

Report on an unannounced inspection of
MAGHABERRY PRISON
11–22 May 2015

November 2015





Report on an unannounced inspection of **MAGHABERRY PRISON**

11–22 May 2015

by the Chief Inspector of Criminal Justice in Northern Ireland; Her Majesty's Chief Inspector of Prisons; the Regulation and Quality Improvement Authority; and the Education and Training Inspectorate.

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November 2015





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List of abbreviations

| | |
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| AD:EPT | Alcohol and Drugs: Empowering People through Therapy |
| CJI | Criminal Justice Inspection Northern Ireland |
| C&R | Control and Restraint |
| DoJ | Department of Justice |
| DST | Dedicated Search Team |
| EMIS | Egton Medical Information System (medical computer system) |
| ESOL | English for Speakers of Other Languages |
| ETI | Education and Training Inspectorate |
| GP | General Practitioner |
| HMIP | Her Majesty's Inspectorate of Prisons in England and Wales |
| HNA | Health Needs Assessment |
| HSCB | Health and Social Care Board |
| ICS | indeterminate Custodial Sentence |
| MDT | Mandatory Drug Test |
| NIPS | Northern Ireland Prison Service |
| NPM | National Preventive Mechanism |
| OPCAT | Optional Protocol to the Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment |
| PBNI | Probation Board for Northern Ireland |
| PDU | Prisoner Development Unit |
| PE | Physical Education |
| PECCS | Prisoner Escort and Court Custody Service |
| PREPs | Progressive Regime and Earned Privileges scheme |
| PRISM | Prison Record Information System Management (computer system used by NIPS) |
| PSST | Prisoner Safety and Support Team |
| RQIA | Regulation and Quality Improvement Authority |
| SEHST | South Eastern Health and Social Care Trust |
| SIR | Security Information Report |
| SPAR | Supporting Prisoners at Risk |
| UK | United Kingdom |
| UN | United Nations |



Chief Inspectors' Foreword

Four years ago the Northern Ireland Prison Service (NIPS) commenced a challenging prison reform programme to be completed by March 2015, which was designed to re-shape how local prisons were managed and improve outcomes for prisoners. Significant time, energy and resources have been invested in the programme. It is therefore disheartening to be publishing such a negative report about Maghaberry Prison.

Maghaberry Prison is a complex and challenging establishment which in some ways is unlike any prison in England and Wales. It holds approximately 1,000 men ranging from those on remand and serving short sentences, to lifers and separated paramilitary prisoners. It is the only prison in Northern Ireland that can hold Category A prisoners and for many serving longer sentences, they will spend most of this time at Maghaberry Prison. Many of the prison population have learning difficulties, mental health issues, addiction problems and personality disorders.

At the last inspection in March 2012 we found encouraging signs of improvement in some key areas and while significant weaknesses remained, we were encouraged that the prison was making progress. However this was no longer the case.

In conducting this inspection, Inspectors applied the same criteria that are applied in other prison inspections throughout the United Kingdom. We were extremely disappointed to conclude that 'Safety' had deteriorated, as had levels of 'Respect' and 'Purposeful Activity'. Only in the area of 'Resettlement' were prisoners experiencing acceptable outcomes.

Safety underpins much of what happens in a prison and in our view the leadership of the prison had failed to ensure Maghaberry Prison was safe and stable. We had real concerns that if the issues identified in this report were not addressed as a matter of urgency, serious disorder or loss of life could occur. Just prior to our inspection a serious fire had been started by prisoners which had the potential to cause serious injury or death. The circumstances



and management response to this incident we recommend, should be subject to an independent review.

Far more prisoners than in previous inspections told us they felt unsafe and that drugs were more widely available. Staff had also been subject to credible threats and some staff in the main prison told us they were fearful of prisoners. Staff absenteeism was high and staff were distant from prisoners – all of which undermined dynamic security and contributed to the instability of the prison. Levels of reported assaults were rising and it was suggested to Inspectors by both prisoners and staff, that a great deal of bullying and physical violence was going unreported. There was still inadequate supervision in the association areas and exercise yards in the square houses where prisoners reported feeling least secure.

Use of adjudications, segregation, force and special accommodation had all risen significantly during the three years since the last inspection report was published and were high compared to other comparable prisons in England and Wales. There had been several self-inflicted deaths in recent years. Rates of self-harm had also increased and were high, and support for men in despair was inadequate.

Some progress had been maintained in relation to security arrangements and free-flow movement was now well embedded. However, co-ordination between internal departments in Maghaberry Prison was under-developed.

Respect for prisoners had also deteriorated

since 2012. Living conditions remained mixed; some good new accommodation had come into operation since the last inspection, but the square houses provided poor infrastructure and many areas were dirty, covered in graffiti and in need of repair. It was positive that management had reduced the numbers of men held in the square houses, but they still provided unacceptable accommodation for a 21st Century prison. Food provision was poor with meals served far too early in the day.

As a result of staff absences prisoners were experiencing severe disruption to the daily regime, leading to many frustrations throughout the prison. This meant prisoners at Maghaberry spent very long periods locked in their cells, restricting access to showers, telephones, association and other everyday domestic tasks. This was compounded by the unpredictable regime which meant the men could not plan for the additional periods of lock-up and for example, could not notify family and friends that they would be unable to contact them. Inspectors were inundated with complaints about such restrictions. In our opinion, this was a significant contributing factor to the overall instability of the prison. Not surprisingly, this was impacting negatively on staff-prisoner relationships. Staff morale was low and while relationships were generally respectful, we saw little proactive effort from landing officers to interact with the men in their custody.

Some aspects of equality and diversity had improved, particularly support for foreign nationals. However poorer outcomes for Catholic prisoners were still not understood, despite this

issue being raised in previous inspection reports. Inspectors found the needs of many disabled prisoners were also not being effectively met. The complaints system in Maghaberry was in disarray and not surprisingly, prisoners had little confidence in it. Good access to legal services and tuck shop provision was provided.

We were very concerned that aspects of health care provision had deteriorated since the previous inspection. There were insufficient numbers of primary care nurses and retention of staff was an issue. Prisoners expressed negative views about the health care services provided. Health care staff were critical of the leadership and communication with South Eastern Health and Social Care Trust (SEHSCT) managers. Clinical governance was poor. We felt some areas of health care including aspects of chronic disease management and substance misuse were unsafe. Delays and some serious problems in the way medications were administered, created a risk of medicines being diverted which inevitably led to the associated debt and bullying.

Purposeful activity provision for many prisoners was extremely limited and was further exacerbated by frequent and unpredictable curtailment of the regime. Learning and skills provision was in the process of being outsourced to an external provider and we had some hope that this would provide improved opportunities for prisoners. However, current arrangements were inadequate in nearly all respects. There were far too few activity places and much of the teaching provision and achievements were poor. Inspectors believe this was a contributory factor to the instability found across the prison

in addition to prisoners experiencing changes to their regime and spending too much time locked up. Physical education provision however was good.

Of the four criteria examined in this inspection, resettlement was the only area providing reasonably good outcomes for prisoners. Whilst there were weaknesses in strategic management and in the support offered to some life sentence prisoners, offender management arrangements and public protection work at Maghaberry Prison were good. Resettlement and reintegration work was generally strong although the number of offending behaviour courses offered had reduced and was not meeting demand. Inspectors welcome the positive development of re-opening Burren House to provide a stepping-stone to the community for long-term prisoners who were nearing the end of their sentence and subsequent release.

Overall, this was a concerning inspection of a prison which was as bad as any we have seen in recent years. Inspectors met a number of good, motivated managers and staff who gave us some hope that with the right kind of leadership and tangible support, Maghaberry could recover and again reach a point where progress could be made.

However, a significant failure in leadership was compounded by an ineffective relationship between Prison Service headquarters and local management which needed to be urgently addressed. A general malaise was evident at Maghaberry, which sought to attribute blame rather than find solutions to problems. There also



was an unhealthy combination of high sickness absence and poor staff morale which served to exacerbate these issues.

The tragic murder of David Black in November 2012 is a reminder of the ultimate price which can be paid by prison officers in carrying out their duties. This risk, and the impact of threats and acts of intimidation, cannot be seen in isolation from the challenges faced by the leadership and staff of the NIPS in managing the separated prisoners' regime, which continued to consume hugely disproportionate levels of management attention and staff resources. The repercussions of operating a separated regime at Maghaberry were having a significant negative

impact on daily life for the 900 plus men who represent the overwhelming majority of the prison population. This is an issue the NIPS needs to urgently address to assist it in seeing the prison through its immediate crisis and on to a more sustainable basis.

As a result of the findings and our concerns arising out of this inspection, we will revisit Maghaberry Prison in January 2016. By this stage, we will expect to see significant progress has been made to address the areas of poor performance identified in this report and that changes have occurred to improve outcomes for prisoners.

Brendan McGuigan
Chief Inspector of Criminal Justice
in Northern Ireland

November 2015

Nick Hardwick
HM Chief Inspector of Prisons
in England and Wales

November 2015



Fact page

Task of the establishment

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

Prison status

Public.

Department

Department of Justice Northern Ireland (DoJ).

Number held

997 on 13 May 2015.

Certified normal accommodation

1,014.

Operational capacity

A maximum of 1,558; however, the number of prisoners held in the square houses was limited, reducing this significantly.

Date of last full inspection

March 2012.

Brief history

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

Following the closure of Belfast (Crumlin Road) Prison in 1996, Maghaberry Prison became Northern Ireland's adult committal prison (the first prison someone would go to from court) and began to hold non-paramilitary remand and short-term sentenced prisoners. It held separated paramilitary prisoners from Loyalist and Republican backgrounds since 2003. With the closure of the women's prison in 2004, the

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

Short description of residential units

Maghaberry main site

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



Quoile House Up to 163 prisoners held on four landings: Donard (for at risk prisoners), the landing for the Families Matter programme, a drug free landing and one housing prisoners involved in training and employment and education.

Roe House Up to 144 prisoners, consisting of a mixed population and Republican separated prisoners.

Shimna House Up to 40 prisoners in trusted roles.

Segregation unit Up to 27 prisoners.

Mourne complex

Braid House Up to 122 mostly life sentence prisoners and a small number whose custody had been extended.

Martin House Up to 12 prisoners held for their own protection.

Wilson House Up to 42 prisoners serving life sentences.

Burren House Up to 23 prisoners, used for life sentenced prisoners in the (Belfast city centre) community pre- and post-tariff.

Name of governor/director

Alan Longwell.

Escort contractor

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

Health service provider

South Eastern Health and Social Care Trust (SEHSCT).

Learning and skills providers

In-house.

Independent Monitoring Board chair

Patrick McGonagle.

* Denotes the 'square' houses



About this inspection and report

Her Majesty's Inspectorate of Prisons (HMIP) is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, immigration detention facilities and police custody. Criminal Justice Inspection Northern Ireland (CJI) is an independent statutory Inspectorate, established under the Justice (Northern Ireland) Act 2002, constituted as a non-departmental public body in the person of the Chief Inspector. CJI was established in accordance with Recommendation 263 of the Review of the Criminal Justice System in Northern Ireland of March 2000.

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

The Education and Training Inspectorate (ETI) is a unitary Inspectorate, and provides independent inspection services and information about the quality of education, youth provision and training in Northern Ireland. It also provides inspection services for CJI, of the learning and skills provision within prisons, in line with an agreed annual Memorandum of Understanding and an associated Service Level Agreement.

The Regulation and Quality Improvement Authority (RQIA) is a non-departmental public body responsible for monitoring and inspecting the quality, safety and availability of health and social care services across Northern Ireland. It also has the responsibility of encouraging improvements in those services. The functions of the RQIA are derived from The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.

All HMIP and CJI prison inspection 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 HMIPs thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

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

Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test.



There are four possible judgements: in some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the NIPS. They are:

- **outcomes for prisoners are good.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **outcomes for prisoners are reasonably good.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **outcomes for prisoners are not sufficiently good.**
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- **outcomes for prisoners are poor.**
There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

Our assessments might result in one of the following:

- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections;
- **housekeeping points:** achievable within a matter of days, or at most weeks, through the issue of instructions or changing routines; and
- **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.

Five key sources of evidence are used by Inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.

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

This report

This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follows four sections each containing a detailed account of our findings against our *Expectations: Criteria for assessing the treatment of prisoners and conditions in prisons*. The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations.

Details of the inspection team can be found in Appendix 1. Appendix 2 lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.

Details of the prison population profile and a detailed description of the survey methodology can be found in Appendices 3 and 4 respectively. This material can be obtained directly from the CJI website – **www.cjini.org**.

Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.¹ Again, this material can be obtained directly from the CJI website – **www.cjini.org**.

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



Executive Summary

Safety

- S1 Prisoners were negative about most aspects of escorts. Arrival and first night arrangements needed improvement. The prison was not safe and there was a significant risk of a serious incident. Many prisoners said they felt unsafe. Levels of reported violence were rising and there had been some serious incidents. There had been some serious and credible threats against staff and some staff told us they were anxious about their own safety. Staff supervision in some areas was poor as was the overall management of safety. Several self-inflicted deaths had taken place and levels of self-harm were high. Supporting prisoners at risk (SPAR) case management arrangements were weak. Some aspects of security had improved but links with key departments were inadequate and dynamic security was weak. Use of adjudications, force, special accommodation and segregation was high, and the segregation unit regime and environment were poor. Some clinical aspects of the substance misuse service were unsafe. **Outcomes for prisoners were poor against this healthy prison test.**
- S2 At the last inspection in 2012 we found that outcomes for prisoners in Maghaberry were not sufficiently good against this healthy prison test. We made 26 recommendations in the area of safety. At this follow-up inspection we found that six of the recommendations had been achieved, five had been partially achieved and 15 had not been achieved.
- S3 Most prisoners' journeys to the prison were short, but men were more negative than the comparator about most aspects of the experience, including about feeling safe. The large reception area was functional but unwelcoming. Reception staff were respectful and responded appropriately to prisoners' needs. There were no peer supporters to help reassure newly arrived prisoners. Reception interviews gathered pertinent information about prisoners but were not always carried out in private. Prisoners were offered a shower and free telephone call. Fewer prisoners than the comparator said they felt safe on their first night. Some first night cells were poorly equipped and prisoners did not have access to drinking water. A chaplain and a member of staff from the Prisoner Development Unit (PDU) saw all prisoners in private the day after their arrival; interviews were well managed and provided information about the services available. Induction often started several days after a prisoners' arrival and failed to provide some important information about prison life.
- S4 The prison was unstable and we had serious concerns about safety. The severe and unpredictable curtailment of the regime and the prevalence of illegal drugs and diverted medications were significant factors. Some significant incidents had taken place recently, and we felt there was a risk of further disorder, particularly in the 'square houses'. Staff and prisoners told us and we observed that prisoners were tense and frustrated. A serious incident in Erne House, which could have resulted in loss of life, had not been investigated independently to establish what lessons could have been learned. More prisoners said they had felt unsafe than at the previous inspection and compared with similar prisons. Prisoners were most concerned about

safety in exercise yards and association areas and when they were moving around the prison. Staff supervision in some of these areas was inadequate. Individual staff had been subjected to some serious and credible threats. Some staff told us they were concerned about their own safety in the main prison. Assaults on prisoners and staff had increased significantly since our previous inspection. The anti-bullying policy was not sufficiently effective and data analysis was inadequate, as was the monitoring and investigation of bullying. The absence of data on unexplained injuries was notable. Management structures did not ensure that prisoners were kept safe or that a constructive regime operated. Some prisoners at risk were identified and received support.

- S5 Six self-inflicted deaths had occurred since the previous inspection. Action plans addressed the Prisoner Ombudsman's recommendations, but mechanisms were not robust enough to ensure changes were implemented. The number of self-harm incidents had increased since the previous inspection. The use of observation cells and anti-ligature clothing was far too high. Completed SPAR documents we reviewed were mixed, many focusing only on protecting prisoners from harm, rather than addressing underlying issues or providing therapeutic interventions. Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) provided a valuable service, but access to them at night and during regime curtailments was limited.
- S6 The prison had no adult safeguarding policy or formal safeguarding arrangements. Funding reductions had reduced some of the activities available in the Donard Centre and landing, but Maghberry continued to provide good support to some of the most at risk prisoners. Weekly multi-disciplinary meetings were used to support prisoners with complex needs.
- S7 The management of procedural security had improved in some areas since the previous inspection. However, intelligence analysis remained under-developed. Management of the Dedicated Search Team (DST) had improved. Security information reports (SIRs) had more than doubled since the previous inspection but some important elements of dynamic security remained very weak. Security objectives were not set consistently and key threats were not always adequately identified or acted on. A security committee meeting was held monthly but attendance was poor and links with other relevant prison departments were under-developed. Many staff-prisoner relationships were distant and supervision of some areas was poor. Mandatory drug testing (MDT) positive rates were too high and many prisoners told us that it was easy to get illegal drugs and that they had developed a problem with drugs or diverted medications while at the prison. This had led to bullying and intimidation.
- S8 There was little evidence that the Progressive Regimes and Earned Privileges (PREP) scheme promoted responsible behaviour. A significant number of prisoners were on the enhanced level of the scheme and arrangements for those on the basic regime were reasonable.
- S9 The number of adjudications was much higher than at the previous inspection. Hearings were conducted fairly but many charges were for petty reasons that could have been dealt with less formally.



- S10 Force was used frequently and had increased significantly since the previous inspection. Data analysis to identify patterns or trends was poor. However, on the whole, use of force paperwork we reviewed was completed correctly and accounts demonstrated that de-escalation was used as a preferred option. The use of special accommodation was too high and governance was inadequate.
- S11 Segregation living conditions were mixed; some cells were poor and holding rooms and special cells were dirty. Some prisoners remained segregated for excessive periods of time. The regime was too basic, especially for longer-term prisoners. Initial safety assessments were not completed and some men were not seen by health care professionals prior to their admission to segregation or every day thereafter. Segregation was not monitored sufficiently and formal planning to address prisoners' needs was under-developed. Far too many prisoners on SPARs were held in segregation without adequate justification.
- S12 Too few prisoners with substance misuse problems had access to psychosocial services, although some positive interventions were offered. Prisoners waited too long to start opiate substitution treatment, which was unsafe. However, once prisoners were in treatment the Addictions Team provided them with good care and support. Prisoners on some alcohol and opiate detoxification regimes were given their medication daily in-possession, and we considered this practice to be unsafe.

Respect

S13 Living conditions were mixed; square houses remained poor and we found many areas dirty. Other houses and outside areas were good. Regime curtailments caused frustration among prisoners and had a negative impact on many areas of everyday life. Managing the separated houses was still having a disproportionately negative impact on the rest of the prison. Staff-prisoner relationships were respectful but distant. Some aspects of equality and diversity had improved, but managers still did not understand why outcomes for Catholic prisoners were poorer than for others. Support for foreign nationals was now good but the needs of many prisoners with disabilities were not met. Faith provision was reasonable overall. The complaints system was overwhelmed and prisoners had little confidence in the system. Good legal support was provided. Health services had deteriorated and some aspects were unsafe. The food was poor and meals served far too early. Tuck shop arrangements were good. **Outcomes for prisoners were poor against this healthy prison test.**

S14 At the last inspection in 2012 we found that outcomes for prisoners in Maghaberry were not sufficiently good against this healthy prison test. We made 41 recommendations in the area of respect. At this follow-up inspection we found that seven of the recommendations had been achieved, 16 had been partially achieved, 16 had not been achieved and two were no longer relevant.

- S15 Newer accommodation was mostly good. The square houses were poor and some areas were dirty and neglected. Other houses and outside areas were good. Exercise yards were stark. It was helpful that the number of prisoners held in the square houses had been reduced. Prisoners

were very frustrated by their unpredictable access to basic amenities; staff shortages and regime curtailment meant they could not always have a shower, obtain hot water, make phone calls or receive mail on time.

- S16 Living conditions on both separated units were good. Cells and communal areas were clean. We were concerned about the impact on staff of working in Roe House. Overall, we considered that the separated units continued to consume a disproportionate amount of staff and management energy to the detriment of the majority of the population.
- S17 Prisoners were less satisfied with their relationships with staff than at the 2012 inspection, although most still said staff treated them respectfully. Exchanges we observed between staff and prisoners were generally appropriate, but staff had low expectations of prisoners and most of what we saw involved staff responding to requests rather than initiating interactions. Some staff feared prisoners and few meaningful interactions took place during association. Prisoner forums were irregular and the forum structure was not embedded.
- S18 Equality and diversity work now had better senior management leadership. Monitoring data were being used increasingly effectively. However, they showed consistently poorer outcomes for Catholic prisoners; the reasons for this were likely to be complex but the prison needed to do more to ensure these discrepancies were understood. Foreign national prisoners now received some good support. There was a lack of clarity about the number of prisoners with disabilities and only a small number of those declaring a disability were assessed for further support. There was no forum for older prisoners or evidence of work to engage prisoners from a Traveller background. The needs of minority groups, including those from black and minority ethnic as well as gay prisoners were not sufficiently acknowledged.
- S19 Chaplains saw all new receptions, were accessible and occasionally attended SPAR reviews. The chapel was welcoming. Communal services were offered in a range of locations but access was negatively affected by regime curtailments.
- S20 The complaints system was in disarray. Some responses were poor. Prisoners had less confidence in the complaints system than at the previous inspection. An alarming 1,500 complaints remained outstanding dating back to summer 2014. The decency performance report to provide consistent governance and quality assurance was a positive development. Prisoners were happier with legal arrangements than at comparator prisons and had good access to legal representatives.
- S21 Health services had deteriorated since the previous inspection. Health staff complained about a lack of leadership and communication from senior Trust managers and a culture that did not encourage open discussion. Staffing levels were a concern; they failed to ensure a safe and effective service in some areas. Threats to staff had impacted on recruitment and retention. Clinical governance was poor. Resuscitation equipment and emergency drugs were checked infrequently and some drugs were out of date. Some health care equipment needed replacement and some aspects of infection prevention and control needed improvement. A range of health promotion information was available, although screening was limited. Information sharing and management relating to communicable diseases needed improvement.



- S22 Prisoners were extremely negative about the health care support provided. They could wait up to four weeks to see the doctor and nurse triage was cancelled regularly. Lockdowns in the regime affected attendance. Chronic diseases were not managed safely. There were delays in the administration of medicine and some serious problems in the way medications were managed. In-possession arrangements did not reassure us that everything was being done to minimise the risks of medication being diverted. Waiting times to see the dentist were too long although once they were seen, prisoners received good care.
- S23 There were some vacancies in mental health staffing levels and the service's development had been hampered by the absence of senior staff and the requirement for mental health nurses to support primary care work. Despite this staff had maintained mental health services for prisoners who needed them. The consultant forensic psychiatrist and mental health nurse screened all new arrivals, which was good.
- S24 Few prisoners said the food was good. Meal times were too early and some food was served lukewarm. Prisoners were generally satisfied with the tuck shop and the in-house system was well run, flexible and efficient.

Purposeful activity

- S25 The regime was curtailed on a daily basis. Nearly all prisoners spent too much time in units with nothing to do, and were often locked up for long periods of time. This had a negative impact on most prisoner outcomes. Learning and skills provision was in transition, and outcomes in nearly all significant areas were inadequate. There were far too few activities for the population. While there were plans in place to address many of these shortfalls, urgent action was needed to stabilise the regime. The library was satisfactory. Physical education (PE) provided some good opportunities. **Outcomes for prisoners were poor against this healthy prison test.**
- S26 At the last inspection in 2012 we found that outcomes for prisoners in Maghaberry were not sufficiently good against this healthy prison test. We made 13 recommendations in the area of purposeful activity. At this follow-up inspection we found that none of the recommendations had been achieved, six had been partially achieved and seven had not been achieved.

- S27 Around 70% of prisoners were in the houses during activity periods, and around a third of them were locked up. Prisoners were frustrated by the frequent unpredictable lockdowns and regime curtailments, which affected safety, prisoners' well-being and relationships with staff. Prisoners in the separated units however, had good access to time out of cell and a range of activities.

- S28 The prison planned to outsource learning and skills provision; in the interim period the overall quality had declined and was now inadequate. The capacity to manage, develop and improve learning and skills had declined as staff had left and not been replaced. Ineffective use was made of key performance data to monitor prisoners' progress and inform evaluation and quality improvement planning. Investment in physical resources and accommodation across most of the prison to support purposeful activity was good, but the benefits remained largely under used.
- S29 Frequent lockdowns had a negative effect on prisoners' access to purposeful activity, but there was insufficient purposeful activity for all prisoners. Approximately two thirds of prisoners did not participate in work, vocational training or education. Vocational training was not aligned sufficiently to Northern Ireland's economic priority areas and prisoners did not have the opportunity to work towards self-employment or develop social enterprises. The education curriculum had narrowed since the previous inspection. Fewer courses were accredited and most of the provision offered courses at too low a level, which impeded prisoners' access to employment or further and higher education. Non-accredited provision to support the development of personal and social skills needed to be enhanced.
- S30 A positive ethos and good relationships existed across most of the learning and skills provision. Most of the limited vocational training provided was good and the small number of prisoners involved were developing good practical skills. However, most accreditation was at too low a level to meet the resettlement needs of the prisoners. Links between vocational training and literacy and numeracy were under-developed. The majority of the work activities available were mundane and did not prepare prisoners for work in the community. The work allocation process was ineffective. Too much teaching, training and learning we observed was not good enough. The outcomes of initial educational assessments were not sufficiently detailed and were not used well enough to inform planning to meet individual learning needs. Most literacy and numeracy provision, including essential skills, lacked accreditation, which meant opportunities for progression were poor. Information and communications technology resources in the learning and skills centre had improved, but were not yet good enough. Most prisoners demonstrated good standards of work in vocational training, particularly in joinery, Braille, ceramics and horticulture.
- S31 The library was satisfactory, but it required a wider range of books that matched prisoners' needs and aspirations more effectively. More needed to be done to promote the opportunities available.
- S32 The Physical Education (PE) provision was led effectively. Prisoners valued the provision and facilities were good. PE staff had developed very good links to a number of other prison departments to promote exercise and healthy living. Personalised fitness assessments and training programmes were available. The provision was well used, but more needed to be done to involve older and disabled prisoners.



Resettlement

- S33 The prison's approach to resettlement was not informed by a needs analysis of the population. Good use was made of temporary release although the rationale for using it for high-risk prisoners needed to be clearer. Prisoner development arrangements were generally good. Public protection work was mostly appropriate. Work with lifers and indeterminate custodial sentence (ICS) prisoners in the last three years of their tariff was good, but others felt neglected. Burren House was a very useful new addition. Reintegration work was good and support in the resettlement pathways was generally reasonable, although the number of offending behaviour programme places had declined and were not meeting prisoners' needs. **Outcomes for prisoners were reasonably good against this healthy prison test.**
- S34 At the last inspection in 2012 we found that outcomes for prisoners in Maghaberry were reasonably good against this healthy prison test. We made 13 recommendations in the area of resettlement. At this follow-up inspection we found that three of the recommendations had been achieved, one had been partially achieved and nine had not been achieved.
- S35 Joint working between the Probation Board for Northern Ireland (PBNI) and prison staff was developing. The prison needed to develop a more strategic approach to the management of resettlement; links between departments were weak, and there was little understanding of whether the services provided met prisoners' needs. Staff elsewhere in the prison had little understanding of resettlement work. Temporary release was used widely, both for compassionate purposes and to support resettlement planning. Decisions were based on an appropriate range of material but the rationale particularly for high-risk men was not sufficiently clear.
- S36 Prisoner development arrangements were generally good. Prisoners and their prisoner development co-ordinators had frequent contact. Most prisoners had a prisoner development plan within eight weeks of arrival; it was based on a risk of harm assessment completed prior to sentencing.
- S37 Multi-agency structures were used appropriately to protect the public. Categorisation following sentencing was swift, but record keeping was poor and Inspectors could not be assured that all reviews took place on time. As at our previous inspection, sentence plans for lifers and ICS prisoners were repetitive, basic and insufficiently tailored to individual needs. Lifers and other prisoners received good support in the three years prior to their tariff expiry date, but many were frustrated by a lack of progress prior to this. The regime and opportunities to move to Wilson House were good and encouraged independent living. However, prisoners in Braid House needed more to keep them constructively occupied.

- S38 Long-term prisoners at Burren House had excellent opportunities and support when it came to planning for their reintegration and release. Overall, committed staff managed risks carefully and sensitively.
- S39 All prisoners except those on remand had their needs assessed on arrival, and were referred to appropriate resettlement service providers. Those subject to probation supervision on release met their prison and community probation officers before their discharge to develop a release plan.
- S40 The prison had an established housing advice service supported by trained peer workers, who identified prisoners' needs at induction and helped with housing benefit claims. More problematic accommodation issues were referred to trained staff. Few prisoners were released without accommodation. Prisoners nearing the end of their sentence, and those on short sentences, did not have sufficient access to appropriate accredited courses that would have increased their employability skills.
- S41 Discharge planning for primary health was adequate although some arrangements needed to be formalised. Mental health discharge planning was good and staff had a single point of contact in the community. Prisoners with drug and alcohol problems were offered good pre- and post-release support through partnerships led by the Ad:ept (Alcohol and Drugs: Empowering People through Therapy) scheme for prisoners with substance use problems.
- S42 A trained worker from NIACRO provided a debt advice service one day a week. There was no provision from Citizens Advice or the Job Centre and overall provision for finance, benefit and debt was under-developed.
- S43 The visitors' centre continued to be a good resource and a range of family support was provided. Visits did not always start at the advertised time, and were sometimes delayed considerably because prisoners were not unlocked on time. The visits rooms were clean and bright and had refreshment facilities and a large supervised play area. The Families Matter programme helped prisoners develop parenting and relationships skills.
- S44 The number of offending behaviour programmes had declined dramatically since the previous inspection; less than half the comparator said they were involved in offending behaviour programmes at the time of the inspection. Programmes for the few who attended them were good. Some good one-to-one support was offered.
- S45 The psychology department could carry out one-to-one work with prisoners who had experienced trauma, but there were waiting lists. There were no other specialist services.



Main concerns and recommendations

The prison is not safe or stable and urgent action must be taken to strengthen its leadership

S46 Concern: There are serious and imminent risks to the safety of staff and prisoners at Maghaberry Prison. The prison is unstable and unsafe. Far too many prisoners justifiably felt unsafe. Good staff told us they felt disempowered and too many staff did not feel safe. As a result supervision was very poor in some areas, including association rooms and other communal areas where many prisoners felt particularly unsafe. Staff fears and stress had led to high levels of absenteeism which has contributed to a restricted and unpredictable regime and the resulting prisoner frustrations have added to the tensions in the prison. Basic safety monitoring and management processes were inadequate. Drugs and diverted medication were readily available in the prison. Dynamic security was very weak, staff had too little proactive contact with prisoners and procedural security arrangements were inadequate for the needs of the prison.

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

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

The causes and response to the fire at Erne House requires independent investigation

S47 Concern: The fire at Erne House shortly before the inspection almost resulted in fatalities. We heard different accounts from prisoners, staff, local and national managers about how the incident occurred and how it was managed. Different parties blamed each other for their handling of the incident.

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

The demands of the separated units are undermining the work of the whole prison

S48 Concern: The separated units are not managed on the same basis as the rest of the prison. They provide only a containment function but continue to consume a disproportionate amount of staff and management resources to the detriment of the majority of the population. Prisoners in Roe House continued to submit a large number of formal complaints, which had paralysed the system. A number of judicial reviews had originated from separated prisoners and were taking up a significant amount of management time. Staffing levels in the units were prioritised over any other area in the prison and the regime was maintained regardless of what happened in the rest of the prison. This meant that staffing was reduced in other houses, leading to further curtailments.

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

The care of vulnerable prisoners is inadequate

S49 Concern: Care and support for vulnerable prisoners was inadequate. There was a high level of self-harm and self-inflicted deaths. Procedures to reduce the risks of self-harm and suicide were inadequate. Cells for newly arrived prisoners, a high risk group, were in poor condition and inadequately equipped and not all prisoners received an adequate induction. Recommendations from previous deaths in custody were not implemented with sufficient rigour and processes relied too much on measures such as the use of observation cells and tear proof clothing, and not on tackling the underlying reasons for a prisoner's distress. Prisoners had inadequate access to Listeners. Convicted and unconvicted prisoners were required to share cells.

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

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



Processes to manage poor behaviour are ineffective

S50 Concern: Processes to encourage positive behaviour and respond to bad behaviour were inadequate. The PREP scheme was ineffective. Staff too often avoided challenging low level poor behaviour or avoided dealing with issues themselves by using the adjudications system for many minor matters that could have been dealt with informally; as a result the number of adjudications was very high, there was a big backlog and many cases were dismissed because they were out of time. The use of force and special accommodation was high, staff training was not up to date and governance was weak. Some men were segregated in poor conditions for long periods with little to occupy them and there were inadequate checks to ensure that the use of segregation for vulnerable or unwell men was suitable or safe. There was little done to address the behaviour that led to them being segregated or plan for their reintegration back into the main prison.

Recommendation: Managers should ensure that:

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

We are not assured that there is equal treatment of all prisoners, particularly Catholic prisoners and those with disabilities

S51 Concern: The prison did not ensure equivalent outcomes for all prisoners held. Catholic prisoners had poorer outcomes than other prisoners but the reasons for this were not understood or addressed. The needs of prisoners with disabilities were not being met and there was inadequate support for some other minority groups.

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

Health care services require urgent improvement to ensure patient safety

S52 Concern: Health services had deteriorated since the last inspection and some aspects were now unsafe. Staffing levels in primary care were insufficient. This concern was escalated to the Trust on the first day of the inspection. There were unacceptably long waits to see a GP, nurse or dentist. Chronic disease management needed urgent attention and some aspects were unsafe. Delays and some serious problems in the ways medications were administered created a risk for medications being diverted.

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

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



Learning and skills provision was inadequate and needed urgent improvement

S53 Concern: The prison had plans to outsource the learning and skills provision; in the interim period the overall provision had declined and was now inadequate. The capacity to manage, develop and improve learning and skills had been impeded as staff had left and not been replaced. Ineffective use was made of key performance data to monitor prisoners' progress or inform evaluation and quality improvement planning. The range of activities on offer was not matched to prisoners' needs and progress or Northern Ireland's economic priority areas.

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

Resettlement activities should be based on a robust needs analysis

S54 Concern: Resettlement was the strongest area of the prison but prisoner development arrangements and practical resettlement services were not based on a robust needs assessment and some needs were not met.

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



Inspection Report



Safety

Courts, escorts and transfers

Expected outcomes:

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

- 1.1 Prisoners' journeys to the prison were relatively short but vans did not carry water and no drinks were provided in reception. Prisoners were no longer automatically handcuffed throughout their journey. The video facility was well used.
- 1.2 Journeys were relatively short and vans generally clean, however some contained graffiti. In our main survey, fewer than the comparator said that escort staff treated them well or that they felt safe on their journey.
- 1.3 Prisoners were no longer automatically handcuffed throughout journeys to and from Magilligan or Hydebank Wood prisons. This was also true for those travelling to most courts, although it depended on the level of security at each court rather than an individual risk assessment.
- 1.4 Prisoners received a packed lunch, but no drinks were provided in reception and vans did not carry water. Cash and valuables did not accompany prisoners to court and arrangements had to be made for them to be collected if they were released from court. Prisoners were told about planned transfers on the morning of the move and could not contact family or legal advisors to inform them. Video link facilities continued to be well used for court attendance.

Early days in custody

Expected outcomes:

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

- 1.5 In our surveys, prisoners were less positive than the comparator about some aspects of reception and safety on arrival. No peer supporters were available. Prisoners could have a shower, make a telephone call and access the prison shop promptly. First night cells were poor and drinking water was not routinely provided. Induction was poor.
- 1.6 In our main survey, prisoners were less satisfied with searching and how they were treated in reception than the comparator. Catholic prisoners were also less positive than Protestant prisoners about searching (48% against 62%) and how they were treated (46% against 62%).
- 1.7 The large, busy reception was functional but unwelcoming and holding rooms had no information and nothing to keep prisoners occupied. Staff were respectful and responded to prisoners' needs, but there were no peer supporters to help reassure newly arrived prisoners. Officer interviews gathered pertinent information and established whether or not prisoners had understood what had happened at court and if any immediate help was necessary. However, privacy was not guaranteed because interviews were undertaken at the reception desk. All prisoners were offered a shower and were seen by a health care representative in private.
- 1.8 New arrivals could have a reception pack of shop items and were escorted to the first night centre in Bann House, where they were offered a free telephone call. Prisoners received bedding, toiletries and eating utensils, and were locked in their cell.
- 1.9 Officers were respectful, but did not offer prisoners any verbal first night information, and prisoners did not routinely have the opportunity to speak to a Listener (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), chaplain or peer supporter to address any immediate anxieties.
- 1.10 Prisoners were given poorly designed published information, which assumed they could read; nothing was available in other languages or media. In our main survey, prisoners were more negative than the comparator about the information they received on arrival.
- 1.11 First night cells were prepared, but fixtures and fittings were shabby and most prisoners shared cramped cells with insufficient furniture and a considerable amount of graffiti. Prisoners did not have access to drinking water during the night; in-cell water was not drinkable and no alternative was routinely provided. No kettles or flasks were available and we saw new prisoners offered only a mug of hot water before being locked-up. We were told that tea packs had been withdrawn approximately two months earlier. In our main survey, 59% of prisoners said they felt

safe on their first night, fewer than the comparator (73%). Prisoners arriving with money could make a limited order from the tuck shop and receive items the following day.

- 1.12 The day after arrival prisoners were seen in private by a chaplain, health care representative and a PDU officer. Interviews were well managed and prisoners received information about services available and were invited to ask questions.
- 1.13 Prisoners attended a formal induction some days after arrival, but important details were omitted, for example, on health care, prison rules and supporting prisoners at risk (SPAR) arrangements. Prisoners did not receive information about the entitlements of unsentenced prisoners compared to those who were sentenced, and foreign national prisoners received no verbal or published information specific to their status.

Bullying and violence reduction

Expected outcomes:

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

1.14 There were significant tensions among prisoners and we had serious concerns about safety. A recent fire that could have had tragic consequences had not been subject to an independent investigation. Levels of violence had increased and many prisoners felt unsafe. Communal areas were not adequately supervised. Monitoring and investigation of bullying required improvement and indicators of violence were not analysed or used to inform the violence reduction strategy.

- 1.15 Prisoners told us and we observed that there were high levels of tension and frustration arising from frequent and unpredictable regime curtailments. On one occasion after a sequence of regime curtailments prisoners were allowed out of their cells - only to be immediately told to go back when managers decided staffing levels were, after all, insufficient to supervise them. Despite the reduction in the number of prisoners held in each of the square houses, we had serious concerns about the safety of staff and prisoners and the stability of the prison as a whole.
- 1.16 There had been a number of incidents of ill-discipline in the months leading up to the inspection, including a serious fire in Erne House in April 2015, which could have resulted in loss of life. We heard varying and concerning accounts of the incident from national and local managers, staff and prisoners, with each group blaming the other for what had occurred. The incident had not been independently investigated to establish what had occurred and what lessons needed to be learned and we wrote to the NIPS calling for this to be carried out as a matter of urgency.

- 1.17 In our prisoner survey 60% of prisoners said they had felt unsafe at some time, considerably more than the comparator and at the previous inspection. Prisoners told us they were most concerned about their safety in the exercise yards and association areas, as well as when they were moving around the prison. Supervision in these communal areas was inadequate and staff refused to enter some areas when prisoners were present. Our survey indicated that at the time of the inspection, prisoners in the Mourne complex felt safer than those in the main site.
- 1.18 David Black, a prison officer at Maghaberry, had been tragically murdered by dissident republicans in November 2012 shortly after the last inspection. Prior to this inspection there had been some recent, serious and credible threats against staff. In addition, some staff told us they were concerned about their own safety in the main prison and this appeared to adversely affect their willingness to engage with prisoners and was leading to high levels of absenteeism. This in turn undermined dynamic security and a vicious circle of deteriorating safety was created.
- 1.19 Assaults on prisoners and staff had increased significantly since the previous inspection: there were 30 assaults on staff in the six months prior to the inspection, compared with 18 in 2012, and 69 prisoner-on-prisoner assaults over the same period, up from 48.
- 1.20 The Prisoner Safety and Support Team (PSST) was responsible for safer custody. Weekly multi-disciplinary meetings identified and supported the most at risk prisoners, including those on a SPAR, and men subject to bullying monitoring procedures. Those who required one received a multi-disciplinary serious case review.
- 1.21 In the six months prior to the inspection, 24 prisoners were formally monitored under the local anti-bullying policy. Some of the forms we saw had not been completed fully and failed to demonstrate that cases had been thoroughly investigated. Most incidents occurred in the square houses.
- 1.22 Different departments recorded various indicators of violence, but there was no centralised routine monitoring or analysis of data to drive a strategy for an effective response to bullying and violence. More needed to be done to record unexplained injuries, and closer links between the security and safer custody departments were required.² Management structures did not ensure that prisoners were kept safe or that a constructive regime operated.
- 1.23 Prisoners who needed protection from others were identified and offered support. They were accommodated in a number of different areas of the prison. Those with whom Inspectors spoke generally felt safe where they were.

² See also: The safety of prisoners held by the Northern Ireland Prison Service, Criminal Justice Inspection Northern Ireland and the Regulation and Quality Improvement Authority, CJ, (October 2014) www.cjini.org.

Self-harm and suicide prevention

Expected outcomes:

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

- 1.24 Action plans had been developed in response to recommendations following a number of deaths in custody but mechanisms were not robust enough to ensure they were embedded. The use of SPARs and the number of self-harm incidents had increased. Procedures to ensure the use of observation cells and anti-ligature clothing was necessary and proportionate, and needed to be strengthened. Care planning did not have a sufficient emphasis on therapeutic interventions. Management failed to ensure that regime restrictions did not adversely affect prisoners' access to Listeners.
- 1.25 There had been six self-inflicted deaths since the previous inspection. There were action plans to address the Prisoner Ombudsman's recommendations from death in custody investigations, but mechanisms to ensure they were embedded throughout the prison were not robust enough.
- 1.26 Four hundred and sixty-three SPARs had been opened for 243 prisoners and 333 incidents of self-harm involving 138 prisoners had taken place in the previous six months, representing a significant increase since the previous inspection. Observation cells were used frequently and anti-ligature clothing was used in 82% of cases, which was far too high. In many of the cases we looked at, these measures had not been used proportionately or as a last resort. While PSST management had reminded staff of the criteria for special cells and clothing, more effective management was required to ensure these extreme measures were only taken when needed. A number of observation cells had no TV or radio.
- 1.27 Completed SPAR documents were variable and many care plans focused primarily on protecting prisoners from harm. No effective action was taken to identify or record efforts to address underlying issues or provide therapeutic interventions for prisoners in crisis.³
- 1.28 The Donard Centre and landing continued to provide valuable support and activities for some of the most at risk prisoners. However, it had suffered from resourcing problems and some activities had been cut.
- 1.29 Listeners were represented across the prison site and provided a valuable service, which the Samaritans supported. Listeners told Inspectors that prisoners could be prevented from having access to them at night and during staff shortages. Data on the number of occasions and reasons for refusing prisoners' access to a Listener were not recorded.

³ Ibid.

Safeguarding (protection of adults at risk)

Expected outcomes:

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

1.30 Regional safeguarding boards did not cover Northern Ireland prisons and no policy or formal adult safeguarding arrangements were in place. The Donard Centre continued to offer good support to prisoners with complex needs.

1.31 The remit of regional safeguarding boards had not yet been extended to Northern Ireland prisons and no policy or formal strategic adult safeguarding arrangements were in place. However, the existing purpose-built Donard Centre, where selected officers and mental health staff worked, continued to offer approximately 45 prisoners at risk a variety of good support and activities (although funding cuts had led to a reduction in activities and the centre had been closed for approximately 24 days between July 2014 and February 2015 because of staffing issues). Weekly multi-disciplinary meetings reviewed the cases of prisoners with complex needs and agreed on action to support them. The prison had not carried out an evaluation to determine the programme's effectiveness or inform service development.

1.32 Twenty-two prisoners at risk were accommodated on the Donard landing in Quoile House, staffed by dedicated officers. Staff across the prison understood the purpose of the Donard landing and staff knew how to refer prisoners to the facility, as well as to the mental health team.

Security

Expected outcomes:

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

1.33 The management of security had improved in some areas but the analysis of information and the identification of specific risks remained under-developed. Management of the DST had improved. Security Information Reports (SIR) had trebled since the previous inspection but we found that some important elements of dynamic security remained very weak. Security committee meetings were held every month but links with other important prison departments were inadequate. There was little evidence that security objectives were set consistently following an analysis of intelligence, and key threats were not always adequately identified or acted on. MDT rates were too high and contact between the security department and drug service providers was poor.

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

- 1.34 Some aspects of security management had improved since the previous inspection. There was a better flow of information into the security department and the number of SIRs had trebled since the previous inspection. Security officers processed and categorised information promptly and communicated it to other staff, allowing them to respond to immediate security issues. For example, target searching and suspicion drug testing were carried out almost immediately in response to security information. However, other aspects of intelligence analysis remained under-developed.
- 1.35 The DST was well managed and searching was now more proportionate. Searching was predominately intelligence-led and carried out effectively. Regular checks and routine searches of perimeter fences and walls took place along with searches of communal areas and activities buildings.
- 1.36 Joint work with policing teams continued to be effective and free flow movement (which allows prisoners to move about the prison unescorted) was well established. The prison was old and worn in parts but we found no obvious weaknesses in perimeter walls and fences.
- 1.37 However, there was no local security strategy and little to indicate that key security threats specific to Maghaberry were always identified or assessed. Monthly security committee meetings were often poorly attended, security objectives were not always agreed and information-sharing was limited. Links to violence reduction and drug treatment services were poor. The standing agenda was incomplete and did not include sufficient analysis of security intelligence.
- 1.38 Although security risk assessments and subsequent management systems were largely effective, we found some overly restrictive practices such as handcuffing Category D prisoners on escorts, and poor control over vehicles when prisoners were in the prison grounds. Some physical security measures, including the excessive use of electronic doors and turnstiles, which staff controlled in isolated pods in each house, remained oppressive and inefficient.
- 1.39 We also found that some important elements of dynamic security were very weak. Relationships between staff and prisoners were sometimes distant and the supervision of prisoners when they were unlocked was often poor. The daily prison regime was unpredictable and caused tension among prisoners (see sections on bullying and violence reduction and time out of cell).
- 1.40 The positive random MDT rate for the six months to April 2015 was high at 25%. In the same period, a total of 269 suspicion tests were completed with a positive rate of 52%. In our main survey, 50% of prisoners compared with 34% in similar prisons said it was easy to get drugs; 14% compared with 8% in the comparator said they had developed drug problems in the prison, while 12% said they had developed a problem with diverted medication, more than the comparator (8%). This led to bullying and intimidation. A relatively large number of drug finds supported these findings – there had been a total of 62 separate finds in the six months to the end of April 2015.
- 1.41 The drug testing suite had been moved since the previous inspection; although the accommodation was more appropriate, the suite and holding cells were not sufficiently clean.

Progressive regimes and earned privileges

Expected outcomes:

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

- 1.42 There was little evidence that the PREP scheme was used to promote responsible behaviour. The number of prisoners on the enhanced level was comparatively high and the regime for the smaller number of prisoners on the basic level included a reasonable amount of time out of cell. The two-tier system used in the separated units was ineffective.
- 1.43 At the time of inspection, most prisoners – about 61.5% – were on the standard level of the PREP scheme. About 4% were on the basic level, with 34.5% on enhanced, which was high. There were differences in prisoners’ access to private cash, visits and time out of cell, depending on their level.
- 1.44 Our observations indicated that overall, the scheme was not used in any meaningful way to manage prisoners’ behaviour and we were not convinced that prisoners needed to demonstrate much commitment to their rehabilitation before they could progress to the enhanced level.
- 1.45 Generally, there was little evidence that poor behaviour was being challenged through the scheme. Recorded written behaviour warnings were rare and the number of formal adjudications for minor infringements and petty behaviour issues was high. Individual behaviour improvement plans were not in place and there was no support structure to help individuals deal with issues that might have caused poor behaviour.
- 1.46 Reviews for prisoners on the basic level took place on time but they were often cursory, poorly attended and rarely focused on relevant issues. Nearly all prisoners remained on the basic level for 28 days. However, their regime was reasonable and they could attend activities and have reasonable periods of association.
- 1.47 In our main survey, 35% of prisoners (fewer than the comparator) said they were treated fairly by the scheme and only 38% said it encouraged them to change their behaviour.
- 1.48 The two-tier incentives-based system used in the separated units was ineffective. For example, all separated prisoners in Roe House were on the lower level of the scheme. There was no evidence that the scheme had any impact on their behaviour at all.

Discipline

Expected outcomes:

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

1.49 The number of adjudications was high and had increased substantially since the previous inspection. Hearings were conducted fairly but some charges were petty. Standardisation meetings did not take place and information about the nature of offences was not sufficiently analysed. Force was used frequently but accounts from officers we examined indicated that it was justified. However, the analysis of data to identify patterns or trends was poor. Special accommodation was used too often and governance was inadequate. Monitoring of segregation was weak and formal planning to address segregated prisoners' needs was under-developed. Some remained segregated for excessive periods. Initial safety assessments were not carried out for newly arriving prisoners and some were not seen by health care professionals before their admission.

Disciplinary procedures

- 1.50 The number of formal adjudications was high. There were about 1,687 adjudications in the six months prior to inspection, a rate of about 281 per month. This was much higher than the 126 per month at the previous inspection.
- 1.51 About 44% of opened adjudications were outstanding and waiting to be heard. Staff and managers told us that a large number had not been pursued because cases had exceeded their timescales.
- 1.52 All hearings were audio-recorded and records showed that they were conducted fairly with charges fully investigated. Punishments were usually fair but some charges were petty and could have been dealt with less formally (see section on the PREP scheme).
- 1.53 As at the previous inspection, adjudication standardisation meetings were not held. This meant that data relating to the number and nature of adjudications was not analysed to identify patterns or trends which could have informed a strategy to reduce the number of adjudications and monitor fairness.

The use of force

- 1.54 Force was used frequently and had increased significantly since the previous inspection. In the six months prior to the inspection, there had been 284 incidents involving the use of force compared with 191 in 2012.
- 1.55 A monthly use of force meeting aimed to monitor the extent of use of force and address issues based on an analysis of information about incidents. In reality, although the security manager met with a single member of security staff to scrutinise records of most incidents, no detailed analysis of information took place to help identify trends or emerging patterns. There were

no links to the safer custody group and little evidence to suggest that information was used to inform efforts to reduce violence and other incidents. Incidents were not discussed at the monthly security committee or any safer custody meetings. We also noted that only 38% of operational staff had completed up to date control and restraint (C&R) training.

- 1.56 Despite this, completed documentation we examined was reasonably good and assured us that spontaneous incidents were usually managed appropriately and that minimum force was used for often short periods of time. We also saw examples where de-escalation techniques were the preferred options and had been used to particularly good effect. The video recordings of planned incidents we saw also reflected well managed, correctly conducted interventions.
- 1.57 However, the use of special accommodation was high. In the six months, prior to the inspection, it had been used 46 times. Although we were told that the average time that prisoners spent there was usually less than a day, we were not assured that times were always accurately recorded. We saw examples where decisions to locate prisoners in special accommodation were not justified, and evidence that they remained there too long after they had calmed down.

Segregation

- 1.58 The segregation unit consisted of 24 single cells, including three special cells located over two landings. There were also a number of holding rooms, offices and a small gym.
- 1.59 The building was old and shabby and although communal corridors were reasonably clean, they were narrow and dingy which created an oppressive environment. Many cells on the ground floor were in a poor state of repair, some were dirty and lacked basic furniture. Holding rooms were particularly dirty and walls were covered in graffiti. Special cells were stark; they were filthy and graffiti had been scratched onto walls. Conditions on the upper floor were better and most cells were clean and properly furnished. However, a few lacked cupboards and prisoners continued to store their property on the floor.
- 1.60 The overall governance of segregation was inadequate and it was used frequently. Management meetings did not take place and information about how often prisoners were segregated and their length of stay was not analysed sufficiently. As a result, monitoring lacked rigour and it was difficult to calculate precisely the number of prisoners who had been segregated or accurately identify the amount of time they spent there. The prison had reported 442 separate cases of segregation in the six months prior to inspection but we were told this included individuals who might have been segregated several times.
- 1.61 During our inspection 15 prisoners were in segregation, all to maintain good order or discipline; two were conducting dirty protests. The average stay of this population was about three weeks. However, a smaller but significant number of prisoners had been segregated for months, and one for more than three years.
- 1.62 Prisoners had daily access to showers and the telephone; they could also spend an hour in the small exercise yard everyday and use the small segregation unit gym. A few longer-stay

prisoners could sometimes meet together for limited periods of association following risk assessments. However, at best, prisoners remained locked in their cells for at least 22 hours a day and we were concerned too little was in place to help prevent their psychological deterioration.

- 1.63 Although reviews of individual cases took place every 14 days, they were usually cursory and we saw little to assure us that prisoners' improved behaviour or change in circumstances were being monitored effectively or acted on. Individual care plans were not raised, behaviour targets were not set and staff were not involved in formal reintegration planning processes.
- 1.64 We were very concerned that health care staff did not routinely see prisoners in the segregation unit every day and in some cases prisoners had not seen a health care professional prior to their admission. There was still no requirement to carry out an initial safety screening to determine if segregation was suitable or safe. This was a particular concern because prisoners subject to SPAR arrangements were routinely located in the unit without adequate justification.
- 1.65 Relationships between staff and prisoners were good and to some extent offset an inadequate environment. Prisoners were positive about the way staff treated them and we observed relaxed and professional interactions.

Substance misuse

Expected outcomes:

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

- 1.66 Waiting times for psychosocial interventions were too long, but a good range was offered. Prisoners also had to wait too long before starting opiate substitution treatment, which was unsafe. However, once in treatment, prisoners received good care and support from the Addictions Team. Prisoners on alcohol and opiate detoxification regimes were often given their medication in-possession, which was also unsafe.
- 1.67 Ad:ept, a substance use organisation, ran psychosocial services, while the SEHSCT provided clinical care.
- 1.68 The monthly drug strategy committee meeting was poorly attended by some key departments, including security. The meeting was little more than an information-sharing forum and failed to develop a sufficiently co-ordinated strategic action plan to address substance misuse. In our survey, fewer than the comparator said they had received help for drug or alcohol problems: 44% against 60% and 33% against 57% respectively.
- 1.69 The Ad:ept team had a combined active casework, counselling and pre-release caseload of 88. However a further 173 were on waiting lists. Some prisoners told us they had been waiting months for assessments and, while the service was aware of 27% of the population requiring treatment, only 9.1% were receiving it.

- 1.70 Prisoners we spoke to who were in treatment said they were very satisfied with the support they received. The range and quality of interventions were good, but the loss of funding for the development of a joint NIPS/Ad:ept pilot drug recovery unit was affecting prisoners' recovery prospects.
- 1.71 The lack of a peer support scheme involving former drug users or dealers as mentors was a serious omission. Ad:ept workers often struggled to see their clients due to frequent and unpredictable lockdowns, which exacerbated the unacceptable waiting times.
- 1.72 Twenty-four prisoners were receiving clinical drug treatment, all on maintenance doses of methadone or buprenorphine. Some of them were serving long sentences, and we were not satisfied that there was a sufficiently recovery-focused approach in place to support prisoners through dose reductions and abstinence. Psychosocial workers were not consistently involved in formal clinical reviews and support lacked a co-ordinated approach. Prisoners on alcohol detoxification regimes were often given chlordiazepoxide medication daily in-possession and those prescribed lofexidine for opiate detoxification were also given their medication daily in-possession. Despite risk assessments having been conducted, prisoners told us that they were susceptible to bullying for these medications, and we considered the practice to be unsafe (see section on health services, pharmacy).
- 1.73 The clinical Addictions Team was working on a target of nine weeks for an initial assessment for opiate substitution although it could take even longer before a prisoner actually received their first dose. Some prisoners who had been offered symptomatic relief while they waited for an assessment told us they chose to continue illicitly injecting heroin or snorting buprenorphine instead as they received little additional support during their wait. These long waits were fuelling a demand for illicit drugs, which was unsafe.
- 1.74 Prisoners who went on to supervised swallow (as opposed to in-possession) opiate substitution medication received it in the health care unit. The condition of the waiting room there was unacceptable (see section on health services, delivery of care (physical)). There was only a single officer in a pod and no patrol officers were present, leaving prisoners and health care staff vulnerable (see sections on bullying and violence reduction and security).
- 1.75 Prisoners on opiate substitution received a good service. Interactions between prisoners and nurses were very good. Prisoners we spoke to who had arrived at the prison on an existing prescription were very pleased with the service, but those who had waited for many weeks for initiation on to opiate substitution were less satisfied.
- 1.76 The clinical Addictions Team received supervision and support from a community service manager. Appropriate supervision and support did not, however, extend to the consultant psychiatrist who was the sole prescriber for opiate substitution and who attended the prison two days a week.
- 1.77 There were no formal arrangements in place for an alternative prescriber when the consultant was absent, which contributed to service delays.



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 reduction in the number of prisoners in the square houses was positive although they still provided poor quality accommodation. The newer accommodation was good but many cells held more prisoners than they were designed for. Prisoners were frustrated that unpredictable regime restrictions prevented them from carrying out many everyday activities and caused delays in sending and receiving mail. Application response times needed improvement and the prison did not ensure cell bells were answered promptly. Living conditions in both separated units were good. Many of the disproportionate security measures that we found in these units during the previous inspection had eased but they continued to have a disproportionate impact across the prison.
- 2.2 The overall standard of accommodation in the square houses was poor. The landings were mostly clean but some areas, including association rooms, were not. Exercise yards were stark. The newer accommodation was good. The prison grounds were clean and outside areas had been improved with the introduction of art work and plants.
- 2.3 The number of prisoners in the square houses had been reduced, a positive step towards managing some of the evident tensions. However, they were still overcrowded and 36% of cells across the prison held more prisoners than they were designed for. One hundred and twenty unconvicted prisoners shared cells with convicted prisoners in nine different residential units, which was inappropriate. Some showers had curtains that were missing or ripped and could not be used in private.
- 2.4 Cleaning materials, sufficient showers, telephones and other basic items were available. However compared to 2012, prisoners in our main survey were less satisfied about their access to some basic facilities. They were extremely frustrated about the staff shortages and regime restrictions which prevented them from carrying out basic everyday activities, such as having a shower, making telephone calls and having access to hot water. The survey results from the Mourne complex showed that prisoners there were generally much more satisfied with domestic arrangements than those in the main prison.

- 2.5 Prisoners could wear their own clothes and laundry facilities were available in all units. In the main survey, the number of prisoners who said they had enough clean clothes for the week had decreased from 85% in 2012 to 78% (in the Mourne complex the figure was 91%). Prisoners told Inspectors that the restricted regime limited their access to the laundry.
- 2.6 Staffing issues had affected the processing of mail and on the day Inspectors visited the facility it was closed; the main survey showed that 44% of prisoners compared with 28% in 2012 had problems sending or receiving mail.
- 2.7 Prisoners could submit applications that were recorded and tracked. Over the previous six months, on average 63% had been answered within the seven-day target, a reduction from 69.5% in 2012.
- 2.8 In the main survey 31% of prisoners said their cell bell was answered within five minutes, down from 41% in 2012. For the Mourne complex it was 50%. No management information was available to assess overall response times to cell bells in three of the square houses, although electronic records were kept for the newer residential areas. A snapshot showed a high proportion of them were answered on time.

Separated units

- 2.9 Living conditions in the separated prisoner units in Roe and Bush houses were reasonably good. Cells were clean and reasonably well furnished. Prisoners could wear their own clothing and had good access to laundry facilities.
- 2.10 Separated prisoners had good access to association and recreation areas as well as to some activities such as the gym and a few education and arts and crafts sessions. They could also easily take out library books, use computers and exercise in the open air. However, the range of activities was narrow and communal areas were small and restricted, particularly for long-term prisoners.
- 2.11 Many of the unnecessary security procedures we were critical of at the last inspection had been relaxed. Random full-body searches on the way to domestic and legal visits and the video link now took place infrequently and were subject to a risk assessment; random full-body searching on the way to and from other areas of the prison had ceased. Prisoners were no longer subject to a routine rubdown search while in their units and DSTs were no longer present there. However, the continuing practice of only unlocking four prisoners on each landing at any one time in the presence of four staff remained excessive. This seemed particularly unnecessary in Bush House, where there had been no major incident since the previous inspection. In Roe House there had also been no violent incidents and prisoners had long ceased their concerted dirty protest.
- 2.12 Nevertheless, we were still concerned that the units took up a disproportionate amount of management and staff attention and resources to the detriment of the other much larger population in the prison. Prisoners in Roe House continued to submit a large number of formal complaints, which had paralysed the system (see section on complaints). A number of judicial

reviews from separated prisoners used up a significant amount of management time. Staffing levels in the houses were high and prioritised over any other area of the prison and the regime was maintained regardless of what happened elsewhere (see section on time out of cell). Managers and staff told us that a large proportion of staff sickness was caused by working conditions in Roe House, with shortages met by staff from other houses. This meant the level of staff was reduced in the other houses, leading to further curtailments of the regime for the majority of prisoners.

- 2.13 We were concerned that staff in Roe House did not receive sufficient support to carry out their duties in what was often a challenging and confrontational environment.

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.

- 2.14 Prisoners were more negative about their relationships with staff than in 2012. There was little interaction during association and no personal officer scheme. Prison staff had been subject to serious and credible threats.
- 2.15 In our main survey fewer prisoners than in 2012 (73% against 81%) felt that staff treated them with respect. In addition, fewer than in 2012 and compared with similar prisons said they had someone to approach if they had a problem.
- 2.16 While we observed some respectful interactions between prisoners and staff most exchanges were initiated by prisoners; many staff we spoke to appeared to have low expectations of prisoners whom they often feared. Interactions were rarely recorded in house file notes, which were mostly about behaviour and geared towards PREPs assessments. We found very few entries that commented on relationships or personal support requirements.
- 2.17 In several residential areas, especially in the square houses, staff appeared distant. We observed no interaction between prisoners and staff members during evening association and staff were usually located in the house offices. This meant it was hard if not impossible for staff to maintain and develop mutually supportive relationships with prisoners.
- 2.18 The threats that had been made against staff damaged staff-prisoner relationships, particularly in Roe House.
- 2.19 The main prisoner consultation forums did not take place consistently, but a range of others, such as in houses were starting to take place, jointly chaired by prisoners and staff. The system looked promising, but was not yet embedded.

Equality and diversity

Expected outcomes:

The prison demonstrates a clear and co-ordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic⁵ are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), gender, transgender issues, sexual orientation and age.

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

Strategic management

- 2.21 Maghaberry Prison had a specific equality and diversity implementation plan (2015–16) and an action plan that was reviewed at a monthly equality and diversity meeting. The implementation plan recognised the nine categories (protected characteristics) under Section 75 of the Northern Ireland Act 1998 under which the NIPS was required to promote equality of opportunity.
- 2.22 Monthly meetings had been established so senior managers could consider data but they needed to be more structured and outcome-focused. No equality impact assessments had been completed. Efforts to recruit staff from a Catholic background had been unsuccessful. Overall 80% of staff were Protestant, the same proportion as reported in 2012.
- 2.23 Led by the deputy governor, equality and diversity work now had better senior management leadership. There was a full-time equality and diversity co-ordinator, supported by the equality manager for the NIPS. Data was being used increasingly effectively to monitor outcomes, which were analysed by religious background, race and age over a range of policies and processes. Where data fell outside a 5% variance, managers were required to investigate for evidence of discrimination. Findings were reported to the monthly equality and diversity committee meetings. The prisoner record information system management (PRISM) electronic database, was being used to help monitor officers involved in incidents, particularly when they were required to use discretion.
- 2.24 Data still showed consistently poorer outcomes for Catholic prisoners in a range of processes including adjudications, the PREP scheme, use of force and segregation. The reasons for this were likely to be complex and, although some progress had been made, not enough was being done to understand the discrepancies so that any issues arising could be dealt with.

⁵ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.25 Attendance at monthly meetings had improved and prisoners were included. Other agencies, including the SEHSCT, the Equality Commission and on occasions an Inspector from CJI attended as an observer. There was, however, no consistent attendance from an independent 'critical friend' to scrutinise the committee's work. The meeting dealt with issues that would more appropriately have been discussed at general prisoner forums.
- 2.26 There were 12 prisoner equality and diversity representatives who had received basic training about Section 75 protected characteristics, but they had no job description. They met every month to agree on issues they wished to raise at the equality and diversity committee meeting. Four representatives attended the first part of the meeting but did not participate in discussions about equality monitoring, preventing the prison from demonstrating inclusion and transparency. Neither the minutes nor monitoring data were disseminated among prisoners. Less than 20% of prisoner representatives were from a Catholic background.
- 2.27 There was still no specific system to record or investigate discrimination complaints; the standard complaints system was used. A night senior officer referred discrimination complaints to a senior residential officer for investigation. Twenty-four complaints were logged under discrimination between November 2014 and May 2015; 46% related to the regime, an issue affecting most prisoners. The sample we looked at suggested complaints were poorly screened and poorly investigated. There was no quality assurance process or external scrutiny.
- 2.28 Of the 747 staff in post, 466 (62.4%) had received equality and diversity training. There were plans to develop refresher training.

Protected characteristics

- 2.29 There were no management lead staff for each of the protected characteristics and responsibility lay with the equality and diversity co-ordinator. There was little celebration of cultural diversity.
- 2.30 Foreign national prisoners (9.1% of population) received some good support. Their English language skills were recorded on their arrival. The equality and diversity co-ordinator aimed to see all foreign nationals within 72 hours although there was no cover when she was on leave. She completed a comprehensive induction assessment of their needs.
- 2.31 An interpretation service in the most commonly spoken languages was used frequently, on 51 occasions in April 2015. Established support groups for foreign nationals were held and interpreters were used when needed. Prison jobs were advertised in six languages.
- 2.32 Foreign national prisoners could only request a free phone call if they had less than £20 in their account (excluding wages). This made it difficult for them to save for other items if they wanted free calls. There was still insufficient support from UK Home Office representatives, who had visited only twice over the previous 16 months. There were two immigration detainees (held under administrative powers beyond their normal release date) and we were satisfied that sufficient efforts were being made to progress their cases. A list of solicitors specialising in immigration was available.

- 2.33 There was confusion about the number of disabled prisoners held. Our survey indicated that 41% of prisoners had a disability, but only 19% had disclosed this at reception; the health care department had recorded only eight prisoners with a disability. We believed our survey provided the most accurate estimate of the number. Of the much smaller number identified by the prison, only a few had been assessed for further support; the co-ordinator prioritised those for whom it was thought reasonable adjustments were required. Nevertheless, we thought that the prison failed to meet the considerable needs of some prisoners.
- 2.34 Most areas were accessible to prisoners in wheelchairs. Five mobility scooters were available. There were adapted cells in most residential areas. A fire officer developed personal emergency and evacuation plans following reception, but they were not updated. Four prisoners were employed as carers, supporting prisoners with basic tasks but they had not received training for this role and were not required to carry out personal tasks, such as lifting prisoners.
- 2.35 There was no forum for older prisoners. Moyola and Bush houses had a greater number of older and infirm prisoners than other houses but there was no dedicated unit for older prisoners. One young offender was held in one of the houses for separated prisoners.
- 2.36 There was no evidence of work to support Travellers (2.1% of the population). More needed to be done to acknowledge the needs of other minority groups, including prisoners from black and minority ethnic backgrounds and gay prisoners.

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.

- 2.37 Chaplaincy support was reasonable overall. Regime curtailments had had an impact on prisoners' access to corporate worship and there were few faith 'enrichment' activities.
- 2.38 A review of chaplaincy services across the NIPS in April 2015 had led to a redistribution of resources based on the population of each faith group. The chaplaincy was concerned this had affected its ability to meet the needs of all prisoners, including the small number of Muslim men, for whom resources had been reduced.
- 2.39 Chaplains saw all new receptions and were accessible to prisoners. The chapel was welcoming and included a refurbished multi-faith room. Communal services were offered in a range of locations and provision was made for prisoners who were unable to attend services for security reasons. However, access to services was negatively affected by regime curtailments; no record was kept of cancellations, but managers and chaplains agreed there had been occasions when access to services had been affected by the restrictions.

- 2.40 Chaplains could only attend a small number of SPAR reviews. They participated in some segregation reviews and contributed to applications for compassionate temporary release but felt it was difficult to meet prisoners' pastoral support needs in full.
- 2.41 Chaplains in the community visited the prison and 40 prisoners were linked to community chaplaincy support and mentoring schemes. However, we were told, problems with security clearance and a lack of time often prevented the team from organising faith enrichment activities. A retreat organised by Kairos, a prison ministry organisation, was cancelled due to staffing problems and plans for the Christian Alpha course did not reach fruition. Three prisoners worked at a priory as part their resettlement plan.

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.

- 2.42 Prisoners had less confidence in the complaints system than in 2012. The system had been overwhelmed since the summer of 2014 and had been in disarray. Over 1,500 complaints were outstanding. The introduction of the decency performance reporting system had improved matters, but did not yet offer comprehensive analysis. The system to identify serious complaints about staff had improved and independent investigations took place.
- 2.43 Prisoners were less confident in the complaints system than in 2012; in our main survey fewer said it was easy to make a complaint (54% against 62%), or that complaints were dealt with promptly (40% against 56%). More than the comparator said that they had been prevented from making a complaint.
- 2.44 Complaint boxes were close to house offices, just as they were in 2012. While prisoners could not use them confidentially, they said they preferred where they were located because it meant that a camera recorded them posting complaints, providing a visual record. The night guard officer emptied the boxes and recorded them on the PRISM database. Serious allegations against staff were directed to the duty governor. Complaints on the PRISM database were monitored centrally. Serious allegations were investigated independently.
- 2.45 A monthly average of 584 complaints had been made in the six months to the end of April 2015; 13.5% of complaints were made by 10 individuals. Excluding the very large number of complaints from separated prisoners in Roe House, there were 292 complaints per month, similar to 2012 (287 per month). Staff were frustrated as there was insufficient capacity to

respond to all the complaints within the designated timescale and there were over 1,500 outstanding (over half from separated prisoners in Roe House). During our inspection over 250 second stage complaints simultaneously arrived from Roe House, which we believed to have been a co-ordinated effort to overwhelm the complaints system.

- 2.46 Most complaints concerned accommodation, the regime, property, cash and staff. Some responses we saw addressed the issues raised, although many were perfunctory and some were poor.
- 2.47 Prior to our visit the business hub manager had reviewed the system, raised a number of concerns and suggested actions to remedy the major challenges.
- 2.48 Twenty-two staff had been trained in PRISM complaints management, and a new decency performance report had been introduced to begin the process of providing consistent governance and quality assurance of the complaints system. While relatively new and incomplete, the approach had created some transparency and generated useful management data against which to make improvements. A complaints recommendations panel of senior managers had also been created to receive and respond to findings from the Prisoner Ombudsman's investigations.

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.

- 2.49 Prisoners were generally positive about legal services and had good access to their legal representatives.
- 2.50 Although similar to 2012, prisoners in our main survey were more positive than the comparator about access to legal services. They received some printed information about legal services, although only 33% (fewer than in similar prisons) said they had been given information about bail. A reasonable number of legal reference materials were available in the library. While there were no trained legal services officers, prisoners and staff told us men received assistance to access legal representatives in reception and at the first night centre. In our survey 66% of prisoners, more than the comparator, said it was easy to attend legal visits. We saw very good private facilities that were used frequently.

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.

2.51 Health services had declined since the previous inspection. Staffing levels were of concern and could not always assure safe and effective practice by staff and improvements in leadership and communication were required. Clinical governance was poor. Prisoners did not have sufficient access to health care and lockdowns in the regime affected attendance. Chronic disease management required urgent attention. Delays in medication being administered and some serious problems in the way medications were managed meant there was a risk of medicines being diverted. Despite some vacancies, the mental health team had maintained services for prisoners who needed it. The consultant forensic psychiatrist and mental health nurse screened all new arrivals, which was good practice.

Governance arrangements

- 2.52 Health care services had deteriorated since the previous inspection and we had significant concerns about specific aspects of the service.
- 2.53 Changes to the organisational structure had taken place: a new director for prison health care (responsible for health care in all Northern Ireland prisons) had been appointed in April 2015 and there was an operational nurse manager for each prison. Strategic, operational and local forums had been restructured; but attendance was not sufficient. The operational nurse manager and other managers from the health care unit did not attend the local prison health care forum. In contrast, attendance of health care staff at SPAR meetings had improved. Information-sharing policies and procedures had not been finalised.
- 2.54 The HSCB had completed two health needs assessments (HNA); the responsibility for a third was passed to the SEHSCT. A project team had been established and was to report by the end of June 2015. Progress with the third HNA had been affected by a reduction in managerial and clinical capacity and the long-term sickness absence of a key service lead staff member.
- 2.55 Health staff complained about a lack of leadership and communication from Trust senior managers, who were responsible for prison health care, and said the culture did not encourage open discussion.
- 2.56 Staffing levels, particularly nurse staffing in the primary health care team and General Practitioners (GPs), were a concern and could not always assure safe and effective practice by staff. Immediate staffing concerns had been escalated to the Trust senior management on the first day of the inspection to ensure a safe and effective service. Clinical governance was poor. Staff training, supervision and appraisal had been affected by staff shortages.

- 2.57 Primary care nurses had received immediate life support training. Resuscitation equipment and emergency drugs were not subject to frequent checks, for example the nebuliser and some drugs were out of date. Some health care equipment needed replacement and although defibrillators were accessible, checks by senior prison officers were inconsistent.
- 2.58 Reception procedures were subject to a management quality improvement process but procedures needed to be signed off formally. The reduction in nursing staff often meant only one nurse covered new arrivals, which was inadequate. Records were good but the full 72-hour assessment process needed to be reviewed.
- 2.59 Serious and adverse incidents were reported and monitored, however there were long delays in investigating and formulating reports. There was a confidential health complaints system, but responses were delayed and written replies were poor.
- 2.60 A range of health promotion information was available in the health care unit, although screening was limited. Information-sharing and management around communicable diseases needed to improve.

Delivery of care (physical health)

- 2.61 Our main survey showed that fewer prisoners than at the previous inspection thought it was easy to see the doctor or nurse. Prisoners could wait up to four weeks to see a doctor and nurse triage could be cancelled due to staff shortages. GP sessions had been reduced to one per week in houses and lockdowns in the prison regime affected attendance.
- 2.62 An inpatient unit was no longer available. The toilet in the prisoner waiting area was very dirty and some rooms used for health services needed cleaning and refurbishment. Infection prevention needed to be improved and compliance with the Trust dress code policy was poor. We saw evidence of good staff interactions with prisoners, but not all staff wore name badges.
- 2.63 Monitoring and implementation of chronic diseases management clinics had been hampered by staff shortages, which had affected the care some patients received and created serious safety concerns. For example, of the 200 prisoners recorded on the Egton Medical Information System (EMIS) who had reported they had asthma, none had received a review to assess their condition. We identified that stock inhalers were not always available. A portable nebuliser or spacer was not available in all houses. The portable nebuliser available in the main health care unit was old, required cleaning and was not ready for use. Prisoners required advice on asthma management and some staff required training.
- 2.64 Monitoring reviews for diabetic prisoners recorded on the EMIS were outstanding and had not taken place since June 2014. The Trust had difficulties bringing dieticians into the prison to assess men and we found prisoners had problems obtaining some occupational therapy equipment, for example pressure relieving cushions.

- 2.65 A flu vaccination programme was in place. The hepatitis B vaccination was offered on arrival; however the vaccination programme was not implemented owing to staff shortages. Barrier protection was not available.
- 2.66 Care pathways had been identified; however there were ongoing issues with implementation. The primary care (physical needs) pathway was not fully operational. Risk assessments on the EMIS were not always accurate, but other entries on EMIS were good. The handover sheet was not always completed by night staff.
- 2.67 Electronic care records were now available and had improved access to patient information. A potential security risk had been identified, with the management of hospital appointments which needed to be addressed as a priority. Development work required on the EMIS was not progressing.

Pharmacy

- 2.68 An in-house pharmacy service had started; it had improved medication ordering and receipt systems. Medicine reconciliation was undertaken as part of the admission process and prescriptions were reviewed at the point of issue.
- 2.69 A pharmacy technician was allocated to seven of the houses. Their duties included those that nurses had previously carried out, such as ordering repeat medication, supplying in-possession medication and managing medicine returns.
- 2.70 Our main prisoner survey indicated that 84% of those patients taking medication, against a comparator of 60% were allowed to hold some or all of their medication in-possession. Given the high risk of medication being diverted, this needed to be restricted and some aspects of what we saw were unsafe, for example prisoners on alcohol and opiate detoxification regimes were often given their medication in-possession (see section on substance misuse). Prescribing data were not routinely collected.
- 2.71 Prisoners did not have secure storage for their in-possession medication. No spot checks on in-possession medication were undertaken, delays in medication being administered and the way the some medications were managed meant that there was a significant risk of medications being diverted.
- 2.72 Some morning medication was administered in the afternoon because prisoners' attendance was delayed.
- 2.73 We found that medicines to be administered as 'supervised swallow' were often either prepared in advance or were dispensed into envelopes and given to the prisoner to administer in possession. In one house we observed diazepam or pregabalin liquid formulations, prescribed to be administered either twice or three times a day, administered as a single morning dose leading to excessive variations in blood levels of the medicines which was not therapeutic. The nurse recorded all doses as having been taken at once, which was poor practice given they had not observed this taking place.

- 2.74 Medicines in the treatment rooms were stored safely; treatment room doors had additional locks fitted. In-possession medicines were no longer supplied from the treatment room. Medicines were not securely transported between the pharmacy, health care unit and the houses; staff expressed some concerns about their safety when transporting medication.
- 2.75 Stock balances of medicines which were of high risk of misuse or diversion, stored in the out-of-hours medication cupboard in the health care unit were inaccurate. Stock levels of these medicines needed to be regularly reviewed to ensure that excessive quantities were not held.
- 2.76 We found some gaps in the controlled drugs stock reconciliation checks. Records were maintained for certain controlled drugs, but disposal records were not kept for other medicines that had a high risk of being misused or diverted.

Dentistry

- 2.77 In our main survey, fewer prisoners than at the previous inspection found it easy to access dental services but the quality of care was good. Prisoners could wait up to seven months for a routine dental appointment, but emergencies could usually be seen within 24 hours.
- 2.78 Prisoners receiving treatment could wait up to two months between appointments. The service was affected by lockdowns, a lack of escorts and prisoners who failed to attend as they were unwilling to share the waiting area with men waiting to receive substitution medication. Emergency cover was no longer provided but prisoners could obtain antibiotics and analgesia through the out-of-hours medical service.
- 2.79 The dental room was cluttered and some surfaces were dusty and there was no schedule for cleaning equipment. The decontamination of instruments was monitored; and traceability of used dental instruments was in place, but compliance with the best practice component of HTM 0105 guidance on decontamination had yet to be achieved.

Delivery of care (mental health)

- 2.80 Vacancies in mental health staffing levels, the absence of senior staff and the requirement for mental health nurses to support primary care work had hampered the service's development. Despite this, staff had maintained their service and displayed good teamwork.
- 2.81 Mental health staff were covering primary health care duties, which had an impact on caseload management and the provision of some therapeutic interventions. Some mental health staff felt they had not been adequately trained to undertake these duties, especially in relation to patient group directives, and therefore felt vulnerable. Targets for referrals were difficult to achieve and more mental health input was required for prisoners at risk in the Donard Centre (see section on safeguarding).
- 2.82 Mental health staff had not been promptly informed of self-harm and attempted suicide incidents or prisoners who were bailed from court. Serious adverse incident reports highlighted that the mental health pathway needed to be reviewed.

- 2.83 No social worker was available to provide information about prisoners' histories or help in discharge planning. The consultant forensic psychiatrist and a mental health nurse screened all new arrivals, which was good practice.
- 2.84 There was no advocacy service but patients were involved in their care planning. Data collection needed improvement and there could be delays in processing patients who required care in a secure mental health unit; however this had improved.

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.

- 2.85 Few prisoners said the food was good. Lunch and dinner times were too close together and in some houses food often arrived lukewarm.
- 2.86 Meals for the main prison and most of the Mourne complex were prepared in a single kitchen. The main kitchen was clean, tidy and efficiently run. Twenty-seven prisoners were employed in the kitchen but they had no access to accredited qualifications. Some prisoners in Wilson House in the Mourne complex could prepare their own meals.
- 2.87 Breakfast packs, containing good sized portions and varied contents on different days, were assembled in the kitchen. The packs and milk were delivered to the houses in the evenings. Prisoners generally did not like having breakfast packs and most said they consumed them on the evening they were delivered because dinner was early at 3.30pm. Lunch was served at around 12.30pm.
- 2.88 Food was delivered to the Mourne complex more promptly than at the previous inspection, but it could still take up to 30 minutes for the van to get through the prison gate. Meals were delivered on heated trolleys. Temperatures were taken at the time they left the kitchen but in some houses the food was lukewarm once it arrived on prisoners' plates.
- 2.89 Lunch and dinner were selected from a new two-week rolling menu, which prisoners were generally negative about. However, fruit and vegetables were available every day. Halal and Kosher food was available. Special dietary needs were dealt with individually and in close consultation with the prisoners concerned. The food we tasted was reasonable but it was not sufficiently hot. In our main survey, only 18% of respondents said the food was good.
- 2.90 Serveries on landings and in houses varied in cleanliness, and supervision during the serving of meals was also variable. No food comment books were available in the houses, although prisoners could make comments through prisoner forums, they had not been held very often in recent months.

Purchases

Expected outcomes:

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

- 2.91 Prisoners were more satisfied with the tuck shop than prisoners in comparator prisons. We found the in-house system to be well run, flexible and efficient.
- 2.92 In our survey 56% of prisoners in the main site said the shop sold a wide enough range of goods to meet their needs, more than the 47% in comparator prisons. However, only 43% of prisoners in the Mourne complex thought their needs were met.
- 2.93 Prisoners could access the shop on arrival, and in the survey, 47% of those in the main site said they had done so, more than in comparator prisons.
- 2.94 The shop was run in-house and provided a good range of goods, including hobby materials. Mistakes were quickly rectified. Information about the shop was only displayed in the houses in English, but order forms were available in several foreign languages.
- 2.95 The manager attended prisoner consultative meetings to obtain feedback, and some goods were changed in response to requests. Prisoners could order newspapers as well as some electrical items and clothing from catalogues. There were no postage or administration fees.



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.⁶

- 3.1 The regime was curtailed every day. Nearly all prisoners spent too much time in houses with nothing to do, and were often locked up for long periods of time. This had a negative effect on most prisoner outcomes.
- 3.2 If the regime had been operating as published, prisoners in full-time activity could have been out of their cells for a maximum of nine hours and those with no scheduled activity five hours. However, staffing levels meant that many prisoners had a very poor regime. During three roll checks we found some 70% of prisoners in the houses during activity periods and nearly a third of all prisoners locked up.
- 3.3 Frequent unpredictable lockdowns caused frustration and resentment, which affected safety, prisoners' well-being and relationships with staff. In the four-month period from January to April 2015 there had been a total of 2,541 lockdowns or curtailments of the regime across 10 houses. These included landing lockdowns (493), restrictions to regimes (1807) and full lockdowns taking place on a rota basis (241). Lockdowns and curtailments had a negative impact on family contact and basic provision, such as the opportunity to have a shower every day.
- 3.4 However, in sharp contrast, in the separated units, the time that prisoners could spend unlocked from their cells was good; our observations showed that they achieved nearly 12 hours out of their cell every day. There were no regime curtailments or late unlocking.

⁶ 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.

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.

3.5 Education, vocational training and work provision were inadequate. The strategic leadership and management of learning and skills had been adversely affected by staffing reductions and transitional arrangements to outsource the provision. The self-evaluation and quality improvement process was weak and there was too little use and analysis of data to inform it. There was insufficient purposeful activity and too many prisoners were unemployed. Most of the available work activities were not sufficiently challenging and did not offer a realistic workplace environment. The overall education curriculum had narrowed, and as a consequence, opportunities for accreditation and progression were poor. English for Speakers of Other Languages (ESOL) provision was poor and was being taught at too low a level. Vocational training was mostly good, although the range of courses offered was narrow, poorly matched to employment opportunities and too few training places were available. The quality of teaching and learning was satisfactory. The standard of prisoners' work was good, but too few achieved accreditation above level 1. The main prison library was well maintained, but it was not used frequently and the range of texts was not sufficient to support the wider learning, skills or interests of the prisoners.

Management of learning and skills and work

- 3.6 The NIPS headquarters now provided better support in planning new outsourced learning and skills provision and establishing subcontractor arrangements with a further education college to provide elements of the provision. While strategic planning to outsource learning and skills provision was at an advanced stage, it was not yet in place and in the interim, the overall quality of provision had deteriorated and was now inadequate.
- 3.7 The prison's capacity to manage, develop and improve the quality of learning and skills had declined, as staff in key positions had left and were not replaced. Ineffective use was made of key performance data to monitor prisoners' progress and achievements or inform self-evaluation and quality improvement planning. The arrangements in place for offering relevant accredited programmes, including essential skills qualifications, were inadequate.
- 3.8 The prison had made a significant investment in good quality physical resources and accommodation across most of the prison to support purposeful activity, but its benefits remained largely under used. In addition, a small proportion of the education accommodation was cramped and had limited learning and training resources.

Provision of activities

- 3.9 There were insufficient purposeful activities. Approximately two thirds of prisoners did not participate in work, vocational training or education. The frequent prison lockdowns and regime curtailments had also had a negative effect on prisoners' access to purposeful activity.
- 3.10 While the range of accredited vocational training programmes on offer had been extended to include industrial cleaning, catering and horticulture, the curriculum focused predominately on construction crafts and was not sufficiently aligned to Northern Ireland's economic priority areas or well matched to prisoners' needs. In addition, opportunities to build skills for self-employment or to establish social enterprises were under-developed.
- 3.11 Not enough places were available on vocational training programmes to meet the needs of the prison population; approximately 148 places were available of which only 99 were accredited. In addition, places on accredited programmes were under used and only 71% of them were filled. Furthermore, a large number of prisoners (85) were waiting to access the training.
- 3.12 The education curriculum had narrowed significantly since the previous inspection; fewer courses were accredited and most of the provision was at too low a level. This impeded prisoners' access to employment or further and higher education. In addition, prisoners nearing the end of their sentence or on short sentences had limited opportunities to participate in short accredited courses to increase their employability skills.
- 3.13 Good resources were in place across most of the prison to support a range of recreation classes. While prisoners particularly valued art, ceramic and creative writing classes, which were a bridge to more formal education, there had been a significant reduction in the number of classes offered. This non-accredited provision to support the development of personal and social skills needed to be enhanced. Waiting lists for these classes were too long and some prisoners waited for more than a year before they could join one.

Quality of provision

- 3.14 Teaching staff and prisoners across most of the learning and skills provision had a positive ethos and relationships between them were good. However, prisoners did not have individual learning plans.
- 3.15 Most of the vocational training was good for the small number of prisoners involved, but accreditation was at too low a level to meet their resettlement needs. Links between vocational training and literacy and numeracy were under-developed and needed strengthening to allow the prisoners to apply their literacy and numeracy in different contexts.
- 3.16 The majority of the work activities available were mundane and did not provide an appropriate or realistic work environment. The work allocation process was ineffective in matching job roles to the individual needs and resettlement aspirations of the prisoners. While some opportunities were available to carry out more purposeful work, for example, in prison kitchens, relevant work-related qualifications, which would have enhanced prisoners' employability, were not offered.

- 3.17 The outcomes of educational initial assessments were not sufficiently detailed and were not used well enough to inform planning to meet prisoners' individual learning needs.
- 3.18 The quality of the teaching, training and learning in the lessons observed was not good enough; it ranged from very good to satisfactory, but was mostly satisfactory. The quality of the literacy and numeracy provision, including ESOL was inadequate. It was taught at too low a level, lacked appropriate accreditation, and provided poor opportunities for progression. There were also shortcomings in the Toe by Toe mentoring scheme to help prisoners learn to read; it did not provide prisoners with adequate support. In addition, not enough use was made of more literate prisoners as mentors.
- 3.19 The quality of information and communications technology resources in the learning and skills centre had improved, but were not yet good enough; access to the internet was very constrained, which limited education and learning.

Education and vocational achievements

- 3.20 Prisoners mostly participated well in the sessions and displayed high levels of motivation, as well as a positive work ethic and attitude to learning. Most prisoners demonstrated good standards of work in vocational training, particularly in joinery, Braille, ceramics and horticulture. In the education classes, vocational training and work activities observed, expectations were too low and did not reflect the abilities or practical skills demonstrated by the majority of prisoners. A significant minority of prisoners were not challenged enough and the pace of progression was too slow.
- 3.21 There was a lack of accreditation, reduced financial support for Open University courses and few opportunities for prisoners to achieve at an appropriate level, these were major shortcomings.
- 3.22 At the time of the inspection, data was not available to indicate how many prisoners were retained on their accredited training programme or achieved their qualification. The level of attainment however, was too low, mostly at level 1; consequently there were no progression pathways for prisoners who wanted to enter relevant employment or for those who had already achieved level 1 qualifications or above. There was no mechanism in place to identify effectively the prisoners' learning needs, to review their progress or to set targets for achievement.

Library

- 3.23 The library was satisfactory; it was welcoming and had good opening hours. The library had a good selection of fictional literature and a reasonable range of non-fiction books, complemented by a small number of easy-reads, over-sized books, up-to-date legal reference volumes and foreign language texts. A few newspapers and magazines were offered to particular groups of prisoners. The range of texts to support the wider learning, skills and interests of prisoners, such as texts used to support study and develop skills and personal capabilities, was insufficient.

- 3.24 In our main survey, the proportion of prisoners who said they used the library regularly was lower than the comparator; it was not promoted proactively.
- 3.25 Data was used insufficiently to inform the library provision or to make closer connections and links with the wider curriculum. There was insufficient access to digital resources, particularly the internet, which would have supported prisoners' learning.

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.

- 3.26 PE was good. It was led effectively and prisoners who participated valued it. Relationships between staff and prisoners were good. Staff were appropriately qualified. Prisoners had access to a varied range of activities and most of them could participate in accredited and non-accredited programmes. The PE facilities and equipment were very good. PE staff had developed very good links with other prison departments to promote exercise and healthy living.
- 3.27 Two senior officers and a team of 11 instructors led the PE provision. Staff were appropriately qualified and had developed good relationships with prisoners. Prisoners who participated in the provision valued it, were well motivated, and attended regularly.
- 3.28 Prisoners had access to a varied range of organised activities, which were available throughout the week and during the evenings and weekends. Most of them could undertake accredited qualifications at levels 1 and 2; however, take-up was low. PE staff had developed very good links with a number of other prison departments to promote exercise and healthy living. As a result, an appropriate range of non-accredited programmes were offered to specific groups of prisoners. However, the department needed to do more to involve older and disabled prisoners. No formal systems were in place to evaluate the impact or benefits of the PE provision over time.
- 3.29 The PE facilities were very good; they were well maintained and included spacious and well-equipped gyms, badminton courts, outdoor synthetic pitches, a grass pitch and small gym areas across the residential accommodation. The two main gyms also had separate studio facilities for health promotion sessions or accredited training programmes, as well as for other fitness activities such as personal fitness appraisal and assessment sessions. The changing facilities were clean and gym gear, towels, shampoo and shower gel were available if prisoners required them.
- 3.30 While the PE provision was good, staff shortages, a lack of funding for some staff professional development activities and the increasing number of lockdowns had the potential to impact adversely on the provision, particularly if evening and weekend sessions were reduced.



Resettlement

Strategic management of resettlement

Expected outcomes:

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

- 4.1 A more strategic approach to the management of resettlement needed to be developed; links between departments were weak, and there was little understanding of whether the services provided met prisoners' needs. Temporary release was used widely, but the rationale for decisions was not sufficiently clear.
- 4.2 Some strategic direction to resettlement work was evident with the implementation of the new 'prisoner development model' (in which prison officer sentence managers had responsibility for managing sentences to prison-based probation officers pre-release - both roles were described in the model as prisoner development co-ordinators). Good progress had been made and when fully implemented this approach would provide end-to-end offender management support.
- 4.3 Nevertheless, closer working relationships between prison and probation staff were still necessary, particularly since probation resources were about to be reduced and absences among discipline staff were very high. There was still no needs assessment of the whole prison population and we were not assured that the resettlement services available met prisoners' needs. Prisoner development and public protection were well integrated, but links with the resettlement provision elsewhere in the prison were weak. Discipline staff elsewhere in the prison had very little understanding of the role of the PDU or of their responsibilities to support its work.
- 4.4 Release on temporary licence for resettlement or compassionate purposes had been used on 381 occasions by 144 different prisoners in the previous six months, which was high. Decisions were based on an appropriate range of risk assessment information, but decision-makers did not record the rationale for their decision in sufficient detail. This was particularly a concern

in high risk cases, where we were not always assured that all risks had been given sufficient consideration. Staff explained that they sometimes felt under pressure to grant applications because of the threat of judicial reviews, which were frequent and time consuming. Although there had not been any serious offences reported on temporary release, in the six months prior to our inspection there had been 11 incidents where prisoners failed to return from resettlement release (2.62% of total temporary releases), and a further seven where prisoners failed to return from compassionate bail (granted by the courts). This rate was higher than it was during our 2013 inspection of Magilligan Prison and suggested an inconsistency in risk management practice between the two sites.

Offender management and planning

Expected outcomes:

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

- 4.5 Prisoner development (offender management) arrangements were generally good. Needs assessments took place promptly and most prisoners had a risk of harm assessment and a prisoner development plan, which were reviewed appropriately. Levels of contact were good. The work of prison officer prisoner development co-ordinators was less well supervised than that of probation staff in this role. Public protection processes were generally sound, but were not sufficiently well integrated into the wider prison. Initial categorisation was swift, but not all reviews took place on time. Lifers and ICS prisoners were well supported in the three years prior to their tariff expiry date, and the regime and opportunities in Wilson House were good. However, many were frustrated by a lack of progress prior to this and the regime in Braid House was not appropriate for long-term prisoners.
- 4.6 Prisoner development arrangements were generally good. Both prison and probation staff in the PDU maintained good records of proactive contact with prisoners. Staff said they could not see prisoners as frequently as previously, but contact was still good. In our main survey more prisoners than at our previous inspection said they had a named prisoner development co-ordinator (offender supervisor) and community-based probation officer, and more than in comparator prisons said they had a prisoner development plan (sentence plan).
- 4.7 All newly arrived prisoners had an interview with a duty prisoner development co-ordinator who explained the services available in the PDU. Convicted prisoners were usually seen again within a few days by their allocated prisoner development co-ordinator, who introduced themselves and conducted an assessment of their resettlement needs. The prisoner development co-ordinator then used this information together with assessments of the prisoner's risk of reoffending and risk of harm (conducted by community probation officers for pre-sentence reports) to create a personal development plan.

- 4.8 Generally, the work was completed within the first eight weeks of a prisoner's sentence, but acute staffing shortages were increasingly causing delays. Plans were reasonable; prisoners were involved in the process and were encouraged to take responsibility for their targets. Some prisoners serving short sentences did not have risk of harm or reoffending assessments, but brief custody plans were developed nonetheless. Remand prisoners were not currently included.
- 4.9 Personal development plans were reviewed at least annually. Risk of harm and reoffending assessments were reviewed when the case was transferred to probation officers towards the end of the prisoner's sentence, and then six monthly thereafter, and we judged this to be sufficient.
- 4.10 Probation staff valued monthly supervision sessions with their managers, particularly for risk of serious harm cases. However, there was no similar process for prison officer sentence managers, and no routine quality assurance of their work.

Public protection

- 4.11 Six sentence managers had received additional training and managed all public protection cases, with appropriate support from probation staff. Northern Ireland public protection processes were generally sound in terms of release planning. However, there was no prison-wide multidisciplinary meeting to monitor or manage the custodial behaviour of prisoners presenting high risks, which meant that some important information, in particular security intelligence, might have been missed. There was no access to the violent and sexual offenders register, which meant that information could not be shared easily with community partners.
- 4.12 Only two prisoners were subject to offence-related telephone and mail monitoring. They had been authorised by a governor grade staff member, but prisoners were not told that the monitoring was taking place. In addition, monitoring did not happen regularly and was therefore of limited use.

Categorisation

- 4.13 Categorisation decisions were generally made promptly after sentencing, but there was no evidence that planned 60-day reviews took place. Most prisoners required annual reviews, and although we saw some; they were badly organised and we were not assured that they took place systematically. We were told that prisoners were given an opportunity to submit written representations, but we did not see any examples where prisoners had done so, and were doubtful that the opportunity was meaningful. Some prisoners applying for Category D status waited too long for a decision.

Indeterminate sentence prisoners

- 4.14 There were 171 lifer and ICS prisoners and three quarters of them were fully involved with the sentence planning process. Staff did not systematically identify potential lifers or ICS prisoners on arrival to offer additional support.

- 4.15 Sentence planning arrangements for lifers and ICS prisoners remained insufficiently good for most of their sentence; plans were basic and not sufficiently tailored to individual needs. Many men complained that they did not have enough opportunities to use their time constructively. In our survey, purposeful activity outcomes for the Mourne complex (where many lifers were held) were better than in the main prison, suggesting that the needs of longer term prisoners were prioritised, but opportunities to attend offending behaviour programmes and education had decreased since our previous inspection.
- 4.16 We agreed with the prisoners and staff who said it was inappropriate that short sentenced and remand prisoners were located together with lifers and ICS prisoners in Braid House; this compromised the settled regime that long-term prisoners needed. Overall, the regime for lifers and ICS prisoners needed development to enable them to have more challenging and rewarding activity options, particularly since most of them remained in the same location throughout their sentence.
- 4.17 However, once men were within three years of their tariff expiry date, much more was offered. The pre-release process was staged, and the opportunities to move to progressively more independent living arrangements in Wilson House and ultimately Burren House were very good (see also section on reintegration planning).

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.

4.18 All prisoners except those on remand had their needs assessed on arrival, and were referred to resettlement service providers as appropriate. Most convicted prisoners had a release plan. Prisoners at Burren House had carefully managed opportunities. There was an established housing advice service and few were released without accommodation. The narrow range and low qualifications levels offered did not prepare prisoners for release or help them access training or employment opportunities. Planning for primary health care discharge needed improvement but mental health pre-release planning was good. Prisoners with drug and alcohol problems were offered good pre- and post-release support through partnerships associated with the Ad:ept drug and alcohol scheme. A trained worker from NIACRO provided a debt advice service one day per week but the pathway was under-developed. Visits did not always start at the advertised time but a good range of family support was available. The number of offending behaviour programmes had been reduced dramatically since the previous inspection. For the few who had access however, the programmes were good. There were no specialist support services for those who had suffered trauma.

- 4.19 All convicted prisoners had an assessment of their resettlement needs on arrival, and referrals to relevant agencies were made. Remand prisoners could refer themselves to services, but not all of them were well promoted in the units. Prison and community probation officers worked

with prisoners to prepare formal release plans for all except prisoners on the shortest sentences. However, even these men were often seen prior to release by their offender supervisor, who checked that appropriate arrangements were in place.

- 4.20 Longer-term prisoners could progress to Wilson House, where good self-catering arrangements and extended unlocking periods created a more ordinary domestic environment. A few of these men could also work outside the prison, either in the gardens or in a community placement. Suitable lifers and ICS prisoners could move to Burren House, a small residential facility in Belfast city centre in the last 15 months of their sentence. The building had inadequate catering facilities and was very limited, but the opportunities and support available were excellent: during phase 2 of their stay, prisoners could attend voluntary placements, work or training during the week, and go home at weekends; during phase 3, they could progress to independent living in the community, subject to regular compliance checks both at home and at work.
- 4.21 Burren House had been open for a year and only five of the 36 prisoners who had been there had been removed, mostly for failing a curfew or an alcohol or drug test. No further offences had been identified. The approach to risk management was sensitive and proportionate, but the prison needed to ensure that men on phase 3 who were not fit for work continued to use their time constructively.

Accommodation

- 4.22 The prison had an established housing advice service supported by trained peer workers who identified prisoners' needs at induction, offered written information, advice and guidance and helped to complete a range of housing forms, including applications for housing benefit. Follow up contact was offered. A housing advice development worker supported the peer housing advice service.
- 4.23 More problematic issues requiring advocacy and representation were referred to a trained housing advisor, who worked one day a week. In 2014–15 she dealt with 220 complex referrals, involving a range of issues from securing prisoners accommodation on their arrival, to furniture storage, applying for accommodation post-release, and challenging decisions on behalf of prisoners. There was an outstanding referral list of 71 prisoners.
- 4.24 Few prisoners were released without accommodation. In the six months prior to the inspection 1,071 prisoners had been released. Of these 98% had been released either with settled accommodation or to a statutory body with a duty of care to provide accommodation. Twenty prisoners (1.8%) had received the higher rate discharge grant as they were released without knowing where they would live.

Education, training and employment

- 4.25 Resettlement processes did not have a sufficient focus on the education, training and employability needs of the prisoners and was inadequate. The prisoners' sentence plans contained limited details about their education and training needs. In addition, the narrow range and low qualifications levels offered at the prison did not help prisoners prepare for

release or to access further training or employment opportunities (see also section on learning and skills and work activities, quality of provision). The quality of the careers education, information, advice and guidance was poor.

- 4.26 Almost all prisoners preparing for release in Burren House had secured work placements and were engaged in appropriate work activities. None of them, however, were participating in education or formal vocational training classes. The prison had established partnerships with organisations such as NIACRO and the charitable organisation Extern to support prisoners in their resettlement.

Health care

- 4.27 The nursing discharge team in place at the previous inspection had been disbanded. Primary health care pre-release planning needed to be formalised to provide a single point of contact in each Health and Social Care Trust. Liaison between prison health care staff and community-based primary and community services prior to prisoners' release had improved, as had the use of electronic recording systems for sharing information. Mental health planning for release was good and staff had a single point of contact in the community. The prison had no palliative or end of life care pathway.

Drugs and alcohol

- 4.28 The Ad:ept scheme offered prisoners up to six weeks' pre-release support, including acupuncture, help to arrange appointments and family support. They also received up to six months' post-release support through Ad:ept community-based services. At the time of the inspection, 15 prisoners were in the pre-release phase.
- 4.29 Prisoners with a history of opiate abuse could receive training to use an opiate antidote (naloxone) kit. They could obtain the kit at the point of release to use in the community in case of an overdose emergency.

Finance, benefit and debt

- 4.30 A trained NIACRO worker provided a debt advice service one day a week. He had seen 347 prisoners between April 2014 and March 2015. Funding for the post had ceased in March 2015 but interim funding had been secured until June 2015. The main focus was on those preparing for release and groups identified by the Social Security Agency. Support was offered through representation and advocacy. There was no provision from the Citizens Advice or the Job Centre. The pathway was under-developed.

Children, families and contact with the outside world

- 4.31 In the main survey, more prisoners than the comparator (39% against 31%) said they had received help to maintain contact with family and friends; however this was lower than at the previous inspection (52%).

- 4.32 The welcoming visitors' centre continued to offer good support, including to first-time visitors who were identified. The bus transporting visitors between the visitors' centre, the searching area and the prison also now provided a service to and from the local Moira train station.
- 4.33 All convicted prisoners could receive a weekly visit of up to one hour; unconvicted men could only have two visits a week.
- 4.34 Although we saw visitors arrive in good time at the visits searching area, visits did not all start at the advertised time, and some were considerably delayed because prisoners were not unlocked or escorted on time.
- 4.35 Both of the two visits rooms, one used by separated prisoners and the other by main prisoners, had fixed seating. The rooms were clean and bright and staff were aware of child protection issues. The room used by the main population had recently been refurbished. As previously reported, there was very little space and the room could become noisy. Both rooms had good access to a supervised play area and a tea bar. Prisoners could not use the toilet during the visit. Suitable visit facilities were provided in the Mourne complex.
- 4.36 Two family support officers, available in the visit searching area, continued to help prisoners and families maintain contact, directing visitors to support services in the community as necessary. Staffing levels sometimes prevented them from attending prisoner induction sessions.
- 4.37 Children's visits were open to all except those remanded for less than three months, and were available every week. A Barnardo's worker ran parenting courses for prisoners; Relate relationship counselling was also available. Prisoners could still not receive incoming calls from their children.
- 4.38 The six-month Families Matter programme, based on a landing in Quoile House, staffed by dedicated officers and Barnardo's representatives, helped prisoners develop parenting and relationships skills. Most prisoners we spoke to were positive about their involvement in the programme.

Attitudes, thinking and behaviour

- 4.39 We were told that staff shortages were the main reason for the reduction in offending behaviour programme availability. Our main survey found that 36% of prisoners were involved in programmes in 2012, while only 3% were involved in programmes this time (less than half the comparator). Also, the number of prisoners who said they had been involved in offending behaviour programmes while in the prison had decreased from 44% in 2012 to 38% during this inspection.
- 4.40 Prisoners in the Mourne complex were much more likely to have been involved in programmes (82%) and more (53%) felt the programmes would help them on release.

4.41 Accredited programmes that were available included a motivational enhancement group, cognitive self-change, enhanced thinking skills and an alcohol-related violence programme. However, in the year up to the inspection only 78 prisoners attended these courses. Some good one-to-one support was offered.

Additional resettlement services

4.42 The psychology department could carry out one-to-one work with prisoners who had experienced trauma, but there were waiting lists. There were limited other specialist services, although CRUSE provided bereavement counselling.



Summary of recommendations

The following is a listing of new recommendations included in this report. The reference numbers at the end of each refer to the paragraph location in the main report.

Main Recommendations

To the Minister/Department of Justice

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

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

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

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

Main recommendations

To the governor

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

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

Managers should ensure that:

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

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

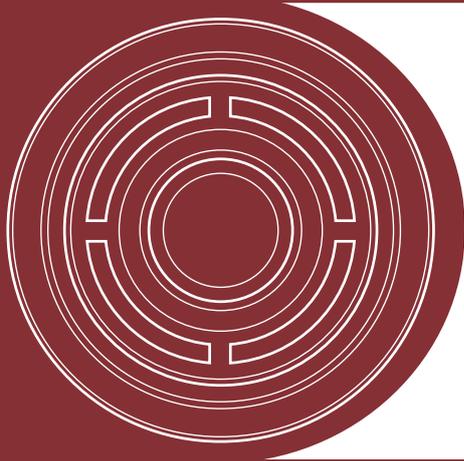
Within one month of the receipt of this report, the SEHSCT and the NIPS should submit an action plan setting out the steps required to address the concerns identified in the report including measures to:

- provide reassurance that partnership arrangements between the HSCB, the SEHSCT and the NIPS are effective, understand and address the concerns of staff, develop sustainable clinical governance arrangements and rapidly improve standards of clinical care;
- maintain sufficient suitably qualified and experienced staff to meet the health care health needs of the population;
- reduce waiting times;
- improve chronic disease management;
- implement screening and vaccination programmes;
- ensure all equipment and drugs are safe to use;
- improve the management of the administration of medications in line with the Nursing and Midwifery Council standards. This should be fully supported by the SEHSCT's and NIPS' operations and regime;

- provide prompt reports on adverse incidents and replies to complaints;
- improve communicable disease management; and
- respond to the security risk identified regarding hospital appointments (S52).

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

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



Appendices



Appendix I Inspection team

| | |
|------------------|-----------------------|
| Brendan McGuigan | Chief Inspector, CJI |
| Nick Hardwick | Chief Inspector, HMIP |
| Sean Sullivan | Team leader, HMIP |
| Dr. Ian Cameron | Inspector, CJI |
| Joss Crosbie | Inspector, HMIP |
| Paul Fenning | Inspector, HMIP |
| Jeanette Hall | Inspector, HMIP |
| Gordon Riach | Inspector, HMIP |
| Paul Tarbuck | Inspector, HMIP |
| Michelle Bellham | Researcher |
| Jess Kelly | Researcher |
| Helen Ranns | Researcher |
| Alissa Redmond | Researcher |

Specialist Inspector

| | |
|--------------|----------------------------|
| Paul Roberts | Substance misuse Inspector |
|--------------|----------------------------|

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



Appendix 2 Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. 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 2012, reception was well run, but there were delays. First night arrangements were reasonable. Induction had been revamped and was good, but the tracking system to ensure prisoners attended induction sessions was not working. Violence reduction arrangements were very new, and many prisoners in our survey felt unsafe. Supervision of some prisoner areas was poor and more needed to be done to monitor trends in incidents. Arrangements to support vulnerable prisoners, were improving but there were still gaps. Some elements of physical security were overbearing but the free flow movement of prisoners was a major improvement. The introduction of Mandatory Drug Testing (MDT) was a good initiative with room for further improvement. The use of the Dedicated Search Team (DST) had improved. The application of the progressive regimes and earned privileges scheme (PREPs) was predominantly punishment orientated. The population in the Care and Separation Unit (CSU) was complex and some prisoners stayed there too long, but staff-prisoner relationships were good. There needed to be better management of use of force and special accommodation. Substance use services and inappropriate management of in-possession medication were major concerns. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendations

An effective strategy to reduce levels of violence and address bullying should be developed (HP95).
Not achieved.

An adequately staffed and fully integrated multi-disciplinary Addictions Team should be established to deliver timely and effective clinical and psychosocial drug and alcohol services based on a full assessment of the population's needs and aspirations for recovery (HP97) .

Not achieved.

Recommendations

Written escort records of new prisoners should be put into place (1.7).

Achieved.

Prisoners should only be handcuffed in vehicles in exceptional circumstances to meet security concerns (1.8).

Partially achieved.

The length of time prisoners spend in reception should be significantly reduced and initial health interviews shortened (1.25).

Achieved.

All searching of prisoners when entering or leaving the prison should be carried out sensitively and respectfully (1.26).

Achieved.

Tracking and other relevant processes should ensure all prisoners receive the information they need from a thorough induction programme (1.27).

Not achieved.

Visible staff supervision should be improved in association rooms and other areas where prisoners feel unsafe (1.43).

Not achieved.

Accurate data on indicators of violence should be monitored and analysed routinely to inform the strategy (1.44).

Not achieved.

Managers should conduct rigorous audits of action plans following investigations on deaths and near fatal incidents to be assured that required actions are in place (1.60).

Partially achieved.

SPAR procedures should be improved with a particular focus on case management and reviews (1.61).

Not achieved.

The strategic safer custody meeting should monitor the use of observation cells and strip clothing to ensure their use is always necessary and proportionate. (1.62).

Not achieved.

The Listener Scheme should be extended to the Mourne House complex (1.63).

Achieved.

Arrangements for safeguarding vulnerable prisoners should be strengthened and reflect regional guidance (1.69).

Not achieved.

Security arrangements for prisoners on separated units, including searching, should be based on regularly reviewed individual risk assessments (1.84).

Partially achieved.



Intelligence analysts within the security function should be provided with appropriate training (1.85).
Not achieved.

MDT facilities should be moved to a more suitable location to ensure that the environment is respectful and suitable for forensic testing (1.86).
Achieved.

The PREPS should be refocused so that it provides incentives and rewards for good behaviour rather than being overly focused on the punitive consequences of poor behaviour. Prisoners should receive equal pay when in the same jobs regardless of their privilege level (1.94).
Not achieved.

All uniform staff should be trained in full control and restraint techniques (1.113).
Not achieved.

All records, including video recordings, relating to use of force for reasons of non-compliance should be routinely reviewed by a senior manager to ensure force is necessary and lawful (1.114).
Partially achieved.

Cellular confinement should only be used for the most serious offences, and punishments that impede or prevent contact with the outside world should not be used (1.115).
Achieved.

Prisoners should only be located in special accommodation on the written authority of a senior manager, and should be relocated to mainstream accommodation as soon as the initial reasons for its use are no longer applicable (1.116).
Not achieved.

An effective multi-disciplinary care and reintegration planning process should be implemented to help prevent the psychological deterioration of prisoners subject to long periods in the Segregation Unit (1.117).
Not achieved.

Senior managers should routinely monitor and analyse a range of data across all three discipline areas adjudications, use of force and segregation – in order to direct and improve strategic management of these areas (1.118).
Not achieved.

Alcohol detoxification procedures should be reviewed to ensure that prisoners have adequate clinical support and access to necessary medication (1.133).
Partially achieved.

A prison-wide blood-borne virus clinic should be established, offering appropriate tests, immunisation and treatment options to all prisoners (1.134).
Not achieved.

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection in 2012, residential units were clean and in a good state of repair, but many cells were over crowded. Staff-prisoner relationships had improved, although there was little interaction during association. There was no personal officer scheme. There was a focus on issues of equality between Roman Catholic and Protestant prisoners, but continuing unequal outcomes had not been addressed. Work with disabled, older foreign national and gay prisoners needed more attention. Faith provision was well developed. The management of complaints was reasonable but some made about staff needed better and more appropriate investigation. The structure of health services had improved, but organisational and staffing problems were having an adverse impact on clinical outcomes. Food was adequate, but not popular with many prisoners. The shop offered an appropriate range of goods. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendations

The prison should monitor all protected characteristics and understand and investigate all identified inequalities, particularly those relating to Roman Catholic prisoners and in areas where staff discretion can be applied. It should ensure that robust action is taken to address these in order to deliver equality of outcomes for all prisoners (HP99).

Not achieved.

Medication administration procedures should be changed to ensure the prevention of medication diversion (HP96).

Not achieved.

Recommendations

Cells designed for one prisoner should not be shared and unconvicted prisoners should not be required to share cells with convicted prisoners (2.14).

Not achieved.

Suitable storage areas should be provided for mops and buckets and staff and prisoners responsible for cleaning should be appropriately trained (2.15).

Partially achieved.

Telephones should have a privacy hood or booth and noise from televisions in recreation rooms where telephones are located, should not be excessive (2.16).

Achieved.

Managers should satisfy themselves that cell bells are receiving a response within five minutes during the day and at night (2.17).

Partially achieved.



Staff responsible for CSRAs should be trained in their use. CSRAs should be reviewed routinely following significant incidents (2.18).

Achieved.

Prisoners' formal requests should receive a response within seven working days as outlined in the prison's policy (2.19).

Partially achieved.

A personal officer scheme should be implemented in all residential units and wing staff should contribute to sentence planning (2.29).

Not achieved.

Significant information relating to prisoners should be recorded in wing files, prison computer files and in the wing journal (2.30).

Not achieved.

There should be an equality and diversity policy specific to Maghaberry Prison that meets the requirements of anti-discrimination legislation and outlines how the needs of all minority groups will be met (2.38).

Achieved.

The standard of equality impact assessments should be improved (2.39).

Not achieved.

Support groups and forums should be available for all minority groups and should be accessible to all prisoners from those minorities (2.40).

Partially achieved.

Records of contact between staff and foreign national prisoners should be maintained and interpretation services should be used for all matters requiring confidentiality (2.47).

Achieved.

To encourage foreign national prisoners to maintain family ties they should all have access to free telephone calls (2.48).

Partially achieved.

UK Border Agency staff should attend the prison and engage with all foreign national prisoners more regularly (2.49).

Not achieved.

Older prisoners and those with disabilities should have individual assessments and where appropriate, individual care or support plans and PEEPs. Specific activities and provisions to support these prisoners should be improved (2.50).

Not achieved.

Support for gay and bisexual prisoners should be improved (2.51).

Not achieved.

Provision for Muslim and Buddhist prisoners should be improved (2.57).

Not achieved.

Complaint boxes should be relocated to areas unobserved by wing staff, and complaints should be emptied, recorded and tracked by an administrative member of staff.(2.68).

Not achieved.

Senior managers should analyse robustly complaints by the number upheld, refused and withdrawn, by all protected characteristics and by the quality of the response. Any action taken should be recorded (2.69).

Partially achieved.

Senior managers should investigate all serious complaints made against staff, quality check all other complaints about staff, and ensure that the reasons for the withdrawal of complaints are fully recorded (2.70).

Partially achieved.

Information about legal services, particularly bail information, should be made available to prisoners (2.77).

Achieved.

The health needs assessment should be completed as a matter of priority and used to drive improvements in joint working relationships and organisational objectives (2.90).

Partially achieved.

There should be effective management of patient safety issues such as the storage of substances hazardous to health (2.91).

Achieved.

Potentially dangerous ligature points in the health care department should be identified and where possible removed, or if this is not feasible, the risks effectively managed (2.92).

No longer relevant.

Defibrillators should, in all cases, be easily accessible to trained staff (2.93).

Partially achieved.

Effective arrangements should be in place for infection prevention and control and environmental cleanliness (2.94).

Partially achieved.



The current reception screening tool should be shortened and used to identify immediate health care needs (2.104).

Achieved.

Care of prisoners with lifelong conditions should be provided by nurses with the relevant skills and competency and in line with evidence-based best practice (2.105).

Not achieved.

All waiting lists should be centrally managed and monitored (2.106).

Partially achieved.

Admission to the health care ward should be based on clinical need (2.107).

No longer relevant.

Prisoners requiring secondary care services should be able to access them without undue restrictions, delays and cancellations (2.108).

Partially achieved.

Prisoners should have access to barrier protection (2.109).

Not achieved.

Medicines should be stored safely and securely at all times and administration and disposal records must be accurately maintained (2.117).

Partially achieved.

Prisoners should be able to see a dentist for non-urgent treatment within a reasonable timescale (2.121).

Not achieved.

Prisoners requiring assessment by the Mental Health Team should be seen expeditiously (2.128).

Partially achieved.

Prisoners should be involved in the decisions about their care and treatment; access to an advocate should be provided (2.129).

Partially achieved.

Information relating to transfer director orders should be routinely collected and monitored to ensure that patients are transferred in a timely manner (2.130).

Partially achieved.

Meal times should be reasonably spaced throughout the prison (2.138).

Not achieved.

Transport arrangements for food to the Mourne House complex should be improved (2.139).

Not achieved.

Purposeful activity

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

At the last inspection in 2012, time out of cell was reasonable, but there were still too many prisoners locked behind their doors during the core hours of the day. There were insufficient activities to occupy the population and around a half were unemployed. There was a need for a more strategic approach to learning and skills. Much of the work available was of low quality. Learning and skills provision was inadequate and failed to meet the needs of the population, although it had improved and there had been a positive investment in the Learning and Skills Centre. Life sentenced prisoners had only a limited number of opportunities. Education was generally good but some elements of provision were not fully utilised. Provision for Speakers of Other Languages (ESOL) and basic skills provision were well developed. The library was good, and PE very good. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

A wider range and quantity of meaningful work opportunities should be developed and these should include accreditation and progression opportunities where possible (HP98).

Not achieved.

Recommendations

The prison core day should be applied consistently across the prison and prisoners should be out of cell for the maximum amount of time allowed (3.6).

Not achieved.

All prisoners should have access to association in the evening (3.7).

Not achieved.

There should be better support to help Open University students complete their courses (3.21).

Partially achieved.

The quality of teaching, training and learning should be improved to ensure it more effectively engages all prisoners, in particular through the better use of technology to support and enhance their learning experiences (3.22).

Not achieved.

Action should be taken to reduce the range of ability levels in the essential skills lessons (3.23).

Partially achieved.

The vocational curriculum should be broadened and balanced to include programmes that better match the local labour market trends and employment opportunities (3.24).

Not achieved.



The lack of ICT provision should be addressed as a matter of urgency (3.25).

Partially achieved.

There should be more equitable access to education and vocational training programmes for those prisoners who do not have access to the learning and skills centre, in particular for prisoners serving life sentences (3.26).

Not achieved.

There should be better and more timely strategic support for learning and skills from the NIPS headquarters to address the under-staffing issues and to increase the utilisation of the new learning and skills centre (3.30).

Partially achieved.

Productive, collaborative partnerships should be established with outside providers such as the further education and work-based learning sectors, to broaden the curriculum on offer (3.31).

Partially achieved.

There should be more proactive promotion of the library to increase the number of prisoners who use it (3.34).

Not achieved.

Prisoners should have better access to digital resources, including access to the internet (3.35).

Partially achieved.

Resettlement

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

At the last inspection in 2012, the resettlement strategy was sensible and in part based on a needs analysis. Sentence planning arrangements were good, but there was no custody planning for remand prisoners. Resettlement interventions were available for those serving shorter sentences and for remand prisoners. Public protection arrangements were well developed. Work with lifers had improved since the last inspection, but still needed attention. The lack of a 'step down' facility for lifers was a major omission. There were reasonable reintegration services in most areas, but the focus on drug and alcohol issues on release was poor, although some positive interventions were offered. Family support work was good, although visits needed attention. The provision and availability of offending behaviour programmes met most, but not all needs. However, good non-accredited interventions were offered. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

The NIPS should develop a new pre-release scheme for lifers as a matter of urgency. The scheme should be based at a new 'step down' facility (HP100).

Achieved.

Recommendations

The prison should complete a robust needs analysis of its population (4.7).

Not achieved.

Prison management should further develop its regime for life prisoners to ensure progression to Braid House is not offset by the loss of other privileges (4.33).

Not achieved.

Annual lifer reviews should become more meaningful and tailored to the individual and should be actively reviewed at least twice a year by the prisoner and a key worker (4.34).

Not achieved.

The prison should implement the new drug strategy as soon as possible with an emphasis on the importance of key stakeholders' attendance at the monthly drug strategy meetings and engagement with the effective delivery of the strategy (4.53).

Not achieved.

The prison should address the issue of waiting lists for psychosocial services as a matter of urgency. The prison should ensure that Ad:ept workers are not restricted in their access to clients during the working day (4.54).

Not achieved.

The prison should ensure that the current level of service meets prisoner need and take action to rectify this if necessary (4.60).

Not achieved.

Prisoners should be able to receive incoming calls from children or have access to arrangements to deal with them (4.73).

Not achieved.

All convicted prisoners should be able to receive at least one visit a week and the number of visits for unconvicted men should not be capped (4.74).

Partially achieved.

Closed visits should only be authorised when there is a significant risk justified by security intelligence (4.75).

Not achieved.

The waiting time for children's visits should be reduced, and there should be sufficient supervisory staff to prevent cancellation (4.76).

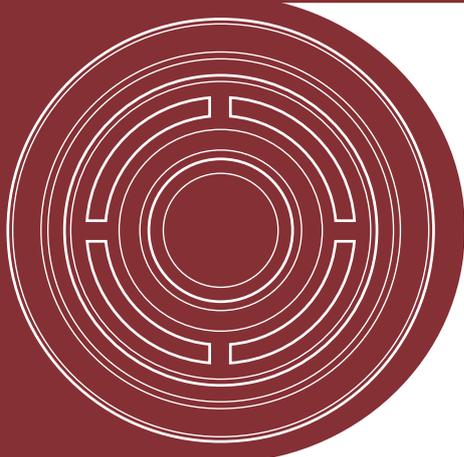
Achieved.

Prisoners assessed as needing to attend SOTP should be provided with the opportunity to do so (4.88).

Achieved.

There should be appropriate and accessible services to support prisoners with experience of trauma (4.90).

Not achieved.



Report on an unannounced inspection of

MAGHABERRY PRISON

11–22 May 2015

Appendices 3 and 4

November 2015

Appendix 3 Prison population profile

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

| Status | 18–20 yr olds | 21 and over | % |
|-----------------------|---------------|-------------|------------|
| Sentenced | 1 | 639 | 64.1 |
| Recall | | | |
| Convicted unsentenced | | | |
| Remand | | 357 | 35.7 |
| Civil prisoners | | | |
| Detainees | | 2 | 0.2 |
| Total | 1 | 998 | 100 |

| Sentence type | 18–20 yr olds | 21 and over | % |
|---|---------------|-------------|------------|
| Adult determinate custodial sentence | 1 | 256 | 40.2 |
| Adult sentenced | | 115 | 17.9 |
| Adult extended custodial sentence | | 74 | 11.6 |
| Adult appellant | | 21 | 3.3 |
| Adult lifer | | 155 | 24.2 |
| Adult indeterminate custodial sentence | | 18 | 2.8 |
| Young offender determinate custodial sentence | | | |
| Total | 1 | 639 | 100 |

| Sentence | 18–20 yr olds | 21 and over | % |
|---------------------------------|---------------|-------------|------------|
| Unsentenced (incl. detainees) | | 359 | 35.7 |
| Less than 6 months | | 44 | 4.4 |
| 6 months to less than 12 months | | 60 | 6 |
| 12 months to less than 2 years | | 55 | 5.5 |
| 2 years to less than 4 years | 1 | 116 | 11.7 |
| 4 years to less than 10 years | | 132 | 13.2 |
| 10 years and over (not life) | | 75 | 7.5 |
| Life / Indeterminate | | 155 | 15.5 |
| Sentence not calculated | | 2 | 0.2 |
| Total | 1 | 998 | 100 |

| Age | Number of prisoners | % |
|-----------------------------------|---------------------|------------|
| Please state minimum age here: 20 | | |
| Under 21 years | 1 | 0.10 |
| 21 years to 29 years | 359 | 35.94 |
| 30 years to 39 years | 320 | 32.03 |
| 40 years to 49 years | 181 | 18.12 |
| 50 years to 59 years | 103 | 10.31 |
| 60 years to 69 years | 24 | 2.40 |
| 70 plus years | 11 | 1.10 |
| Please state maximum age here: 78 | | |
| Total | 999 | 100 |

| Nationality | 18–20 yr olds | 21 and over | % |
|------------------|---------------|-------------|------|
| Northern Irish | 1 | 660 | 66.2 |
| British | | 108 | 10.8 |
| Irish | | 105 | 10.5 |
| Foreign national | | 91 | 9.1 |

| | | | |
|------------------|----------|------------|------------|
| British English | | 26 | 2.6 |
| British Scotland | | 7 | 0.07 |
| British Wales | | 1 | 0.01 |
| Total | 1 | 998 | 100 |

| Security category | 18–20 yr olds | 21 and over | % |
|---------------------------|----------------------|--------------------|------------|
| Uncategorised unsentenced | | 3 | 0.03 |
| Uncategorised sentenced | | | |
| Category A | 1 | 111 | 11.2 |
| Category B | | 114 | 11.4 |
| Category C | | 401 | 40.1 |
| Category D | | 27 | 2.7 |
| Category U | | 342 | 34.2 |
| Total | 1 | 998 | 100 |

| Ethnicity | 18–20 yr olds | 21 and over | % |
|--------------------|----------------------|--------------------|------------|
| White | 1 | 931 | 93.2 |
| Other ethnic group | | 12 | 1.2 |
| Irish Traveller | | 22 | 2.2 |
| Mixed ethnic group | | 4 | 0.04 |
| Bangladeshi | | | |
| Chinese | | 20 | 2 |
| Black African | | 2 | 0.02 |
| Black other | | 7 | 0.07 |
| Total | 1 | 998 | 100 |

| Religion | 18–20 yr olds | 21 and over | % |
|-----------------------------|----------------------|--------------------|------------|
| Church of England | | 9 | 0.09 |
| Roman Catholic | 1 | 506 | 50.7 |
| Presbyterian | | 138 | 13.8 |
| Church of Ireland | | 99 | 9.9 |
| Methodist | | 15 | 1.5 |
| Free Presbyterian | | 71 | 7.1 |
| Christian | | 23 | 2.3 |
| Muslim | | 6 | 0.06 |
| Brethren | | 1 | 0.01 |
| Christian Fellowship Church | | | |
| Church of Scotland | | 3 | 0.03 |
| Elim | | 1 | 0.01 |
| Evangelical | | | |
| Hindu | | | |
| Pagan | | | |
| Jewish | | 4 | 0.04 |
| Pentecostal | | 2 | 0.02 |
| Reformed Presbyterian | | 1 | 0.01 |
| Other | | 34 | 3.4 |
| No religion | | 85 | 8.5 |
| Total | 1 | 998 | 100 |

Sentenced prisoners only

| Length of stay | 18–20 yr olds | | 21 and over | |
|----------------------|---------------|------------|-------------|------------|
| | Number | % | Number | % |
| Less than 1 month | | | 63 | 9.86 |
| 1 month to 3 months | | | 76 | 11.89 |
| 3 months to 6 months | | | 62 | 9.7 |
| 6 months to 1 year | | | 81 | 12.68 |
| 1 year to 2 years | 1 | 100 | 98 | 15.34 |
| 2 years to 4 years | | | 94 | 14.71 |
| 4 years or more | | | 165 | 25.82 |
| Total | 1 | 100 | 639 | 100 |

Home address

| | 18–20 yr olds | 21 and over | % |
|-----------------------|---------------|-------------|------------|
| 0-20 miles | 1 | 205 | 20.6 |
| 21-50 miles | | 414 | 41.4 |
| Over 50 | | 133 | 13.3 |
| No fixed abode | | 96 | 9.6 |
| Postcode not verified | | 79 | 7.9 |
| Other | | 71 | 7.1 |
| Total | 1 | 998 | 100 |

| Main offence | 18–20 yr olds | 21 and over | % |
|-----------------------------------|---------------|-------------|------------|
| Violence against the person | | | |
| Sexual offences | | 110 | 11 |
| Burglary/robbery/theft | | 161 | 16.1 |
| Other offences against the person | | 269 | 26.9 |
| Murder | | 172 | 17.2 |
| Motoring offences | | 28 | 2.8 |
| Fraud and forgery | | 1 | 0.01 |
| Drugs offences | | 87 | 8.7 |
| Other offences | | 96 | 9.6 |
| Offences against the state | 1 | 41 | 4.2 |
| Criminal damage | | 27 | 2.7 |
| Not recorded on PRISM | | 6 | 0.06 |
| Total | 1 | 998 | 100 |

Maghaberry Prison Staff - Breakdown by Community Background & Gender at 01-05-15

| GRADES | PROTESTANT | | ROMAN CATHOLIC | | NON-DETERMINED | | MALE | | FEMALE | |
|--------------------------------|------------|--------------|----------------|--------------|----------------|-------------|------------|--------------|------------|--------------|
| | Number | % | Number | % | Number | % | Number | % | Number | % |
| Prison Grades | 522 | 80.4% | 73 | 11.2% | 54 | 8.3% | 488 | 75.2% | 161 | 24.8% |
| *General Service Grades | 99 | 77.9% | 24 | 18.9% | 4 | 3.1% | 41 | 30.8% | 92 | 69.2% |
| *TOTALS | 621 | 80.0% | 97 | 12.5% | 58 | 7.5% | 529 | 67.7% | 253 | 32.3% |

*There are 6 staff for whom we do not currently hold community background information.

Appendix 4 Summary of prisoner questionnaires and interviews

Prisoner survey methodology

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

Sampling

At the main site, the prisoner survey was conducted on a representative sample of the prison population. Using a robust statistical formula provided by a government department statistician we calculated the sample size required to ensure that our survey findings reflected the experiences of the entire population of the establishment⁷. Respondents were then randomly selected from a prisoner population printout using a stratified systematic sampling method. We also ensured that the proportion of black and minority ethnic prisoners in the sample reflected the proportion in the prison as a whole.

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

Distributing and collecting questionnaires

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

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

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

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

Survey response

At the time of the survey on 11 May 2015 the prisoner population at Maghaberry Prison was 988.

| Wing/unit | Population |
|------------------|------------|
| Main prison | 760 |
| Mourne complex | 144 |
| Roe (separated) | 43 |
| Bush (separated) | 30 |
| Burren House | 11 |
| Total | 988 |

⁷ 95% confidence interval with a sampling error of 3%. The formula assumes an 80% response rate (70% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

Main prison

Using the method described above, questionnaires were distributed to a sample of 217 prisoners within the main population. From the main population sample, we received a total of 175 completed questionnaires, a response rate of 81%. This included two questionnaires completed via interview. Twelve respondents refused to complete a questionnaire, 17 questionnaires were not returned and 13 were returned blank.

| Wing/unit | Number of completed survey returns |
|------------------|---|
| Bann | 26 |
| Bush | 20 |
| Erne | 16 |
| Foyle | 28 |
| Glen | 0 |
| Lagan | 30 |
| Quoile | 24 |
| Roe | 15 |
| Shimna | 9 |
| Health care | 3 |
| Segregation unit | 4 |

Mourne complex

Questionnaires were distributed to all prisoners in the Mourne complex⁸. From this unit, we received a total of 110 completed questionnaires, a response rate of 79%. This included three questionnaires completed via interview. Fourteen respondents refused to complete a questionnaire, eight questionnaires were not returned and seven were returned blank.

| Wing/unit | Number of completed survey returns |
|------------------|---|
| Braid | 87 |
| Wilson | 20 |
| Martin | 3 |

Roe (separated)

Questionnaires were distributed to all prisoners on Roe (separated). We received a total of five completed questionnaires, a response rate of 12%. Thirty-eight respondents refused to complete a questionnaire.

Bush (separated)

Questionnaires were distributed to all prisoners on Bush (separated). We received a total of 22 completed questionnaires, a response rate of 73%. Five respondents refused to complete a questionnaire and three questionnaires were not returned.

Burren House

Questionnaires were distributed to all prisoners at Burren House. We received a total of 11 completed questionnaires, a response rate of 100%.

Presentation of survey results and analyses

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

⁸

Surveys were not distributed to five prisoners who were not in the establishment on the day of the survey; three prisoners were out on ROTL, one in hospital, and one had been temporarily transferred to a different prison.

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

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant⁹ differences are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in prisoners' background details.

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

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

Owing to the small number of completed surveys no analyses have been conducted for Roe (separated) and Burren House and survey responses will not be published.

The following comparative analyses are presented:

Main prison

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

Mourne complex

- The current survey responses from Mourne complex in 2015 compared with responses from prisoners surveyed in all other Category C training prisons. This comparator is based on all responses from prisoner surveys carried out in 36 category C training prisons since April 2008.
- A comparison within the 2015 survey between the responses of prisoners in the Mourne complex and those in the main population.
- The current survey responses from Mourne complex in 2015 compared with the responses of prisoners surveyed in the Mourne complex in 2012.

⁹ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. Our significance level is set at 0.05 which means that there is only a 5% likelihood that the difference is due to chance.

- A comparison within the 2015 Mourne complex survey between the responses of prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2015 Mourne complex survey between those who are aged 50 and over and those under 50.
- A comparison within the 2015 Mourne complex survey between the responses of Catholic and Protestant prisoners.
- A comparison within the 2015 Mourne complex survey between those with UK citizenship and those without.

Bush unit

- A comparison within the 2015 survey between the responses of prisoners in Bush unit (separated) and those in the main population.

Survey summary

Main prison

Section I: About You

| | | |
|-------------|--|-----------|
| Q1.1 | What wing or houseblock are you currently living on? See shortened methodology | |
| Q1.2 | How old are you? | |
| | Under 21 | 1 (1%) |
| | 21 - 29 | 60 (36%) |
| | 30 - 39 | 55 (33%) |
| | 40 - 49 | 33 (20%) |
| | 50 - 59 | 10 (6%) |
| | 60 - 69 | 7 (4%) |
| | 70 and over | 2 (1%) |
| Q1.3 | Are you sentenced? | |
| | Yes..... | 76 (45%) |
| | Yes - on recall | 13 (8%) |
| | No - awaiting trial..... | 42 (25%) |
| | No - awaiting sentence | 36 (21%) |
| | No - awaiting deportation..... | 1 (1%) |
| Q1.4 | How long is your sentence? | |
| | Not sentenced..... | 79 (50%) |
| | Less than 6 months..... | 7 (4%) |
| | 6 months to less than 1 year | 11 (7%) |
| | 1 year to less than 2 years..... | 14 (9%) |
| | 2 years to less than 4 years | 11 (7%) |
| | 4 years to less than 10 years..... | 19 (12%) |
| | 10 years or more..... | 4 (3%) |
| | ICS/ ECS | 5 (3%) |
| | Life..... | 9 (6%) |
| Q1.5 | Do you hold UK citizenship? | |
| | Yes..... | 141 (83%) |
| | No | 28 (17%) |
| Q1.6 | Do you understand spoken English? | |
| | Yes..... | 167 (98%) |
| | No | 3 (2%) |
| Q1.7 | Do you understand written English? | |
| | Yes..... | 165 (97%) |
| | No | 5 (3%) |

| | | | |
|--------------|--|----------|--|
| Q1.8 | What is your ethnic origin? | | |
| | White - British..... | 77 (45%) | Asian or Asian British - Chinese..... 4 (2%) |
| | White - Irish..... | 77 (45%) | Asian or Asian British - other..... 0 (0%) |
| | White - other..... | 9 (5%) | Mixed race - white and black Caribbean..... 0 (0%) |
| | Black or black British - Caribbean..... | 0 (0%) | Mixed race - white and black African... 1 (1%) |
| | Black or black British - African..... | 0 (0%) | Mixed race - white and Asian..... 0 (0%) |
| | Black or black British - other..... | 0 (0%) | Mixed race - other..... 0 (0%) |
| | Asian or Asian British - Indian..... | 0 (0%) | Arab..... 0 (0%) |
| | Asian or Asian British - Pakistani..... | 0 (0%) | Other ethnic group..... 2 (1%) |
| | Asian or Asian British - Bangladeshi..... | 0 (0%) | |
| Q1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | | |
| | Yes..... | | 7 (4%) |
| | No..... | | 151 (96%) |
| Q1.10 | What is your religion? | | |
| | None..... | 15 (9%) | Buddhist..... 5 (3%) |
| | Church of Ireland..... | 9 (5%) | Hindu..... 0 (0%) |
| | Catholic..... | 77 (46%) | Jewish..... 2 (1%) |
| | Protestant..... | 34 (20%) | Muslim..... 0 (0%) |
| | Presbyterian..... | 16 (10%) | Sikh..... 0 (0%) |
| | Methodist..... | 0 (0%) | Other..... 1 (1%) |
| | Other Christian denomination..... | 9 (5%) | |
| Q1.11 | How would you describe your sexual orientation? | | |
| | Heterosexual/ Straight..... | | 164 (98%) |
| | Homosexual/Gay..... | | 3 (2%) |
| | Bisexual..... | | 1 (1%) |
| Q1.12 | Do you consider yourself to have a disability? (i.e. do you need help with any long term physical, mental or learning needs?) | | |
| | Yes..... | | 70 (41%) |
| | No..... | | 101 (59%) |
| Q1.13 | Are you a veteran (ex-armed services)? | | |
| | Yes..... | | 9 (5%) |
| | No..... | | 160 (95%) |
| Q1.14 | Is this your first time in prison? | | |
| | Yes..... | | 42 (25%) |
| | No..... | | 127 (75%) |
| Q1.15 | Do you have children under the age of 18? | | |
| | Yes..... | | 104 (62%) |
| | No..... | | 65 (38%) |

Section 2: Courts, transfers and escorts

| | | | |
|-------------|---|--|-----------|
| Q2.1 | On your most recent journey here, how long did you spend in the van? | | |
| | Less than 2 hours..... | | 120 (69%) |
| | 2 hours or longer..... | | 41 (24%) |
| | Don't remember..... | | 13 (7%) |

| | | |
|-------------|--|-----------|
| Q2.2 | On your most recent journey here, were you offered anything to eat or drink? | |
| | <i>My journey was less than two hours</i> | 120 (70%) |
| | Yes..... | 6 (3%) |
| | No | 40 (23%) |
| | Don't remember | 6 (3%) |
| Q2.3 | On your most recent journey here, were you offered a toilet break? | |
| | <i>My journey was less than two hours</i> | 120 (69%) |
| | Yes..... | 3 (2%) |
| | No | 45 (26%) |
| | Don't remember | 5 (3%) |
| Q2.4 | On your most recent journey here, was the van clean? | |
| | Yes..... | 80 (46%) |
| | No | 77 (45%) |
| | Don't remember | 16 (9%) |
| Q2.5 | On your most recent journey here, did you feel safe? | |
| | Yes..... | 104 (61%) |
| | No | 61 (36%) |
| | Don't remember | 6 (4%) |
| Q2.6 | On your most recent journey here, how were you treated by the escort staff? | |
| | <i>Very well</i> | 34 (20%) |
| | <i>Well</i> | 64 (37%) |
| | <i>Neither</i> | 42 (24%) |
| | <i>Badly</i> | 18 (10%) |
| | <i>Very badly</i> | 6 (3%) |
| | Don't remember | 9 (5%) |
| Q2.7 | Before you arrived, were you given anything or told that you were coming here? (please tick all that apply to you.) | |
| | <i>Yes, someone told me</i> | 123 (72%) |
| | <i>Yes, I received written information</i> | 6 (3%) |
| | <i>No, I was not told anything</i> | 35 (20%) |
| | Don't remember | 10 (6%) |
| Q2.8 | When you first arrived here did your property arrive at the same time as you? | |
| | Yes..... | 117 (70%) |
| | No | 38 (23%) |
| | Don't remember | 11 (7%) |

Section 3: Reception, first night and induction

| | | |
|-------------|--|----------|
| Q3.1 | How long were you in reception? | |
| | <i>Less than 2 hours</i> | 72 (42%) |
| | <i>2 hours or longer</i> | 85 (50%) |
| | Don't remember | 13 (8%) |
| Q3.2 | When you were searched, was this carried out in a respectful way? | |
| | Yes..... | 98 (58%) |
| | No | 57 (34%) |
| | Don't remember | 13 (8) |

| | | |
|-------------|---|-----------|
| Q3.3 | Overall, how were you treated in reception? | |
| | Very well | 28 (17%) |
| | Well..... | 64 (38%) |
| | Neither..... | 41 (25%) |
| | Badly | 17 (10%) |
| | Very badly..... | 11 (7%) |
| | Don't remember | 6 (4%) |
| Q3.4 | Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.) | |
| | Loss of property..... | 22 (13%) |
| | Housing problems..... | 37 (22%) |
| | Contacting employers..... | 10 (6%) |
| | Physical health | 45 (27%) |
| | Mental health..... | 70 (41%) |
| | Needing protection from other prisoners | 19 (11%) |
| | Contacting family..... | 52 (31%) |
| | Childcare..... | 5 (3%) |
| | Money worries | 55 (33%) |
| | Feeling depressed or suicidal..... | 50 (30%) |
| | Getting phone numbers..... | 47 (28%) |
| | Other..... | 9 (5%) |
| | Did not have any problems..... | 34 (20%) |
| Q3.5 | Did you receive any help/support from staff in dealing with these problems when you first arrived here? | |
| | Yes..... | 38 (24%) |
| | No | 89 (55%) |
| | Did not have any problems | 34 (21%) |
| Q3.6 | When you first arrived here, were you offered any of the following? (Please tick all that apply to you.) | |
| | Tobacco | 113 (66%) |
| | A shower | 109 (64%) |
| | A free telephone call | 113 (66%) |
| | Something to eat | 107 (63%) |
| | PIN phone credit..... | 73 (43%) |
| | Toiletries/basic items | 93 (54%) |
| | Did not receive anything | 11 (6%) |
| Q3.7 | When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.) | |
| | Chaplain | 92 (56%) |
| | Someone from health services | 92 (56%) |
| | A Listener/Samaritans | 38 (23%) |
| | Tuck shop/canteen | 78 (47%) |
| | Did not have access to any of these..... | 31 (19%) |
| Q3.8 | When you first arrived here, were you offered information on the following? (Please tick all that apply to you.) | |
| | What was going to happen to you | 52 (32%) |
| | What support was available for people feeling depressed or suicidal..... | 51 (31%) |
| | How to make routine requests (applications) | 36 (22%) |
| | Your entitlement to visits | 54 (33%) |
| | Health services | 60 (37%) |
| | Chaplaincy..... | 58 (36%) |
| | Not offered any information..... | 58 (36%) |
| Q3.9 | Did you feel safe on your first night here? | |
| | Yes..... | 101 (59%) |
| | No | 60 (35%) |
| | Don't remember | 9 (5%) |

| | | |
|--------------|---|----------|
| Q3.10 | How soon after you arrived here did you go on an induction course? | |
| | <i>Have not been on an induction course</i> | 32 (19%) |
| | <i>Within the first week</i> | 60 (36%) |
| | <i>More than a week</i> | 58 (35%) |
| | <i>Don't remember</i> | 18 (11%) |
| Q3.11 | Did the induction course cover everything you needed to know about the prison? | |
| | <i>Have not been on an induction course</i> | 32 (20%) |
| | <i>Yes</i> | 66 (41%) |
| | <i>No</i> | 48 (30%) |
| | <i>Don't remember</i> | 15 (9%) |
| Q3.12 | How soon after you arrived here did you receive an education ('skills for life') assessment? | |
| | <i>Did not receive an assessment</i> | 75 (46%) |
| | <i>Within the first week</i> | 13 (8%) |
| | <i>More than a week</i> | 53 (32%) |
| | <i>Don't remember</i> | 23 (14%) |

Section 4: Legal rights and respectful custody

| | | | | | | | |
|-------------|--|------------------|-------------|-------------------|------------------|-----------------------|------------|
| Q4.1 | How easy is it to... | | | | | | |
| | | <i>Very easy</i> | <i>Easy</i> | <i>Neither</i> | <i>Difficult</i> | <i>Very difficult</i> | <i>N/A</i> |
| | <i>Communicate with your solicitor or legal representative?</i> | 30 (19%) | 62 (39%) | 18 (11%) | 29 (18%) | 13 (8%) | 6 (4%) |
| | <i>Attend legal visits?</i> | 29 (19%) | 69 (46%) | 17 (11%) | 21 (14%) | 6 (4%) | 7 (5%) |
| | <i>Get bail information?</i> | 14 (10%) | 33 (23%) | 19 (13%) | 26 (18%) | 18 (13%) | 32 (23%) |
| Q4.2 | Have staff here ever opened letters from your solicitor or your legal representative when you were not with them? | | | | | | |
| | <i>Not had any letters</i> | | | | | 41 (26%) | |
| | <i>Yes</i> | | | | | 84 (53%) | |
| | <i>No</i> | | | | | 35 (22%) | |
| Q4.3 | Can you get legal books in the library? | | | | | | |
| | <i>Yes</i> | | | | | 34 (21%) | |
| | <i>No</i> | | | | | 26 (16%) | |
| | <i>Don't know</i> | | | | | 100 (63%) | |
| Q4.4 | Please answer the following questions about the wing/unit you are currently living on: | | | | | | |
| | | <i>Yes</i> | <i>No</i> | <i>Don't know</i> | | | |
| | <i>Do you normally have enough clean, suitable clothes for the week?</i> | 125 (78%) | 35(22%) | 1(1%) | | | |
| | <i>Are you normally able to have a shower every day?</i> | 63(39%) | 99 (61%) | 1(1%) | | | |
| | <i>Do you normally receive clean sheets every week?</i> | 110 (68%) | 45(28%) | 6(4%) | | | |
| | <i>Do you normally get cell cleaning materials every week?</i> | 88(54%) | 71(44%) | 3 (2%) | | | |
| | <i>Is your cell call bell normally answered within five minutes?</i> | 49 (30%) | 77 (48%) | 35 (22%) | | | |
| | <i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i> | 97(62%) | 60(38%) | 0 (0%) | | | |
| | <i>If you need to, can you normally get your stored property?</i> | 25(16%) | 82(53%) | 48 (31%) | | | |
| Q4.5 | What is the food like here? | | | | | | |
| | <i>Very good</i> | | | | | 6 (4%) | |
| | <i>Good</i> | | | | | 24 (14%) | |
| | <i>Neither</i> | | | | | 38 (23%) | |
| | <i>Bad</i> | | | | | 54 (33%) | |
| | <i>Very bad</i> | | | | | 44 (27%) | |

| | | |
|--------------|---|-----------|
| Q4.6 | Does the shop/canteen sell a wide enough range of goods to meet your needs? | |
| | Have not bought anything yet/don't know..... | 9 (5%) |
| | Yes..... | 91 (55%) |
| | No..... | 64 (39%) |
| Q4.7 | Can you speak to a Listener at any time, if you want to? | |
| | Yes..... | 66 (41%) |
| | No..... | 25 (15%) |
| | Don't know..... | 71 (44%) |
| Q4.8 | Are your religious beliefs respected? | |
| | Yes..... | 68 (42%) |
| | No..... | 38 (23%) |
| | Don't know/N/A..... | 56 (35%) |
| Q4.9 | Are you able to speak to a Chaplain of your faith in private if you want to? | |
| | Yes..... | 101 (61%) |
| | No..... | 14 (8%) |
| | Don't know/N/A..... | 51 (31%) |
| Q4.10 | How easy or difficult is it for you to attend religious services? | |
| | I don't want to attend..... | 32 (20%) |
| | Very easy..... | 34 (21%) |
| | Easy..... | 28 (17%) |
| | Neither..... | 19 (12%) |
| | Difficult..... | 21 (13%) |
| | Very difficult..... | 6 (4%) |
| | Don't know..... | 23 (14%) |

Section 5: Applications and complaints

| | | |
|-------------|--|--------------------------------------|
| Q5.1 | Is it easy to make an application? | |
| | Yes..... | 84 (52%) |
| | No..... | 35 (21%) |
| | Don't know..... | 44 (27%) |
| Q5.2 | Please answer the following questions about applications (If you have not made an application please tick the 'not made one' option). | |
| | | Not made one Yes No |
| | Are applications dealt with fairly? | 48 (32%) 31 (21%) 70 (47%) |
| | Are applications dealt with quickly (within seven days)? | 48 (34%) 34 (24%) 59 (42%) |
| Q5.3 | Is it easy to make a complaint? | |
| | Yes..... | 83 (54%) |
| | No..... | 30 (19%) |
| | Don't know..... | 41 (27%) |
| Q5.4 | Please answer the following questions about complaints (If you have not made a complaint please tick the 'not made one' option). | |
| | | Not made one Yes No |
| | Are complaints dealt with fairly? | 62 (40%) 23 (15%) 71 (46%) |
| | Are complaints dealt with quickly (within seven days)? | 62 (41%) 36 (24%) 53 (35%) |
| Q5.5 | Have you ever been prevented from making a complaint when you wanted to? | |
| | Yes..... | 42 (29%) |
| | No..... | 103 (71%) |

| | | |
|-------------|---|----------|
| Q5.6 | How easy or difficult is it for you to see the Independent Monitoring Board (IMB)? | |
| | <i>Don't know who they are</i> | 85 (54%) |
| | <i>Very easy</i> | 8 (5%) |
| | <i>Easy</i> | 18 (11%) |
| | <i>Neither</i> | 14 (9%) |
| | <i>Difficult</i> | 15 (10%) |
| | <i>Very difficult</i> | 17 (11%) |

Section 6: Progressive regimes and earned privileges scheme

| | | |
|-------------|--|-----------|
| Q6.1 | Have you been treated fairly in your experience of the progressive regimes and earned privileges (PREP) scheme? (This refers to enhanced, standard and basic levels.) | |
| | <i>Don't know what the PREP scheme is</i> | 35 (22%) |
| | <i>Yes</i> | 56 (35%) |
| | <i>No</i> | 54 (34%) |
| | <i>Don't know</i> | 15 (9%) |
| Q6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels) | |
| | <i>Don't know what the PREP scheme is</i> | 35 (22%) |
| | <i>Yes</i> | 60 (38%) |
| | <i>No</i> | 45 (29%) |
| | <i>Don't know</i> | 16 (10%) |
| Q6.3 | In the last six months have any members of staff physically restrained you (C&R)? | |
| | <i>Yes</i> | 26 (16%) |
| | <i>No</i> | 135 (84%) |
| Q6.4 | If you have spent a night in the segregation and separation unit (SSU) in the last six months, how were you treated by staff? | |
| | <i>I have not been to the SSU in the last 6 months</i> | 122 (79%) |
| | <i>Very well</i> | 3 (2%) |
| | <i>Well</i> | 3 (2%) |
| | <i>Neither</i> | 7 (5%) |
| | <i>Badly</i> | 4 (3%) |
| | <i>Very badly</i> | 15 (10%) |

Section 7: Relationships with staff

| | | |
|-------------|--|-----------|
| Q7.1 | Do most staff treat you with respect? | |
| | <i>Yes</i> | 116 (73%) |
| | <i>No</i> | 44 (28%) |
| Q7.2 | Is there a member of staff you can turn to for help if you have a problem? | |
| | <i>Yes</i> | 93 (59%) |
| | <i>No</i> | 64 (41%) |
| Q7.3 | Has a member of staff checked on you personally in the last week to see how you are getting on? | |
| | <i>Yes</i> | 42 (26%) |
| | <i>No</i> | 120 (74%) |

| | | |
|-------------|---|-----------|
| Q7.4 | How often do staff normally speak to you during association? | |
| | <i>Do not go on association</i> | 26 (16%) |
| | <i>Never</i> | 37 (23%) |
| | <i>Rarely</i> | 28 (17%) |
| | <i>Some of the time</i> | 33 (20%) |
| | <i>Most of the time</i> | 25 (15%) |
| | <i>All of the time</i> | 14 (9%) |
| Q7.5 | When did you first meet your personal (named) officer? | |
| | <i>I have not met him/her</i> | 101 (63%) |
| | <i>In the first week</i> | 11 (7%) |
| | <i>More than a week</i> | 26 (16%) |
| | <i>Don't remember</i> | 23 (14%) |
| Q7.6 | How helpful is your personal (named) officer? | |
| | <i>Do not have a personal officer/I have not met him/her</i> | 101 (63%) |
| | <i>Very helpful</i> | 12 (8%) |
| | <i>Helpful</i> | 16 (10%) |
| | <i>Neither</i> | 10 (6%) |
| | <i>Not very helpful</i> | 10 (6%) |
| | <i>Not at all helpful</i> | 11 (7%) |

Section 8: Safety

| | | |
|-------------|--|-----------|
| Q8.1 | Have you ever felt unsafe here? | |
| | <i>Yes</i> | 99 (60%) |
| | <i>No</i> | 66 (40%) |
| Q8.2 | Do you feel unsafe now? | |
| | <i>Yes</i> | 39 (24%) |
| | <i>No</i> | 121 (76%) |
| Q8.3 | In which areas have you felt unsafe? (Please tick all that apply to you.) | |
| | <i>Never felt unsafe</i> | 66 (43%) |
| | <i>Everywhere</i> | 27 (17%) |
| | <i>SSU</i> | 13 (8%) |
| | <i>Association areas</i> | 30 (19%) |
| | <i>Reception area</i> | 12 (8%) |
| | <i>At the gym</i> | 14 (9%) |
| | <i>In an exercise yard</i> | 30 (19%) |
| | <i>At work</i> | 6 (4%) |
| | <i>During movement</i> | 27 (17%) |
| | <i>At education</i> | 10 (6%) |
| | <i>At meal times</i> | 8 (5%) |
| | <i>At health services</i> | 10 (6%) |
| | <i>Visits area</i> | 14 (9%) |
| | <i>In wing showers</i> | 17 (11%) |
| | <i>In gym showers</i> | 8 (5%) |
| | <i>In corridors/stairwells</i> | 15 (10%) |
| | <i>On your landing/wing</i> | 20 (13%) |
| | <i>In your cell</i> | 14 (9%) |
| | <i>At religious services</i> | 6 (4%) |
| Q8.4 | Have you been victimised by other prisoners here? | |
| | <i>Yes</i> | 63 (38%) |
| | <i>No</i> | 101 (62%) |

Q8.5 If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)

| | |
|---|----------|
| <i>Insulting remarks (about you or your family or friends)</i> | 28 (17%) |
| <i>Physical abuse (being hit, kicked or assaulted)</i> | 15 (9%) |
| <i>Sexual abuse</i> | 5 (3%) |
| <i>Feeling threatened or intimidated</i> | 34 (21%) |
| <i>Having your canteen/property taken</i> | 5 (3%) |
| <i>Medication</i> | 15 (9%) |
| <i>Debt</i> | 8 (5%) |
| <i>Drugs</i> | 12 (7%) |
| <i>Your race or ethnic origin</i> | 11 (7%) |
| <i>Your religion/religious beliefs</i> | 18 (11%) |
| <i>Your nationality</i> | 13 (8%) |
| <i>You are from a different part of the country than others</i> | 5 (3%) |
| <i>You are from a traveller community</i> | 3 (2%) |
| <i>Your sexual orientation</i> | 3 (2%) |
| <i>Your age</i> | 4 (2%) |
| <i>You have a disability</i> | 9 (5%) |
| <i>You were new here</i> | 11 (7%) |
| <i>Your offence/ crime</i> | 19 (12%) |
| <i>Gang related issues</i> | 7 (4%) |

Q8.6 Have you been victimised by staff here?

| | |
|-----------|----------|
| Yes | 73 (44%) |
| No | 92 (56%) |

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

| | |
|---|----------|
| <i>Insulting remarks (about you or your family or friends)</i> | 21 (13%) |
| <i>Physical abuse (being hit, kicked or assaulted)</i> | 15 (9%) |
| <i>Sexual abuse</i> | 3 (2%) |
| <i>Feeling threatened or intimidated</i> | 29 (18%) |
| <i>Medication</i> | 16 (10%) |
| <i>Debt</i> | 4 (2%) |
| <i>Drugs</i> | 3 (2%) |
| <i>Your race or ethnic origin</i> | 8 (5%) |
| <i>Your religion/religious beliefs</i> | 17 (10%) |
| <i>Your nationality</i> | 16 (10%) |
| <i>You are from a different part of the country than others</i> | 5 (3%) |
| <i>You are from a traveller community</i> | 2 (1%) |
| <i>Your sexual orientation</i> | 0 (0%) |
| <i>Your age</i> | 3 (2%) |
| <i>You have a disability</i> | 11 (7%) |
| <i>You were new here</i> | 7 (4%) |
| <i>Your offence/ crime</i> | 17 (10%) |
| <i>Gang related issues</i> | 4 (2%) |

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

| | |
|----------------------------------|----------|
| <i>Not been victimised</i> | 73 (51%) |
| Yes | 23 (16%) |
| No | 48 (33%) |

Section 9: Health services

| | | | | | | | |
|-------------|---|-------------------|------------------|-------------|----------------|------------------|-----------------------|
| Q9.1 | How easy or difficult is it to see the following people? | | | | | | |
| | | <i>Don't know</i> | <i>Very easy</i> | <i>Easy</i> | <i>Neither</i> | <i>Difficult</i> | <i>Very difficult</i> |
| | The doctor | 15 (9%) | 10 (6%) | 18 (11%) | 15 (9%) | 55 (35%) | 45 (28%) |
| | The nurse | 10 (7%) | 20 (13%) | 33 (22%) | 21 (14%) | 39 (26%) | 28 (19%) |
| | The dentist | 25 (17%) | 7 (5%) | 5 (3%) | 8 (5%) | 31 (21%) | 74 (49%) |
| Q9.2 | What do you think of the quality of the health service from the following people? | | | | | | |
| | | <i>Not been</i> | <i>Very good</i> | <i>Good</i> | <i>Neither</i> | <i>Bad</i> | <i>Very bad</i> |
| | The doctor | 18 (12%) | 14 (9%) | 26 (17%) | 22 (14%) | 27 (17%) | 49 (31%) |
| | The nurse | 10 (7%) | 26 (17%) | 38 (25%) | 22 (15%) | 23 (15%) | 32 (21%) |
| | The dentist | 54 (37%) | 9 (6%) | 20 (14%) | 16 (11%) | 12 (8%) | 34 (23%) |
| Q9.3 | What do you think of the overall quality of the health services here? | | | | | | |
| | <i>Not been</i> | | | | | | 7 (5%) |
| | <i>Very good</i> | | | | | | 12 (8%) |
| | <i>Good</i> | | | | | | 29 (19%) |
| | <i>Neither</i> | | | | | | 33 (22%) |
| | <i>Bad</i> | | | | | | 20 (13%) |
| | <i>Very bad</i> | | | | | | 51 (34%) |
| Q9.4 | Are you currently taking medication? | | | | | | |
| | Yes..... | | | | | | 110 (70%) |
| | No | | | | | | 48 (30%) |
| Q9.5 | If you are taking medication, are you allowed to keep some/all of it in your own cell? | | | | | | |
| | <i>Not taking medication</i> | | | | | | 48 (31%) |
| | <i>Yes, all my meds</i> | | | | | | 72 (46%) |
| | <i>Yes, some of my meds</i> | | | | | | 20 (13%) |
| | <i>No</i> | | | | | | 17 (11%) |
| Q9.6 | Do you have any emotional or mental health problems? | | | | | | |
| | Yes..... | | | | | | 91 (58%) |
| | No | | | | | | 65 (42%) |
| Q9.7 | Are you being helped/ supported by anyone in this prison? (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff.) | | | | | | |
| | <i>Do not have any emotional or mental health problems</i> | | | | | | 65 (43%) |
| | Yes..... | | | | | | 29 (19%) |
| | No | | | | | | 58 (38%) |

Section 10: Drugs and alcohol

| | | |
|--------------|--|-----------|
| Q10.1 | Did you have a problem with drugs when you came into this prison? | |
| | Yes..... | 58 (37%) |
| | No | 98 (63%) |
| Q10.2 | Did you have a problem with alcohol when you came into this prison? | |
| | Yes..... | 48 (31%) |
| | No | 105 (69%) |
| Q10.3 | Is it easy or difficult to get illegal drugs in this prison? | |
| | <i>Very easy</i> | 56 (36%) |
| | <i>Easy</i> | 22 (14%) |
| | <i>Neither</i> | 11 (7%) |
| | <i>Difficult</i> | 5 (3%) |
| | <i>Very difficult</i> | 12 (8%) |
| | <i>Don't know</i> | 49 (32%) |

| | | |
|--------------|---|-----------|
| Q10.4 | Is it easy or difficult to get alcohol in this prison? | |
| | Very easy | 13 (8%) |
| | Easy..... | 18 (12%) |
| | Neither..... | 10 (6%) |
| | Difficult | 13 (8%) |
| | Very difficult | 27 (17%) |
| | Don't know..... | 74 (48%) |
| Q10.5 | Have you developed a problem with illegal drugs since you have been in this prison? | |
| | Yes..... | 22 (14%) |
| | No | 133 (86%) |
| Q10.6 | Have you developed a problem with diverted medication since you have been in this prison? | |
| | Yes..... | 18 (12%) |
| | No | 133 (88%) |
| Q10.7 | Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison? | |
| | Did not/do not have a drug problem..... | 91 (60%) |
| | Yes..... | 27 (18%) |
| | No | 34 (22%) |
| Q10.8 | Have you received any support or help (for example substance misuse teams for your alcohol problem, whilst in this prison? | |
| | Did not/do not have an alcohol problem | 105 (69%) |
| | Yes..... | 16 (10%) |
| | No | 32 (21%) |
| Q10.9 | Was the support or help you received, whilst in this prison, helpful? | |
| | Did not have a problem/ did not receive help..... | 116 (79%) |
| | Yes..... | 20 (14%) |
| | No | 11 (7%) |

Section 11: Activities

| | | | | | | | |
|--------------|---|--------------------------|------------------|-------------|-------------------|------------------|-----------------------|
| Q11.1 | How easy or difficult is it to get into the following activities, in this prison? | | | | | | |
| | | <i>Don't know</i> | <i>Very Easy</i> | <i>Easy</i> | <i>Neither</i> | <i>Difficult</i> | <i>Very difficult</i> |
| | Prison job | 33 (21%) | 11 (7%) | 19 (12%) | 17 (11%) | 34 (22%) | 43 (27%) |
| | Vocational or skills training | 42 (28%) | 7 (5%) | 23 (16%) | 15 (10%) | 31 (21%) | 30 (20%) |
| | Education (including basic skills) | 34 (23%) | 11 (7%) | 25 (17%) | 22 (15%) | 23 (16%) | 32 (22%) |
| | Offending behaviour programmes | 68 (46%) | 5 (3%) | 13 (9%) | 17 (11%) | 15 (10%) | 30 (20%) |
| Q11.2 | Are you currently involved in the following? (Please tick all that apply to you.) | | | | | | |
| | Not involved in any of these | | | | | 82 (53%) | |
| | Prison job..... | | | | | 44 (28%) | |
| | Vocational or skills training..... | | | | | 14 (9%) | |
| | Education (including basic skills)..... | | | | | 44 (28%) | |
| | Offending behaviour programmes..... | | | | | 5 (3%) | |
| Q11.3 | If you have been involved in any of the following, while in this prison, do you think they will help you on release? | | | | | | |
| | | <i>Not been involved</i> | <i>Yes</i> | <i>No</i> | <i>Don't know</i> | | |
| | Prison job | 64 (46%) | 29 (21%) | 31 (22%) | 15 (11%) | | |
| | Vocational or skills training | 64 (58%) | 21 (19%) | 12 (11%) | 13 (12%) | | |
| | Education (including basic skills) | 55 (45%) | 41 (33%) | 12 (10%) | 15 (12%) | | |
| | Offending behaviour programmes | 68 (62%) | 16 (15%) | 9 (8%) | 16 (15%) | | |

| | | |
|--------------|--|----------|
| Q11.4 | How often do you usually go to the library? | |
| | <i>Don't want to go</i> | 30 (19%) |
| | <i>Never</i> | 71 (45%) |
| | <i>Less than once a week</i> | 33 (21%) |
| | <i>About once a week</i> | 19 (12%) |
| | <i>More than once a week</i> | 4 (3%) |
| Q11.5 | Does the library have a wide enough range of materials to meet your needs? | |
| | <i>Don't use it</i> | 75 (48%) |
| | <i>Yes</i> | 28 (18%) |
| | <i>No</i> | 52 (34%) |
| Q11.6 | How many times do you usually go to the gym each week? | |
| | <i>Don't want to go</i> | 50 (33%) |
| | <i>0</i> | 39 (26%) |
| | <i>1 to 2</i> | 15 (10%) |
| | <i>3 to 5</i> | 43 (29%) |
| | <i>More than 5</i> | 3 (2%) |
| Q11.7 | How many times do you usually go outside for exercise each week? | |
| | <i>Don't want to go</i> | 16 (10%) |
| | <i>0</i> | 19 (12%) |
| | <i>1 to 2</i> | 45 (29%) |
| | <i>3 to 5</i> | 34 (22%) |
| | <i>More than 5</i> | 40 (26%) |
| Q11.8 | How many times do you usually have association each week? | |
| | <i>Don't want to go</i> | 16 (11%) |
| | <i>0</i> | 12 (8%) |
| | <i>1 to 2</i> | 33 (23%) |
| | <i>3 to 5</i> | 42 (29%) |
| | <i>More than 5</i> | 43 (29%) |
| Q11.9 | How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc) | |
| | <i>Less than 2 hours</i> | 62 (41%) |
| | <i>2 to less than 4 hours</i> | 31 (20%) |
| | <i>4 to less than 6 hours</i> | 21 (14%) |
| | <i>6 to less than 8 hours</i> | 18 (12%) |
| | <i>8 to less than 10 hours</i> | 2 (1%) |
| | <i>10 hours or more</i> | 10 (7%) |
| | <i>Don't know</i> | 9 (6%) |

Section 12: Contact with family and friends

| | | |
|--------------|---|----------|
| Q12.1 | Have staff supported you and helped you to maintain contact with your family/friends while in this prison? | |
| | <i>Yes</i> | 58 (39%) |
| | <i>No</i> | 92 (61%) |
| Q12.2 | Have you had any problems with sending or receiving mail (letters or parcels)? | |
| | <i>Yes</i> | 67 (44%) |
| | <i>No</i> | 84 (56%) |
| Q12.3 | Have you had any problems getting access to the telephones? | |
| | <i>Yes</i> | 72 (48%) |
| | <i>No</i> | 78 (52%) |

| | | |
|--------------|---|----------|
| Q12.4 | How easy or difficult is it for your family and friends to get here? | |
| | <i>I don't get visits</i> | 27 (18%) |
| | <i>Very easy</i> | 15 (10%) |
| | <i>Easy</i> | 28 (19%) |
| | <i>Neither</i> | 11 (7%) |
| | <i>Difficult</i> | 36 (24%) |
| | <i>Very difficult</i> | 30 (20%) |
| | <i>Don't know</i> | 4 (3%) |

Section 13: Preparation for release

| | | |
|--------------|--|----------|
| Q13.1 | Do you have a named offender manager (home probation officer) in the probation service? | |
| | <i>Not sentenced</i> | 79 (50%) |
| | <i>Yes</i> | 46 (29%) |
| | <i>No</i> | 33 (21%) |

| | | |
|--------------|--|-----------|
| Q13.2 | What type of contact have you had with your offender manager since being in prison? | |
| | <i>Not sentenced/NA</i> | 112 (71%) |
| | <i>No contact</i> | 19 (12%) |
| | <i>Letter</i> | 1 (1%) |
| | <i>Phone</i> | 1 (1%) |
| | <i>Visit</i> | 25 (16%) |

| | | |
|--------------|--|-----------|
| Q13.3 | Do you have a named offender supervisor in this prison? | |
| | <i>Yes</i> | 42 (29%) |
| | <i>No</i> | 104 (71%) |

| | | |
|--------------|-------------------------------------|----------|
| Q13.4 | Do you have a sentence plan? | |
| | <i>Not sentenced</i> | 79 (51%) |
| | <i>Yes</i> | 39 (25%) |
| | <i>No</i> | 38 (24%) |

| | | |
|--------------|--|-----------|
| Q13.5 | How involved were you in the development of your sentence plan? | |
| | <i>Do not have a sentence plan/not sentenced</i> | 117 (74%) |
| | <i>Very involved</i> | 13 (8%) |
| | <i>Involved</i> | 11 (7%) |
| | <i>Neither</i> | 10 (6%) |
| | <i>Not very involved</i> | 3 (2%) |
| | <i>Not at all involved</i> | 5 (3%) |

| | | |
|--------------|--|-----------|
| Q13.6 | Who is working with you to achieve your sentence plan targets? (please tick all that apply to you.) | |
| | <i>Do not have a sentence plan/ not sentenced</i> | 117 (76%) |
| | <i>Nobody</i> | 12 (8%) |
| | <i>Offender supervisor</i> | 5 (3%) |
| | <i>Offender manager</i> | 16 (10%) |
| | <i>Named/personal officer</i> | 7 (5%) |
| | <i>Staff from other departments</i> | 8 (5%) |

| | | |
|--------------|--|-----------|
| Q13.7 | Can you achieve any of your sentence plan targets in this prison? | |
| | <i>Do not have a sentence plan/ not sentenced</i> | 117 (75%) |
| | <i>Yes</i> | 22 (14%) |
| | <i>No</i> | 11 (7%) |
| | <i>Don't know</i> | 7 (4%) |

Q13.8 Are there plans for you to achieve any of your sentence plan targets in another prison?
 Do not have a sentence plan/not sentenced 117 (75%)
 Yes..... 7 (4%)
 No 20 (13%)
 Don't know..... 13 (8%)

Q13.9 Are there plans for you to achieve any of your sentence plan targets in the community?
 Do not have a sentence plan/ not sentenced 117 (75%)
 Yes..... 10 (6%)
 No 13 (8%)
 Don't know..... 16 (10%)

Q13.10 Do you have a needs based custody plan?
 Yes 9 (6%)
 No 76 (52%)
 Don't know..... 62 (42%)

Q13.11 Do you feel that any member of staff has helped you to prepare for your release?
 Yes..... 16 (11%)
 No 124 (89%)

**Q13.12 Do you know of anyone in this prison who can help you with the following on release?
 (please tick all that apply to you.)**

| | Do not need help | Yes | No |
|-------------------|------------------|----------|----------|
| Employment | 31 (23%) | 22 (16%) | 81 (60%) |
| Accommodation | 29 (21%) | 37 (27%) | 72 (52%) |
| Benefits | 25 (18%) | 37 (26%) | 78 (56%) |
| Finances | 28 (21%) | 22 (17%) | 83 (62%) |
| Education | 27 (20%) | 26 (20%) | 80 (60%) |
| Drugs and alcohol | 34 (25%) | 37 (27%) | 64 (47%) |

Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?
 Not sentenced..... 79 (51%)
 Yes..... 29 (19%)
 No 46 (30%)

Section I: About You

| | | | |
|-------------|--|-----|-------|
| Q1.1 | What wing or houseblock are you currently living on? See shortened methodology | | |
| Q1.2 | How old are you? | | |
| | Under 21 | 0 | (0%) |
| | 21 - 29 | 28 | (27%) |
| | 30 - 39 | 27 | (26%) |
| | 40 - 49 | 18 | (17%) |
| | 50 - 59 | 24 | (23%) |
| | 60 - 69 | 8 | (8%) |
| | 70 and over..... | 0 | (0%) |
| Q1.3 | Are you sentenced? | | |
| | Yes..... | 94 | (89%) |
| | Yes - on recall | 11 | (10%) |
| | No - awaiting trial..... | 1 | (1%) |
| | No - awaiting sentence | 0 | (0%) |
| | No - awaiting deportation..... | 0 | (0%) |
| Q1.4 | How long is your sentence? | | |
| | Not sentenced..... | 1 | (1%) |
| | Less than 6 months..... | 4 | (4%) |
| | 6 months to less than 1 year | 9 | (8%) |
| | 1 year to less than 2 years..... | 3 | (3%) |
| | 2 years to less than 4 years | 14 | (13%) |
| | 4 years to less than 10 years..... | 7 | (7%) |
| | 10 years or more..... | 5 | (5%) |
| | ICS/ ECS | 6 | (6%) |
| | Life..... | 57 | (54%) |
| Q1.5 | Do you hold UK citizenship? | | |
| | Yes..... | 95 | (90%) |
| | No | 11 | (10%) |
| Q1.6 | Do you understand spoken English? | | |
| | Yes..... | 104 | (98%) |
| | No | 2 | (2%) |
| Q1.7 | Do you understand written English? | | |
| | Yes..... | 104 | (98%) |
| | No | 2 | (2%) |
| Q1.8 | What is your ethnic origin? | | |
| | White - British | 63 | (57%) |
| | White - Irish | 32 | (29%) |
| | White - other..... | 7 | (6%) |
| | Black or black British - Caribbean..... | 0 | (0%) |
| | Black or black British - African | 1 | (1%) |
| | Black or black British - other | 0 | (0%) |
| | Asian or Asian British - Indian..... | 0 | (0%) |
| | Asian or Asian British - Pakistani..... | 0 | (0%) |
| | Asian or Asian British - Bangladeshi..... | 0 | (0%) |
| | Asian or Asian British - Chinese..... | 3 | (3%) |
| | Asian or Asian British - other | 0 | (0%) |
| | Mixed race - white and black Caribbean | 1 | (1%) |
| | Mixed race - white and black African... | 1 | (1%) |
| | Mixed race - white and Asian..... | 1 | (1%) |
| | Mixed race - other | 0 | (0%) |
| | Arab..... | 0 | (0%) |
| | Other ethnic group | 1 | (1%) |

| | | | |
|--------------|--|----------|----------------------|
| Q1.9 | Do you consider yourself to be Gypsy/Romany/Traveller? | | |
| | Yes..... | | 3 (3%) |
| | No..... | | 99 (97%) |
| Q1.10 | What is your religion? | | |
| | None..... | 16 (15%) | Buddhist..... 1 (1%) |
| | Church of Ireland..... | 8 (7%) | Hindu..... 0 (0%) |
| | Catholic..... | 31 (29%) | Jewish..... 0 (0%) |
| | Protestant..... | 34 (31%) | Muslim..... 1 (1%) |
| | Presbyterian..... | 5 (5%) | Sikh..... 0 (0%) |
| | Methodist..... | 2 (2%) | Other..... 2 (2%) |
| | Other Christian denomination..... | 8 (7%) | |
| Q1.11 | How would you describe your sexual orientation? | | |
| | Heterosexual/Straight..... | | 107 (98%) |
| | Homosexual/Gay..... | | 2 (2%) |
| | Bisexual..... | | 0 (0%) |
| Q1.12 | Do you consider yourself to have a disability? (i.e. do you need help with any long term physical, mental or learning needs?) | | |
| | Yes..... | | 37 (34%) |
| | No..... | | 73 (66%) |
| Q1.13 | Are you a veteran (ex-armed services)? | | |
| | Yes..... | | 11 (10%) |
| | No..... | | 98 (90%) |
| Q1.14 | Is this your first time in prison? | | |
| | Yes..... | | 40 (36%) |
| | No..... | | 70 (64%) |
| Q1.15 | Do you have children under the age of 18? | | |
| | Yes..... | | 54 (50%) |
| | No..... | | 55 (50%) |

Section 2: Courts, transfers and escorts

| | | | |
|-------------|---|--|----------|
| Q2.1 | On your most recent journey here, how long did you spend in the van? | | |
| | Less than 2 hours..... | | 62 (60%) |
| | 2 hours or longer..... | | 21 (20%) |
| | Don't remember..... | | 21 (20%) |
| Q2.2 | On your most recent journey here, were you offered anything to eat or drink? | | |
| | My journey was less than two hours..... | | 62 (60%) |
| | Yes..... | | 3 (3%) |
| | No..... | | 30 (29%) |
| | Don't remember..... | | 9 (9%) |
| Q2.3 | On your most recent journey here, were you offered a toilet break? | | |
| | My journey was less than two hours..... | | 62 (58%) |
| | Yes..... | | 5 (5%) |
| | No..... | | 31 (29%) |
| | Don't remember..... | | 8 (8%) |
| Q2.4 | On your most recent journey here, was the van clean? | | |
| | Yes..... | | 42 (39%) |
| | No..... | | 52 (49%) |
| | Don't remember..... | | 13 (12%) |

| | | |
|-------------|--|----------|
| Q2.5 | On your most recent journey here, did you feel safe? | |
| | Yes..... | 75 (70%) |
| | No..... | 26 (24%) |
| | Don't remember..... | 6 (6%) |
| Q2.6 | On your most recent journey here, how were you treated by the escort staff? | |
| | Very well..... | 16 (15%) |
| | Well..... | 36 (34%) |
| | Neither..... | 37 (35%) |
| | Badly..... | 6 (6%) |
| | Very badly..... | 4 (4%) |
| | Don't remember..... | 8 (7%) |
| Q2.7 | Before you arrived, were you given anything or told that you were coming here? (please tick all that apply to you.) | |
| | Yes, someone told me..... | 63 (60%) |
| | Yes, I received written information..... | 8 (8%) |
| | No, I was not told anything..... | 23 (22%) |
| | Don't remember..... | 13 (12%) |
| Q2.8 | When you first arrived here did your property arrive at the same time as you? | |
| | Yes..... | 60 (58%) |
| | No..... | 37 (36%) |
| | Don't remember..... | 7 (7%) |

Section 3: Reception, first night and induction

| | | | | |
|-------------|---|----------|--|----------|
| Q3.1 | How long were you in reception? | | | |
| | Less than 2 hours..... | 32 (30%) | | |
| | 2 hours or longer..... | 55 (52%) | | |
| | Don't remember..... | 19 (18%) | | |
| Q3.2 | When you were searched, was this carried out in a respectful way? | | | |
| | Yes..... | 59 (56%) | | |
| | No..... | 43 (41%) | | |
| | Don't remember..... | 4 (4%) | | |
| Q3.3 | Overall, how were you treated in reception? | | | |
| | Very well..... | 13 (12%) | | |
| | Well..... | 41 (38%) | | |
| | Neither..... | 34 (31%) | | |
| | Badly..... | 9 (8%) | | |
| | Very badly..... | 5 (5%) | | |
| | Don't remember..... | 6 (6%) | | |
| Q3.4 | Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.) | | | |
| | Loss of property..... | 20 (19%) | Physical health..... | 25 (24%) |
| | Housing problems..... | 12 (12%) | Mental health..... | 34 (33%) |
| | Contacting employers..... | 3 (3%) | Needing protection from other prisoners..... | 12 (12%) |
| | Contacting family..... | 27 (26%) | Getting phone numbers..... | 36 (35%) |
| | Childcare..... | 4 (4%) | Other..... | 5 (5%) |
| | Money worries..... | 27 (26%) | Did not have any problems..... | 21 (20%) |
| | Feeling depressed or suicidal..... | 37 (36%) | | |

| | | |
|--------------|---|----------|
| Q3.5 | Did you receive any help/support from staff in dealing with these problems when you first arrived here? | |
| | Yes..... | 25 (24%) |
| | No | 57 (55%) |
| | Did not have any problems | 21 (20%) |
| Q3.6 | When you first arrived here, were you offered any of the following? (Please tick all that apply to you.) | |
| | Tobacco | 54 (51%) |
| | A shower..... | 70 (66%) |
| | A free telephone call | 59 (56%) |
| | Something to eat | 59 (56%) |
| | PIN phone credit..... | 44 (42%) |
| | Toiletries/ basic items..... | 51 (48%) |
| | Did not receive anything | 15 (14%) |
| Q3.7 | When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.) | |
| | Chaplain | 51 (52%) |
| | Someone from health services | 55 (56%) |
| | A Listener/Samaritans | 18 (18%) |
| | Tuck shop/ canteen..... | 39 (39%) |
| | Did not have access to any of these..... | 23 (23%) |
| Q3.8 | When you first arrived here, were you offered information on the following? (Please tick all that apply to you.) | |
| | What was going to happen to you | 45 (45%) |
| | What support was available for people feeling depressed or suicidal..... | 26 (26%) |
| | How to make routine requests (applications) | 32 (32%) |
| | Your entitlement to visits | 35 (35%) |
| | Health services | 36 (36%) |
| | Chaplaincy..... | 37 (37%) |
| | Not offered any information..... | 37 (37%) |
| Q3.9 | Did you feel safe on your first night here? | |
| | Yes..... | 60 (56%) |
| | No | 41 (38%) |
| | Don't remember | 6 (6%) |
| Q3.10 | How soon after you arrived here did you go on an induction course? | |
| | Have not been on an induction course | 29 (28%) |
| | Within the first week | 33 (31%) |
| | More than a week..... | 28 (27%) |
| | Don't remember | 15 (14%) |
| Q3.11 | Did the induction course cover everything you needed to know about the prison? | |
| | Have not been on an induction course | 29 (28%) |
| | Yes..... | 27 (26%) |
| | No | 26 (25%) |
| | Don't remember | 22 (21%) |
| Q3.12 | How soon after you arrived here did you receive an education ('skills for life') assessment? | |
| | Did not receive an assessment..... | 32 (31%) |
| | Within the first week | 8 (8%) |
| | More than a week..... | 33 (32%) |
| | Don't remember | 30 (29%) |

Section 4: Legal rights and respectful custody

| | | | | | | | |
|-------------|--|------------------|-------------|-------------------|------------------|-----------------------|------------|
| Q4.1 | How easy is it to... | | | | | | |
| | | <i>Very easy</i> | <i>Easy</i> | <i>Neither</i> | <i>Difficult</i> | <i>Very difficult</i> | <i>N/A</i> |
| | <i>Communicate with your solicitor or legal representative?</i> | 24 (23%) | 36 (35%) | 19 (18%) | 14 (13%) | 8 (8%) | 3 (3%) |
| | <i>Attend legal visits?</i> | 19 (20%) | 38 (40%) | 18 (19%) | 13 (14%) | 1 (1%) | 7 (7%) |
| | <i>Get bail information?</i> | 9 (11%) | 16 (19%) | 16 (19%) | 8 (10%) | 6 (7%) | 29 (35%) |
| Q4.2 | Have staff here ever opened letters from your solicitor or your legal representative when you were not with them? | | | | | | |
| | <i>Not had any letters</i> | | | | | | 14 (14%) |
| | <i>Yes</i> | | | | | | 67 (65%) |
| | <i>No</i> | | | | | | 22 (21%) |
| Q4.3 | Can you get legal books in the library? | | | | | | |
| | <i>Yes</i> | | | | | | 16 (15%) |
| | <i>No</i> | | | | | | 16 (15%) |
| | <i>Don't know</i> | | | | | | 75 (70%) |
| Q4.4 | Please answer the following questions about the wing/unit you are currently living on: | | | | | | |
| | | <i>Yes</i> | <i>No</i> | <i>Don't know</i> | | | |
| | <i>Do you normally have enough clean, suitable clothes for the week?</i> | 95 (91%) | 7 (7%) | 2 (2%) | | | |
| | <i>Are you normally able to have a shower every day?</i> | 84 (79%) | 22 (21%) | 0 (0%) | | | |
| | <i>Do you normally receive clean sheets every week?</i> | 64 (62%) | 37 (36%) | 2 (2%) | | | |
| | <i>Do you normally get cell cleaning materials every week?</i> | 87 (84%) | 15 (15%) | 1 (1%) | | | |
| | <i>Is your cell call bell normally answered within five minutes?</i> | 53 (50%) | 19 (18%) | 33 (31%) | | | |
| | <i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i> | 92 (89%) | 10 (10%) | 1 (1%) | | | |
| | <i>If you need to, can you normally get your stored property?</i> | 32 (31%) | 36 (35%) | 35 (34%) | | | |
| Q4.5 | What is the food like here? | | | | | | |
| | <i>Very good</i> | | | | | | 6 (6%) |
| | <i>Good</i> | | | | | | 18 (17%) |
| | <i>Neither</i> | | | | | | 28 (26%) |
| | <i>Bad</i> | | | | | | 27 (25%) |
| | <i>Very bad</i> | | | | | | 28 (26%) |
| Q4.6 | Does the shop/canteen sell a wide enough range of goods to meet your needs? | | | | | | |
| | <i>Have not bought anything yet/ don't know</i> | | | | | | 0 (0%) |
| | <i>Yes</i> | | | | | | 46 (43%) |
| | <i>No</i> | | | | | | 61 (57%) |
| Q4.7 | Can you speak to a Listener at any time, if you want to? | | | | | | |
| | <i>Yes</i> | | | | | | 58 (55%) |
| | <i>No</i> | | | | | | 6 (6%) |
| | <i>Don't know</i> | | | | | | 41 (39%) |
| Q4.8 | Are your religious beliefs respected? | | | | | | |
| | <i>Yes</i> | | | | | | 59 (56%) |
| | <i>No</i> | | | | | | 20 (19%) |
| | <i>Don't know/N/A</i> | | | | | | 27 (25%) |
| Q4.9 | Are you able to speak to a Chaplain of your faith in private if you want to? | | | | | | |
| | <i>Yes</i> | | | | | | 77 (74%) |
| | <i>No</i> | | | | | | 6 (6%) |
| | <i>Don't know/N/A</i> | | | | | | 21 (20%) |

| | | |
|--------------|--|----------|
| Q4.10 | How easy or difficult is it for you to attend religious services? | |
| | <i>I don't want to attend</i> | 23 (22%) |
| | <i>Very easy</i> | 15 (14%) |
| | <i>Easy</i> | 23 (22%) |
| | <i>Neither</i> | 9 (8%) |
| | <i>Difficult</i> | 13 (12%) |
| | <i>Very difficult</i> | 3 (3%) |
| | <i>Don't know</i> | 20 (19%) |

Section 5: Applications and complaints

| | | |
|-------------|---|----------|
| Q5.1 | Is it easy to make an application? | |
| | <i>Yes</i> | 76 (71%) |
| | <i>No</i> | 12 (11%) |
| | <i>Don't know</i> | 19 (18%) |

| | | | | |
|-------------|---|---------------------|------------|-----------|
| Q5.2 | Please answer the following questions about applications (<i>If you have not made an application please tick the 'not made one' option</i>). | | | |
| | | <i>Not made one</i> | <i>Yes</i> | <i>No</i> |
| | <i>Are applications dealt with fairly?</i> | 23 (24%) | 28 (29%) | 44 (46%) |
| | <i>Are applications dealt with quickly (within seven days)?</i> | 23 (26%) | 27 (30%) | 40 (44%) |

| | | |
|-------------|--|----------|
| Q5.3 | Is it easy to make a complaint? | |
| | <i>Yes</i> | 71 (74%) |
| | <i>No</i> | 12 (13%) |
| | <i>Don't know</i> | 13 (14%) |

| | | | | |
|-------------|--|---------------------|------------|-----------|
| Q5.4 | Please answer the following questions about complaints (<i>If you have not made a complaint please tick the 'not made one' option</i>). | | | |
| | | <i>Not made one</i> | <i>Yes</i> | <i>No</i> |
| | <i>Are complaints dealt with fairly?</i> | 18 (18%) | 24 (24%) | 57 (58%) |
| | <i>Are complaints dealt with quickly (within seven days)?</i> | 18 (19%) | 37 (39%) | 40 (42%) |

| | | |
|-------------|---|----------|
| Q5.5 | Have you ever been prevented from making a complaint when you wanted to? | |
| | <i>Yes</i> | 28 (30%) |
| | <i>No</i> | 65 (70%) |

| | | |
|-------------|---|----------|
| Q5.6 | How easy or difficult is it for you to see the Independent Monitoring Board (IMB)? | |
| | <i>Don't know who they are</i> | 44 (43%) |
| | <i>Very easy</i> | 7 (7%) |
| | <i>Easy</i> | 9 (9%) |
| | <i>Neither</i> | 22 (22%) |
| | <i>Difficult</i> | 17 (17%) |
| | <i>Very difficult</i> | 3 (3%) |

Section 6: Progressive regimes and earned privileges scheme

| | | |
|-------------|---|----------|
| Q6.1 | Have you been treated fairly in your experience of the progressive regimes and earned privileges (PREP) scheme? (This refers to enhanced, standard and basic levels) | |
| | <i>Don't know what the PREP scheme is</i> | 10 (10%) |
| | <i>Yes</i> | 50 (49%) |
| | <i>No</i> | 34 (33%) |
| | <i>Don't know</i> | 9 (9%) |

| | | |
|-------------|--|----------|
| Q6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels) | |
| | <i>Don't know what the PREP scheme is.....</i> | 10 (10%) |
| | <i>Yes.....</i> | 36 (36%) |
| | <i>No.....</i> | 44 (44%) |
| | <i>Don't know.....</i> | 10 (10%) |
| Q6.3 | In the last six months have any members of staff physically restrained you (C&R)? | |
| | <i>Yes.....</i> | 9 (9%) |
| | <i>No.....</i> | 94 (91%) |
| Q6.4 | If you have spent a night in the segregation and separation unit (SSU) in the last six months, how were you treated by staff? | |
| | <i>I have not been to the SSU in the last 6 months.....</i> | 81 (83%) |
| | <i>Very well.....</i> | 2 (2%) |
| | <i>Well.....</i> | 1 (1%) |
| | <i>Neither.....</i> | 6 (6%) |
| | <i>Badly.....</i> | 2 (2%) |
| | <i>Very badly.....</i> | 6 (6%) |

Section 7: Relationships with staff

| | | |
|-------------|--|----------|
| Q7.1 | Do most staff treat you with respect? | |
| | <i>Yes.....</i> | 85 (84%) |
| | <i>No.....</i> | 16 (16%) |
| Q7.2 | Is there a member of staff you can turn to for help if you have a problem? | |
| | <i>Yes.....</i> | 60 (63%) |
| | <i>No.....</i> | 36 (38%) |
| Q7.3 | Has a member of staff checked on you personally in the last week to see how you are getting on? | |
| | <i>Yes.....</i> | 31 (31%) |
| | <i>No.....</i> | 70 (69%) |
| Q7.4 | How often do staff normally speak to you during association? | |
| | <i>Do not go on association.....</i> | 3 (3%) |
| | <i>Never.....</i> | 11 (11%) |
| | <i>Rarely.....</i> | 27 (26%) |
| | <i>Some of the time.....</i> | 35 (34%) |
| | <i>Most of the time.....</i> | 15 (15%) |
| | <i>All of the time.....</i> | 12 (12%) |
| Q7.5 | When did you first meet your personal (named) officer? | |
| | <i>I have not met him/her.....</i> | 43 (41%) |
| | <i>In the first week.....</i> | 8 (8%) |
| | <i>More than a week.....</i> | 25 (24%) |
| | <i>Don't remember.....</i> | 28 (27%) |
| Q7.6 | How helpful is your personal (named) officer? | |
| | <i>Do not have a personal officer/I have not met him/ her.....</i> | 43 (45%) |
| | <i>Very helpful.....</i> | 12 (13%) |
| | <i>Helpful.....</i> | 14 (15%) |
| | <i>Neither.....</i> | 14 (15%) |
| | <i>Not very helpful.....</i> | 8 (8%) |
| | <i>Not at all helpful.....</i> | 4 (4%) |

Section 8: Safety

| | | | |
|-------------|---|----------|------------------------------------|
| Q8.1 | Have you ever felt unsafe here? | | |
| | Yes..... | 64 (60%) | |
| | No | 42 (40%) | |
| Q8.2 | Do you feel unsafe now? | | |
| | Yes..... | 15 (15%) | |
| | No | 85 (85%) | |
| Q8.3 | In which areas have you felt unsafe? (Please tick all that apply to you.) | | |
| | Never felt unsafe..... | 42 (42%) | At meal times..... 9 (9%) |
| | Everywhere | 17 (17%) | At health services..... 14 (14%) |
| | SSU | 10 (10%) | Visits area..... 13 (13%) |
| | Association areas | 22 (22%) | In wing showers |
| | Reception area..... | 13 (13%) | In gym showers..... 9 (9%) |
| | At the gym..... | 13 (13%) | In corridors/stairwells |
| | In an exercise yard | 19 (19%) | On your landing/wing..... 16 (16%) |
| | At work | 11 (11%) | In your cell..... 12 (12%) |
| | During movement..... | 14 (14%) | At religious services |
| | At education | 10 (10%) | 5 (5%) |
| Q8.4 | Have you been victimised by other prisoners here? | | |
| | Yes | 50 (50%) | |
| | No | 51 (50%) | |
| Q8.5 | If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.) | | |
| | Insulting remarks (about you or your family or friends) | 28 (28%) | |
| | Physical abuse (being hit, kicked or assaulted) | 14 (14%) | |
| | Sexual abuse | 2 (2%) | |
| | Feeling threatened or intimidated..... | 31 (31%) | |
| | Having your canteen/property taken..... | 7 (7%) | |
| | Medication..... | 10 (10%) | |
| | Debt..... | 7 (7%) | |
| | Drugs | 8 (8%) | |
| | Your race or ethnic origin | 6 (6%) | |
| | Your religion/religious beliefs | 11 (11%) | |
| | Your nationality..... | 8 (8%) | |
| | You are from a different part of the country than others..... | 3 (3%) | |
| | You are from a traveller community | 1 (1%) | |
| | Your sexual orientation | 1 (1%) | |
| | Your age | 4 (1%) | |
| | You have a disability..... | 3 (3%) | |
| | You were new here..... | 5 (5%) | |
| | Your offence/crime | 17 (17%) | |
| | Gang related issues | 4 (4%) | |
| Q8.6 | Have you been victimised by staff here? | | |
| | Yes | 47 (46%) | |
| | No | 56 (54%) | |
| Q8.7 | If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.) | | |
| | Insulting remarks (about you or your family or friends) | 23 (22%) | |
| | Physical abuse (being hit, kicked or assaulted) | 6 (6%) | |
| | Sexual abuse | 1 (1%) | |
| | Feeling threatened or intimidated..... | 18 (17%) | |
| | Medication..... | 12 (12%) | |
| | Debt..... | 3 (3%) | |

| | |
|---|----------|
| Drugs | 6 (6%) |
| Your race or ethnic origin | 5 (5%) |
| Your religion/religious beliefs | 9 (9%) |
| Your nationality | 11 (11%) |
| You are from a different part of the country than others..... | 6 (6%) |
| You are from a traveller community | 2 (2%) |
| Your sexual orientation | 1 (1%) |
| Your age | 1 (1%) |
| You have a disability..... | 6 (6%) |
| You were new here..... | 5 (5%) |
| Your offence/crime | 13 (13%) |
| Gang related issues | 3 (3%) |

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

| | |
|--------------------------|----------|
| Not been victimised..... | 35 (38%) |
| Yes..... | 22 (24%) |
| No | 36 (39%) |

Section 9: Health services

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

| | Don't know | Very easy | Easy | Neither | Difficult | Very difficult |
|-------------|------------|-----------|----------|----------|-----------|----------------|
| The doctor | 3 (3%) | 1 (1%) | 10 (10%) | 12 (12%) | 41 (40%) | 36 (35%) |
| The nurse | 2 (2%) | 7 (7%) | 30 (31%) | 21 (21%) | 29 (30%) | 9 (9%) |
| The dentist | 5 (5%) | 0 (0%) | 7 (7%) | 12 (12%) | 33 (33%) | 42 (42%) |

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

| | Not been | Very good | Good | Neither | Bad | Very bad |
|-------------|----------|-----------|----------|----------|----------|----------|
| The doctor | 4 (4%) | 4 (4%) | 9 (9%) | 18 (17%) | 32 (31%) | 36 (35%) |
| The nurse | 4 (4%) | 9 (9%) | 26 (25%) | 24 (24%) | 23 (23%) | 16 (16%) |
| The dentist | 13 (13%) | 7 (7%) | 25 (25%) | 16 (16%) | 17 (17%) | 22 (22%) |

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

| | |
|----------------|----------|
| Not been | 4 (4%) |
| Very good..... | 3 (3%) |
| Good..... | 10 (10%) |
| Neither..... | 19 (18%) |
| Bad..... | 26 (25%) |
| Very bad | 43 (41%) |

Q9.4 Are you currently taking medication?

| | |
|----------|----------|
| Yes..... | 79 (77%) |
| No | 24 (23%) |

Q9.5 If you are taking medication, are you allowed to keep some/ all of it in your own cell?

| | |
|-----------------------------|----------|
| Not taking medication | 24 (23%) |
| Yes, all my meds..... | 56 (54%) |
| Yes, some of my meds | 17 (17%) |
| No | 6 (6%) |

Q9.6 Do you have any emotional or mental health problems?

| | |
|----------|----------|
| Yes..... | 50 (48%) |
| No | 54 (52%) |

| | | |
|-------------|--|----------|
| Q9.7 | Are you being helped/supported by anyone in this prison? (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff.) | |
| | <i>Do not have any emotional or mental health problems.....</i> | 54 (56%) |
| | <i>Yes.....</i> | 25 (26%) |
| | <i>No.....</i> | 18 (19%) |

Section 10: Drugs and alcohol

| | | |
|--------------|---|----------|
| Q10.1 | Did you have a problem with drugs when you came into this prison? | |
| | <i>Yes.....</i> | 27 (26%) |
| | <i>No.....</i> | 75 (74%) |
| Q10.2 | Did you have a problem with alcohol when you came into this prison? | |
| | <i>Yes.....</i> | 39 (39%) |
| | <i>No.....</i> | 61 (61%) |
| Q10.3 | Is it easy or difficult to get illegal drugs in this prison? | |
| | <i>Very easy.....</i> | 35 (34%) |
| | <i>Easy.....</i> | 13 (13%) |
| | <i>Neither.....</i> | 16 (16%) |
| | <i>Difficult.....</i> | 4 (4%) |
| | <i>Very difficult.....</i> | 3 (3%) |
| | <i>Don't know.....</i> | 31 (30%) |
| Q10.4 | Is it easy or difficult to get alcohol in this prison? | |
| | <i>Very easy.....</i> | 4 (4%) |
| | <i>Easy.....</i> | 6 (6%) |
| | <i>Neither.....</i> | 16 (16%) |
| | <i>Difficult.....</i> | 8 (8%) |
| | <i>Very difficult.....</i> | 19 (19%) |
| | <i>Don't know.....</i> | 49 (48%) |
| Q10.5 | Have you developed a problem with illegal drugs since you have been in this prison? | |
| | <i>Yes.....</i> | 10 (10%) |
| | <i>No.....</i> | 90 (90%) |
| Q10.6 | Have you developed a problem with diverted medication since you have been in this prison? | |
| | <i>Yes.....</i> | 12 (12%) |
| | <i>No.....</i> | 87 (88%) |
| Q10.7 | Have you received any support or help (e.g. substance misuse teams) for your drug problem, while in this prison? | |
| | <i>Did not/do not have a drug problem.....</i> | 63 (66%) |
| | <i>Yes.....</i> | 19 (20%) |
| | <i>No.....</i> | 13 (14%) |
| Q10.8 | Have you received any support or help (e.g. substance misuse teams) for your alcohol problem, whilst in this prison? | |
| | <i>Did not/do not have an alcohol problem.....</i> | 61 (62%) |
| | <i>Yes.....</i> | 29 (29%) |
| | <i>No.....</i> | 9 (9%) |
| Q10.9 | Was the support or help you received, whilst in this prison, helpful? | |
| | <i>Did not have a problem/did not receive help.....</i> | 56 (61%) |
| | <i>Yes.....</i> | 31 (34%) |
| | <i>No.....</i> | 5 (5%) |

Section II: Activities

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

| | Don't know | Very Easy | Easy | Neither | Difficult | Very difficult |
|------------------------------------|------------|-----------|----------|----------|-----------|----------------|
| Prison job | 7 (7%) | 18 (18%) | 37 (37%) | 18 (18%) | 17 (17%) | 3 (3%) |
| Vocational or skills training | 11 (12%) | 6 (6%) | 29 (31%) | 20 (22%) | 21 (23%) | 6 (6%) |
| Education (including basic skills) | 8 (9%) | 6 (7%) | 33 (37%) | 18 (20%) | 19 (21%) | 6 (7%) |
| Offending behaviour programmes | 19 (20%) | 6 (6%) | 15 (16%) | 23 (24%) | 19 (20%) | 12 (13%) |

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

| | |
|--|----------|
| Not involved in any of these | 22 (22%) |
| Prison job..... | 69 (68%) |
| Vocational or skills training | 25 (25%) |
| Education (including basic skills) | 21 (21%) |
| Offending behaviour programmes | 19 (19%) |

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

| | Not been involved | Yes | No | Don't know |
|------------------------------------|-------------------|----------|----------|------------|
| Prison job | 9 (10%) | 40 (43%) | 34 (37%) | 10 (11%) |
| Vocational or skills training | 13 (17%) | 32 (42%) | 22 (29%) | 10 (13%) |
| Education (including basic skills) | 12 (16%) | 36 (47%) | 21 (27%) | 8 (10%) |
| Offending behaviour programmes | 14 (18%) | 33 (43%) | 19 (25%) | 10 (13%) |

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

| | |
|----------------------------|----------|
| Don't want to go..... | 21 (21%) |
| Never | 26 (25%) |
| Less than once a week..... | 33 (32%) |
| About once a week..... | 20 (20%) |
| More than once a week..... | 2 (2%) |

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

| | |
|-------------------|----------|
| Don't use it..... | 30 (30%) |
| Yes..... | 31 (31%) |
| No | 40 (40%) |

Q11.6 How many times do you usually go to the gym each week?

| | |
|-----------------------|----------|
| Don't want to go..... | 27 (27%) |
| 0 | 38 (38%) |
| 1 to 2 | 8 (8%) |
| 3 to 5 | 20 (20%) |
| More than 5 | 8 (8%) |

Q11.7 How many times do you usually go outside for exercise each week?

| | |
|-----------------------|----------|
| Don't want to go..... | 13 (13%) |
| 0 | 20 (20%) |
| 1 to 2 | 32 (32%) |
| 3 to 5 | 19 (19%) |
| More than 5..... | 16 (16%) |

Q11.8 How many times do you usually have association each week?

| | |
|-----------------------|----------|
| Don't want to go..... | 3 (3%) |
| 0 | 8 (8%) |
| 1 to 2 | 32 (33%) |
| 3 to 5 | 28 (29%) |
| More than 5 | 25 (26%) |

| | | |
|--------------|--|----------|
| Q11.9 | How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc) | |
| | <i>Less than 2 hours</i> | 13 (13%) |
| | <i>2 to less than 4 hours</i> | 19 (19%) |
| | <i>4 to less than 6 hours</i> | 25 (25%) |
| | <i>6 to less than 8 hours</i> | 15 (15%) |
| | <i>8 to less than 10 hours</i> | 3 (3%) |
| | <i>10 hours or more</i> | 17 (17%) |
| | <i>Don't know</i> | 8 (8%) |

Section 12: Contact with family and friends

| | | |
|--------------|---|----------|
| Q12.1 | Have staff supported you and helped you to maintain contact with your family/friends while in this prison? | |
| | <i>Yes</i> | 41 (41%) |
| | <i>No</i> | 58 (59%) |
| Q12.2 | Have you had any problems with sending or receiving mail (letters or parcels)? | |
| | <i>Yes</i> | 71 (72%) |
| | <i>No</i> | 27 (28%) |
| Q12.3 | Have you had any problems getting access to the telephones? | |
| | <i>Yes</i> | 31 (32%) |
| | <i>No</i> | 65 (68%) |
| Q12.4 | How easy or difficult is it for your family and friends to get here? | |
| | <i>I don't get visits</i> | 14 (14%) |
| | <i>Very easy</i> | 10 (10%) |
| | <i>Easy</i> | 31 (31%) |
| | <i>Neither</i> | 12 (12%) |
| | <i>Difficult</i> | 19 (19%) |
| | <i>Very difficult</i> | 15 (15%) |
| | <i>Don't know</i> | 0 (0%) |

Section 13: Preparation for release

| | | |
|--------------|--|----------|
| Q13.1 | Do you have a named offender manager (home probation officer) in the probation service? | |
| | <i>Not sentenced</i> | 1 (1%) |
| | <i>Yes</i> | 65 (71%) |
| | <i>No</i> | 26 (28%) |
| Q13.2 | What type of contact have you had with your offender manager since being in prison? | |
| | <i>Not sentenced/NA</i> | 27 (31%) |
| | <i>No contact</i> | 13 (15%) |
| | <i>Letter</i> | 1 (1%) |
| | <i>Phone</i> | 0 (0%) |
| | <i>Visit</i> | 48 (55%) |
| Q13.3 | Do you have a named offender supervisor in this prison? | |
| | <i>Yes</i> | 56 (60%) |
| | <i>No</i> | 38 (40%) |
| Q13.4 | Do you have a sentence plan? | |
| | <i>Not sentenced</i> | 1 (1%) |
| | <i>Yes</i> | 66 (68%) |
| | <i>No</i> | 30 (31%) |

| | | | | |
|---------------|--|-------------------------|------------|-----------|
| Q13.5 | How involved were you in the development of your sentence plan? | | | |
| | <i>Do not have a sentence plan/not sentenced</i> | 31 | (32%) | |
| | <i>Very involved</i> | 20 | (20%) | |
| | <i>Involved</i> | 14 | (14%) | |
| | <i>Neither</i> | 10 | (10%) | |
| | <i>Not very involved</i> | 15 | (15%) | |
| | <i>Not at all involved</i> | 8 | (8%) | |
| Q13.6 | Who is working with you to achieve your sentence plan targets? (please tick all that apply to you.) | | | |
| | <i>Do not have a sentence plan/not sentenced</i> | 31 | (33%) | |
| | <i>Nobody</i> | 21 | (23%) | |
| | <i>Offender supervisor</i> | 11 | (12%) | |
| | <i>Offender manager</i> | 17 | (18%) | |
| | <i>Named/ personal officer</i> | 13 | (14%) | |
| | <i>Staff from other departments</i> | 23 | (25%) | |
| Q13.7 | Can you achieve any of your sentence plan targets in this prison? | | | |
| | <i>Do not have a sentence plan/not sentenced</i> | 31 | (32%) | |
| | <i>Yes</i> | 48 | (49%) | |
| | <i>No</i> | 10 | (10%) | |
| | <i>Don't know</i> | 8 | (8%) | |
| Q13.8 | Are there plans for you to achieve any of your sentence plan targets in another prison? | | | |
| | <i>Do not have a sentence plan/not sentenced</i> | 31 | (32%) | |
| | <i>Yes</i> | 6 | (6%) | |
| | <i>No</i> | 48 | (49%) | |
| | <i>Don't know</i> | 13 | (13%) | |
| Q13.9 | Are there plans for you to achieve any of your sentence plan targets in the community? | | | |
| | <i>Do not have a sentence plan/ not sentenced</i> | 31 | (32%) | |
| | <i>Yes</i> | 16 | (16%) | |
| | <i>No</i> | 25 | (26%) | |
| | <i>Don't know</i> | 26 | (27%) | |
| Q13.10 | Do you have a needs based custody plan? | | | |
| | <i>Yes</i> | 7 | (8%) | |
| | <i>No</i> | 36 | (39%) | |
| | <i>Don't know</i> | 50 | (54%) | |
| Q13.11 | Do you feel that any member of staff has helped you to prepare for your release? | | | |
| | <i>Yes</i> | 22 | (23%) | |
| | <i>No</i> | 73 | (77%) | |
| Q13.12 | Do you know of anyone in this prison who can help you with the following on release? (please tick all that apply to you.) | | | |
| | | <i>Do not need help</i> | <i>Yes</i> | <i>No</i> |
| | Employment | 11 (12%) | 19 (21%) | 59 (66%) |
| | Accommodation | 14 (15%) | 24 (26%) | 54 (59%) |
| | Benefits | 13 (14%) | 22 (24%) | 58 (62%) |
| | Finances | 13 (15%) | 13 (15%) | 63 (71%) |
| | Education | 15 (18%) | 20 (24%) | 50 (59%) |
| | Drugs and alcohol | 21 (24%) | 27 (31%) | 38 (44%) |

Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?

| | |
|----------------------------|----------|
| <i>Not sentenced</i> | 1 (1%) |
| Yes..... | 44 (48%) |
| No | 47 (51%) |

| | | |
|-------------|--|-----------|
| Q1.1 | What wing or houseblock are you currently living on? See shortened methodology | |
| Q1.2 | How old are you? | |
| | Under 21 | 0 (0%) |
| | 21 - 29 | 2 (9%) |
| | 30 - 39 | 4 (18%) |
| | 40 - 49 | 10 (45%) |
| | 50 - 59 | 5 (23%) |
| | 60 - 69 | 1 (5%) |
| | 70 and over..... | 0 (0%) |
| Q1.3 | Are you sentenced? | |
| | Yes..... | 20 (91%) |
| | Yes - on recall | 1 (5%) |
| | No - awaiting trial..... | 1 (5%) |
| | No - awaiting sentence | 0 (0%) |
| | No - awaiting deportation..... | 0 (0%) |
| Q1.4 | How long is your sentence? | |
| | Not sentenced..... | 1 (5%) |
| | Less than 6 months..... | 0 (0%) |
| | 6 months to less than 1 year | 0 (0%) |
| | 1 year to less than 2 years..... | 0 (0%) |
| | 2 years to less than 4 years | 5 (23%) |
| | 4 years to less than 10 years..... | 8 (36%) |
| | 10 years or more..... | 1 (5%) |
| | ICS/ ECS | 1 (5%) |
| | Life..... | 6 (27%) |
| Q1.5 | Do you hold UK citizenship? | |
| | Yes..... | 21 (95%) |
| | No | 1 (5%) |
| Q1.6 | Do you understand spoken English? | |
| | Yes..... | 22 (100%) |
| | No | 0 (0%) |
| Q1.7 | Do you understand written English? | |
| | Yes..... | 22 (100%) |
| | No | 0 (0%) |
| Q1.8 | What is your ethnic origin? | |
| | White - British..... | 22(100%) |
| | White - Irish | 0 (0%) |
| | White - other | 0 (0%) |
| | Black or black British - Caribbean | 0 (0%) |
| | Black or black British - African..... | 0 (0%) |
| | Black or black British - other | 0 (0%) |
| | Asian or Asian British - Indian | 0 (0%) |
| | Asian or Asian British - Pakistani..... | 0 (0%) |
| | Asian or Asian British - Bangladeshi | 0 (0%) |
| | Asian or Asian British - Chinese..... | 0 (0%) |
| | Asian or Asian British - other | 0 (0%) |
| | Mixed race - white and black Caribbean | 0 (0%) |
| | Mixed race - white and black African..... | 0 (0%) |
| | Mixed race - white and Asian..... | 0 (0%) |
| | Mixed race - other | 0 (0%) |
| | Arab..... | 0 (0%) |
| | Other ethnic group | 0 (0%) |

| | | | |
|--------------|--|-----------|----------------------|
| Q1.9 | Do you consider yourself to be Gypsy/Romany/Traveller? | | |
| | Yes..... | 0 (0%) | |
| | No..... | 22 (100%) | |
| Q1.10 | What is your religion? | | |
| | None..... | 0 (0%) | Buddhist..... 1 (5%) |
| | Church of Ireland..... | 7 (35%) | Hindu..... 0 (0%) |
| | Catholic..... | 0 (0%) | Jewish..... 0 (0%) |
| | Protestant..... | 9 (45%) | Muslim..... 0 (0%) |
| | Presbyterian..... | 2 (10%) | Sikh..... 0 (0%) |
| | Methodist..... | 1 (5%) | Other..... 0 (0%) |
| | Other Christian denomination..... | 0 (0%) | |
| Q1.11 | How would you describe your sexual orientation? | | |
| | Heterosexual/ Straight..... | 22 (100%) | |
| | Homosexual/Gay..... | 0 (0%) | |
| | Bisexual..... | 0 (0%) | |
| Q1.12 | Do you consider yourself to have a disability? (i.e. do you need help with any long term physical, mental or learning needs?) | | |
| | Yes..... | 4 (19%) | |
| | No..... | 17 (81%) | |
| Q1.13 | Are you a veteran (ex-armed services)? | | |
| | Yes..... | 3 (14%) | |
| | No..... | 19 (86%) | |
| Q1.14 | Is this your first time in prison? | | |
| | Yes..... | 5 (23%) | |
| | No..... | 17 (77%) | |
| Q1.15 | Do you have children under the age of 18? | | |
| | Yes..... | 13 (59%) | |
| | No..... | 9 (41%) | |

Section 2: Courts, transfers and escorts

| | | | |
|-------------|---|----------|--|
| Q2.1 | On your most recent journey here, how long did you spend in the van? | | |
| | Less than 2 hours..... | 15 (68%) | |
| | 2 hours or longer..... | 4 (18%) | |
| | Don't remember..... | 3 (14%) | |
| Q2.2 | On your most recent journey here, were you offered anything to eat or drink? | | |
| | My journey was less than two hours..... | 15 (68%) | |
| | Yes..... | 1 (5%) | |
| | No..... | 4 (18%) | |
| | Don't remember..... | 2 (9%) | |
| Q2.3 | On your most recent journey here, were you offered a toilet break? | | |
| | My journey was less than two hours..... | 15 (68%) | |
| | Yes..... | 0 (0%) | |
| | No..... | 6 (27%) | |
| | Don't remember..... | 1 (5%) | |
| Q2.4 | On your most recent journey here, was the van clean? | | |
| | Yes..... | 14 (64%) | |
| | No..... | 5 (23%) | |
| | Don't remember..... | 3 (14%) | |

Q2.5 On your most recent journey here, did you feel safe?

| | |
|----------------------|----------|
| Yes..... | 18 (82%) |
| No | 3 (14%) |
| Don't remember | 1 (5%) |

Q2.6 On your most recent journey here, how were you treated by the escort staff?

| | |
|----------------------|----------|
| Very well | 9 (41%) |
| Well..... | 10 (45%) |
| Neither..... | 3 (14%) |
| Badly | 0 (0%) |
| Very badly | 0 (0%) |
| Don't remember | 0 (0%) |

Q2.7 Before you arrived, were you given anything or told that you were coming here? (please tick all that apply to you.)

| | |
|---|----------|
| Yes, someone told me | 16 (73%) |
| Yes, I received written information | 2 (9%) |
| No, I was not told anything | 1 (5%) |
| Don't remember | 3 (14%) |

Q2.8 When you first arrived here did your property arrive at the same time as you?

| | |
|----------------------|----------|
| Yes..... | 16 (73%) |
| No | 5 (23%) |
| Don't remember | 1 (5%) |

Section 3: Reception, first night and induction

Q3.1 How long were you in reception?

| | |
|-------------------------|----------|
| Less than 2 hours | 13 (59%) |
| 2 hours or longer | 7 (32%) |
| Don't remember | 2 (9%) |

Q3.2 When you were searched, was this carried out in a respectful way?

| | |
|----------------------|----------|
| Yes..... | 20 (91%) |
| No | 1 (5%) |
| Don't remember | 1 (5%) |

Q3.3 Overall, how were you treated in reception?

| | |
|----------------------|----------|
| Very well | 6 (27%) |
| Well..... | 13 (59%) |
| Neither..... | 2 (9%) |
| Badly | 1 (5%) |
| Very badly..... | 0 (0%) |
| Don't remember | 0 (0%) |

Q3.4 Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)

| | | | |
|------------------------------------|---------|---|----------|
| Loss of property | 3 (14%) | Physical health | 3 (14%) |
| Housing problems..... | 1 (5%) | Mental health | 3 (14%) |
| Contacting employers..... | 0 (0%) | Needing protection from other prisoners | 3 (14%) |
| Contacting family..... | 3 (14%) | Getting phone numbers | 3 (14%) |
| Childcare..... | 0 (0%) | Other | 2 (10%) |
| Money worries | 6 (29%) | Did not have any problems..... | 12 (57%) |
| Feeling depressed or suicidal..... | 4 (19%) | | |

| | | |
|--------------|---|----------|
| Q3.5 | Did you receive any help/support from staff in dealing with these problems when you first arrived here? | |
| | Yes..... | 2 (11%) |
| | No | 5 (26%) |
| | Did not have any problems | 12 (63%) |
| Q3.6 | When you first arrived here, were you offered any of the following? (Please tick all that apply to you.) | |
| | Tobacco | 7 (32%) |
| | A shower..... | 11 (50%) |
| | A free telephone call | 13 (59%) |
| | Something to eat | 14 (64%) |
| | PIN phone credit..... | 12 (55%) |
| | Toiletries/basic items | 12 (55%) |
| | Did not receive anything | 2 (9%) |
| Q3.7 | When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.) | |
| | Chaplain | 10 (45%) |
| | Someone from health services | 10 (45%) |
| | A Listener/Samaritans | 2 (9%) |
| | Tuck shop/canteen | 14 (64%) |
| | Did not have access to any of these..... | 4 (18%) |
| Q3.8 | When you first arrived here, were you offered information on the following? (Please tick all that apply to you.) | |
| | What was going to happen to you | 15 (68%) |
| | What support was available for people feeling depressed or suicidal..... | 5 (23%) |
| | How to make routine requests (applications) | 6 (27%) |
| | Your entitlement to visits | 8 (36%) |
| | Health services | 7 (32%) |
| | Chaplaincy..... | 7 (32%) |
| | Not offered any information..... | 5 (23%) |
| Q3.9 | Did you feel safe on your first night here? | |
| | Yes..... | 15 (68%) |
| | No | 6 (27%) |
| | Don't remember | 1 (5%) |
| Q3.10 | How soon after you arrived here did you go on an induction course? | |
| | Have not been on an induction course | 7 (33%) |
| | Within the first week | 5 (24%) |
| | More than a week..... | 7 (33%) |
| | Don't remember | 2 (10%) |
| Q3.11 | Did the induction course cover everything you needed to know about the prison? | |
| | Have not been on an induction course | 7 (32%) |
| | Yes..... | 8 (36%) |
| | No | 3 (14%) |
| | Don't remember | 4 (18%) |
| Q3.12 | How soon after you arrived here did you receive an education ('skills for life') assessment? | |
| | Did not receive an assessment..... | 11 (55%) |
| | Within the first week | 1 (5%) |
| | More than a week..... | 3 (15%) |
| | Don't remember | 5 (25%) |

Section 4: Legal rights and respectful custody

| | | | | | | | |
|-------------|--|-----------|----------|------------|-----------|----------------|----------|
| Q4.1 | How easy is it to... | | | | | | |
| | | Very easy | Easy | Neither | Difficult | Very difficult | N/A |
| | Communicate with your solicitor or legal representative? | 4 (19%) | 11 (52%) | 3 (14%) | 1 (5%) | 1 (5%) | 1 (5%) |
| | Attend legal visits? | 4 (19%) | 11 (52%) | 2 (10%) | 1 (5%) | 1 (5%) | 2 (10%) |
| | Get bail information? | 3 (16%) | 5 (26%) | 3 (16%) | 0 (0%) | 2 (11%) | 6 (32%) |
| Q4.2 | Have staff here ever opened letters from your solicitor or your legal representative when you were not with them? | | | | | | |
| | Not had any letters | | | | | | 6 (29%) |
| | Yes..... | | | | | | 9 (43%) |
| | No | | | | | | 6 (29%) |
| Q4.3 | Can you get legal books in the library? | | | | | | |
| | Yes..... | | | | | | 4 (18%) |
| | No | | | | | | 4 (18%) |
| | Don't know..... | | | | | | 14 (64%) |
| Q4.4 | Please answer the following questions about the wing/unit you are currently living on: | | | | | | |
| | | Yes | No | Don't know | | | |
| | Do you normally have enough clean, suitable clothes for the week? | 22 (100%) | 0 (0%) | 0 (0%) | | | |
| | Are you normally able to have a shower every day? | 22 (100%) | 0 (0%) | 0 (0%) | | | |
| | Do you normally receive clean sheets every week? | 15 (68%) | 6 (27%) | 1 (5%) | | | |
| | Do you normally get cell cleaning materials every week? | 18 (86%) | 3 (14%) | 0 (0%) | | | |
| | Is your cell call bell normally answered within five minutes? | 9 (45%) | 6 (30%) | 5 (25%) | | | |
| | Is it normally quiet enough for you to be able to relax or sleep in your cell at night time? | 20 (91%) | 2 (9%) | 0 (0%) | | | |
| | If you need to, can you normally get your stored property? | 7 (33%) | 3 (14%) | 11 (52%) | | | |
| Q4.5 | What is the food like here? | | | | | | |
| | Very good..... | | | | | | 0 (0%) |
| | Good..... | | | | | | 8 (36%) |
| | Neither..... | | | | | | 6 (27%) |
| | Bad..... | | | | | | 5 (23%) |
| | Very bad | | | | | | 3 (14%) |
| Q4.6 | Does the shop/canteen sell a wide enough range of goods to meet your needs? | | | | | | |
| | Have not bought anything yet/ don't know..... | | | | | | 0 (0%) |
| | Yes..... | | | | | | 10 (45%) |
| | No | | | | | | 12 (55%) |
| Q4.7 | Can you speak to a Listener at any time, if you want to? | | | | | | |
| | Yes..... | | | | | | 7 (32%) |
| | No | | | | | | 2 (9%) |
| | Don't know..... | | | | | | 13 (59%) |
| Q4.8 | Are your religious beliefs respected? | | | | | | |
| | Yes..... | | | | | | 16 (73%) |
| | No | | | | | | 4 (18%) |
| | Don't know/ N/A | | | | | | 2 (9%) |

| | | |
|-------------|---|----------|
| Q4.9 | Are you able to speak to a Chaplain of your faith in private if you want to? | |
| | Yes..... | 18 (82%) |
| | No..... | 0 (0%) |
| | Don't know/ N/A..... | 4 (18%) |

| | | |
|--------------|--|----------|
| Q4.10 | How easy or difficult is it for you to attend religious services? | |
| | I don't want to attend..... | 2 (9%) |
| | Very easy..... | 14 (64%) |
| | Easy..... | 5 (23%) |
| | Neither..... | 1 (5%) |
| | Difficult..... | 0 (0%) |
| | Very difficult..... | 0 (0%) |
| | Don't know..... | 0 (0%) |

Section 5: Applications and complaints

| | | |
|-------------|---|----------|
| Q5.1 | Is it easy to make an application? | |
| | Yes..... | 15 (75%) |
| | No..... | 1 (5%) |
| | Don't know..... | 4 (20%) |

| | | | | |
|-------------|--|--------------|---------|---------|
| Q5.2 | Please answer the following questions about applications (If you have not made an application please tick the 'not made one' option). | | | |
| | | Not made one | Yes | No |
| | Are applications dealt with fairly? | 7 (35%) | 6 (30%) | 7 (35%) |
| | Are applications dealt with quickly (within seven days)? | 7 (41%) | 6 (35%) | 4 (24%) |

| | | |
|-------------|--|----------|
| Q5.3 | Is it easy to make a complaint? | |
| | Yes..... | 16 (76%) |
| | No..... | 1 (5%) |
| | Don't know..... | 4 (19%) |

| | | | | |
|-------------|---|--------------|---------|----------|
| Q5.4 | Please answer the following questions about complaints (If you have not made a complaint please tick the 'not made one' option). | | | |
| | | Not made one | Yes | No |
| | Are complaints dealt with fairly? | 7 (33%) | 4 (19%) | 10 (48%) |
| | Are complaints dealt with quickly (within seven days)? | 7 (33%) | 7 (33%) | 7 (33%) |

| | | |
|-------------|---|----------|
| Q5.5 | Have you ever been prevented from making a complaint when you wanted to? | |
| | Yes..... | 3 (15%) |
| | No..... | 17 (85%) |

| | | |
|-------------|---|---------|
| Q5.6 | How easy or difficult is it for you to see the Independent Monitoring Board (IMB)? | |
| | Don't know who they are..... | 8 (40%) |
| | Very easy..... | 2 (10%) |
| | Easy..... | 4 (20%) |
| | Neither..... | 3 (15%) |
| | Difficult..... | 1 (5%) |
| | Very difficult..... | 2 (10%) |

Section 6: Progressive regimes and earned privileges scheme

| | | |
|-------------|---|----------|
| Q6.1 | Have you been treated fairly in your experience of the progressive regimes and earned privileges (PREP) scheme? (This refers to enhanced, standard and basic levels) | |
| | Don't know what the PREP scheme is..... | 6 (27%) |
| | Yes..... | 13 (59%) |
| | No..... | 3 (14%) |
| | Don't know..... | 0 (0%) |

| | | |
|-------------|--|-----------|
| Q6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels) | |
| | <i>Don't know what the PREP scheme is</i> | 6 (29%) |
| | <i>Yes</i> | 8 (38%) |
| | <i>No</i> | 7 (33%) |
| | <i>Don't know</i> | 0 (0%) |
| Q6.3 | In the last six months have any members of staff physically restrained you (C&R)? | |
| | <i>Yes</i> | 0 (0%) |
| | <i>No</i> | 22 (100%) |
| Q6.4 | If you have spent a night in the segregation and separation unit (SSU) in the last six months, how were you treated by staff? | |
| | <i>I have not been to the SSU in the last 6 months</i> | 19 (90%) |
| | <i>Very well</i> | 1 (5%) |
| | <i>Well</i> | 1 (5%) |
| | <i>Neither</i> | 0 (0%) |
| | <i>Badly</i> | 0 (0%) |
| | <i>Very badly</i> | 0 (0%) |

Section 7: Relationships with staff

| | | |
|-------------|--|----------|
| Q7.1 | Do most staff treat you with respect? | |
| | <i>Yes</i> | 20 (91%) |
| | <i>No</i> | 2 (9%) |
| Q7.2 | Is there a member of staff you can turn to for help if you have a problem? | |
| | <i>Yes</i> | 14 (64%) |
| | <i>No</i> | 8 (36%) |
| Q7.3 | Has a member of staff checked on you personally in the last week to see how you are getting on? | |
| | <i>Yes</i> | 6 (29%) |
| | <i>No</i> | 15 (71%) |
| Q7.4 | How often do staff normally speak to you during association? | |
| | <i>Do not go on association</i> | 2 (9%) |
| | <i>Never</i> | 3 (14%) |
| | <i>Rarely</i> | 2 (9%) |
| | <i>Some of the time</i> | 5 (23%) |
| | <i>Most of the time</i> | 3 (14%) |
| | <i>All of the time</i> | 7 (32%) |
| Q7.5 | When did you first meet your personal (named) officer? | |
| | <i>I have not met him/her</i> | 5 (25%) |
| | <i>In the first week</i> | 2 (10%) |
| | <i>More than a week</i> | 9 (45%) |
| | <i>Don't remember</i> | 4 (20%) |
| Q7.6 | How helpful is your personal (named) officer? | |
| | <i>Do not have a personal officer/I have not met him/her</i> | 5 (26%) |
| | <i>Very helpful</i> | 5 (26%) |
| | <i>Helpful</i> | 5 (26%) |
| | <i>Neither</i> | 2 (11%) |
| | <i>Not very helpful</i> | 1 (5%) |
| | <i>Not at all helpful</i> | 1 (5%) |

Section 8: Safety

- Q8.1 Have you ever felt unsafe here?**
- | | | |
|----------|--|----------|
| Yes..... | | 6 (27%) |
| No | | 16 (73%) |
- Q8.2 Do you feel unsafe now?**
- | | | |
|----------|--|----------|
| Yes..... | | 2 (9%) |
| No | | 20 (91%) |
- Q8.3 In which areas have you felt unsafe? (Please tick all that apply to you.)**
- | | | | |
|---------------------------|----------|------------------------------|---------|
| Never felt unsafe | 16 (80%) | At meal times | 1 (5%) |
| Everywhere | 2 (10%) | At health services | 3 (15%) |
| SSU | 2 (10%) | Visits area | 4 (20%) |
| Association areas | 2 (10%) | In wing showers..... | 1 (5%) |
| Reception area..... | 1 (5%) | In gym showers | 2 (10%) |
| At the gym | 2 (10%) | In corridors/stairwells..... | 1 (5%) |
| In an exercise yard | 3 (15%) | On your landing/wing..... | 1 (5%) |
| At work | 1 (5%) | In your cell | 2 (10%) |
| During movement..... | 3 (15%) | At religious services..... | 1 (5%) |
| At education | 1 (5%) | | |
- Q8.4 Have you been victimised by other prisoners here?**
- | | | |
|-----------|--|----------|
| Yes | | 4 (18%) |
| No | | 18 (82%) |
- Q8.5 If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)**
- | | |
|---|---------|
| Insulting remarks (about you or your family or friends) | 3 (14%) |
| Physical abuse (being hit, kicked or assaulted) | 0 (0%) |
| Sexual abuse | 0 (0%) |
| Feeling threatened or intimidated | 2 (9%) |
| Having your canteen/property taken..... | 0 (0%) |
| Medication..... | 2 (9%) |
| Debt | 0 (0%) |
| Drugs | 0 (0%) |
| Your race or ethnic origin | 0 (0%) |
| Your religion/religious beliefs | 3 (14%) |
| Your nationality | 1 (5%) |
| You are from a different part of the country than others..... | 0 (0%) |
| You are from a traveller community | 0 (0%) |
| Your sexual orientation | 0 (0%) |
| Your age | 0 (0%) |
| You have a disability..... | 1 (5%) |
| You were new here..... | 1 (5%) |
| Your offence/ crime | 3 (14%) |
| Gang related issues | 1 (5%) |
- Q8.6 Have you been victimised by staff here?**
- | | | |
|-----------|--|----------|
| Yes | | 5 (24%) |
| No | | 16 (76%) |
- Q8.7 If yes, what did the incident(s) involve/what was it about? (Please tick all that apply to you.)**
- | | |
|---|---------|
| Insulting remarks (about you or your family or friends) | 5 (24%) |
| Physical abuse (being hit, kicked or assaulted) | 0 (0%) |
| Sexual abuse | 0 (0%) |
| Feeling threatened or intimidated | 2 (10%) |
| Medication..... | 0 (0%) |
| Debt | 0 (0%) |

| | |
|---|---------|
| Drugs | 0 (0%) |
| Your race or ethnic origin | 0 (0%) |
| Your religion/religious beliefs | 2 (10%) |
| Your nationality | 1 (5%) |
| You are from a different part of the country than others..... | 0 (0%) |
| You are from a traveller community | 0 (0%) |
| Your sexual orientation | 0 (0%) |
| Your age | 0 (0%) |
| You have a disability..... | 0 (0%) |
| You were new here..... | 0 (0%) |
| Your offence/crime | 3 (14%) |
| Gang related issues | 1 (5%) |

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

| | |
|--------------------------|----------|
| Not been victimised..... | 15 (71%) |
| Yes..... | 2 (10%) |
| No | 4 (19%) |

Section 9: Health services

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

| | Don't know | Very easy | Easy | Neither | Difficult | Very difficult |
|-------------|------------|-----------|----------|---------|-----------|----------------|
| The doctor | 1 (5%) | 0 (0%) | 2 (10%) | 2 (10%) | 13 (62%) | 3 (14%) |
| The nurse | 1 (5%) | 1 (5%) | 14 (67%) | 1 (5%) | 3 (14%) | 1 (5%) |
| The dentist | 1 (5%) | 1 (5%) | 2 (10%) | 2 (10%) | 7 (33%) | 8 (38%) |

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

| | Not been | Very good | Good | Neither | Bad | Very bad |
|-------------|----------|-----------|----------|---------|---------|----------|
| The doctor | 2 (10%) | 1 (5%) | 5 (24%) | 4 (19%) | 4 (19%) | 5 (24%) |
| The nurse | 2 (10%) | 3 (14%) | 10 (48%) | 3 (14%) | 2 (10%) | 1 (5%) |
| The dentist | 2 (10%) | 8 (38%) | 5 (24%) | 2 (10%) | 1 (5%) | 3 (14%) |

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

| | |
|----------------|---------|
| Not been | 1 (6%) |
| Very good..... | 0 (0%) |
| Good..... | 4 (22%) |
| Neither..... | 2 (11%) |
| Bad..... | 5 (28%) |
| Very bad | 6 (33%) |

Q9.4 Are you currently taking medication?

| | |
|----------|----------|
| Yes..... | 17 (77%) |
| No | 5 (23%) |

Q9.5 If you are taking medication, are you allowed to keep some/ all of it in your own cell?

| | |
|-----------------------------|----------|
| Not taking medication | 5 (23%) |
| Yes, all my meds..... | 17 (77%) |
| Yes, some of my meds | 0 (0%) |
| No | 0 (0%) |

Q9.6 Do you have any emotional or mental health problems?

| | |
|----------|----------|
| Yes..... | 5 (23%) |
| No | 17 (77%) |

Q9.7 Are you being helped/supported by anyone in this prison? (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff.)

| | |
|--|----------|
| Do not have any emotional or mental health problems..... | 17 (81%) |
| Yes..... | 2 (10%) |
| No | 2 (10%) |

Section 10: Drugs and alcohol

| | | |
|--------------|---|-----------|
| Q10.1 | Did you have a problem with drugs when you came into this prison? | |
| | Yes..... | 5 (23%) |
| | No | 17 (77%) |
| Q10.2 | Did you have a problem with alcohol when you came into this prison? | |
| | Yes..... | 4 (18%) |
| | No | 18 (82%) |
| Q10.3 | Is it easy or difficult to get illegal drugs in this prison? | |
| | Very easy | 3 (14%) |
| | Easy..... | 5 (23%) |
| | Neither..... | 0 (0%) |
| | Difficult | 1 (5%) |
| | Very difficult | 0 (0%) |
| | Don't know..... | 13 (59%) |
| Q10.4 | Is it easy or difficult to get alcohol in this prison? | |
| | Very easy | 0 (0%) |
| | Easy..... | 2 (9%) |
| | Neither..... | 2 (9%) |
| | Difficult | 0 (0%) |
| | Very difficult | 4 (18%) |
| | Don't know..... | 14 (64%) |
| Q10.5 | Have you developed a problem with illegal drugs since you have been in this prison? | |
| | Yes..... | 1 (5%) |
| | No | 21 (95%) |
| Q10.6 | Have you developed a problem with diverted medication since you have been in this prison? | |
| | Yes..... | 0 (0%) |
| | No | 22 (100%) |
| Q10.7 | Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison? | |
| | <i>Did not/do not have a drug problem</i> | 17 (77%) |
| | Yes..... | 2 (9%) |
| | No | 3 (14%) |
| Q10.8 | Have you received any support or help (for example substance misuse teams for your alcohol problem, whilst in this prison? | |
| | <i>Did not/do not have an alcohol problem</i> | 18 (82%) |
| | Yes..... | 0 (0%) |
| | No | 4 (18%) |
| Q10.9 | Was the support or help you received, whilst in this prison, helpful? | |
| | <i>Did not have a problem/ did not receive help</i> | 20 (91%) |
| | Yes..... | 0 (0%) |
| | No | 2 (9%) |

Section II: Activities

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

| | Don't know | Very Easy | Easy | Neither | Difficult | Very difficult |
|------------------------------------|------------|-----------|---------|---------|-----------|----------------|
| Prison job | 6 (29%) | 0 (0%) | 5 (24%) | 0 (0%) | 0 (0%) | 10 (48%) |
| Vocational or skills training | 5 (24%) | 0 (0%) | 3 (14%) | 0 (0%) | 1 (5%) | 12 (57%) |
| Education (including basic skills) | 4 (18%) | 1 (5%) | 4 (18%) | 0 (0%) | 4 (18%) | 9 (41%) |
| Offending behaviour programmes | 8 (38%) | 0 (0%) | 2 (10%) | 1 (5%) | 2 (10%) | 8 (38%) |

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

| | |
|---|----------|
| Not involved in any of these..... | 11 (55%) |
| Prison job..... | 5 (25%) |
| Vocational or skills training..... | 0 (0%) |
| Education (including basic skills)..... | 5 (25%) |
| Offending behaviour programmes..... | 0 (0%) |

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

| | Not been involved | Yes | No | Don't know |
|------------------------------------|-------------------|---------|---------|------------|
| Prison job | 11 (55%) | 1 (5%) | 8 (40%) | 0 (0%) |
| Vocational or skills training | 11 (69%) | 3 (19%) | 2 (13%) | 0 (0%) |
| Education (including basic skills) | 7 (44%) | 4 (25%) | 4 (25%) | 1 (6%) |
| Offending behaviour programmes | 11 (69%) | 1 (6%) | 3 (19%) | 1 (6%) |

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

| | |
|----------------------------|----------|
| Don't want to go..... | 5 (24%) |
| Never..... | 3 (14%) |
| Less than once a week..... | 12 (57%) |
| About once a week..... | 1 (5%) |
| More than once a week..... | 0 (0%) |

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

| | |
|-------------------|---------|
| Don't use it..... | 8 (36%) |
| Yes..... | 5 (23%) |
| No..... | 9 (41%) |

Q11.6 How many times do you usually go to the gym each week?

| | |
|-----------------------|----------|
| Don't want to go..... | 4 (18%) |
| 0..... | 3 (14%) |
| 1 to 2..... | 0 (0%) |
| 3 to 5..... | 15 (68%) |
| More than 5..... | 0 (0%) |

Q11.7 How many times do you usually go outside for exercise each week?

| | |
|-----------------------|----------|
| Don't want to go..... | 2 (9%) |
| 0..... | 3 (14%) |
| 1 to 2..... | 3 (14%) |
| 3 to 5..... | 3 (14%) |
| More than 5..... | 11 (50%) |

Q11.8 How many times do you usually have association each week?

| | |
|-----------------------|----------|
| Don't want to go..... | 2 (9%) |
| 0..... | 1 (5%) |
| 1 to 2..... | 2 (9%) |
| 3 to 5..... | 1 (5%) |
| More than 5..... | 16 (73%) |

| | | |
|--------------|--|---------|
| Q11.9 | How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc) | |
| | <i>Less than 2 hours</i> | 4 (18%) |
| | <i>2 to less than 4 hours</i> | 4 (18%) |
| | <i>4 to less than 6 hours</i> | 5 (23%) |
| | <i>6 to less than 8 hours</i> | 2 (9%) |
| | <i>8 to less than 10 hours</i> | 4 (18%) |
| | <i>10 hours or more</i> | 3 (14%) |
| | <i>Don't know</i> | 0 (0%) |

Section 12: Contact with family and friends

| | | |
|--------------|---|----------|
| Q12.1 | Have staff supported you and helped you to maintain contact with your family/friends while in this prison? | |
| | <i>Yes</i> | 9 (41%) |
| | <i>No</i> | 13 (59%) |
| Q12.2 | Have you had any problems with sending or receiving mail (letters or parcels)? | |
| | <i>Yes</i> | 16 (73%) |
| | <i>No</i> | 6 (27%) |
| Q12.3 | Have you had any problems getting access to the telephones? | |
| | <i>Yes</i> | 1 (5%) |
| | <i>No</i> | 20 (95%) |
| Q12.4 | How easy or difficult is it for your family and friends to get here? | |
| | <i>I don't get visits</i> | 1 (5%) |
| | <i>Very easy</i> | 2 (9%) |
| | <i>Easy</i> | 9 (41%) |
| | <i>Neither</i> | 1 (5%) |
| | <i>Difficult</i> | 6 (27%) |
| | <i>Very difficult</i> | 2 (9%) |
| | <i>Don't know</i> | 1 (5%) |

Section 13: Preparation for release

| | | |
|--------------|--|----------|
| Q13.1 | Do you have a named offender manager (home probation officer) in the probation service? | |
| | <i>Not sentenced</i> | 1 (5%) |
| | <i>Yes</i> | 13 (59%) |
| | <i>No</i> | 8 (36%) |
| Q13.2 | What type of contact have you had with your offender manager since being in prison? | |
| | <i>Not sentenced/N/A</i> | 9 (41%) |
| | <i>No contact</i> | 1 (5%) |
| | <i>Letter</i> | 1 (5%) |
| | <i>Phone</i> | 0 (0%) |
| | <i>Visit</i> | 12 (55%) |
| Q13.3 | Do you have a named offender supervisor in this prison? | |
| | <i>Yes</i> | 11 (52%) |
| | <i>No</i> | 10 (48%) |
| Q13.4 | Do you have a sentence plan? | |
| | <i>Not sentenced</i> | 1 (5%) |
| | <i>Yes</i> | 13 (59%) |
| | <i>No</i> | 8 (36%) |

| | | | | |
|---------------|--|-------------------------|------------|-----------|
| Q13.5 | How involved were you in the development of your sentence plan? | | | |
| | <i>Do not have a sentence plan/ not sentenced</i> | 9 | (41%) | |
| | <i>Very involved</i> | 3 | (14%) | |
| | <i>Involved</i> | 7 | (32%) | |
| | <i>Neither</i> | 1 | (5%) | |
| | <i>Not very involved</i> | 0 | (0%) | |
| | <i>Not at all involved</i> | 2 | (9%) | |
| Q13.6 | Who is working with you to achieve your sentence plan targets? (please tick all that apply to you.) | | | |
| | <i>Do not have a sentence plan/ not sentenced</i> | 9 | (43%) | |
| | <i>Nobody</i> | 2 | (10%) | |
| | <i>Offender supervisor</i> | 2 | (10%) | |
| | <i>Offender manager</i> | 4 | (19%) | |
| | <i>Named/ personal officer</i> | 5 | (24%) | |
| | <i>Staff from other departments</i> | 2 | (10%) | |
| Q13.7 | Can you achieve any of your sentence plan targets in this prison? | | | |
| | <i>Do not have a sentence plan/ not sentenced</i> | 9 | (43%) | |
| | <i>Yes</i> | 5 | (24%) | |
| | <i>No</i> | 3 | (14%) | |
| | <i>Don't know</i> | 4 | (19%) | |
| Q13.8 | Are there plans for you to achieve any of your sentence plan targets in another prison? | | | |
| | <i>Do not have a sentence plan/ not sentenced</i> | 9 | (43%) | |
| | <i>Yes</i> | 2 | (10%) | |
| | <i>No</i> | 10 | (48%) | |
| | <i>Don't know</i> | 0 | (0%) | |
| Q13.9 | Are there plans for you to achieve any of your sentence plan targets in the community? | | | |
| | <i>Do not have a sentence plan/ not sentenced</i> | 9 | (43%) | |
| | <i>Yes</i> | 2 | (10%) | |
| | <i>No</i> | 7 | (33%) | |
| | <i>Don't know</i> | 3 | (14%) | |
| Q13.10 | Do you have a needs based custody plan? | | | |
| | <i>Yes</i> | 1 | (5%) | |
| | <i>No</i> | 14 | (74%) | |
| | <i>Don't know</i> | 4 | (21%) | |
| Q13.11 | Do you feel that any member of staff has helped you to prepare for your release? | | | |
| | <i>Yes</i> | 2 | (11%) | |
| | <i>No</i> | 16 | (89%) | |
| Q13.12 | Do you know of anyone in this prison who can help you with the following on release? (please tick all that apply to you.) | | | |
| | | <i>Do not need help</i> | <i>Yes</i> | <i>No</i> |
| | <i>Employment</i> | 9 (43%) | 4 (19%) | 8 (38%) |
| | <i>Accommodation</i> | 11 (55%) | 3 (15%) | 6 (30%) |
| | <i>Benefits</i> | 7 (33%) | 6 (29%) | 8 (38%) |
| | <i>Finances</i> | 8 (40%) | 4 (20%) | 8 (40%) |
| | <i>Education</i> | 9 (45%) | 3 (15%) | 8 (40%) |
| | <i>Drugs and alcohol</i> | 12 (63%) | 3 (16%) | 4 (21%) |
| Q13.13 | Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future? | | | |
| | <i>Not sentenced</i> | 1 | (5%) | |
| | <i>Yes</i> | 7 | (35%) | |
| | <i>No</i> | 12 | (60%) | |

Main comparator and comparator to last time



Prisoner survey responses: Maghaberry Main 2015

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| | | Maghaberry Main 2015 | Local prisons comparator | Maghaberry Main 2015 | Maghaberry Main 2012 |
|--|---|----------------------|--------------------------|----------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | | | |
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| Number of completed questionnaires returned | | 175 | 6141 | 175 | 176 |
| SECTION 1: General information | | | | | |
| 1.2 | Are you under 21 years of age? | 1% | 6% | 1% | 0% |
| 1.3 | Are you sentenced? | 53% | 67% | 53% | 43% |
| 1.3 | Are you on recall? | 8% | 9% | 8% | 3% |
| 1.4 | Is your sentence less than 12 months? | 11% | 20% | 11% | 14% |
| 1.4 | Are you here under an indeterminate sentence (ICS/ECS prisoner)? | 3% | 3% | 3% | 1% |
| 1.5 | Do you hold UK citizenship? | 83% | 87% | 83% | 87% |
| 1.6 | Do you understand spoken English? | 98% | 97% | 98% | 99% |
| 1.7 | Do you understand written English? | 97% | 96% | 97% | 97% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories) | 4% | 25% | 4% | 5% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 4% | 5% | 4% | 1% |
| 1.10 | Are you Catholic? | 46% | 21% | 46% | 49% |
| 1.10 | Are you Protestant? | 20% | 1% | 20% | 31% |
| 1.11 | Are you homosexual/gay or bisexual? | 2% | 3% | 2% | 2% |
| 1.12 | Do you consider yourself to have a disability? | 41% | 24% | 41% | 39% |
| 1.13 | Are you a veteran (ex-armed services)? | 5% | 5% | 5% | 7% |
| 1.14 | Is this your first time in prison? | 25% | 33% | 25% | 28% |
| 1.15 | Do you have any children under the age of 18? | 62% | 53% | 62% | 61% |
| SECTION 2: Transfers and escorts | | | | | |
| On your most recent journey here: | | | | | |
| 2.1 | Did you spend more than 2 hours in the van? | 24% | 22% | 24% | 28% |
| For those who spent two or more hours in the escort van: | | | | | |
| 2.2 | Were you offered anything to eat or drink? | 12% | 35% | 12% | 22% |
| 2.3 | Were you offered a toilet break? | 6% | 8% | 6% | 7% |
| 2.4 | Was the van clean? | 46% | 58% | 46% | 50% |
| 2.5 | Did you feel safe? | 61% | 75% | 61% | 63% |
| 2.6 | Were you treated well/very well by the escort staff? | 57% | 67% | 57% | 55% |
| 2.7 | Before you arrived here were you told that you were coming here? | 72% | 64% | 72% | 68% |
| 2.7 | Before you arrived here did you receive any written information about coming here? | 4% | 3% | 4% | 4% |
| 2.8 | When you first arrived here did your property arrive at the same time as you? | 71% | 79% | 71% | 70% |

Main comparator and comparator to last time

Key to tables

| | | Maghaberry Main 2015 | Local prisons comparator | Maghaberry Main 2015 | Maghaberry Main 2012 |
|--|--|----------------------|--------------------------|----------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | | | |
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| SECTION 3: Reception, first night and induction | | | | | |
| 3.1 | Were you in reception for less than 2 hours? | 42% | 41% | 42% | 43% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 58% | 78% | 58% | 59% |
| 3.3 | Were you treated well/very well in reception? | 55% | 62% | 55% | 53% |
| | When you first arrived: | | | | |
| 3.4 | Did you have any problems? | 80% | 75% | 80% | 83% |
| 3.4 | Did you have any problems with loss of property? | 13% | 15% | 13% | 12% |
| 3.4 | Did you have any housing problems? | 22% | 21% | 22% | 27% |
| 3.4 | Did you have any problems contacting employers? | 6% | 5% | 6% | 2% |
| 3.4 | Did you have any problems contacting family? | 31% | 32% | 31% | 30% |
| 3.4 | Did you have any problems ensuring dependants were being looked after? | 3% | 3% | 3% | 6% |
| 3.4 | Did you have any money worries? | 33% | 24% | 33% | 33% |
| 3.4 | Did you have any problems with feeling depressed or suicidal? | 30% | 22% | 30% | 31% |
| 3.4 | Did you have any physical health problems? | 27% | 18% | 27% | 23% |
| 3.4 | Did you have any mental health problems? | 41% | 22% | 41% | 34% |
| 3.4 | Did you have any problems with needing protection from other prisoners? | 11% | 7% | 11% | 14% |
| 3.4 | Did you have problems accessing phone numbers? | 28% | 31% | 28% | 28% |
| | For those with problems: | | | | |
| 3.5 | Did you receive any help/ support from staff in dealing with these problems? | 30% | 32% | 30% | 38% |
| | When you first arrived here, were you offered any of the following: | | | | |
| 3.6 | Tobacco? | 66% | 80% | 66% | 38% |
| 3.6 | A shower? | 64% | 30% | 64% | 69% |
| 3.6 | A free telephone call? | 66% | 56% | 66% | 72% |
| 3.6 | Something to eat? | 63% | 71% | 63% | 61% |
| 3.6 | PIN phone credit? | 43% | 54% | 43% | 49% |
| 3.6 | Toiletries/ basic items? | 54% | 58% | 54% | 59% |

Main comparator and comparator to last time

Key to tables

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|--|---|----------------------|--------------------------|----------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | | | |
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| SECTION 3: Reception, first night and induction continued | | | | | |
| When you first arrived here did you have access to the following people: | | | | | |
| 3.7 | The chaplain or a religious leader? | 56% | 45% | 56% | 57% |
| 3.7 | Someone from health services? | 56% | 68% | 56% | 64% |
| 3.7 | A Listener/Samaritans? | 23% | 32% | 23% | 24% |
| 3.7 | Tuck shop/ canteen? | 47% | 21% | 47% | 51% |
| When you first arrived here were you offered information about any of the following: | | | | | |
| 3.8 | What was going to happen to you? | 32% | 41% | 32% | 42% |
| 3.8 | Support was available for people feeling depressed or suicidal? | 31% | 37% | 31% | 40% |
| 3.8 | How to make routine requests? | 22% | 35% | 22% | 38% |
| 3.8 | Your entitlement to visits? | 33% | 35% | 33% | 44% |
| 3.8 | Health services? | 37% | 45% | 37% | 46% |
| 3.8 | The chaplaincy? | 36% | 40% | 36% | 45% |
| 3.9 | Did you feel safe on your first night here? | 59% | 73% | 59% | 63% |
| 3.10 | Have you been on an induction course? | 81% | 74% | 81% | 80% |
| For those who have been on an induction course: | | | | | |
| 3.11 | Did the course cover everything you needed to know about the prison? | 51% | 51% | 51% | 49% |
| 3.12 | Did you receive an education (skills for life) assessment? | 54% | 72% | 54% | 61% |
| SECTION 4: Legal rights and respectful custody | | | | | |
| In terms of your legal rights, is it easy/very easy to: | | | | | |
| 4.1 | Communicate with your solicitor or legal representative? | 58% | 37% | 58% | 55% |
| 4.1 | Attend legal visits? | 66% | 52% | 66% | 68% |
| 4.1 | Get bail information? | 33% | 18% | 33% | 32% |
| 4.2 | Have staff ever opened letters from your solicitor or legal representative when you were not with them? | 53% | 41% | 53% | 48% |
| 4.3 | Can you get legal books in the library? | 21% | 36% | 21% | 22% |
| For the wing/unit you are currently on: | | | | | |
| 4.4 | Are you normally offered enough clean, suitable clothes for the week? | 78% | 50% | 78% | 85% |
| 4.4 | Are you normally able to have a shower every day? | 39% | 73% | 39% | 92% |
| 4.4 | Do you normally receive clean sheets every week? | 68% | 71% | 68% | 83% |
| 4.4 | Do you normally get cell cleaning materials every week? | 54% | 53% | 54% | 79% |
| 4.4 | Is your cell call bell normally answered within five minutes? | 31% | 27% | 31% | 41% |
| 4.4 | Is it normally quiet enough for you to be able to relax or sleep in your cell at night time? | 62% | 59% | 62% | 61% |
| 4.4 | Can you normally get your stored property, if you need to? | 16% | 21% | 16% | 26% |
| 4.5 | Is the food in this prison good/very good? | 18% | 20% | 18% | 15% |
| 4.6 | Does the tuck shop/canteen sell a wide enough range of goods to meet your needs? | 56% | 47% | 56% | 60% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 41% | 53% | 41% | 50% |
| 4.8 | Are your religious beliefs are respected? | 42% | 49% | 42% | 56% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 61% | 50% | 61% | 64% |
| 4.10 | Is it easy/very easy to attend religious services? | 38% | 44% | 38% | 42% |

Main comparator and comparator to last time

Key to tables

| | | Maghaberry Main 2015 | Local prisons comparator | Maghaberry Main 2015 | Maghaberry Main 2012 |
|--|--|----------------------|--------------------------|----------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | | | |
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| SECTION 5: Applications and complaints | | | | | |
| 5.1 | Is it easy to make an application? | 52% | 73% | 52% | 57% |
| | For those who have made an application: | | | | |
| 5.2 | Do you feel applications are dealt with fairly? | 31% | 51% | 31% | 47% |
| 5.2 | Do you feel applications are dealt with quickly (within seven days)? | 37% | 36% | 37% | 59% |
| 5.3 | Is it easy to make a complaint? | 54% | 50% | 54% | 62% |
| | For those who have made a complaint: | | | | |
| 5.4 | Do you feel complaints are dealt with fairly? | 25% | 30% | 25% | 43% |
| 5.4 | Do you feel complaints are dealt with quickly (within seven days)? | 40% | 26% | 40% | 56% |
| 5.5 | Have you ever been prevented from making a complaint when you wanted to? | 29% | 20% | 29% | 28% |
| 5.6 | Is it easy/very easy to see the Independent Monitoring Board? | 17% | 19% | 17% | 12% |
| SECTION 6: Progressive regimes and earned privileges scheme | | | | | |
| 6.1 | Do you feel you have been treated fairly in your experience of the PREP scheme? | 35% | 41% | 35% | 42% |
| 6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? | 38% | 41% | 38% | 43% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 16% | 9% | 16% | 15% |
| 6.4 | In the last six months, if you have spent a night in the segregation and separation unit (SSU), were you treated very well/ well by staff? | 19% | 36% | 19% | 40% |
| SECTION 7: Relationships with staff | | | | | |
| 7.1 | Do most staff, in this prison, treat you with respect? | 73% | 73% | 73% | 81% |
| 7.2 | Is there a member of staff, in this prison, that you can turn to for help if you have a problem? | 59% | 69% | 59% | 68% |
| 7.3 | Has a member of staff checked on you personally in the last week to see how you were getting on? | 26% | 26% | 26% | 35% |
| 7.4 | Do staff normally speak to you most of the time/all of the time during association? | 24% | 17% | 24% | 22% |
| 7.5 | Do you have a personal officer? | 37% | 36% | 37% | 37% |
| | For those with a personal officer: | | | | |
| 7.6 | Do you think your personal officer is helpful/very helpful? | 48% | 66% | 48% | 75% |

Main comparator and comparator to last time

Key to tables

| | Any percentage highlighted in green is significantly better | Maghaberry Main 2015 | Local prisons comparator | Maghaberry Main 2015 | Maghaberry Main 2012 |
|--------------------------|--|----------------------|--------------------------|----------------------|----------------------|
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| SECTION 8: Safety | | | | | |
| 8.1 | Have you ever felt unsafe here? | 60% | 43% | 60% | 52% |
| 8.2 | Do you feel unsafe now? | 24% | 19% | 24% | 22% |
| 8.4 | Have you been victimised by other prisoners here? | 38% | 30% | 38% | 39% |
| | Since you have been here, have other prisoners: | | | | |
| 8.5 | Made insulting remarks about you, your family or friends? | 17% | 12% | 17% | 22% |
| 8.5 | Hit, kicked or assaulted you? | 9% | 8% | 9% | 7% |
| 8.5 | Sexually abused you? | 3% | 2% | 3% | 4% |
| 8.5 | Threatened or intimidated you? | 21% | 16% | 21% | 23% |
| 8.5 | Taken your canteen/property? | 3% | 7% | 3% | 2% |
| 8.5 | Victimised you because of medication? | 9% | 6% | 9% | 8% |
| 8.5 | Victimised you because of debt? | 5% | 4% | 5% | 2% |
| 8.5 | Victimised you because of drugs? | 7% | 4% | 7% | 4% |
| 8.5 | Victimised you because of your race or ethnic origin? | 7% | 4% | 7% | 7% |
| 8.5 | Victimised you because of your religion/religious beliefs? | 11% | 3% | 11% | 8% |
| 8.5 | Victimised you because of your nationality? | 8% | 3% | 8% | 7% |
| 8.5 | Victimised you because you were from a different part of the country? | 3% | 4% | 3% | 7% |
| 8.5 | Victimised you because you are from a Traveller community? | 2% | 1% | 2% | 1% |
| 8.5 | Victimised you because of your sexual orientation? | 2% | 1% | 2% | 1% |
| 8.5 | Victimised you because of your age? | 2% | 2% | 2% | 1% |
| 8.5 | Victimised you because you have a disability? | 6% | 3% | 6% | 4% |
| 8.5 | Victimised you because you were new here? | 7% | 6% | 7% | 4% |
| 8.5 | Victimised you because of your offence/crime? | 12% | 5% | 12% | 13% |
| 8.5 | Victimised you because of gang related issues? | 4% | 5% | 4% | 7% |

Main comparator and comparator to last time

Key to tables

| | Any percentage highlighted in green is significantly better | Magherry Main 2015 | Local prisons comparator | Magherry Main 2015 | Magherry Main 2012 |
|------------------------------------|--|--------------------|--------------------------|--------------------|--------------------|
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| | Percentages which are not highlighted show there is no significant difference | | | | |
| SECTION 8: Safety continued | | | | | |
| 8.6 | Have you been victimised by staff here? | 44% | 32% | 44% | 36% |
| | Since you have been here, have staff: | | | | |
| 8.7 | Made insulting remarks about you, your family or friends? | 13% | 12% | 13% | 21% |
| 8.7 | Hit, kicked or assaulted you? | 9% | 5% | 9% | 8% |
| 8.7 | Sexually abused you? | 2% | 1% | 2% | 5% |
| 8.7 | Threatened or intimidated you? | 18% | 13% | 18% | 18% |
| 8.7 | Victimised you because of medication? | 10% | 5% | 10% | 8% |
| 8.7 | Victimised you because of debt? | 2% | 2% | 2% | 1% |
| 8.7 | Victimised you because of drugs? | 2% | 3% | 2% | 3% |
| 8.7 | Victimised you because of your race or ethnic origin? | 5% | 4% | 5% | 5% |
| 8.7 | Victimised you because of your religion/religious beliefs? | 10% | 4% | 10% | 8% |
| 8.7 | Victimised you because of your nationality? | 10% | 3% | 10% | 7% |
| 8.7 | Victimised you because you were from a different part of the country? | 3% | 3% | 3% | 4% |
| 8.7 | Victimised you because you are from a Traveller community? | 1% | 2% | 1% | 1% |
| 8.7 | Victimised you because of your sexual orientation? | 0% | 1% | 0% | 1% |
| 8.7 | Victimised you because of your age? | 2% | 2% | 2% | 1% |
| 8.7 | Victimised you because you have a disability? | 7% | 3% | 7% | 3% |
| 8.7 | Victimised you because you were new here? | 4% | 5% | 4% | 2% |
| 8.7 | Victimised you because of your offence/crime? | 10% | 5% | 10% | 8% |
| 8.7 | Victimised you because of gang related issues? | 2% | 3% | 2% | 4% |
| | For those who have been victimised by staff or other prisoners: | | | | |
| 8.8 | Did you report any victimisation that you have experienced? | 33% | 33% | 33% | 47% |

Main comparator and comparator to last time

Key to tables

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|--------------------------------------|---|----------------------|--------------------------|----------------------|----------------------|
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| | Percentages which are not highlighted show there is no significant difference | | | | |
| SECTION 9: Health services | | | | | |
| 9.1 | Is it easy/very easy to see the doctor? | 18% | 21% | 18% | 33% |
| 9.1 | Is it easy/very easy to see the nurse? | 35% | 44% | 35% | 61% |
| 9.1 | Is it easy/very easy to see the dentist? | 8% | 9% | 8% | 16% |
| | For those who have been to the following services, do you think the quality of the health service from the following is good/very good: | | | | |
| 9.2 | The doctor? | 29% | 39% | 29% | 40% |
| 9.2 | The nurse? | 45% | 52% | 45% | 59% |
| 9.2 | The dentist? | 32% | 30% | 32% | 36% |
| 9.3 | The overall quality of health services? | 28% | 35% | 28% | 43% |
| 9.4 | Are you currently taking medication? | 70% | 51% | 70% | 67% |
| | For those currently taking medication: | | | | |
| 9.5 | Are you allowed to keep possession of some or all of your medication in your own cell? | 84% | 60% | 84% | 91% |
| 9.6 | Do you have any emotional well being or mental health problems? | 58% | 38% | 58% | 51% |
| | For those who have problems: | | | | |
| 9.7 | Are you being helped or supported by anyone in this prison? | 33% | 43% | 33% | 49% |
| SECTION 10: Drugs and alcohol | | | | | |
| 10.1 | Did you have a problem with drugs when you came into this prison? | 37% | 32% | 37% | 29% |
| 10.2 | Did you have a problem with alcohol when you came into this prison? | 31% | 21% | 31% | 33% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 50% | 34% | 50% | 38% |
| 10.4 | Is it easy/very easy to get alcohol in this prison? | 20% | 15% | 20% | 10% |
| 10.5 | Have you developed a problem with drugs since you have been in this prison? | 14% | 8% | 14% | 9% |
| 10.6 | Have you developed a problem with diverted medication since you have been in this prison? | 12% | 8% | 12% | 11% |
| | For those with drug or alcohol problems: | | | | |
| 10.7 | Have you received any support or help with your drug problem while in this prison? | 44% | 60% | 44% | 46% |
| 10.8 | Have you received any support or help with your alcohol problem while in this prison? | 33% | 57% | 33% | 45% |
| | For those who have received help or support with their drug or alcohol problem: | | | | |
| 10.9 | Was the support helpful? | 64% | 76% | 64% | 78% |

Main comparator and comparator to last time

Key to tables

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| SECTION 11: Activities | | | | |
| Is it very easy/ easy to get into the following activities: | | | | |
| 11.1 A prison job? | 19% | 31% | 19% | 18% |
| 11.1 Vocational or skills training? | 20% | 29% | 20% | 29% |
| 11.1 Education (including basic skills)? | 25% | 44% | 25% | 47% |
| 11.1 Offending behaviour programmes? | 12% | 18% | 12% | 18% |
| Are you currently involved in any of the following activities: | | | | |
| 11.2 A prison job? | 28% | 42% | 28% | 43% |
| 11.2 Vocational or skills training? | 9% | 9% | 9% | 37% |
| 11.2 Education (including basic skills)? | 28% | 25% | 28% | 12% |
| 11.2 Offending behaviour programmes? | 3% | 7% | 3% | 36% |
| 11.3 Have you had a job while in this prison? | 54% | 67% | 54% | 59% |
| For those who have had a prison job while in this prison: | | | | |
| 11.3 Do you feel the job will help you on release? | 39% | 38% | 39% | 46% |
| 11.3 Have you been involved in vocational or skills training while in this prison? | 42% | 55% | 42% | 52% |
| For those who have had vocational or skills training while in this prison: | | | | |
| 11.3 Do you feel the vocational or skills training will help you on release? | 46% | 45% | 46% | 44% |
| 11.3 Have you been involved in education while in this prison? | 55% | 66% | 55% | 59% |
| For those who have been involved in education while in this prison: | | | | |
| 11.3 Do you feel the education will help you on release? | 60% | 51% | 60% | 59% |
| 11.3 Have you been involved in offending behaviour programmes while in this prison? | 38% | 52% | 38% | 44% |
| For those who have been involved in offending behaviour programmes while in this prison: | | | | |
| 11.3 Do you feel the offending behaviour programme(s) will help you on release? | 39% | 41% | 39% | 39% |
| 11.4 Do you go to the library at least once a week? | 15% | 28% | 15% | 22% |
| 11.5 Does the library have a wide enough range of materials to meet your needs? | 18% | 32% | 18% | 21% |
| 11.6 Do you go to the gym three or more times a week? | 31% | 25% | 31% | 37% |
| 11.7 Do you go outside for exercise three or more times a week? | 48% | 38% | 48% | 50% |
| 11.8 Do you go on association more than five times each week? | 30% | 42% | 30% | 46% |
| 11.9 Do you spend ten or more hours out of your cell on a weekday? | 7% | 9% | 7% | 8% |
| SECTION 12: Friends and family | | | | |
| 12.1 Have staff supported you and helped you to maintain contact with family/friends while in this prison? | 39% | 31% | 39% | 52% |
| 12.2 Have you had any problems with sending or receiving mail? | 44% | 50% | 44% | 28% |
| 12.3 Have you had any problems getting access to the telephones? | 48% | 35% | 48% | 31% |
| 12.4 Is it easy/ very easy for your friends and family to get here? | 29% | 36% | 29% | 26% |

Main comparator and comparator to last time

Key to tables

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|---|---|----------------------|--------------------------|----------------------|----------------------|
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| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| SECTION 13: Preparation for release | | | | | |
| For those who are sentenced: | | | | | |
| 13.1 | Do you have a named offender manager (home probation officer) in the probation service? | 58% | 61% | 58% | 49% |
| For those who are sentenced what type of contact have you had with your offender manager: | | | | | |
| 13.2 | No contact? | 42% | 42% | 42% | 17% |
| 13.2 | Contact by letter? | 2% | 30% | 2% | 0% |
| 13.2 | Contact by phone? | 2% | 13% | 2% | 0% |
| 13.2 | Contact by visit? | 56% | 36% | 56% | 83% |
| 13.3 | Do you have a named offender supervisor in this prison? | 29% | 30% | 29% | 23% |
| For those who are sentenced: | | | | | |
| 13.4 | Do you have a sentence plan? | 51% | 35% | 51% | 55% |
| For those with a sentence plan: | | | | | |
| 13.5 | Were you involved/very involved in the development of your plan? | 57% | 58% | 57% | 64% |
| Who is working with you to achieve your sentence plan targets: | | | | | |
| 13.6 | Nobody? | 33% | 45% | 33% | 21% |
| 13.6 | Offender supervisor? | 14% | 31% | 14% | 21% |
| 13.6 | Offender manager? | 44% | 27% | 44% | 39% |
| 13.6 | Named/ personal officer? | 19% | 10% | 19% | 25% |
| 13.6 | Staff from other departments? | 22% | 18% | 22% | 29% |
| For those with a sentence plan: | | | | | |
| 13.7 | Can you achieve any of your sentence plan targets in this prison? | 55% | 55% | 55% | 67% |
| 13.8 | Are there plans for you to achieve any of your targets in another prison? | 17% | 27% | 17% | 11% |
| 13.9 | Are there plans for you to achieve any of your targets in the community? | 25% | 32% | 25% | 42% |
| 13.10 | Do you have a needs based custody plan? | 6% | 7% | 6% | 9% |
| 13.11 | Do you feel that any member of staff has helped you to prepare for release? | 11% | 11% | 11% | 14% |
| For those that need help do you know of anyone in this prison who can help you on release with the following: | | | | | |
| 13.12 | Employment? | 21% | 27% | 21% | 23% |
| 13.12 | Accommodation? | 34% | 34% | 34% | 35% |
| 13.12 | Benefits? | 32% | 37% | 32% | 29% |
| 13.12 | Finances? | 21% | 22% | 21% | 18% |
| 13.12 | Education? | 25% | 28% | 25% | 27% |
| 13.12 | Drugs and alcohol? | 37% | 42% | 37% | 32% |
| For those who are sentenced: | | | | | |
| 13.13 | Have you done anything, or has anything happened to you here to make you less likely to offend in future? | 39% | 46% | 39% | 48% |

Diversity Analysis



Key question responses (disability and aged over 50) HMP Maghaberry (main site) 2015

Prisoner survey responses (missing data has been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| | Any percentage highlighted in green is significantly better | Consider themselves to have a disability | Do not consider themselves to have a disability | | Prisoners aged 50 and over | Prisoners under the age of 50 |
|--|--|--|---|--|----------------------------|-------------------------------|
| | Any percentage highlighted in blue is significantly worse | | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | | |
| Number of completed questionnaires returned | | 70 | 101 | | 19 | 149 |
| 1.3 | Are you sentenced? | 52% | 52% | | 52% | 53% |
| 1.5 | Do you hold UK citizenship? | 94% | 77% | | 84% | 84% |
| 1.6 | Do you understand spoken English? | 97% | 99% | | 100% | 99% |
| 1.7 | Do you understand written English? | 96% | 98% | | 100% | 98% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 0% | 7% | | 0% | 4% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 5% | 4% | | 0% | 4% |
| 1.10 | Are you Catholic? | 55% | 39% | | 5% | 51% |
| 1.10 | Are you Protestant? | 21% | 20% | | 22% | 21% |
| 1.12 | Do you consider yourself to have a disability? | | | | 39% | 40% |
| 1.13 | Are you a veteran (ex-armed services)? | 9% | 3% | | 23% | 4% |
| 1.14 | Is this your first time in prison? | 19% | 29% | | 62% | 21% |
| 2.6 | Were you treated well/very well by the escort staff? | 44% | 65% | | 84% | 54% |
| 2.7 | Before you arrived here were you told that you were coming here? | 72% | 70% | | 68% | 72% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 40% | 69% | | 68% | 57% |
| 3.3 | Were you treated well/very well in reception? | 40% | 65% | | 62% | 54% |
| 3.4 | Did you have any problems when you first arrived? | 94% | 70% | | 82% | 79% |
| 3.7 | Did you have access to someone from health care when you first arrived here? | 53% | 57% | | 30% | 59% |
| 3.9 | Did you feel safe on your first night here? | 54% | 63% | | 53% | 60% |
| 3.10 | Have you been on an induction course? | 76% | 85% | | 83% | 80% |
| 4.1 | Is it easy/very easy to communicate with your solicitor or legal representative? | 49% | 64% | | 40% | 59% |

Diversity Analysis

Key to tables

| | | Consider themselves to have a disability | Do not consider themselves to have a disability | Prisoners aged 50 and over | Prisoners under the age of 50 |
|--|--|--|---|----------------------------|-------------------------------|
| Any percentage highlighted in green is significantly better | | | | | |
| Any percentage highlighted in blue is significantly worse | | | | | |
| Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| 4.4 | Are you normally offered enough clean, suitable clothes for the week? | 73% | 81% | 100% | 74% |
| 4.4 | Are you normally able to have a shower every day? | 30% | 43% | 23% | 40% |
| 4.4 | Is your cell call bell normally answered within five minutes? | 29% | 31% | 31% | 30% |
| 4.5 | Is the food in this prison good/very good? | 17% | 19% | 33% | 16% |
| 4.6 | Does the tuck shop /canteen sell a wide enough range of goods to meet your needs? | 52% | 58% | 72% | 53% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 39% | 42% | 22% | 42% |
| 4.8 | Do you feel your religious beliefs are respected? | 33% | 48% | 50% | 40% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 59% | 63% | 72% | 59% |
| 5.1 | Is it easy to make an application? | 45% | 57% | 67% | 49% |
| 5.3 | Is it easy to make a complaint? | 49% | 58% | 59% | 53% |
| 6.1 | Do you feel you have been treated fairly in your experience of the PREP scheme? | 32% | 37% | 35% | 35% |
| 6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? | 40% | 37% | 23% | 39% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 22% | 12% | 0% | 19% |
| 7.1 | Do most staff, in this prison, treat you with respect? | 65% | 79% | 89% | 71% |
| 7.2 | Is there a member of staff you can turn to for help if you have a problem in this prison? | 47% | 69% | 82% | 56% |
| 7.3 | Do staff normally speak to you at least most of the time during association time? (most/all of the time) | 26% | 22% | 39% | 22% |
| 7.4 | Do you have a personal officer? | 37% | 37% | 30% | 38% |
| 8.1 | Have you ever felt unsafe here? | 70% | 53% | 72% | 58% |
| 8.2 | Do you feel unsafe now? | 28% | 23% | 17% | 25% |
| 8.3 | Have you been victimised by other prisoners? | 41% | 36% | 50% | 38% |
| 8.5 | Have you ever felt threatened or intimidated by other prisoners here? | 22% | 19% | 22% | 21% |
| 8.5 | Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners) | 6% | 6% | 0% | 8% |
| 8.5 | Have you been victimised because of your religion/religious beliefs? (By prisoners) | 11% | 10% | 5% | 12% |
| 8.5 | Have you been victimised because of your nationality? (By prisoners) | 6% | 8% | 5% | 8% |
| 8.5 | Have you been victimised because of your age? (By prisoners) | 3% | 1% | 0% | 3% |
| 8.5 | Have you been victimised because you have a disability? (By prisoners) | 13% | 0% | 5% | 6% |

Diversity Analysis

Key to tables

| | | Consider themselves to have a disability | Do not consider themselves to have a disability | Prisoners aged 50 and over | Prisoners under the age of 50 |
|------|---|--|---|----------------------------|-------------------------------|
| | Any percentage highlighted in green is significantly better | | | | |
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| 8.6 | Have you been victimised by a member of staff? | 55% | 35% | 45% | 45% |
| 8.7 | Have you ever felt threatened or intimidated by staff here? | 23% | 13% | 5% | 19% |
| 8.7 | Have you been victimised because of your race or ethnic origin since you have been here? (By staff) | 6% | 4% | 0% | 6% |
| 8.7 | Have you been victimised because of your religion/religious beliefs? (By staff) | 12% | 8% | 0% | 11% |
| 8.7 | Have you been victimised because of your nationality? (By staff) | 5% | 11% | 5% | 10% |
| 8.7 | Have you been victimised because of your age? (By staff) | 3% | 0% | 0% | 1% |
| 8.7 | Have you been victimised because you have a disability? (By staff) | 14% | 0% | 5% | 7% |
| 9.1 | Is it easy/very easy to see the doctor? | 16% | 18% | 39% | 15% |
| 9.1 | Is it easy/ very easy to see the nurse? | 40% | 33% | 53% | 34% |
| 9.4 | Are you currently taking medication? | 90% | 57% | 78% | 69% |
| 9.6 | Do you feel you have any emotional well being/mental health issues? | 90% | 37% | 28% | 63% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 50% | 51% | 33% | 53% |
| 11.2 | Are you currently working in the prison? | 28% | 29% | 50% | 26% |
| 11.2 | Are you currently undertaking vocational or skills training? | 6% | 11% | 5% | 10% |
| 11.2 | Are you currently in education (including basic skills)? | 23% | 32% | 22% | 29% |
| 11.2 | Are you currently taking part in an offending behaviour programme? | 6% | 1% | 0% | 4% |
| 11.4 | Do you go to the library at least once a week? | 5% | 21% | 22% | 13% |
| 11.6 | Do you go to the gym three or more times a week? | 28% | 33% | 17% | 33% |
| 11.7 | Do you go outside for exercise three or more times a week? | 43% | 51% | 55% | 47% |
| 11.8 | On average, do you go on association more than five times each week? | 32% | 28% | 31% | 29% |
| 11.9 | Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc) | 12% | 3% | 5% | 7% |
| 12.2 | Have you had any problems sending or receiving mail? | 53% | 40% | 33% | 46% |
| 12.3 | Have you had any problems getting access to the telephones? | 59% | 41% | 50% | 48% |



Prisoner survey responses (Religion): Maghaberry (main site) 2015

Prisoner survey responses (missing data have been excluded for each question) Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| | | Catholic prisoners | Protestant prisoners |
|--|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| Number of completed questionnaires returned | | 77 | 34 |
| SECTION 1: General information | | | |
| 1.2 | Are you under 21 years of age? | 1% | 0% |
| 1.3 | Are you sentenced? | 51% | 76% |
| 1.3 | Are you on recall? | 7% | 6% |
| 1.4 | Is your sentence less than 12 months? | 10% | 28% |
| 1.4 | Are you here under an indeterminate sentence for public protection (ICS/ECS prisoner)? | 4% | 0% |
| 1.5 | Do you hold UK citizenship? | 81% | 94% |
| 1.6 | Do you understand spoken English? | 100% | 100% |
| 1.7 | Do you understand written English? | 97% | 100% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 0% | 0% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 8% | 0% |
| 1.11 | Are you homosexual/gay or bisexual? | 1% | 0% |
| 1.12 | Do you consider yourself to have a disability? | 49% | 41% |
| 1.13 | Are you a veteran (ex-armed services)? | 0% | 12% |
| 1.14 | Is this your first time in prison? | 18% | 24% |
| 1.15 | Do you have any children under the age of 18? | 64% | 64% |
| SECTION 2: Transfers and escorts | | | |
| On your most recent journey here: | | | |
| 2.1 | Did you spend more than 2 hours in the van? | 33% | 24% |
| 2.5 | Did you feel safe? | 55% | 73% |
| 2.6 | Were you treated well/very well by the escort staff? | 48% | 62% |
| 2.7 | Before you arrived here were you told that you were coming here? | 73% | 66% |
| 2.8 | When you first arrived here did your property arrive at the same time as you? | 74% | 65% |

Key to tables

| | | | |
|--|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
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| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 3: Reception, first night and induction | | | |
| 3.1 | Were you in reception for less than 2 hours? | 37% | 53% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 48% | 62% |
| 3.3 | Were you treated well/very well in reception? | 46% | 62% |
| | When you first arrived: | | |
| 3.4 | Did you have any problems? | 81% | 71% |
| 3.4 | Did you have any problems with loss of property? | 17% | 15% |
| 3.4 | Did you have any housing problems? | 24% | 20% |
| 3.4 | Did you have any problems contacting employers? | 5% | 9% |
| 3.4 | Did you have any problems contacting family? | 31% | 26% |
| 3.4 | Did you have any problems ensuring dependants were being looked after? | 3% | 3% |
| 3.4 | Did you have any money worries? | 35% | 32% |
| 3.4 | Did you have any problems with feeling depressed or suicidal? | 30% | 35% |
| 3.4 | Did you have any physical health problems? | 34% | 12% |
| 3.4 | Did you have any mental health problems? | 47% | 44% |
| 3.4 | Did you have any problems with needing protection from other prisoners? | 12% | 9% |
| 3.4 | Did you have problems accessing phone numbers? | 27% | 24% |
| | When you first arrived here, were you offered any of the following: | | |
| 3.6 | Tobacco? | 68% | 62% |
| 3.6 | A shower? | 57% | 74% |
| 3.6 | A free telephone call? | 65% | 65% |
| 3.6 | Something to eat? | 61% | 68% |
| 3.6 | PIN phone credit? | 43% | 50% |
| 3.6 | Toiletries/ basic items? | 49% | 59% |

Key to tables

| | | | |
|--|---|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 3: Reception, first night and induction continued | | | |
| | When you first arrived here did you have access to the following people: | | |
| 3.7 | The chaplain or a religious leader? | 61% | 56% |
| 3.7 | Someone from health services? | 56% | 56% |
| 3.7 | A Listener/Samaritans? | 24% | 26% |
| 3.7 | Tuck shop/ canteen? | 48% | 56% |
| | When you first arrived here were you offered information about any of the following: | | |
| 3.8 | What was going to happen to you? | 33% | 38% |
| 3.8 | Support was available for people feeling depressed or suicidal? | 29% | 38% |
| 3.8 | How to make routine requests? | 16% | 38% |
| 3.8 | Your entitlement to visits? | 36% | 41% |
| 3.8 | Health services? | 37% | 35% |
| 3.8 | The chaplaincy? | 37% | 38% |
| 3.9 | Did you feel safe on your first night here? | 60% | 65% |
| 3.10 | Have you been on an induction course? | 79% | 82% |
| 3.12 | Did you receive an education (skills for life) assessment? | 56% | 55% |
| SECTION 4: Legal rights and respectful custody | | | |
| | In terms of your legal rights, is it easy/very easy to: | | |
| 4.1 | Communicate with your solicitor or legal representative? | 60% | 56% |
| 4.1 | Attend legal visits? | 66% | 61% |
| 4.1 | Get bail information? | 36% | 36% |
| 4.2 | Have staff ever opened letters from your solicitor or legal representative when you were not with them? | 56% | 61% |
| 4.3 | Can you get legal books in the library? | 16% | 15% |
| | For the wing/unit you are currently on: | | |
| 4.4 | Are you normally offered enough clean, suitable clothes for the week? | 81% | 74% |
| 4.4 | Are you normally able to have a shower every day? | 44% | 32% |
| 4.4 | Do you normally receive clean sheets every week? | 70% | 56% |
| 4.4 | Do you normally get cell cleaning materials every week? | 51% | 56% |
| 4.4 | Is your cell call bell normally answered within five minutes? | 33% | 36% |
| 4.4 | Is it normally quiet enough for you to be able to relax or sleep in your cell at night time? | 59% | 61% |
| 4.4 | Can you normally get your stored property, if you need to? | 15% | 21% |
| 4.5 | Is the food in this prison good/very good? | 14% | 12% |
| 4.6 | Does the tuck shop/canteen sell a wide enough range of goods to meet your needs? | 55% | 53% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 39% | 41% |
| 4.8 | Are your religious beliefs are respected? | 49% | 35% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 66% | 59% |
| 4.10 | Is it easy/very easy to attend religious services? | 49% | 34% |

Key to tables

| | | | |
|--|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 5: Applications and complaints | | | |
| 5.1 | Is it easy to make an application? | 52% | 50% |
| 5.3 | Is it easy to make a complaint? | 56% | 59% |
| 5.5 | Have you ever been prevented from making a complaint when you wanted to? | 26% | 27% |
| 5.6 | Is it easy/very easy to see the Independent Monitoring Board? | 17% | 16% |
| SECTION 6: Progressive regimes and earned privileges scheme | | | |
| 6.1 | Do you feel you have been treated fairly in your experience of the PREP scheme? | 37% | 41% |
| 6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? | 39% | 44% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 25% | 9% |
| SECTION 7: Relationships with staff | | | |
| 7.1 | Do most staff, in this prison, treat you with respect? | 76% | 71% |
| 7.2 | Is there a member of staff, in this prison, that you can turn to for help if you have a problem? | 57% | 65% |
| 7.3 | Has a member of staff checked on you personally in the last week to see how you were getting on? | 23% | 32% |
| 7.4 | Do staff normally speak to you most of the time/all of the time during association? | 23% | 18% |
| 7.5 | Do you have a personal officer? | 38% | 47% |

Key to tables

| | | | |
|--------------------------|--|--------------------|----------------------|
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| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 8: Safety | | | |
| 8.1 | Have you ever felt unsafe here? | 58% | 44% |
| 8.2 | Do you feel unsafe now? | 27% | 15% |
| 8.4 | Have you been victimised by other prisoners here? | 38% | 20% |
| | Since you have been here, have other prisoners: | | |
| 8.5 | Made insulting remarks about you, your family or friends? | 19% | 6% |
| 8.5 | Hit, kicked or assaulted you? | 8% | 6% |
| 8.5 | Sexually abused you? | 4% | 0% |
| 8.5 | Threatened or intimidated you? | 21% | 9% |
| 8.5 | Taken your canteen/property? | 1% | 0% |
| 8.5 | Victimised you because of medication? | 13% | 0% |
| 8.5 | Victimised you because of debt? | 8% | 0% |
| 8.5 | Victimised you because of drugs? | 10% | 3% |
| 8.5 | Victimised you because of your race or ethnic origin? | 8% | 3% |
| 8.5 | Victimised you because of your religion/religious beliefs? | 13% | 6% |
| 8.5 | Victimised you because of your nationality? | 12% | 0% |
| 8.5 | Victimised you because you were from a different part of the country? | 3% | 0% |
| 8.5 | Victimised you because you are from a traveller community? | 3% | 0% |
| 8.5 | Victimised you because of your sexual orientation? | 3% | 0% |
| 8.5 | Victimised you because of your age? | 1% | 6% |
| 8.5 | Victimised you because you have a disability? | 6% | 6% |
| 8.5 | Victimised you because you were new here? | 6% | 3% |
| 8.5 | Victimised you because of your offence/crime? | 9% | 6% |
| 8.5 | Victimised you because of gang related issues? | 8% | 0% |

Key to tables

| | | | |
|------------------------------------|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 8: Safety continued | | | |
| 8.6 | Have you been victimised by staff here? | 51% | 35% |
| | Since you have been here, have staff: | | |
| 8.7 | Made insulting remarks about you, your family or friends? | 14% | 6% |
| 8.7 | Hit, kicked or assaulted you? | 7% | 9% |
| 8.7 | Sexually abused you? | 4% | 0% |
| 8.7 | Threatened or intimidated you? | 18% | 15% |
| 8.7 | Victimised you because of medication? | 10% | 6% |
| 8.7 | Victimised you because of debt? | 4% | 0% |
| 8.7 | Victimised you because of drugs? | 3% | 3% |
| 8.7 | Victimised you because of your race or ethnic origin? | 7% | 3% |
| 8.7 | Victimised you because of your religion/religious beliefs? | 14% | 6% |
| 8.7 | Victimised you because of your nationality? | 7% | 9% |
| 8.7 | Victimised you because you were from a different part of the country? | 1% | 0% |
| 8.7 | Victimised you because you are from a traveller community? | 1% | 0% |
| 8.7 | Victimised you because of your sexual orientation? | 0% | 0% |
| 8.7 | Victimised you because of your age? | 1% | 3% |
| 8.7 | Victimised you because you have a disability? | 10% | 3% |
| 8.7 | Victimised you because you were new here? | 4% | 6% |
| 8.7 | Victimised you because of your offence/crime? | 10% | 12% |
| 8.7 | Victimised you because of gang related issues? | 4% | 3% |

Key to tables

| | | Catholic prisoners | Protestant prisoners |
|--------------------------------------|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 9: Health services | | | |
| 9.1 | Is it easy/very easy to see the doctor? | 19% | 12% |
| 9.1 | Is it easy/very easy to see the nurse? | 33% | 24% |
| 9.1 | Is it easy/very easy to see the dentist? | 10% | 6% |
| 9.4 | Are you currently taking medication? | 68% | 72% |
| 9.6 | Do you have any emotional well being or mental health problems? | 61% | 57% |
| SECTION 10: Drugs and alcohol | | | |
| 10.1 | Did you have a problem with drugs when you came into this prison? | 43% | 38% |
| 10.2 | Did you have a problem with alcohol when you came into this prison? | 31% | 38% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 59% | 56% |
| 10.4 | Is it easy/very easy to get alcohol in this prison? | 23% | 24% |
| 10.5 | Have you developed a problem with drugs since you have been in this prison? | 20% | 15% |
| 10.6 | Have you developed a problem with diverted medication since you have been in this prison? | 19% | 12% |

Key to tables

| | | | |
|---------------------------------------|---|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 11: Activities | | | |
| | Is it very easy/ easy to get into the following activities: | | |
| 11.1 | A prison job? | 22% | 26% |
| 11.1 | Vocational or skills training? | 29% | 21% |
| 11.1 | Education (including basic skills)? | 32% | 24% |
| 11.1 | Offending Behaviour Programmes? | 18% | 12% |
| | Are you currently involved in any of the following activities: | | |
| 11.2 | A prison job? | 23% | 38% |
| 11.2 | Vocational or skills training? | 8% | 9% |
| 11.2 | Education (including basic skills)? | 35% | 18% |
| 11.2 | Offending Behaviour Programmes? | 3% | 6% |
| 11.4 | Do you go to the library at least once a week? | 9% | 18% |
| 11.5 | Does the library have a wide enough range of materials to meet your needs? | 17% | 18% |
| 11.6 | Do you go to the gym three or more times a week? | 40% | 30% |
| 11.7 | Do you go outside for exercise three or more times a week? | 59% | 43% |
| 11.8 | Do you go on association more than five times each week? | 30% | 36% |
| 11.9 | Do you spend ten or more hours out of your cell on a weekday? | 5% | 9% |
| SECTION 12: Friends and family | | | |
| 12.1 | Have staff supported you and helped you to maintain contact with family/friends while in this prison? | 36% | 43% |
| 12.2 | Have you had any problems with sending or receiving mail? | 42% | 53% |
| 12.3 | Have you had any problems getting access to the telephones? | 51% | 41% |
| 12.4 | Is it easy/ very easy for your friends and family to get here? | 32% | 30% |

Key to tables

| | | | |
|--|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 13: Preparation for release | | | |
| 13.3 | Do you have a named offender supervisor in this prison? | 31% | 30% |
| 13.10 | Do you have a needs based custody plan? | 8% | 3% |
| 13.11 | Do you feel that any member of staff has helped you to prepare for release? | 10% | 7% |

Diversity analysis



Key question responses (UK citizenship) Maghaberry (main site) 2015

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| | Any percentage highlighted in green is significantly better | Non-UK citizen prisoners | UK citizen prisoners |
|--|--|--------------------------|----------------------|
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| Number of completed questionnaires returned | | 28 | 141 |
| 1.3 | Are you sentenced? | 44% | 55% |
| 1.6 | Do you understand spoken English? | 97% | 99% |
| 1.7 | Do you understand written English? | 93% | 98% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 15% | 2% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 0% | 5% |
| 1.10 | Are you Catholic? | 52% | 45% |
| 1.10 | Are you Protestant? | 8% | 23% |
| 1.12 | Do you consider yourself to have a disability? | 15% | 45% |
| 1.13 | Are you a veteran (ex-armed services)? | 8% | 5% |
| 1.14 | Is this your first time in prison? | 26% | 26% |
| 2.6 | Were you treated well/very well by the escort staff? | 65% | 57% |
| 2.7 | Before you arrived here were you told that you were coming here? | 75% | 72% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 65% | 59% |
| 3.3 | Were you treated well/very well in reception? | 57% | 55% |
| 3.4 | Did you have any problems when you first arrived? | 74% | 80% |
| 3.7 | Did you have access to someone from health care when you first arrived here? | 59% | 55% |
| 3.9 | Did you feel safe on your first night here? | 57% | 61% |
| 3.10 | Have you been on an induction course? | 78% | 81% |
| 4.1 | Is it easy/very easy to communicate with your solicitor or legal representative? | 62% | 57% |

Diversity analysis

Key to tables

| | Any percentage highlighted in green is significantly better | Non-UK citizen prisoners | UK citizen prisoners |
|-----|--|--------------------------|----------------------|
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| 4.4 | Are you normally offered enough clean, suitable clothes for the week? | 81% | 78% |
| 4.4 | Are you normally able to have a shower every day? | 50% | 37% |
| 4.4 | Is your cell call bell normally answered within five minutes? | 44% | 28% |
| 4.5 | Is the food in this prison good/very good? | 22% | 17% |
| 4.6 | Does the shop /canteen sell a wide enough range of goods to meet your needs? | 54% | 56% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 40% | 42% |
| 4.8 | Do you feel your religious beliefs are respected? | 31% | 44% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 58% | 62% |
| 5.1 | Is it easy to make an application? | 54% | 52% |
| 5.3 | Is it easy to make a complaint? | 59% | 54% |
| 6.1 | Do you feel you have been treated fairly in your experience of the PREP scheme? | 23% | 39% |
| 6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? | 27% | 41% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 24% | 14% |
| 7.1 | Do most staff, in this prison, treat you with respect? | 84% | 72% |
| 7.2 | Is there a member of staff you can turn to for help if you have a problem in this prison? | 71% | 57% |
| 7.3 | Do staff normally speak to you at least most of the time during association time? (most/all of the time) | 23% | 25% |
| 7.4 | Do you have a personal officer? | 33% | 39% |
| 8.1 | Have you ever felt unsafe here? | 67% | 58% |
| 8.2 | Do you feel unsafe now? | 30% | 24% |
| 8.3 | Have you been victimised by other prisoners? | 41% | 38% |
| 8.5 | Have you ever felt threatened or intimidated by other prisoners here? | 22% | 20% |
| 8.5 | Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners) | 19% | 4% |
| 8.5 | Have you been victimised because of your religion/religious beliefs? (By prisoners) | 19% | 9% |
| 8.5 | Have you been victimised because of your nationality? (By prisoners) | 15% | 7% |
| 8.5 | Have you been victimised because you have a disability? (By prisoners) | 3% | 5% |

Diversity analysis

Key to tables

| | Any percentage highlighted in green is significantly better | Non-UK citizen prisoners | UK citizen prisoners |
|------|---|--------------------------|----------------------|
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| 8.6 | Have you been victimised by a member of staff? | 35% | 46% |
| 8.7 | Have you ever felt threatened or intimidated by staff here? | 15% | 17% |
| 8.7 | Have you been victimised because of your race or ethnic origin since you have been here? (By staff) | 8% | 4% |
| 8.7 | Have you been victimised because of your religion/religious beliefs? (By staff) | 12% | 9% |
| 8.7 | Have you been victimised because of your nationality? (By staff) | 12% | 9% |
| 8.7 | Have you been victimised because you have a disability? (By staff) | 4% | 7% |
| 9.1 | Is it easy/very easy to see the doctor? | 40% | 14% |
| 9.1 | Is it easy/ very easy to see the nurse? | 50% | 34% |
| 9.4 | Are you currently taking medication? | 60% | 73% |
| 9.6 | Do you feel you have any emotional well being/mental health issues? | 41% | 61% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 59% | 51% |
| 11.2 | Are you currently working in the prison? | 30% | 28% |
| 11.2 | Are you currently undertaking vocational or skills training? | 4% | 9% |
| 11.2 | Are you currently in education (including basic skills)? | 48% | 24% |
| 11.2 | Are you currently taking part in an offending behaviour programme? | 4% | 2% |
| 11.4 | Do you go to the library at least once a week? | 30% | 12% |
| 11.6 | Do you go to the gym three or more times a week? | 39% | 29% |
| 11.7 | Do you go outside for exercise three or more times a week? | 61% | 45% |
| 11.8 | On average, do you go on association more than five times each week? | 32% | 29% |
| 11.9 | Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc) | 4% | 7% |
| 12.2 | Have you had any problems sending or receiving mail? | 26% | 48% |
| 12.3 | Have you had any problems getting access to the telephones? | 52% | 47% |

Main comparator and comparator to last time



**Prisoner survey responses: Mourne Complex 2015 Vs Maghaberry Main 2015
and Mourne Complex 2015 Vs Mourne Complex 2012**

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| Any percentage highlighted in green is significantly better | | Maghaberry Mourne Complex 2015 | Maghaberry Main 2015 | Mourne Complex 2015 | Mourne Complex 2012 |
|--|---|-----------------------------------|----------------------|---------------------|---------------------|
| Any percentage highlighted in blue is significantly worse | | | | | |
| Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | | |
| Percentages which are not highlighted show there is no significant difference | | | | | |
| Number of completed questionnaires returned | | 110 | 175 | 110 | 119 |
| SECTION 1: General information | | | | | |
| 1.2 | Are you under 21 years of age? | 0% | 1% | 0% | 0% |
| 1.3 | Are you sentenced? | 99% | 53% | 99% | 99% |
| 1.3 | Are you on recall? | 10% | 8% | 10% | 10% |
| 1.4 | Is your sentence less than 12 months? | 12% | 11% | 12% | 11% |
| 1.4 | Are you here under an indeterminate sentence (ICS/ECS prisoner)? | 6% | 3% | 6% | 1% |
| 1.5 | Do you hold UK citizenship? | 90% | 17% | 90% | 86% |
| 1.6 | Do you understand spoken English? | 98% | 98% | 98% | 97% |
| 1.7 | Do you understand written English? | 98% | 97% | 98% | 99% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories) | 7% | 4% | 7% | 4% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 3% | 4% | 3% | 3% |
| 1.10 | Are you Catholic? | 29% | 46% | 29% | 32% |
| 1.10 | Are you Protestant? | 32% | 20% | 32% | 32% |
| 1.11 | Are you homosexual/gay or bisexual? | 2% | 2% | 2% | 1% |
| 1.12 | Do you consider yourself to have a disability? | 33% | 41% | 33% | 25% |
| 1.13 | Are you a veteran (ex-armed services)? | 10% | 5% | 10% | 6% |
| 1.14 | Is this your first time in prison? | 36% | 25% | 36% | 42% |
| 1.15 | Do you have any children under the age of 18? | 50% | 62% | 50% | 51% |
| SECTION 2: Transfers and escorts | | | | | |
| On your most recent journey here: | | | | | |
| 2.1 | Did you spend more than 2 hours in the van? | 20% | 24% | 20% | 24% |
| For those who spent two or more hours in the escort van: | | | | | |
| 2.2 | Were you offered anything to eat or drink? | 7% | 12% | 7% | 6% |
| 2.3 | Were you offered a toilet break? | 12% | 6% | 12% | 6% |
| 2.4 | Was the van clean? | 39% | 46% | 39% | 41% |
| 2.5 | Did you feel safe? | 70% | 61% | 70% | 66% |
| 2.6 | Were you treated well/very well by the escort staff? | 49% | 57% | 49% | 47% |
| 2.7 | Before you arrived here were you told that you were coming here? | 60% | 72% | 60% | 58% |
| 2.7 | Before you arrived here did you receive any written information about coming here? | 7% | 4% | 7% | 4% |
| 2.8 | When you first arrived here did your property arrive at the same time as you? | 58% | 71% | 58% | 53% |

Main comparator and comparator to last time

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| SECTION 3: Reception, first night and induction | | | | |
| 3.1 Were you in reception for less than 2 hours? | 30% | 42% | 30% | 32% |
| 3.2 When you were searched in reception, was this carried out in a respectful way? | 55% | 58% | 55% | 52% |
| 3.3 Were you treated well/very well in reception? | 50% | 55% | 50% | 37% |
| When you first arrived: | | | | |
| 3.4 Did you have any problems? | 80% | 80% | 80% | 70% |
| 3.4 Did you have any problems with loss of property? | 19% | 13% | 19% | 24% |
| 3.4 Did you have any housing problems? | 12% | 22% | 12% | 11% |
| 3.4 Did you have any problems contacting employers? | 3% | 6% | 3% | 2% |
| 3.4 Did you have any problems contacting family? | 26% | 31% | 26% | 29% |
| 3.4 Did you have any problems ensuring dependants were being looked after? | 4% | 3% | 4% | 4% |
| 3.4 Did you have any money worries? | 26% | 33% | 26% | 24% |
| 3.4 Did you have any problems with feeling depressed or suicidal? | 35% | 30% | 35% | 20% |
| 3.4 Did you have any physical health problems? | 24% | 27% | 24% | 15% |
| 3.4 Did you have any mental health problems? | 33% | 41% | 33% | 19% |
| 3.4 Did you have any problems with needing protection from other prisoners? | 12% | 11% | 12% | 8% |
| 3.4 Did you have problems accessing phone numbers? | 35% | 28% | 35% | 24% |
| For those with problems: | | | | |
| 3.5 Did you receive any help/ support from staff in dealing with these problems? | 31% | 30% | 31% | 27% |
| When you first arrived here, were you offered any of the following: | | | | |
| 3.6 Tobacco? | 51% | 66% | 51% | 33% |
| 3.6 A shower? | 66% | 64% | 66% | 65% |
| 3.6 A free telephone call? | 55% | 66% | 55% | 44% |
| 3.6 Something to eat? | 55% | 63% | 55% | 50% |
| 3.6 PIN phone credit? | 42% | 43% | 42% | 37% |
| 3.6 Toiletries/ basic items? | 48% | 54% | 48% | 48% |

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| SECTION 3: Reception, first night and induction continued | | | | | |
| | When you first arrived here did you have access to the following people: | | | | |
| 3.7 | The chaplain or a religious leader? | 52% | 56% | 52% | 43% |
| 3.7 | Someone from health services? | 55% | 56% | 55% | 58% |
| 3.7 | A Listener/Samaritans? | 19% | 23% | 19% | 12% |
| 3.7 | Tuck shop/ canteen? | 39% | 47% | 39% | 42% |
| | When you first arrived here were you offered information about any of the following: | | | | |
| 3.8 | What was going to happen to you? | 45% | 32% | 45% | 40% |
| 3.8 | Support was available for people feeling depressed or suicidal? | 26% | 31% | 26% | 20% |
| 3.8 | How to make routine requests? | 32% | 22% | 32% | 30% |
| 3.8 | Your entitlement to visits? | 35% | 33% | 35% | 36% |
| 3.8 | Health services? | 36% | 37% | 36% | 37% |
| 3.8 | The chaplaincy? | 37% | 36% | 37% | 29% |
| 3.9 | Did you feel safe on your first night here? | 56% | 59% | 56% | 56% |
| 3.10 | Have you been on an induction course? | 73% | 81% | 73% | 70% |
| | For those who have been on an induction course: | | | | |
| 3.11 | Did the course cover everything you needed to know about the prison? | 36% | 51% | 36% | 41% |
| 3.12 | Did you receive an education (skills for life) assessment? | 69% | 54% | 69% | 70% |
| SECTION 4: Legal rights and respectful custody | | | | | |
| | In terms of your legal rights, is it easy/very easy to: | | | | |
| 4.1 | Communicate with your solicitor or legal representative? | 58% | 58% | 58% | 62% |
| 4.1 | Attend legal visits? | 60% | 66% | 60% | 47% |
| 4.1 | Get bail information? | 30% | 33% | 30% | 14% |
| 4.2 | Have staff ever opened letters from your solicitor or legal representative when you were not with them? | 65% | 53% | 65% | 70% |
| 4.3 | Can you get legal books in the library? | 15% | 21% | 15% | 28% |
| | For the wing/unit you are currently on: | | | | |
| 4.4 | Are you normally offered enough clean, suitable clothes for the week? | 91% | 78% | 91% | 92% |
| 4.4 | Are you normally able to have a shower every day? | 79% | 39% | 79% | 99% |
| 4.4 | Do you normally receive clean sheets every week? | 62% | 68% | 62% | 70% |
| 4.4 | Do you normally get cell cleaning materials every week? | 84% | 54% | 84% | 84% |
| 4.4 | Is your cell call bell normally answered within five minutes? | 50% | 31% | 50% | 32% |
| 4.4 | Is it normally quiet enough for you to be able to relax or sleep in your cell at night time? | 90% | 62% | 90% | 78% |
| 4.4 | Can you normally get your stored property, if you need to? | 31% | 16% | 31% | 25% |
| 4.5 | Is the food in this prison good/very good? | 22% | 18% | 22% | 16% |
| 4.6 | Does the tuck shop/canteen sell a wide enough range of goods to meet your needs? | 43% | 56% | 43% | 37% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 55% | 41% | 55% | 50% |
| 4.8 | Are your religious beliefs are respected? | 55% | 42% | 55% | 49% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 74% | 61% | 74% | 70% |
| 4.10 | Is it easy/very easy to attend religious services? | 36% | 38% | 36% | 36% |

Main comparator and comparator to last time

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| SECTION 5: Applications and complaints | | | | | |
| 5.1 | Is it easy to make an application? | 71% | 52% | 71% | 75% |
| | For those who have made an application: | | | | |
| 5.2 | Do you feel applications are dealt with fairly? | 39% | 31% | 39% | 49% |
| 5.2 | Do you feel applications are dealt with quickly (within seven days)? | 40% | 37% | 40% | 70% |
| 5.3 | Is it easy to make a complaint? | 74% | 54% | 74% | 82% |
| | For those who have made a complaint: | | | | |
| 5.4 | Do you feel complaints are dealt with fairly? | 29% | 25% | 29% | 35% |
| 5.4 | Do you feel complaints are dealt with quickly (within seven days)? | 48% | 40% | 48% | 67% |
| 5.5 | Have you ever been prevented from making a complaint when you wanted to? | 30% | 29% | 30% | 26% |
| 5.6 | Is it easy/very easy to see the Independent Monitoring Board? | 16% | 17% | 16% | 24% |
| SECTION 6: Progressive regimes and earned privileges scheme | | | | | |
| 6.1 | Do you feel you have been treated fairly in your experience of the PREP scheme? | 49% | 35% | 49% | 58% |
| 6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? | 36% | 38% | 36% | 41% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 9% | 16% | 9% | 4% |
| 6.4 | In the last six months, if you have spent a night in the segregation and separation unit (SSU), were you treated very well/ well by staff? | 18% | 19% | 18% | 21% |
| SECTION 7: Relationships with staff | | | | | |
| 7.1 | Do most staff, in this prison, treat you with respect? | 84% | 73% | 84% | 79% |
| 7.2 | Is there a member of staff, in this prison, that you can turn to for help if you have a problem? | 63% | 59% | 63% | 65% |
| 7.3 | Has a member of staff checked on you personally in the last week to see how you were getting on? | 31% | 26% | 31% | 30% |
| 7.4 | Do staff normally speak to you most of the time/all of the time during association? | 26% | 24% | 26% | 27% |
| 7.5 | Do you have a personal officer? | 59% | 37% | 59% | 40% |
| | For those with a personal officer: | | | | |
| 7.6 | Do you think your personal officer is helpful/very helpful? | 50% | 48% | 50% | 60% |

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| SECTION 8: Safety | | | | | |
| 8.1 | Have you ever felt unsafe here? | 60% | 60% | 60% | 54% |
| 8.2 | Do you feel unsafe now? | 15% | 24% | 15% | 14% |
| 8.4 | Have you been victimised by other prisoners here? | 50% | 38% | 50% | 40% |
| | Since you have been here, have other prisoners: | | | | |
| 8.5 | Made insulting remarks about you, your family or friends? | 28% | 17% | 28% | 21% |
| 8.5 | Hit, kicked or assaulted you? | 14% | 9% | 14% | 12% |
| 8.5 | Sexually abused you? | 2% | 3% | 2% | 3% |
| 8.5 | Threatened or intimidated you? | 31% | 21% | 31% | 21% |
| 8.5 | Taken your canteen/property? | 7% | 3% | 7% | 4% |
| 8.5 | Victimised you because of medication? | 10% | 9% | 10% | 10% |
| 8.5 | Victimised you because of debt? | 7% | 5% | 7% | 5% |
| 8.5 | Victimised you because of drugs? | 8% | 7% | 8% | 7% |
| 8.5 | Victimised you because of your race or ethnic origin? | 6% | 7% | 6% | 8% |
| 8.5 | Victimised you because of your religion/religious beliefs? | 11% | 11% | 11% | 11% |
| 8.5 | Victimised you because of your nationality? | 8% | 8% | 8% | 10% |
| 8.5 | Victimised you because you were from a different part of the country? | 3% | 3% | 3% | 4% |
| 8.5 | Victimised you because you are from a Traveller community? | 1% | 2% | 1% | 0% |
| 8.5 | Victimised you because of your sexual orientation? | 1% | 2% | 1% | 3% |
| 8.5 | Victimised you because of your age? | 4% | 2% | 4% | 1% |
| 8.5 | Victimised you because you have a disability? | 3% | 6% | 3% | 4% |
| 8.5 | Victimised you because you were new here? | 5% | 7% | 5% | 7% |
| 8.5 | Victimised you because of your offence/crime? | 17% | 12% | 17% | 15% |
| 8.5 | Victimised you because of gang related issues? | 4% | 4% | 4% | 7% |

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| SECTION 8: Safety continued | | | | | |
| 8.6 | Have you been victimised by staff here? | 46% | 44% | 46% | 45% |
| Since you have been here, have staff: | | | | | |
| 8.7 | Made insulting remarks about you, your family or friends? | 22% | 13% | 22% | 26% |
| 8.7 | Hit, kicked or assaulted you? | 5% | 9% | 5% | 8% |
| 8.7 | Sexually abused you? | 1% | 2% | 1% | 2% |
| 8.7 | Threatened or intimidated you? | 16% | 18% | 16% | 23% |
| 8.7 | Victimised you because of medication? | 10% | 10% | 10% | 7% |
| 8.7 | Victimised you because of debt? | 2% | 2% | 2% | 2% |
| 8.7 | Victimised you because of drugs? | 5% | 2% | 5% | 5% |
| 8.7 | Victimised you because of your race or ethnic origin? | 5% | 5% | 5% | 5% |
| 8.7 | Victimised you because of your religion/religious beliefs? | 9% | 10% | 9% | 16% |
| 8.7 | Victimised you because of your nationality? | 10% | 10% | 10% | 12% |
| 8.7 | Victimised you because you were from a different part of the country? | 6% | 3% | 6% | 5% |
| 8.7 | Victimised you because you are from a Traveller community? | 2% | 1% | 2% | 0% |
| 8.7 | Victimised you because of your sexual orientation? | 1% | 0% | 1% | 1% |
| 8.7 | Victimised you because of your age? | 1% | 2% | 1% | 1% |
| 8.7 | Victimised you because you have a disability? | 6% | 7% | 6% | 1% |
| 8.7 | Victimised you because you were new here? | 5% | 4% | 5% | 8% |
| 8.7 | Victimised you because of your offence/crime? | 13% | 10% | 13% | 16% |
| 8.7 | Victimised you because of gang related issues? | 3% | 2% | 3% | 4% |
| For those who have been victimised by staff or other prisoners: | | | | | |
| 8.8 | Did you report any victimisation that you have experienced? | 38% | 33% | 38% | 31% |

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| SECTION 9: Health services | | | | | |
| 9.1 | Is it easy/very easy to see the doctor? | 10% | 18% | 10% | 46% |
| 9.1 | Is it easy/very easy to see the nurse? | 38% | 35% | 38% | 65% |
| 9.1 | Is it easy/very easy to see the dentist? | 7% | 8% | 7% | 23% |
| | For those who have been to the following services, do you think the quality of the health service from the following is good/very good: | | | | |
| 9.2 | The doctor? | 13% | 29% | 13% | 51% |
| 9.2 | The nurse? | 36% | 45% | 36% | 60% |
| 9.2 | The dentist? | 37% | 32% | 37% | 57% |
| 9.3 | The overall quality of health services? | 13% | 28% | 13% | 35% |
| 9.4 | Are you currently taking medication? | 77% | 70% | 77% | 69% |
| | For those currently taking medication: | | | | |
| 9.5 | Are you allowed to keep possession of some or all of your medication in your own cell? | 92% | 84% | 92% | 99% |
| 9.6 | Do you have any emotional well being or mental health problems? | 48% | 58% | 48% | 30% |
| | For those who have problems: | | | | |
| 9.7 | Are you being helped or supported by anyone in this prison? | 58% | 33% | 58% | 55% |
| SECTION 10: Drugs and alcohol | | | | | |
| 10.1 | Did you have a problem with drugs when you came into this prison? | 26% | 37% | 26% | 26% |
| 10.2 | Did you have a problem with alcohol when you came into this prison? | 39% | 31% | 39% | 39% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 47% | 50% | 47% | 48% |
| 10.4 | Is it easy/very easy to get alcohol in this prison? | 10% | 20% | 10% | 7% |
| 10.5 | Have you developed a problem with drugs since you have been in this prison? | 10% | 14% | 10% | 8% |
| 10.6 | Have you developed a problem with diverted medication since you have been in this prison? | 12% | 12% | 12% | 11% |
| | For those with drug or alcohol problems: | | | | |
| 10.7 | Have you received any support or help with your drug problem while in this prison? | 60% | 44% | 60% | 66% |
| 10.8 | Have you received any support or help with your alcohol problem while in this prison? | 76% | 33% | 76% | 73% |
| | For those who have received help or support with their drug or alcohol problem: | | | | |
| 10.9 | Was the support helpful? | 85% | 64% | 85% | 78% |

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| SECTION 11: Activities | | | | |
| Is it very easy/ easy to get into the following activities: | | | | |
| 11.1 A prison job? | 55% | 19% | 55% | 44% |
| 11.1 Vocational or skills training? | 38% | 20% | 38% | 42% |
| 11.1 Education (including basic skills)? | 43% | 25% | 43% | 53% |
| 11.1 Offending behaviour programmes? | 23% | 12% | 23% | 41% |
| Are you currently involved in any of the following activities: | | | | |
| 11.2 A prison job? | 68% | 28% | 68% | 70% |
| 11.2 Vocational or skills training? | 25% | 9% | 25% | 20% |
| 11.2 Education (including basic skills)? | 21% | 28% | 21% | 35% |
| 11.2 Offending behaviour programmes? | 19% | 3% | 19% | 28% |
| 11.3 Have you had a job while in this prison? | 90% | 54% | 90% | 88% |
| For those who have had a prison job while in this prison: | | | | |
| 11.3 Do you feel the job will help you on release? | 47% | 39% | 47% | 50% |
| 11.3 Have you been involved in vocational or skills training while in this prison? | 83% | 42% | 83% | 79% |
| For those who have had vocational or skills training while in this prison: | | | | |
| 11.3 Do you feel the vocational or skills training will help you on release? | 50% | 46% | 50% | 55% |
| 11.3 Have you been involved in education while in this prison? | 84% | 55% | 84% | 89% |
| For those who have been involved in education while in this prison: | | | | |
| 11.3 Do you feel the education will help you on release? | 55% | 60% | 55% | 70% |
| 11.3 Have you been involved in offending behaviour programmes while in this prison? | 82% | 38% | 82% | 80% |
| For those who have been involved in offending behaviour programmes while in this prison: | | | | |
| 11.3 Do you feel the offending behaviour programme(s) will help you on release? | 53% | 39% | 53% | 63% |
| 11.4 Do you go to the library at least once a week? | 22% | 15% | 22% | 27% |
| 11.5 Does the library have a wide enough range of materials to meet your needs? | 31% | 18% | 31% | 25% |
| 11.6 Do you go to the gym three or more times a week? | 28% | 31% | 28% | 46% |
| 11.7 Do you go outside for exercise three or more times a week? | 35% | 48% | 35% | 38% |
| 11.8 Do you go on association more than five times each week? | 26% | 30% | 26% | 84% |
| 11.9 Do you spend ten or more hours out of your cell on a weekday? | 17% | 7% | 17% | 33% |
| SECTION 12: Friends and family | | | | |
| 12.1 Have staff supported you and helped you to maintain contact with family/friends while in this prison? | 42% | 39% | 42% | 33% |
| 12.2 Have you had any problems with sending or receiving mail? | 73% | 44% | 73% | 53% |
| 12.3 Have you had any problems getting access to the telephones? | 33% | 48% | 33% | 13% |
| 12.4 Is it easy/ very easy for your friends and family to get here? | 41% | 29% | 41% | 39% |

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| SECTION 13: Preparation for release | | | | | |
| For those who are sentenced: | | | | | |
| 13.1 | Do you have a named offender manager (home probation officer) in the probation service? | 71% | 58% | 71% | 59% |
| For those who are sentenced what type of contact have you had with your offender manager: | | | | | |
| 13.2 | No contact? | 21% | 42% | 21% | 17% |
| 13.2 | Contact by letter? | 1% | 2% | 1% | 9% |
| 13.2 | Contact by phone? | 0% | 2% | 0% | 3% |
| 13.2 | Contact by visit? | 79% | 56% | 79% | 77% |
| 13.3 | Do you have a named offender supervisor in this prison? | 59% | 29% | 59% | 45% |
| For those who are sentenced: | | | | | |
| 13.4 | Do you have a sentence plan? | 69% | 51% | 69% | 63% |
| For those with a sentence plan: | | | | | |
| 13.5 | Were you involved/very involved in the development of your plan? | 51% | 57% | 51% | 62% |
| Who is working with you to achieve your sentence plan targets: | | | | | |
| 13.6 | Nobody? | 34% | 33% | 34% | 15% |
| 13.6 | Offender supervisor? | 17% | 14% | 17% | 20% |
| 13.6 | Offender manager? | 27% | 44% | 27% | 28% |
| 13.6 | Named/ personal officer? | 21% | 19% | 21% | 18% |
| 13.6 | Staff from other departments? | 37% | 22% | 37% | 40% |
| For those with a sentence plan: | | | | | |
| 13.7 | Can you achieve any of your sentence plan targets in this prison? | 72% | 55% | 72% | 71% |
| 13.8 | Are there plans for you to achieve any of your targets in another prison? | 9% | 17% | 9% | 3% |
| 13.9 | Are there plans for you to achieve any of your targets in the community? | 24% | 25% | 24% | 26% |
| 13.10 | Do you have a needs based custody plan? | 7% | 6% | 7% | 8% |
| 13.11 | Do you feel that any member of staff has helped you to prepare for release? | 23% | 11% | 23% | 16% |
| For those that need help do you know of anyone in this prison who can help you on release with the following: | | | | | |
| 13.12 | Employment? | 25% | 21% | 25% | 21% |
| 13.12 | Accommodation? | 30% | 34% | 30% | 35% |
| 13.12 | Benefits? | 28% | 32% | 28% | 26% |
| 13.12 | Finances? | 17% | 21% | 17% | 16% |
| 13.12 | Education? | 28% | 25% | 28% | 22% |
| 13.12 | Drugs and alcohol? | 41% | 37% | 41% | 37% |
| For those who are sentenced: | | | | | |
| 13.13 | Have you done anything, or has anything happened to you here to make you less likely to offend in future? | 48% | 39% | 48% | 56% |

Main comparator and comparator to last time



Prisoner survey responses: Maghaberry Mourne Complex vs. Cat C comparator

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| | | |
|---|-----------------------------------|--------------------|
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| Percentages which are not highlighted show there is no significant difference | | |
| Number of completed questionnaires returned | 110 | 6236 |
| SECTION 1: General information | | |
| 1.2 Are you under 21 years of age? | 0% | 3% |
| 1.3 Are you sentenced? | 99% | 100% |
| 1.3 Are you on recall? | 10% | 9% |
| 1.4 Is your sentence less than 12 months? | 12% | 6% |
| 1.4 Are you here under an indeterminate sentence (ICS/ECS prisoner)? | 6% | 9% |
| 1.5 Do you hold UK citizenship? | 90% | 92% |
| 1.6 Do you understand spoken English? | 98% | 99% |
| 1.7 Do you understand written English? | 98% | 98% |
| 1.8 Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories) | 7% | 26% |
| 1.9 Do you consider yourself to be Gypsy/ Romany/ Traveller? | 3% | 4% |
| 1.10 Are you Catholic? | 29% | 18% |
| 1.10 Are you Protestant? | 32% | 2% |
| 1.11 Are you homosexual/gay or bisexual? | 2% | 3% |
| 1.12 Do you consider yourself to have a disability? | 33% | 20% |
| 1.13 Are you a veteran (ex-armed services)? | 10% | 6% |
| 1.14 Is this your first time in prison? | 36% | 36% |
| 1.15 Do you have any children under the age of 18? | 50% | 51% |
| SECTION 2: Transfers and escorts | | |
| On your most recent journey here: | | |
| 2.1 Did you spend more than 2 hours in the van? | 20% | 45% |
| For those who spent two or more hours in the escort van: | | |
| 2.2 Were you offered anything to eat or drink? | 7% | 72% |
| 2.3 Were you offered a toilet break? | 12% | 8% |
| 2.4 Was the van clean? | 39% | 64% |
| 2.5 Did you feel safe? | 70% | 80% |
| 2.6 Were you treated well/very well by the escort staff? | 49% | 72% |
| 2.7 Before you arrived here were you told that you were coming here? | 60% | 62% |
| 2.7 Before you arrived here did you receive any written information about coming here? | 7% | 15% |
| 2.8 When you first arrived here did your property arrive at the same time as you? | 58% | 87% |

Main comparator and comparator to last time

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| SECTION 3: Reception, first night and induction | | | |
| 3.1 | Were you in reception for less than 2 hours? | 30% | 53% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 55% | 84% |
| 3.3 | Were you treated well/very well in reception? | 50% | 75% |
| | When you first arrived: | | |
| 3.4 | Did you have any problems? | 80% | 60% |
| 3.4 | Did you have any problems with loss of property? | 19% | 17% |
| 3.4 | Did you have any housing problems? | 12% | 14% |
| 3.4 | Did you have any problems contacting employers? | 3% | 2% |
| 3.4 | Did you have any problems contacting family? | 26% | 19% |
| 3.4 | Did you have any problems ensuring dependants were being looked after? | 4% | 2% |
| 3.4 | Did you have any money worries? | 26% | 14% |
| 3.4 | Did you have any problems with feeling depressed or suicidal? | 35% | 14% |
| 3.4 | Did you have any physical health problems? | 24% | 12% |
| 3.4 | Did you have any mental health problems? | 33% | 14% |
| 3.4 | Did you have any problems with needing protection from other prisoners? | 12% | 5% |
| 3.4 | Did you have problems accessing phone numbers? | 35% | 17% |
| | For those with problems: | | |
| 3.5 | Did you receive any help/ support from staff in dealing with these problems? | 31% | 36% |
| | When you first arrived here, were you offered any of the following: | | |
| 3.6 | Tobacco? | 51% | 76% |
| 3.6 | A shower? | 66% | 27% |
| 3.6 | A free telephone call? | 55% | 41% |
| 3.6 | Something to eat? | 55% | 57% |
| 3.6 | PIN phone credit? | 42% | 52% |
| 3.6 | Toiletries/ basic items? | 48% | 44% |

Main comparator and comparator to last time

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| SECTION 3: Reception, first night and induction continued | | | |
| | When you first arrived here did you have access to the following people: | | |
| 3.7 | The chaplain or a religious leader? | 52% | 51% |
| 3.7 | Someone from health services? | 55% | 69% |
| 3.7 | A Listener/Samaritans? | 19% | 32% |
| 3.7 | Tuck shop/ canteen? | 39% | 21% |
| | When you first arrived here were you offered information about any of the following: | | |
| 3.8 | What was going to happen to you? | 45% | 51% |
| 3.8 | Support was available for people feeling depressed or suicidal? | 26% | 41% |
| 3.8 | How to make routine requests? | 32% | 44% |
| 3.8 | Your entitlement to visits? | 35% | 42% |
| 3.8 | Health services? | 36% | 54% |
| 3.8 | The chaplaincy? | 37% | 48% |
| 3.9 | Did you feel safe on your first night here? | 56% | 82% |
| 3.10 | Have you been on an induction course? | 73% | 91% |
| | For those who have been on an induction course: | | |
| 3.11 | Did the course cover everything you needed to know about the prison? | 36% | 59% |
| 3.12 | Did you receive an education (skills for life) assessment? | 69% | 83% |
| SECTION 4: Legal rights and respectful custody | | | |
| | In terms of your legal rights, is it easy/very easy to: | | |
| 4.1 | Communicate with your solicitor or legal representative? | 58% | 47% |
| 4.1 | Attend legal visits? | 60% | 50% |
| 4.1 | Get bail information? | 30% | 15% |
| 4.2 | Have staff ever opened letters from your solicitor or legal representative when you were not with them? | 65% | 40% |
| 4.3 | Can you get legal books in the library? | 15% | 43% |
| | For the wing/unit you are currently on: | | |
| 4.4 | Are you normally offered enough clean, suitable clothes for the week? | 91% | 67% |
| 4.4 | Are you normally able to have a shower every day? | 79% | 92% |
| 4.4 | Do you normally receive clean sheets every week? | 62% | 76% |
| 4.4 | Do you normally get cell cleaning materials every week? | 84% | 66% |
| 4.4 | Is your cell call bell normally answered within five minutes? | 50% | 36% |
| 4.4 | Is it normally quiet enough for you to be able to relax or sleep in your cell at night time? | 90% | 68% |
| 4.4 | Can you normally get your stored property, if you need to? | 31% | 24% |
| 4.5 | Is the food in this prison good/very good? | 22% | 27% |
| 4.6 | Does the tuck shop/canteen sell a wide enough range of goods to meet your needs? | 43% | 46% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 55% | 56% |
| 4.8 | Are your religious beliefs are respected? | 55% | 53% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 74% | 58% |
| 4.10 | Is it easy/very easy to attend religious services? | 36% | 50% |

Main comparator and comparator to last time

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| SECTION 5: Applications and complaints | | | |
| 5.1 | Is it easy to make an application? | 71% | 82% |
| | For those who have made an application: | | |
| 5.2 | Do you feel applications are dealt with fairly? | 39% | 59% |
| 5.2 | Do you feel applications are dealt with quickly (within seven days)? | 40% | 43% |
| 5.3 | Is it easy to make a complaint? | 74% | 60% |
| | For those who have made a complaint: | | |
| 5.4 | Do you feel complaints are dealt with fairly? | 29% | 32% |
| 5.4 | Do you feel complaints are dealt with quickly (within seven days)? | 48% | 30% |
| 5.5 | Have you ever been prevented from making a complaint when you wanted to? | 30% | 19% |
| 5.6 | Is it easy/very easy to see the Independent Monitoring Board? | 16% | 29% |
| SECTION 6: Progressive regimes and earned privileges scheme | | | |
| 6.1 | Do you feel you have been treated fairly in your experience of the PREP scheme? | 49% | 51% |
| 6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? | 36% | 46% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 9% | 6% |
| 6.4 | In the last six months, if you have spent a night in the segregation and separation unit (SSU), were you treated very well/ well by staff? | 18% | 38% |
| SECTION 7: Relationships with staff | | | |
| 7.1 | Do most staff, in this prison, treat you with respect? | 84% | 78% |
| 7.2 | Is there a member of staff, in this prison, that you can turn to for help if you have a problem? | 63% | 74% |
| 7.3 | Has a member of staff checked on you personally in the last week to see how you were getting on? | 31% | 29% |
| 7.4 | Do staff normally speak to you most of the time/all of the time during association? | 26% | 20% |
| 7.5 | Do you have a personal officer? | 59% | 68% |
| | For those with a personal officer: | | |
| 7.6 | Do you think your personal officer is helpful/very helpful? | 50% | 63% |

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| SECTION 8: Safety | | | |
| 8.1 | Have you ever felt unsafe here? | 60% | 34% |
| 8.2 | Do you feel unsafe now? | 15% | 15% |
| 8.4 | Have you been victimised by other prisoners here? | 50% | 26% |
| | Since you have been here, have other prisoners: | | |
| 8.5 | Made insulting remarks about you, your family or friends? | 28% | 12% |
| 8.5 | Hit, kicked or assaulted you? | 14% | 7% |
| 8.5 | Sexually abused you? | 2% | 1% |
| 8.5 | Threatened or intimidated you? | 31% | 16% |
| 8.5 | Taken your canteen/property? | 7% | 6% |
| 8.5 | Victimised you because of medication? | 10% | 5% |
| 8.5 | Victimised you because of debt? | 7% | 4% |
| 8.5 | Victimised you because of drugs? | 8% | 4% |
| 8.5 | Victimised you because of your race or ethnic origin? | 6% | 3% |
| 8.5 | Victimised you because of your religion/religious beliefs? | 11% | 3% |
| 8.5 | Victimised you because of your nationality? | 8% | 2% |
| 8.5 | Victimised you because you were from a different part of the country? | 3% | 4% |
| 8.5 | Victimised you because you are from a Traveller community? | 1% | 1% |
| 8.5 | Victimised you because of your sexual orientation? | 1% | 1% |
| 8.5 | Victimised you because of your age? | 4% | 3% |
| 8.5 | Victimised you because you have a disability? | 3% | 3% |
| 8.5 | Victimised you because you were new here? | 5% | 5% |
| 8.5 | Victimised you because of your offence/crime? | 17% | 4% |
| 8.5 | Victimised you because of gang related issues? | 4% | 4% |

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| SECTION 8: Safety continued | | | |
| 8.6 | Have you been victimised by staff here? | 46% | 29% |
| | Since you have been here, have staff: | | |
| 8.7 | Made insulting remarks about you, your family or friends? | 22% | 11% |
| 8.7 | Hit, kicked or assaulted you? | 5% | 4% |
| 8.7 | Sexually abused you? | 1% | 1% |
| 8.7 | Threatened or intimidated you? | 16% | 12% |
| 8.7 | Victimised you because of medication? | 10% | 4% |
| 8.7 | Victimised you because of debt? | 2% | 2% |
| 8.7 | Victimised you because of drugs? | 5% | 2% |
| 8.7 | Victimised you because of your race or ethnic origin? | 5% | 4% |
| 8.7 | Victimised you because of your religion/religious beliefs? | 9% | 3% |
| 8.7 | Victimised you because of your nationality? | 10% | 2% |
| 8.7 | Victimised you because you were from a different part of the country? | 6% | 3% |
| 8.7 | Victimised you because you are from a Traveller community? | 2% | 1% |
| 8.7 | Victimised you because of your sexual orientation? | 1% | 1% |
| 8.7 | Victimised you because of your age? | 1% | 2% |
| 8.7 | Victimised you because you have a disability? | 6% | 3% |
| 8.7 | Victimised you because you were new here? | 5% | 4% |
| 8.7 | Victimised you because of your offence/crime? | 13% | 4% |
| 8.7 | Victimised you because of gang related issues? | 3% | 2% |
| | For those who have been victimised by staff or other prisoners: | | |
| 8.8 | Did you report any victimisation that you have experienced? | 38% | 40% |

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| SECTION 9: Health services | | | |
| 9.1 | Is it easy/very easy to see the doctor? | 10% | 30% |
| 9.1 | Is it easy/very easy to see the nurse? | 38% | 53% |
| 9.1 | Is it easy/very easy to see the dentist? | 7% | 13% |
| | For those who have been to the following services, do you think the quality of the health service from the following is good/very good: | | |
| 9.2 | The doctor? | 13% | 47% |
| 9.2 | The nurse? | 36% | 58% |
| 9.2 | The dentist? | 37% | 43% |
| 9.3 | The overall quality of health services? | 13% | 43% |
| 9.4 | Are you currently taking medication? | 77% | 48% |
| | For those currently taking medication: | | |
| 9.5 | Are you allowed to keep possession of some or all of your medication in your own cell? | 92% | 83% |
| 9.6 | Do you have any emotional well being or mental health problems? | 48% | 29% |
| | For those who have problems: | | |
| 9.7 | Are you being helped or supported by anyone in this prison? | 58% | 51% |
| SECTION 10: Drugs and alcohol | | | |
| 10.1 | Did you have a problem with drugs when you came into this prison? | 26% | 24% |
| 10.2 | Did you have a problem with alcohol when you came into this prison? | 39% | 17% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 47% | 35% |
| 10.4 | Is it easy/very easy to get alcohol in this prison? | 10% | 22% |
| 10.5 | Have you developed a problem with drugs since you have been in this prison? | 10% | 8% |
| 10.6 | Have you developed a problem with diverted medication since you have been in this prison? | 12% | 7% |
| | For those with drug or alcohol problems: | | |
| 10.7 | Have you received any support or help with your drug problem while in this prison? | 60% | 64% |
| 10.8 | Have you received any support or help with your alcohol problem while in this prison? | 76% | 64% |
| | For those who have received help or support with their drug or alcohol problem: | | |
| 10.9 | Was the support helpful? | 85% | 77% |

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| SECTION 11: Activities | | | |
| | Is it very easy/ easy to get into the following activities: | | |
| 11.1 | A prison job? | 55% | 43% |
| 11.1 | Vocational or skills training? | 38% | 39% |
| 11.1 | Education (including basic skills)? | 43% | 55% |
| 11.1 | Offending behaviour programmes? | 23% | 22% |
| | Are you currently involved in any of the following activities: | | |
| 11.2 | A prison job? | 68% | 58% |
| 11.2 | Vocational or skills training? | 25% | 15% |
| 11.2 | Education (including basic skills)? | 21% | 24% |
| 11.2 | Offending behaviour programmes? | 19% | 12% |
| 11.3 | Have you had a job while in this prison? | 90% | 82% |
| | For those who have had a prison job while in this prison: | | |
| 11.3 | Do you feel the job will help you on release? | 47% | 42% |
| 11.3 | Have you been involved in vocational or skills training while in this prison? | 83% | 73% |
| | For those who have had vocational or skills training while in this prison: | | |
| 11.3 | Do you feel the vocational or skills training will help you on release? | 50% | 56% |
| 11.3 | Have you been involved in education while in this prison? | 84% | 78% |
| | For those who have been involved in education while in this prison: | | |
| 11.3 | Do you feel the education will help you on release? | 55% | 59% |
| 11.3 | Have you been involved in offending behaviour programmes while in this prison? | 82% | 70% |
| | For those who have been involved in offending behaviour programmes while in this prison: | | |
| 11.3 | Do you feel the offending behaviour programme(s) will help you on release? | 53% | 51% |
| 11.4 | Do you go to the library at least once a week? | 22% | 44% |
| 11.5 | Does the library have a wide enough range of materials to meet your needs? | 31% | 47% |
| 11.6 | Do you go to the gym three or more times a week? | 28% | 34% |
| 11.7 | Do you go outside for exercise three or more times a week? | 35% | 50% |
| 11.8 | Do you go on association more than five times each week? | 26% | 69% |
| 11.9 | Do you spend ten or more hours out of your cell on a weekday? | 17% | 16% |
| SECTION 12: Friends and family | | | |
| 12.1 | Have staff supported you and helped you to maintain contact with family/friends while in this prison? | 42% | 33% |
| 12.2 | Have you had any problems with sending or receiving mail? | 73% | 44% |
| 12.3 | Have you had any problems getting access to the telephones? | 33% | 24% |
| 12.4 | Is it easy/ very easy for your friends and family to get here? | 41% | 28% |

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| SECTION 13: Preparation for release | | | |
| | For those who are sentenced: | | |
| 13.1 | Do you have a named offender manager (home probation officer) in the probation service? | 71% | 83% |
| | For those who are sentenced what type of contact have you had with your offender manager: | | |
| 13.2 | No contact? | 21% | 36% |
| 13.2 | Contact by letter? | 1% | 35% |
| 13.2 | Contact by phone? | 0% | 25% |
| 13.2 | Contact by visit? | 79% | 33% |
| 13.3 | Do you have a named offender supervisor in this prison? | 59% | 73% |
| | For those who are sentenced: | | |
| 13.4 | Do you have a sentence plan? | 69% | 68% |
| | For those with a sentence plan: | | |
| 13.5 | Were you involved/very involved in the development of your plan? | 51% | 53% |
| | Who is working with you to achieve your sentence plan targets: | | |
| 13.6 | Nobody? | 34% | 48% |
| 13.6 | Offender supervisor? | 17% | 35% |
| 13.6 | Offender manager? | 27% | 27% |
| 13.6 | Named/ personal officer? | 21% | 12% |
| 13.6 | Staff from other departments? | 37% | 16% |
| | For those with a sentence plan: | | |
| 13.7 | Can you achieve any of your sentence plan targets in this prison? | 72% | 63% |
| 13.8 | Are there plans for you to achieve any of your targets in another prison? | 9% | 20% |
| 13.9 | Are there plans for you to achieve any of your targets in the community? | 24% | 29% |
| 13.10 | Do you have a needs based custody plan? | 7% | 7% |
| 13.11 | Do you feel that any member of staff has helped you to prepare for release? | 23% | 16% |
| | For those that need help do you know of anyone in this prison who can help you on release with the following: | | |
| 13.12 | Employment? | 25% | 34% |
| 13.12 | Accommodation? | 30% | 38% |
| 13.12 | Benefits? | 28% | 41% |
| 13.12 | Finances? | 17% | 27% |
| 13.12 | Education? | 28% | 34% |
| 13.12 | Drugs and alcohol? | 41% | 44% |
| | For those who are sentenced: | | |
| 13.13 | Have you done anything, or has anything happened to you here to make you less likely to offend in future? | 48% | 55% |

Diversity Analysis



Key question responses (age over 50 and disability) Maghaberry (Mourne Complex) 2015

Prisoner survey responses (missing data has been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| | Any percentage highlighted in green is significantly better | Prisoners aged 50 and over | Prisoners under the age of 50 | Consider themselves to have a disability | Do not consider themselves to have a disability |
|--|--|----------------------------|-------------------------------|--|---|
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| | Percentages which are not highlighted show there is no significant difference | | | | |
| Number of completed questionnaires returned | | 32 | 73 | 37 | 73 |
| 1.3 | Are you sentenced? | 100% | 99% | 100% | 99% |
| 1.5 | Do you hold UK citizenship? | 88% | 90% | 92% | 89% |
| 1.6 | Do you understand spoken English? | 98% | 99% | 100% | 97% |
| 1.7 | Do you understand written English? | 98% | 99% | 100% | 97% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 7% | 7% | 0% | 11% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 0% | 1% | 0% | 5% |
| 1.10 | Are you Catholic? | 19% | 31% | 43% | 22% |
| 1.10 | Are you Protestant? | 24% | 37% | 29% | 32% |
| 1.12 | Do you consider yourself to have a disability? | 41% | 33% | | |
| 1.13 | Are you a veteran (ex-armed services)? | 12% | 9% | 6% | 13% |
| 1.14 | Is this your first time in prison? | 31% | 37% | 19% | 45% |
| 2.6 | Were you treated well/very well by the escort staff? | 54% | 46% | 50% | 48% |
| 2.7 | Before you arrived here were you told that you were coming here? | 45% | 65% | 64% | 58% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 50% | 59% | 47% | 60% |
| 3.3 | Were you treated well/very well in reception? | 51% | 50% | 50% | 50% |
| 3.4 | Did you have any problems when you first arrived? | 83% | 81% | 92% | 73% |
| 3.7 | Did you have access to someone from health care when you first arrived here? | 55% | 57% | 54% | 56% |
| 3.9 | Did you feel safe on your first night here? | 48% | 60% | 46% | 62% |
| 3.10 | Have you been on an induction course? | 68% | 74% | 71% | 73% |
| 4.1 | Is it easy/very easy to communicate with your solicitor or legal representative? | 60% | 57% | 44% | 64% |

Diversity Analysis

Key to tables

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|-----|--|----------------------------|-------------------------------|--|---|
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| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| 4.4 | Are you normally offered enough clean, suitable clothes for the week? | 93% | 90% | 89% | 92% |
| 4.4 | Are you normally able to have a shower every day? | 71% | 83% | 72% | 83% |
| 4.4 | Is your cell call bell normally answered within five minutes? | 61% | 46% | 46% | 53% |
| 4.5 | Is the food in this prison good/very good? | 26% | 19% | 19% | 24% |
| 4.6 | Does the shop /canteen sell a wide enough range of goods to meet your needs? | 29% | 49% | 41% | 45% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 40% | 60% | 59% | 53% |
| 4.8 | Do you feel your religious beliefs are respected? | 71% | 50% | 53% | 57% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 81% | 70% | 71% | 76% |
| 5.1 | Is it easy to make an application? | 81% | 70% | 63% | 76% |
| 5.3 | Is it easy to make a complaint? | 76% | 74% | 73% | 74% |
| 6.1 | Do you feel you have been treated fairly in your experience of the IEP scheme? | 50% | 51% | 35% | 56% |
| 6.2 | Do the different levels of the IEP scheme encourage you to change your behaviour? | 22% | 42% | 32% | 38% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 0% | 11% | 9% | 9% |
| 7.1 | Do most staff, in this prison, treat you with respect? | 87% | 84% | 80% | 86% |
| 7.2 | Is there a member of staff you can turn to for help if you have a problem in this prison? | 66% | 63% | 48% | 70% |
| 7.3 | Do staff normally speak to you at least most of the time during association time? (most/all of the time) | 32% | 22% | 15% | 33% |
| 7.4 | Do you have a personal officer? | 60% | 59% | 67% | 53% |
| 8.1 | Have you ever felt unsafe here? | 65% | 59% | 73% | 53% |
| 8.2 | Do you feel unsafe now? | 36% | 6% | 28% | 8% |
| 8.3 | Have you been victimised by other prisoners? | 56% | 45% | 56% | 47% |
| 8.5 | Have you ever felt threatened or intimidated by other prisoners here? | 30% | 28% | 30% | 32% |
| 8.5 | Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners) | 8% | 6% | 7% | 6% |
| 8.5 | Have you been victimised because of your religion/religious beliefs? (By prisoners) | 13% | 9% | 11% | 10% |
| 8.5 | Have you been victimised because of your nationality? (By prisoners) | 10% | 8% | 9% | 8% |
| 8.5 | Have you been victimised because of your age? (By prisoners) | 8% | 1% | 2% | 5% |
| 8.5 | Have you been victimised because you have a disability? (By prisoners) | 3% | 3% | 7% | 1% |

Diversity Analysis

Key to tables

| | Any percentage highlighted in green is significantly better | Prisoners aged 50 and over | Prisoners under the age of 50 | | Consider themselves to have a disability | Do not consider themselves to have a disability |
|------|---|----------------------------|-------------------------------|--|--|---|
| | Any percentage highlighted in blue is significantly worse | | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | | |
| 8.6 | Have you been victimised by a member of staff? | 42% | 44% | | 46% | 46% |
| 8.7 | Have you ever felt threatened or intimidated by staff here? | 10% | 20% | | 22% | 14% |
| 8.7 | Have you been victimised because of your race or ethnic origin since you have been here? (By staff) | 3% | 6% | | 7% | 5% |
| 8.7 | Have you been victimised because of your religion/religious beliefs? (By staff) | 10% | 8% | | 7% | 10% |
| 8.7 | Have you been victimised because of your nationality? (By staff) | 7% | 14% | | 15% | 9% |
| 8.7 | Have you been victimised because of your age? (By staff) | 0% | 1% | | 0% | 1% |
| 8.7 | Have you been victimised because you have a disability? (By staff) | 10% | 5% | | 17% | 0% |
| 9.1 | Is it easy/very easy to see the doctor? | 11% | 10% | | 8% | 12% |
| 9.1 | Is it easy/ very easy to see the nurse? | 35% | 39% | | 32% | 41% |
| 9.4 | Are you currently taking medication? | 90% | 70% | | 94% | 67% |
| 9.6 | Do you feel you have any emotional well being/mental health issues? | 42% | 52% | | 67% | 38% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 76% | 37% | | 49% | 46% |
| 11.2 | Are you currently working in the prison? | 66% | 69% | | 50% | 77% |
| 11.2 | Are you currently undertaking vocational or skills training? | 18% | 29% | | 15% | 30% |
| 11.2 | Are you currently in education (including basic skills)? | 13% | 24% | | 15% | 24% |
| 11.2 | Are you currently taking part in an offending behaviour programme? | 13% | 22% | | 15% | 21% |
| 11.4 | Do you go to the library at least once a week? | 11% | 27% | | 21% | 21% |
| 11.6 | Do you go to the gym three or more times a week? | 3% | 38% | | 20% | 32% |
| 11.7 | Do you go outside for exercise three or more times a week? | 37% | 33% | | 28% | 39% |
| 11.8 | On average, do you go on association more than five times each week? | 15% | 28% | | 18% | 31% |
| 11.9 | Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc) | 19% | 18% | | 17% | 17% |
| 12.2 | Have you had any problems sending or receiving mail? | 86% | 71% | | 80% | 68% |
| 12.3 | Have you had any problems getting access to the telephones? | 27% | 35% | | 30% | 34% |



Prisoner survey responses (Religion) Maghaberry (Mourne Complex) 2015

Prisoner survey responses (missing data have been excluded for each question) Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| | | Catholic prisoners | Protestant prisoners |
|--|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| Number of completed questionnaires returned | | 31 | 34 |
| SECTION 1: General information | | | |
| 1.2 | Are you under 21 years of age? | 0% | 0% |
| 1.3 | Are you sentenced? | 100% | 98% |
| 1.3 | Are you on recall? | 8% | 16% |
| 1.4 | Is your sentence less than 12 months? | 13% | 11% |
| 1.4 | Are you here under an indeterminate sentence for public protection (ICS/ECS prisoner)? | 3% | 7% |
| 1.5 | Do you hold UK citizenship? | 76% | 100% |
| 1.6 | Do you understand spoken English? | 100% | 100% |
| 1.7 | Do you understand written English? | 100% | 100% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 10% | 0% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 3% | 0% |
| 1.11 | Are you homosexual/gay or bisexual? | 3% | 2% |
| 1.12 | Do you consider yourself to have a disability? | 51% | 32% |
| 1.13 | Are you a veteran (ex-armed services)? | 3% | 9% |
| 1.14 | Is this your first time in prison? | 49% | 27% |
| 1.15 | Do you have any children under the age of 18? | 39% | 56% |
| SECTION 2: Transfers and escorts | | | |
| On your most recent journey here: | | | |
| 2.1 | Did you spend more than 2 hours in the van? | 21% | 9% |
| 2.5 | Did you feel safe? | 54% | 82% |
| 2.6 | Were you treated well/very well by the escort staff? | 39% | 56% |
| 2.7 | Before you arrived here were you told that you were coming here? | 60% | 64% |
| 2.8 | When you first arrived here did your property arrive at the same time as you? | 51% | 61% |

Key to tables

| | | | |
|--|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 3: Reception, first night and induction | | | |
| 3.1 | Were you in reception for less than 2 hours? | 21% | 32% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 33% | 68% |
| 3.3 | Were you treated well/very well in reception? | 36% | 59% |
| | When you first arrived: | | |
| 3.4 | Did you have any problems? | 78% | 83% |
| 3.4 | Did you have any problems with loss of property? | 20% | 17% |
| 3.4 | Did you have any housing problems? | 10% | 12% |
| 3.4 | Did you have any problems contacting employers? | 0% | 2% |
| 3.4 | Did you have any problems contacting family? | 17% | 33% |
| 3.4 | Did you have any problems ensuring dependants were being looked after? | 3% | 2% |
| 3.4 | Did you have any money worries? | 20% | 24% |
| 3.4 | Did you have any problems with feeling depressed or suicidal? | 39% | 33% |
| 3.4 | Did you have any physical health problems? | 25% | 29% |
| 3.4 | Did you have any mental health problems? | 35% | 31% |
| 3.4 | Did you have any problems with needing protection from other prisoners? | 10% | 12% |
| 3.4 | Did you have problems accessing phone numbers? | 23% | 38% |
| | When you first arrived here, were you offered any of the following: | | |
| 3.6 | Tobacco? | 49% | 60% |
| 3.6 | A shower? | 68% | 67% |
| 3.6 | A free telephone call? | 55% | 71% |
| 3.6 | Something to eat? | 51% | 67% |
| 3.6 | PIN phone credit? | 32% | 52% |
| 3.6 | Toiletries/ basic items? | 42% | 57% |

Key to tables

| | | | |
|--|---|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
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| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 3: Reception, first night and induction continued | | | |
| | When you first arrived here did you have access to the following people: | | |
| 3.7 | The chaplain or a religious leader? | 46% | 51% |
| 3.7 | Someone from health services? | 54% | 71% |
| 3.7 | A Listener/Samaritans? | 19% | 17% |
| 3.7 | Tuck shop/ canteen? | 28% | 55% |
| | When you first arrived here were you offered information about any of the following: | | |
| 3.8 | What was going to happen to you? | 39% | 55% |
| 3.8 | Support was available for people feeling depressed or suicidal? | 14% | 39% |
| 3.8 | How to make routine requests? | 32% | 35% |
| 3.8 | Your entitlement to visits? | 32% | 45% |
| 3.8 | Health services? | 43% | 42% |
| 3.8 | The chaplaincy? | 28% | 49% |
| 3.9 | Did you feel safe on your first night here? | 47% | 67% |
| 3.10 | Have you been on an induction course? | 76% | 77% |
| 3.12 | Did you receive an education (skills for life) assessment? | 74% | 77% |
| SECTION 4: Legal rights and respectful custody | | | |
| | In terms of your legal rights, is it easy/very easy to: | | |
| 4.1 | Communicate with your solicitor or legal representative? | 42% | 67% |
| 4.1 | Attend legal visits? | 55% | 60% |
| 4.1 | Get bail information? | 14% | 39% |
| 4.2 | Have staff ever opened letters from your solicitor or legal representative when you were not with them? | 55% | 60% |
| 4.3 | Can you get legal books in the library? | 18% | 19% |
| | For the wing/unit you are currently on: | | |
| 4.4 | Are you normally offered enough clean, suitable clothes for the week? | 92% | 91% |
| 4.4 | Are you normally able to have a shower every day? | 82% | 83% |
| 4.4 | Do you normally receive clean sheets every week? | 67% | 61% |
| 4.4 | Do you normally get cell cleaning materials every week? | 88% | 88% |
| 4.4 | Is your cell call bell normally answered within five minutes? | 39% | 61% |
| 4.4 | Is it normally quiet enough for you to be able to relax or sleep in your cell at night time? | 81% | 93% |
| 4.4 | Can you normally get your stored property, if you need to? | 22% | 33% |
| 4.5 | Is the food in this prison good/very good? | 18% | 21% |
| 4.6 | Does the tuck shop/canteen sell a wide enough range of goods to meet your needs? | 40% | 44% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 56% | 55% |
| 4.8 | Are your religious beliefs are respected? | 42% | 64% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 63% | 84% |
| 4.10 | Is it easy/very easy to attend religious services? | 33% | 46% |

Key to tables

| | | | |
|--|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 5: Applications and complaints | | | |
| 5.1 | Is it easy to make an application? | 64% | 81% |
| 5.3 | Is it easy to make a complaint? | 61% | 83% |
| 5.5 | Have you ever been prevented from making a complaint when you wanted to? | 24% | 18% |
| 5.6 | Is it easy/very easy to see the Independent Monitoring Board? | 3% | 18% |
| SECTION 6: Progressive regimes and earned privileges scheme | | | |
| 6.1 | Do you feel you have been treated fairly in your experience of the PREP scheme? | 39% | 55% |
| 6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? | 42% | 35% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 3% | 7% |
| SECTION 7: Relationships with staff | | | |
| 7.1 | Do most staff, in this prison, treat you with respect? | 78% | 90% |
| 7.2 | Is there a member of staff, in this prison, that you can turn to for help if you have a problem? | 56% | 78% |
| 7.3 | Has a member of staff checked on you personally in the last week to see how you were getting on? | 26% | 37% |
| 7.4 | Do staff normally speak to you most of the time/all of the time during association? | 19% | 35% |
| 7.5 | Do you have a personal officer? | 64% | 62% |

Key to tables

| | | | |
|--------------------------|--|--------------------|----------------------|
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| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 8: Safety | | | |
| 8.1 | Have you ever felt unsafe here? | 67% | 52% |
| 8.2 | Do you feel unsafe now? | 19% | 10% |
| 8.4 | Have you been victimised by other prisoners here? | 54% | 48% |
| | Since you have been here, have other prisoners: | | |
| 8.5 | Made insulting remarks about you, your family or friends? | 22% | 29% |
| 8.5 | Hit, kicked or assaulted you? | 11% | 10% |
| 8.5 | Sexually abused you? | 3% | 0% |
| 8.5 | Threatened or intimidated you? | 28% | 38% |
| 8.5 | Taken your canteen/property? | 11% | 7% |
| 8.5 | Victimised you because of medication? | 14% | 12% |
| 8.5 | Victimised you because of debt? | 11% | 2% |
| 8.5 | Victimised you because of drugs? | 11% | 7% |
| 8.5 | Victimised you because of your race or ethnic origin? | 3% | 2% |
| 8.5 | Victimised you because of your religion/religious beliefs? | 19% | 7% |
| 8.5 | Victimised you because of your nationality? | 8% | 0% |
| 8.5 | Victimised you because you were from a different part of the country? | 3% | 0% |
| 8.5 | Victimised you because you are from a traveller community? | 3% | 0% |
| 8.5 | Victimised you because of your sexual orientation? | 0% | 2% |
| 8.5 | Victimised you because of your age? | 0% | 0% |
| 8.5 | Victimised you because you have a disability? | 3% | 2% |
| 8.5 | Victimised you because you were new here? | 8% | 2% |
| 8.5 | Victimised you because of your offence/crime? | 8% | 17% |
| 8.5 | Victimised you because of gang related issues? | 3% | 7% |

Key to tables

| | | | |
|------------------------------------|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 8: Safety continued | | | |
| 8.6 | Have you been victimised by staff here? | 47% | 20% |
| | Since you have been here, have staff: | | |
| 8.7 | Made insulting remarks about you, your family or friends? | 18% | 7% |
| 8.7 | Hit, kicked or assaulted you? | 0% | 3% |
| 8.7 | Sexually abused you? | 3% | 0% |
| 8.7 | Threatened or intimidated you? | 13% | 7% |
| 8.7 | Victimised you because of medication? | 11% | 3% |
| 8.7 | Victimised you because of debt? | 0% | 0% |
| 8.7 | Victimised you because of drugs? | 3% | 0% |
| 8.7 | Victimised you because of your race or ethnic origin? | 3% | 0% |
| 8.7 | Victimised you because of your religion/religious beliefs? | 11% | 0% |
| 8.7 | Victimised you because of your nationality? | 21% | 0% |
| 8.7 | Victimised you because you were from a different part of the country? | 3% | 7% |
| 8.7 | Victimised you because you are from a traveller community? | 3% | 0% |
| 8.7 | Victimised you because of your sexual orientation? | 0% | 0% |
| 8.7 | Victimised you because of your age? | 0% | 0% |
| 8.7 | Victimised you because you have a disability? | 3% | 3% |
| 8.7 | Victimised you because you were new here? | 8% | 0% |
| 8.7 | Victimised you because of your offence/crime? | 13% | 3% |
| 8.7 | Victimised you because of gang related issues? | 3% | 3% |

Key to tables

| | | Catholic prisoners | Protestant prisoners |
|--------------------------------------|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 9: Health services | | | |
| 9.1 | Is it easy/very easy to see the doctor? | 8% | 7% |
| 9.1 | Is it easy/very easy to see the nurse? | 37% | 42% |
| 9.1 | Is it easy/very easy to see the dentist? | 8% | 11% |
| 9.4 | Are you currently taking medication? | 67% | 90% |
| 9.6 | Do you have any emotional well being or mental health problems? | 54% | 55% |
| SECTION 10: Drugs and alcohol | | | |
| 10.1 | Did you have a problem with drugs when you came into this prison? | 21% | 23% |
| 10.2 | Did you have a problem with alcohol when you came into this prison? | 45% | 33% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 44% | 42% |
| 10.4 | Is it easy/very easy to get alcohol in this prison? | 8% | 3% |
| 10.5 | Have you developed a problem with drugs since you have been in this prison? | 19% | 3% |
| 10.6 | Have you developed a problem with diverted medication since you have been in this prison? | 18% | 8% |

Key to tables

| | | | |
|---------------------------------------|---|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 11: Activities | | | |
| | Is it very easy/ easy to get into the following activities: | | |
| 11.1 | A prison job? | 50% | 50% |
| 11.1 | Vocational or skills training? | 29% | 40% |
| 11.1 | Education (including basic skills)? | 31% | 42% |
| 11.1 | Offending Behaviour Programmes? | 11% | 23% |
| | Are you currently involved in any of the following activities: | | |
| 11.2 | A prison job? | 68% | 65% |
| 11.2 | Vocational or skills training? | 18% | 23% |
| 11.2 | Education (including basic skills)? | 24% | 13% |
| 11.2 | Offending Behaviour Programmes? | 21% | 13% |
| 11.4 | Do you go to the library at least once a week? | 21% | 23% |
| 11.5 | Does the library have a wide enough range of materials to meet your needs? | 32% | 23% |
| 11.6 | Do you go to the gym three or more times a week? | 24% | 36% |
| 11.7 | Do you go outside for exercise three or more times a week? | 22% | 32% |
| 11.8 | Do you go on association more than five times each week? | 15% | 17% |
| 11.9 | Do you spend ten or more hours out of your cell on a weekday? | 11% | 13% |
| SECTION 12: Friends and family | | | |
| 12.1 | Have staff supported you and helped you to maintain contact with family/friends while in this prison? | 36% | 55% |
| 12.2 | Have you had any problems with sending or receiving mail? | 74% | 78% |
| 12.3 | Have you had any problems getting access to the telephones? | 27% | 39% |
| 12.4 | Is it easy/ very easy for your friends and family to get here? | 37% | 45% |

Key to tables

| | | | |
|--|--|--------------------|----------------------|
| | Any percentage highlighted in green is significantly better | Catholic prisoners | Protestant prisoners |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 13: Preparation for release | | | |
| 13.3 | Do you have a named offender supervisor in this prison? | 64% | 64% |
| 13.10 | Do you have a needs based custody plan? | 3% | 8% |
| 13.11 | Do you feel that any member of staff has helped you to prepare for release? | 27% | 21% |

Diversity analysis



Key question responses (UK citizenship) Maghaberry (Mourne Complex) 2015

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| | Any percentage highlighted in green is significantly better | Non-UK citizen prisoners | UK citizen prisoners |
|--|--|--------------------------|----------------------|
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| Number of completed questionnaires returned | | 11 | 95 |
| 1.3 | Are you sentenced? | 100% | 99% |
| 1.6 | Do you understand spoken English? | 77% | 100% |
| 1.7 | Do you understand written English? | 80% | 100% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | 47% | 3% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 0% | 1% |
| 1.10 | Are you Catholic? | 64% | 24% |
| 1.10 | Are you Protestant? | 0% | 37% |
| 1.12 | Do you consider yourself to have a disability? | 29% | 35% |
| 1.13 | Are you a veteran (ex-armed services)? | 7% | 10% |
| 1.14 | Is this your first time in prison? | 53% | 34% |
| 2.6 | Were you treated well/very well by the escort staff? | 58% | 48% |
| 2.7 | Before you arrived here were you told that you were coming here? | 39% | 62% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 50% | 58% |
| 3.3 | Were you treated well/very well in reception? | 62% | 50% |
| 3.4 | Did you have any problems when you first arrived? | 64% | 83% |
| 3.7 | Did you have access to someone from health care when you first arrived here? | 56% | 57% |
| 3.9 | Did you feel safe on your first night here? | 71% | 55% |
| 3.10 | Have you been on an induction course? | 75% | 72% |
| 4.1 | Is it easy/very easy to communicate with your solicitor or legal representative? | 64% | 59% |

Diversity analysis

Key to tables

| | Any percentage highlighted in green is significantly better | Non-UK citizen prisoners | UK citizen prisoners |
|-----|--|--------------------------|----------------------|
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| 4.4 | Are you normally offered enough clean, suitable clothes for the week? | 93% | 92% |
| 4.4 | Are you normally able to have a shower every day? | 93% | 78% |
| 4.4 | Is your cell call bell normally answered within five minutes? | 47% | 53% |
| 4.5 | Is the food in this prison good/very good? | 23% | 23% |
| 4.6 | Does the shop /canteen sell a wide enough range of goods to meet your needs? | 42% | 44% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 58% | 55% |
| 4.8 | Do you feel your religious beliefs are respected? | 67% | 55% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 67% | 74% |
| 5.1 | Is it easy to make an application? | 80% | 72% |
| 5.3 | Is it easy to make a complaint? | 77% | 74% |
| 6.1 | Do you feel you have been treated fairly in your experience of the PREP scheme? | 50% | 50% |
| 6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? | 36% | 37% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 0% | 8% |
| 7.1 | Do most staff, in this prison, treat you with respect? | 92% | 85% |
| 7.2 | Is there a member of staff you can turn to for help if you have a problem in this prison? | 69% | 64% |
| 7.3 | Do staff normally speak to you at least most of the time during association time? (most/all of the time) | 23% | 26% |
| 7.4 | Do you have a personal officer? | 64% | 59% |
| 8.1 | Have you ever felt unsafe here? | 31% | 63% |
| 8.2 | Do you feel unsafe now? | 0% | 18% |
| 8.3 | Have you been victimised by other prisoners? | 50% | 48% |
| 8.5 | Have you ever felt threatened or intimidated by other prisoners here? | 8% | 31% |
| 8.5 | Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners) | 23% | 4% |
| 8.5 | Have you been victimised because of your religion/religious beliefs? (By prisoners) | 8% | 11% |
| 8.5 | Have you been victimised because of your nationality? (By prisoners) | 8% | 8% |
| 8.5 | Have you been victimised because you have a disability? (By prisoners) | 8% | 3% |

Diversity analysis

Key to tables

| | Any percentage highlighted in green is significantly better | Non-UK citizen prisoners | UK citizen prisoners |
|------|---|--------------------------|----------------------|
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| 8.6 | Have you been victimised by a member of staff? | 31% | 45% |
| 8.7 | Have you ever felt threatened or intimidated by staff here? | 8% | 17% |
| 8.7 | Have you been victimised because of your race or ethnic origin since you have been here? (By staff) | 0% | 6% |
| 8.7 | Have you been victimised because of your religion/religious beliefs? (By staff) | 0% | 10% |
| 8.7 | Have you been victimised because of your nationality? (By staff) | 0% | 11% |
| 8.7 | Have you been victimised because you have a disability? (By staff) | 8% | 6% |
| 9.1 | Is it easy/very easy to see the doctor? | 0% | 11% |
| 9.1 | Is it easy/ very easy to see the nurse? | 33% | 38% |
| 9.4 | Are you currently taking medication? | 58% | 78% |
| 9.6 | Do you feel you have any emotional well being/mental health issues? | 33% | 50% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 36% | 49% |
| 11.2 | Are you currently working in the prison? | 67% | 68% |
| 11.2 | Are you currently undertaking vocational or skills training? | 25% | 25% |
| 11.2 | Are you currently in education (including basic skills)? | 58% | 18% |
| 11.2 | Are you currently taking part in an offending behaviour programme? | 0% | 21% |
| 11.4 | Do you go to the library at least once a week? | 33% | 21% |
| 11.6 | Do you go to the gym three or more times a week? | 23% | 29% |
| 11.7 | Do you go outside for exercise three or more times a week? | 31% | 36% |
| 11.8 | On average, do you go on association more than five times each week? | 8% | 28% |
| 11.9 | Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc) | 0% | 18% |
| 12.2 | Have you had any problems sending or receiving mail? | 64% | 75% |
| 12.3 | Have you had any problems getting access to the telephones? | 0% | 35% |

Main comparator and comparator to last time



Prisoner survey responses: Maghaberry Bush 1&2 Vs Maghaberry Main 2015

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

| | | Maghaberry Bush 1&2 2015 | Maghaberry Main 2015 |
|--|---|-----------------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | |
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| | Percentages which are not highlighted show there is no significant difference | | |
| Number of completed questionnaires returned | | 22 | 175 |
| SECTION 1: General information | | | |
| 1.2 | Are you under 21 years of age? | 0% | 1% |
| 1.3 | Are you sentenced? | 97% | 53% |
| 1.3 | Are you on recall? | 3% | 8% |
| 1.4 | Is your sentence less than 12 months? | 0% | 11% |
| 1.4 | Are you here under an indeterminate sentence (ICS/ECS prisoner)? | 3% | 3% |
| 1.5 | Do you hold UK citizenship? | 97% | 83% |
| 1.6 | Do you understand spoken English? | 100% | 98% |
| 1.7 | Do you understand written English? | 100% | 97% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories) | 0% | 4% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 0% | 4% |
| 1.10 | Are you Catholic? | 0% | 46% |
| 1.10 | Are you Protestant? | 44% | 20% |
| 1.11 | Are you homosexual/gay or bisexual? | 0% | 2% |
| 1.12 | Do you consider yourself to have a disability? | 18% | 41% |
| 1.13 | Are you a veteran (ex-armed services)? | 13% | 5% |
| 1.14 | Is this your first time in prison? | 23% | 25% |
| 1.15 | Do you have any children under the age of 18? | 60% | 62% |
| SECTION 2: Transfers and escorts | | | |
| On your most recent journey here: | | | |
| 2.1 | Did you spend more than 2 hours in the van? | 17% | 24% |
| For those who spent two or more hours in the escort van: | | | |
| 2.2 | Were you offered anything to eat or drink? | 11% | 12% |
| 2.3 | Were you offered a toilet break? | 0% | 6% |
| 2.4 | Was the van clean? | 63% | 46% |
| 2.5 | Did you feel safe? | 83% | 61% |
| 2.6 | Were you treated well/very well by the escort staff? | 87% | 57% |
| 2.7 | Before you arrived here were you told that you were coming here? | 73% | 72% |
| 2.7 | Before you arrived here did you receive any written information about coming here? | 10% | 4% |
| 2.8 | When you first arrived here did your property arrive at the same time as you? | 73% | 71% |

Main comparator and comparator to last time

Key to tables

| | | | |
|--|--|-----------------------------|----------------------|
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| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 3: Reception, first night and induction | | | |
| 3.1 | Were you in reception for less than 2 hours? | 60% | 42% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 90% | 58% |
| 3.3 | Were you treated well/very well in reception? | 87% | 55% |
| | When you first arrived: | | |
| 3.4 | Did you have any problems? | 43% | 80% |
| 3.4 | Did you have any problems with loss of property? | 14% | 13% |
| 3.4 | Did you have any housing problems? | 4% | 22% |
| 3.4 | Did you have any problems contacting employers? | 0% | 6% |
| 3.4 | Did you have any problems contacting family? | 14% | 31% |
| 3.4 | Did you have any problems ensuring dependants were being looked after? | 0% | 3% |
| 3.4 | Did you have any money worries? | 29% | 33% |
| 3.4 | Did you have any problems with feeling depressed or suicidal? | 18% | 30% |
| 3.4 | Did you have any physical health problems? | 14% | 27% |
| 3.4 | Did you have any mental health problems? | 14% | 41% |
| 3.4 | Did you have any problems with needing protection from other prisoners? | 14% | 11% |
| 3.4 | Did you have problems accessing phone numbers? | 14% | 28% |
| | For those with problems: | | |
| 3.5 | Did you receive any help/ support from staff in dealing with these problems? | 30% | 30% |
| | When you first arrived here, were you offered any of the following: | | |
| 3.6 | Tobacco? | 33% | 66% |
| 3.6 | A shower? | 50% | 64% |
| 3.6 | A free telephone call? | 60% | 66% |
| 3.6 | Something to eat? | 63% | 63% |
| 3.6 | PIN phone credit? | 53% | 43% |
| 3.6 | Toiletries/ basic items? | 53% | 54% |

Main comparator and comparator to last time

Key to tables

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| SECTION 3: Reception, first night and induction continued | | |
| When you first arrived here did you have access to the following people: | | |
| 3.7 The chaplain or a religious leader? | 47% | 56% |
| 3.7 Someone from health services? | 47% | 56% |
| 3.7 A Listener/Samaritans? | 10% | 23% |
| 3.7 Tuck shop/ canteen? | 63% | 47% |
| When you first arrived here were you offered information about any of the following: | | |
| 3.8 What was going to happen to you? | 67% | 32% |
| 3.8 Support was available for people feeling depressed or suicidal? | 23% | 31% |
| 3.8 How to make routine requests? | 27% | 22% |
| 3.8 Your entitlement to visits? | 37% | 33% |
| 3.8 Health services? | 33% | 37% |
| 3.8 The chaplaincy? | 33% | 36% |
| 3.9 Did you feel safe on your first night here? | 67% | 59% |
| 3.10 Have you been on an induction course? | 66% | 81% |
| For those who have been on an induction course: | | |
| 3.11 Did the course cover everything you needed to know about the prison? | 52% | 51% |
| 3.12 Did you receive an education (skills for life) assessment? | 44% | 54% |
| SECTION 4: Legal rights and respectful custody | | |
| In terms of your legal rights, is it easy/very easy to: | | |
| 4.1 Communicate with your solicitor or legal representative? | 71% | 58% |
| 4.1 Attend legal visits? | 71% | 66% |
| 4.1 Get bail information? | 42% | 33% |
| 4.2 Have staff ever opened letters from your solicitor or legal representative when you were not with them? | 43% | 53% |
| 4.3 Can you get legal books in the library? | 17% | 21% |
| For the wing/unit you are currently on: | | |
| 4.4 Are you normally offered enough clean, suitable clothes for the week? | 100% | 78% |
| 4.4 Are you normally able to have a shower every day? | 100% | 39% |
| 4.4 Do you normally receive clean sheets every week? | 67% | 68% |
| 4.4 Do you normally get cell cleaning materials every week? | 86% | 54% |
| 4.4 Is your cell call bell normally answered within five minutes? | 44% | 31% |
| 4.4 Is it normally quiet enough for you to be able to relax or sleep in your cell at night time? | 90% | 62% |
| 4.4 Can you normally get your stored property, if you need to? | 35% | 16% |
| 4.5 Is the food in this prison good/very good? | 37% | 18% |
| 4.6 Does the tuck shop/canteen sell a wide enough range of goods to meet your needs? | 47% | 56% |
| 4.7 Are you able to speak to a Listener at any time, if you want to? | 33% | 41% |
| 4.8 Are your religious beliefs are respected? | 73% | 42% |
| 4.9 Are you able to speak to a religious leader of your faith in private if you want to? | 83% | 61% |
| 4.10 Is it easy/very easy to attend religious services? | 87% | 38% |

Main comparator and comparator to last time

Key to tables

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| SECTION 5: Applications and complaints | | | |
| 5.1 | Is it easy to make an application? | 74% | 52% |
| | For those who have made an application: | | |
| 5.2 | Do you feel applications are dealt with fairly? | 44% | 31% |
| 5.2 | Do you feel applications are dealt with quickly (within seven days)? | 62% | 37% |
| 5.3 | Is it easy to make a complaint? | 76% | 54% |
| | For those who have made a complaint: | | |
| 5.4 | Do you feel complaints are dealt with fairly? | 26% | 25% |
| 5.4 | Do you feel complaints are dealt with quickly (within seven days)? | 50% | 40% |
| 5.5 | Have you ever been prevented from making a complaint when you wanted to? | 15% | 29% |
| 5.6 | Is it easy/very easy to see the Independent Monitoring Board? | 30% | 17% |
| SECTION 6: Progressive regimes and earned privileges scheme | | | |
| 6.1 | Do you feel you have been treated fairly in your experience of the PREP scheme? | 60% | 35% |
| 6.2 | Do the different levels of the PREP scheme encourage you to change your behaviour? | 38% | 38% |
| 6.3 | In the last six months have any members of staff physically restrained you (C&R)? | 0% | 16% |
| 6.4 | In the last six months, if you have spent a night in the segregation and separation unit (SSU), were you treated very well/ well by staff? | 100% | 19% |
| SECTION 7: Relationships with staff | | | |
| 7.1 | Do most staff, in this prison, treat you with respect? | 90% | 73% |
| 7.2 | Is there a member of staff, in this prison, that you can turn to for help if you have a problem? | 63% | 59% |
| 7.3 | Has a member of staff checked on you personally in the last week to see how you were getting on? | 29% | 26% |
| 7.4 | Do staff normally speak to you most of the time/all of the time during association? | 47% | 24% |
| 7.5 | Do you have a personal officer? | 74% | 37% |
| | For those with a personal officer: | | |
| 7.6 | Do you think your personal officer is helpful/very helpful? | 74% | 48% |

Main comparator and comparator to last time

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| SECTION 8: Safety | | | |
| 8.1 | Have you ever felt unsafe here? | 27% | 60% |
| 8.2 | Do you feel unsafe now? | 10% | 24% |
| 8.4 | Have you been victimised by other prisoners here? | 17% | 38% |
| | Since you have been here, have other prisoners: | | |
| 8.5 | Made insulting remarks about you, your family or friends? | 13% | 17% |
| 8.5 | Hit, kicked or assaulted you? | 0% | 9% |
| 8.5 | Sexually abused you? | 0% | 3% |
| 8.5 | Threatened or intimidated you? | 10% | 21% |
| 8.5 | Taken your canteen/property? | 0% | 3% |
| 8.5 | Victimised you because of medication? | 10% | 9% |
| 8.5 | Victimised you because of debt? | 0% | 5% |
| 8.5 | Victimised you because of drugs? | 0% | 7% |
| 8.5 | Victimised you because of your race or ethnic origin? | 0% | 7% |
| 8.5 | Victimised you because of your religion/religious beliefs? | 13% | 11% |
| 8.5 | Victimised you because of your nationality? | 3% | 8% |
| 8.5 | Victimised you because you were from a different part of the country? | 0% | 3% |
| 8.5 | Victimised you because you are from a Traveller community? | 0% | 2% |
| 8.5 | Victimised you because of your sexual orientation? | 0% | 2% |
| 8.5 | Victimised you because of your age? | 0% | 2% |
| 8.5 | Victimised you because you have a disability? | 3% | 6% |
| 8.5 | Victimised you because you were new here? | 3% | 7% |
| 8.5 | Victimised you because of your offence/crime? | 13% | 12% |
| 8.5 | Victimised you because of gang related issues? | 3% | 4% |

Main comparator and comparator to last time

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| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 8: Safety continued | | | |
| 8.6 | Have you been victimised by staff here? | 24% | 44% |
| | Since you have been here, have staff: | | |
| 8.7 | Made insulting remarks about you, your family or friends? | 24% | 13% |
| 8.7 | Hit, kicked or assaulted you? | 0% | 9% |
| 8.7 | Sexually abused you? | 0% | 2% |
| 8.7 | Threatened or intimidated you? | 10% | 18% |
| 8.7 | Victimised you because of medication? | 0% | 10% |
| 8.7 | Victimised you because of debt? | 0% | 2% |
| 8.7 | Victimised you because of drugs? | 0% | 2% |
| 8.7 | Victimised you because of your race or ethnic origin? | 0% | 5% |
| 8.7 | Victimised you because of your religion/religious beliefs? | 10% | 10% |
| 8.7 | Victimised you because of your nationality? | 4% | 10% |
| 8.7 | Victimised you because you were from a different part of the country? | 0% | 3% |
| 8.7 | Victimised you because you are from a Traveller community? | 0% | 1% |
| 8.7 | Victimised you because of your sexual orientation? | 0% | 0% |
| 8.7 | Victimised you because of your age? | 0% | 2% |
| 8.7 | Victimised you because you have a disability? | 0% | 7% |
| 8.7 | Victimised you because you were new here? | 0% | 4% |
| 8.7 | Victimised you because of your offence/crime? | 14% | 10% |
| 8.7 | Victimised you because of gang related issues? | 4% | 2% |
| | For those who have been victimised by staff or other prisoners: | | |
| 8.8 | Did you report any victimisation that you have experienced? | 38% | 33% |

Main comparator and comparator to last time

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| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 9: Health services | | | |
| 9.1 | Is it easy/very easy to see the doctor? | 10% | 18% |
| 9.1 | Is it easy/very easy to see the nurse? | 71% | 35% |
| 9.1 | Is it easy/very easy to see the dentist? | 14% | 8% |
| | For those who have been to the following services, do you think the quality of the health service from the following is good/very good: | | |
| 9.2 | The doctor? | 31% | 29% |
| 9.2 | The nurse? | 69% | 45% |
| 9.2 | The dentist? | 69% | 32% |
| 9.3 | The overall quality of health services? | 22% | 28% |
| 9.4 | Are you currently taking medication? | 77% | 70% |
| | For those currently taking medication: | | |
| 9.5 | Are you allowed to keep possession of some or all of your medication in your own cell? | 100% | 84% |
| 9.6 | Do you have any emotional well being or mental health problems? | 23% | 58% |
| | For those who have problems: | | |
| 9.7 | Are you being helped or supported by anyone in this prison? | 50% | 33% |
| SECTION 10: Drugs and alcohol | | | |
| 10.1 | Did you have a problem with drugs when you came into this prison? | 23% | 37% |
| 10.2 | Did you have a problem with alcohol when you came into this prison? | 17% | 31% |
| 10.3 | Is it easy/very easy to get illegal drugs in this prison? | 37% | 50% |
| 10.4 | Is it easy/very easy to get alcohol in this prison? | 10% | 20% |
| 10.5 | Have you developed a problem with drugs since you have been in this prison? | 3% | 14% |
| 10.6 | Have you developed a problem with diverted medication since you have been in this prison? | 0% | 12% |
| | For those with drug or alcohol problems: | | |
| 10.7 | Have you received any support or help with your drug problem while in this prison? | 43% | 44% |
| 10.8 | Have you received any support or help with your alcohol problem while in this prison? | 0% | 33% |
| | For those who have received help or support with their drug or alcohol problem: | | |
| 10.9 | Was the support helpful? | 0% | 64% |

Main comparator and comparator to last time

Key to tables

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| SECTION 11: Activities | | | |
| | Is it very easy/ easy to get into the following activities: | | |
| 11.1 | A prison job? | 24% | 19% |
| 11.1 | Vocational or skills training? | 14% | 20% |
| 11.1 | Education (including basic skills)? | 23% | 25% |
| 11.1 | Offending behaviour programmes? | 10% | 12% |
| | Are you currently involved in any of the following activities: | | |
| 11.2 | A prison job? | 26% | 28% |
| 11.2 | Vocational or skills training? | 0% | 9% |
| 11.2 | Education (including basic skills)? | 26% | 28% |
| 11.2 | Offending behaviour programmes? | 0% | 3% |
| 11.3 | Have you had a job while in this prison? | 44% | 54% |
| | For those who have had a prison job while in this prison: | | |
| 11.3 | Do you feel the job will help you on release? | 8% | 39% |
| 11.3 | Have you been involved in vocational or skills training while in this prison? | 32% | 42% |
| | For those who have had vocational or skills training while in this prison: | | |
| 11.3 | Do you feel the vocational or skills training will help you on release? | 57% | 46% |
| 11.3 | Have you been involved in education while in this prison? | 55% | 55% |
| | For those who have been involved in education while in this prison: | | |
| 11.3 | Do you feel the education will help you on release? | 42% | 60% |
| 11.3 | Have you been involved in offending behaviour programmes while in this prison? | 32% | 38% |
| | For those who have been involved in offending behaviour programmes while in this prison: | | |
| 11.3 | Do you feel the offending behaviour programme(s) will help you on release? | 17% | 39% |
| 11.4 | Do you go to the library at least once a week? | 4% | 15% |
| 11.5 | Does the library have a wide enough range of materials to meet your needs? | 23% | 18% |
| 11.6 | Do you go to the gym three or more times a week? | 67% | 31% |
| 11.7 | Do you go outside for exercise three or more times a week? | 63% | 48% |
| 11.8 | Do you go on association more than five times each week? | 73% | 30% |
| 11.9 | Do you spend ten or more hours out of your cell on a weekday? | 13% | 7% |
| SECTION 12: Friends and family | | | |
| 12.1 | Have staff supported you and helped you to maintain contact with family/friends while in this prison? | 40% | 39% |
| 12.2 | Have you had any problems with sending or receiving mail? | 73% | 44% |
| 12.3 | Have you had any problems getting access to the telephones? | 4% | 48% |
| 12.4 | Is it easy/ very easy for your friends and family to get here? | 50% | 29% |

Main comparator and comparator to last time

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| SECTION 13: Preparation for release | | | |
| For those who are sentenced: | | | |
| 13.1 | Do you have a named offender manager (home probation officer) in the probation service? | 62% | 58% |
| For those who are sentenced what type of contact have you had with your offender manager: | | | |
| 13.2 | No contact? | 6% | 42% |
| 13.2 | Contact by letter? | 6% | 2% |
| 13.2 | Contact by phone? | 0% | 2% |
| 13.2 | Contact by visit? | 94% | 56% |
| 13.3 | Do you have a named offender supervisor in this prison? | 52% | 29% |
| For those who are sentenced: | | | |
| 13.4 | Do you have a sentence plan? | 62% | 51% |
| For those with a sentence plan: | | | |
| 13.5 | Were you involved/very involved in the development of your plan? | 78% | 57% |
| Who is working with you to achieve your sentence plan targets: | | | |
| 13.6 | Nobody? | 18% | 33% |
| 13.6 | Offender supervisor? | 18% | 14% |
| 13.6 | Offender manager? | 31% | 44% |
| 13.6 | Named/ personal officer? | 41% | 19% |
| 13.6 | Staff from other departments? | 18% | 22% |
| For those with a sentence plan: | | | |
| 13.7 | Can you achieve any of your sentence plan targets in this prison? | 41% | 55% |
| 13.8 | Are there plans for you to achieve any of your targets in another prison? | 18% | 17% |
| 13.9 | Are there plans for you to achieve any of your targets in the community? | 18% | 25% |
| 13.10 | Do you have a needs based custody plan? | 4% | 6% |
| 13.11 | Do you feel that any member of staff has helped you to prepare for release? | 12% | 11% |
| For those that need help do you know of anyone in this prison who can help you on release with the following: | | | |
| 13.12 | Employment? | 31% | 21% |
| 13.12 | Accommodation? | 33% | 34% |
| 13.12 | Benefits? | 42% | 32% |
| 13.12 | Finances? | 31% | 21% |
| 13.12 | Education? | 27% | 25% |
| 13.12 | Drugs and alcohol? | 44% | 37% |
| For those who are sentenced: | | | |
| 13.13 | Have you done anything, or has anything happened to you here to make you less likely to offend in future? | 39% | 39% |