for the young people’s unit and the role should be further underpinned by job descriptions, training and support. (3.70)

Not achieved. There were no young people diversity representatives. We repeat the recommendation.

2.53 The role of the unit’s disabilities officer should be developed and supported by appropriate training. (3.71)

Not achieved. The member of staff who acted as the unit’s disability lead had not received any training and the role was not clearly defined. She also acted as the family link worker and provided very good support to young people but it was unclear what work she carried out that was specifically related to young people with a disability. We repeat the recommendation.

2.54 Adaptations should be made so that visitors with disabilities are able to access the young people’s visits area. (3.72)

Not achieved. There had been no change to the visiting arrangements. However, the visits area was to be relocated on the ground floor as part of the major rebuilding programme taking place across the prison. The new facility was expected to open shortly.

2.55 A sufficient number of unit managers should be trained to deal with RIRFs to ensure that investigations are completed without delay. (3.73)

Achieved. The unit’s senior managers had been trained to deal with racist incident report forms (RIRFs). At the time of the inspection, six young people, just under 10% of the population, were from black or minority ethnic groups. Twenty-four RIRFs had been submitted
in the six months prior to the inspection. Most of these concerned the use of inappropriate language by young people. The RIRFs that we examined had been properly investigated by the trained managers with support from the establishment race equality officer. There was internal and external quality assurance of the investigations which also covered timeliness.

2.56 Unit SMART monitoring should be developed to include all mandatory areas and also unit-specific monitoring beyond mandatory areas. Unit-specific impact assessments should be completed. (3.74)

Partial achieved. A wide range of unit SMART monitoring had been developed and the results were sent to the establishment race equality officer who discussed with the unit manager any detrimental outcomes or out-of-range results. Unit-specific impact assessments had not been completed.

Further recommendation

2.57 Unit-specific impact assessments, involving young people, should be completed.

Foreign nationals

2.58 The needs of young foreign nationals should be specified in a unit-specific diversity policy. (3.81)

Achieved. The needs of foreign national young people were identified in the unit's diversity policy. There were regular UK Border Agency (UKBA) surgeries and specialist support was provided by the establishment’s foreign national coordinator. She met newly arrived foreign national young people and made sure they knew how to contact her. She told us that she was careful to ensure that an appropriate adult was present if a young person was interviewed by UKBA and that she attended detention and training order meetings if a young person’s foreign national status was being discussed. Telephone interpretation services were available for young people who could not speak English, although this was not needed by the one foreign national young person on the unit at the time of the inspection.

Contact with the outside world

2.59 The visitors’ bus service should be available on Sundays. (3.95)

Not achieved. The bus service run by the prison to transport visitors from the railway station to the establishment still only operated from Monday to Saturday. The establishment was difficult to reach by public transport on Sundays because of the reduced rail and bus services. A recent survey had shown that there would be insufficient use of a bus service on Sundays, but there were plans to carry out a further survey in the near future when the adult population would increase significantly. In our survey, 13% of young people said that it was difficult for their family to visit them and 13% said that it was very difficult.

2.60 Subject to an appropriate risk assessment, visitors under the age of 18 should be permitted to visit young people on the unit unaccompanied. (3.96)

Achieved. Some young people had been allowed to receive visits from young people under the age of 18. In these circumstances, the visitors had been carefully vetted.
Young people should not be required to wear bibs. (3.97)

Not achieved. Young people were still required to wear bibs for security reasons. We were informed that this practice would cease with the forthcoming opening of the new visits facility and the undignified bibs would be replaced with discreet coloured wrist bands.

A survey particular to the needs of visitors to young people should be undertaken. (3.98)

Achieved. Parents and carers had been recently surveyed about their experience of visiting the establishment. The information gathered was being collated.

There should be a well-run and properly equipped visitors’ centre which provides information and support to visitors and opportunities for them to comment on visiting arrangements. (3.99)

No longer applicable. There was no outside visits centre, but visitors waited in a comfortable waiting area with access to toilet facilities, a wide variety of information and a small play area. An information desk operated by staff and volunteers from Parc supporting families team provided information and support.

All young people should be eligible to apply for family days which should be organised monthly. (3.100)

Not achieved. Family days were organised every three months and eligibility was restricted to young people on the gold level of the rewards and sanctions scheme. We repeat the recommendation.

Additional information

The role of the family link worker had continued to develop. She had a high profile in the unit and interviewed all new arrivals routinely to ascertain if they needed any assistance in maintaining family contact. She had a good knowledge of the needs of looked-after children and established contact with their local authority as a matter of course to ensure that their particular needs were met. The family link worker was to a large extent mitigating the impact of the loss of the independent social work post in respect of looked-after children.

In our survey, 54% of young people said that they had one or more visits a week against the national comparator of 38%.

The visits hall was being refurbished. The temporary arrangements were rather cramped, but the new building had been designed to provide more spacious and comfortable facilities and included access for visitors with disabilities.

Applications and complaints

There should be a robust system of quality assurance regarding complaints so that replies are of a consistently high standard. (3.107)

Achieved. All complaints generated from the young people’s unit were collated by a member of administrative staff based on the main prison site. They were subject to the same system of quality assurance as complaints from the adult site. In practice, a sample of about one third...
was checked by a manager. All replies that we examined to complaints made by young people were courteous and prompt. Individual complaints were also discussed in some detail at the safeguarding committee meetings which ensured that they were dealt with in a timely manner and that any related safeguarding concerns were addressed.

Additional information

2.69 The number of formal complaints made by young people was small and had almost halved since the previous inspection. The independent advocates visited the unit two or three times a week. They enjoyed good working relationships with staff and young people and were able to resolve informally many of the issues which young people raised with them.

2.70 Following a request made by young people at a recent unit consultative meeting, there were plans to introduce a system of verbal feedback as well as written responses to formal complaints.

Legal rights

2.71 Young people should have access to effective advice from trained legal services staff, including a bail information and support scheme for those who are unconvicted and services for appellants. (3.112)

Achieved. There were no trained prison legal services staff. However, the YOT remand worker based on the unit dealt with all young people who were unconvicted and ensured that any legal advice or support which they needed was provided through the remand planning process. A similar level of support was provided to appellants by the caseworkers in conjunction with the unit-based YOT workers.

Health services

2.72 A health needs assessment should be conducted to identify the specific health needs of young people. (4.36)

Achieved. A comprehensive prison health needs assessment had been conducted during 2009 – 2010, followed by a prison health delivery plan in April 2010.

2.73 The partnership board should meet frequently. (4.37)

Achieved. The partnership board met regularly and included appropriate representatives from the establishment, the local health board, CAMHS, G4S, Public Health Wales and other interested parties.

2.74 The establishment clinical governance committee should meet regularly. (4.38)

Achieved. After a period of turbulence, including long-term staff vacancies, a new health care manager taking up post and the introduction of a new health care provider, the committee had re-formed and was meeting regularly.

2.75 The clinical governance committee meetings should be attended by appropriate members of the clinical team. (4.39)
Achieved. The clinical governance committee meetings were attended by the health care manager and/or the senior nurse.

2.76 The medicines and therapeutics committee should review policies regularly. (4.40)

Partially achieved. Some policies had been reviewed, but some remained to be addressed. We repeat the recommendation.

2.77 All healthcare staff who work with young people should have received appropriate training. (4.41)

Achieved. All health care staff had undertaken child protection training.

2.78 There should be hand washing facilities, which conform with infection control standards, in all treatment areas. (4.42)

Not achieved. Neither treatment room had appropriate hand washing facilities. Surgical gloves and medicated hand tissues were available, but these did not conform with infection control standards and were not fit for purpose. The risk of infection remained a concern. We repeat the recommendation.

2.79 There should be sufficient administrative support for the young people's healthcare team so that nurses do not have to undertake administrative duties, affecting their delivery of care. (4.43)

Achieved. There were two administrators in post and, as part of the establishment restructuring programme, an additional administrator was being recruited. The dedicated young persons' nurse maintained some health care statistics for the YJB, but other administrative functions, such as typing letters, were carried out by the main administrative team.

2.80 Young people should be able to consult a pharmacist. (4.44)

Achieved. Young people were able to consult a pharmacist or pharmacy technician in the main health care unit. At the time of the inspection, a full-time locum pharmacist was supported by three technicians. In reality, very few young people asked to see the pharmacist.

2.81 An electronic clinical management system should be introduced. (4.45)

Achieved. An electronic medical information system was in the process of being installed. Hardware for the SystmOne operating programme had been purchased and installed, but the software had not yet been installed. Appropriate training for all health care staff was due to be delivered as soon as the installation was complete. An IT system expert from the local health board was supporting the establishment during the installation process and this support would continue indefinitely.

2.82 The healthcare appointment system should be auditable. (4.46)

Partially achieved. The dedicated nurse kept a manual audit of clinical activity in a diary of attendance at health care clinics. However, there was no discrete system for auditing many informal appointments that she had with young people. Where appropriate, entries were made in the young person's clinical record. The imminent introduction of SystmOne would introduce a robust auditing and data collection facility.
2.83 The healthcare information booklet should be age appropriate and should include information on how to make a healthcare complaint. (4.47)

Achieved. The health care booklet was age appropriate and contained pictorial and written information on how to access health services. A young person making a complaint about health care was seen by the dedicated nurse who referred the complaint to the head of health care if appropriate.

2.84 Age-appropriate triage algorithms should be developed to ensure consistency of advice and treatment to all young people. (4.48)

Achieved. An age-appropriate algorithm designed with advice from local and national paediatric units had been introduced on the unit and in health care. All staff had been trained in its use.

2.85 Young people should receive dental checks reflecting those normally commissioned by the PCT for similar age groups in the community. (4.49)

Achieved. Every young person was offered an appointment with the dentist during secondary health screening. A dedicated dental session for young people took place every four to five weeks. Up to 25 young people were seen and treated at one session and the waiting list was cleared. The dentist attended the establishment every week and, if any young person was experiencing discomfort, he would automatically be seen at one of the adult clinics.

2.86 Patient group directions (PGDs) should be introduced to enable supply of more potent medication by the pharmacist and/or nurse, to avoid unnecessary consultations with the doctor. A copy of the original signed PGDs should be kept in the pharmacy, and read and signed by all relevant staff. (4.50)

Partially achieved. PGDs had been developed but not introduced as the pharmacist had resigned. The PGDs would be introduced after the imminent appointment of the new pharmacist. Training for nurses was in the planning stage.

Further recommendation

2.87 The PGDs already produced should be reviewed and introduced as soon as possible and appropriate staff training carried out.

2.88 Procedures should be in place if a doctor needs to prescribe an off-formulary drug. (4.51)

Achieved. A written protocol for the use of off-formulary drugs was in place and used as required.

2.89 Review dates and diagnosis should be recorded on all prescriptions. (4.52)

Achieved. Very few prescription and administration charts were in use and those we reviewed had been completed correctly.

2.90 The opening of an ACCT document for a young person in the inpatient unit should be based on identified need. (4.53)
**Achieved.** Health care staff did not routinely open an ACCT document for a young person in the inpatient unit, but only opened the document if there was a clear clinical requirement to do so.

### Additional information

2.91 At the time of the inspection, health services were being affected by a serious shortage of nursing staff across the prison. The dedicated young people’s nurse was no longer located full time on the young people’s unit as she was needed to support the main health services department. Access to the nurse had been affected and this was reflected in our survey in which 58% of young people said that access to the nurse was good or very good against the comparator of 77% at the previous inspection. However, the difficulties were being managed and requests from young people to see the nurse were responded to at the earliest opportunity and there were no waiting lists. Primary care services, including dentistry, remained generally good. There was good access to the GP. We were given assurances, supported by some evidence, that the new health care provider would be increasing staffing levels and that a robust reorganisation of health services would improve the overall service for young people.

### Learning and skills

2.92 **All basic skills learners should receive a full diagnostic assessment of their needs. (5.16)**

**Achieved.** Effective progress had been made to ensure that young people systematically received an assessment of basic skills using appropriate standard tests on induction to the unit. They also received more detailed diagnostic assessment of their basic skills during induction to education sessions.

2.93 **The programme of personal and social education should be developed in line with the Welsh Extending Entitlement agenda. (5.17)**

**Achieved.** Recently appointed intervention workers had developed a new programme to equip young people better with the social skills they would need when they left. This was due to be implemented within the next few weeks. Education staff also prepared young people well for their release by teaching them personal and social skills throughout the curriculum. This included cookery, personal skills, cleaning, money management and problem-solving skills.

2.94 **The curriculum should be developed to ensure that there is adequate coverage of key skills and personal and social education. (5.18)**

**Achieved.** Teaching staff and the careers adviser had worked together effectively to develop useful learning materials to improve young people’s understanding of the relevance of personal and social education sessions to the world of work.

2.95 **Efforts should be made to improve recruitment procedures to ensure that staff vacancies are filled without undue delay. (5.19)**

**Achieved.** At the time of the inspection, the establishment was recruiting staff to extend the range of learning and skills provision and good attention had been paid to recruiting Welsh speaking staff. Recruitment procedures for staff working with young people were effective in ensuring that there were no undue delays which affected the delivery of learning and skills provision.
2.96 **Better use should be made of ILPs with the involvement of young people in their preparation. (5.20)**

*Partially achieved.* Most teachers used individual learning plans well to inform the planning of young people’s learning. There was good sharing of information about young people’s progress within the education team and between education and operations staff. This information sharing enhanced the quality of education planning.

2.97 There were good developments in education to take effective account of young people’s learning styles and needs when planning sessions. Teachers’ session planning allowed for flexibility so that young people who had very limited attention spans could visit music or art classes between more academic lessons. This enabled them to maintain concentration and make better progress in both sessions.

2.98 However, systems to inform teachers of assessment outcomes were not robust. In a very few cases teachers were not clear enough about young people’s literacy and numeracy capability when planning lessons. In these cases, teachers did not involve young people well enough in their planning and learning.

2.99 Unit staff liaised well with YOT staff who often provided additional information that enhanced an individual young person’s assessment. In a few cases staff sought assessment outcomes from organisations, such as local authorities, with whom a young person had already been involved. However, this was not routine. If young people were already pursuing formal education qualifications prior to their detention in custody, liaison with schools remained good to ensure that staff planned programmes to enable young people to continue their studies while in custody.

*We repeat the recommendation.*

2.100 **All staff should challenge consistently aggressive or abusive language. (5.21)**

*Achieved.* Staff challenged instances of aggressive or abusive behaviour consistently. In a very few cases, staff were not clear about how to adopt effective strategies to deal with the most challenging behaviour in class.

2.101 **Opportunities should be provided for young people to develop their writing and improve their ICT skills in basic skills classes. (5.22)**

*Achieved.* There were good opportunities for young people to develop writing and ICT skills. The delivery of basic skills had improved, with staff using highly customised materials that engaged young people well. Tutors used enrichment activities well to supplement academic activities, so that in a few lessons, after a 45-minute session, young people attended a basic skills lesson based on playing pool. This activity used innovative learning materials to engage young people. There were early initiatives to use interventions officers to develop supplementary programmes to support young people with more complex learning needs. It was too early to evaluate the impact of this.

2.102 **Central resource planning should be improved, for example to ensure the availability of overalls in the painting and decorating workshop. (5.23)**

*Achieved.* Necessary resources were available for all courses. Where new curriculum provision had been planned, good account had been taken of the resources that would be needed to deliver sessions.
2.103 The range of Welsh learning and assessment materials should be increased and there should be a prioritised plan for translation. (5.24)

Achieved. Staff had produced good resources which they used well to improve young people's understanding of Welsh. They routinely identified young people who were able to speak Welsh or who had been educated through the medium of Welsh. They offered these young people good opportunities to improve their language skills. There were satisfactory arrangements for the translation of lesson materials. Provision to help young people gain an awareness of Wales, its culture and language had improved. In the education unit young people had created effective displays relating to regions of Wales, local features and personalities. This had improved individuals' awareness of regions of Wales.

2.104 All lessons should start punctually and this should be routinely monitored. (5.25)

Achieved. Punctuality had improved and was good. Operational staff monitored this well, collating useful data for analysis. The cooperation between education and operational staff ensured that good attention was paid to enabling young people to get to their lessons on time. This enabled teachers to start lessons with a minimum of disruptions, which in turn improved young people's capacity to learn.

2.105 The level of professional librarian support should be increased. (5.26)

Not achieved. A professional librarian was only available one and a half hours each week and there were currently no orderlies available to support young people in using the library. Consequently, young people's access to library support was not good enough.

We repeat this recommendation.

2.106 There should be an evaluation of the library to ensure that it meets the needs of young people and the curriculum. (5.27)

Achieved. An evaluation of the use of the library had been carried out and useful additional resources had been purchased. These included valuable materials to complement the education courses available to young people. These had been placed in storage and were due to be installed in the library very soon after the inspection.

Additional information

2.107 Overall, achievement in the establishment was very good with more than 94% of young people achieving a relevant qualification and progressing to one at a higher level. After initial assessment, young people progressed quickly into activities that generally matched their interests and needs.

2.108 There were sufficient places to ensure young people were engaged in meaningful activities. The curriculum was balanced and sufficiently broad. Staff had increased the range of the curriculum since the previous inspection. For example, young people could now work towards BTEC certificates in music and all young people worked towards OCN (Open College Network) in global citizenship.

2.109 Access to vocational training was satisfactory and improving. A new carpentry facility was due to open which offered OCN carpentry at a variety of levels, and a learning resource for animal husbandry, poultry husbandry and horticulture had been introduced.
2.110 Young people’s attendance at activities was good. Teaching staff did not exclude young people from education. The small number of occasional refusals to attend education were monitored and followed up promptly. Education staff and regime staff worked effectively together to encourage young people to attend classes.

2.111 Careers advice was provided by Careers Wales Mid Glamorgan and Powys. The unit’s careers adviser provided good support for young people throughout their stay on the unit and ensured that young people had good access to high quality careers information. She liaised well with external education and training providers and many YOT workers. The careers adviser attended or provided input to training planning meetings. Staff used this input well to inform discussions about young people’s development planning.

2.112 Education department staff attended training planning meetings consistently and made a good contribution to discussion so that young people were properly prepared for their release. A few young people had been supported well to use release on temporary licence (ROTL) for work experience or interviews.

2.113 The potentially useful role of learning coach had been introduced into the education team. The new learning coach had recently started attending the local authority’s learning coach network meetings. The learning coach provided help to ensure that young people with poor literacy received targeted support when working through induction material.

Physical education and health promotion

2.114 Opportunities for young people to take part in the Duke of Edinburgh award scheme should be increased. (5.41)

Not achieved. This provision had not been extended.
We repeat the recommendation.

2.115 All young people should receive their entitlement to two sessions of PE each week. (5.42)

Achieved. Access to PE was good and the rate of refusals to attend PE was low. There was gym equipment in the exercise yard, which young people used in addition to formal gym sessions. Young people who had reached the highest level in the incentives scheme were entitled to have their own additional sessions in the adult prisoners’ gym at weekends.

2.116 The range of sports related qualifications available through PE should be extended. (5.43)

Partially achieved. A few young people had used gym activities to gain an OCN in lifestyle management. However, the range of available accreditation related to gym activities remained low.
We repeat the recommendation.

Faith and religious activity

2.117 Staff should ensure that young people who attend Muslim prayers arrive on time. (5.51)
Achieved. Young people were arriving on time for Muslim prayers. They were able to pray communally on Fridays with the rest of the Muslim population at Parc in the new world faith room.

2.118 Young people wishing to attend Muslim prayers should be given adequate time to prepare themselves beforehand. (5.52)

Achieved. Young people who wished to attend Muslim prayers were being given time beforehand to make their necessary preparations.

Additional information

2.119 Parc had recently opened an excellent new chapel and world faith facility, but young people of the Catholic faith had Mass in a room on the unit. Spiritual and pastoral support was provided to young people by the multi-faith chaplaincy team who covered the whole prison. A member of the chaplaincy team had taken on the role of young people’s chaplain and was a regular presence on the unit. At the request of young people, he had started a Christian study group which 15 young people had expressed interest in. Support from all the chaplains was offered to young people who were experiencing family illness or bereavement.

Time out of cell

2.120 All young people should be out of their cells for at least 10 hours every day. (5.59)

Achieved. On weekdays all young people spent in excess of 10 hours each day out of their cells. During the inspection we observed that the advertised locking and unlocking times were being adhered to and young people were moving to off-unit activities on time. Time out of cell at the weekends was also good for the majority and young people on the highest level of the rewards and sanctions scheme were able to enjoy 10 hours out of their cells at weekends but others had a little less.

2.121 A broad and varied programme of evening and weekend activities should be developed which enables young people to make constructive use of their leisure time. (5.60)

Achieved. Unit staff had started to develop a programme of enrichment activities for the young people. Some bright, interesting murals had been painted on the walls of one of the exercise areas. Other activities included tiling and laminate floor laying and working with a street dance company. The addition of a youth worker to the unit staff team had been an excellent initiative. In our survey, 89% of young people said they had association every day against the national comparator of 69%.

2.122 Outdoor areas should be safe and suitably equipped with shelter and seating and good recreational facilities. Opportunities for young people to spend recreational time in the open air should be maximised. (5.61)

Achieved. Both outside exercise areas had been equipped with exercise equipment which young people could use safely without the supervision of a qualified member of staff. There was seating for young people who preferred to sit and talk to each other or a member of staff. In our survey, 89% of young people said they were able to have outside exercise every day against the national comparator of 42%.
2.123 Young people should be provided with sufficient weatherproof clothing to take exercise in all but the most severe weather conditions. (5.62)

**Partially achieved.** Waterproof jackets were kept in the learning support centre for young people to use to and from education. There was no weatherproof clothing on the units for young people to use in the unit exercise areas.

We repeat the recommendation.

**Security and rules**

2.124 Staff should ensure that young people and adult prisoners do not come into contact with one another at any point during a gym session. (6.12)

**Achieved.** Staff had been given clear instructions about ensuring that young people did not come into contact with adult prisoners and young people no longer had any direct contact with adult prisoners during gym sessions.

2.125 A strip-search should only be carried out if a thorough risk assessment identifies serious risk of harm to the young person or others, and on the authorisation of a duty director. (6.13)

**Achieved.** Strip-searches were only carried out if a risk assessment indicated that this was necessary and they had to be authorised by the duty director or the senior young people’s safeguarding manager.

2.126 A strip-search should never be carried out using force. (6.14)

**Partially achieved.** No forcible strip-searches had been carried out since the previous inspection and unit managers told us that they could not conceive of a situation when this would be necessary. However, we were informed that the establishment’s searching policy stated that forcible strip-searching could take place in certain circumstances, which was not acceptable.

We repeat the recommendation.

**Additional information**

2.127 Apart from a short spell earlier in the year when strip-searching became routine because of a concern about illegal substances being brought into the unit, strip-searching continued to be intelligence led. Overall, the level of security adopted was proportionate to the risk presented by, and the nature of, a juvenile population.

**Discipline**

2.128 Clear guidance should be issued to staff setting out the criteria for the use of minor reports and how they should be used as part of the behaviour management policy. (6.33)

**Not achieved.** Guidance on how to use minor reports had not been issued. Staff had limited awareness of the criteria for using minor reports and they were seldom used.

We repeat the recommendation.

2.129 Adjudication documentation issued to young people should be age appropriate. (6.34)
Achieved. The documentation given to young people in advance of an adjudication had been modified to make it age appropriate.

2.130  Young people facing disciplinary charges should be given help to prepare their case and the opportunity to discuss any concerns with an independent advocate. (6.35)

Achieved. We observed young people being offered support by wing staff to prepare their cases. Young people were always given the opportunity to have an advocate present at an adjudication and adjudications were very often adjourned to facilitate this.

2.131  Standardisation meetings should ensure that punishments are consistent and proportionate. (6.36)

Achieved. A representative from the unit always attended the quarterly standardisation meetings for the whole establishment, to ensure that punishments were in line with the published guidance. Since the previous inspection, the senior safeguarding manager had received appropriate training and he now carried out most of the adjudications. His personal knowledge of the young people helped to ensure that punishments were consistent and proportionate.

2.132  Exclusion from education should not be used as a punishment. (6.37)

Achieved. Young people were not excluded from education as a punishment.

2.133  Video cameras should be used for all planned use of force. (6.38)

Achieved. There had only been one planned removal since the previous inspection and this incident had been videoed. A system of regular quality assurance checks on use of force documentation had been introduced. There was a strong emphasis on de-escalating conflict situations and the use of force remained low.

2.134  Monitoring of the use of separation should include patterns and trend analysis. (6.39)

Not achieved. The use of separation was discussed at the monthly safeguarding meetings, but there was no analysis of patterns and trends.
We repeat the recommendation.

2.135  All records of observations for young people subject to separation should be made in line with the required frequency. Non-adherence to the requirements should be addressed by managers as part of quality assurance checks. (6.40)

Achieved. Governance of separation procedures had improved. The frequency of observations was recorded in a log in the wing file and was checked daily and weekly by wing managers. Managers told us that they found the frequency and quality of these written contributions satisfactory, but they frequently lacked sufficient detail and they drew attention to the shortcomings to staff.

2.136  Managers should carry out regular quality assurance checks on use of force documentation and videos of planned removals. (6.41)

Achieved. A standard pro forma had been produced to assess how each incident involving use of force had been carried out. This was checked and signed by two managers on the unit before being passed to the audit team on the main site, who carried out a further check.
Planned removals were very infrequent, but training had been scheduled to show staff how to use the equipment and carry out removals appropriately.

2.137 **Behaviour management plans should be comprehensive and based on a proper assessment.** Clear targets should be set and appropriate resources should be put in place during the period of separation to address problems and needs and ensure that targets are met. (6.42)

*Partially achieved.* Behaviour management plans were used to manage a range of challenging behaviour but they were not used consistently (see also section on bullying). The behaviour management plans which we examined were based on a full assessment of the young person’s needs and contained detailed information on all relevant aspects of his care. Appropriate targets were set which were reviewed frequently to monitor progress. Plans were modified where necessary to ensure that targets could be achieved.

2.138 A behaviour management contract was completed for young people who were subject to wing-based separation. This was a short-term plan containing simple targets which reflected a proportionate approach to difficult behaviour.

2.139 Young people who presented very difficult behaviour were sometimes temporarily removed from the residential units and separated in the health care unit. Behaviour management plans were not always used for these young people who were the most challenging and presented the most complex problems.

**Further recommendation**

2.140 There should be clear criteria for the use of behaviour management plans and a system of quality assurance to ensure that they are used appropriately and consistently.

2.141 **A full regime should be provided for all young people while they are temporarily separated, subject to a risk assessment.** (6.43)

*Partially achieved.* Young people who were separated on the wing were usually able to participate in a full regime, unless this was assessed as presenting an unacceptable risk. Young people who were subject to separation on the health care unit received a very restricted regime and, although in principle they were permitted to attend activities subject to risk assessment, we were not given any examples of this taking place.

*We repeat the recommendation.*

**Catering**

2.142 **Catering arrangements and menus should take into account the need to promote healthy eating as part of a healthy lifestyle.** (7.7)

*Achieved.* Fresh fruit and salads were available for young people each day. Efforts had been made to reduce the frequency of chips being served and to replace them with rice, pasta and baked potatoes.

2.143 **The catering manager or a member of the catering department should attend community forum meetings.** (7.8)
Not achieved. The catering department was rarely represented at community forum meetings and there was no other consultative mechanism for young people to put forward their views on food. In our survey, only 5% of young people said they thought the food was good or very good against the respective comparators of 26% at Parc in 2009 and the national comparator of 21%.

We repeat the recommendation.

2.144 Staff should be encouraged to dine with young people. (7.9)

Achieved. Sufficient food was provided at each meal for staff to sit and eat with young people. At all the meals that we observed, staff waited until young people had received their meal before selecting food from what was left. Some members of staff preferred to sit with the young people without eating. There was a relaxed but appropriately controlled atmosphere at meal times.

Strategic management of resettlement

2.145 A forum should be set up to monitor and review the unit resettlement strategy. (8.14)

Achieved. Significant improvements had been made to the management of resettlement. A high quality needs analysis had been completed, which included a consultation exercise with external YOTs. A comprehensive resettlement strategy based on the needs analysis had been published and a committee had been set up which gave effective oversight to the implementation of the strategy. Information was being sought from community YOTs about the resettlement outcomes for young people following their release and YOT workers’ views were sought on the experiences of young people while they were in custody. It was intended that this information would further inform the development of pre-release support provided to young people on the unit.

2.146 Young people should have routine access to specialist housing advice. (8.15)

Not achieved. There was no housing specialist to advise young people on the unit. A small number of the community YOTs had housing workers who provided assistance, but finding suitable and sustainable accommodation for young people leaving custody was difficult and an ongoing problem. At a strategic level the senior safeguarding manager had raised this difficulty at external forums, as a result of which links had been established with a housing adviser based in Swansea who had recently agreed to provide a service to young people on the unit. A well-managed team of caseworkers provided good quality, day-to-day support to young people, including assistance with housing difficulties. Caseworkers frequently made referrals to the advocacy service for help with accommodation problems.

2.147 Young people should receive age-appropriate information on community health services when leaving the establishment. (8.16)

Achieved. Prior to release, young people were issued with an age-appropriate information pack, outlining health services in the community.

2.148 Young people should have improved access to the Education Business Links activities. (8.17)

Achieved. More young people now had access to work placements and vocational experience through effective use of ROTL. Ten young people had benefited during 2009 and since the beginning of 2010, 15 young people had had ROTL placements. This included a small number
of young people who had been given the opportunity to work in a high quality placement at a local engineering works. The proprietor of this company was extremely supportive of the young people on placement and participated in ROTL application boards.

2.149 Young people should be given advice and support on how to manage their money. (8.18)

Achieved. Young people were given advice and guidance on how to manage their money by visiting specialists from Education Business Dynamics and through set modules in the education curriculum.

Training planning and remand management

2.150 A unit representative should attend the first review in the community. (8.28)

Achieved. Good efforts were made to ensure that unit staff attended post-release training planning meetings in the community as often as possible and particularly in high risk cases. A unit representative was now present at the first review in the community in approximately 80% of cases.

2.151 When young people are discussed at the public protection committee, a unit representative should be present. (8.29)

Achieved. A representative from the unit now attended the establishment public protection committee when young people were discussed.

Additional information

2.152 The family liaison worker interviewed all newly admitted young people shortly after arrival. She subsequently made contact with family members or carers providing them with information about the unit and encouraging them to keep in close contact. This high level of contact helped to support parents and carers to attend training planning and remand reviews.

2.153 At one of the planning reviews which we observed, arrangements were being made for a young person to meet the victim of his crime as part of a restorative justice exercise. This event had been carefully organised and the young person clearly took it seriously. It was evident from our discussions with the caseworkers and our examination of files that consistent attempts were made to focus on addressing offending behaviour in the planning process.

2.154 The careers adviser attended or submitted written input to training planning meetings. Education department staff attended training planning meetings consistently and made good contributions to discussions so that young people were properly prepared for their release. The careers adviser liaised well with external education and training providers and many YOT workers and ensured that young people had good access to high quality careers information throughout their time in custody.

Substance use

2.155 A multi-agency team, such as the substance misuse intervention team, should be introduced to plan and coordinate effective care of young people. (8.46)
Achieved. The substance misuse intervention team had been introduced. Quarterly meetings were attended by representatives of the substance misuse manager and workers, education, psychology, health care and case workers. Reviews were carried out for young people under the care of the substance misuse team and their future care decided.

2.156 Appropriate first night medication should be issued consistently and reception nurses trained accordingly. (8.47)

Achieved. Protocols for the administration of first night medication had been agreed and implemented. Two nurses had completed the Royal College of General Practitioners (RCGP) course 2 which covered the management of substance misuse. Funding was being sought to provide all registered nurses with RCGP training to level 1.

2.157 Prescribing regimes for benzodiazepine detoxification should follow national clinical guidelines. (8.48)

Achieved. Prescribing regimes were in place which followed national clinical guidelines. One of the GPs had completed RCGP 2 and had a special interest in the management of prisoners with addiction disorders.

2.158 A substance misuse nurse should be appointed to provide comprehensive assessments within 24 hours, introduce detailed clinical care plans and reviews, and develop and coordinate support for substance-dependent young people. (8.49)

Partially achieved. Two dedicated substance misuse nurses were in post who covered the whole establishment. Whenever possible, one of the nurses completed a comprehensive assessment within 24 hours, but this could not be guaranteed at the time of the inspection because of significant staff shortages. Care plans had been initiated, but there was no strategy for providing consistent support to young people.

Further recommendation

2.159 The health care manager should review the number of nursing staff with RCGP level 1/2 to ensure that sufficient trained nurses are available to provide one-to-one support for young people with addiction problems.

2.160 Young people undergoing detoxification should not automatically be placed on an ACCT as a means of close observation. Alternative methods of observation and monitoring should be introduced. (8.50)

Achieved. We were told that an ACCT was only opened if a young person undergoing detoxification was considered vulnerable and consequently at possible risk of harm.

2.161 Joint working protocols between health services and the YPSMS should be developed and implemented to improve care planning and coordination. (8.51)

Achieved. Joint working protocols were being successfully implemented. There was good interaction between health care and the young people’s substance misuse service and meetings were held regularly.

2.162 Outcome monitoring should be introduced to evaluate the effectiveness of substance misuse service interventions. (8.52)
Achieved. Young people returning to custody were interviewed by a member of the substance misuse team to discuss why interventions delivered had not proved effective in the community. Following the discussion, a care plan was drawn up to support the future management of the young person.

2.163 Young people should be able to access voluntary drug testing. (8.53)

Achieved. Young people had access to voluntary drug testing through a compact-based drug test system which was popular with young people. The system was used as an incentive for ROTL and early release.

2.164 Unit officers should accompany young people when MDT is undertaken. (8.54)

Achieved. Young people undergoing mandatory drug testing (MDT) were taken to the testing unit by unit staff. All MDT testing officers had been trained in child protection. The MDT results for August and September 2010 were both negative.
## 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 recommendation

<table>
<thead>
<tr>
<th>Main recommendation</th>
<th>To the director</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Young people should not be separated in health care for reasons of poor behaviour or discipline. (2.1)</td>
<td></td>
</tr>
</tbody>
</table>

### Recommendation

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>To the Youth Justice Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2 Children and young people should be given information at court about what to expect when they arrive in custody, in a language and format they can understand. (2.8)</td>
<td></td>
</tr>
</tbody>
</table>

### Recommendations

#### Courts, escorts and transfers

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>To the director</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3 The prison should ensure that a representative from the escort provider attends security meetings regularly to discuss transport concerns. (2.6)</td>
<td></td>
</tr>
<tr>
<td>3.4 Children and young people should be given information at court about what to expect when they arrive in custody, in a language and format they can understand. (2.8)</td>
<td></td>
</tr>
</tbody>
</table>

#### Residential units

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>To the director</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5 Ventilation in cells should be improved. (2.15)</td>
<td></td>
</tr>
<tr>
<td>3.6 Cells which are shared by two young people should be suitably and comfortably equipped and a lockable cupboard should always be provided. (2.16)</td>
<td></td>
</tr>
<tr>
<td>3.7 Effective privacy screens should be installed in all cells. (2.17)</td>
<td></td>
</tr>
<tr>
<td>3.8 Laundry arrangements should be improved to ensure that clothing is returned to the owner. (2.18)</td>
<td></td>
</tr>
<tr>
<td>3.9 Alternative non-prison issue clothing should be provided for young people who do not have a sufficient supply of their own. (2.19)</td>
<td></td>
</tr>
</tbody>
</table>

#### Personal officers (key workers)

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>To the director</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.10 Key workers should attend critical meetings relating to a young person for whom they have responsibility. (2.27)</td>
<td></td>
</tr>
</tbody>
</table>
Safeguarding children

3.11 The monthly safeguarding strategy committee should monitor all injuries sustained by young people. (2.30)

3.12 Action should be taken to ensure that members of the safeguarding committee attend meetings as required. (2.33)

Diversity

3.13 There should be a forum to ensure that relevant information about diversity issues specific to the unit and diversity issues concerning the whole prison is shared. (2.51)

3.14 There should be a small team of diversity representatives for the young people's unit and the role should be further underpinned by job descriptions, training and support. (2.52)

3.15 The role of the unit’s disabilities officer should be developed and supported by appropriate training. (2.53)

3.16 Unit-specific impact assessments, involving young people, should be completed. (2.57)

Contact with the outside world

3.17 All young people should be eligible to apply for family days which should be organised monthly. (2.64)

Health services

3.18 The medicines and therapeutics committee should review policies regularly. (2.76)

3.19 There should be hand washing facilities, which conform with infection control standards, in all treatment areas. (2.78)

3.20 The PGDs already produced should be reviewed and introduced as soon as possible and appropriate staff training carried out. (2.87)

Learning and skills

3.21 Better use should be made of ILPs with the involvement of young people in their preparation. (2.96)

3.22 The level of professional librarian support should be increased. (2.105)

Physical education and health promotion

3.23 Opportunities for young people to take part in the Duke of Edinburgh award scheme should be increased. (2.114)

3.24 The range of sports related qualifications available through PE should be extended. (2.116)
Time out of cell

3.25 Young people should be provided with sufficient weatherproof clothing to take exercise in all but the most severe weather conditions. (2.123)

Security and rules

3.26 A strip-search should never be carried out using force. (2.126)

Discipline

3.27 Clear guidance should be issued to staff setting out the criteria for the use of minor reports and how they should be used as part of the behaviour management policy. (2.128)

3.28 Monitoring of the use of separation should include patterns and trend analysis. (2.134)

3.29 There should be clear criteria for the use of behaviour management plans and a system of quality assurance to ensure that they are used appropriately and consistently. (2.140)

3.30 A full regime should be provided for all young people while they are temporarily separated, subject to a risk assessment. (2.141)

Catering

3.31 The catering manager or a member of the catering department should attend community forum meetings. (2.143)

Substance use

3.32 The health care manager should review the number of nursing staff with RCGP level 1/2 to ensure that sufficient trained nurses are available to provide one-to-one support for young people with addiction problems. (2.159)
Appendix I: Inspection team

Fay Deadman  
Team leader
Angela Johnson  
Inspector
Ian Macfadyen  
Inspector
Bridget McEvilly  
Health care inspector
Alun Connick  
Estyn inspector
Appendix II: Prison population profile

Population breakdown by:

<table>
<thead>
<tr>
<th>(i) Status</th>
<th>Number of juveniles</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sentenced</td>
<td>47</td>
<td>77.1</td>
</tr>
<tr>
<td>Convicted but unsentenced</td>
<td>6</td>
<td>9.8</td>
</tr>
<tr>
<td>Remand</td>
<td>8</td>
<td>13.1</td>
</tr>
<tr>
<td>Detainees (single power status)</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Detainees (dual power status)</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>61</td>
<td>100</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Sentence</th>
<th>4 mths</th>
<th>6 mths</th>
<th>8 mths</th>
<th>10 mths</th>
<th>12 mths</th>
<th>18 mths</th>
<th>24 mths</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 years</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>16 years</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>17 years</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>8</td>
<td>4</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>18 years</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>8</td>
<td>2</td>
<td>2</td>
<td>13</td>
<td>11</td>
<td>4</td>
<td>41</td>
<td>41</td>
</tr>
</tbody>
</table>

Please note: the following figures were supplied by the establishment and any errors are the establishment’s own.
(iii) Number of SECTION 53 (2)/91s (determinate sentences only) by age & sentence

<table>
<thead>
<tr>
<th>Sentence</th>
<th>Under 2 yrs</th>
<th>2-3 yrs</th>
<th>3-4 yrs</th>
<th>4-5 yrs</th>
<th>5 yrs+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>17 years</td>
<td></td>
<td>2</td>
<td>1</td>
<td>1</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>18 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>3</td>
<td>1</td>
<td>1</td>
<td></td>
<td>5</td>
</tr>
</tbody>
</table>

(iv) LENGTH OF STAY for UNSENTENCED by age

<table>
<thead>
<tr>
<th>Length of stay</th>
<th>&lt;1 mth</th>
<th>1-3 mths</th>
<th>3-6 mths</th>
<th>6-12 mths</th>
<th>1-2 yrs</th>
<th>2 yrs+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 years</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>16 years</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>17 years</td>
<td>8</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>18 years</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>11</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>14</td>
</tr>
</tbody>
</table>

(v) Main offence

<table>
<thead>
<tr>
<th>Main offence</th>
<th>Number of juveniles</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violence against the person</td>
<td>17</td>
<td>27.9</td>
</tr>
<tr>
<td>Sexual offences</td>
<td>1</td>
<td>1.6</td>
</tr>
<tr>
<td>Burglary</td>
<td>13</td>
<td>21.3</td>
</tr>
<tr>
<td>Robbery</td>
<td>14</td>
<td>22.9</td>
</tr>
<tr>
<td>Theft &amp; handling</td>
<td>4</td>
<td>6.6</td>
</tr>
<tr>
<td>Offence Type</td>
<td>Number of Juveniles</td>
<td>%</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>---------------------</td>
<td>----</td>
</tr>
<tr>
<td>Fraud and forgery</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Drugs offences</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Driving offences</td>
<td>3</td>
<td>4.9</td>
</tr>
<tr>
<td>Other offences</td>
<td>5</td>
<td>8.2</td>
</tr>
<tr>
<td>Breach of community part of DTO</td>
<td>4</td>
<td>6.6</td>
</tr>
<tr>
<td>Civil offences</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Offence not recorded/holding warrant</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>61</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Number of Juveniles</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 years</td>
<td>3</td>
<td>4.9</td>
</tr>
<tr>
<td>16 years</td>
<td>11</td>
<td>18</td>
</tr>
<tr>
<td>17 years</td>
<td>43</td>
<td>70.5</td>
</tr>
<tr>
<td>18 years</td>
<td>4</td>
<td>6.6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>61</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Home address</th>
<th>Number of Juveniles</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 50 miles of the prison</td>
<td>56</td>
<td>91.8</td>
</tr>
<tr>
<td>Between 50 and 100 miles of the prison</td>
<td>2</td>
<td>3.3</td>
</tr>
<tr>
<td>Over 100 miles from the prison</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overseas</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NFA</td>
<td>3</td>
<td>4.9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>61</strong></td>
<td><strong>100</strong></td>
</tr>
<tr>
<td>(viii) Nationality</td>
<td>Number of juveniles</td>
<td>%</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------</td>
<td>----</td>
</tr>
<tr>
<td>British</td>
<td>60</td>
<td>98.4</td>
</tr>
<tr>
<td>Foreign nationals</td>
<td>1</td>
<td>1.6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>61</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(ix) Ethnicity</th>
<th>Number of juveniles</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td></td>
<td></td>
</tr>
<tr>
<td>British</td>
<td>55</td>
<td>90.2</td>
</tr>
<tr>
<td>Irish</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other white</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mixed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White and black Caribbean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White and black African</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White and Asian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other mixed</td>
<td>1</td>
<td>1.6</td>
</tr>
<tr>
<td>Asian or Asian British</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pakistani</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bangladeshi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Asian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Black or black British</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caribbean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>African</td>
<td>2</td>
<td>3.3</td>
</tr>
<tr>
<td>Other black</td>
<td>3</td>
<td>4.9</td>
</tr>
</tbody>
</table>
### Chinese or other ethnic group

<table>
<thead>
<tr>
<th>Ethnic Group</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other ethnic group</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>61</td>
<td>100</td>
</tr>
</tbody>
</table>

### Religion

<table>
<thead>
<tr>
<th>(x) Religion</th>
<th>Number of juveniles</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baptist</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Church of England</td>
<td>7</td>
<td>11.4</td>
</tr>
<tr>
<td>Roman Catholic</td>
<td>3</td>
<td>4.9</td>
</tr>
<tr>
<td>Other Christian denominations</td>
<td>3</td>
<td>4.9</td>
</tr>
<tr>
<td>Muslim</td>
<td>8</td>
<td>13.1</td>
</tr>
<tr>
<td>Sikh</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hindu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buddhist</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jewish</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>26</td>
<td>42.6</td>
</tr>
<tr>
<td>No religion</td>
<td>14</td>
<td>22.9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>61</td>
<td>100</td>
</tr>
</tbody>
</table>
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 6 July 2010, the population of young people at HMYOI Parc was 61. Questionnaires were offered to all 61 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, 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
- seal the questionnaire in the envelope provided and hand it to a member of staff, if they were agreeable, or
- 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, 57 respondents completed and returned their questionnaires. This represented 93% of children and young people in the establishment at the time. The response rate from the sample was 93%.

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 have 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 11 male establishments since 2009.

Also included are statistically significant differences between the responses of young people surveyed at HMYOI Parc in 2009 and the responses of this 2010 survey. It should be noted that, in order for statistical comparisons to be made between the most recent survey data and that of the previous survey, both sets of data have been coded in the same way. This may result in percentages from previous surveys looking higher or lower as some of our survey questions have changed. However, both percentages are true of the populations they were taken from, and the statistical significance is correct.

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 are excluded). The actual numbers will match up as the data are 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 have been weighted for comparison purposes.
## SECTION 1: ABOUT YOU

### Q1  How old are you?

<table>
<thead>
<tr>
<th>Age</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>2</td>
<td>4%</td>
</tr>
<tr>
<td>16</td>
<td>19</td>
<td>33%</td>
</tr>
<tr>
<td>17</td>
<td>30</td>
<td>53%</td>
</tr>
<tr>
<td>18</td>
<td>6</td>
<td>11%</td>
</tr>
</tbody>
</table>

### Q2  Are you a British citizen?

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>56</td>
<td>100%</td>
</tr>
<tr>
<td>No</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Q3  Is English your first language?

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>53</td>
<td>98%</td>
</tr>
<tr>
<td>No</td>
<td>1</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Q4  What is your ethnic origin?

<table>
<thead>
<tr>
<th>Ethnic Origin</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White - British</td>
<td>49</td>
<td>86%</td>
</tr>
<tr>
<td>White - Irish</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>White - other</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Black or black British - Caribbean</td>
<td>2</td>
<td>4%</td>
</tr>
<tr>
<td>Black or black British - African</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Black or black British - other</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Asian or Asian British - Indian</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Asian or Asian British - Pakistani</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Asian or Asian British - Bangladeshi</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Asian or Asian British - other</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Mixed heritage - white and black Caribbean</td>
<td>3</td>
<td>5%</td>
</tr>
<tr>
<td>Mixed heritage - white and black African</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Mixed heritage - white and Asian</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Mixed heritage - other</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Chinese</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Other ethnic group</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Q5  What is your religion?

<table>
<thead>
<tr>
<th>Religion</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>31</td>
<td>55%</td>
</tr>
<tr>
<td>Church of England</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Catholic</td>
<td>12</td>
<td>21%</td>
</tr>
<tr>
<td>Protestant</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Other Christian denomination</td>
<td>3</td>
<td>5%</td>
</tr>
<tr>
<td>Buddhist</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Hindu</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Jewish</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Muslim</td>
<td>8</td>
<td>14%</td>
</tr>
<tr>
<td>Sikh</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Question (Q)</td>
<td>Description</td>
<td>Yes</td>
</tr>
<tr>
<td>-------------</td>
<td>-------------</td>
<td>-----</td>
</tr>
<tr>
<td>Q6</td>
<td>Do you consider yourself to be Gypsy/Romany/Traveller?</td>
<td>2 (4%)</td>
</tr>
<tr>
<td>Q7</td>
<td>Do you have any children?</td>
<td>4 (7%)</td>
</tr>
<tr>
<td>Q8</td>
<td>Do you consider yourself to have a disability?</td>
<td>4 (7%)</td>
</tr>
<tr>
<td>Q10</td>
<td>Have you ever been in local authority care?</td>
<td>14 (25%)</td>
</tr>
</tbody>
</table>

**SECTION 2: ABOUT YOUR SENTENCE**

<table>
<thead>
<tr>
<th>Question (Q)</th>
<th>Description</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>Are you sentenced?</td>
<td>46 (81%)</td>
<td>11 (19%)</td>
<td></td>
</tr>
<tr>
<td>Q2</td>
<td>How long is your sentence (the full DTO sentence)?</td>
<td>11 (20%)</td>
<td>8 (14%)</td>
<td>11 (20%)</td>
</tr>
<tr>
<td>Q3</td>
<td>How long have you been in this establishment?</td>
<td>18 (32%)</td>
<td>27 (47%)</td>
<td>8 (14%)</td>
</tr>
<tr>
<td>Q4</td>
<td>Is this your first time in custody in a YOI, secure children's home or secure training centre?</td>
<td>33 (58%)</td>
<td>24 (42%)</td>
<td></td>
</tr>
</tbody>
</table>

**SECTION 3: COURTS, TRANSFERS AND ESCORTS**

<table>
<thead>
<tr>
<th>Question (Q)</th>
<th>Description</th>
<th>Yes</th>
<th>No</th>
<th>Don't remember</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>On your most recent journey here, was the van clean?</td>
<td>20 (35%)</td>
<td>28 (49%)</td>
<td>9 (16%)</td>
<td>0 (0%)</td>
</tr>
</tbody>
</table>
Q2 On your most recent journey here, did you feel safe?
   Yes .......................................................................................................................... 48 (84%)
   No ......................................................................................................................... 6 (11%)
   Don’t remember ................................................................................................. 3 (5%)

Q3 On your most recent journey here, were there any adults (over 18) or people of a different gender, travelling with you?
   Yes ....................................................................................................................... 9 (16%)
   No ......................................................................................................................... 45 (79%)
   Don’t remember ................................................................................................. 3 (5%)

Q4 On your most recent journey here, how long did you spend in the van?
   Less than two hours ........................................................................................... 44 (77%)
   Two to four hours ............................................................................................... 9 (16%)
   More than four hours .......................................................................................... 2 (4%)
   Don’t remember ................................................................................................. 2 (4%)

Q5 On your most recent journey here, were you offered a toilet break?
   My journey was less than two hours ................................................................. 44 (79%)
   Yes ....................................................................................................................... 2 (4%)
   No ......................................................................................................................... 9 (16%)
   Don’t remember ................................................................................................. 1 (2%)

Q6 On your most recent journey here, were you offered anything to eat or drink?
   My journey was less than two hours ................................................................. 44 (77%)
   Yes ....................................................................................................................... 3 (5%)
   No ......................................................................................................................... 9 (16%)
   Don’t remember ................................................................................................. 1 (2%)

Q7 On your most recent journey here, how did you feel you were treated by the escort staff?
   Very well .............................................................................................................. 9 (16%)
   Well ..................................................................................................................... 23 (40%)
   Neither .............................................................................................................. 15 (26%)
   Badly ................................................................................................................. 2 (4%)
   Very badly ....................................................................................................... 3 (5%)
   Don’t remember .............................................................................................. 5 (9%)

Q8 Before you arrived, from court or another establishment, were you told that you would be coming here? (Please tick all that apply to you.)
   Yes, someone told me ...................................................................................... 44 (77%)
   Yes, I received written information ................................................................. 1 (2%)
   No, I was not told anything ............................................................................. 12 (21%)
   Don’t remember ............................................................................................ 2 (4%)

SECTION 4: FIRST DAYS

Q1 How long were you in reception?
   Less than two hours .......................................................................................... 48 (84%)
Two hours or longer.......................................................................................................................... 5 (9%)
Don't remember ......................................................................................................................... 4 (7%)

Q2 When you were searched, was this carried out in an understanding way?
Yes ........................................................................................................................................... 39 (70%)
No ............................................................................................................................................. 12 (21%)
Don't remember ..................................................................................................................... 5 (9%)

Q3 Overall, how well did you feel you were treated in reception?
Very well ........................................................................................................................................ 9 (16%)
Well ........................................................................................................................................... 26 (46%)
Neither ..................................................................................................................................... 15 (26%)
Badly .......................................................................................................................................... 3 (5%)
Very badly ............................................................................................................................... 3 (5%)
Don't remember ..................................................................................................................... 1 (2%)

Q4 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.)

Not being able to smoke................................................................. 31 (58%) Money worries......................... 10 (19%)
Loss of property ................................................................. 10 (19%) Feeling low/upset/need someone to talk to..........

Housing problems ......................... 14 (26%) Health problems ....................................................... 30 (57%)
Needing protection from other young people ............... 13 (25%) Getting phone numbers............. 23 (43%)
Letting family know where you are .............................................. 35 (66%) Staff did not ask me about any of these.............. 7 (13%)

Q5 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......................................................... 39 (74%) Money worries......................... 6 (11%)
Loss of property ................................................................. 11 (21%) Feeling low/upset/need someone to talk to..........

Housing problems ......................... 4 (8%) Health problems ....................................................... 6 (11%)
Needing protection from other young people ............... 4 (8%) Getting phone numbers............. 11 (21%)
Letting family know where you are .............................................. 11 (21%) I did not have any problems. 9 (17%)

Q6 When you first arrived here, were you given any of the following?
(Please tick all that apply to you.)

A reception pack ................................................................................. 37 (65%)
The opportunity to have a shower .............................................. 28 (49%)
Something to eat ............................................................................. 43 (75%)
A free phone call to friends/family .............................................. 46 (81%)
Information about the PIN telephone system ......................... 26 (46%)
Information about feeling low/upset ........................................... 20 (35%)
Don't remember .............................................................................. 5 (9%)
I was not given any of these .......................................................... 4 (7%)
Q7  Within your first 24 hours here, did you have access to the following people or services? (Please tick all that apply to you.)

- Chaplain or religious leader ................................................................. 23 (43%)
- Peer support/peer mentor/Listener/Samaritans ..................................... 6 (11%)
- The prison shop/canteen ..................................................................... 6 (11%)
- Don’t remember .................................................................................. 12 (22%)
- I did not have access to any of these ............................................... 19 (35%)

Q8  Before you were locked up on your first night, were you seen by a member of healthcare staff?

- Yes ........................................................................................................ 18 (32%)
- No ........................................................................................................... 33 (58%)
- Don’t remember .................................................................................... 6 (11%)

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

- Yes ............................................................................................................ 46 (81%)
- No ............................................................................................................. 8 (14%)
- Don’t remember ..................................................................................... 3 (5%)

Q10 Did the induction course cover everything you needed to know about the establishment?

- I have not been on an induction course .............................................. 4 (7%)
- Yes .......................................................................................................... 37 (65%)
- No ......................................................................................................... 9 (16%)
- Don’t remember .................................................................................... 7 (12%)

SECTION 5: DAILY LIFE AND RESPECT

Q1  Can you normally have a shower every day if you want to?

- Yes ......................................................................................................... 56 (98%)
- No ......................................................................................................... 1 (2%)
- Don’t know ........................................................................................... 0 (0%)

Q2  Is your cell call bell normally answered within five minutes?

- Yes ......................................................................................................... 36 (65%)
- No ......................................................................................................... 15 (27%)
- Don’t know ........................................................................................... 4 (7%)

Q3  What is the food like here?

- Very good ........................................................................................... 0 (0%)
- Good ...................................................................................................... 3 (5%)
- Neither .................................................................................................. 9 (16%)
- Bad ........................................................................................................ 18 (32%)
- Very bad ............................................................................................... 27 (47%)

Q4  Does the shop/canteen sell a wide enough variety of products?

- I have not bought anything yet ......................................................... 5 (9%)
- Yes ......................................................................................................... 33 (58%)
Q5 How easy is it for you to attend religious services?

<table>
<thead>
<tr>
<th>How easy is it</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>I don’t want to attend religious services</td>
<td>19 (33%)</td>
</tr>
<tr>
<td>Very easy</td>
<td>8 (14%)</td>
</tr>
<tr>
<td>Easy</td>
<td>12 (21%)</td>
</tr>
<tr>
<td>Neither</td>
<td>5 (9%)</td>
</tr>
<tr>
<td>Difficult</td>
<td>3 (5%)</td>
</tr>
<tr>
<td>Very difficult</td>
<td>3 (5%)</td>
</tr>
<tr>
<td>Don’t know</td>
<td>7 (12%)</td>
</tr>
</tbody>
</table>

Q6 Please answer the following questions about religion:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know/ not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel your religious beliefs are respected?</td>
<td>19 (35%)</td>
<td>13 (24%)</td>
<td>22 (41%)</td>
</tr>
<tr>
<td>Can you speak to a religious leader in private if you want to?</td>
<td>35 (69%)</td>
<td>6 (12%)</td>
<td>10 (20%)</td>
</tr>
</tbody>
</table>

Q7 Please answer the following about staff here:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there a member of staff you feel you can turn to for help if you have a problem?</td>
<td>37 (67%)</td>
<td>18 (33%)</td>
</tr>
<tr>
<td>Do most staff treat you with respect?</td>
<td>36 (67%)</td>
<td>18 (33%)</td>
</tr>
</tbody>
</table>

SECTION 6: HEALTH SERVICES

Q1 Did you have a full health assessment the day after your arrival?

<table>
<thead>
<tr>
<th>How did you have a health assessment?</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>30 (54%)</td>
</tr>
<tr>
<td>No</td>
<td>11 (20%)</td>
</tr>
<tr>
<td>Don’t know</td>
<td>15 (27%)</td>
</tr>
</tbody>
</table>

Q2 What do you think of the overall quality of the health care?

<table>
<thead>
<tr>
<th>How do you rate the quality of health care?</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have not been to health care</td>
<td>16 (29%)</td>
</tr>
<tr>
<td>Very good</td>
<td>4 (7%)</td>
</tr>
<tr>
<td>Good</td>
<td>13 (24%)</td>
</tr>
<tr>
<td>Neither</td>
<td>7 (13%)</td>
</tr>
<tr>
<td>Bad</td>
<td>10 (18%)</td>
</tr>
<tr>
<td>Very bad</td>
<td>5 (9%)</td>
</tr>
</tbody>
</table>

Q3 Is it easy to see the following people if you need to?

<table>
<thead>
<tr>
<th>Person</th>
<th>How easy is it to see</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>The doctor</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>23 (42%)</td>
<td>29 (53%)</td>
</tr>
<tr>
<td>The nurse</td>
<td>33 (59%)</td>
<td>19 (34%)</td>
</tr>
<tr>
<td>The dentist</td>
<td>18 (33%)</td>
<td>33 (60%)</td>
</tr>
<tr>
<td>The optician</td>
<td>13 (24%)</td>
<td>29 (53%)</td>
</tr>
<tr>
<td>The pharmacist</td>
<td>15 (27%)</td>
<td>27 (49%)</td>
</tr>
</tbody>
</table>
Q4 If you are taking medication, are you allowed to keep it in your cell?
   *I am not taking any medication* ......................................................... 28 (53%)
   Yes ........................................................................................................... 8 (15%)
   No ............................................................................................................ 13 (25%)
   Don’t know ............................................................................................ 4 (8%)

Q5 Please answer the following about alcohol:

Did you have problems with alcohol when you first arrived here?
   Yes 14 (25%) No 43 (75%)

Have you received any help with alcohol problems in this prison?
   Yes 8 (14%) No 48 (86%)

Q6 Please answer the following about drugs:

Did you have problems with drugs when you first arrived here?
   Yes 34 (61%) No 22 (39%)

Do you have problems with drugs now?
   Yes 9 (16%) No 46 (84%)

Have you received any help with drug problems in this prison?
   Yes 24 (43%) No 32 (57%)

Q7 How easy is it to get illegal drugs here?

   Very easy .................................................................................................. 4 (7%)
   Easy .......................................................................................................... 7 (13%)
   Neither ..................................................................................................... 6 (11%)
   Difficult .................................................................................................... 4 (7%)
   Very difficult .......................................................................................... 14 (25%)
   Don’t know ............................................................................................ 21 (38%)

Q8 Do you feel you have any emotional or mental health problems?

   Yes ........................................................................................................... 10 (18%)
   No ........................................................................................................... 46 (82%)

Q9 If you feel you have emotional or mental health problems, are you being helped by anyone here (for example; a psychologist, doctor, counsellor, personal officer or another member of prison staff)?

   *I do not have any emotional or mental health problems* .................... 46 (82%)
   Yes ........................................................................................................... 4 (7%)
   No .......................................................................................................... 6 (11%)

SECTION 7: APPLICATIONS AND COMPLAINTS

Q1 Do you know how to make an application?

   Yes ........................................................................................................... 51 (93%)
   No .......................................................................................................... 4 (7%)

Q2 Is it easy to make an application?

   Yes ........................................................................................................... 41 (75%)
   No .......................................................................................................... 5 (9%)
Q3 Please answer the following questions about applications:

<table>
<thead>
<tr>
<th>I have not made an application</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel applications are sorted out fairly?</td>
<td>19 (35%)</td>
<td>20 (36%)</td>
</tr>
<tr>
<td>Do you feel applications are sorted out promptly (within seven days)?</td>
<td>19 (35%)</td>
<td>15 (27%)</td>
</tr>
</tbody>
</table>

Q4 Do you know how to make a complaint?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>51 (91%)</td>
<td>5 (9%)</td>
</tr>
</tbody>
</table>

Q5 Is it easy to make a complaint?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>43 (78%)</td>
<td>5 (9%)</td>
<td>7 (13%)</td>
</tr>
</tbody>
</table>

Q6 Please answer the following questions about complaints:

<table>
<thead>
<tr>
<th>I have not made a complaint</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel complaints are sorted out fairly?</td>
<td>24 (43%)</td>
<td>11 (20%)</td>
</tr>
<tr>
<td>Do you feel complaints are sorted out promptly (within seven days)?</td>
<td>24 (43%)</td>
<td>7 (13%)</td>
</tr>
</tbody>
</table>

Q7 Have you ever been prevented from making a complaint when you wanted to?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 (24%)</td>
<td>42 (76%)</td>
</tr>
</tbody>
</table>

Q8 Can you speak to the following people when you need to?

<table>
<thead>
<tr>
<th>A peer mentor/peer support/Listener</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 (22%)</td>
<td>12 (22%)</td>
<td>30 (56%)</td>
<td></td>
</tr>
<tr>
<td>A member of the IMB (Independent Monitoring Board)</td>
<td>7 (13%)</td>
<td>13 (24%)</td>
<td>34 (63%)</td>
</tr>
<tr>
<td>An advocate (an outside person to help you)</td>
<td>22 (41%)</td>
<td>4 (7%)</td>
<td>28 (52%)</td>
</tr>
</tbody>
</table>

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

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

<table>
<thead>
<tr>
<th>Don’t know what the rewards and sanctions scheme is</th>
<th>Enhanced (top)</th>
<th>Standard (middle)</th>
<th>Basic (bottom)</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (2%)</td>
<td>21 (38%)</td>
<td>24 (43%)</td>
<td>9 (16%)</td>
<td>1 (2%)</td>
</tr>
</tbody>
</table>

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 | 1 (2%) |
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 ........................................... 1 (2%)
   Yes ......................................................................................................................... 28 (53%)
   No .......................................................................................................................... 23 (43%)
   Don't know .......................................................................................................... 1 (2%)

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

   Yes ......................................................................................................................... 31 (56%)
   No .......................................................................................................................... 23 (42%)
   Don't know .......................................................................................................... 1 (2%)

Q5  If you have had a 'nicking' (adjudication), was the process explained clearly to you?

   I have not had an adjudication ........................................................................... 23 (43%)
   Yes ......................................................................................................................... 27 (51%)
   No .......................................................................................................................... 3 (6%)

Q6  If you have been physically restrained (C and R), how many times has this happened since you have been in this establishment?

   I have not been restrained ................................................................................... 39 (72%)
   Once ...................................................................................................................... 10 (19%)
   Twice .................................................................................................................... 1 (2%)
   Three times ......................................................................................................... 2 (4%)
   More than three times .......................................................................................... 2 (4%)

Q7  If you have spent a night in the care and separation unit (CSU), how were you treated by staff?

   I have not been to the care and separation unit ................................................... 47 (92%)
   Very well ............................................................................................................... 1 (2%)
   Well ...................................................................................................................... 1 (2%)
   Neither ............................................................................................................... 1 (2%)
   Badly ................................................................................................................... 0 (0%)
   Very badly ......................................................................................................... 1 (2%)

SECTION 9: SAFETY

Q1  Have you ever felt unsafe in this establishment?

   Yes ......................................................................................................................... 6 (11%)
   No ......................................................................................................................... 49 (89%)

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 to you.)

   Never felt unsafe ............................................................................................... 49 (89%)
   At mealtimes ...................................................................................................... 2 (4%)
   Everywhere ...................................................................................................... 3 (5%)
   At health care ................................................................................................... 1 (2%)
Q3 Has another young person or group of young people victimised you in this establishment (e.g. insulted or assaulted you)?
- Yes .............................................. 10 (19%)
- No ................................................ 44 (81%)

Q4 If yes, what did the incidents involve/what were they about?
(Please tick all that apply to you.)
- Insulting remarks (about you, your family or friends)........ 8 (15%)
- Physical abuse (being hit, kicked or assaulted)............... 2 (4%)
- Sexual abuse ................................... 1 (2%)
- Because of your race or ethnic origin ....................... 0 (0%)
- Because of your religious beliefs .......................... 0 (0%)
- Because you have a disability ....................... 1 (2%)
- Because of drugs .................................. 0 (0%)
- Having your canteen/property taken ....................... 1 (2%)
- Because you were new here ........................... 3 (6%)
- Because you are from a different part of the country .... 2 (4%)
- Because of gang related issues ........................ 0 (0%)
- Because of my offence/crime .......................... 1 (2%)

Q6 Has a member of staff or group of staff victimised you in this establishment? (e.g. insulted or assaulted you)
- Yes .............................................. 8 (15%)
- No ................................................ 46 (85%)

Q7 If yes, what did the incidents involve/what were they about?
(Please tick all that apply to you.)
- Insulting remarks (about you, your family or friends)........ 3 (6%)
- Physical abuse (being hit, kicked or assaulted)............... 2 (4%)
- Sexual abuse ................................... 0 (0%)
- Because of your race or ethnic origin ....................... 0 (0%)
- Because of your religious beliefs .......................... 0 (0%)
- Because you have a disability ....................... 1 (2%)
- Because of drugs .................................. 0 (0%)
- Having your canteen/property taken ....................... 1 (2%)
- Because you were new here ........................... 1 (2%)
- Because you are from a different part of the country .... 2 (4%)
- Because of gang related issues ........................ 0 (0%)
- Because of my offence/crime .......................... 1 (2%)

Q9 If you were being victimised who would you tell?
- No one ............................................ 21 (41%)
- Teacher/education staff ..................... 1 (2%)
- Personal officer ................................. 19 (37%)
- Gym staff ....................................... 1 (2%)
- Wing officer .................................... 9 (18%)
- Listener/Samaritan/Buddy ................. 3 (6%)
- Chaplain ........................................ 4 (8%)
- Another young person here .......... 5 (10%)
Q10  Do you think staff would take it seriously if you told them you had been victimised?
Yes .......................................................................................................................... 27 (49%)
No .......................................................................................................................... 15 (27%)
Don’t know ........................................................................................................... 13 (24%)

Q11  Is shouting through the windows a problem here?
Yes .......................................................................................................................... 20 (37%)
No ........................................................................................................................... 31 (57%)
Don’t know ............................................................................................................ 3 (6%)

Q12  Have staff checked on you personally in the last week to see how you are getting on?
Yes .......................................................................................................................... 30 (55%)
No ........................................................................................................................... 25 (45%)

SECTION 10: ACTIVITIES

Q1  How old were you when you were last at school?
14 or under ............................................................................................................ 21 (38%)
15 or over ............................................................................................................ 34 (62%)

Q2  Please answer the following questions about school:

Have you ever been excluded from school?  
Yes .......................................................................................................................... 48 (87%)
No .......................................................................................................................... 6 (11%)
Not applicable ....................................................................................................... 1 (2%)

Did you used to truant from school?  
Yes .......................................................................................................................... 47 (89%)
No .......................................................................................................................... 6 (11%)
Not applicable ....................................................................................................... 0 (0%)

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

Education ............................................................................................................. 47 (85%)
A job in this establishment .................................................................................. 5 (9%)
Vocational or skills training ............................................................................. 3 (5%)
Offending behaviour programmes .................................................................... 5 (9%)
I am not currently involved in any of these ....................................................... 7 (13%)

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Not been involved</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>6 (12%)</td>
<td>30 (59%)</td>
<td>10 (20%)</td>
<td>5 (10%)</td>
</tr>
<tr>
<td>A job in this establishment</td>
<td>9 (35%)</td>
<td>7 (27%)</td>
<td>6 (23%)</td>
<td>4 (15%)</td>
</tr>
<tr>
<td>Vocational or skills training</td>
<td>10 (37%)</td>
<td>5 (19%)</td>
<td>7 (26%)</td>
<td>5 (19%)</td>
</tr>
<tr>
<td>Offending behaviour programmes</td>
<td>10 (38%)</td>
<td>7 (27%)</td>
<td>4 (15%)</td>
<td>5 (19%)</td>
</tr>
</tbody>
</table>

Q5  Do you usually have association every day?
Yes .......................................................................................................................... 47 (89%)
No .......................................................................................................................... 2 (4%)
Don’t know ........................................................................................................... 4 (8%)
Q6  How many times do you usually go to the gym each week?

   Don't want to go ................................................................. 4 (7%)
   None .................................................................................. 7 (13%)
   One to two times .............................................................. 26 (48%)
   Three to five times .......................................................... 10 (19%)
   More than five times ....................................................... 2 (4%)
   Don't know ........................................................................ 5 (9%)

Q7  Can you usually go outside for exercise every day?

   Don't want to go ................................................................. 2 (4%)
   Yes ...................................................................................... 47 (89%)
   No ....................................................................................... 3 (6%)
   Don't know ........................................................................ 1 (2%)

SECTION 11: FAMILY AND FRIENDS

Q1  Are you able to use the telephone every day if you want to?

   Yes ..................................................................................... 49 (94%)
   No ...................................................................................... 3 (6%)
   Don't know ........................................................................ 0 (0%)

Q2  Have you had any problems with sending or receiving mail (letters or parcels)?

   Yes ..................................................................................... 11 (21%)
   No ...................................................................................... 37 (70%)
   Don't know ........................................................................ 5 (9%)

Q3  How easy is it for your family and friends to visit you here?

   Very easy ........................................................................... 12 (23%)
   Easy .................................................................................... 17 (33%)
   Neither ............................................................................... 6 (12%)
   Difficult ............................................................................ 7 (13%)
   Very difficult ...................................................................... 7 (13%)
   Don't know ........................................................................ 3 (6%)

Q4  How many visits do you usually have each week, from family or friends?

   Not been here a week yet .................................................. 3 (6%)
   I don't get visits ............................................................... 6 (12%)
   Less than one a week ....................................................... 10 (19%)
   About one a week ......................................................... 15 (29%)
   More than one a week ................................................... 13 (25%)
   Don't know ........................................................................ 5 (10%)

Q5  Do your visits usually start on time?

   I don't get visits ............................................................... 6 (12%)
   Yes ..................................................................................... 27 (52%)
   No ...................................................................................... 12 (23%)
   Don't know ........................................................................ 7 (13%)
Q6  How are you and your family/friends usually treated by visits staff?

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I don't get visits</td>
<td>6</td>
<td>12%</td>
</tr>
<tr>
<td>Very well</td>
<td>11</td>
<td>22%</td>
</tr>
<tr>
<td>Well</td>
<td>12</td>
<td>24%</td>
</tr>
<tr>
<td>Neither</td>
<td>8</td>
<td>16%</td>
</tr>
<tr>
<td>Badly</td>
<td>2</td>
<td>4%</td>
</tr>
<tr>
<td>Very badly</td>
<td>3</td>
<td>6%</td>
</tr>
<tr>
<td>Don't know</td>
<td>9</td>
<td>18%</td>
</tr>
</tbody>
</table>

SECTION 12: PREPARATION FOR RELEASE

Q1  When did you first meet your personal officer?

<table>
<thead>
<tr>
<th>Time</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I still have not met him/her</td>
<td>8</td>
<td>15%</td>
</tr>
<tr>
<td>In your first week</td>
<td>23</td>
<td>44%</td>
</tr>
<tr>
<td>After your first week</td>
<td>11</td>
<td>21%</td>
</tr>
<tr>
<td>Don't remember</td>
<td>10</td>
<td>19%</td>
</tr>
</tbody>
</table>

Q2  How often do you see your personal officer?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I still have not met him/her</td>
<td>8</td>
<td>16%</td>
</tr>
<tr>
<td>At least once a week</td>
<td>31</td>
<td>62%</td>
</tr>
<tr>
<td>Less than once a week</td>
<td>11</td>
<td>22%</td>
</tr>
</tbody>
</table>

Q3  Do you feel your personal officer has helped you?

<table>
<thead>
<tr>
<th>Feeling</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I still have not met him/her</td>
<td>8</td>
<td>16%</td>
</tr>
<tr>
<td>Yes</td>
<td>28</td>
<td>56%</td>
</tr>
<tr>
<td>No</td>
<td>14</td>
<td>28%</td>
</tr>
</tbody>
</table>

Q4  Do you have a training plan, sentence plan or remand plan?

<table>
<thead>
<tr>
<th>Plan</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>25</td>
<td>49%</td>
</tr>
<tr>
<td>No</td>
<td>19</td>
<td>37%</td>
</tr>
<tr>
<td>Don't know</td>
<td>7</td>
<td>14%</td>
</tr>
</tbody>
</table>

Q5  Please answer the following questions about training plans, sentence plans or remand plans:

<table>
<thead>
<tr>
<th>Question</th>
<th>I don't have a plan</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Were you involved in the development of your plan?</td>
<td>19 (38%)</td>
<td>17</td>
<td>2 (4%)</td>
<td>12 (24%)</td>
</tr>
<tr>
<td>Do you understand the targets that have been set in your plan?</td>
<td>19 (37%)</td>
<td>21</td>
<td>3 (6%)</td>
<td>8 (16%)</td>
</tr>
</tbody>
</table>

Q6  Has your YOT worker been in touch since you arrived at this establishment?

<table>
<thead>
<tr>
<th>Contact</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>46</td>
<td>88%</td>
</tr>
<tr>
<td>No</td>
<td>6</td>
<td>12%</td>
</tr>
</tbody>
</table>

Q7  Do you know how to get in touch with your YOT worker?

<table>
<thead>
<tr>
<th>Contact</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>41</td>
<td>79%</td>
</tr>
<tr>
<td>No</td>
<td>11</td>
<td>21%</td>
</tr>
</tbody>
</table>
Q8 Please answer the following questions about your release:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes (%)</th>
<th>No (%)</th>
<th>Don't know (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you had a say in what will happen to you when you are released?</td>
<td>29 (56)</td>
<td>19 (37)</td>
<td>4 (8)</td>
</tr>
<tr>
<td>Are you planning on going to school or college after release?</td>
<td>30 (58)</td>
<td>16 (31)</td>
<td>6 (12)</td>
</tr>
<tr>
<td>Do you have a job to go to on release?</td>
<td>13 (25)</td>
<td>34 (65)</td>
<td>5 (10)</td>
</tr>
</tbody>
</table>

Q9 Do you know who to contact for help with any of the following problems, before your release? (Please tick all that apply to you.)

- Finding accommodation ................................................................. 19 (41%)
- Getting into school or college ....................................................... 16 (35%)
- Getting a job ................................................................................... 19 (41%)
- Help with money/finances ............................................................... 13 (28%)
- Help with claiming benefits ............................................................ 11 (24%)
- Continuing health services ............................................................... 11 (24%)
- Opening a bank account .................................................................... 12 (26%)
- Avoiding bad relationships ............................................................... 11 (24%)
- I don't know who to contact ............................................................ 21 (46%)

Q10 Do you think you will have a problem with any of the following things, when you are released? (Please tick all that apply to you.)

- Finding accommodation ................................................................. 11 (23%)
- Getting into school or college ....................................................... 9 (19%)
- Getting a job ................................................................................... 21 (44%)
- Money/finances ............................................................................... 17 (35%)
- Claiming benefits ........................................................................... 17 (35%)
- Continuing health services ............................................................... 8 (17%)
- Opening a bank account .................................................................... 8 (17%)
- Avoiding bad relationships ............................................................... 13 (27%)
- I won't have any problems ............................................................... 19 (40%)

Q11 What is most likely to stop you offending in the future? (Please tick all that apply to you.)

- Not sentenced ................................................................. 11 (22%)  Having a mentor (someone you can ask for advice) .......... 5 (10%)
- Nothing, it is up to me ....................................................... 11 (22%)  Having a YOT worker or social worker that I get on with .... 9 (18%)
- Making new friends outside ................................................... 10 (20%)  Having children ......................................................... 11 (22%)
- Going back to live with my family ............................................... 10 (20%)  Having something to do that isn't crime ............ 15 (30%)
- Getting a place of my own ............................................................. 5 (10%)  This sentence ................................................................. 12 (24%)
- Getting a job ............................................................................... 19 (38%)  Getting into school/college ....................................... 10 (20%)
- Having a partner (girlfriend or boyfriend) ...................................... 17 (34%)  Talking about my offending behaviour with staff ....... 5 (10%)
- Staying off alcohol/drugs ............................................................... 19 (38%)  Anything else ............................................................... 3 (6%)

Q12 Do you want to stop offending?

- Not sentenced ................................................................. 11 (22%)
<table>
<thead>
<tr>
<th>Yes</th>
<th>........................................................................................................................</th>
<th>38 (75%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>........................................................................................................................</td>
<td>1 (2%)</td>
</tr>
<tr>
<td>Don’t know</td>
<td>.............................................................................................................</td>
<td>1 (2%)</td>
</tr>
</tbody>
</table>

Q13 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?

*Not sentenced*

| ........................................................................................................................ | 11 (22%) |
| Yes | ........................................................................................................................ | 28 (57%) |
| No | ........................................................................................................................ | 10 (20%) |
### Survey responses from children and young people: HMP & YOI Parc 2010

Survey responses (missing data have 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
- Any percentage highlighted in green is significantly better than the comparator
- Any percentage highlighted in blue is significantly worse than the comparator
- Any percentage highlighted in orange shows a significant difference in demographic details
- Percentages which are not highlighted show there is no significant difference

<table>
<thead>
<tr>
<th>Number of completed questionnaires returned</th>
<th>57</th>
<th>847</th>
<th>57</th>
<th>53</th>
</tr>
</thead>
</table>

#### SECTION 1: ABOUT YOU

<table>
<thead>
<tr>
<th>1.1 Are you 18 years of age?</th>
<th>10%</th>
<th>12%</th>
<th>10%</th>
<th>2%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2 Are you a foreign national?</td>
<td>0%</td>
<td>4%</td>
<td>0%</td>
<td>6%</td>
</tr>
<tr>
<td>1.3 Is English your first language?</td>
<td>98%</td>
<td>92%</td>
<td>98%</td>
<td>92%</td>
</tr>
<tr>
<td>1.4 Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?</td>
<td>12%</td>
<td>30%</td>
<td>12%</td>
<td>19%</td>
</tr>
<tr>
<td>1.5 Are you Muslim?</td>
<td>15%</td>
<td>10%</td>
<td>15%</td>
<td>13%</td>
</tr>
<tr>
<td>1.6 Do you consider yourself to be Gypsy/Romany/Traveller?</td>
<td>3%</td>
<td>6%</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>1.7 Do you have any children?</td>
<td>7%</td>
<td>13%</td>
<td>7%</td>
<td>15%</td>
</tr>
<tr>
<td>1.8 Do you consider yourself to have a disability?</td>
<td>7%</td>
<td>11%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>1.9 Have you ever been in local authority care?</td>
<td>25%</td>
<td>24%</td>
<td>25%</td>
<td></td>
</tr>
</tbody>
</table>

#### SECTION 2: ABOUT YOUR SENTENCE

<table>
<thead>
<tr>
<th>2.1 Are you sentenced?</th>
<th>80%</th>
<th>72%</th>
<th>80%</th>
<th>77%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2 Is your sentence 12 months or less?</td>
<td>33%</td>
<td>31%</td>
<td>33%</td>
<td></td>
</tr>
<tr>
<td>2.3 Have you been in this establishment for one month or less?</td>
<td>31%</td>
<td>21%</td>
<td>31%</td>
<td>31%</td>
</tr>
<tr>
<td>2.4 Is this your first time in custody in a YOI, secure children's home or secure training centre?</td>
<td>57%</td>
<td>44%</td>
<td>57%</td>
<td>40%</td>
</tr>
</tbody>
</table>

#### SECTION 3: COURTS, TRANSFERS AND ESCORTS

For your most recent journey, either to or from court or between prisons, we want to know:

<table>
<thead>
<tr>
<th>3.1 Was the van clean?</th>
<th>34%</th>
<th>49%</th>
<th>34%</th>
<th>53%</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2 Did you feel safe?</td>
<td>84%</td>
<td>78%</td>
<td>84%</td>
<td>83%</td>
</tr>
<tr>
<td>3.3 Did you travel with any adults (over 18) or anyone of a different gender?</td>
<td>16%</td>
<td>30%</td>
<td>16%</td>
<td>24%</td>
</tr>
<tr>
<td>3.4 Did you spend more than four hours in the van?</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>2%</td>
</tr>
</tbody>
</table>

For those who spent two or more hours in the escort van:

<table>
<thead>
<tr>
<th>3.5 Were you offered a toilet break if you needed it?</th>
<th>15%</th>
<th>15%</th>
<th>15%</th>
<th>38%</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.6 Were you offered anything to eat or drink?</td>
<td>21%</td>
<td>33%</td>
<td>21%</td>
<td>29%</td>
</tr>
<tr>
<td>3.7 Were you treated well/very well by the escort staff?</td>
<td>56%</td>
<td>56%</td>
<td>56%</td>
<td>66%</td>
</tr>
<tr>
<td>3.8 Before you arrived here (either from court or another establishment), were you told that you would be coming to this establishment?</td>
<td>77%</td>
<td>77%</td>
<td>77%</td>
<td></td>
</tr>
<tr>
<td>3.9 Before you arrived here (either from court or another establishment), were you given written information about coming to this establishment?</td>
<td>2%</td>
<td>4%</td>
<td>2%</td>
<td></td>
</tr>
</tbody>
</table>
Comparison with young people's comparator and previous survey results.

Key to tables

<table>
<thead>
<tr>
<th>Highlight Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Any percentage highlighted in green is significantly better than the comparator</td>
</tr>
<tr>
<td>Blue</td>
<td>Any percentage highlighted in blue is significantly worse than the comparator</td>
</tr>
<tr>
<td>Orange</td>
<td>Any percentage highlighted in orange shows a significant difference in demographic details</td>
</tr>
<tr>
<td></td>
<td>Percentages which are not highlighted show there is no significant difference</td>
</tr>
</tbody>
</table>

| Number of completed questionnaires returned | 57 | 847 | 57 | 53 |

SECTION 4: YOUR FIRST FEW DAYS HERE

### 4.1 Were you in reception for less than two hours?
- 2010: 84%  
- Young people’s comparator: 77%
- 2009: 84%  
- Young people’s comparator: 78%

### 4.2 When you were searched was this carried out in an understanding way?
- 2010: 70%  
- Young people’s comparator: 81%
- 2009: 70%  
- Young people’s comparator: 87%

### 4.3 Were you treated well/very well in reception?
- 2010: 61%  
- Young people’s comparator: 73%
- 2009: 61%  
- Young people’s comparator: 83%

When you first arrived, did staff ask if you needed help or support with any of the following:

#### 4.4a Not being able to smoke?
- 2010: 58%  
- Young people’s comparator: 56%
- 2009: 58%  
- Young people’s comparator: 59%

#### 4.4b Loss of property?
- 2010: 19%  
- Young people’s comparator: 21%
- 2009: 19%  
- Young people’s comparator: 22%

#### 4.4c Housing problems?
- 2010: 26%  
- Young people’s comparator: 19%
- 2009: 26%  
- Young people’s comparator: 22%

#### 4.4d Needing protection from other young people?
- 2010: 25%  
- Young people’s comparator: 23%
- 2009: 25%  
- Young people’s comparator: 22%

#### 4.4e Letting family know where you are?
- 2010: 66%  
- Young people’s comparator: 64%
- 2009: 66%  
- Young people’s comparator: 70%

#### 4.4f Money worries?
- 2010: 19%  
- Young people’s comparator: 17%
- 2009: 19%  
- Young people’s comparator: 24%

#### 4.4g Feeling low/upset/need someone to talk to?
- 2010: 51%  
- Young people’s comparator: 43%
- 2009: 51%  
- Young people’s comparator: 44%

#### 4.4h Health problems?
- 2010: 56%  
- Young people’s comparator: 57%
- 2009: 56%  
- Young people’s comparator: 57%

#### 4.4i Getting phone numbers?
- 2010: 44%  
- Young people’s comparator: 41%
- 2009: 44%  
- Young people’s comparator: 61%

When you first arrived, did you have problems with any of the following:

#### 4.5 Did you have any problems when you first arrived?
- 2010: 83%  
- Young people’s comparator: 76%
- 2009: 83%  
- Young people’s comparator: 83%

When you first arrived, did you have problems with any of the following:

#### 4.5a Not being able to smoke?
- 2010: 74%  
- Young people’s comparator: 50%
- 2009: 74%  
- Young people’s comparator: 60%

#### 4.5b Loss of property?
- 2010: 21%  
- Young people’s comparator: 15%
- 2009: 21%  
- Young people’s comparator: 12%

#### 4.5c Housing problems?
- 2010: 7%  
- Young people’s comparator: 13%
- 2009: 7%  
- Young people’s comparator: 12%

#### 4.5d Needing protection from other young people?
- 2010: 7%  
- Young people’s comparator: 4%
- 2009: 7%  
- Young people’s comparator: 5%

#### 4.5e Letting family know where you are?
- 2010: 21%  
- Young people’s comparator: 23%
- 2009: 21%  
- Young people’s comparator: 24%

#### 4.5f Money worries?
- 2010: 11%  
- Young people’s comparator: 16%
- 2009: 11%  
- Young people’s comparator: 21%

#### 4.5g Feeling low/upset/need someone to talk to?
- 2010: 21%  
- Young people’s comparator: 16%
- 2009: 21%  
- Young people’s comparator: 17%

#### 4.5h Health problems?
- 2010: 11%  
- Young people’s comparator: 11%
- 2009: 11%  
- Young people’s comparator: 19%

#### 4.5i Getting phone numbers?
- 2010: 21%  
- Young people’s comparator: 27%
- 2009: 21%  
- Young people’s comparator: 36%

When you first arrived, were you given any of the following:

#### 4.6a A reception pack?
- 2010: 66%  
- Young people’s comparator: 75%
- 2009: 66%  
- Young people’s comparator: 76%

#### 4.6b The opportunity to have a shower?
- 2010: 49%  
- Young people’s comparator: 35%
- 2009: 49%  
- Young people’s comparator: 61%

#### 4.6c Something to eat?
- 2010: 75%  
- Young people’s comparator: 83%
- 2009: 75%  
- Young people’s comparator: 85%

#### 4.6d A free phone call to friends/family?
- 2010: 80%  
- Young people’s comparator: 81%
- 2009: 80%  
- Young people’s comparator: 85%

#### 4.6e Information about the PIN telephone system?
- 2010: 46%  
- Young people’s comparator: 65%
- 2009: 46%  
- Young people’s comparator: 57%

#### 4.6f Information about feeling low/upset?
- 2010: 34%  
- Young people’s comparator: 36%
- 2009: 34%  
- Young people’s comparator: 52%
Comparison with young people’s comparator and previous survey results.

### Key to tables
- Any percentage highlighted in green is significantly better than the comparator
- Any percentage highlighted in blue is significantly worse than the comparator
- Any percentage highlighted in orange shows a significant difference in demographic details
- Percentages which are not highlighted show there is no significant difference

#### Number of completed questionnaires returned
- HMP & YOI Parc 2010: 57
- Young people’s comparator: 847
- HMP & YOI Parc 2009: 57
- Young people’s comparator: 53

### Within your first 24 hours, did you have access to the following people or services:

<table>
<thead>
<tr>
<th></th>
<th>HMP &amp; YOI Parc 2010</th>
<th>Young people’s comparator</th>
<th>HMP &amp; YOI Parc 2009</th>
<th>Young people’s comparator</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.7a</td>
<td>The chaplain or religious leader?</td>
<td>43%</td>
<td>49%</td>
<td>43%</td>
</tr>
<tr>
<td>4.7b</td>
<td>A peer mentor, Listener or the Samaritans?</td>
<td>11%</td>
<td>25%</td>
<td>11%</td>
</tr>
<tr>
<td>4.7c</td>
<td>Did you have access to the prison shop/canteen?</td>
<td>11%</td>
<td>16%</td>
<td>11%</td>
</tr>
<tr>
<td>4.8</td>
<td>Before you were locked up on your first night, were you seen by a member of healthcare staff?</td>
<td>31%</td>
<td>69%</td>
<td>31%</td>
</tr>
<tr>
<td>4.9</td>
<td>Did you feel safe on your first night here?</td>
<td>80%</td>
<td>82%</td>
<td>80%</td>
</tr>
<tr>
<td>4.10</td>
<td>For those who have been on an induction course: Did it cover everything you needed to know about the establishment?</td>
<td>70%</td>
<td>69%</td>
<td>70%</td>
</tr>
</tbody>
</table>

### SECTION 5: DAILY LIFE AND RESPECT

<table>
<thead>
<tr>
<th></th>
<th>HMP &amp; YOI Parc 2010</th>
<th>Young people’s comparator</th>
<th>HMP &amp; YOI Parc 2009</th>
<th>Young people’s comparator</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Can you normally have a shower every day if you want to?</td>
<td>98%</td>
<td>72%</td>
<td>98%</td>
</tr>
<tr>
<td>5.2</td>
<td>Is your cell call bell normally answered within five minutes?</td>
<td>56%</td>
<td>32%</td>
<td>66%</td>
</tr>
<tr>
<td>5.3</td>
<td>Do you find the food here good/very good?</td>
<td>5%</td>
<td>21%</td>
<td>5%</td>
</tr>
<tr>
<td>5.4</td>
<td>Does the shop/canteen sell a wide enough variety of products?</td>
<td>57%</td>
<td>51%</td>
<td>57%</td>
</tr>
<tr>
<td>5.5</td>
<td>Is it easy/very easy for you to attend religious services?</td>
<td>34%</td>
<td>61%</td>
<td>34%</td>
</tr>
<tr>
<td>5.6a</td>
<td>Do you feel your religious beliefs are respected?</td>
<td>35%</td>
<td>55%</td>
<td>35%</td>
</tr>
<tr>
<td>5.6b</td>
<td>Can you speak to a religious leader in private if you want to?</td>
<td>69%</td>
<td>68%</td>
<td>69%</td>
</tr>
<tr>
<td>5.7</td>
<td>Is there a member of staff you can turn to with a problem?</td>
<td>68%</td>
<td>72%</td>
<td>68%</td>
</tr>
<tr>
<td>5.8</td>
<td>Do you feel that most of the staff here treat you with respect?</td>
<td>67%</td>
<td>68%</td>
<td>67%</td>
</tr>
</tbody>
</table>

### SECTION 6: HEALTH SERVICES

<table>
<thead>
<tr>
<th></th>
<th>HMP &amp; YOI Parc 2010</th>
<th>Young people’s comparator</th>
<th>HMP &amp; YOI Parc 2009</th>
<th>Young people’s comparator</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Did you have a full health assessment the day after your arrival?</td>
<td>53%</td>
<td>61%</td>
<td>53%</td>
</tr>
<tr>
<td>6.2</td>
<td>For those who have been to health care: do you think the overall quality is good/very good?</td>
<td>43%</td>
<td>65%</td>
<td>43%</td>
</tr>
<tr>
<td>6.3a</td>
<td>Is it easy for you to see the doctor?</td>
<td>42%</td>
<td>55%</td>
<td>42%</td>
</tr>
<tr>
<td>6.3b</td>
<td>Is it easy for you to see the nurse?</td>
<td>58%</td>
<td>77%</td>
<td>58%</td>
</tr>
<tr>
<td>6.3c</td>
<td>Is it easy for you to see the dentist?</td>
<td>32%</td>
<td>33%</td>
<td>32%</td>
</tr>
<tr>
<td>6.3d</td>
<td>Is it easy for you to see the optician?</td>
<td>24%</td>
<td>27%</td>
<td>24%</td>
</tr>
<tr>
<td>6.3e</td>
<td>Is it easy for you to see the pharmacist?</td>
<td>27%</td>
<td>31%</td>
<td>27%</td>
</tr>
<tr>
<td>6.4</td>
<td>If you are taking medication, have you had any problems getting your medication?</td>
<td>33%</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>6.5a</td>
<td>Did you have any problems with alcohol when you first arrived?</td>
<td>25%</td>
<td>16%</td>
<td>25%</td>
</tr>
<tr>
<td>6.5b</td>
<td>Have you received any help with any alcohol problems here?</td>
<td>15%</td>
<td>13%</td>
<td>15%</td>
</tr>
<tr>
<td>6.6a</td>
<td>Did you have any problems with drugs when you first arrived?</td>
<td>60%</td>
<td>36%</td>
<td>60%</td>
</tr>
<tr>
<td>6.6b</td>
<td>Do you have any problems with drugs now?</td>
<td>17%</td>
<td>7%</td>
<td>17%</td>
</tr>
<tr>
<td>6.6c</td>
<td>Have you received any help with any drug problems here?</td>
<td>43%</td>
<td>27%</td>
<td>43%</td>
</tr>
</tbody>
</table>
Comparison with young people's comparator and previous survey results.

Key to tables
- Any percentage highlighted in green is significantly better than the comparator
- Any percentage highlighted in blue is significantly worse than the comparator
- Any percentage highlighted in orange shows a significant difference in demographic details
- Percentages which are not highlighted show there is no significant difference

### Number of completed questionnaires returned
<table>
<thead>
<tr>
<th></th>
<th>HMP &amp; YOI Parc 2010</th>
<th>Young people’s comparator</th>
<th>HMP &amp; YOI Parc 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>57</td>
<td>847</td>
<td>57</td>
</tr>
<tr>
<td>6.7 Is it easy/very easy to get illegal drugs here?</td>
<td>20% 18%</td>
<td>20% 19%</td>
<td></td>
</tr>
<tr>
<td>6.8 Do you feel you have any emotional or mental health problems?</td>
<td>18% 21%</td>
<td>18% 31%</td>
<td></td>
</tr>
<tr>
<td>6.9 If you feel you have emotional or mental health problems, are you being helped by anyone here?</td>
<td>40% 58%</td>
<td>40%</td>
<td></td>
</tr>
</tbody>
</table>

SECTION 7: APPLICATIONS AND COMPLAINTS

7.1 Do you know how to make an application? 93% 90% 93% 80%

7.2 Is it easy to make an application? 75% 83% 75% 74%

For those who have made an application:

7.3a Do you feel applications are sorted out fairly? 55% 68% 55% 84%

7.3b Do you feel applications are sorted out promptly (within seven days)? 42% 59% 42% 76%

7.4 Do you know how to make a complaint? 92% 86% 92% 78%

7.5 Is it easy to make a complaint? 78% 68% 78% 72%

For those who have made a complaint:

7.6a Do you feel complaints are sorted out fairly? 35% 39% 35% 46%

7.6b Do you feel complaints are sorted out promptly (within seven days)? 21% 47% 21% 50%

7.7 Have you ever been prevented from making a complaint when you wanted to? 24% 19% 24%

Can you speak to the following people when you need to:

7.8a A peer mentor or Listener? 22% 36% 22% 47%

7.8b A member of the IMB (Independent Monitoring Board) 12% 33% 12% 24%

7.8c An advocate (an outside person to help you) 41% 40% 41% 34%

SECTION 8: REWARDS AND SANCTIONS, AND DISCIPLINE

8.1 Are you on the enhanced (top) level of the reward scheme? 37% 28% 37% 38%

8.2 Do you feel you have been treated fairly in your experience of the reward scheme? 56% 54% 56% 64%

8.3 Do the different levels make you change your behaviour? 53% 60% 53% 62%

8.4 Have you had a 'nicking' (adjudication) since you have been here? 56% 54% 56% 53%

8.5 Was the 'nicking' (adjudication) process explained clearly to you? 91% 86% 91% 96%

8.6 Have you been physically restrained (C and R) since you have been here? 28% 32% 28% 28%

8.7 For those who had spent a night in the segregation/care and separation unit: did the staff treat you well/very well? 50% 46% 50% 100%

SECTION 9: SAFETY

9.1 Have you ever felt unsafe in this prison? 18% 16% 29% 29%

9.3 Has another young person or group of young people victimised (insulted or assaulted) you here? 19% 25% 19% 18%
Comparison with young people's comparator and previous survey results.

Key to tables
- Any percentage highlighted in green is significantly better than the comparator
- Any percentage highlighted in blue is significantly worse than the comparator
- Any percentage highlighted in orange shows a significant difference in demographic details
- Percentages which are not highlighted show there is no significant difference

<table>
<thead>
<tr>
<th>Number of completed questionnaires returned</th>
<th>57</th>
<th>847</th>
<th>57</th>
<th>53</th>
</tr>
</thead>
</table>

If you have felt victimised by another young person/group of young people, did the incident involve:

<table>
<thead>
<tr>
<th>Question</th>
<th>2010</th>
<th>2009</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.4a Insulting remarks?</td>
<td>16%</td>
<td>14%</td>
<td>16%</td>
<td>8%</td>
</tr>
<tr>
<td>9.4b Physical abuse?</td>
<td>3%</td>
<td>11%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>9.4c Sexual abuse?</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>9.4d Racial or ethnic abuse?</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>9.4e Your religious beliefs?</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>9.4f Your disability?</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>9.4g Drugs?</td>
<td>0%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>9.4h Having your canteen/property taken?</td>
<td>2%</td>
<td>5%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>9.4i Because you were new here?</td>
<td>5%</td>
<td>9%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>9.4j Being from a different part of the country than others?</td>
<td>3%</td>
<td>6%</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>9.4k Gang related issues?</td>
<td>0%</td>
<td>6%</td>
<td>0%</td>
<td>6%</td>
</tr>
<tr>
<td>9.4l Your offence/crime?</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>9.6 Has a member of staff or group of staff victimised (insulted or assaulted) you here?</td>
<td>16%</td>
<td>26%</td>
<td>16%</td>
<td>10%</td>
</tr>
</tbody>
</table>

If you have felt victimised by a member of staff/group of staff members, did the incident involve:

<table>
<thead>
<tr>
<th>Question</th>
<th>2010</th>
<th>2009</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.7a Insulting remarks?</td>
<td>5%</td>
<td>16%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>9.7b Physical abuse?</td>
<td>3%</td>
<td>6%</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>9.7c Sexual abuse?</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>9.7d Racial or ethnic abuse?</td>
<td>0%</td>
<td>4%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>9.7e Your religious beliefs?</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>9.7f Your disability?</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>9.7g Drugs?</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>9.7h Having your canteen/property taken?</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>9.7i Because you were new here?</td>
<td>2%</td>
<td>4%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>9.7j Being from a different part of the country than others?</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>9.7k Gang related issues?</td>
<td>0%</td>
<td>3%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>9.7l Your offence/crime?</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
<td>4%</td>
</tr>
</tbody>
</table>

- If you were being victimised by another young person or a member of staff, would you be able to tell anyone about it?
  - If you did tell a member of staff that you were being victimised do you think it would be taken seriously?
  - Is shouting through the windows a problem here?
  - Have staff checked on you personally in the last week to see how you are getting on?
Comparison with young people’s comparator and previous survey results.

### Comparison with young people’s comparator and previous survey results.

Any percentage highlighted in green is significantly better than the comparator
Any percentage highlighted in blue is significantly worse than the comparator
Any percentage highlighted in orange shows a significant difference in demographic details
Percentages which are not highlighted show there is no significant difference

<table>
<thead>
<tr>
<th>Number of completed questionnaires returned</th>
<th>57</th>
<th>847</th>
<th>57</th>
<th>53</th>
</tr>
</thead>
</table>

### SECTION 10: ACTIVITIES

10.1 Were you 14 or younger when you were last at school? 38% 41% 38% 60%
10.2a Have you ever been excluded from school? 88% 88% 88% 87%
10.2b Have you ever truanted from school? 89% 71% 89% 83%
Do you currently take part in any of the following:

10.3a Education? 88% 73% 88% 81%
10.3b A job in this establishment? 9% 34% 9% 10%
10.3c Vocational or skills training? 3% 24% 3% 10%
10.3d Offending behaviour programmes? 9% 21% 9% 42%
For those who have taken part in the following activities while in this prison: do you think that they will help you when you leave prison?

10.4a Education? 67% 71% 67% 67%
10.4b A job in this establishment? 39% 63% 39% 43%
10.4c Vocational or skills training? 28% 60% 28% 53%
10.4d Offending behaviour programmes? 41% 51% 41% 54%
10.5 Do you usually have association every day? 89% 69% 89% 78%
10.6 Do you go to the gym more than five times each week? 3% 9% 3% 8%
10.7 Can you usually go outside for exercise every day? 89% 42% 89% 88%

### SECTION 11: KEEPING IN TOUCH WITH FAMILY AND FRIENDS

11.1 Are you able to use the telephone every day? 95% 64% 95% 94%
11.2 Have you had any problems with sending or receiving letters or parcels? 21% 39% 21% 31%
11.3 Is it easy/very easy for your family and friends to visit you here? 55% 49% 55% 67%
11.4 Do you usually have one or more visits per week from family and friends? 54% 38% 54% 54%
11.5 Do your visits start on time? 52% 49% 52% 54%
11.6 Are you and your visitors treated well/very well by visits staff? 46% 52% 46% 61%

### 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? 53% 49% 53% 74%
12.2 Do you see your personal officer at least once a week? 73% 66% 73% 76%
12.3 Do you feel your personal officer has helped you? 67% 60% 67% 70%
12.4 Do you have a training plan, sentence plan or remand plan? 49% 58% 49%
For those with a training plan, sentence plan or remand plan:

12.5a Were you involved in the development of your plan? 55% 58% 55%
12.5b Do you understand the targets set in your plan? 65% 71% 65%
Comparison with young people’s comparator and previous survey results.

Key to tables

- Any percentage highlighted in green is significantly better than the comparator
- Any percentage highlighted in blue is significantly worse than the comparator
- Any percentage highlighted in orange shows a significant difference in demographic details
- Percentages which are not highlighted show there is no significant difference

<table>
<thead>
<tr>
<th>Number of completed questionnaires returned</th>
<th>HMP &amp; YOI Parc 2010</th>
<th>Young people’s comparator</th>
<th>HMP &amp; YOI Parc 2009</th>
<th>HMP &amp; YOI Parc 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.6 Has your YOT worker been in touch with you since your arrival here?</td>
<td>89% 81%</td>
<td>89% 89%</td>
<td>89% 89%</td>
<td>89% 89%</td>
</tr>
<tr>
<td>12.7 Do you know how to get in touch with your YOT worker?</td>
<td>79% 59%</td>
<td>79% 80%</td>
<td>79% 80%</td>
<td>79% 80%</td>
</tr>
<tr>
<td>12.8 Have you had a say in what will happen to you when you are released?</td>
<td>55% 41%</td>
<td>55% 56%</td>
<td>55% 56%</td>
<td>55% 56%</td>
</tr>
<tr>
<td>12.8 Are you going to school or college on release?</td>
<td>57% 66%</td>
<td>57% 50%</td>
<td>57% 50%</td>
<td>57% 50%</td>
</tr>
<tr>
<td>12.8 Do you have a job to go to on release?</td>
<td>25% 22%</td>
<td>25% 26%</td>
<td>25% 26%</td>
<td>25% 26%</td>
</tr>
<tr>
<td>12.9 Finding accommodation?</td>
<td>41% 42%</td>
<td>41% 45%</td>
<td>41% 45%</td>
<td>41% 45%</td>
</tr>
<tr>
<td>12.9 Getting into school or college?</td>
<td>35% 57%</td>
<td>35% 55%</td>
<td>35% 55%</td>
<td>35% 55%</td>
</tr>
<tr>
<td>12.9 Getting a job?</td>
<td>41% 52%</td>
<td>41% 55%</td>
<td>41% 55%</td>
<td>41% 55%</td>
</tr>
<tr>
<td>12.9 Help with money/finances?</td>
<td>29% 40%</td>
<td>29% 41%</td>
<td>29% 41%</td>
<td>29% 41%</td>
</tr>
<tr>
<td>12.9 Help with claiming benefits?</td>
<td>25% 36%</td>
<td>25% 48%</td>
<td>25% 48%</td>
<td>25% 48%</td>
</tr>
<tr>
<td>12.9 Continuing health services?</td>
<td>25% 28%</td>
<td>25% 24%</td>
<td>25% 24%</td>
<td>25% 24%</td>
</tr>
<tr>
<td>12.9 Opening a bank account?</td>
<td>27% 39%</td>
<td>27% 36%</td>
<td>27% 36%</td>
<td>27% 36%</td>
</tr>
<tr>
<td>12.9 Avoiding bad relationships?</td>
<td>25% 31%</td>
<td>25% 29%</td>
<td>25% 29%</td>
<td>25% 29%</td>
</tr>
<tr>
<td>12.10 Finding accommodation?</td>
<td>23% 25%</td>
<td>23% 22%</td>
<td>23% 22%</td>
<td>23% 22%</td>
</tr>
<tr>
<td>12.10 Getting into school or college?</td>
<td>19% 23%</td>
<td>19% 22%</td>
<td>19% 22%</td>
<td>19% 22%</td>
</tr>
<tr>
<td>12.10 Getting a job?</td>
<td>43% 47%</td>
<td>43% 51%</td>
<td>43% 51%</td>
<td>43% 51%</td>
</tr>
<tr>
<td>12.10 Help with money/finances?</td>
<td>35% 36%</td>
<td>35% 39%</td>
<td>35% 39%</td>
<td>35% 39%</td>
</tr>
<tr>
<td>12.10 Help with claiming benefits?</td>
<td>35% 25%</td>
<td>35% 29%</td>
<td>35% 29%</td>
<td>35% 29%</td>
</tr>
<tr>
<td>12.10 Continuing health services?</td>
<td>17% 11%</td>
<td>17% 12%</td>
<td>17% 12%</td>
<td>17% 12%</td>
</tr>
<tr>
<td>12.10 Opening a bank account?</td>
<td>17% 13%</td>
<td>17% 17%</td>
<td>17% 17%</td>
<td>17% 17%</td>
</tr>
<tr>
<td>12.10 Avoiding bad relationships?</td>
<td>28% 19%</td>
<td>28% 15%</td>
<td>28% 15%</td>
<td>28% 15%</td>
</tr>
<tr>
<td>12.12 Do you want to stop offending?</td>
<td>95% 93%</td>
<td>95% 83%</td>
<td>95% 83%</td>
<td>95% 83%</td>
</tr>
<tr>
<td>12.13 Have you done anything or has anything happened to you here that you think will make you less likely to offend in the future?</td>
<td>73% 48%</td>
<td>73% 49%</td>
<td>73% 49%</td>
<td>73% 49%</td>
</tr>
</tbody>
</table>