

Report on an unannounced inspection of

# **HMP & YOI Askham Grange**

by HM Chief Inspector of Prisons

**1–5 April 2019**

This inspection was carried out with assistance from colleagues at the General Pharmaceutical Council and in partnership with the following bodies:



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### **Glossary of terms**

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at: <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

# Introduction

HMP & YOI Askham Grange is a women's open prison situated in a rural village setting a few miles outside York. At the time of this inspection it held around 110 women. At the heart of the prison sits a large late Victorian house. Other units have been added over the years, including additional living accommodation, a well-equipped mother and baby unit and a health care unit. Immediately outside the grounds is a farm shop and café that sell produce and goods grown or produced by the prisoners.

At the last inspection in 2014 we awarded our highest grading of 'good' in all four of our healthy prison tests. On this occasion we again awarded our highest grades for all four tests. However, it was particularly pleasing to see that the leadership and staff had not simply relied upon what we found last time, nor just continued along the same path. On the contrary, there had been new initiatives and innovations in many areas. The ethos of rehabilitation and resettlement that dominated the establishment seemed to be stronger than ever, and the extraordinarily strong nature of the relationships between staff and prisoners was clear to see. There can be no doubt whatsoever that this played a huge part in achieving the goals of building women's confidence and self-esteem en route to eventual release.

From the moment that prisoners arrived at Askham Grange, they found themselves in a welcoming and safe environment. Very few prisoners indeed said they had felt unsafe, and the reception process, first night dormitory and good use of peer supporters all contributed to this. There was hardly any violence, and levels of self-harm were very low. This was a welcome finding when the levels of self-harm elsewhere in the women's estate are so troubling. Those prisoners who did need support received it appropriately. Our survey suggested that drugs and alcohol were not easily available, and there was little demand for clinical management of substance misuse. The numbers of women being returned to closed conditions seemed broadly comparable with the only other women's open prison (HMP East Sutton Park), but more needed to be done to record the detailed reasons for the returns, and to analyse the data to identify any trends.

The establishment was clean, the living conditions were good and the grounds extensive. Acorn House enabled prisoners to look after their children for overnight stays, and the onsite mother and baby unit, complete with well-equipped nursery, was an excellent facility. It was clear that both mothers and babies thrived in the environment. The provision of healthcare was good. However, more needed to be done at the strategic level to monitor and analyse equalities work and the outcomes for those with a range of protected characteristics.

Prisoners were never locked in their rooms and had free access to most of the site throughout the day. For the visitor to Askham Grange, it was sometimes not immediately obvious at times whether an individual was a member of staff or prisoner, which is testament to the ethos of the establishment being turned into reality. There was a wide range of recreational and social activities available, but it seemed to us that more could be done to match what was available with prisoners' individual interests. Ofsted judged the provision of learning and skills to be outstanding. In terms of helping prisoners to progress, the links to voluntary organisations and employers were a key strength. In particular, the use of release on temporary licence (ROTL), with nearly half of such events being into paid employment, and good connections to national employers meant that even if prisoners came from a part of the country well away from Yorkshire, there was a very good chance of them finding employment on release.

As with any establishment, there will always be room for improvement in some areas, and these are detailed in the relevant section of this report, including the one main recommendation about public protection. However, it would be wrong to detract from the overall excellence of Askham Grange. I would only sound two notes of caution. One is that in the weeks following the inspection, the acting governor and deputy governor were both due to leave, and as we have seen elsewhere, maintaining consistency in leadership energy and ethos can be vital to maintaining good performance. The second

issue is potentially more worrying, and it is that Askham Grange has been under threat of closure for some six years. This uncertainty needs to be resolved as soon as possible. This is one of the best performing prisons in the country. The prisoners clearly benefit enormously from what it can provide. It would be good to think that in the future Askham Grange might remain as an example of what can be achieved, and not fade away into a memory of what was once an exceptional establishment.

**Peter Clarke CVO OBE QPM**  
HM Chief Inspector of Prisons

April 2019

# Fact page

## Task of the establishment

Women's open prison for sentenced prisoners and young adults

## Certified normal accommodation and operational capacity<sup>1</sup>

Prisoners held at the time of inspection: 109

Baseline certified normal capacity: 126

In-use certified normal capacity: 126

Operational capacity: 128

## Notable features from this inspection

*Three quarters of the population were in custody for the first time and, over a 12-month period, 56% had arrived at Askham Grange with nine months or less to serve in prison.*

*A quarter of the population was assessed as presenting a high risk of harm to others.*

*40% of the population were victims of domestic violence.*

*More than half the population were prescribed anti-depressant medication.*

*46% of all temporary licence releases were for paid work opportunities.*

## Prison status and key providers

Public

Physical and mental health provider: Care UK

Substance use provider: Inclusion (part of the Midlands Partnership NHS Foundation Trust) and Care UK

Learning and skills provider: Novus

Community rehabilitation company (CRC): Humberside, Lincolnshire and North Yorkshire CRC

Escort contractor: GEOAmey

## Prison department

Women's estate

## Brief history

HMP & YOI Askham Grange is a women's open prison on the outskirts of York in North Yorkshire. The establishment is 'clustered' with HMP & YOI New Hall, a women's closed prison near Wakefield, West Yorkshire, and shares the same governing governor and other senior management team positions.

## Short description of residential units

<sup>1</sup> Baseline CNA is the sum total of all certified accommodation in an establishment except cells in segregation units, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

There were 45 single and 27 shared rooms in the prison. Accommodation in the main house comprised a mix of single rooms and dormitories, housing up to a maximum of six residents in each room. Acorn House, a standalone building within the prison grounds, provided women and their families with the opportunity to spend time together overnight in a domestic environment in single occupancy rooms. In addition, two annexes consisted of single rooms for women eligible to work outside the prison or who needed to be alone in a room. The mother and baby unit offered 10 single rooms.

**Name of governor and date in post**

Natalie McKee (acting), November 2018

**Independent Monitoring Board chair**

Stephen Beyer

**Date of last full inspection**

28 July–7 August 2014

# About this inspection and report

A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

<b>Safety</b>	prisoners, particularly the most vulnerable, are held safely
<b>Respect</b>	prisoners are treated with respect for their human dignity
<b>Purposeful activity</b>	prisoners are able, and expected, to engage in activity that is likely to benefit them
<b>Resettlement</b>	prisoners are prepared for their release into the community and effectively helped to reduce the likelihood of reoffending.

A4 The 2010 'Bangkok Rules'<sup>2</sup> sets out internationally agreed standards that should govern the treatment of women in prison. These standards are directly applicable to women's prisons in England and Wales. Since September 2014 we have Expectations which specifically address the outcomes we expect for women in prison.

A5 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.

- **outcomes for prisoners are good.**  
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **outcomes for prisoners are reasonably good.**  
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **outcomes for prisoners are not sufficiently good.**  
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

<sup>2</sup> United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders.

- **outcomes for prisoners are poor.**  
There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.
- A6 Our assessments might result in one of the following:
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
  - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.
- A7 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A8 Since April 2013, all our inspections have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow up recommendations from the last full inspection.
- A9 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

## This report

- A10 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow five sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for women in prisons*. The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 6 collates all recommendations, housekeeping points and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A11 Details of the inspection team and the prison population profile can be found in Appendices I and III respectively.
- A12 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in Appendix IV of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.<sup>3</sup>

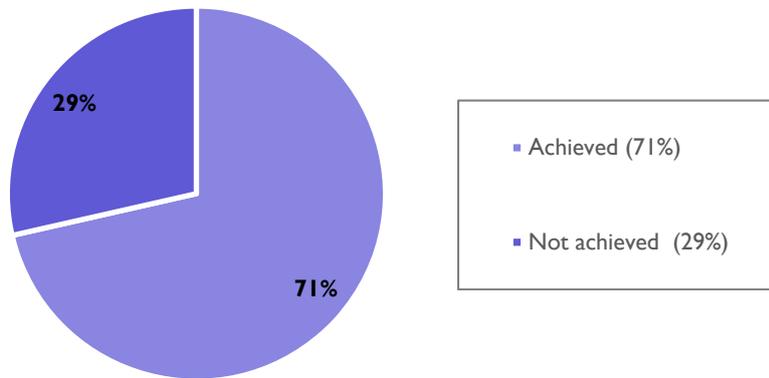
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<sup>3</sup> The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

# Summary

- S1 We last inspected HMP & YOI Askham Grange in 2014 and made 21 recommendations overall. The prison fully accepted 15 of the recommendations and partially (or subject to resources) accepted five. It rejected one of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 15 of those recommendations and not achieved six recommendations.

Figure 1: HMP & YOI Askham Grange progress on recommendations from last inspection (n=21)



- S3 Since our last inspection, outcomes for prisoners stayed the same and were good in all healthy prison areas.

Figure 2: HMP & YOI Askham Grange healthy prison outcomes 2014 and 2019



## Safety

- S4** *Prisoners still travelled to open conditions in secure escort vans, which was unnecessary. Reception and first night processes were very good and helped prisoners settle into their new surroundings. Most prisoners felt safe and there was little violence. Staff focused well on challenging antisocial behaviour and supporting vulnerable prisoners so that they could remain in open conditions and progress. Levels of self-harm were low and those at risk were well managed. Security arrangements were suitable for the population and the number returned to closed conditions was not excessive. Substance use work was good. **Outcomes for prisoners were good against this healthy prison test.***
- S5** *At the last inspection in 2014 we found that outcomes for prisoners in Askham Grange were good against this healthy prison test. We made two recommendations in the area of safety. At this follow-up inspection we found that one of the recommendations had been achieved and one had not been achieved.*
- S6** Prisoners still had to travel to the open prison in cellular vehicles, and some received very short notice of their transfer. Staff from Askham Grange visited other prisons to inform prisoners about life in open conditions and prepare them for the move.
- S7** Reception processes included checks on safety. They were thorough and were conducted respectfully in private. The first night dormitory was clean, bright and welcoming. The induction programme was comprehensive and included very good use of peer support buddies, who helped prisoners settle into their new surroundings. This support was ongoing and could last as long as it was required.
- S8** Askham Grange remained a safe place to live and very few prisoners said they felt unsafe. Violence was rare and only two minor incidents were recorded in the six months before the inspection. The prison started to use challenge, support and intervention plans<sup>4</sup> in October 2018 to support prisoners proactively. Case management was good and individual plans were drawn up for prisoners with complex needs. Antisocial behaviour was largely managed informally but effectively. The incentives and earned privileges (IEP) scheme was effective, but remaining in open conditions was the main incentive.
- S9** Levels of self-harm were very low. Only 14 assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm were opened in the previous year and only two cases involved acts of self-harm. ACCT casework was good and prisoners in need received appropriate support. The safer custody strategic meeting was supported by an effective weekly safety intervention meeting, which reviewed incidents and prisoners that staff were concerned about. The Listener scheme (which involves prisoners trained by the Samaritans providing confidential emotional support to fellow prisoners) was effective. Those who needed space and time on their own had access to the respite room.<sup>5</sup>
- S10** There was a well-developed adult safeguarding strategy and staff were aware of procedures for managing prisoners at risk of abuse. Prisoners with more complex needs were managed well.

<sup>4</sup> The plans are used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

<sup>5</sup> A respite room is a small bedroom separate from the main accommodation to support those in crisis and hold prisoners being returned to closed conditions.

- S11 Security arrangements were proportionate and data analysis was good. Information reports were managed well. Apart from a spike in the number of prisoners returned to closed conditions in January 2019, the number returning was in line with the previous inspection. Prisoners were returned to closed prisons for justifiable reasons, but the decision-making process was not recorded in sufficient detail. The prison did not analyse the reasons for returning prisoners to closed prisons, so it was not possible to identify trends or themes over time. Our survey suggested that illicit drugs and alcohol were not easily available in the prison.
- S12 The prison did not have a segregation unit. The number of adjudications was slightly lower than at the previous inspection. Most were appropriate, although we found a small number that could have been dealt with through the IEP scheme. There had only been one incident involving force in the six months before the inspection – it was proportionate and a review had been completed after the incident.
- S13 There was an effective prison-wide approach to supply reduction and the small team from a drug and alcohol agency focused on relapse prevention through a range of individual, group and peer-led initiatives. There was little demand for clinical management of substance use – nine prisoners received safe, flexible, patient-centred care.

## Respect

**S14** *External areas remained impressive and living conditions were good. Working relationships between staff and prisoners were among the best we have seen. Outcomes for prisoners with protected characteristics were broadly in line with those for other prisoners, but strategic management was weak. Support for mothers with babies and children was very good. Faith provision was reasonable, although the service was stretched. The number of complaints was low, but trend analysis had just begun. Health care was good. The food remained excellent and prisoners valued the improved shop provision. **Outcomes for prisoners were good against this healthy prison test.***

S15 *At the last inspection in 2014 we found that outcomes for prisoners in Askham Grange were good against this healthy prison test. We made eight recommendations in the area of respect.<sup>6</sup> At this follow-up inspection we found that seven of the recommendations had been achieved and one had not been achieved.*

- S16 The grounds of the prison were impressive and very well maintained. Prisoners' rooms were clean, in good condition and fully furnished. The refurbishments completed in some of the residential units had significantly improved the accommodation. Prisoners had good access to everyday essentials, such as clothing and cleaning material. The applications system was very effective, and most prisoners said responses were fair and timely.
- S17 In our survey, 92% of prisoners said there was a member of staff they could turn to and that most staff treated them with respect. Staff-prisoner relationships were extremely positive and among the very best we have seen. The personal officer scheme worked well and consultation with prisoners was good. Almost all staff had completed trauma-informed training (which trains staff to consider the trauma prisoners may have experienced in their lives) to help them work with prisoners displaying complex behaviour.

<sup>6</sup> This included recommendations about the incentives and earned privileges scheme which, in our updated Expectations (Version 4, 2012), now appear under the healthy prison area of safety.

- S18 The strategic management of equality and diversity was weak. For example, the diversity and equality action team had only recently been reinstated after a gap of over a year. Despite this, our survey showed that outcomes for prisoners with protected characteristics were broadly in line with other prisoners. On arrival, all prisoners were interviewed by the equality officer and a prisoner representative to identify their needs. The equality officer and a small group of active prisoner representatives provided prisoners with protected characteristics with support on an individual or ad hoc basis.
- S19 Living conditions for prisoners with a physical disability had improved, but there was still no formal paid carer scheme. Older prisoners received regular, planned support through weekly forums. The mother and baby unit was bright and airy, support for mothers was excellent and there was a good range of activities for mothers and babies. Care arrangements for those being separated from their children was good. Prisoners were positive about faith in our survey, but the chaplain was also employed at HMP New Hall, which made it difficult for them to deliver a comprehensive service.
- S20 The number of complaints submitted remained relatively low. Most replies were helpful. However, data analysis to determine trends had only recently been introduced and information was still very limited.
- S21 Those who had children in local authority care continued to receive good support and advocacy. Prisoners also had access to a firm of solicitors who provided a regular drop-in service covering all aspects of family law.
- S22 Health care was delivered by a small, stable team, and support for patients remained good. A full range of primary care services was delivered and easy to access, but management oversight and support was not sufficient. Access to relevant community services was offered to ensure the health needs of mothers and babies in the prison were met. Most medicines were provided in possession, which was appropriate for the population, and medicine management arrangements ensured medication was dealt with safely and effectively. Community dental appointments were readily available. However, it was unclear how long some patients waited.
- S23 A mental health nurse delivered appropriate interventions and received good support from the GP and psychiatrist. No interventions were being delivered by a psychologist during the inspection. Social care arrangements had been established, but no prisoners needed a care package.
- S24 The standard of the food was excellent and most prisoners were positive about the provision, but self-catering facilities were far too limited for an open prison. The prison shop continued to be run efficiently and had been improved following the introduction of catalogues and a shop selling clothing and cosmetics.

## Purposeful activity

- S25** In line with other open prisons, prisoners were never locked in their rooms and had free access around the site for most of the day. The range of recreational activities was reasonable, but more could have been done to identify what other activities prisoners might have enjoyed. Ofsted rated the overall provision of learning and skills as outstanding. Links with external employers were exceptional. The range of accredited qualifications through prison work was limited. The quality of teaching, learning and assessment was excellent and prisoners developed a good level of self-confidence. Outcomes for prisoners were very good. The library provided prisoners with a positive focal point and physical education provision remained good. **Outcomes for prisoners were good against this healthy prison test.**
- S26** *At the last inspection in 2014 we found that outcomes for prisoners in Askham Grange were good against this healthy prison test. We made two recommendations in the area of purposeful activity. At this follow-up inspection we found that one of the recommendations had been achieved and one had not been achieved.*
- S27** The amount of freedom prisoners had was appropriate for an open prison. Prisoners had free access around the site for most of the day and were never locked in their rooms. They could take part in recreational activities, but not enough was being done to develop a suitable range based on prisoners' interests.
- S28** Links with employers were exceptional. Managers had planned the curriculum so that it met prisoners' needs. The standard of the provision was reviewed accurately. Prisoners had a clearly defined progression plan. During the inspection, there were no placement opportunities in hairdressing or beauty therapy. The range of accredited qualifications through prison work was limited and prisoners were not undertaking them. The allocations process was appropriate.
- S29** Teachers and instructors planned lessons well and delivered high quality teaching and guidance. Prisoners' progress was tracked and monitored very effectively. Staff provided prisoners with good support to help improve their work and skills. Prisoners' additional support needs were identified swiftly and supported well. A few teachers in functional skills did not sufficiently challenge more able prisoners. Education assessments were very effective.
- S30** Prisoners were highly motivated and gained confidence and self-esteem. They took pride in their work and developed good employment skills. Prisoners used their 'passport to employment', a document recording their progress towards developing employment skills, very well and became more confident through working with the public. Peer mentors were used effectively. Information, advice and guidance helped prisoners make well-informed choices. Many prisoners progressed to education, training or employment on release.
- S31** Standards of work in education were high and a large number of prisoners achieved qualifications delivered by the education provider and the prison. Prisoners developed very good vocational skills.
- S32** All prisoners had a library induction. The library provided prisoners with a good place to meet. The provision was good – it had a wide range of stock in various formats. Storybook Mums (which helps prisoners to record a story for their children to listen to at home) was used well and was not just limited to mothers. Several activities were organised in the library, such as a creative writing course and Reading Ahead (where prisoners wrote a review of a book they had read), prompting prisoners to use the facility.

- S33 Access to the gym was good and work on healthy living and a positive body image was developing. A good range of classes was available, staff and prisoners could exercise together and the gym orderly also facilitated some classes.

## Resettlement

- S34 *The prison's ethos and very good use of release on temporary licence (ROTL) supported effective rehabilitation. Strategic oversight of resettlement was too limited and over half of new arrivals had little time left to serve, which presented additional challenges. Offender management was good and appropriately focused. ROTL risk assessments were robust. An effective inter-departmental risk management team (IRMT) was now in place. Assessments for prisoners posing a risk to children were not always completed and existing contact restrictions were not always enforced. Resettlement work across the pathways was good and support to help prisoners maintain contact with their family was particularly impressive. The population's specific offending behaviour needs had not been analysed. **Outcomes for prisoners were good against this healthy prison test.***
- S35 *At the last inspection in 2014 we found that outcomes for prisoners in Askham Grange were good against this healthy prison test. We made nine recommendations in the area of resettlement. At this follow-up inspection we found that six of the recommendations had been achieved and three had not been achieved.*

- S36 The prison fulfilled its core purpose well. It had a positive ethos that promoted personal responsibility and empowerment. However, the strategic management of resettlement work was not well developed, meetings were poorly attended and progress was not measured to determine outcomes. The needs analysis was limited and did not yet identify the provision's strengths and weaknesses. Access to ROTL was very good. The range of job opportunities was especially impressive and almost half of all ROTL cases involved paid work.
- S37 Prisoners had an up-to-date assessment of their risks and needs completed within three months of their arrival. Offender management unit (OMU) caseloads were manageable and offender supervisors – particularly probation officers – had mostly good contact with prisoners. OMU staff knew prisoners very well and were heavily invested in their progression. Information sharing between the OMU, Shelter staff and the wider prison was weak and did not promote good joint working. Home detention curfew (HDC) processes were well managed. Almost half of prisoners on ROTL were restricted cases, and risk assessments were robust. We saw clear evidence of offender supervisors and offender managers in the community agreeing risk management plans for ROTL and prisoners' final release.
- S38 About a quarter of prisoners presented a high risk of harm to others and about 40% were eligible for management through multi-agency public protection arrangements (MAPPAs) on release. A monthly IRMT meeting had been introduced since the previous inspection and it had a good focus on MAPPA cases approaching release. Procedures for assessing whether prisoners posed a continuing risk to children and imposing contact restrictions were weak, which was a significant concern. In a 12-month period, over half of the prisoners arriving at Askham Grange had less than nine months to serve, which prevented them from accessing the full range of ROTL opportunities.
- S39 The demand for resettlement help in the weeks leading up to release was low, but support available through Shelter was adequate. Provision under the key pathways was good overall.

- S40 Prisoners received very good support from Barnardo's, the Prison Advice and Care Trust (PACT) and prison staff, who helped them develop their family relationships. Prisoners could participate in family days, ROTL and social visits to reinforce relationships and had access to a family support officer. Prisoners and their children could also have overnight stays at Acorn House. Incoming telephone lines had been installed in the main prison. Support for prisoners who had experienced abuse or victimisation was too limited.
- S41 The demand for assistance to find accommodation was low. Almost two thirds went to live with family and friends on release and nobody had been released without an address to go to in the previous six months. However, the number of prisoners released to sustainable accommodation was still not monitored to determine the provision's effectiveness.
- S42 A wide range of education, training and employment support was available before release through, for example, Shelter, an onsite careers adviser and Novus. A large number of prisoners progressed into education, training or employment on release.
- S43 Prisoners received appropriate health care support before release, including those with ongoing mental health and substance use needs. A good range of practical money and debt assistance was also available.
- S44 Prisoners had access to good one-to-one work with their offender supervisor, but the prison had not undertaken a needs analysis to establish what kind of offending behaviour work was needed, particularly by those serving short custodial sentences.

### Main concern and recommendation

- S45 Concern: Procedures for managing prisoners posing a risk to children were weak. The OMU did not have a process for assessing whether these prisoners presented a continuing risk. Staff did not always apply contact restrictions that were considered necessary.

**Recommendation: The OMU should assess prisoners posing a potential risk to children in consultation with other relevant bodies and the parent or carer to determine if they present a continuing risk. Any required contact restrictions should be applied consistently.**



# Section 1. Safety

## Courts, escorts and transfers

### Expected outcomes:

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

- I.1 Prisoners mostly came from prisons within reasonable travelling distance, but some were transferred from establishments where long journeys or overnight stays were required. Those we spoke to said they had received very short notice of their transfer, which meant they did not have time to inform family or friends of the move.
- I.2 Prisoners assessed as suitable for open conditions were never handcuffed during a transfer, but they still had to travel in cellular vehicles, which was unnecessary. Most prisoners we spoke to said that escort vehicles were clean, refreshments were provided and escorting staff treated them well.
- I.3 It was positive that staff and prisoners from Askham Grange visited other prisons to raise awareness of life in open conditions and help prepare prisoners for the move.

### Recommendation

- I.4 **Women judged suitable for open conditions should not have to travel in cellular vehicles.** (Repeated recommendation 1.4)

## Early days in custody

### Expected outcomes:

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

- I.5 Almost all prisoners (98%) in our survey said that staff treated them well in reception and 95% said that searching was undertaken respectfully. Reception interviews were thorough and conducted in private.
- I.6 The reception area was relaxed, clean and had a comfortable waiting area, where prisoners could have a hot drink. In our survey, far fewer prisoners than at our previous inspection (71% compared to 96%) said they had been in reception for less than two hours. The time prisoners spent going through reception processes often varied because, for some, it included a tour of the prison or having a meal in the dining hall.
- I.7 In our survey, 95% said they had felt safe on their first night. The six-bed first night dormitory was clean, bright and welcoming. It had lockable storage and useful information boards. Prisoners saw an induction peer representative, known as a buddy. The buddy supported prisoners in their first 24 hours and beyond if required. Most prisoners we spoke to appreciated this support.

- I.8** The induction process started on the day of arrival and continued over the following five working days. The programme was comprehensive. New receptions received information on a wide range of relevant issues, as well as an introduction to subjects, such as release on temporary licence. Staff also spoke to them about mental health, well-being and safety. Almost all prisoners (99%) in our survey said they had been through the induction programme and 79% said it covered everything they needed to know.

## Safe and supportive relationships

### Expected outcomes:

**Safe and supportive relationships are encouraged. Everyone feels and is safe from victimisation (which includes verbal and racial abuse, theft, violence and assault or threats). Prisoners are protected from victimisation through active and fair systems known to staff, prisoners and visitors, and which inform all aspects of the regime. Any sanctions on behaviour are applied fairly, transparently and consistently.**

- I.9** Violence was rare and only two minor incidents were recorded in the six months prior to the inspection. The low levels of violence were reflected in our survey, where very few prisoners (13%) said they had ever felt unsafe at the prison, significantly lower than at other women's prisons.
- I.10** The prison focused well on challenging antisocial behaviour – it was largely managed informally, but effectively. Vulnerable prisoners received support so they could remain in open conditions and progress. Where possible staff worked proactively with prisoners to address any personal issues, which we observed during the inspection. The staff had an open-door policy and prisoners could approach staff at any time for support.
- I.11** The prison started to use challenge, support and intervention plans (CSIPs)<sup>7</sup> in October 2018 to support vulnerable prisoners or those finding it difficult to cope in open conditions. Since its introduction, six prisoners had been formally managed through the process. Case management was good and staff showed they had a good understanding of the prisoners' issues.
- I.12** The incentives and earned privileges (IEP) scheme was effective, prisoners on the enhanced level could have extra weekend visits and receive extra money. Prisoners understood the IEP scheme and how warnings could be issued. The scheme was fair and used effectively, but remaining in open conditions was the main incentive.
- I.13** The sense of community at the establishment meant there was very little conflict. When minor disagreements did occur, prisoners were given the space to work through problems without disciplinary action being taken. (See also paragraph I.18.)

<sup>7</sup> The plans are used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

## Self-harm and suicide prevention

### Expected outcomes:

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

- I.14** Levels of self-harm were very low and there had only been two acts of self-harm in the previous 12 months, both very minor.
- I.15** Only 14 assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm had been opened in the previous year. ACCT casework was good, however, we found health care staff did not always attend case reviews. ACCTs were not normally open for much longer than two weeks, but most prisoners then received support in other ways, for example, through CSIPs (see paragraph I.11).
- I.16** The safer custody strategic meeting was held quarterly and was generally well attended. Prisoners participated in part of the meeting. It was supported by an effective weekly safety intervention meeting, which looked at the previous seven days to review incidents and prisoners that staff were concerned about. There was also a comprehensive safer custody action plan, which was reviewed regularly.
- I.17** There were eight Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners). Their services were widely advertised and prisoners knew them. Most prisoners we spoke to said they could speak to a Listener at any time and the layout of the prison meant they could speak to them in private in pleasant surroundings when they wanted to. There was a monthly forum for the Listeners, attended by staff and representatives from the Samaritans.
- I.18** Prisoners who needed space and time on their own had access to a respite room<sup>8</sup>. It was clean, had a toilet and shower and was designed to allow prisoners time out of shared accommodation when they needed it. Most prisoners we spoke to were aware of it.

### Recommendation

- I.19 Staff from the health care department should attend all ACCT case reviews or make a written contribution if they are unable to.**

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<sup>8</sup> A small bedroom separate from the main accommodation to support those in crisis and hold prisoners being returned to closed conditions.

## Safeguarding (protection of adults at risk) and prisoners with complex needs

### Expected outcomes:

**The prison promotes the welfare of all prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.<sup>9</sup>**

- I.20** The adult safeguarding strategy was well developed and staff from the prison attended the local safeguarding adults board. Adult safeguarding training had taken place and although there had been no referrals, staff we spoke to were aware of the processes for managing prisoners at risk of abuse. Prisoners identified with more complex personal needs were managed at the weekly safety intervention meeting (see paragraph I.16).

## Security

### Expected outcomes:

**Physical and procedural security measures are specific to the risks in a women's prison. Security and good order are underpinned by effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance use while in prison.**

- I.21** Security arrangements were proportionate and suitable for the population. There was a monthly security meeting, but most attendees were from the security department as staff from other departments did not always attend. During the meeting, good data analysis was undertaken and key security issues that were specific to Askham Grange were discussed, for example, the management of in-possession prescription medication, for which random checks had been introduced.
- I.22** Information reports (IRs) were managed well and 346 IRs had been submitted in the six months before the inspection, which was comparable with the previous inspection. IRs were now collated through an area intelligence hub, which provided cover 365 days a year. There were no IRs waiting to be processed and all intelligence had been acted on.
- I.23** The area intelligence hub produced a monthly security report for the establishment. It showed good data analysis and a focus on areas such as organised crime gangs, which meant the prison could feed the information into its local action plan. The report was discussed every month at the security meeting
- I.24** Searching arrangements were proportionate. There had been five intelligence-led searches in the six months before the inspection. Monitoring arrangements were adequate and justifiable. The establishment had two phones through which prisoners could receive incoming calls. The calls could not be monitored, however, we felt that the provision's role in helping improve prisoners' contact with their families outweighed any possible negative aspects. (See paragraphs 4.30 and 4.31.)
- I.25** Except for a spike in January 2019, the number returned to closed conditions was not excessive – 19 in the previous six months, which was in line with the previous inspection. The reasons for returning prisoners to closed prisons were justifiable. The prison conducted a review meeting, which was always chaired by a head of department. However, there were

<sup>9</sup> We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

no minutes for these meeting and the detail of the decision-making process was not sufficiently recorded. As a result, the reasons for returning prisoners to a closed prison were not analysed, so it was not possible to identify trends or themes over time.

- I.26** The survey suggested that illicit drugs and alcohol were not easily available in the prison – only 4% said it was easy to obtain drugs and 3% alcohol. This was reflected in the mandatory drug testing (MDT) results. There had only been two positive tests in the six months before the inspection and both were intelligence-led. Both prisoners were returned to closed conditions following the results.

## Disciplinary procedures

### Expected outcomes:

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

### Disciplinary procedures

- I.27** The number of adjudications was slightly lower than at the previous inspection – 32 in the six months before the inspection compared with 41 over the same period at the previous inspection. Most adjudications were appropriate, although we found a small number that could have been dealt with through the IEP scheme. Sanctions were proportionate and the prisoners' behaviour in the establishment before the adjudication was taken into account.

### The use of force

- I.28** There had only been one use of force in the six months before the inspection. It was proportionate and a review had been completed after the incident. The incident had been handled by using minimal force when returning a prisoner to closed conditions. The receiving establishment received a handover, so its staff could check the prisoner had not been injured as a result of the use of force.

### Segregation

- I.29** There was no segregation unit. Prisoners being returned to closed conditions were often held in the respite room (see paragraph I.18). Although they were held there for short periods of time while they waited for transport to take them to the closed prison, its use was not formally recorded to justify locking the cell door.

## Substance use

### Expected outcomes:

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

- I.30** The prison had an effective and coherent action plan to address drug and alcohol risks. The plan also outlined the specialist support prisoners required. There was evidence of partnership working, and an effective drug and alcohol recovery team had been established. It consisted of Inclusion (a drug and alcohol agency), which provided bespoke support and a range of psychosocial interventions, and Care UK, which delivered specialist clinical

treatment. Overall, the support offered to prisoners was good. The work focused on stabilisation and relapse prevention to ensure prisoners' transition into the community was effective.

- I.31** Prisoners' needs were identified on reception and all prisoners were seen individually during induction and subsequently as needed. The small Inclusion team organised a range of psychosocial interventions to support prisoners throughout their stay at the prison. Prisoners received timely, flexible support, tailored to their individual needs, including guided self-help, individual and group work, recovery programmes, access to two peer mentors and groups such as Alcoholics Anonymous. The provision was developing and there were plans to introduce mindfulness groups.
- I.32** Twenty-seven prisoners were receiving support during the inspection, nine of whom required opiate substitution therapy. Methadone was the main clinical intervention. Prescribing regimes were flexible and in line with national guidance. Skilled clinical practitioners were responsible for prescribing regimes, including for pregnant women, for whom multidisciplinary specialist support was available when required. Prisoner engagement events had significantly influenced the service model and individual prisoners contributed to all care decisions.

## Section 2. Respect

### Residential units

#### Expected outcomes:

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

- 2.1 The outside areas of the prison were extremely pleasant and very well maintained. Prisoners had access to most of these areas and could associate outside. There were benches, outside exercise equipment and well-kept gardens. All prisoners we spoke to appreciated the surroundings.
- 2.2 Prisoners' rooms in the main house were generally shared, but most prisoners we spoke to said that they liked that. Single rooms were available in the annexes and in Acorn House. The rooms were clean and in good condition. They were fully furnished and had lockable cabinets. Prisoners could associate or watch TV in a large number of well-furnished comfortable communal areas. They could also visit an onsite coffee shop and the library where they could socialise with other prisoners and staff.
- 2.3 Prisoners felt the recent refurbishment of most of the communal showers had improved the facilities and in our survey all prisoners said they could shower every day. Access to everyday essentials, such as clothing, cleaning material and toiletries, was very good. Prisoners also had good access to facilities for laundering bedding and clothing, and residential areas had their own laundry.
- 2.4 The applications system was very effective and application forms were readily available from the prisoner information room. Most prisoners we spoke to said replies they received were fair and timely – they normally received a response the day after making an application.

### Staff-prisoner relationships

#### Expected outcomes:

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

- 2.5 In our survey, almost all prisoners (92%) said there was a member of staff they could turn to and that staff treated them with respect. Staff-prisoner relationships we observed during our inspection were extremely supportive and positive. Most prisoners spoke highly of staff and appreciated the relationship they had with them. Some of the interactions we observed between staff and prisoners were among the best we have seen.
- 2.6 Most prisoners in our survey (99%) said they had a personal officer and all those we spoke to knew who their personal officer was. Prisoners told us that they saw their personal officers regularly and would go to them if they needed anything. However, staff did not always enter information on prisoners' electronic records, which meant it was not shared with other staff.
- 2.7 The prison held a well-attended monthly council committee meeting involving prisoners, which was good. Prisoner council members were well advertised and prisoners we spoke to

knew who they were. The committee discussed prison issues and had an effective action plan, which was reviewed at the meeting.

- 2.8** To enhance the prison's ability to work with prisoners displaying complex behaviour, over 90% of staff had completed trauma-informed training (which trains staff to consider the trauma prisoners may have experienced in their lives). There were early signs of the positive effects of the trauma-informed approach on some prisoners.

## Equality and diversity

### Expected outcomes:

**The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic<sup>10</sup> are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.**

### Strategic management

- 2.9** The strategic approach to equality and diversity was weak. The diversity and equality action team had only just been reinstated after a gap of over a year and the policy had only recently been updated. Staff 'champions' had just been allocated to each of the protected characteristics. The new arrangements were an attempt to relaunch equality and diversity as part of a prison-wide approach. However, they had been introduced at the beginning of the year and were not yet fully embedded.
- 2.10** A very experienced equality officer, along with a small group of active prisoner representatives, provided prisoners with protected characteristics with assistance on an individual or ad hoc basis. The equality officer had a high profile within the establishment, and there was a prominent photo display identifying her and the prisoner representatives in a central area of the prison. There were no formal consultation arrangements except for older prisoners, although the lack of forums was mitigated by the small population and the responsiveness of the equality team.
- 2.11** The equality officer and one of the prisoner representatives interviewed all prisoners on arrival to identify their individual needs and provide them with information about sources of help. This process worked well and the needs of a prisoner who found it difficult to communicate in English were identified promptly and arrangements made to involve an interpreter.
- 2.12** The number of discrimination incident reporting forms (DIRFs) submitted continued to be low – only two in the six months before the inspection. They were dealt with adequately and there were plans to improve the DIRF process by introducing independent checks, using a specialist from a local university.
- 2.13** Despite strategic weaknesses, outcomes for prisoners from minority groups appeared to be reasonably good. Survey results for prisoners with protected characteristics were broadly in line with responses from other prisoners, and anecdotal feedback we received during the inspection from minority groups was generally positive.

<sup>10</sup> The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

## Recommendation

- 2.14** The prison should introduce monitoring arrangements so that any discrimination against prisoners with protected characteristics can be identified and addressed.

### Protected characteristics

- 2.15** The prison population was predominantly white and less than 20% of prisoners were from a black and minority ethnic background. There was no formal support for prisoners from this group, but we did not find any evidence of direct racial discrimination. A calendar had been published promoting a wide range of cultural and religious events, including activities relating to Black History Month.
- 2.16** It was unusual for the prison to hold foreign national prisoners and we were advised that there had only been one a year since the previous inspection. Staff in the offender management unit, who had specialist experience in this area of work, dealt with foreign national prisoners on an individual basis.
- 2.17** Living conditions for prisoners with a physical disability had been improved and more rooms in the upper annexe had been fitted with adaptations. The modifications provided those with restricted mobility with a relatively good environment. Five prisoners had personal emergency evacuation plans during the inspection, and staff looking after them were familiar with the main elements of the plans. There was still no formal carer scheme, although prisoners with physical disabilities received informal support from their friends.
- 2.18** During the inspection, we found departments worked well together to support a transgender prisoner, whose needs were being dealt with sensitively within the prison and through community-based agencies during release on temporary licence (ROTL). Eleven per cent of prisoners responding to our survey said they were homosexual, bisexual or another sexual orientation. During discussions with prisoner representatives, prisoners and staff, we were told that prisoners could live together, regardless of their sexual orientation, because of the respectful relationships that had been developed across the prison.
- 2.19** One prisoner under the age of 21 was being held during the inspection. The prisoner was involved in work to support care leavers (a person aged 25 or under, who has been looked after by a local authority), along with a representative from the Care Leavers' Association, a national user-led charity, who visited the prison regularly. (See also paragraph 4.35.)
- 2.20** Support for older prisoners was well organised and they could participate in regular, planned events, which were held during weekly forums. The sessions were run by a prisoner representative and combined recreational activities with consultation.
- 2.21** The mother and baby unit (MBU) was bright and airy and provided excellent support. During the inspection, there were four mothers and their babies, although there was space for 10 mothers and 11 babies. The bedrooms were large and had a lot of natural light. Although the rooms did not have en-suite toilets or showers, communal showers and bath facilities were clean and spacious.
- 2.22** Trained nursery nurses were on site every day and they focused well on the development of the children. The nursery facilities were excellent, and mothers and babies could participate in a good selection of activities.

- 2.23** Mothers were positive about the support they received from staff and all the staff we spoke to knew the circumstances of each mother and baby. The staff wore less formal prison officer uniforms, such as t-shirts rather than shirts, which was positive.
- 2.24** Weekly multi-agency meetings were held to discuss all women in the unit and their care plans, where relevant. Care arrangements for those being separated from their children were good, and support was available through two organisations. Acorn House also enabled mothers and their children to spend time together overnight. (See paragraphs 4.26, 4.27 and 4.28.)

## Faith and religious activity

### Expected outcomes:

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

- 2.25** The prison did not have a full-time chaplain. The chaplaincy, based at New Hall prison over 30 miles away, ran the faith provision, delivering four sessions a week. A review, carried out by the managing chaplain at New Hall, identified a shortfall in staffing for Askham Grange and acknowledged that the chaplaincy's statutory duties could not always be carried out within the time allocated. Some of this pressure was relieved by using volunteers and lay preachers, but they were not qualified to carry out certain tasks. Chaplains remained frustrated about their low profile within the prison.
- 2.26** The chaplain prioritised holding religious services as scheduled, although uptake was low. The lack of a prison-based chaplain restricted what could be undertaken and the amount of pastoral work chaplains carried out was limited, as was their participation in meetings.
- 2.27** However, despite the limited resources, prisoners' basic spiritual needs did appear to be adequately met and the Sanctuary, a large, private multi-faith space, was available for anyone to use. Survey results indicated that 77% of prisoners who practised a religion could see a chaplain of their faith and 86% could attend a religious service if they chose to.

## Complaints

### Expected outcomes:

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

- 2.28** Prisoners had confidence in the complaints system and in our survey, 71% of prisoners responding said they thought complaints were dealt with fairly, while 80% said they were dealt with within seven days. Both these findings were significantly better than results from other similar prisons. The number of complaints submitted remained relatively low – 42 in the previous six months. The responses to complaints we examined were mainly helpful, although a small number were terse and lacked sufficient detail. Most of the complaints we examined related to property, but trend analysis had only recently been introduced so we were unable to see trends or themes over time.

## Legal rights

### Expected outcomes:

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

- 2.29** Those who had children in the care of the local authority received effective guidance, advice and advocacy from the family support worker. This specialist worker had an open caseload of 40, and as well as maintaining contact with community-based colleagues, she organised supervised visits and set up arrangements for reviews of children who were in care to take place in the prison. Prisoners now had direct access to a local firm of solicitors, who specialised in all aspects of family law. It ran a monthly drop-in service, although additional one-off appointments could also be scheduled. (See also paragraph 4.26.)
- 2.30** There was a very small number of queries from prisoners about their legal rights and offender supervisors dealt with them on request. The visiting facilities for legal representatives were adequate.

## Health services

### Expected outcomes:

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

- 2.31** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)<sup>11</sup> and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The Care Quality Commission found no breaches or concerns about regulations during the inspection.

## Governance arrangements

- 2.32** The prison's health care provision was informed by a health needs assessment that had been completed in August 2016. There had been some staffing difficulties in 2018, but a stable, cohesive staff group was now in place. It was well integrated into the prison's operations, including multidisciplinary processes established to manage complex cases.
- 2.33** Service delivery was good, but aspects of management oversight needed to be enhanced. For example, it was difficult to obtain staff supervision records and accurate information about waiting times during the inspection, and not all staff felt fully supported. A more regular management presence would have helped address the problem.
- 2.34** There was a rolling programme of audits designed to drive service improvements. However, no care planning audit had been carried out and we found not all patients with complex needs had a care plan. This meant not all staff were aware of individual prisoners' care needs.

<sup>11</sup> CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.35** There had only been one Datix report (the electronic health care incident reporting system) in the previous 12 months and a risk register was established to monitor areas of concern. A confidential complaints process was in place. We were told that there had been a very small number in the previous 12 months and most were resolved face to face with the patient. However, we were unable to verify this or see any complaints during the inspection to assess the standard of the replies.
- 2.36** Patient information leaflets and displays were available in the health care department. Health care staff had consulted a specific group of patients, but did not do so regularly, nor did they involve prisoners across the establishment. However, patient feedback was collected regularly and responses overall were very positive.
- 2.37** There was no strategic prison-wide plan for health promotion or any named lead staff member responsible for this area of work, although prisoners had access to disease prevention programmes and health screenings. The GP undertook cervical screenings and patients had access to other support, such as sexual health, breast and retinal eye screenings, which community providers carried out. Barrier protection was available but not well advertised.
- 2.38** Most staff we spoke to were aware of safeguarding processes and knew how to escalate concerns. All staff had completed safeguarding adults training but not all staff had completed training in safeguarding children, although we saw evidence that this was being addressed (see also paragraph 1.20). Otherwise the prison complied with mandatory training and staff were encouraged to undertake additional training relevant for their roles. Not all staff had received supervision in line with the provider's policy, although all had had an up-to-date appraisal.
- 2.39** Emergency response arrangements were good and nearly all prison officers had received training in first aid. Twenty had received specific paediatric first aid training, which was good.
- 2.40** The health care centre was welcoming and clinical rooms were clean and met infection control standards. Equipment was well maintained and regularly serviced.
- 2.41** All health staff routinely recorded their contact with patients on SystemOne (the electronic clinical information system) but the information varied in the amount of detail they contained. A record-keeping audit had been carried out in March 2019; it was due to be repeated to help drive improvements.
- 2.42** At the time of the inspection there had not been any pregnant patients for approximately 12 months. A robust system was in place for caring for pregnant women and a named community midwife was available, should such support have been needed.
- 2.43** The CQC found there were no breaches of the relevant regulations.

## Recommendation

- 2.44** **There should be an agreed level of support and management presence on site to ensure that oversight is effective and that practitioners receive appropriate supervision in line with the provider's policy.**

## Delivery of care (physical health)

- 2.45** All patients received a thorough initial health screening on arrival and a secondary, more detailed health screening was also offered. In addition, all arrivals were routinely seen by a GP, which was positive. Telephone interpreting services were available but rarely required.
- 2.46** The nursing team ran a daily drop-in triage session and two experienced GPs provided three clinics a week, supported by an advanced nurse practitioner who provided a weekly clinic. In our survey, 89% said it was easy to see a GP and 94% said it was easy to see a nurse. We found prisoners had ready access to the health team and were usually seen by the GP within two days for a routine appointment. An appropriate range of clinics, such as those offering podiatry, optician and physiotherapy services, was established and waiting times for all these services were short.
- 2.47** The small nursing team ran several regular clinics, including a weight management group, which a health care assistant had set up. Several prisoners had complex needs and treatment regimens and although care plans were mostly generic, health records demonstrated patients with long-term conditions were identified appropriately and were receiving good ongoing support. A number of external specialists visited the site, although patients could also attend outpatient appointments to receive ongoing care.
- 2.48** Appropriate antenatal and post-natal care for woman was available when required. There were good links with the mother and baby unit. The health care team looked after the mothers' health and children received care from two named health visitors, who coordinated any required community medical support.
- 2.49** Access to external hospital appointments was well managed and there were up to four escorts available every day, but many patients could attend appointments while on ROTL.

## Pharmacy

- 2.50** Individually labelled medicines were dispensed from Sigma Pharmacy. Prescriptions were issued by GPs who were on site three days a week, although GPs could deal with requests electronically from their community location if required. There was no clinical pharmacy support for patients and routine oversight of medicine management arrangements was limited – nurses oversaw orders of medication from the pharmacy and prisoners' repeat prescriptions. New prescriptions generally arrived within 24 hours, although they could be expedited more promptly in urgent cases. Medicines were generally transferred around the prison safely and stored adequately. Medicine management arrangements ensured medication was dealt with safely and effectively, although arrangements for reconciling unused medicines were unclear and we observed there were no plans for disposing of a virtually full container of unused medication.
- 2.51** Standard operating policies were in place and staff were conversant with them. Nurses could provide simple remedies for most common conditions and patient group directions (which authorise appropriate health care professionals to supply and administer prescription-only medicine) gave prisoners access to vaccinations and other treatment.
- 2.52** Most medicines were appropriately supplied in possession and patients reordered repeat prescriptions through a written application. Clinical records demonstrated that an initial in-possession risk assessment was undertaken, however, reviews did not take place frequently. This was a gap in oversight, given the complexity and potential tradability of some prescribed medicines.

- 2.53** Morning medicine administration started at 7.45am, during which opiate substitution therapy and supervised controlled drugs were administered and in-possession medicines were collected. Patients also attended the health care department to report sick and access one-off treatment. The collection hatch was discretely located away from the small waiting area. There was an evening medicine round every day except at the weekend, which meant access to routine support was more limited.
- 2.54** The treatment room was suitable and clean, and fridge and room temperatures were monitored regularly. Prescribing trends and adverse incidents were reviewed at the regular quality meeting and the pharmacy provider undertook a limited number of medicine audits.

## Dentistry

- 2.55** Prisoners had access to a dedicated weekly community dental clinic. Appointments were readily available and most patients had been waiting less than three weeks for an appointment. In our survey, 36% stated it was quite or very difficult to see a dentist and an extra clinic had been introduced to help ensure all patients were seen promptly, although the data available could not confirm this. Access to emergency dental treatment was good.

## Delivery of care (mental health)

- 2.56** In our survey, 49% of prisoners said they had a mental health problem and over half of the population were prescribed anti-depressants indicating a high level of need.
- 2.57** There was a clear referral pathway and prisoners' initial needs were identified during reception screening. In 2018, assessments had not always been timely, but in the previous three months, performance had significantly improved.
- 2.58** A single mental health nurse operating as a community psychiatric nurse (CPN) undertook initial assessments and delivered appropriate support and interventions. Patients had regular access to a psychiatrist who attended the prison once a fortnight and the nurse received regular support from the GP. However, eight patients had been identified as needing the specialist support of a psychologist, but this type of intervention was not available. Despite this we found that those with low or moderate needs had access to an adequate range of interventions. They included: support through the Improving Access to Psychological Therapies programme (for those with anxiety and depression); a mindfulness and cognitive behavioural therapy group (to help manage problems by changing the way a person thinks and behaves); and a monthly Wellness and Resilience forum (covering topics such as anxiety, sleep and psychological approaches). Counselling was provided by two third-sector organisations. A specific group had been set up before Christmas to help those who found this period difficult, which was positive and well received. In addition, a therapy dog was routinely on the site, which prisoners also valued. The CPN received a minimal level of management support.
- 2.59** Five patients were being managed under the care programme approach (mental health services for individuals diagnosed with a mental illness) and we found patients' needs were being met through well-coordinated, multidisciplinary meetings. Approximately 10% of the population were on anti-psychotic medication and we saw evidence showing that patients' physical health was routinely monitored.
- 2.60** Electronic records provided detailed information demonstrating that staff had regular and effective contact with patients, which was underpinned by clear care plans.

**2.61** We saw evidence of good joint working with prison staff. However, prison records indicated that health care staff's attendance at assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm was intermittent. Ninety-six per cent of prison officers had received some level of mental health training in the previous three years, which was impressive.

**2.62** There had been no transfers under the Mental Health Act in the 12 months before the inspection.

## Recommendation

**2.63 Patients should have access to specialist support from a clinical psychologist.**

## Social care

**2.64** Social care arrangements had been established with York City Council and a memorandum of understanding was in place, which outlined clear referral and assessment pathways. Social care needs formed part of the initial reception health screening. No referrals were made in the 12 months before the inspection, which meant we could not assess the effectiveness of the arrangements.

## Catering

### Expected outcomes:

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

**2.65** In our survey, 81% of prisoners said the food was good or very good and those we spoke to were consistently positive about it. The food we sampled was excellent and much of it was freshly cooked. The menu was varied enough to meet most needs, and special diets were catered for. Meals were arranged for religious and cultural celebrations. Prisoners observing Ramadan could use the kitchen to prepare food when they broke their daily fast.

**2.66** Prisoners could have two hot meals a day on week days and arrangements were in place for those on ROTL to have hot food available when they returned. A salad bar and fresh fruit were available every day. Packed lunches and breakfasts were available for prisoners working outside the prison. Breakfast was more generous than in many other prisons and included toast, a choice of cereals and instant porridge.

**2.67** Meals were eaten in a relaxed environment in the pleasant dining hall. Prisoners could make drinks, toast and warm food in the dining hall, which was open all day. They could also buy hot drinks, snacks and cake from the coffee shop, which sold products made on site.

**2.68** The kitchen was clean and food was stored appropriately. New ovens had been installed in 2018. Prisoners who worked in the kitchen could not achieve formal vocational qualifications, but could pursue them at the onsite coffee shop and conference facilities if they worked in those locations.

**2.69** Self-catering facilities were too limited for an open prison. Several prisoners described better self-catering provision at the closed prisons they had come from. The prison planned to introduce self-catering facilities initially in the MBU.

## Recommendation

**2.70 Self-catering facilities should be available to help prepare prisoners for resettlement.**

## Purchases

### **Expected outcomes:**

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

- 2.71** The prison shop list had been extended since the previous inspection and 83% of prisoners said it sold everything they needed, better than other similar prisons. Since the previous inspection, prisoners could order from catalogues, enabling prisoners from a black and minority ethnic background to obtain appropriate hair and skin products. There was an administration fee for each order, which could have had a disproportionate impact on those on the lowest wages. The system for ordering newspapers and magazines was good.
- 2.72** A shop selling clothing and cosmetics had been set up since the previous inspection. Prices and the quality of products were good. It replicated a normal shopping experience for prisoners preparing for release, and enabled them to buy clothes that were suitable for interviews and work.

## Section 3. Purposeful activity

### Time out of cell

#### Expected outcomes:

**All prisoners are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.<sup>12</sup>**

- 3.1** Prisoners were never locked in their rooms and had relatively free access around the site until the overnight curfew between 11pm and 6am. The prison had good recreational facilities, not least the well-kept outside areas, which now included fitness equipment and a fully equipped well-being centre. Prisoners also made good use of the library, coffee shop and the hair and beauty salon during their time off work. Prisoners organised some recreational activities. However, they sometimes stopped taking place once the prisoner who organised them was released. The prison did not monitor prisoners' participation in recreational activities and there was scope for a more structured approach to the provision of activities to ensure they were meeting prisoners' needs.

### Learning and skills and work activities

#### Expected outcomes:

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

- 3.2** *Ofsted<sup>13</sup> made the following assessments about the learning and skills and work provision:*

<b>Overall effectiveness of learning and skills and work:</b>	<i>Outstanding</i>
<i>Achievements of prisoners engaged in learning and skills and work:</i>	<i>Outstanding</i>
<i>Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:</i>	<i>Outstanding</i>
<i>Personal development and behaviour:</i>	<i>Outstanding</i>
<i>Leadership and management of learning and skills and work:</i>	<i>Outstanding</i>

### Management of learning and skills and work

- 3.3** Leaders had developed exceptional links with employers. Prison managers worked very well with a wide range of employers in a range of sectors. Many of the employers were national

<sup>12</sup> Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

<sup>13</sup> Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

companies for whom prisoners could continue to work on their release. Many employers visited the prison during an 'employment week'. Employers provided prisoners with workshops on the skills they needed to develop to gain employment and promoted job opportunities directly to prisoners. They also ran mock interviews in the prison for those who sought employment. Prison managers had developed a wide range of voluntary and paid work placement opportunities. As a result, a large number of prisoners took part in work that prepared them well for their release.

- 3.4** Managers had a very clearly defined progression plan for prisoners. All the prisoners we spoke to who had recently arrived at the prison understood that they would be expected to undertake education and/or work. This expectation was explained to them clearly during their induction. When staff considered prisoners to be ready, they received release on temporary licence (ROTL), firstly to undertake voluntary work, mainly with local charities. Once they had completed their voluntary work, prisoners were eligible to find paid work. This staged approach meant prisoners became confident enough to work with the public.
- 3.5** Managers had carefully planned a range of education courses to ensure it met prisoners' needs. Leaders considered labour market intelligence on local skills needs and took into account prisoners' responses to a prison needs analysis. As a result, courses met most of their needs and those of the labour market.
- 3.6** Managers assessed the standard of the provision accurately. Prison leaders and managers from Novus, the education provider, worked well together. They produced a joint self-assessment report that reflected the key strengths and main areas requiring improvement. They monitored action taken through a joint quality improvement plan. However, at times, managers focused predominantly on whether action had been implemented rather than its impact.
- 3.7** Managers had formed good links with local colleges so that prisoners could undertake studies that were not available at the prison, such as construction and higher-level beauty courses. Managers had plans to expand the range of local college courses available to prisoners. However, they had not been successful in securing placement opportunities for prisoners in hairdressing or beauty therapy. Qualifications were not available in most prison work areas, despite prisoners working to high standards.

## Recommendation

- 3.8 Prisoners should have the opportunity to gain accredited qualifications, so that the work they complete is recognised.**

## Provision of activities

- 3.9** There were enough places to occupy all prisoners on a full-time basis. The process for dealing with those who applied to change their activity place was swift and fair. Managers often responded on the same day as the application was received. Staff ensured that prisoners' individual needs were met by allocating them to carefully chosen activities. Prisoners received support to plan a programme of education and work that focused on developing their skills. The pay prisoners received for prison-based work, education and training was fair and did not discourage prisoners from taking part in activities.

## Quality of provision

- 3.10** Teachers and instructors planned learning and training sessions well and delivered high quality teaching and guidance. They had very good subject knowledge, which they used to structure sessions to meet individuals' needs. Prisoners gained new knowledge and developed new skills through education that prepared them well for their next steps. Prisoners worked well in education classes and in work placements to complete the tasks they had been set. In many situations, they completed work independently without supervision. However, a few teachers in functional skills lessons did not develop the skills of the very small number of more able prisoners well enough.
- 3.11** Teachers and instructors tracked and monitored prisoners' progress effectively. Staff made good use of the information gathered during initial assessments, including information about prisoners' English and maths skills. In work areas, staff assessed prisoners' work-related skills well before they started jobs. Staff recorded prisoners' achievements well in their own records and most prisoners made strong progress over time.
- 3.12** Staff identified prisoners' additional support needs swiftly. Specialist support staff provided teachers with clear guidance on how to meet prisoners' needs. Teachers used the information well and planned their lessons carefully. Learning support staff checked that teachers had integrated prisoners' individual support needs into their individual learning plans. As a result, those with additional support needs made good progress at the very least. Teachers and workplace supervisors also offered support when it was needed.
- 3.13** Staff helped prisoners to improve their work. They provided them with clear, helpful feedback about their work and skills development, and focused carefully on prisoners' weakness. Staff used targets effectively to ensure prisoners developed the skills and knowledge they needed to be better prepared for their eventual release from prison. As a result, prisoners improved their practical and written work.
- 3.14** Teachers and instructors were thorough in their assessment of prisoners' work. They used highly effective questions to test prisoners' knowledge and understanding of complex topics. All work prisoners completed was to the required standards. Those working with customers in prison work environments demonstrated skills to a commercial level.

## Personal development and behaviour

- 3.15** Prisoners were highly motivated. They built up their confidence and self-esteem and most prisoners knew what they wanted to achieve during their time at the prison. All prisoners were actively involved in activities designed to prepare them for their release. A very high proportion of prisoners took part in voluntary or paid work under ROTL arrangements. (See paragraph 4.3.)
- 3.16** Prisoners took pride in their work. In education, prison work and external placements, prisoners were conscientious. They produced carefully presented work in education. At work, prisoners ensured they met and, in many cases, exceeded their employers' expectations. For example, a large number of prisoners participating in paid work outside the prison had been promoted while with their employers.
- 3.17** Prisoners knew what skills potential employers needed them to have. Many prisoners set themselves targets to address their weaknesses to make themselves more employable. The new virtual campus (internet access for prisoners to community education, training and employment opportunities) now ensured prisoners had access to material that supported

their transition into paid work. Most prisoners developed the skills they needed to find paid employment.

- 3.18** Prisoners used the ‘passport to employment’, a document recording their progress towards developing employment skills, very well. Most prisoners set themselves personal targets which they, together with staff, reviewed frequently. A small number of prisoners had brought their passports with them from other prisons. They continued to record their skills development and could demonstrate what progress they had made from the time they entered the custodial system.
- 3.19** Working in public-facing roles boosted prisoners’ confidence. They worked to high standards and in situations that challenged them. For example, a team of prisoners managed a large external conference, catering for about 100 guests. Most prisoners who progressed to external community or paid work were well prepared for the jobs they completed.
- 3.20** Teachers and instructors deployed peer mentors very well. In prison work, mentors supervised teams of prisoners effectively. Mentors ensured that prisoners’ work was of a high standard. For example, the mentor in the garden centre café was responsible for inducting the new members of the team and managing their ongoing training needs.
- 3.21** Staff provided prisoners with good information, advice and guidance as well as an effective induction. Well qualified staff helped prisoners make informed decisions about their education and work options and supported them well before they left the prison. A large proportion of prisoners remained in sustained education, training or work after they left prison.

## Education and vocational achievements

- 3.22** The number of prisoners who achieved education qualifications was very high. Few prisoners who started qualifications failed to complete them. Managers monitored and reviewed the reasons why prisoners did not complete courses they had started and took appropriate action where necessary.
- 3.23** Standards of work in education were high. Prisoners produced work that was at least at the expected standard for their level of study. In many cases, their work surpassed expectations and was very good (see paragraph 3.16).
- 3.24** Prisoners developed very good vocational skills. Through prison and external work, prisoners developed employment skills that were relevant to the sectors that they worked in. They worked to very high standards that reflected commercial expectations. For example, in professional cookery classes prisoners prepared high quality food for the onsite conference facilities and garden centre café.

## Library

- 3.25** The library provision was good and all prisoners had a library induction. The facility was in a central area of the prison and was a good place for prisoners to meet. Prisoners often went there to relax on their days off work.
- 3.26** It offered a wide range of stock in various formats, including DVDs and CDs. Prisoners who joined the library could also become members of York Library, which they could access while they were on ROTL.

- 3.27** The librarian encouraged prisoners to participate in initiatives, such as Reading Ahead, where prisoners wrote a review of a book they had read; prizes were available for the best review. A monthly book club and a creative writing course led by a local poet were also available. The library organised a mother and baby story time session in the mother and baby unit. Storybook Mums (which helps prisoners to record a story for their children to listen to at home) was popular. The programme was not just limited to mothers – prisoners could participate if they were related to young children, which was positive. Prisoners could visit the library seven days a week and the extensive opening hours made it easy to fit in around work commitments.

## Physical education and healthy living

### Expected outcomes:

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

- 3.28** Physical education (PE) provision remained good. The gym department was well integrated into the prison and staff helped with family days, ran events for charity and worked with health care staff to assist prisoners with health problems.
- 3.29** Access to the gym was good and there was an adequate range of equipment. Prisoners could use the gym seven days a week, including in the evening and at weekends. Work on promoting healthy living and a positive body image was developing.
- 3.30** A good range of classes was available, including kettle bell, spinning and yoga, and it was good to see that staff and prisoners could exercise together. Running classes were held outside in the prison's grounds and there was some outside exercise equipment. There was only one PE instructor so the gym orderly also ran some classes.



# Section 4. Resettlement

## Strategic management of resettlement

### Expected outcomes:

**Planning for a prisoner's release or transfer starts on her arrival at the prison.**

**Resettlement underpins the work of the whole prison, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need.**

**Good planning ensures a seamless transition into the community.**

- 4.1 Three quarters of the prison's population were in custody for the first time. The prison fulfilled its core purpose of reintegrating prisoners into the community and helping them to rebuild family ties and find work opportunities. There was a positive ethos at Askham Grange that promoted personal responsibility and empowerment. However, while outcomes were good, the strategic management of resettlement was not sufficiently well developed. Quarterly reducing reoffending meetings were poorly attended and progress was not measured over time to demonstrate outcomes. There had not been a reducing reoffending action plan until very recently. The reducing reoffending policy did not adequately reflect the unique challenges or opportunities at the prison.
- 4.2 The prison had developed a 'needs tracker' to gather up-to-date information about its population, but there were some gaps. For instance, it did not consider outstanding offending behaviour work (see paragraph 4.45). The tracker had been used to create a basic needs analysis, but it was limited to raw data and had not yet been developed to identify strengths or weaknesses in the provision or to inform the prison's strategy. Managers did not routinely use offender assessment system (OASys) reports or information from P-Nomis (the Prison Service IT system) to underpin the needs analysis.
- 4.3 Access to release on temporary licence (ROTL) was very good and better than at the previous inspection. Prisoners were on ROTL on 800 occasions every month, 4728 in total over the previous six months. In the same period, 132 individual prisoners had had some form of ROTL, which was more than at the previous inspection.
- 4.4 New arrivals no longer had to wait three months before they could access ROTL, and it took about eight to 12 weeks to complete the ROTL risk assessment process, which was not excessive. During the inspection, 61% of all prisoners were on some form of ROTL. Given that a similar proportion of the population (63%) had been at the prison for three months or longer, these figures reflected good, timely access to ROTL.
- 4.5 After completing 12 weeks of unpaid work, prisoners could progress to a range of paid work opportunities. Access to paid work with a good range of national employers was especially impressive, amounting to 46% of all ROTL 'events' (see paragraph 3.4). Prisoners were rarely suspended from ROTL – this had only happened on six occasions in the previous six months and for valid reasons.

## Offender management and planning

### Expected outcomes:

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

- 4.6** A quarter of prisoners were assessed as presenting a high risk of harm to others and nearly half the population required more extensive assessments for ROTL. Known as 'restricted ROTL' cases, this group included all indeterminate sentence prisoners, prisoners eligible for multi-agency public protection arrangements (MAPPAs) and those assessed as posing a high or very high risk of harm.
- 4.7** Prisoners had an up-to-date OASys report on their risks and needs completed within three months of their arrival to reflect their move to open conditions and inform ROTL decisions. During the inspection, about 95% of the population had an up-to-date assessment.
- 4.8** There were three part-time probation officers and four prison officer offender supervisors in the offender management unit (OMU). Probation officers managed all restricted ROTL cases, which was appropriate. Caseloads were manageable, consisting of about 15 to 20 cases each. Three experienced case administrators worked well together and could complete the full range of OMU processes, which meant they could make sure work was up to date when staff were absent.
- 4.9** Offender supervisors, particularly probation officers, had a good level of contact with prisoners. In the best cases we looked at, we found dozens of entries reflecting planned and purposeful contact with prisoners. However, in two of the cases we reviewed that were managed by prison staff, there was very little recorded contact with the prisoner. This lack of contact needed to be addressed.
- 4.10** Sentence plans were generally basic, which was appropriate for this group of prisoners. Plans typically included ROTL, an employment objective and one-to-one work with their offender supervisor.
- 4.11** OMU staff knew prisoners well and were heavily invested in their progression. Prisoners had easy access to offender supervisors on an ad hoc basis and through a weekly drop-in session.
- 4.12** Information sharing between the OMU, resettlement staff and the wider prison was weak and did not promote good joint working. Offender supervisors did not record all their contact with prisoners on P-Nomis and used a separate contact log instead. Resettlement staff held information about referrals they had made in their office, rather than entering it on P-Nomis. They were not on site for most of the week, so this practice was unhelpful.
- 4.13** About 40% of the population was eligible for release under home detention curfew (HDC). HDC processes were well managed. In the six months before the inspection, 42 prisoners had been considered for HDC and 38 had been approved. Virtually all prisoners approved for HDC were released promptly. In the previous six months, only one prisoner had been held beyond their eligibility date while Bail Accommodation and Support Service (BASS) accommodation was sought. She waited an additional three weeks. (However, see also paragraph 4.37.)
- 4.14** Of those prisoners on ROTL, 47% were restricted cases and risk assessments for this group were robust and timely. In all the restricted cases we looked at, a psychologist had carried out the required enhanced behavioural monitoring (EBM) assessment within eight weeks.

Restricted ROTL boards were aware of risks. Chaired by the head of the OMU, they were attended by the relevant offender supervisor and the views of the community offender manager were usually well represented. In both standard and restricted cases, the prisoner attended their initial board and any subsequent boards where risk concerns were identified, which was positive.

- 4.15** In some cases, the restricted ROTL board authorised accompanied day release, unaccompanied day release or overnight release at one review meeting. However, in the cases we looked at this was not a problem as probation offender supervisors provided assurances and met prisoners between each stage of ROTL to monitor their compliance and review any public protection concerns.
- 4.16** About 40% of prisoners were potentially eligible for MAPPA management on release. MAPPA management levels were not always confirmed before prisoners began ROTL. This meant that some high-risk prisoners were temporarily released in the community without being subject to the MAPPA level that might ultimately have been judged necessary once they were permanently released. However, we found evidence of probation offender supervisors and offender managers in the community agreeing risk management plans for ROTL, which offset the oversight.

## Public protection

- 4.17** A monthly inter-departmental risk management team (IRMT) meeting had been introduced since the previous inspection. It focused well on confirming MAPPA management levels eight months before final release and finalising arrangements for these prisoners in the last three months before their release. However, attendance at the IRMT meeting was not yet good enough.
- 4.18** Nobody had been subject to monitoring restrictions for over two years, which was similar to the previous inspection and not unusual for an open prison. As in other open prisons, the use of phone call and mail monitoring was rare as prisoners had generally been subject to these measures while they were still in closed conditions.
- 4.19** Procedures for assessing whether prisoners posed a continuing risk to children were weak. Twelve prisoners were identified as presenting an ongoing risk, but no assessments were in place to show how this judgement had been reached. Decisions on restricting contact with children were not reviewed annually, although a process for doing so was being introduced. Staff did not always apply the contact restrictions that had been set. We found evidence of staff allowing a prisoner to see a child during social visits when they should not have had any contact with children, which was a significant concern. (See main recommendation S45.)

## Allocation

- 4.20** In the 12 months up to the end of February 2019, 56% of prisoners arrived at the prison with less than nine months to serve. This short timescale prevented them from accessing the full range of ROTL opportunities. At the previous inspection, we found prisoners arriving with only weeks to serve, which still happened, but less frequently. The prison rarely reached its operational capacity. Because of the prison's location, prisoners at closed establishments were sometimes reluctant to transfer to Askham Grange if it was far away from their home area.

## Recommendation

- 4.21 Prisoners transferring to Askham Grange should have sufficient time left to serve to benefit from the full range of ROTL opportunities.**

## Indeterminate sentence prisoners

- 4.22** Fourteen prisoners were serving an indeterminate sentence, which included nine serving a life sentence and five an indeterminate sentence for public protection. There was no additional provision for these prisoners, but they were all managed by probation officers and benefited from good levels of contact and supervision. Unlike prisoners with determinate sentences, they were formally required to wait three months before they could access ROTL.

## Reintegration planning

### Expected outcomes:

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

- 4.23** About eight prisoners were released from Askham Grange each month. Humberside, Lincolnshire and North Yorkshire Community Rehabilitation Company (CRC) commissioned Shelter to provide onsite resettlement help. Demand for services in the weeks leading up to release was typically low because most prisoners had already found accommodation and opened bank accounts while they were on ROTL.
- 4.24** Support available through Shelter was adequate. The main worker was stretched, and was only on site once a week, but he worked hard and prisoners appreciated his support. He was meant to review resettlement plans 12 weeks before release, but it was nearer to eight weeks because of his limited availability and because many prisoners were at work on the day he was at the prison. However, all prisoners in the cases we checked had had a review of their resettlement plan and their outstanding resettlement needs were identified and referrals made.
- 4.25** A Shelter peer worker directed prisoners to support agencies and a second Shelter employee visited the prison once a week to deliver resettlement pathway work.

## Children, families and contact with the outside world

- 4.26** Good support was in place to help prisoners maintain or rebuild their family and other community relationships. Children's charity Barnardo's and the Prison Advice and Care Trust (PACT) provided specialist services. Barnardo's staff managed the mother and baby unit and Acorn House, organised family days and delivered parenting interventions. A PACT family support worker undertook individual casework on behalf of prisoners and a firm of solicitors in Leeds provided free legal advice. (See paragraph 2.29.)
- 4.27** Prisoners met Barnardo's staff and the PACT worker during their induction and could drop in to the family support workers' office at any time subsequently if they needed help. The team worked well with prison staff. The weekly 'family and significant others' meeting provided prisoners with an effective forum for discussing individual prisoners' needs. Child

protection concerns could be raised using Barnardo's, PACT or prison procedures. (However, see also paragraph 4.19 and main recommendation S45.)

- 4.28** Barnardo's had organised two 10-week parenting courses in 2018, which 21 prisoners completed. Another course was running during the inspection with nine prisoners taking part. Six family days were arranged each year, with about 20 prisoners attending each one. Many prisoners received day or overnight leave so they could spend time with their families when they became eligible for ROTL. Excellent use was made of Acorn House, which enabled prisoners to spend up to two nights with their children, including adult children. In 2018, 53 different prisoners had spent time in the house with their children.
- 4.29** Prisoners we spoke to were positive about visiting arrangements and their visitors' experiences. Visits took place on Saturdays and Sundays in the dining hall. Play facilities for children were good and refreshments were available. Prisoners could book their own visits and staff ensured new arrivals could have a visit promptly. A small number of prisoners received inter-prison video link visits. In the six months before the inspection, seven different prisoners had had 17 such visits.
- 4.30** Prisoners' mail, including prisoner email, was managed efficiently. All prisoners in our survey said they had access to a phone every day. Prisoners appreciated being able to receive incoming phone calls – one prisoner told us it was the best thing about Askham Grange.

### Good practice

- 4.31** *Incoming telephone lines enabled prisoners to receive calls from family and friends at arranged times, which helped them maintain their relationships.*

### Victimisation, abuse and vulnerability

- 4.32** Support for prisoners who had experienced abuse or victimisation was too limited. Additional CRC provision as part of a new, integrated 'through-the-gate' model being introduced from April 2019, was likely to address some of these gaps, but exact plans for delivery had yet to be finalised.
- 4.33** According to the prison's own needs tracker, 40% of the population were victims of domestic abuse, which was high. The prison recognised the level of unmet need and had arranged for the Freedom programme (for victims and survivors of domestic abuse) to be delivered to a small number of prisoners. Links with two prominent community projects in York, which had supported women and assisted those who had experienced domestic abuse, had lapsed. During the inspection, there was no support for the small number of prisoners who had been involved in prostitution.
- 4.34** The prison did not have a process for identifying prisoners who might have been victims of human trafficking, child sexual exploitation or modern-day slavery, and there were no interventions in place.
- 4.35** About 15% of prisoners were care leavers, and support for this group was developing well. Prisoners and staff 'champions' were easy to identify and there was a good level of awareness. Support was not restricted to the under 25s, and contact had been made with the Care Leavers' Association. (See also paragraph 2.19.)

## Recommendation

- 4.36 The prison should identify prisoners who have experienced victimisation and abuse and provide them with good support.**

## Accommodation

- 4.37** About two thirds of prisoners were released to their own homes or to live with family and friends, so the demand for assistance with accommodation was low. Shelter made referrals for those needing accommodation and had helped 18 prisoners in the previous six months, typically assisting them to register with their local authority or to secure BASS accommodation for release on HDC (see paragraph 4.13).
- 4.38** Nobody had been released without having accommodation to go to in the previous six months. However, the number of prisoners who stayed at their release address for at least 12 weeks, and who could be considered to have found sustainable accommodation, was still not monitored to establish how effective the provision was. Shelter had run one Good Tenancy workshop in the previous six months, but take-up was low.

## Recommendation

- 4.39 The number of prisoners in sustainable accommodation 12 weeks after their release should be monitored to determine longer term outcomes.**

## Education, training and employment

- 4.40** Education, training and work managers ensured prisoners received extensive support before their release from prison. Staff from the prison, the CRC and Novus worked well together, coordinating a comprehensive programme of resettlement activities. Additionally, support was available from employers that had helped prisoners to develop the skills they needed to secure employment. This meant the number of prisoners who progressed to education, training or employment on release was very high, accounting for about 60% of all prisoners being released in the previous six months. (See also paragraphs 3.3 and 3.21.)

## Health care

- 4.41** All prisoners could attend a pre-discharge clinic. Prisoners received a two-week supply of prescribed medicine or a prescription to take out on release. Prisoners also received support to re-connect with their existing GP service or register with a doctor. Care UK's mental nurse contacted specialist services for those with significant long-term mental health needs so that effective multi-agency pre-discharge planning could take place.

## Drugs and alcohol

- 4.42** There was evidence of effective ongoing liaison with the OMU and established arrangements for sharing information where appropriate. For example, the Inclusion team worked routinely with OMU staff and attended the prison-wide weekly meeting to ensure effective communication. Links with community drug and alcohol teams across the country were good and aimed to maintain treatment continuity. Prisoners received harm minimisation information during their stay at the prison as well as before their release. The team was

pro-active in supporting release plans – for example, they made early contact with services in the areas in which prisoners were being released to agree support plans. However, prisoners did not receive naloxone (a drug to manage a substance use overdose) to take out on release.

## Recommendation

**4.43 Access to naloxone should be available to prisoners on their release.**

## Finance, benefit and debt

**4.44** Prisoners had access to a good range of practical support to help them manage their money and address their debts. Links had been established with two banks in York city centre to enable prisoners to open bank accounts while on ROTL. Shelter provided standard letters to send to creditors and could help prisoners who had committed financial offences to open credit union accounts. They also ran a budgeting workshop in conjunction with a representative from a bank in York, which 23 prisoners had attended in the previous nine months. A Jobcentre Plus worker visited the prison every week to advise prisoners about claiming benefits. There were also good links to a charity in York, whose staff would accompany prisoners facing bankruptcy or serious debt to Citizens Advice, which could provide them with assistance.

## Attitudes, thinking and behaviour

- 4.45** The prison did not have any accredited offending behaviour programmes, which was appropriate for an open prison. However, staff had not completed a needs analysis to establish what other work might still be required, particularly for those serving short custodial sentences who often arrived without having spent much time in closed conditions.
- 4.46** The prison did not offer any brief, offence-focused interventions to address attitudes, thinking or behaviour. Contractual difficulties prevented prisoners from accessing accredited programmes in the local area while on ROTL.
- 4.47** Offender supervisors undertook some good one-to-one work with prisoners, covering victim awareness and goal setting and reinforcing what they had learned through earlier accredited programmes. (See paragraph 4.10.)

## Recommendation

**4.48 The prison should analyse the needs of the population to ensure that prisoners with outstanding offending behaviour needs have access to appropriate interventions.**



# Section 5. Summary of recommendations and good practice

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

## Main recommendation

To the governor

- 5.1** The OMU should assess prisoners posing a potential risk to children in consultation with other relevant bodies and the parent or carer to determine if they present a continuing risk. Any required contact restrictions should be applied consistently. (S45)

## Recommendation

To HMPPS

### Offender management and planning

- 5.2** Prisoners transferring to Askham Grange should have sufficient time left to serve to benefit from the full range of ROTL opportunities. (4.21)

## Recommendations

### Courts, escorts and transfers

- 5.3** Women judged suitable for open conditions should not have to travel in cellular vehicles. (1.4, repeated recommendation 1.4)

### Self-harm and suicide prevention

- 5.4** Staff from the health care department should attend all ACCT case reviews or make a written contribution if they are unable to. (1.19)

### Equality and diversity

- 5.5** The prison should introduce monitoring arrangements so that any discrimination against prisoners with protected characteristics can be identified and addressed. (2.14)

### Health services

- 5.6** There should be an agreed level of support and management presence on site to ensure that oversight is effective and that practitioners receive appropriate supervision in line with the provider's policy. (2.44)

- 5.7** Patients should have access to specialist support from a clinical psychologist. (2.63)

## Catering

- 5.8** Self-catering facilities should be available to help prepare prisoners for resettlement. (2.70)

## Learning and skills and work activities

- 5.9** Prisoners should have the opportunity to gain accredited qualifications, so that the work they complete is recognised. (3.8)

## Reintegration planning

- 5.10** The prison should identify prisoners who have experienced victimisation and abuse and provide them with good support. (4.36)
- 5.11** The number of prisoners in sustainable accommodation 12 weeks after their release should be monitored to determine longer term outcomes. (4.39)
- 5.12** Access to naloxone should be available to prisoners on their release. (4.43)
- 5.13** The prison should analyse the needs of the population to ensure that prisoners with outstanding offending behaviour needs have access to appropriate interventions. (4.48)

## Example of good practice

- 5.14** Incoming telephone lines enabled prisoners to receive calls from family and friends at arranged times, which helped them maintain their relationships. (4.31)

## Section 6. Appendices

### Appendix I: Inspection team

Peter Clarke	Chief Inspector
Sandra Fieldhouse	Team leader
Angela Johnson	Inspector
Ian Macfadyen	Inspector
Emma Sunley	Inspector
Jonathan Tickner	Inspector
Darren Wilkinson	Inspector
Caroline Wright	Inspector
Charli Bradley	Researcher
Rachel Duncan	Researcher
Helen Ranns	Researcher
Joe Simmonds	Researcher
Steve Eley	Health services inspector
Cat Raycraft	Care Quality Commission inspector
Kenneth Merry	Ofsted inspector
Steve Oliver-Watts	Ofsted inspector
Allan Shaw	Ofsted inspector
Martyn Griffiths	Offender management inspector



## Appendix II: Progress on recommendations from the last report

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

### Safety

#### **Prisoners, particularly the most vulnerable, are held safely.**

*At the last inspection, in 2014, women were positive about escorts although some had been given little notice of their transfer. Support during women's early days at the prison was very good. Women felt safe and there were few incidents. Support for women at risk of self-harm or suicide was good and adult safeguarding processes were in place. Security arrangements were appropriate and women reported few problems with illicit substances. There was little call for formal disciplinary procedures or use of force, which, when used, were well managed. There was no segregation unit. Substance misuse services were good. Outcomes for women were good against this healthy prison test.*

#### **Recommendations**

Women judged suitable for open conditions should not have to travel in cellular vehicles.  
(1.4)

**Not achieved** (recommendation repeated, 1.4)

Controlled drug administration should take place at a consistent time throughout the week.  
(1.44)

**Achieved**

### Respect

#### **Prisoners are treated with respect for their human dignity.**

*At the last inspection, in 2014, living conditions were very good and outside areas excellent. Relationships were very strong and supportive. Equality and diversity support met the needs of the various groups of women held. Despite some limitations in the provision, women's faith needs were well supported. There were relatively few complaints and the process was well managed. Legal services were very good, as was health care provision. The food was excellent and canteen arrangements were appropriate. Outcomes for women were good against this healthy prison test.*

#### **Recommendations**

Showers should not have mouldy ceilings and there should be adequate ventilation. (2.7)

**Achieved**

The chair lift to the second floor in the main building should work reliably. (2.28)

**Achieved**

Prison staff in the MBU should not wear a uniform. (2.29)

**Achieved**

The chaplaincy should review arrangements for Ramadan and ensure they are effectively communicated in future. (2.36)

**Achieved**

All clinical areas should comply with infection control guidelines. (2.53)

**Achieved**

Women with mild to moderate mental health problems should have access to a full range of mental health support. (2.73)

**Achieved**

Extensive self-catering facilities should be available. (2.79)

**Not achieved**

The more negative perceptions of black and minority ethnic women about the range of goods available should be investigated and addressed. (2.85)

**Achieved**

## Purposeful activity

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

*At the last inspection, in 2014, women were not locked up and access to outside areas was very good. Leadership and management of learning and skills were very good and appropriately focused on building women's confidence and enhancing employability. Allocation to activities was effective and based on a good assessment of women's needs. A good range of activities, which were relevant for employment, was available. The quality of education and teaching was generally good and achievements were outstanding. The library provided an excellent resource and physical education opportunities were good. Outcomes for women were good against this healthy prison test.*

## Recommendations

Waste management and hobby craft sessions should offer accredited qualifications where this will enhance women's future employability. (3.14)

**Not achieved**

Women should be able to develop their internet skills and knowledge by researching and applying for opportunities to enhance successful resettlement. (3.15)

**Achieved**

## Resettlement

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

*At the last inspection, in 2014, resettlement was embedded throughout the prison. There was a good understanding of resettlement priorities and the provision was well thought out. ROTL was used well to support resettlement but some aspects of risk assessment needed to be stronger. Offender management arrangements were reasonable but there were delays in some assessments being completed and some public protection processes needed improvement. The recent arrival of women on short-term sentences meant their needs were often not met. Support for indeterminate sentence prisoners was good. Work to facilitate contact with children and families was excellent, as was the support provided in most of the resettlement pathways. Outcomes for women were good against this healthy prison test.*

### Main recommendation

There should be clear guidance on the risk assessment processes required to support the work of the OMU, which the senior management team should carefully monitor. (S36)

**Achieved**

### Recommendations

NOMS' policy on suspending ROTL for three months after transfer to open conditions should be reviewed to reflect the structure of the women's prison estate. (4.8)

**Achieved**

OASys data, including information on prisoners' progress towards achieving their sentence planning objectives, should be used to assess the effectiveness of the prison's resettlement strategy. (4.7)

**Not achieved**

The prison should adopt a local public protection policy that ensures that all MAPPA cases are correctly identified, reviewed when women are transferred to open conditions and monitored by a multi-agency meeting. (4.17)

**Achieved**

Women should only be transferred to Askham Grange to support their resettlement plan. (4.21)

**Not achieved**

Women should be encouraged to disclose all forms of abuse and victimisation or their involvement in prostitution and should be able to obtain appropriate support easily. (4.40)

**Not achieved**

Housing peer workers should receive specific training. (4.42)

**Achieved**

The prison should develop links with local palliative and end-of-life services and have an agreed pathway on palliative and end-of-life care to ensure prompt appropriate action is taken. (4.49)

**Achieved**

All women preparing for release should be able to open a bank account. (4.53)

**Achieved**

## Appendix III: Prison population profile

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

### Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	1	105	99.1
Recall	0	1	0.9
Convicted unsentenced	0	0	0
Remand	0	0	0
Civil prisoners	0	0	0
Detainees	0	0	0
<b>Total</b>			

Sentence	18–20 yr olds	21 and over	%
Unsentenced	0	0	0
Less than 6 months	0	0	0
6 months to less than 12 months	0	0	0
12 months to less than 2 years	0	4	3.7
2 years to less than 4 years	0	40	37.4
4 years to less than 10 years	1	44	42.1
10 years and over (not life)	0	4	3.7
ISPP (indeterminate sentence for public protection)	0	6	5.6
Life	0	8	7.5
<b>Total</b>			

Age	Number of prisoners	%
Please state minimum age here:	20	
Under 21 years	1	0.9
21 years to 29 years	20	18.7
30 years to 39 years	34	31.8
40 years to 49 years	26	24.3
50 years to 59 years	21	19.6
60 years to 69 years	5	4.7
70 plus years	0	0
Please state maximum age here:	69	
<b>Total</b>		

Nationality	18–20 yr olds	21 and over	%
British	1	106	100
Foreign nationals	0	0	0
<b>Total</b>			

<b>Security category</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Uncategorised unsentenced	0	0	0
Uncategorised sentenced			
Category A			
Category B			
Category C			
Category D			
Other (Open)	1	106	100
<b>Total</b>			

<b>Ethnicity</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
<b>White</b>			
British	1	87	82.2
Irish	0	0	0
Gypsy/Irish Traveller	0	1	0.9
Other white	0	0	0
<b>Mixed</b>			
White and black Caribbean	0	0	0
White and black African	0	0	0
White and Asian	0	2	1.9
Other mixed	0	6	5.6
<b>Asian or Asian British</b>			
Indian	0	4	3.7
Pakistani	0	0	0
Bangladeshi	0	1	0.9
Chinese	0	0	0
Other Asian	0	0	0
<b>Black or black British</b>			
Caribbean	0	0	0
African	0	1	0.9
Other black	0	0	0
<b>Other ethnic group</b>			
Arab	0	0	0
Other ethnic group	0	0	0
Not stated	0	0	0
<b>Total</b>	<b>1</b>	<b>106</b>	

<b>Religion</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Baptist	0	0	0
Church of England	0	37	34.6
Roman Catholic	0	18	16.8
Other Christian denominations	0	15	14
Muslim	0	3	2.8
Sikh	0	3	2.8
Hindu	0	1	0.9
Buddhist	0	1	0.9
Jewish	0	0	0
Other	0	1	0.9
No religion	1	27	26.2
<b>Total</b>	<b>1</b>	<b>106</b>	

<b>Other demographics</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Veteran (ex-armed services)	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	

**Sentenced prisoners only**

<b>Length of stay</b>	<b>18–20 yr olds</b>		<b>21 and over</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Less than 1 month	0	0	12	11.2
1 month to 3 months	0	0	28	26.2
3 months to 6 months	0	0	16	15
6 months to 1 year	1	0.9	27	25.2
1 year to 2 years	0	0	21	19.6
2 years to 4 years	0	0	2	1.9
4 years or more	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0.9</b>	<b>106</b>	<b>99.1</b>

**Sentenced prisoners only**

	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Foreign nationals detained post sentence expiry	0	0	0
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Unsentenced prisoners only**

<b>Length of stay</b>	<b>18–20 yr olds</b>		<b>21 and over</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Less than 1 month	0	0	0	0
1 month to 3 months	0	0	0	0
3 months to 6 months	0	0	0	0
6 months to 1 year	0	0	0	0
1 year to 2 years	0	0	0	0
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Main offence</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Violence against the person	1	23	22.5
Sexual offences	0	3	2.8
Burglary	0	3	2.8
Robbery	0	17	16
Theft and handling	0	11	10
Fraud and forgery	0	14	13
Drugs offences	0	17	16
Other offences	0	18	16.9
Civil offences	0	0	0
Offence not recorded /holding warrant	0	0	0
<b>Total</b>	<b>1</b>	<b>106</b>	

# Appendix IV: Prisoner survey methodology and results

## Prisoner survey methodology

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

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.<sup>14</sup>

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

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

### Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a power calculation, HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.<sup>15</sup>

### Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.<sup>16</sup> Prisoners are made aware that participation in the survey is voluntary; prisoners who decline to participate are not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

### Survey response

At the time of the survey on 18 March 2019 the prisoner population at HMP & YOI Askham Grange was 108. Using the sampling method described above, questionnaires were distributed to 108 prisoners. We received a total of 85 completed questionnaires, a response rate of 79%. Six prisoners declined to participate in the survey and 17 questionnaires were either not returned at all, or returned blank.

<sup>14</sup> Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

<sup>15</sup> 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

<sup>16</sup> For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

## Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP & YOI Askham Grange. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.<sup>17</sup> Missing responses have been excluded from all analyses.

### Full survey results

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

### Responses from HMP & YOI Askham Grange 2019<sup>18</sup> compared with those from other HMI Prisons surveys<sup>19</sup>

- Survey responses from HMP & YOI Askham Grange in 2019 compared with survey responses from other women's open and training prisons.
- Survey responses from HMP & YOI Askham Grange in 2019 compared with survey responses from HMP & YOI Askham Grange in 2014.

### Comparisons between different residential locations within HMP & YOI Askham Grange 2019

- Responses of prisoners on multi-occupancy rooms (House 2 and House 3) compared with those from the rest of the establishment.

### Comparisons between sub-populations of prisoners within HMP & YOI Askham Grange 2019<sup>20</sup>

- White prisoners' responses compared with those of prisoners from black or minority ethnic groups.
- Disabled prisoners' responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 50 and over compared with those under 50.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.<sup>21</sup>

In the comparator analyses, statistically significant differences are indicated by shading.<sup>22</sup> Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

<sup>17</sup> Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

<sup>18</sup> Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.

<sup>19</sup> These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

<sup>20</sup> These analyses are carried out on summary data from selected survey questions only.

<sup>21</sup> A minimum of 10 responses which must also represent at least 10% of the total response.

<sup>22</sup> A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing,  $p < 0.01$  is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

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

# Survey

## Background information

<b>I.1</b>	<b>What wing or houseblock are you currently living on?</b>	
	Annex.....	13 (15%)
	Acorn .....	13 (15%)
	House 2 .....	37 (44%)
	House 3 .....	19 (22%)
	Mother and baby unit.....	3 (4%)
<b>I.2</b>	<b>How old are you?</b>	
	Under 21 .....	1 (1%)
	21 - 25.....	3 (4%)
	26 - 29.....	11 (13%)
	30 - 39.....	22 (27%)
	40 - 49.....	22 (27%)
	50 - 59.....	17 (21%)
	60 - 69.....	6 (7%)
	70 or over .....	0 (0%)
<b>I.3</b>	<b>What is your ethnic group?</b>	
	White - English/ Welsh/ Scottish/ Northern Irish/ British .....	68 (83%)
	White - Irish .....	0 (0%)
	White - Gypsy or Irish Traveller .....	1 (1%)
	White - any other White background .....	0 (0%)
	Mixed - White and Black Caribbean.....	4 (5%)
	Mixed - White and Black African .....	1 (1%)
	Mixed - White and Asian.....	1 (1%)
	Mixed - any other Mixed ethnic background .....	0 (0%)
	Asian/ Asian British - Indian .....	4 (5%)
	Asian/ Asian British - Pakistani.....	0 (0%)
	Asian/ Asian British - Bangladeshi.....	1 (1%)
	Asian/ Asian British - Chinese .....	0 (0%)
	Asian - any other Asian Background .....	1 (1%)
	Black/ Black British - Caribbean.....	0 (0%)
	Black/ Black British - African .....	1 (1%)
	Black - any other Black/ African/ Caribbean background.....	0 (0%)
	Arab.....	0 (0%)
	Any other ethnic group .....	0 (0%)
<b>I.4</b>	<b>How long have you been in this prison?</b>	
	Less than 6 months.....	27 (34%)
	6 months or more.....	53 (66%)
<b>I.5</b>	<b>Are you currently serving a sentence?</b>	
	Yes .....	84 (100%)
	Yes - on recall.....	0 (0%)
	No - on remand or awaiting sentence.....	0 (0%)
	No - immigration detainee.....	0 (0%)

**1.6 How long is your sentence?**

Less than 6 months.....	1 (1%)
6 months to less than 1 year.....	2 (2%)
1 year to less than 4 years.....	33 (39%)
4 years to less than 10 years.....	36 (43%)
10 years or more.....	3 (4%)
IPP (indeterminate sentence for public protection).....	6 (7%)
Life.....	3 (4%)
Not currently serving a sentence.....	0 (0%)

**Arrival and reception****2.1 Were you given up-to-date information about this prison before you came here?**

Yes.....	35 (42%)
No.....	49 (58%)
Don't remember.....	0 (0%)

**2.2 When you arrived at this prison, how long did you spend in reception?**

Less than 2 hours.....	60 (71%)
2 hours or more.....	24 (29%)
Don't remember.....	0 (0%)

**2.3 When you were searched in reception, was this done in a respectful way?**

Yes.....	77 (95%)
No.....	1 (1%)
Don't remember.....	3 (4%)

**2.4 Overall, how were you treated in reception?**

Very well.....	57 (68%)
Quite well.....	25 (30%)
Quite badly.....	2 (2%)
Very badly.....	0 (0%)
Don't remember.....	0 (0%)

**2.5 When you first arrived here, did you have any of the following problems?**

Problems getting phone numbers.....	3 (4%)
Contacting family.....	3 (4%)
Arranging care for children or other dependants.....	3 (4%)
Contacting employers.....	0 (0%)
Money worries.....	7 (9%)
Housing worries.....	7 (9%)
Feeling depressed.....	10 (12%)
Feeling suicidal.....	1 (1%)
Other mental health problems.....	5 (6%)
Physical health problems.....	8 (10%)
Drug or alcohol problems (e.g. withdrawal).....	0 (0%)
Problems getting medication.....	9 (11%)
Needing protection from other prisoners.....	1 (1%)
Lost or delayed property.....	4 (5%)
Other problems.....	4 (5%)
Did not have any problems.....	46 (56%)

**2.6 Did staff help you to deal with these problems when you first arrived?**

Yes.....	24 (29%)
No.....	12 (15%)
Did not have any problems when I first arrived.....	46 (56%)

## First night and induction

### 3.1 Before you were locked up on your first night here, were you offered any of the following things?

Tobacco or nicotine replacement.....	60 (71%)
Toiletries / other basic items .....	28 (33%)
A shower.....	42 (50%)
A free phone call .....	66 (79%)
Something to eat .....	70 (83%)
The chance to see someone from health care.....	56 (67%)
The chance to talk to a Listener or Samaritans.....	28 (33%)
Support from another prisoner (e.g. Insider or buddy).....	51 (61%)
Wasn't offered any of these things .....	2 (2%)

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

Very clean .....	45 (54%)
Quite clean .....	31 (37%)
Quite dirty .....	5 (6%)
Very dirty .....	1 (1%)
Don't remember.....	2 (2%)

### 3.3 Did you feel safe on your first night here?

Yes .....	81 (95%)
No.....	2 (2%)
Don't remember.....	2 (2%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	60 (74%)	18 (22%)	3 (4%)
Free PIN phone credit?	46 (59%)	28 (36%)	4 (5%)
Numbers put on your PIN phone?	65 (82%)	9 (11%)	5 (6%)

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

Yes .....	64 (78%)
No.....	17 (21%)
Have not had an induction.....	1 (1%)

## On the wing

### 4.1 Are you in a cell on your own?

Yes .....	30 (36%)
No, I'm in a shared cell or dormitory.....	54 (64%)

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

Yes .....	0 (0%)
No.....	1 (1%)
Don't know.....	3 (4%)
Don't have a cell call bell.....	78 (95%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	79 (95%)	4 (5%)	0 (0%)
Can you shower every day?	83 (100%)	0 (0%)	0 (0%)
Do you have clean sheets every week?	80 (99%)	0 (0%)	1 (1%)
Do you get cell cleaning materials every week?	77 (95%)	3 (4%)	1 (1%)
Is it normally quiet enough for you to relax or sleep at night?	76 (92%)	7 (8%)	0 (0%)
Can you get your stored property if you need it?	53 (65%)	6 (7%)	23 (28%)

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

Very clean .....	17 (21%)
Quite clean .....	41 (51%)
Quite dirty .....	19 (23%)
Very dirty .....	4 (5%)

**Food and canteen**

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

Very good.....	27 (33%)
Quite good.....	40 (48%)
Quite bad .....	12 (14%)
Very bad .....	4 (5%)

**5.2 Do you get enough to eat at mealtimes?**

Always.....	51 (61%)
Most of the time.....	18 (21%)
Some of the time.....	14 (17%)
Never .....	1 (1%)

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

Yes .....	69 (83%)
No .....	11 (13%)
Don't know.....	3 (4%)

**Relationships with staff**

**6.1 Do most staff here treat you with respect?**

Yes .....	77 (92%)
No .....	7 (8%)

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

Yes .....	77 (92%)
No .....	7 (8%)

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

Yes .....	45 (53%)
No .....	40 (47%)

<b>6.4</b>	<b>How helpful is your personal or named officer?</b>	
	Very helpful.....	40 (47%)
	Quite helpful.....	23 (27%)
	Not very helpful.....	8 (9%)
	Not at all helpful.....	2 (2%)
	Don't know.....	11 (13%)
	Don't have a personal / named officer .....	1 (1%)
<b>6.5</b>	<b>How often do you see prison governors, directors or senior managers talking to prisoners?</b>	
	Regularly.....	45 (54%)
	Sometimes.....	25 (30%)
	Hardly ever.....	12 (14%)
	Don't know.....	2 (2%)
<b>6.6</b>	<b>Do you feel that you are treated as an individual in this prison?</b>	
	Yes.....	65 (78%)
	No.....	18 (22%)
<b>6.7</b>	<b>Are prisoners here consulted about things like food, canteen, health care or wing issues?</b>	
	Yes, and things sometimes change.....	52 (62%)
	Yes, but things don't change.....	20 (24%)
	No.....	3 (4%)
	Don't know.....	9 (11%)

## Faith

<b>7.1</b>	<b>What is your religion?</b>	
	No religion.....	24 (29%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations) .....	51 (61%)
	Buddhist.....	2 (2%)
	Hindu.....	0 (0%)
	Jewish.....	0 (0%)
	Muslim.....	3 (4%)
	Sikh.....	2 (2%)
	Other.....	2 (2%)
<b>7.2</b>	<b>Are your religious beliefs respected here?</b>	
	Yes.....	49 (58%)
	No.....	3 (4%)
	Don't know.....	8 (10%)
	Not applicable (no religion).....	24 (29%)
<b>7.3</b>	<b>Are you able to speak to a chaplain of your faith in private, if you want to?</b>	
	Yes.....	46 (55%)
	No.....	3 (4%)
	Don't know.....	11 (13%)
	Not applicable (no religion).....	24 (29%)
<b>7.4</b>	<b>Are you able to attend religious services, if you want to?</b>	
	Yes.....	51 (61%)
	No.....	2 (2%)
	Don't know.....	6 (7%)
	Not applicable (no religion).....	24 (29%)

**Contact with family and friends**

<b>8.1</b>	<b>Have staff here encouraged you to keep in touch with your family / friends?</b>	
	Yes .....	62 (75%)
	No .....	21 (25%)
<b>8.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	Yes .....	15 (19%)
	No .....	66 (81%)
<b>8.3</b>	<b>Are you able to use a phone every day (if you have credit)?</b>	
	Yes .....	81 (100%)
	No .....	0 (0%)
<b>8.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	Very easy .....	13 (16%)
	Quite easy .....	25 (30%)
	Quite difficult .....	19 (23%)
	Very difficult .....	25 (30%)
	Don't know .....	0 (0%)
<b>8.5</b>	<b>How often do you have visits from family or friends?</b>	
	More than once a week .....	6 (7%)
	About once a week .....	20 (24%)
	Less than once a week .....	28 (34%)
	Not applicable (don't get visits) .....	28 (34%)
<b>8.6</b>	<b>Do visits usually start and finish on time?</b>	
	Yes .....	51 (98%)
	No .....	1 (2%)
<b>8.7</b>	<b>Are your visitors usually treated respectfully by staff?</b>	
	Yes .....	52 (98%)
	No .....	1 (2%)

**Time out of cell**

<b>9.1</b>	<b>Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?</b>	
	Yes, and these times are usually kept to .....	71 (90%)
	Yes, but these times are not usually kept to .....	7 (9%)
	No .....	1 (1%)
<b>9.2</b>	<b>How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?</b>	
	Less than 2 hours .....	0 (0%)
	2 to 6 hours .....	10 (13%)
	6 to 10 hours .....	18 (23%)
	10 hours or more .....	49 (64%)
	Don't know .....	0 (0%)
<b>9.3</b>	<b>How long do you usually spend out of your cell on a typical Saturday or Sunday?</b>	
	Less than 2 hours .....	6 (8%)
	2 to 6 hours .....	16 (21%)
	6 to 10 hours .....	19 (24%)
	10 hours or more .....	36 (46%)
	Don't know .....	1 (1%)

<b>9.4</b>	<b>How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?</b>		
	None .....	0	(0%)
	1 or 2.....	5	(6%)
	3 to 5.....	8	(10%)
	More than 5.....	64	(81%)
	Don't know.....	2	(3%)
<b>9.5</b>	<b>How many days in a typical week do you get association, if you want it?</b>		
	None .....	0	(0%)
	1 or 2.....	0	(0%)
	3 to 5.....	2	(3%)
	More than 5.....	75	(96%)
	Don't know.....	1	(1%)
<b>9.6</b>	<b>How many days in a typical week could you go outside for exercise, if you wanted to?</b>		
	None .....	0	(0%)
	1 or 2.....	0	(0%)
	3 to 5.....	3	(4%)
	More than 5.....	76	(95%)
	Don't know.....	1	(1%)
<b>9.7</b>	<b>Typically, how often do you go to the gym?</b>		
	Twice a week or more .....	25	(31%)
	About once a week.....	4	(5%)
	Less than once a week.....	12	(15%)
	Never .....	39	(49%)
<b>9.8</b>	<b>Typically, how often do you go to the library?</b>		
	Twice a week or more .....	52	(64%)
	About once a week.....	17	(21%)
	Less than once a week.....	8	(10%)
	Never .....	4	(5%)
<b>9.9</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>		
	Yes .....	67	(83%)
	No.....	10	(12%)
	Don't use the library .....	4	(5%)

### Applications, complaints and legal rights

<b>10.1</b>	<b>Is it easy for you to make an application?</b>			
	Yes .....	72	(88%)	
	No.....	3	(4%)	
	Don't know.....	7	(9%)	
<b>10.2</b>	<b>If you have made any applications here, please answer the questions below:</b>			
		Yes	No	Not made any applications
	Are applications usually dealt with fairly?	65 (87%)	4 (5%)	6 (8%)
	Are applications usually dealt with within 7 days?	68 (89%)	2 (3%)	6 (8%)

<b>10.3</b>	<b>Is it easy for you to make a complaint?</b>			
	Yes .....			52 (64%)
	No .....			6 (7%)
	Don't know .....			23 (28%)
<b>10.4</b>	<b>If you have made any complaints here, please answer the questions below:</b>			
		Yes	No	Not made any complaints
	Are complaints usually dealt with fairly?	15 (21%)	6 (8%)	52 (71%)
	Are complaints usually dealt with within 7 days?	16 (22%)	4 (6%)	52 (72%)
<b>10.5</b>	<b>Have you ever been prevented from making a complaint here when you wanted to?</b>			
	Yes .....			6 (8%)
	No .....			32 (41%)
	Not wanted to make a complaint .....			41 (52%)
<b>10.6</b>	<b>In this prison, is it easy or difficult for you to...</b>			
		Easy	Difficult	Don't know
				Don't need this
	Communicate with your solicitor or legal representative?	46 (58%)	2 (3%)	9 (11%)
	Attend legal visits?	31 (39%)	2 (3%)	5 (19%)
	Get bail information?	12 (16%)	1 (1%)	3 (17%)
				50 (66%)
<b>10.7</b>	<b>Have staff here ever opened letters from your solicitor or legal representative when you were not present?</b>			
	Yes .....			14 (17%)
	No .....			36 (44%)
	Not had any legal letters .....			32 (39%)

## Health care

<b>11.1</b>	<b>How easy or difficult is it to see the following people?</b>					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	36 (44%)	37 (45%)	7 (9%)	1 (1%)	1 (1%)
	Nurse	42 (51%)	35 (43%)	2 (2%)	0 (0%)	3 (4%)
	Dentist	13 (16%)	27 (33%)	16 (20%)	13 (16%)	13 (16%)
	Mental health workers	31 (38%)	21 (26%)	5 (6%)	4 (5%)	20 (25%)
<b>11.2</b>	<b>What do you think of the quality of the health service from the following people?</b>					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	46 (55%)	34 (41%)	1 (1%)	0 (0%)	2 (2%)
	Nurse	45 (54%)	28 (34%)	7 (8%)	1 (1%)	2 (2%)
	Dentist	20 (24%)	19 (23%)	4 (5%)	5 (6%)	34 (41%)
	Mental health workers	34 (43%)	13 (16%)	1 (1%)	2 (3%)	30 (38%)
<b>11.3</b>	<b>Do you have any mental health problems?</b>					
	Yes .....					41 (49%)
	No .....					42 (51%)
<b>11.4</b>	<b>Have you been helped with your mental health problems in this prison?</b>					
	Yes .....					35 (43%)
	No .....					5 (6%)
	Don't have any mental health problems .....					42 (51%)

<b>11.5</b>	<b>What do you think of the overall quality of the health services here?</b>	
	Very good.....	35 (43%)
	Quite good.....	40 (49%)
	Quite bad .....	5 (6%)
	Very bad .....	0 (0%)
	Don't know.....	2 (2%)

#### Other support needs

<b>12.1</b>	<b>Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?</b>	
	Yes .....	19 (23%)
	No.....	64 (77%)
<b>12.2</b>	<b>If you have a disability, are you getting the support you need?</b>	
	Yes .....	11 (14%)
	No.....	6 (7%)
	Don't have a disability .....	64 (79%)
<b>12.3</b>	<b>Have you been on an ACCT in this prison?</b>	
	Yes .....	2 (2%)
	No.....	81 (98%)
<b>12.4</b>	<b>If you have been on an ACCT in this prison, did you feel cared for by staff?</b>	
	Yes .....	2 (2%)
	No.....	0 (0%)
	Have not been on an ACCT in this prison.....	81 (98%)
<b>12.5</b>	<b>How easy or difficult is it for you to speak to a Listener, if you need to?</b>	
	Very easy .....	29 (35%)
	Quite easy .....	7 (8%)
	Quite difficult .....	0 (0%)
	Very difficult .....	2 (2%)
	Don't know.....	44 (53%)
	No Listeners at this prison .....	1 (1%)

#### Alcohol and drugs

<b>13.1</b>	<b>Did you have an alcohol problem when you came into this prison?</b>	
	Yes .....	9 (11%)
	No.....	74 (89%)
<b>13.2</b>	<b>Have you been helped with your alcohol problem in this prison?</b>	
	Yes .....	9 (11%)
	No.....	0 (0%)
	Did not / do not have an alcohol problem .....	74 (89%)
<b>13.3</b>	<b>Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	6 (7%)
	No.....	76 (93%)
<b>13.4</b>	<b>Have you developed a problem with illicit drugs since you have been in this prison?</b>	
	Yes .....	0 (0%)
	No.....	83 (100%)

<b>13.5</b>	<b>Have you developed a problem with taking medication not prescribed to you since you have been in this prison?</b>	
	Yes .....	0 (0%)
	No.....	83 (100%)
<b>13.6</b>	<b>Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?</b>	
	Yes .....	5 (6%)
	No.....	0 (0%)
	Did not / do not have a drug problem.....	76 (94%)
<b>13.7</b>	<b>Is it easy or difficult to get illicit drugs in this prison?</b>	
	Very easy.....	2 (2%)
	Quite easy.....	1 (1%)
	Quite difficult .....	2 (2%)
	Very difficult .....	4 (5%)
	Don't know.....	73 (89%)
<b>13.8</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy.....	2 (2%)
	Quite easy.....	0 (0%)
	Quite difficult .....	2 (2%)
	Very difficult .....	10 (12%)
	Don't know.....	67 (83%)
<b>Safety</b>		
<b>14.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes .....	11 (13%)
	No.....	71 (87%)
<b>14.2</b>	<b>Do you feel unsafe now?</b>	
	Yes .....	5 (6%)
	No.....	76 (94%)
<b>14.3</b>	<b>Have you experienced any of the following types of bullying / victimisation from other prisoners here?</b>	
	Verbal abuse.....	14 (18%)
	Threats or intimidation.....	12 (15%)
	Physical assault.....	1 (1%)
	Sexual assault.....	0 (0%)
	Theft of canteen or property.....	11 (14%)
	Other bullying / victimisation .....	8 (10%)
	Not experienced any of these from prisoners here.....	54 (68%)
<b>14.4</b>	<b>If you were being bullied / victimised by other prisoners here, would you report it?</b>	
	Yes .....	62 (81%)
	No.....	15 (19%)
<b>14.5</b>	<b>Have you experienced any of the following types of bullying / victimisation from staff here?</b>	
	Verbal abuse.....	6 (8%)
	Threats or intimidation.....	7 (9%)
	Physical assault.....	0 (0%)
	Sexual assault.....	0 (0%)
	Theft of canteen or property.....	0 (0%)
	Other bullying / victimisation .....	8 (10%)
	Not experienced any of these from staff here.....	66 (83%)

<b>14.6</b>	<b>If you were being bullied / victimised by staff here, would you report it?</b>	
	Yes .....	57 (72%)
	No .....	22 (28%)

### Behaviour management

<b>15.1</b>	<b>Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?</b>	
	Yes .....	61 (74%)
	No .....	10 (12%)
	Don't know what the incentives / rewards are .....	11 (13%)

<b>15.2</b>	<b>Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?</b>	
	Yes .....	58 (71%)
	No .....	11 (13%)
	Don't know .....	10 (12%)
	Don't know what this is .....	3 (4%)

<b>15.3</b>	<b>Have you been physically restrained by staff in this prison in the last 6 months?</b>	
	Yes .....	0 (0%)
	No .....	83 (100%)

<b>15.4</b>	<b>If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?</b>	
	Yes .....	0 (0%)
	No .....	0 (0%)
	Don't remember .....	0 (0%)
	Not been restrained here in last 6 months .....	83 (100%)

<b>15.5</b>	<b>Have you spent one or more nights in the segregation unit in this prison in the last 6 months?</b>	
	Yes .....	0 (0%)
	No .....	81 (100%)

<b>15.6</b>	<b>If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:</b>	
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	Yes	No
Were you treated well by segregation staff?	0 (0%)	0 (0%)
Could you shower every day?	0 (0%)	0 (0%)
Could you go outside for exercise every day?	0 (0%)	0 (0%)
Could you use the phone every day (if you had credit)?	0 (0%)	0 (0%)

### Education, skills and work

<b>16.1</b>	<b>Is it easy or difficult to get into the following activities in this prison?</b>				
		Easy	Difficult	Don't know	
				Not available here	
	Education	67 (83%)	4 (5%)	10 (12%)	0 (0%)
	Vocational or skills training	48 (60%)	11 (14%)	20 (25%)	1 (1%)
	Prison job	69 (88%)	4 (5%)	5 (6%)	0 (0%)
	Voluntary work outside of the prison	51 (64%)	5 (6%)	23 (29%)	1 (1%)
	Paid work outside of the prison	35 (44%)	7 (9%)	37 (46%)	1 (1%)

<b>16.2</b>	<b>If you have done any of these activities while in this prison, do you think they will help you on release?</b>			
		Yes, will help	No, won't help	Not done this
	Education	57 (73%)	10 (13%)	11 (14%)
	Vocational or skills training	41 (58%)	8 (11%)	22 (31%)
	Prison job	43 (58%)	22 (30%)	9 (12%)
	Voluntary work outside of the prison	46 (59%)	6 (8%)	26 (33%)
	Paid work outside of the prison	31 (40%)	3 (4%)	43 (56%)

<b>16.3</b>	<b>Do staff encourage you to attend education, training or work?</b>	
	Yes.....	68 (84%)
	No.....	13 (16%)
	Not applicable (e.g. if you are retired, sick or on remand).....	0 (0%)

### Planning and progression

<b>17.1</b>	<b>Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)</b>	
	Yes.....	67 (85%)
	No.....	12 (15%)

<b>17.2</b>	<b>Do you understand what you need to do to achieve the objectives or targets in your custody plan?</b>	
	Yes.....	63 (94%)
	No.....	1 (1%)
	Don't know what my objectives or targets are.....	3 (4%)

<b>17.3</b>	<b>Are staff here supporting you to achieve your objectives or targets?</b>	
	Yes.....	55 (82%)
	No.....	9 (13%)
	Don't know what my objectives or targets are.....	3 (4%)

<b>17.4</b>	<b>If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?</b>			
		Yes, this helped	No, this didn't help	Not done / don't know
	Offending behaviour programmes	15 (26%)	0 (0%)	43 (74%)
	Other programmes	20 (36%)	0 (0%)	35 (64%)
	One to one work	14 (25%)	1 (2%)	40 (73%)
	Being on a specialist unit	0 (0%)	0 (0%)	46 (100%)
	ROTL - day or overnight release	47 (71%)	1 (2%)	18 (27%)

### Preparation for release

<b>18.1</b>	<b>Do you expect to be released in the next 3 months?</b>	
	Yes.....	23 (28%)
	No.....	57 (69%)
	Don't know.....	3 (4%)

<b>18.2</b>	<b>How close is this prison to your home area or intended release address?</b>	
	Very near.....	2 (9%)
	Quite near.....	7 (30%)
	Quite far.....	7 (30%)
	Very far.....	7 (30%)

<b>18.3</b>	<b>Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?</b>			
	Yes .....		21	(91%)
	No .....		2	(9%)
<b>18.4</b>	<b>Are you getting help to sort out the following things for when you are released?</b>			
		Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
	Finding accommodation	5 (22%)	1 (4%)	17 (74%)
	Getting employment	9 (39%)	4 (17%)	10 (43%)
	Setting up education or training	4 (19%)	2 (10%)	15 (71%)
	Arranging benefits	10 (45%)	7 (32%)	5 (23%)
	Sorting out finances	8 (38%)	4 (19%)	9 (43%)
	Support for drug or alcohol problems	3 (14%)	0 (0%)	19 (86%)
	Health / mental health support	4 (18%)	3 (14%)	15 (68%)
	Social care support	2 (10%)	2 (10%)	17 (81%)
	Getting back in touch with family or friends	1 (5%)	1 (5%)	19 (90%)

### More about you

<b>19.1</b>	<b>Do you have children under the age of 18?</b>			
	Yes .....		45	(54%)
	No .....		38	(46%)
<b>19.2</b>	<b>Are you a UK / British citizen?</b>			
	Yes .....		83	(100%)
	No .....		0	(0%)
<b>19.3</b>	<b>Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?</b>			
	Yes .....		2	(2%)
	No .....		81	(98%)
<b>19.4</b>	<b>Have you ever been in the armed services (e.g. army, navy, air force)?</b>			
	Yes .....		0	(0%)
	No .....		83	(100%)
<b>19.5</b>	<b>What is your gender?</b>			
	Male .....		0	(0%)
	Female .....		83	(100%)
	Non-binary .....		0	(0%)
	Other .....		0	(0%)
<b>19.6</b>	<b>How would you describe your sexual orientation?</b>			
	Straight / heterosexual .....		74	(89%)
	Gay / lesbian / homosexual .....		2	(2%)
	Bisexual .....		7	(8%)
	Other .....		0	(0%)
<b>19.7</b>	<b>Do you identify as transgender or transsexual?</b>			
	Yes .....		1	(1%)
	No .....		82	(99%)

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

More likely to offend.....	0 (0%)
Less likely to offend.....	66 (80%)
Made no difference .....	17 (20%)

## HMP & YOI Askham Grange 2019

### Survey responses compared with those from other HMIP surveys of womens training and open prisons and with those from the previous survey

In this table summary statistics from HMP & YOI Askham Grange 2019 are compared with the following HMIP survey data:

- Summary statistics from most recent surveys of all other womens training and open prisons (5 prisons). Please note that we do not have comparable data for the new questions introduced in September 2017.
- Summary statistics from HMP & YOI Askham Grange in 2019 are compared with those from HMP & YOI Askham Grange in 2014. Please note that we do not have comparable data for the new questions introduced in September 2017.

Shading is used to indicate statistical significance\*, as follows:

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

#### Number of completed questionnaires returned

HMP & YOI Askham Grange 2019	All other womens training and open prisons	HMP & YOI Askham Grange 2019	HMP and YOI Askham Grange 2014
85	496	85	92

*n=number of valid responses to question (HMP and YOI Askham Grange 2019)*

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n</i> =82	1%	2%	1%	1%
	Are you 25 years of age or younger?	<i>n</i> =82	5%		5%	
	Are you 50 years of age or older?	<i>n</i> =82	28%	20%	28%	29%
	Are you 70 years of age or older?	<i>n</i> =82	0%	0%	0%	1%
1.3	Are you from a minority ethnic group?	<i>n</i> =82	16%	25%	16%	10%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =80	34%		34%	
1.5	Are you currently serving a sentence?	<i>n</i> =84	100%	100%	100%	100%
	Are you on recall?	<i>n</i> =84	0%	3%	0%	1%
1.6	Is your sentence less than 12 months?	<i>n</i> =84	4%	7%	4%	14%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =84	7%	3%	7%	9%
7.1	Are you Muslim?	<i>n</i> =84	4%	8%	4%	5%
11.3	Do you have any mental health problems?	<i>n</i> =83	49%		49%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =83	23%	26%	23%	18%
19.1	Do you have any children under the age of 18?	<i>n</i> =83	54%	51%	54%	45%
19.2	Are you a foreign national?	<i>n</i> =83	0%	10%	0%	3%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =83	2%	8%	2%	1%
19.4	Have you ever been in the armed services?	<i>n</i> =83	0%	1%	0%	2%
19.5	Is your gender male or non-binary?	<i>n</i> =83	0%		0%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =83	11%	20%	11%	13%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =83	1%		1%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =84	42%		42%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =84	71%	59%	71%	96%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =81	95%	89%	95%	93%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =84	98%		98%	

**Shading is used to indicate statistical significance\*, as follows:**

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

**Number of completed questionnaires returned**

HMP & YOI Askham Grange 2019	All other womens training and open prisons	HMP & YOI Askham Grange 2019	HMP and YOI Askham Grange 2014
85	496	85	92

*n=number of valid responses to question (HMP and YOI Askham Grange 2019)*

2.5	When you first arrived, did you have any problems?	n=82	44%	70%	44%	38%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=82	4%	18%	4%	2%
	- Contacting family?	n=82	4%	22%	4%	9%
	- Arranging care for children or other dependents?	n=82	4%		4%	
	- Contacting employers?	n=82	0%	2%	0%	1%
	- Money worries?	n=82	9%	17%	9%	7%
	- Housing worries?	n=82	9%	17%	9%	9%
	- Feeling depressed?	n=82	12%		12%	
	- Feeling suicidal?	n=82	1%		1%	
	- Other mental health problems?	n=82	6%		6%	
	- Physical health problems?	n=82	10%	16%	10%	12%
	- Drugs or alcohol (e.g. withdrawal)?	n=82	0%		0%	
	- Getting medication?	n=82	11%		11%	
	- Needing protection from other prisoners?	n=82	1%	4%	1%	0%
	- Lost or delayed property?	n=82	5%	15%	5%	2%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=36	67%	48%	67%	77%
<b>FIRST NIGHT AND INDUCTION</b>						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=84	71%	66%	71%	66%
	- Toiletries / other basic items?	n=84	33%	44%	33%	49%
	- A shower?	n=84	50%	39%	50%	37%
	- A free phone call?	n=84	79%	61%	79%	77%
	- Something to eat?	n=84	83%	67%	83%	70%
	- The chance to see someone from health care?	n=84	67%	66%	67%	89%
	- The chance to talk to a Listener or Samaritans?	n=84	33%	40%	33%	52%
	- Support from another prisoner (e.g. Insider or buddy)?	n=84	61%		61%	
	- None of these?	n=84	2%		2%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=84	91%		91%	
3.3	Did you feel safe on your first night here?	n=85	95%	73%	95%	100%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	n=81	74%	29%	74%	50%
	- Free PIN phone credit?	n=78	59%		59%	
	- Numbers put on your PIN phone?	n=79	82%		82%	
3.5	Have you had an induction at this prison?	n=82	99%	94%	99%	98%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=81	79%		79%	

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ON THE WING					
4.1	Are you in a cell on your own?	n=84	36%		36%
4.2	Is your cell call bell normally answered within 5 minutes?	n=82	0%	37%	0%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	n=83	95%	78%	95%
	- Can you shower every day?	n=83	100%	98%	100%
	- Do you have clean sheets every week?	n=81	99%	85%	99%
	- Do you get cell cleaning materials every week?	n=81	95%	69%	95%
	- Is it normally quiet enough for you to relax or sleep at night?	n=83	92%	66%	92%
	- Can you get your stored property if you need it?	n=82	65%	56%	65%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=81	72%		72%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	n=83	81%		81%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=84	82%		82%
5.3	Does the shop / canteen sell the things that you need?	n=83	83%	61%	83%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	n=84	92%	80%	92%
6.2	Are there any staff here you could turn to if you had a problem?	n=84	92%	81%	92%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=85	53%	42%	53%
6.4	Do you have a personal officer?	n=85	99%		99%
	<i>For those who have a personal officer:</i>				
6.4	Is your personal or named officer very / quite helpful?	n=84	75%		75%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=84	54%		54%
6.6	Do you feel that you are treated as an individual in this prison?	n=83	78%		78%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=84	86%		86%
	If so, do things sometimes change?	n=72	72%		72%
FAITH					
7.1	Do you have a religion?	n=84	71%	76%	71%
	<i>For those who have a religion:</i>				
7.2	Are your religious beliefs respected here?	n=60	82%		82%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=60	77%		77%
7.4	Are you able to attend religious services, if you want to?	n=59	86%		86%

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CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	<i>n</i> =83	75%		75%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	<i>n</i> =81	19%	39%	19% 8%
8.3	Are you able to use a phone every day (if you have credit)?	<i>n</i> =81	100%		100%
8.4	Is it very / quite easy for your family and friends to get here?	<i>n</i> =82	46%		46%
8.5	Do you get visits from family/friends once a week or more?	<i>n</i> =82	32%		32%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	<i>n</i> =52	98%		98%
8.7	Are your visitors usually treated respectfully by staff?	<i>n</i> =53	98%		98%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n</i> =79	99%		99%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>					
9.1	Are these times usually kept to?	<i>n</i> =78	91%		91%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	<i>n</i> =77	0%	6%	0% 2%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	<i>n</i> =77	64%	39%	64% 61%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	<i>n</i> =78	8%		8%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	<i>n</i> =78	46%		46%
9.4	Do you have time to do domestics more than 5 days in a typical week?	<i>n</i> =79	81%		81%
9.5	Do you get association more than 5 days in a typical week, if you want it?	<i>n</i> =78	96%		96%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	<i>n</i> =80	95%		95%
9.7	Do you typically go to the gym twice a week or more?	<i>n</i> =80	31%		31%
9.8	Do you typically go to the library once a week or more?	<i>n</i> =81	85%	63%	85% 84%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	<i>n</i> =77	87%	66%	87% 93%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	<i>n</i> =82	88%	85%	88% 98%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	<i>n</i> =69	94%	69%	94% 95%
	Are applications usually dealt with within 7 days?	<i>n</i> =70	97%	52%	97% 90%
10.3	Is it easy for you to make a complaint?	<i>n</i> =81	64%	60%	64% 81%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	<i>n</i> =21	71%	39%	71% 81%
	Are complaints usually dealt with within 7 days?	<i>n</i> =20	80%	34%	80% 88%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =38	16%		16%

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<i>For those who need it, is it easy to:</i>					
10.6	Communicate with your solicitor or legal representative?	n=57	81%		81%
	Attend legal visits?	n=48	65%		65%
	Get bail information?	n=26	46%		46%
<i>For those who have had legal letters:</i>					
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=50	28%	43%	28% 30%
<b>HEALTH CARE</b>					
11.1	Is it very / quite easy to see:				
	- Doctor?	n=82	89%		89%
	- Nurse?	n=82	94%		94%
	- Dentist?	n=82	49%		49%
	- Mental health workers?	n=81	64%		64%
11.2	Do you think the quality of the health service is very / quite good from:				
	- Doctor?	n=83	96%		96%
	- Nurse?	n=83	88%		88%
	- Dentist?	n=82	48%		48%
	- Mental health workers?	n=80	59%		59%
11.3	Do you have any mental health problems?	n=83	49%		49%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	n=40	88%		88%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=82	92%		92%
<b>OTHER SUPPORT NEEDS</b>					
12.1	Do you consider yourself to have a disability?	n=83	23%	26%	23% 18%
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	n=17	65%		65%
12.3	Have you been on an ACCT in this prison?	n=83	2%		2%
<i>For those who have been on an ACCT:</i>					
12.4	Did you feel cared for by staff?	n=2	100%		100%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=83	43%		43%
<b>ALCOHOL AND DRUGS</b>					
13.1	Did you have an alcohol problem when you came into this prison?	n=83	11%	15%	11% 18%
<i>For those who had / have an alcohol problem:</i>					
13.2	Have you been helped with your alcohol problem in this prison?	n=9	100%	72%	100% 75%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=82	7%	25%	7% 16%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=83	0%	3%	0% 0%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=83	0%		0%
<i>For those who had / have a drug problem:</i>					
13.6	Have you been helped with your drug problem in this prison?	n=5	100%	79%	100% 93%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=82	4%		4%
13.8	Is it very / quite easy to get alcohol in this prison?	n=81	3%		3%

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SAFETY						
14.1	Have you ever felt unsafe here?	n=82	13%	38%	13%	7%
14.2	Do you feel unsafe now?	n=81	6%	12%	6%	4%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=79	18%		18%	
	- Threats or intimidation?	n=79	15%		15%	
	- Physical assault?	n=79	1%		1%	
	- Sexual assault?	n=79	0%		0%	
	- Theft of canteen or property?	n=79	14%		14%	
	- Other bullying / victimisation?	n=79	10%		10%	
	- Not experienced any of these from prisoners here	n=79	68%		68%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=77	81%		81%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=80	8%		8%	
	- Threats or intimidation?	n=80	9%		9%	
	- Physical assault?	n=80	0%		0%	
	- Sexual assault?	n=80	0%		0%	
	- Theft of canteen or property?	n=80	0%		0%	
	- Other bullying / victimisation?	n=80	10%		10%	
	- Not experienced any of these from staff here	n=80	83%		83%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=79	72%		72%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=82	74%		74%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=82	71%		71%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=83	0%	3%	0%	1%
	<i>For those who have been restrained in the last 6 months:</i>					
15.4	Did anyone come and talk to you about it afterwards?	n=0				
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=81	0%			
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>					
15.6	Were you treated well by segregation staff?	n=0				
	Could you shower every day?	n=0				
	Could you go outside for exercise every day?	n=0				
	Could you use the phone every day (if you had credit)?	n=0				

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EDUCATION, SKILLS AND WORK						
16.1	In this prison, is it easy to get into the following activities:					
	- Education?	n=81	83%		83%	
	- Vocational or skills training?	n=80	60%		60%	
	- Prison job?	n=78	89%		89%	
	- Voluntary work outside of the prison?	n=80	64%		64%	
16.2	In this prison, have you done the following activities:					
	- Education?	n=78	86%	89%	86%	87%
	- Vocational or skills training?	n=71	69%	78%	69%	84%
	- Prison job?	n=74	88%	92%	88%	92%
	- Voluntary work outside of the prison?	n=78	67%		67%	
	- Paid work outside of the prison?	n=77	44%		44%	
<i>For those who have done the following activities, do you think they will help you on release:</i>						
	- Education?	n=67	85%	75%	85%	89%
	- Vocational or skills training?	n=49	84%	71%	84%	83%
	- Prison job?	n=65	66%	55%	66%	75%
	- Voluntary work outside of the prison?	n=52	89%		89%	
	- Paid work outside of the prison?	n=34	91%		91%	
16.3	Do staff encourage you to attend education, training or work?	n=81	84%		84%	
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	n=79	85%		85%	
<i>For those who have a custody plan:</i>						
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=67	94%		94%	
17.3	Are staff helping you to achieve your objectives or targets?	n=67	82%		82%	
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	n=58	26%		26%	
	- Other programmes?	n=55	36%		36%	
	- One to one work?	n=55	27%		27%	
	- Been on a specialist unit?	n=46	0%		0%	
	- ROTL - day or overnight release?	n=66	73%		73%	
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>						
	- Offending behaviour programmes?	n=15	100%		100%	
	- Other programmes?	n=20	100%		100%	
	- One to one work?	n=15	93%		93%	
	- Being on a specialist unit?	n=0				
	- ROTL - day or overnight release?	n=48	98%		98%	

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PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =83	28%		28%	
<i>For those who expect to be released in the next 3 months:</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =23	39%		39%	
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =23	91%		91%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	<i>n</i> =23	26%		26%	
	- Getting employment?	<i>n</i> =23	57%		57%	
	- Setting up education or training?	<i>n</i> =21	29%		29%	
	- Arranging benefits?	<i>n</i> =22	77%		77%	
	- Sorting out finances?	<i>n</i> =21	57%		57%	
	- Support for drug or alcohol problems?	<i>n</i> =22	14%		14%	
	- Health / mental Health support?	<i>n</i> =22	32%		32%	
	- Social care support?	<i>n</i> =21	19%		19%	
	- Getting back in touch with family or friends?	<i>n</i> =21	10%		10%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	<i>n</i> =6	83%		83%	
	- Getting employment?	<i>n</i> =13	69%		69%	
	- Setting up education or training?	<i>n</i> =6	67%		67%	
	- Arranging benefits?	<i>n</i> =17	59%		59%	
	- Sorting out finances?	<i>n</i> =12	67%		67%	
	- Support for drug or alcohol problems?	<i>n</i> =3	100%		100%	
	- Health / mental Health support?	<i>n</i> =7	57%		57%	
	- Social care support?	<i>n</i> =4	50%		50%	
	- Getting back in touch with family or friends?	<i>n</i> =2	50%		50%	
<b>FINAL QUESTION ABOUT THIS PRISON</b>						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n</i> =83	80%		80%	

## HMP & YOI Askham Grange 2019

### Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:  
 - responses of prisoners from black and minority ethnic groups are compared with those of white prisoners  
 Please note that these analyses are based on summary data from selected survey questions only.

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Black and minority ethnic	
White	
	13      69

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	8%	4%
	Are you 50 years of age or older?	8%	32%
1.3	Are you from a minority ethnic group?		
7.1	Are you Muslim?	23%	0%
11.3	Do you have any mental health problems?	46%	51%
12.1	Do you consider yourself to have a disability?	8%	27%
19.2	Are you a foreign national?	0%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	3%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	92%	96%
2.4	Overall, were you treated very / quite well in reception?	92%	99%
2.5	When you first arrived, did you have any problems?	23%	46%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	100%	63%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	100%	96%
3.5	Have you had an induction at this prison?	100%	99%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	62%	83%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	0%	0%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	92%	96%
	- Can you shower every day?	100%	100%
	- Do you have clean sheets every week?	100%	99%
	- Do you get cell cleaning materials every week?	100%	96%
	- Is it normally quiet enough for you to relax or sleep at night?	92%	91%
	- Can you get your stored property if you need it?	67%	64%

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Black and minority ethnic	White
13	69

Number of completed questionnaires returned

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	77%	84%
5.3	Does the shop / canteen sell the things that you need?	69%	87%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	85%	93%
6.2	Are there any staff here you could turn to if you had a problem?	92%	91%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	39%	55%
6.6	Do you feel that you are treated as an individual in this prison?	67%	81%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	92%	80%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	85%	78%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	77%	73%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	31%	17%
8.3	Are you able to use a phone every day (if you have credit)?	100%	100%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	100%	98%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	62%	65%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	83%	89%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	85%	89%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	92%	94%
10.3	Is it easy for you to make a complaint?	69%	65%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	75%	71%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	22%	15%

Shading is used to indicate statistical significance\*, as follows:

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	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Black and minority ethnic	White
13	69

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	92%	88%
	- Nurse?	100%	92%
	- Dentist?	54%	49%
	- Mental health workers?	54%	68%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	67%	91%
11.5	Do you think the overall quality of the health services here is very / quite good?	85%	94%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	0%	69%
SAFETY			
14.1	Have you ever felt unsafe here?	15%	12%
14.2	Do you feel unsafe now?	8%	6%
14.3	Not experienced bullying / victimisation by other prisoners	39%	73%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	73%	81%
14.5	Not experienced bullying / victimisation by members of staff	69%	84%
14.6	If you were being bullied / victimised by staff here, would you report it?	67%	72%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	85%	71%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	69%	70%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	0%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	92%	82%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	83%	86%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	80%	82%
17.4	Have you done ROTL - day or overnight release in this prison?	50%	78%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	100%	98%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	80%	94%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	85%	78%

## HMP Askham Grange 2019

### Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- Responses from prisoners who reported that they had mental health problems compared with those who did not.
- Responses from prisoners who reported that they had a disability compared with those who did not.

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance\*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
41	42	19	64

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	0%	10%	0%	7%
	Are you 50 years of age or older?	20%	38%	32%	28%
1.3	Are you from a minority ethnic group?	15%	18%	5%	20%
7.1	Are you Muslim?	0%	7%	0%	5%
11.3	Do you have any mental health problems?			79%	41%
12.1	Do you consider yourself to have a disability?	37%	10%		
19.2	Are you a foreign national?	0%	0%	0%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	0%	5%	2%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	92%	98%	83%	98%
2.4	Overall, were you treated very / quite well in reception?	98%	98%	95%	98%
2.5	When you first arrived, did you have any problems?	53%	38%	67%	39%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	85%	44%	67%	67%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	98%	93%	100%	94%
3.5	Have you had an induction at this prison?	98%	100%	100%	98%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	80%	78%	74%	80%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	0%	0%	0%	0%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	93%	98%	95%	95%
	- Can you shower every day?	100%	100%	100%	100%
	- Do you have clean sheets every week?	98%	100%	100%	98%
	- Do you get cell cleaning materials every week?	98%	92%	95%	95%
	- Is it normally quiet enough for you to relax or sleep at night?	90%	93%	90%	92%
	- Can you get your stored property if you need it?	63%	65%	68%	62%

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	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Mental health problems	No mental health problems
	41	42

	Have a disability	Do not have a disability
	19	64

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	83%	81%
5.3	Does the shop / canteen sell the things that you need?	88%	80%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	93%	90%
6.2	Are there any staff here you could turn to if you had a problem?	90%	93%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	63%	41%
6.6	Do you feel that you are treated as an individual in this prison?	85%	71%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	87%	76%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	80%	72%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	71%	78%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	21%	17%
8.3	Are you able to use a phone every day (if you have credit)?	100%	100%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	96%	100%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	65%	63%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	92%	83%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	83%	93%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	91%	97%
10.3	Is it easy for you to make a complaint?	66%	63%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	62%	88%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	15%	17%

68%	86%
90%	92%
100%	89%
84%	94%
47%	53%
74%	79%
65%	88%
77%	76%
58%	79%
26%	16%
100%	100%
90%	100%
0%	0%
61%	64%
89%	86%
95%	86%
94%	94%
58%	66%
57%	79%
8%	19%

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- Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Mental health problems	No mental health problems
41	42

Have a disability	Do not have a disability
19	64

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	93%	85%	90%	89%
	- Nurse?	98%	90%	95%	94%
	- Dentist?	51%	46%	37%	52%
	- Mental health workers?	83%	45%	68%	63%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	88%		93%	85%
11.5	Do you think the overall quality of the health services here is very / quite good?	98%	86%	89%	92%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	62%	75%	65%	
SAFETY					
14.1	Have you ever felt unsafe here?	20%	7%	26%	10%
14.2	Do you feel unsafe now?	8%	5%	11%	5%
14.3	Not experienced bullying / victimisation by other prisoners	59%	78%	50%	74%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	76%	85%	78%	81%
14.5	Not experienced bullying / victimisation by members of staff	82%	83%	77%	84%
14.6	If you were being bullied / victimised by staff here, would you report it?	63%	81%	59%	76%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	76%	73%	68%	76%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	71%	71%	74%	70%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%	0%	0%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	0%	0%	0%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	83%	85%	67%	89%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	90%	80%	89%	84%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	80%	84%	56%	90%
17.4	Have you done ROTL - day or overnight release in this prison?	74%	72%	73%	73%
	For those who have done ROTL - day or overnight release, did it help you to achieve your objectives or targets?	96%	100%	91%	100%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	86%	94%	100%	90%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	81%	79%	74%	81%

## HMP Askham Grange 2019

### Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:  
 - responses of prisoners aged 50 and over are compared with those of prisoners under 50  
 Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance\*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
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\* less than 1% probability that the difference is due to chance

**Number of completed questionnaires returned**

50 and over	Under 50
23	59

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	0%	7%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	4%	20%
7.1	Are you Muslim?	0%	5%
11.3	Do you have any mental health problems?	35%	56%
12.1	Do you consider yourself to have a disability?	26%	23%
19.2	Are you a foreign national?	0%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	4%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	95%	95%
2.4	Overall, were you treated very / quite well in reception?	100%	97%
2.5	When you first arrived, did you have any problems?	46%	40%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	50%	74%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	96%	97%
3.5	Have you had an induction at this prison?	100%	98%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	77%	80%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	0%	0%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	91%	97%
	- Can you shower every day?	100%	100%
	- Do you have clean sheets every week?	100%	98%
	- Do you get cell cleaning materials every week?	91%	98%
	- Is it normally quiet enough for you to relax or sleep at night?	86%	93%
	- Can you get your stored property if you need it?	59%	67%

Shading is used to indicate statistical significance\*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

50 and over	Under 50
23	59

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	73%	86%
5.3	Does the shop / canteen sell the things that you need?	82%	85%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	91%	92%
6.2	Are there any staff here you could turn to if you had a problem?	87%	93%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	44%	56%
6.6	Do you feel that you are treated as an individual in this prison?	73%	81%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	90%	80%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	90%	74%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	70%	75%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	13%	21%
8.3	Are you able to use a phone every day (if you have credit)?	100%	100%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	100%	97%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	67%	63%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	85%	89%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	86%	90%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	88%	96%
10.3	Is it easy for you to make a complaint?	64%	66%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	60%	75%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	11%	19%

Shading is used to indicate statistical significance\*, as follows:

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	Blue shading shows results that are significantly more negative than the comparator
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	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

50 and over	Under 50
<b>23</b>	<b>59</b>

Number of completed questionnaires returned

<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	<b>82%</b>	<b>91%</b>
	- Nurse?	<b>86%</b>	<b>97%</b>
	- Dentist?	<b>46%</b>	<b>51%</b>
	- Mental health workers?	<b>52%</b>	<b>70%</b>
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	<b>75%</b>	<b>90%</b>
11.5	Do you think the overall quality of the health services here is very / quite good?	<b>96%</b>	<b>91%</b>
<b>OTHER SUPPORT NEEDS</b>			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	<b>50%</b>	<b>73%</b>
<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	<b>13%</b>	<b>13%</b>
14.2	Do you feel unsafe now?	<b>9%</b>	<b>6%</b>
14.3	Not experienced bullying / victimisation by other prisoners	<b>70%</b>	<b>66%</b>
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	<b>87%</b>	<b>77%</b>
14.5	Not experienced bullying / victimisation by members of staff	<b>87%</b>	<b>80%</b>
14.6	If you were being bullied / victimised by staff here, would you report it?	<b>78%</b>	<b>68%</b>
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	<b>70%</b>	<b>75%</b>
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	<b>65%</b>	<b>71%</b>
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	<b>0%</b>	<b>0%</b>
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<b>0%</b>	<b>0%</b>
<b>EDUCATION, SKILLS AND WORK</b>			
16.3	Do staff encourage you to attend education, training or work?	<b>86%</b>	<b>83%</b>
<b>PLANNING AND PROGRESSION</b>			
17.1	Do you have a custody plan?	<b>86%</b>	<b>86%</b>
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	<b>78%</b>	<b>83%</b>
<b>PREPARATION FOR RELEASE</b>			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	<b>100%</b>	<b>85%</b>
<b>FINAL QUESTION ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<b>78%</b>	<b>79%</b>

## HMP & YOI Askham Grange 2019

### Comparison of survey responses from different residential locations

In this table responses from multi-occupancy rooms (Houseblock 2 and Houseblock 3) are compared with those from the rest of the establishment.

Shading is used to indicate statistical significance\*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Multi-occupancy rooms (Houseblock 2 and Houseblock 3)	56	Rest of the establishment	29
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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	2%	0%
	Are you 25 years of age or younger?	6%	3%
	Are you 50 years of age or older?	26%	31%
	Are you 70 years of age or older?	0%	0%
1.3	Are you from a minority ethnic group?	17%	14%
1.4	Have you been in this prison for less than 6 months?	51%	3%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	0%	0%
1.6	Is your sentence less than 12 months?	4%	3%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	14%
7.1	Are you Muslim?	6%	0%
11.3	Do you have any mental health problems?	48%	52%
12.1	Do you consider yourself to have a disability?	17%	35%
19.1	Do you have any children under the age of 18?	56%	52%
19.2	Are you a foreign national?	0%	0%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	0%
19.4	Have you ever been in the armed services?	0%	0%
19.5	Is your gender male or non-binary?	0%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	13%	7%
19.7	Do you identify as transgender or transsexual?	2%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	42%	41%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	62%	90%
2.3	When you were searched in reception, was this done in a respectful way?	96%	93%
2.4	Overall, were you treated very / quite well in reception?	98%	97%

Shading is used to indicate statistical significance\*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Multi-occupancy rooms (Houseblock 2 and Houseblock 3)	56	Rest of the establishment
	29	

2.5	When you first arrived, did you have any problems?	39%	54%
2.5	Did you have problems with:		
	- Getting phone numbers?	4%	4%
	- Contacting family?	4%	4%
	- Arranging care for children or other dependents?	6%	0%
	- Contacting employers?	0%	0%
	- Money worries?	11%	4%
	- Housing worries?	11%	4%
	- Feeling depressed?	11%	14%
	- Feeling suicidal?	2%	0%
	- Other mental health problems?	7%	4%
	- Physical health problems?	7%	14%
	- Drugs or alcohol (e.g. withdrawal)?	0%	0%
	- Getting medication?	11%	11%
	- Needing protection from other prisoners?	2%	0%
	- Lost or delayed property?	4%	7%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	62%	73%
<b>FIRST NIGHT AND INDUCTION</b>			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	75%	66%
	- Toiletries / other basic items?	33%	35%
	- A shower?	44%	62%
	- A free phone call?	78%	79%
	- Something to eat?	82%	86%
	- The chance to see someone from health care?	67%	66%
	- The chance to talk to a Listener or Samaritans?	33%	35%
	- Support from another prisoner (e.g. Insider or buddy)?	60%	62%
	- None of these?	4%	0%
3.2	On your first night in this prison, was your cell very / quite clean?	93%	86%
3.3	Did you feel safe on your first night here?	95%	97%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	71%	81%
	- Free PIN phone credit?	60%	58%
	- Numbers put on your PIN phone?	82%	84%
3.5	Have you had an induction at this prison?	98%	100%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	79%	79%

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	56	29

ON THE WING			
4.1	Are you in a cell on your own?	5%	96%
4.2	Is your cell call bell normally answered within 5 minutes?	0%	0%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	95%	96%
	- Can you shower every day?	100%	100%
	- Do you have clean sheets every week?	98%	100%
	- Do you get cell cleaning materials every week?	93%	100%
	- Is it normally quiet enough for you to relax or sleep at night?	91%	93%
	- Can you get your stored property if you need it?	60%	74%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	65%	85%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	84%	75%
5.2	Do you get enough to eat at meal-times always / most of the time?	84%	79%
5.3	Does the shop / canteen sell the things that you need?	84%	82%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	91%	93%
6.2	Are there any staff here you could turn to if you had a problem?	93%	89%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	54%	52%
6.4	Do you have a personal officer?	98%	100%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	73%	79%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	53%	55%
6.6	Do you feel that you are treated as an individual in this prison?	78%	79%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	80%	97%
	If so, do things sometimes change?	73%	71%
FAITH			
7.1	Do you have a religion?	75%	66%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	81%	84%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	71%	90%
7.4	Are you able to attend religious services, if you want to?	83%	95%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	74%	76%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	21%	14%
8.3	Are you able to use a phone every day (if you have credit)?	100%	100%
8.4	Is it very / quite easy for your family and friends to get here?	43%	52%
8.5	Do you get visits from family/friends once a week or more?	38%	21%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	97%	100%
8.7	Are your visitors usually treated respectfully by staff?	97%	100%

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Multi-occupancy rooms (Houseblock 2 and Houseblock 3)	56	Rest of the establishment	29
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TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	98%	100%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	94%	86%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	60%	69%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	10%	3%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	39%	59%
9.4	Do you have time to do domestics more than 5 days in a typical week?	80%	83%
9.5	Do you get association more than 5 days in a typical week, if you want it?	96%	96%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	96%	93%
9.7	Do you typically go to the gym twice a week or more?	40%	15%
9.8	Do you typically go to the library once a week or more?	93%	70%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	89%	83%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	89%	86%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	94%	96%
	Are applications usually dealt with within 7 days?	100%	92%
10.3	Is it easy for you to make a complaint?	66%	61%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	67%	78%
	Are complaints usually dealt with within 7 days?	92%	63%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	18%	13%

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Number of completed questionnaires returned	56	29

<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	76%	90%
	Attend legal visits?	61%	73%
	Get bail information?	45%	50%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	22%	39%
<b>HEALTH CARE</b>			
11.1	Is it very / quite easy to see:		
	- Doctor?	93%	82%
	- Nurse?	96%	89%
	- Dentist?	44%	57%
	- Mental health workers?	66%	61%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	96%	97%
	- Nurse?	93%	79%
	- Dentist?	41%	61%
	- Mental health workers?	56%	64%
11.3	Do you have any mental health problems?	48%	52%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	84%	93%
11.5	Do you think the overall quality of the health services here is very / quite good?	94%	86%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability?	17%	35%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	75%	56%
12.3	Have you been on an ACCT in this prison?	0%	7%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?		100%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	37%	55%
<b>ALCOHOL AND DRUGS</b>			
13.1	Did you have an alcohol problem when you came into this prison?	7%	17%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	100%	100%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	7%	7%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	0%	0%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	0%	0%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	100%	100%
13.7	Is it very / quite easy to get illicit drugs in this prison?	4%	3%
13.8	Is it very / quite easy to get alcohol in this prison?	2%	3%

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Multi-occupancy rooms (Houseblock 2 and Houseblock 3)	56	29
	Rest of the establishment	

SAFETY			
14.1	Have you ever felt unsafe here?	13%	14%
14.2	Do you feel unsafe now?	10%	0%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	14%	26%
	- Threats or intimidation?	15%	15%
	- Physical assault?	0%	4%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	14%	15%
	- Other bullying / victimisation?	12%	7%
	- Not experienced any of these from prisoners here	73%	59%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	78%	85%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	8%	7%
	- Threats or intimidation?	10%	7%
	- Physical assault?	0%	0%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	0%	0%
	- Other bullying / victimisation?	12%	7%
	- Not experienced any of these from staff here	83%	82%
14.6	If you were being bullied / victimised by staff here, would you report it?	74%	69%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	72%	79%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	70%	72%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	0%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?		
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	0%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?		
	Could you shower every day?		
	Could you go outside for exercise every day?		
	Could you use the phone every day (if you had credit)?		

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Mater-occupancy rooms (Houseblock 2 and Houseblock 3)	56	29
Rest of the establishment		

EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	83% 82%
	- Vocational or skills training?	63% 54%
	- Prison job?	87% 92%
	- Voluntary work outside of the prison?	51% 89%
	- Paid work outside of the prison?	32% 67%
16.2	In this prison, have you done the following activities:	
	- Education?	85% 88%
	- Vocational or skills training?	68% 71%
	- Prison job?	84% 96%
	- Voluntary work outside of the prison?	53% 93%
	- Paid work outside of the prison?	28% 74%
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	87% 82%
	- Vocational or skills training?	88% 73%
	- Prison job?	64% 70%
	- Voluntary work outside of the prison?	82% 96%
	- Paid work outside of the prison?	86% 95%
16.3	Do staff encourage you to attend education, training or work?	82% 89%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	79% 96%
<i>For those who have a custody plan:</i>		
17.2	Do you understand what you need to do to achieve your objectives or targets?	95% 92%
17.3	Are staff helping you to achieve your objectives or targets?	81% 85%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	24% 29%
	- Other programmes?	31% 45%
	- One to one work?	19% 42%
	- Been on a specialist unit?	0% 0%
	- ROTL - day or overnight release?	58% 96%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	100% 100%
	- Other programmes?	100% 100%
	- One to one work?	86% 100%
	- Being on a specialist unit?	
	- ROTL - day or overnight release?	100% 96%

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	Rest of the establishment	

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	32%	21%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	29%	67%
18.3	Is anybody helping you to prepare for your release?	88%	100%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	12%	67%
	- Getting employment?	65%	33%
	- Setting up education or training?	25%	40%
	- Arranging benefits?	71%	100%
	- Sorting out finances?	50%	80%
	- Support for drug or alcohol problems?	6%	40%
	- Health / mental Health support?	25%	50%
	- Social care support?	13%	40%
	- Getting back in touch with family or friends?	6%	20%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	100%	75%
	- Getting employment?	64%	100%
	- Setting up education or training?	75%	50%
	- Arranging benefits?	50%	80%
	- Sorting out finances?	63%	75%
	- Support for drug or alcohol problems?	100%	100%
	- Health / mental Health support?	25%	100%
	- Social care support?	50%	50%
	- Getting back in touch with family or friends?	0%	100%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	78%	83%