



REPORT ON AN UNANNOUNCED INSPECTION OF  
**HYDEBANK  
WOOD SECURE  
COLLEGE**

21 MAY - 6 JUNE 2024

NOVEMBER 2024



Education and  
Training Inspectorate  
Empowering Improvement



The Regulation and  
Quality Improvement  
Authority



# REPORT ON AN UNANNOUNCED INSPECTION OF **HYDEBANK WOOD SECURE COLLEGE**

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

Laid before the Northern Ireland Assembly under Section 49(2) of the Justice (Northern Ireland) Act 2002 (as amended by paragraph 7(2) of Schedule 13 to The Northern Ireland Act 1998 (Devolution of Policing and Justice Functions) Order 2010 by the Department of Justice.

**November 2024**



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# LIST OF ABBREVIATIONS

<b>AAB</b>	Activity Allocation Board
<b>AD:EPT</b>	Alcohol and Drugs: Empowering People through Therapy
<b>Belfast Met</b>	Belfast Metropolitan College
<b>CEO</b>	Chief Executive Officer
<b>CJI</b>	Criminal Justice Inspection Northern Ireland
<b>CNA</b>	Certified Normal Accommodation
<b>College</b>	Hydebank Wood Secure College
<b>CSU</b>	Care and Supervision Unit
<b>DoJ</b>	Department of Justice
<b>DfC</b>	Department for Communities
<b>ETI</b>	Education and Training Inspectorate
<b>GP</b>	General Practitioner
<b>HMI Prisons</b>	His Majesty's Inspectorate of Prisons in England and Wales
<b>Hydebank Wood</b>	Hydebank Wood Secure College and Women's Prison
<b>ICT</b>	Information and Communications Technology
<b>ILPs</b>	Individual Learning Plans
<b>IMB</b>	Independent Monitoring Board
<b>LAPPP</b>	Local Area Public Protection Panel meetings
<b>MHT</b>	Mental Health Team
<b>MDT</b>	Mandatory Drug Test
<b>NHS</b>	National Health Service
<b>NIPS</b>	Northern Ireland Prison Service

<b>NPM</b>	National Preventive Mechanism
<b>OPCAT</b>	Optional Protocol to the United Nations Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
<b>PAF</b>	Prison Arts Foundation
<b>PBNI</b>	Probation Board for Northern Ireland
<b>PDU</b>	Prisoner Development Unit
<b>PDP</b>	Personal Development Plan
<b>PE</b>	Physical Education
<b>PECCS</b>	Prisoner Escort and Court Custody Service
<b>PPANI</b>	Public Protection Arrangements Northern Ireland
<b>PREPS</b>	Progressive Regimes and Earned Privileges Scheme
<b>P&amp;T</b>	Professional and Technical
<b>PSST</b>	Prisoner Safety and Support Team
<b>RQIA</b>	Regulation and Quality Improvement Authority
<b>SEHSCT</b>	South Eastern Health and Social Care Trust
<b>SEN</b>	Special Educational Needs
<b>SMART</b>	Self-Management And Recovery Training
<b>SPAR Evo</b>	Supporting People at Risk Evolution
<b>UK</b>	United Kingdom

Note: Electronic links to documents and information sources referenced within this report are correct at time of publication but may be subject to change where the information is outside CJI's control.'

# CHIEF INSPECTORS' FOREWORD

Hydebank Wood Secure College and Women's Prison is a mixed prison that held 51 young adult men and 95 women at the time of this joint inspection by Criminal Justice Inspection Northern Ireland, His Majesty's Inspectorate of Prisons, the Regulation and Quality Improvement Authority and the Education and Training Inspectorate. Under the leadership of a highly effective Governor and his excellent senior team, Hydebank Wood is an impressive institution that scored the top rating of 'good' in each of our four healthy prison tests of Safety, Respect, Purposeful activity and Preparation for release. There was also a high-quality middle leadership team with many excellent Senior Officers across many functions of the College.

At the heart of the success of this prison is the quality of relationships between prisoners and staff which were excellent in both parts of Hydebank Wood. Well trained, authoritative Officers knew the young men and women in their care very well and in conjunction with other services, made sure that each got support that was tailored to their individual needs.

The prison had developed strong links with the voluntary and community sector and charity organisations and benefitted from a supportive Chaplaincy team.

Standards of behaviour were good across the College and for those who did the right thing, there were excellent opportunities to progress into residential units that had more freedom, self-catering facilities and more time out of cell.

With different ways of collecting data, it was not possible to compare violence levels directly between Hydebank Wood and similar prisons in England and Wales, but it was clearly much safer than its comparators.

There had only been one serious assault in the last year, use of force tended to consist of minimal 'guiding holds' and most violent incidents were low level.

Young men and women were out of their cells for at least eight hours a day with more for the best behaved. Walking round Hydebank Wood, there were very few prisoners locked up and most were out in education, training or at work. Prison staff collaborated well with the team from Belfast Metropolitan College to arrange classes and activities for the range of needs of the young men and women.

As well as formal education, there were opportunities for prisoners to work in the 'Cabin' café, the prison tuck shop, the Bank Barber, the recycling workshop, animal husbandry and the gardens. There were also some excellent enrichment activities for prisoners, such as the choir and fundraising for local charities. Recruitment was ongoing to fill some tutor vacancies in vocational courses.

The College's links with the White Ribbon charity was a positive initiative to educate, engage and inform young men about the impact of violence on women and girls.

While some parts of the College were showing their age, there was a refurbishment programme in place to improve flooring and showers, and the extensive grounds were very well maintained by the prisoners.

Families were kept informed about what was going on and as well as visits there were lots of themed family days coinciding with religious and other events. Prisoners who were fathers or mothers were also able to attend parenting courses. The Prisoner Development Unit undertook lots of offence-focused work, but at the time of the Inspection, there was not a trained psychologist to run any accredited programmes. Hydebank Wood had responded well to the increases in the remand population, making sure that these prisoners received their entitlements and had the same opportunities as their sentenced peers to become involved in education, training and work.

Those approaching release received good support, but although staff worked hard with partners to find suitable accommodation, there was no information on where ex-prisoners were being housed on their release or the quality of their accommodation.

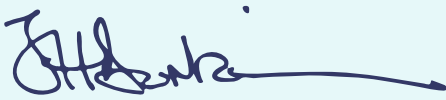
Leaders would benefit from making better use of data – especially in education, while a lot was collected, it was not used effectively to co-ordinate and plan future provision. More widely, leaders did not have systems in place for monitoring and measuring the effectiveness of their plans. In the prison's self-assessment, while the priorities were clear, there were no measures in place to set targets and monitor progress. Some light-touch changes could easily rectify this situation.

Greater scrutiny of incidents involving the use of force was required. While there had been improvements to the approach to adult safeguarding, processes and procedures were still not fully effective. The investigation of safeguarding incidents and serious complaints was not sufficiently robust. This has been raised in other prison inspections and the Northern Ireland Prison Service and South Eastern Health and Social Care Trust need to put in place a workable Adult Safeguarding Policy at pace that clarifies information sharing and referral decision-making.

The number of patients who failed to attend external hospital appointments was too high and social care commissioning arrangements were inadequate.

It was a pleasure to be part of this inspection and report on a College that despite an increased population with some complex needs, was operating far more successfully than most similar prisons inspected in England and Wales.

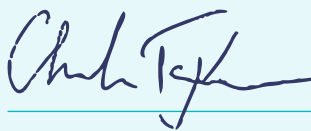
With the outstanding staff team currently in post addressing the concerns in this report, we are in no doubt that Hydebank Wood will continue to improve in the future.



**Jacqui Durkin**

Chief Inspector of Criminal Justice  
in Northern Ireland

**November 2024**



**Charlie Taylor**

HM Chief Inspector of Prisons  
in England and Wales

**November 2024**





# WHAT NEEDS TO IMPROVE AT HYDEBANK WOOD SECURE COLLEGE

During this inspection we identified six key concerns. Key concerns are those that require leaders<sup>1</sup> and managers to change a practice and/or identify new or redirected resources to address the concern.

Leaders should make sure that all concerns identified here are addressed and that progress is tracked through a plan which sets out how and when the concerns will be resolved. The plan should be provided to Criminal Justice Inspection Northern Ireland (CJI).

## KEY CONCERNS

- 1. Adult safeguarding arrangements were not fully effective. The investigation of safeguarding incidents and serious complaints was not sufficiently robust.**  
It was not always clear if action had been taken to progress referrals or if the outcomes of safeguarding investigations had been communicated effectively. There was insufficient evidence of safeguarding measures for complainants and whether external scrutiny of serious complaints had been considered.
- 2. The number of patients who failed to attend planned external hospital appointments was too high.** Attendance depended on a transport service that was not readily available. Patients were not informed of appointments that could not be facilitated, thereby preventing them from exercising their right to complain.
- 3. The wide range of available data was not used sufficiently well to inform self-evaluation and quality improvement processes across some functions of the prison.** Improvement objectives in action plans were not always specific, measurable or time bounded.
- 4. The scrutiny of incidents involving the use of force (including the use of anti-tear clothing) was not robust and could not assure leaders that force was always necessary, proportionate and only used as a last resort.**
- 5. Social care commissioning arrangements were inadequate.** Provision for young men did not align with that available in the community.
- 6. The delivery of education, skills and work activities and other rehabilitative interventions was not always sufficiently well co-ordinated and sequenced to ensure appropriate prioritisation of activities.**

<sup>1</sup> In this report the term 'leader' refers to anyone with leadership or management responsibility in the prison system. Our narrative is directed at the level of leadership which has the most capacity to influence a particular outcome.

# ABOUT HYDEBANK WOOD SECURE COLLEGE

## TASK OF THE SECURE COLLEGE

Hydebank Wood Secure College accommodated young male offenders between the ages of 18 to 24.

## CERTIFIED NORMAL ACCOMMODATION AND OPERATIONAL CAPACITY<sup>2</sup>

Prisoners held at the time of inspection:	Baseline certified normal capacity:	In-use certified normal capacity:	Operational capacity:
51 young adults	167	47	204

## POPULATION OF THE PRISON

There were:

- 203 new prisoners were received in the last year;
- 64% of the population were on remand (committals);
- 8% of prisoners were foreign nationals and a further 23% were from the Republic of Ireland;
- 92% of prisoners were from a white background;
- eight prisoners were released into the community each month;
- 92% of committals disclose drugs use;
- 34% of committals disclose mental health issues;
- 53% disclose history of self-harm; and
- over 90% of prisoners were involved in education, skills and work.

<sup>2</sup> Baseline Certified Normal Accommodation (CNA) is the sum total of all certified accommodation in an establishment except cells in the Care and Supervision Unit, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

## PRISON STATUS (PUBLIC OR PRIVATE) AND KEY SERVICE PROVIDERS

Public: Northern Ireland Prison Service (NIPS).



Physical and mental health provider



which is commissioned by the South Eastern Health and Social Care Trust

Substance use treatment providers



Learning and skills provider

NORTHERN IRELAND



Prisoner Escort and Court Custody Service

Escort contractor

## DEPARTMENT



## DIRECTOR OF PRISONS

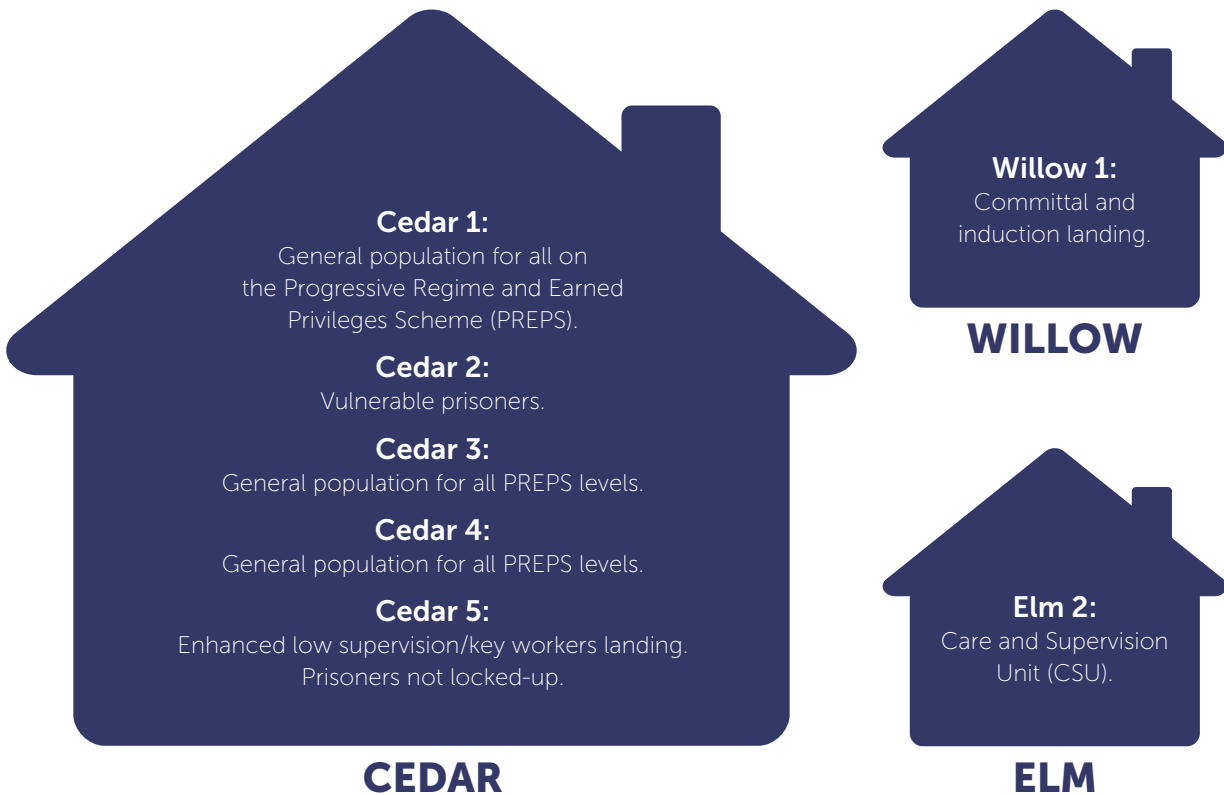
David Kennedy.

## BRIEF HISTORY

Hydebank Wood was opened as a category 'C' young offender centre for boys in 1979. In November 2012 it stopped holding boys aged 16 and 17. In May 2015, Hydebank Wood was given 'Secure College' status, holding sentenced and remand young adult men. Willow 1 landing opened in April 2023 for all young adult male committals to assist with their transition into custody.

Women prisoners have been held in Ash House since 2004 and in Beech House since 2022, both stand-alone residential units within the Hydebank Wood campus.

## SHORT DESCRIPTION OF RESIDENTIAL UNITS



### Name of Governor and date in post

Richard Taylor, April 2021 - present.

### Leadership changes since the last inspection

Gary Milling 2018 - April 2021.

### Independent Monitoring Board chair

Pip Jaffa OBE.

### Date of last inspection

November 2019.

# ABOUT THIS INSPECTION

CJI is an independent statutory Inspectorate, established under the Justice (Northern Ireland) Act 2002, constituted as a Non-Departmental Public Body (NDPB), a corporation sole, 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.

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

The Regulation and Quality Improvement Authority (RQIA) is a NDPB 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. In addition to this inspection report, as a regulatory body, the RQIA provide an additional report to the South Eastern Health and Social Care Trust (SEHSCT).

All inspections carried out by HMI Prisons and those prison inspections jointly carried out with CJI in Northern Ireland with support from the RQIA, contribute to the United Kingdom's (UK's) response to its international obligations under the Optional Protocol to the United Nations 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. CJI, HMI Prisons and RQIA are three of over 20 NPM member bodies 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 of the learning and skills provision within prisons, in line with an agreed annual Memorandum of Understanding and an associated Service Level Agreement with CJI. Since the last prison inspection in Northern Ireland, the ETI had developed and tested a new inspection framework and this framework was adopted for this inspection.

All CJI and HMI Prisons reports carry a summary of the conditions and treatment of prisoners, based on HMI Prison’s four tests of a healthy prison that is Safety, Respect, Purposeful activity and Preparation for release. Hydebank Wood Secure College was assessed against Version 6 of HMI Prisons *Expectations*<sup>3</sup>, the criteria for assessing the treatment of and conditions for men in prison which was updated in September 2023 and used from October 2023 onwards.

The detail of how the outcomes for prisoners were assessed against the healthy prisons tests, how findings are reported our findings and who carried out this inspection is set out in Appendices 1 and 2. The methodology used to conduct the prisoner and staff surveys and the results are contained in Appendices 4 and 5.

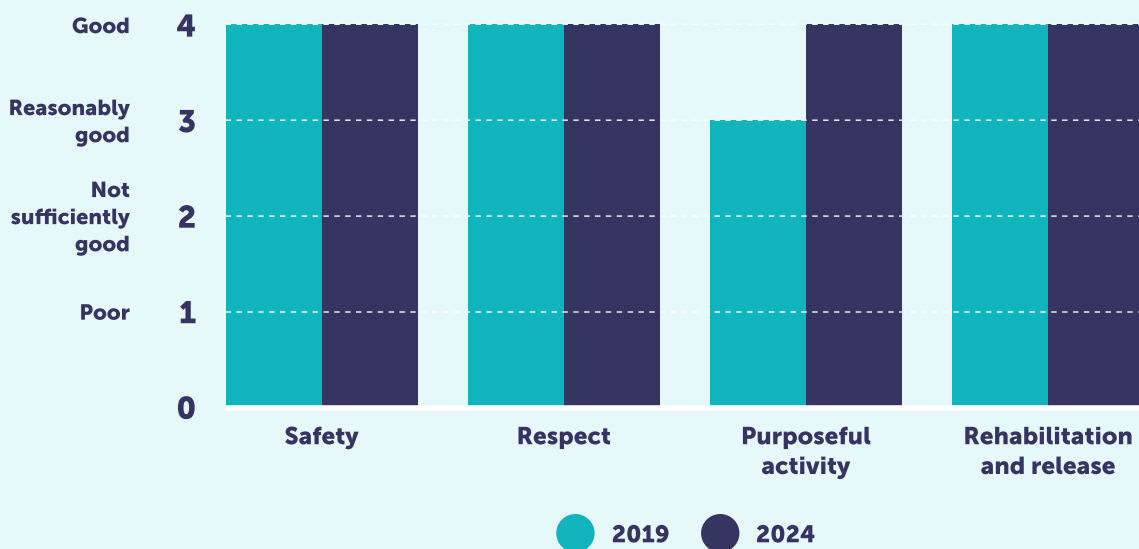
<sup>3</sup> HMIP, *Expectations, Criteria for assessing the treatment of and conditions of men in prison Version 6, 2023* available at <https://hmiprison.justiceinspectores.gov.uk/expectations/>

# CHAPTER 1 SUMMARY OF KEY FINDINGS

## OUTCOMES FOR PRISONERS

- 1.1 We assess outcomes for prisoners against four healthy prison tests: Safety, Respect, Purposeful activity, and Preparation for release (see Appendix 1 for more information about the tests). We also include a commentary on leadership in the prison (see Chapter 2).
- 1.2 At this inspection of Hydebank Wood Secure College (Hydebank Wood), we found that outcomes for prisoners were:
- good for Safety;
  - good for Respect;
  - good for Purposeful activity; and
  - good for Preparation for release.
- 1.3 We last inspected Hydebank Wood in 2019. Figure 1 shows how outcomes for young men have changed since the last inspection.

Figure 1: Hydebank Wood Secure College healthy prison outcomes 2019 and 2024



## PROGRESS ON KEY CONCERNS FROM THE LAST INSPECTION

- 1.4 At our last full inspection in 2019 we made 28 recommendations, three of which were about areas of key concern.
- 1.5 At this inspection we found that two of our recommendations about areas of key concern had not been achieved and one had been partially achieved. For a full list of progress against all of the previous recommendations, see Chapter 7.

## NOTABLE POSITIVE PRACTICE

- 1.6 We define notable positive practice as:
- Evidence of our expectations being met to deliver particularly good outcomes for prisoners, and/or particularly original or creative approaches to problem solving.
- 1.7 Inspectors found 10 examples of notable positive practice during this inspection, which other prisons may be able to learn from or replicate. Unless otherwise specified, these examples are not formally evaluated, are a snapshot in time and may not be suitable for other establishments. They show some of the ways our expectations might be met but are by no means the only way.

### Examples of notable positive practice

The Prisoner Safety and Support Team (PSST) facilitated a range of interventions and engagement opportunities including impressive animal therapy and regular one-to-one check-ins or group work activities such as arts and crafts. A thoughtfully decorated space known as the 'cosy corner' had been created to provide a safe space for this support to be delivered. [See paragraph 3.43](#)

A one-to-one practical living skills session was delivered to all new committals by a Residential Officer. [See paragraph 4.12](#)

Bread, cereal and milk were available all day on residential wings, enabling prisoners to have a substantial breakfast and prepare their own sandwiches at mealtimes. [See paragraph 4.19](#)

The provision of tablets with translation software for foreign nationals was an excellent and effective initiative that helped prevent isolation. [See paragraph 4.33](#)

Leaders had produced simple guides to help prisoners, especially care leavers and those with neurodivergent conditions, to learn how to complete basic tasks and support their independent living. [See paragraph 4.34](#)

A prison-wide approach to mental health and neurodiversity awareness included lunchtime learning events available to all staff. [See paragraph 4.69](#)



<b>Examples of notable positive practice</b>	
Time out of cell remained very good. Prisoners were encouraged to use their time constructively and had access to a wide range of interventions, events and recreational activities.	<a href="#">See paragraph 5.2</a>
The prison’s nominated charity for the year White Ribbon engaged men and helped them to focus on reducing violence against women and girls. A range of workshops on healthy relationships, consent and addressing abusive behaviours were delivered to prisoners and staff.	<a href="#">See paragraph 5.27</a>
Animal husbandry and pet therapy were used very well to support the emotional wellbeing of young adults.	<a href="#">See paragraph 5.36</a>
The partnership between Belfast Metropolitan College (Belfast Met) and the Lyric Theatre had enabled prisoners to participate in workshops which had helped to focus on positive choices and rehabilitation.	<a href="#">See paragraph 5.44</a>

## CHAPTER 2 LEADERSHIP

Leaders provide the direction, encouragement and resources to enable good outcomes for prisoners.

- 2.1 Good leadership helps to drive improvement and should result in better outcomes for prisoners. This narrative is based on our assessment of the quality of leadership with evidence drawn from sources including the self-assessment report, discussions with stakeholders, and observations made during the inspection. It does not result in a score.
- 2.2 Strong and effective leadership from the Governor and senior team had generated pride, energy and commitment at every level of management and among most of the staff working at Hydebank Wood. Some of the Senior Officers and Unit Managers were among the best we have seen.
- 2.3 Leaders had promoted an atmosphere of respect, care and optimism, and the positive culture they had cultivated was enabling many prisoners to flourish. Leaders had trusted and enabled their teams to use initiative and make decisions which was helping them to realise their stated vision of 'Changing Minds, Changing Lives'. We saw countless good examples of work to rehabilitate prisoners.
- 2.4 Impressive multidisciplinary teamwork between partners and the Northern Ireland Prison Service (NIPS), across every function, contributed to good outcomes for young men. Direct engagement between senior Governors and the Independent Monitoring Board (IMB) was important to improve outcomes. Essential to the success of many projects and initiatives was a willingness by leaders and staff to get behind new ideas to shape the lives of the young adult prisoners in their care. This was captured in the testimony of the Chief Executive Officer of one of the many charities working at the prison:

*"The support of the staff from the HQ staff to the Governors to the [Prison] Officers has been key to the success of our project and their buy in and commitment encouraged the participants' full engagement and attendance."*

**Chief Executive Officer, White Ribbon Northern Ireland**

- 2.5 Senior leaders clearly valued their staff and actively supported their wellbeing and development. Many staff and frontline managers spoke positively about the opportunities they had been given and the support they received from leaders and colleagues.
- 2.6 The breadth and quality of the opportunities available to prisoners at Hydebank Wood were impressive, although leaders had not yet developed a firm enough grip on the sequencing and promotion of initiatives, programmes and interventions to make sure that all prisoners could benefit.
- 2.7 The person-centred approach to caring for and developing prisoners was effective but leaders were not using available data well enough to inform their strategies, improve understanding and demonstrate the effectiveness of what they delivered. Improvement plans sometimes lacked sufficiently measurable targets to help leaders monitor progress and drive the improvements they were keen to make.
- 2.8 There were many strengths in the prison, but leaders also understood their weaknesses and were keen to learn from the findings of the inspection. We were left in no doubt that their committed and hardworking teams would continue to support them in their drive to address the key concerns and other opportunities for learning identified during the inspection to improve the lives of young men living at Hydebank Wood.

## CHAPTER 3 SAFETY

Prisoners, particularly the most vulnerable, are held safely.

### EARLY DAYS IN CUSTODY

**Expected outcomes:** Prisoners transferring to and from the prison are safe and treated decently. On arrival, prisoners are safe and treated with respect. Risks are identified and addressed at reception. Prisoners are supported on their first night. Induction is comprehensive.

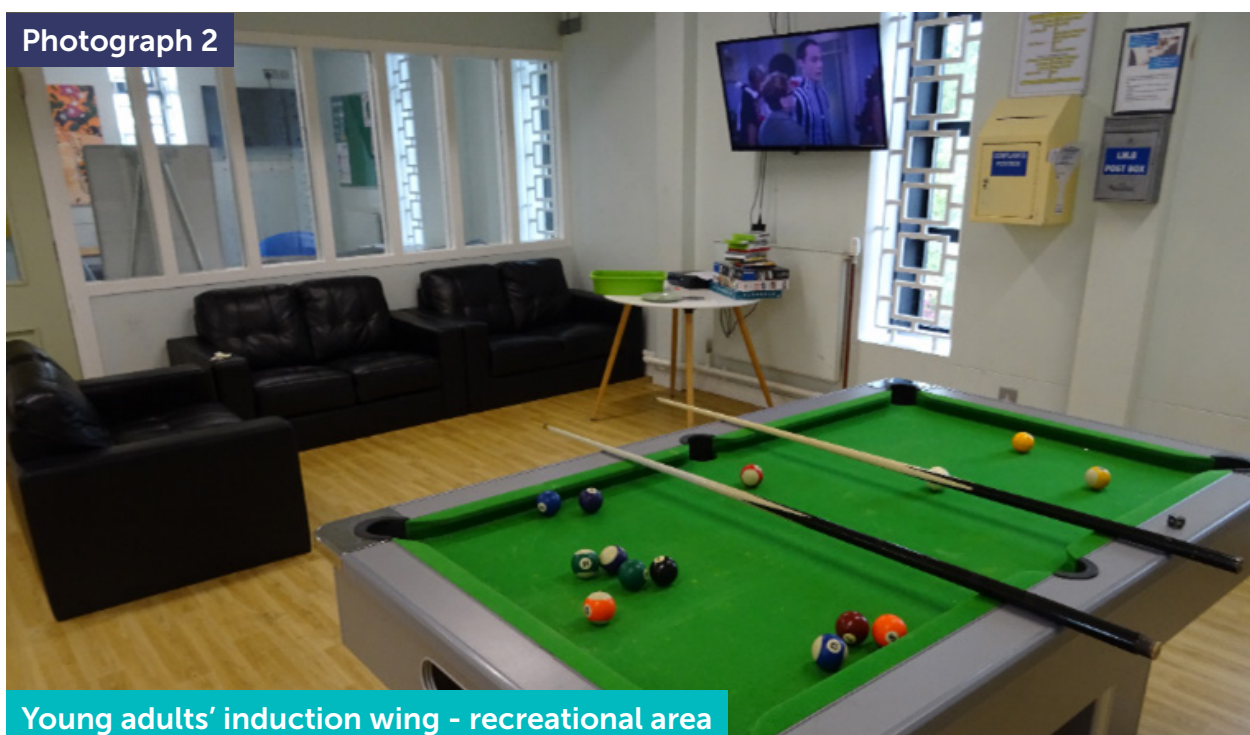
- 3.1 Reception staff managed around 16 new young adult male arrivals each week. They arrived at a reasonable hour with a good handover from the Prisoner Escort and Court Custody Service (PECCS) staff to communicate identified risks such as violence or self-harm. Prisoners were not routinely handcuffed into the prison and the decision to do so was appropriately based on a risk assessment.
- 3.2 Reception was a bright, clean and welcoming environment; it was well ordered and the processes we observed were carried out efficiently by friendly and helpful staff. All new arrivals to the prison were now processed through the same reception area, but young adult men and women were processed and held separately so there was no compromise to their security or dignity.

Photograph 1



Reception interview desk with holding rooms to the side

- 3.3 An initial safety assessment was conducted at the front reception desk within earshot and sight of other prisoners in holding rooms. Well developed plans were in place to renovate the reception area to address the privacy issue and make sure that prisoners felt comfortable enough to disclose important safety information without being overheard.
- 3.4 An X-ray body scanner had been in place since April 2023 and all male prisoners received a body scan as a preventative measure to detect contraband being brought in. When the scanner detected a potentially illicit item, the prisoner was taken to a drug recovery cell, located in the Care and Supervision Unit (CSU) (see paragraph 3.28) until it was deemed safe for them to be located with the general population. To the prison's credit, young adult prisoners were no longer subject to a routine strip search. This was now based on a risk assessment and 11 prisoners had been strip-searched during the 12-month period from May 2023 to April 2024.
- 3.5 Prisoners were offered a shower and clean clothes, but many chose to wait until they arrived on their residential units. Swift reception processes enabled new arrivals to move to the committal landing quickly.
- 3.6 Cells on the committal landing were clean and well equipped. Prisoners were provided with bedding, toiletries and a detailed information booklet on what to expect at Hydebank Wood. A basic grocery pack was provided on the first night and prisoners were given full access to the tuck shop the next working day. Prisoners who did not have funds to purchase items were given modest financial help by the Chaplain which prevented potential debt from arising during their first few days.



- 3.7 Enhanced checks were conducted every hour for the first 24 hours. Returning prisoners, subject to agreement, had previous telephone numbers automatically added without the need for a formal application. This enabled immediate contact with their family. 'Buddies' (prisoner peer supporters) saw all new arrivals within their first 48 hours.
- 3.8 A comprehensive five-day induction programme involving all key departments began the next working day after arrival. New arrivals spent most of their time out of their cell involved in wing activities, which was better than Inspectors usually see, and they could start work or education once they had completed their induction.

## PROMOTING POSITIVE BEHAVIOUR

**Expected outcomes:** Prisoners live in a safe, well ordered and motivational environment where their positive behaviour is promoted and rewarded. Unacceptable conduct is dealt with in an objective, fair, proportionate and consistent manner.

### Encouraging positive behaviour

- 3.9 Incidents of violence between prisoners had increased since the last full inspection, but the rates of recorded violence for the previous 12 months were similar to comparable prisons. Nearly all violence was, however, relatively minor with only one serious incident in the previous year.
- 3.10 Most prisoners were motivated to behave well because they were treated with respect and care, lived in a positive environment and had access to a full and rich regime. In our survey, 85% of prisoners said that the opportunities and rewards available to them encouraged them to behave well.
- 3.11 Most staff acted as positive role models, supporting and encouraging the prisoners they looked after. We observed several instances of staff demonstrating great skill in dealing with prisoners with wide-ranging behavioural issues, often de-escalating challenging situations without the need to use more formal disciplinary procedures.
- 3.12 There were also formal systems to manage prisoners who had been involved in violence. Staff could, for example, initiate the Challenging Antisocial Behaviour process by raising a concern form. This led to an investigation into the incident to determine the actions needed, which often included a period of monitoring or an adjudication award.
- 3.13 The PREPS continued to be used effectively to also encourage positive behaviour. Very few prisoners were on the restrictive basic level of PREPS with just two at the time of the inspection. Both were safeguarded by regular behaviour reviews and target setting to encourage progression back to a full regime.

- 3.14 Landing 5 of Cedar House was used to accommodate prisoners on the enhanced regime and in more trusted positions. The landing offered the most time out of cell and included opportunities for prisoners to live independently through communal living, for example preparing their own food in a fully equipped kitchen.
- 3.15 Prisoners who required a greater level of support, often due to their offence, were located on Cedar House 2, the vulnerable prisoners landing, which provided a safer environment and gave them access to a good regime.
- 3.16 A well resourced Prisoner Safety and Support Team (PSST) worked across Hydebank Wood. Their proactive engagement with prisoners gave them a good knowledge and understanding of the underlying issues that might lead to violence or make prisoners more vulnerable.
- 3.17 The team were encouraged by leaders to find creative ways of providing a safe environment for prisoners. For example, they had introduced animal therapy as a means of reaching and supporting young prisoners (see paragraph 3.43).
- 3.18 Weekly operational safety meetings focused on prisoners with the most complex needs, while oversight of the prison's safety strategy was provided at a monthly 'safety and support strategic meeting'. A range of data were considered at these meetings, which helped leaders to review aspects of safety retrospectively. However, it was not always clear how this was used to drive future improvement.

### Adjudications

- 3.19 Despite a reduction in the population since the last inspection, the number of disciplinary hearings remained similar. However, many offences against discipline were attributable to a small number of prisoners who displayed very challenging behaviour.
- 3.20 Adjudication hearings were conducted in a relaxed environment which encouraged prisoners to engage in the process. All hearings were recorded. They took place late in the afternoon to maximise attendance at activities and minimise disruptions to the prisoner's regime. However, the adjudication documentation we reviewed often lacked sufficient enquiry and we could not always be confident that all the facts had been fully explored.
- 3.21 During the previous 12 months, 45% of all laid charges had been withdrawn or not proceeded with. This was sometimes because the prisoner involved had been released, but we also identified serious charges, such as failing or refusing a drug test, that had also been withdrawn, often due to administrative errors during the adjudication process. This undermined the impact of adjudications as a deterrent to bad behaviour (see paragraph 3.37).

3.22 A new electronic system for managing the adjudication process was being developed across the NIPS, which was designed to reduce the number of charges that were withdrawn and make sure that appropriate actions were taken following an incident.

### Use of force

3.23 During the previous 12 months, there had been around 100 uses of force, which was almost twice the number recorded at the last inspection. About one third of these incidents involved the use of low-level techniques, for example to guide prisoners away from an incident, but just under half required full control and restraint holds.

3.24 Use of force reports did not adequately describe efforts to de-escalate or provide sufficient detail to demonstrate that force was only used as a last resort.

3.25 With a few exceptions, which included offensive language or a lack of de-escalation, most of the footage we reviewed demonstrated respectful actions by staff and a proportionate use of force.

3.26 Oversight of the use of force was carried out by a multidisciplinary committee that met monthly. Leaders reviewed some data such as the number and location of incidents, but it was limited and there was no evidence as to how this information was used to inform learning. For example, leaders had still not addressed the poor use of body-worn video cameras. Too few actual incidents, sometimes only one, were reviewed by the committee and leaders.

3.27 When leaders were made aware of poor conduct by Prison Officers, they did however, take prompt action to address it.

### Segregation

3.28 Segregation had been used 165 times under Rule 32 (restriction of association) involving 75 prisoners during the previous year. Most lengths of stay were very short at around a week and some for less than a day. The introduction of a body scanner (see paragraphs 3.4 and 3.37) had resulted in more prisoners being segregated following committal on first arrival at the prison, if there was evidence to indicate that they held illicit items. There were sensible procedures to make sure that young adults were not segregated in drug recovery cells for longer than necessary following a positive indication on the scanner.

3.29 Decisions to use Rule 32 were recorded appropriately and subject to scrutiny. Authorisations for extended segregation were conducted by NIPS senior leaders and there had been examples of shortened periods of segregation where restrictions were no longer considered necessary.

3.30 When prisoners were segregated for longer periods under Rule 32, they were subject to a regular review by a multidisciplinary team. Review panels assessed the underlying reasons for segregation to produce a tailored plan for reintegration.



- 3.31 The unit was referred to locally as the CSU. It was well equipped with bright, clean cells, some of which included removable chemical toilets to facilitate the recovery of illicit drugs. There were also limited cooking facilities and cardiovascular Physical Education (PE) equipment to encourage prisoners to come out of their cells. Staff managed the CSU with a good balance of discipline and compassion which contributed to the relaxed and therapeutic environment.
- 3.32 The NIPS had implemented an innovative use of information technology to record Rule 32 decision-making, evidence of daily contact and participation in the regime.

## SECURITY

**Expected outcomes:** Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance use and effective drug supply reduction measures are in place.

- 3.33 Physical and procedural security was proportionate, enabling the prison to function as a college campus and contributing to a relaxed atmosphere. As at the last inspection, Prison Officers did not wear a uniform, carry batons or incapacitant spray, and this did not compromise their authority or diminish safety outcomes.
- 3.34 Young adult men now followed a separate regime to that of women. They still passed each other as they went about their day, but staff made sure this was done safely.
- 3.35 The Security Department operated across Hydebank Wood. The management of intelligence had improved and leaders were now sufficiently focused on identified risks. There was no backlog of intelligence reports at the time of inspection and those we reviewed were dealt with appropriately.
- 3.36 Leaders had recently implemented a new tool to develop security objectives. The Local Tactical Assessment was in its infancy but offered leaders the opportunity to develop a greater understanding of emerging and developing threats and intelligence gaps.
- 3.37 Positive Mandatory Drug Testing (MDT) results were much lower than in similar prisons. Most positive tests were for the misuse of prescribed medication, but good partnership working with health care staff had ensured the risks of this were minimised. The positive MDT rate for the previous 12 months was 8%, although a further 15% of prisoners had refused to participate in testing. Prison drug detection dogs were deployed when needed. The NIPS had also installed a body scanner to detect drugs and other contraband which was helping to keep the flow of illicit items to a minimum (see paragraph 3.4).

- 3.38 A corporate NIPS drug policy was supplemented by a local strategy for the prison, although neither was informed by recent data or supported by a measurable action plan. The Substance Misuse Committee meeting to provide oversight of the strategy, had very recently started and was not yet embedded. This was mitigated to an extent by a separate supply reduction meeting led by the Security Governor. The meeting was attended by key stakeholders including health partners and the PSST, to identify and address immediate concerns to reduce both demand and supply.
- 3.39 We had concerns about the use of medication at risk of abuse or tradability among a small number of prisoners, but intelligence and test results suggested that there was minimal demand for other illicit drugs. Although we could not evidence direct cause and effect, we were confident that the prison's positive culture, pleasant living conditions and good availability of purposeful activity played a significant role in motivating prisoners to desist from drug use.

## SAFEGUARDING

**Expected outcomes:** The prison provides a safe environment which reduces the risk of self-harm and suicide. Prisoners at risk of self-harm or suicide are identified and given appropriate care and support. All vulnerable adults are identified, protected from harm and neglect and receive effective care and support.

### Suicide and self-harm prevention

- 3.40 There had been no self-inflicted deaths since 2013. One prisoner had attempted to take his own life in the previous year which had prompted a thorough investigation and appropriate and timely action.
- 3.41 Recorded rates of self-harm had considerably increased each year and were comparable to similar prisons in England and Wales. However, none of the incidents met the threshold for classification as serious.
- 3.42 Most young adults were very positive about their time at Hydebank Wood, and many spoke highly of the care and support they received. We observed frequent examples of this during the inspection.
- 3.43 The PSST were visible and effective. They provided good support and guidance to staff and had helped to improve the experiences of prisoners who needed extra support. The PSST facilitated a range of interventions and engagement opportunities, including impressive animal therapy and regular one-to-one check-ins or group work activities such as arts and crafts. At the time of our inspection, 24 prisoners were receiving this one-to-one care and, in the last six months, 400 appointments had been attended by 93 individuals across Hydebank Wood. A thoughtfully decorated space known as the 'cosy corner' had been created to provide a safe space to deliver this support.

Photograph 3



The 'cosy corner' with therapy dog Milo

Photographs 4-7



Animal therapy

- 3.44 A weekly case conference was held to review all complex cases. This was well attended and demonstrated that there was a good focus on prisoners of concern (see paragraph 3.18).
- 3.45 Prisoners who were particularly vulnerable and likely to self-harm were supported using a Supporting People At Risk Evolution (SPAR Evo) care plan. In the last 12 months 85 SPAR Evo care plans had been opened for 50 young adults. There were no open SPAR EVOs at the time of the inspection but a review of recent cases demonstrated good care, and staff were now proficient at navigating the digital system. The care plans we reviewed were not always sufficiently individualised but we found good evidence that appropriate and personalised care had been provided.
- 3.46 The use of observation cells (cells monitored by Closed Circuit Television) and anti-tear clothing had increased and was high compared to similar prisons. Such measures risked compounding prisoners' paranoia when they were in a vulnerable state, as well as causing humiliation and compromising dignity. We identified several examples where there was insufficient evidence to justify their use. This remained a risk-averse response and was not in keeping with the prison's otherwise trusting and positive culture.
- 3.47 It was disappointing that there was still no formal Listener scheme (prisoners trained by the Samaritans to provide emotional support to fellow prisoners) which had seen positive and widespread use in prisons across England and Wales. Prisoners were able to contact the Samaritans by telephone and were encouraged to access the Buddy scheme. Buddies were prisoners who provided guidance and support to their peers. Unlike Listeners, Buddies were not formally trained, although their work was overseen by staff.
- 3.48 A detailed annual report assessed the self-harming behaviours of the population to identify if there were any themes or patterns, such as whether historical self-harm increased an individual's propensity to harm themselves in custody. Leaders also conducted a review of self-harm every two months to provide more regular oversight of self-harm figures. Unfortunately, it was not clear how any of these data fitted into the safety strategy or how they were used to improve outcomes.
- Protection of adults at risk<sup>4</sup>**
- 3.49 From January 2024 adult protection concerns were being managed in accordance with an interim procedure developed by the SEHSCT in consultation with the NIPS.

4 *Adult safeguarding is based on fundamental human rights and on respecting the rights of adults as individuals, treating all adults with dignity and respecting their right to choose. It involves empowering and enabling all adults, including those at risk of harm, to manage their own health and wellbeing and to keep themselves safe. It extends to intervening to protect where harm has occurred or is likely to occur and promoting access to justice. All adults at risk should be central to any actions and decisions affecting their lives. Adult Safeguarding: Prevention and Protection in Partnership, June 2015, page 5, available at Adult Safeguarding: Prevention and Protection in Partnership key documents (health-ni.gov.uk).*

- 3.50 While steps had been taken to improve the approach to adult safeguarding since the last inspection of Hydebank Wood (and at Maghaberry Prison),<sup>5</sup> procedures and records were still not good enough. We were not confident that there was an effective system to make adult safeguarding referrals when needed. Investigations into serious allegations against NIPS staff were not sufficiently robust and it was not always clear what action, if any, had been taken by the NIPS. Outcomes following investigation were not well recorded and appropriately communicated from the NIPS to the SEHSCT. The NIPS *Adult Safeguarding Prevention and Protection Policy and Guidance* needed to clearly direct staff in relation to the information that can be shared with the SEHSCT both to maintain confidentiality and to provide assurances on prisoner safety.
- 3.51 The Department of Health/Strategic Planning and Performance Group was progressing a review of adult safeguarding arrangements in prison at the time of this inspection (see further comment on adult safeguarding at paragraph 4.56). This work needed to be expedited.

5 At the 2022 full unannounced inspection of Maghaberry Prison Inspectors found that not all serious safeguarding incidents investigated by leaders had been managed in accordance with the NIPS policy and that this required the immediate attention by leaders and managers (see CJI, *Report of an Unannounced Inspection of Maghaberry Prison, June 2023* available at <https://cjini.org/getattachment/0a5f532a-bac4-4c6b-9243-e74e0fe46d03/report.aspx>). At an Independent Review of Progress (IRP) during 2023, Inspectors assessed that despite some steps being taken to improve the approach to adult safeguarding by the NIPS and Department of Health, no meaningful progress had been made against this priority concern (see CJI, *Report of an Independent Review of Progress at Maghaberry Prison, February 2024* available at <https://cjini.org/getattachment/b8aa1700-386e-44ac-a59f-520332eeb40e/report.aspx>).

## CHAPTER 4 RESPECT

Prisoners are treated with respect for their human dignity.

### STAFF-PRISONER RELATIONSHIPS

**Expected outcomes:** Prisoners are treated with respect by staff throughout their time in custody and are encouraged to take responsibility for their own actions and decisions.

- 4.1 Staff-prisoner relationships remained a strength. In our survey, 85% of prisoners said there were staff they could turn to if they had a problem compared with 64% at similar prisons.
- 4.2 Staff did not wear uniforms and staff and prisoners addressed each other using first names, which broke down barriers and contributed to a supportive environment. Staff knew the prisoners in their care and understood and sought to meet their individual needs. Officers were visible and approachable as they supervised the residential units and we observed positive and relaxed interactions.
- 4.3 There was no formal key worker scheme,<sup>6</sup> but good relationships with Unit Officers, Prisoner Development Unit (PDU) staff and others (such as education staff and charity workers) helped to mitigate this. Prisoners we spoke to said staff encouraged them to progress and engage with the regime.
- 4.4 Peer work was underused, with only a small handful of formal roles that allowed prisoners to support one another and empower them to contribute positively to the community.

<sup>6</sup> A key worker scheme was rolled out across the closed male estate in England and Wales from 2019. It forms an element of the element of the Offender Management in Custody (OMiC) model. All Prison Officers have a caseload of around six prisoners. The aim is to enable staff to develop constructive, motivational relationships with prisoners, which can support and encourage them to work towards positive rehabilitative goals and involves each residential Officer being assigned five to six prisoners for whom they provide one-to-one support.

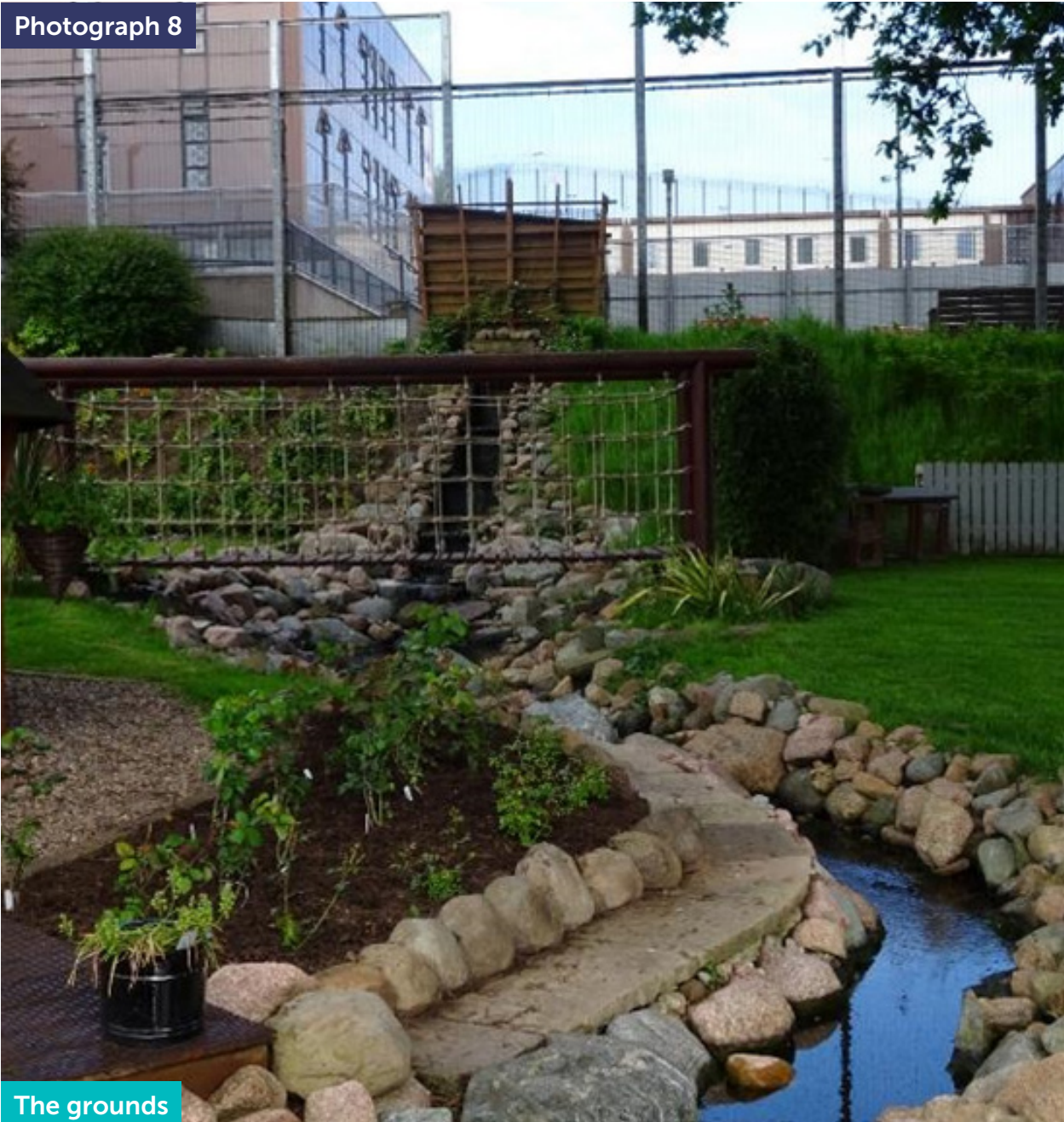
## DAILY LIFE

**Expected outcomes:** Prisoners live in a clean and decent environment and are aware of the rules and routines of the prison. They are provided with essential basic services, are consulted regularly and can apply for additional services and assistance. The complaints and redress processes are efficient and fair.

### Living conditions

- 4.5 The outdoor spaces and grounds of Hydebank Wood were particularly impressive. Well maintained green and floral spaces, murals and statues, and good signposting created a college campus feel.

Photograph 8



The grounds

- 4.6 Young adults were now accommodated in Cedar House and on a separate committal and induction landing. Most living conditions were excellent. All young adults had a single cell and they were positive about many aspects of daily life at Hydebank Wood.
- 4.7 Cedar House had been extensively upgraded following a disturbance in 2020 and the communal areas and facilities were very good. The shower facilities were excellent. The Committal and Induction Unit provided decent accommodation but the association room, servery area and shower facilities were dated and showed signs of wear. Further improvement and general maintenance work had been identified for the male units and was in progress at the time of the inspection.
- 4.8 An enhanced landing in Cedar House had recently been re-opened and some remedial work was undertaken during the inspection to improve the facilities there.
- 4.9 Cells were well presented, although a small number were dirty and had graffiti. All cells had recently been fitted with new curtains. Prisoners could personalise their cells and most did, although some had very few personal belongings and their cells were quite sparse. Although toilets were screened, they did not have lids and some were badly stained.
- 4.10 In our survey, 84% of young adults said they normally had enough clean, suitable clothes for the week. The 'chic clothing' service offered prisoners clothes that had been donated by prisoners on release. Prison issue clothing was also available. Bedding was issued at committal. Laundry facilities were available on each landing and prisoners were responsible for laundering their own bedding and clothing.
- 4.11 There were cleaning rotas for communal spaces and standards were underpinned effectively by monthly audits which were overseen by managers and leaders. Greater monitoring was, however, needed of follow-up actions arising from servery audits.
- 4.12 A very capable Residential Officer now led the College's cleaning party. He also delivered a practical one-to-one living skills intervention to all new committals which showed young men how to make their bed, wash their clothes and keep themselves and their surroundings clean. He had developed a useful booklet and checklist to guide prisoners once they moved off the Committal Unit. He also continued to check in on prisoners to provide as much additional support as needed.
- 4.13 Landing timetables and routines were on display and were well understood. Noticeboards contained relevant and up to date information. There were sufficient telephones for the population and all prisoners could make calls in private except for those on the committal and induction landing.



- 4.14 In our survey, 41% of prisoners said that their cell bells were normally answered within five minutes, but there was no system to monitor this.
- 4.15 Only 40% of prisoners in our survey said they could access their stored property promptly, which was significantly higher than in similar prisons. However, while local systems provided adequate opportunity for prisoners to access their property, a sample of complaints indicated an issue with the time taken for requests to be processed and poor communication about how to use the procedure.

### Residential services

- 4.16 Meals were served at reasonable times and prisoners could eat together in bright spacious dining areas.
- 4.17 Meals were provided on a three-week cycle and the kitchen catered for all dietary and religious needs. A 5\* food and hygiene rating from the local council had been maintained by the kitchen. Prisoners were not yet employed in the kitchen but this was being considered.



- 4.18 In our survey, 37% of prisoners said that the quality of the food was good and only 33% said that the portions were adequate against respective comparators of 61% and 56%. There was one menu for both sites which limited flexibility to accommodate different meal preferences for young adults and women. Leaders regularly sought feedback on food and knew that fruit and vegetable options were too limited. 'Fakeaways', meals that resembled popular takeaway meals in the community, had been a popular choice but were now only available every three weeks for cost reasons.
- 4.19 All units had good self-catering equipment including microwaves, grills and toasters. Bread, cereal and milk were supplied by the kitchen and available throughout the day, which was substantially better than Inspectors find in prisons in England and Wales.
- 4.20 A self-catering landing for young adults had re-opened since the last inspection. Prisoners who had earned their place on this landing could order food from a local supermarket, which was a much-valued incentive.
- 4.21 The supervision of meals was good overall but became challenging when staff levels were reduced.
- 4.22 The tuck shop offered a wide range of items at reasonable prices. Three-quarters of prisoners in our survey said the tuck shop sold the things they needed. Weekly shop orders were well managed.

Photograph 10



The Tuck Shop

4.23 Some prisoners relying solely on prison earnings struggled to buy the things they wanted from the prison shop. Leaders were making efforts to supplement funds, for example through additional work duties, and the Chaplaincy could offer financial assistance in cases of extreme hardship.

4.24 Online shopping for clothes and other approved purchases was available and requests were well facilitated.

### **Prisoner consultation, requests and redress**

4.25 There were various forums for prisoners to discuss and influence services and facilities. Monthly residential forums had resulted in the purchase of new recreational and self-catering items. Discussion on broader topics, such as events and routines, and responsiveness to issues raised at forums were less well developed. Leaders conducted an annual survey to gauge the views of prisoners; this had led to revisions to menu options. They also conducted regular exit surveys which gave young adults a further chance to raise issues about their experiences at Hydebank Wood, although it was not obvious if this had led to improvement as outcomes were not well promoted.

4.26 In our survey, 80% of respondents said it was easy to make a request, which was better than Inspectors find in similar prisons. Most requests were dealt with informally and the formal request system worked reasonably well.

4.27 In our survey 63% said it was easy to make a complaint although only 38% of those who made a complaint said that it had been dealt with fairly. Responses that we viewed were polite and respectful and most responses included an outline of the action that had been taken. However, more detail and follow-up were required at times. In 87% of cases an initial interview about their complaint was conducted within 24 hours. We saw examples of apologies for late responses.

4.28 The categories of complaints were monitored each year but analysis to interpret and respond to trends was less well developed.

4.29 The Deputy Governor sampled complaints each month and was considering ways to enhance the tracking of outcomes. Serious complaints were investigated internally and those against staff could be referred to the NIPS Professional Standards Unit. We were not fully confident about the robustness of investigations into serious complaints. In particular, it was not transparent if mechanisms to ensure safeguarding and referral for external scrutiny had been considered.

4.30 Prisoners had easy access to their legal representatives. Although there was no internal legal advice service, staff could access a Law Society list of solicitors on request. Legal visits could be booked well in advance and facilities to accommodate face-to-face, virtual legal visits and Court hearings were good. There was no information about access to specialist immigration legal advice, which was an omission.

## FAIR TREATMENT AND INCLUSION

**Expected outcomes:** There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with protected characteristics, or those who may be at risk of discrimination or unequal treatment, are recognised and addressed. Prisoners are able to practise their religion. The Chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

- 4.31 As at the last inspection, there were few diverse groups in the population, but the culture of the prison for the small number of prisoners with protected characteristics was respectful and inclusive.
- 4.32 Leaders instilled a person-centred approach to ensuring fair treatment, identifying and seeking to meet the needs of prisoners as individuals. Suitable arrangements were made to allow prisoners from a range of backgrounds and with a variety of needs to participate in the regime.
- 4.33 The provision of tablets with translation software for foreign nationals who did not speak much English remained an excellent and effective initiative that helped prevent isolation. A Home Office Immigration Officer held monthly surgeries with foreign nationals, although some we spoke to were confused about their status and struggled to access free, independent legal advice (see paragraph 4.30).
- 4.34 Leaders had attempted to tailor provision for the population, for example they had recently introduced a training plan for residential staff working on the young adult side of the prison. This included courses focused on working with young adults who had experienced sexual assault, Attention Deficit Hyperactivity Disorder, autism awareness and providing support for young fathers. Leaders had identified that many prisoners, especially care leavers and those with neurodivergent conditions, struggled to complete basic tasks like making their bed or doing their laundry. In response they had produced simple guides, with diagrams and step-by-step instructions to help prisoners learn these vital skills and support their independent living.
- 4.35 The very few formal complaints about discrimination were handled reasonably well, as part of the wider complaints system (see paragraph 4.27). Unit staff challenged inappropriate language and behaviour where incidents were reported informally.
- 4.36 Monthly equality and diversity meetings were well attended, including by two prisoner representatives and a representative from the Equality Commission, and chaired by the Deputy Governor. Meetings focused on providing information about future events, a summary of relevant data, and some relatively small-scale actions and updates, for example noting that some Polish books had been added to the library.

4.37 The person-centred approach to meeting individual needs had been broadly effective. However, it was not systematic; staff dealt with people's needs when they noticed them but there was no process on arrival to formally identify protected characteristics to ensure that no prisoner was missed. Leaders could not tell us how many prisoners they had with any particular needs because they did not record and collate the information or the interventions provided. For example, despite very good work with individuals with neurodivergent conditions (see paragraph 4.34), leaders had not systematically identified how many prisoners this represented or what their needs were. This was a missed opportunity to fully understand their population and to scale up the work of individual Prison Officers so that other prisoners with similar needs would benefit.

4.38 Leaders did not have enough oversight of the area to ensure that work was co-ordinated and to share information about what worked. The published equality and diversity strategy was too generic to be useful. It was not tailored to the population, for example it did not identify that Hydebank Wood held women and young adult men or what was being done to make sure their needs were met. There was no reference to the innovative interventions and initiatives being delivered at the prison.

### Faith and religion

4.39 The delivery of pastoral support and care remained a strength and continued to be led by the same dedicated Chaplain. The small Chaplaincy reflected the main denominations of prisoners and arrangements were promptly made to cater for other faith groups. A Muslim Chaplain visited as required for the small number of Muslim prisoners.

4.40 Chaplains were very visible in many aspects of life at Hydebank Wood. They saw new committals within 24 hours of their arrival, regularly visited the CSU and responded to requests to visit individual prisoners. They also provided financial support for those with very limited resources (see paragraph 3.6).

4.41 The Lead Chaplain attended key management meetings when possible. He had good access to senior leaders and collaboration with other agencies co-located in the PDU was excellent.

4.42 A high proportion of prisoners (91%) said in our survey that they could attend religious services. Two services a week took place in the prison chapel. This was a good facility and plans had been approved to refresh the entrance area and interior subject to available funds. There were two multi-faith rooms but these facilities were rarely used. Religious texts and artefacts were provided by the Chaplaincy.

4.43 The use of video calls had been very effective in providing access to religious events such as funerals.

## HEALTH, WELLBEING AND SOCIAL CARE

**Expected outcomes:** Patients are cared for by services that assess and meet their health, social care and substance use needs and promote continuity of care on release. The standard of provision is similar to that which patients could expect to receive elsewhere in the community.

4.44 The inspection of health services was jointly undertaken by the RQIA and HMI Prisons. The RQIA also assessed the delivery of health care against The Quality Standards for Health and Social Care, Supporting Good Governance and Best Practice in Health and Personal Social Services (HPSS), March 2006.<sup>7</sup>

### Strategy, clinical governance and partnerships

4.45 Health care in prison was led by a dedicated multidisciplinary team who demonstrated understanding and respect for roles and disciplines within and external to the SEHSCT.

4.46 There was a noticeable improvement in partnership working between the SEHSCT and the NIPS since the previous inspection. Regular, joint governance meetings took place at senior management and operational management levels between health care, the NIPS and education.

4.47 Governance of health care was effective in establishing improved processes to support the delivery of safe and effective care. A multidisciplinary approach was adopted for sharing essential information through a daily safety briefing across health care teams.

4.48 Staff were well supported by managers and morale was good. The employment of 'off-contract' agency staff had stopped and overall agency staff usage had significantly reduced following improved recruitment and retention initiatives and the reconfiguration of existing resources. A small pool of familiar bank staff provided consistent care to patients while offering flexibility and the opportunity to meet increased demand for services.

4.49 A comprehensive range of services were delivered and primary care nurses were on site 24 hours a day. Records of mandatory training showed that not all staff had received this and steps had been taken by managers to address gaps in staff training.

<sup>7</sup> Department of Health, Social Services and Public Safety, *The Quality Standards for Health and Social Care, Supporting Good Governance and Best Practice in the HPSS, March 2006* available at <https://www.rqia.org.uk/getattachment/10f14623-22c0-46bb-b1db-90d48cec53a7/the-quality-standards-for-health-and-social-care.pdf.aspx>

- 4.50 Appointments had been made to new health care posts since the last inspection, including a Clinical Nurse Educator, appointed from March 2024. The staff we spoke to placed value on this role to support new staff on induction, mandatory training compliance and staff development initiatives. An appointment had also been made for a senior management post for mental health, addictions and engagement. Both positions held a Northern Ireland-wide prison health care remit.
- 4.51 Patients approaching release from prison were achieving improved health and social care outcomes. Strengthened relationships between lead/senior nurses and inclusion nurses across Health and Social Care Trusts were among the initiatives to promote inclusion and improve understanding of the need for continuity of care and support.
- 4.52 The changing demographics in the prison population since the last inspection had prompted leaders to start a pilot project for more complex case work, to improve support for young adults during transition and release from prison. Non-recurrent funding had been secured for a social worker to work with the NIPS staff in the PDU to prepare and support prisoners through the challenges of resettlement.
- 4.53 The development of a learning disability pathway had been commissioned, and recruitment of registered nurses for learning disability was in progress.
- 4.54 Incidents were managed within an effective clinical governance framework focused on delivering and improving patient care. Learning from incidents was captured and disseminated appropriately.
- 4.55 Health care practitioners were appropriately trained to provide a rapid response up to Intermediate Life Support in the event of a health emergency. Resuscitation equipment was appropriately placed around the site.
- 4.56 Health care staff we spoke to understood the reporting process for safeguarding concerns but greater attention was needed to make sure that all staff had received the appropriate level of safeguarding training. Concerns escalated to the NIPS by the SEHSCT were appropriately recorded and there was a process for recording and sharing decisions and outcomes following investigation (see paragraphs 3.49–3.51).
- 4.57 The process for making a complaint to health care had been revised since the last inspection with a focus on prompt resolution of complaints.
- 4.58 Patients were seen face-to-face to discuss their concerns and very few submitted a formal complaint. The replies that we viewed had addressed the issues raised. During the six months to March 2024, there had been one formal health care complaint and 28 informal complaints. Complaints were investigated appropriately under the SEHSCT’s complaints procedure, but information on health care complaints was not sufficiently accessible across the College.

## Promoting health and wellbeing

4.59 There was an appropriate range of primary care and gender specific services, most of which had reasonable waiting times. A whole prison approach to health and wellbeing was evident with robust screening mechanisms in place from the point of arrival at Hydebank Wood.

4.60 Physical health care needs were identified during a health screen exercise at reception. Any underlying physical health care concerns were identified at this point and triaged for appointments to be arranged as needed.

4.61 Patient appointment waiting times to see a General Practitioner (GP) were reasonable. At the point of release, the handover by the prison GP to the community GP of information such as the results of patient investigations was very good.

4.62 A wide range of health promotion information was available in health care areas and in the residential units.

## Primary care and inpatient services

4.63 Patients we spoke to were positive about their relationship with health care staff and this was further supported by our observations during the inspection. All new arrivals received an initial health screen by nurses, followed by a comprehensive health and social care assessment within five days. The initial health screen had been improved since the last inspection and health assessment information recorded by reception health care staff covered all the required areas.

4.64 The increase in the prison population since the last inspection had brought increased demand for access to health care. Barriers to accessing appointments had been identified and some improvement work had been introduced. The number of non-attendances had reduced, but too many health care appointments were still not attended.

4.65 Patients with long-term health conditions were suitably provided for, for example with appropriate equipment, but too many external health appointments were missed by patients because no transport escort arrangements had been made. This required urgent attention. Patients were not informed when their appointment could not be facilitated and were therefore unable to complain.

## Social care<sup>8</sup>

4.66 The need for social care was low and no prisoner was in receipt of a care package at the time of this inspection. Patients with social care needs received support when available, from the nursing team, the occupational therapist, the speech and language therapist and NIPS staff. In the absence of a mechanism to provide formal care package arrangements, staff were doing their best to ensure those who had social care needs had their needs met.

<sup>8</sup> A package of assistance with personal care to address the needs of individual prisoners at risk (that is assistance with activities of daily living such as washing, bathing, toileting but not amounting to medical care) and to enable the individual to return to self-caring where possible.



4.67 The lack of a commissioned social care arrangement had the potential to affect the return of patients from acute care to the prison in a timely way. Social care provision did not align with that available in the community.

4.68 An interim policy had been developed by the SEHSCT to outline the responsibilities of Health and Social Care Trusts when a prisoner was identified with a social care need, but commissioners were not progressing this work.

### **Mental health**

4.69 In our survey, 64% of young adults said they felt depressed on arrival at the prison and 46% said they felt suicidal. Mental health triage assessments were completed face-to-face within seven days of committal and mental health referrals were promptly responded to. A prison-wide approach to improving mental health awareness had been adopted and lunchtime learning events had been made available for all staff.

4.70 The SEHSCT delivered mental health services. The Mental Health Team (MHT) consisted of nursing staff, occupational therapy, psychiatry and psychology. Speech and language therapy had proved a valuable addition to the team since first commissioned five years previously and the increased psychology resource had improved access to psychological therapies.

4.71 There were plans to launch a learning disability pathway in autumn 2024 as part of a prison-wide approach to improving outcomes for patients with a learning disability and those experiencing neurodiversity.

4.72 Mental health services were available from Monday to Friday, 9am to 5pm, with adequate arrangements for out-of-hours services when required. These were rarely requested but, if needed, access to the crisis response team was available.

4.73 In our survey, 79% of prisoners in the College said they had mental health problems, 37% of whom said they had received help in Hydebank with these problems. Patients referred to the MHT were seen within timeframes agreed for Northern Ireland as a region, and their needs were met. Compassionate care was provided by the MHT and there was good collaboration between the Team and the NIPS. For example, when a patient needed extra support a SPAR Evo was opened and used to help manage the identified risk.

4.74 Patient transfers to acute psychiatric hospitals, albeit few in number, were often delayed. Weekly regional bed management meetings now included patients in prison who needed an acute bed in a psychiatric hospital. This was an improvement since the last inspection.

4.75 There was evidence that, when required, the patient’s mental capacity was considered and assessed to support their ability to make decisions about their care. Our observations indicated that health care practitioners clearly knew their patients and treated them with dignity and respect.

4.76 Mental health assessments requested by the Judiciary had increased and this was having an impact on resources. These assessments were requested under the provisions of Article 51 of the Magistrates’ Courts (Northern Ireland) Order 1981.

4.77 Patient clinical records, which were held electronically, described the assessed needs of individual patients well, although the template for care planning did not capture the actual mental health intervention and care given. Plans were in place to review this documentation.

### **Support and treatment for prisoners with addictions and those who misuse substances**

4.78 A NIPS substance misuse strategy had recently been published and the priorities were being implemented at a local level. The strategy outlined the three important strands to restrict supply, reduce demand and support recovery by working closely with health and justice partners. Drug strategy meetings and an action plan with measurable outcomes were being developed but were not yet embedded.

4.79 The SEHSCT provided clinical treatments for substance use and commissioned *Start 360* (a non-profit support service) to deliver AD:EPT services. *Start 360* were separately commissioned by the SEHSCT to deliver an emotional support service to patients struggling with being in custody.

4.80 All new arrivals were screened promptly for alcohol and drug issues and were referred to the Addictions Team if necessary for specialist assessment. Robust clinical arrangements were in place to support detoxification when required. At the time of our inspection, no prisoners required Opiate Substitution Therapy or alcohol detoxification.

4.81 All new arrivals were seen by AD:EPT on induction and advised of available services, including harm minimisation support. Any prisoner failing a drug test or refusing to have one were automatically seen by AD:EPT.

4.82 AD:EPT were supporting 10 prisoners at the time of our inspection and eight were on the waiting list. The waiting time for an assessment was between eight and 10 weeks, which was too long, but prisoners were supported by *Start 360* staff during this period.

4.83 A wide range of recovery-based interventions were delivered, including counselling and illicit psychoactive substances (including spice) awareness sessions. The team had encountered some difficulties in delivering Self-Management And Recovery Training (SMART) groups to give more intensive support but they had made sure of attendance by working with education to incorporate the sessions in their timetable. A group of four prisoners had recently worked through the SMART recovery programme booklet and had suggested changes in the language used to make it more appropriate to them. The programme designers had taken this on board and were revising the booklets, which was positive. All prisoners on the caseload received a comprehensive assessment and completed an action and support plan in collaboration with the service.

4.84 Alcoholics Anonymous attended each week and plans were in place for Narcotics Anonymous to provide mutual aid support. There were no peer support workers in this area, which was an omission.

4.85 AD:EPT delivered pre-release sessions and contributed effectively to sentence and release planning with the PDU. Liaison with community drug and alcohol services facilitated the continuation of treatment when needed. Harm minimisation advice and naloxone (a drug to reverse the effects of opioid overdose) training and supplies were available on release.

### **Medicines optimisation and pharmacy services**

4.86 The management of medicines was in accordance with professional standards and medicines management practice was good. Initial health screening interviews on arrival at the prison identified individual patients' need for medicine.

4.87 The actions and improvement work completed by the SEHSCT following serious concerns raised previously by the RQIA, in relation to the management of in-possession and tradeable medicines had been shared, implemented and sustained within the College.

4.88 Environmental improvements had had a positive impact on the administration of medication, privacy and dignity for patients had improved, and the management of queues had also improved, minimising the risk of diversion and bullying. Arrangements were in place to build pod type structures at the medicine hatch in all residential units in the College similar to those in the Women's Prison.

4.89 A policy and procedure for the safe self-administration of medicines by patients had been developed since the last inspection. The policy had been agreed across all prisons in Northern Ireland in consultation with the NIPS.

4.90 The disposal of medicines at high risk of misuse or diversion was recorded and audited. Medicines for reuse were returned to the pharmacy securely and a record was maintained. A protocol for the disposal of controlled drugs required witness arrangements, including the pharmacist and one other staff member from health care.

4.91 The Pharmacy Team worked well together and the multidisciplinary team valued the support that they provided.

4.92 Medicine records were well maintained. Medicine storage and controlled drug management were satisfactory.

4.93 Patient information recorded on the Egton Medical Information System, the SEHSCT information management system, was well used and prescribing trends were monitored.

4.94 Patient group directions enabled identified medicines to be held in residential unit treatment rooms, reducing the time taken in the event of an emergency or the absence of a prescriber.

### **Dental services and oral health**

4.95 The SEHSCT delivered an appropriate range of National Health Service (NHS) dental treatment, including six monthly check-ups and oral health advice such as information on effective brushing techniques and diet. Patients who needed urgent care were seen promptly. The longest wait for a routine dental appointment was five weeks and ongoing treatment between two and eight weeks depending on the treatment, which was good.

4.96 The dentist and dental nurse delivered two sessions a week and the dental nurse was on site for a further three sessions to triage patient applications based on clinical need and provide education on oral hygiene and disease prevention.

4.97 The team were up to date with their professional development requirements. The care records we reviewed were detailed and described the treatments offered and provided.

4.98 The dentist prescribed pain relief and antibiotics as necessary and, if required, the GP could prescribe medication for dental concerns.

4.99 The dental suite was cleaned to NHS standards and dental equipment, including the dental chair, was well maintained. Routine servicing was monitored and scheduled. However, the fabric of the room was in poor condition and needed refurbishment. The floor was worn and stained despite regular cleaning and the sinks did not comply with infection prevention and control standards and needed to be replaced. This had been escalated to the NIPS and was awaiting resolution.

4.100 Reusable dental instruments were sent to the SEHSCT's central decontamination service for processing and dental waste was managed appropriately.

## CHAPTER 5 PURPOSEFUL ACTIVITY

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

### TIME OUT OF CELL

**Expected outcomes:** All prisoners have sufficient time out of cell and are encouraged to engage in recreational and social activities which support their wellbeing and promote effective rehabilitation.

- 5.1 Time out of cell remained very good and was better than most prisons in England and Wales. In our daily roll checks, only 8% of prisoners across both sites were locked behind their cell door, and some of these were at the prisoner's request to support their wellbeing.
- 5.2 Prisoners were encouraged to use their time constructively and around 90% were engaged in purposeful activity, again something Inspectors rarely see in other prisons. On weekdays, those in work or education could spend nine hours out of their cell and the rest about eight hours, which was similar at weekends. When on the wings, prisoners were kept meaningfully occupied with activities such as baking or crafts, and they could book their own appointments, for example to get a haircut or attend a yoga session.
- 5.3 The modern purpose-built library was in the Learning and Skills Centre (the Centre). It was bright, spacious and well resourced. The benefits of the library being led by a highly-experienced, committed and professionally qualified librarian were evident. An impressive range of activities were facilitated, including literacy challenges such as the 'Six Book' challenge, where readers were encouraged to read a wide range of materials. There were also cultural awareness events for prisoners to attend through the library.
- 5.4 The library stock comprised a wide selection of materials, including books that promoted inclusion and wellbeing, supporting a diverse range of reading abilities and meeting the needs of foreign national prisoners. A range of digital versatile and compact discs were available as a further incentive under the PREPS (see paragraph 3.13).

- 5.5 Prisoners could also access books to read to their siblings during video visits as well as the 'tales for tots', a scheme to record stories that could be sent to siblings. There were reading materials on all Units and a library service and book club were provided in other areas, such as the CSU.
- 5.6 Following investment in internal and external facilities, the provision for young adults engaging in PE was excellent. A range of upskilling and professional learning was undertaken by the PE instructors which supported them in the delivery of PE. The staff also facilitated several events such as sports days, football matches and Duke of Edinburgh Awards. The College had good links with community organisations, such as the Irish Football Association, which were involved in supporting all young adults at Hydebank Wood.



- 5.7 PE staff also targeted individuals who lacked confidence or did not normally engage in sport by offering walks around the grounds and access to less physical sports such as carpet bowls to encourage participation. There was also a 'couch to 5k' running or walking scheme to encourage young adults to build up confidence and fitness levels and cover a distance of 5km at the end of the programme.
- 5.8 It was positive that vocational training courses had been reinstated and prisoners could achieve qualifications in Active IQ Levels 1 and 2, Gym Instructing and a broad range of Open College Network qualifications.

## EDUCATION, SKILLS AND WORK ACTIVITIES

**Expected outcomes:** All prisoners are expected and enabled to engage in education, skills or work activities that promote personal development and employability. There are sufficient, suitable education, skills and work places to meet the needs of the population and provision is of a good standard.

5.9 ETI Inspectors made the following evaluations about the education, skills and work provision using ETI's new inspection framework.<sup>9</sup>

### In summary

5.10 Underpinned by a shared vision, 'Changing minds, Changing lives', an ethos of active participation in education, skills and work activities was fostered. The NIPS and Belfast Met staff, along with external agencies and providers, focused on addressing the needs of the young adults and supporting well their holistic development.

5.11 Further improvement was required in the continuing co-ordination of delivery across education, skills and work activities and the delivery of rehabilitation programmes and interventions. Self-evaluation and quality improvement planning processes were not effective enough.

5.12 Almost all of the prisoners were participating in education, skills or work or attending the gym. It was notable that they were often involved in a range of activities across the week.

### Setting the vision

5.13 High priority was given to the provision of education, skills and work activities to meet all the young adults' rehabilitation, resettlement and wellbeing needs.

5.14 A shared vision, 'Changing minds, Changing lives', was clearly articulated by the leaders of the NIPS and Belfast Met. Good channels of communication were evident, with the confidence to provide well-considered mutual support and challenge in the interests of realising continuing improvements for the benefit of the prisoners. There were also productive working relationships between the leaders of the NIPS and Belfast Met responsible for operational delivery.

5.15 The Activity Allocation Board (AAB) was used well to inform prisoners about the vision and how the available educational offering and prison job opportunities would benefit them. Importantly, the AAB was co-chaired effectively by the NIPS Senior Officer in learning and skills and the Belfast Met Head of Learning and Skills, with a representative from the PDU also in attendance (see paragraph 6.17).

<sup>9</sup> ETI, *Empowering Improvement - New Framework for Inspection (May 2024, updated September 2024)* available at <https://www.etini.gov.uk/publications/empowering-improvement-new-framework-inspection>

- 5.16 The self-evaluation and quality improvement planning processes were not sufficiently informed by the wide range of quantitative and qualitative information available, such as to demonstrate clearly the rationale for cessation and/ or development of particular curricular areas and the deployment and/ or redeployment of staff resources.
- 5.17 A shared format was used in the action plans that Inspectors were provided with, which included action plans for learning and skills and the PDU. Objectives identified across these action plans were appropriate overall, but they were not always time bound, nor sufficiently specific or measurable to demonstrate fully the impact of actions taken.
- 5.18 Further improvement in the co-ordination of the allocations to education, skills and work activities and the delivery of rehabilitation programmes and interventions by the PDU and voluntary and community sector partners had appropriately been identified as an ongoing priority.

### Implementing and improving to achieve the vision

- 5.19 The Centre afforded a positive learning environment. Investment since the last inspection had included the establishment of a light vehicle maintenance workshop and static classrooms in the CSU (see paragraph 5.31).



Photograph 12

The Learning and Skills Centre



- 5.20 It was positive that, overall, prisoners had a consistently regular regime and predictable core day which allowed them to attend their activities, including learning and skills. Necessary changes to the delivery model from March 2024 had been well managed, resulting in continued provision with interruption minimised. Appropriately, ongoing monitoring of the revised delivery model was being undertaken.
- 5.21 There was a clear focus on engaging all prisoners to address their learning, development, rehabilitation and resettlement needs, including the high remand population. At the time of the inspection, 65% of the young adult population (34) were on remand. Adaptations had been made to the core curriculum to meet their needs more effectively. As well as the professional and technical (P&T) area of light vehicle maintenance, painting and decorating had recently been introduced one day a week, together with progression to Level 3 in the P&T area of barbering.



- 5.22 The NIPS and Belfast Met recognised that the arrangements for painting and decorating needed further development to sustain and extend the provision to Level 2 and above, and to facilitate greater access to the vocational training. Business cases were in progress for a dedicated practical training space for this P&T area.

- 5.23 Other curricula and P&T areas being delivered included art, barista, customer service, English for speakers of other languages, enterprise and employability, essential skills in Information and Communication Technology (ICT), literacy and numeracy, health and safety, hospitality and catering, horticulture, manual handling and waste and recycling. These courses supported the development of young adults' skills well, providing opportunities to achieve accredited qualifications. A small number of prisoners were undertaking Open University programmes. They said they were well guided and supported by staff, although access to digital resources was a challenge.
- 5.24 A wide range of purposeful work activities were available, including roles in animal husbandry, the Book and Bean coffee dock, the gardens, the paint party, the tuck shop, and waste and recycling. Prisoners demonstrated good standards of work in these roles and said that they had developed new skills and had had good opportunities to gain useful accredited qualifications. An appropriate range and number of orderly roles were also used well across the College, for example in the gym, learning and skills, safer custody and on the landings.
- 5.25 All the sessions that we observed were effective, with good levels of engagement by the prisoners overall. Positive and respectful working relationships were fostered by the tutors who were empathetic, non-judgemental and understanding. Tutors demonstrated skilful positive behaviour management with potentially volatile prisoners and, where required, de-escalation strategies. The Individual Learning Plans (ILPs) for prisoners used a consistent template. The appropriateness of the information captured was being considered to make sure the ILPs demonstrated well enough the identification and use of appropriate learning and teaching approaches and strategies.
- 5.26 The accredited provision was complemented by a wide range of non-accredited programmes, recreational activities and workshops, all of which supported the development of the prisoners' wider skills and dispositions, including their confidence and self-esteem. Craft activities to match the interests of the prisoners included book folding and art programmes delivered by the Prison Arts Foundation (PAF). There was also a range of beneficial informal peer mentoring opportunities.
- 5.27 The prison's charity for the current year was White Ribbon which aimed to engage young adults to end violence against women and girls. A range of workshops associated with the charity were being delivered to prisoners and staff on healthy relationships, consent and addressing abusive behaviours.

### **Building equity**

- 5.28 All the young adults had been encouraged to participate in courses and work activities that supported their progression and rehabilitation. Within the first two weeks of committal, they took part in initial assessments in ICT, literacy and numeracy and, at the AAB, they were asked about previous learning, any special educational needs (SEN), previous employment and aspirations for work.

- 5.29 The benefits to the young adults of the automatic referral process for a SEN assessment, when SEN were disclosed, were not fully demonstrated. It was not clear, for example, how well the SEN assessment was used by all interested parties to inform the type and prioritisation of courses and activities to which prisoners were allocated.
- 5.30 A number of young adults told Inspectors that their lives had been changed for the better through the care, support and opportunities provided by the NIPS and learning and skills staff.
- 5.31 Continued engagement in education was facilitated for prisoners in the CSU with the delivery of art and horticulture classes. A small number of CSU prisoners had completed examinations. Prisoners on the vulnerable landings had historically been kept separate, but this had been reviewed and they were now able to access education in classrooms within their house and in the Centre.
- 5.32 Better inter-agency and cross-departmental working was required to make sure that prisoners were provided with the necessary support to secure sustained housing, employment and other services on release.
- Embedding success**
- 5.33 Almost all of the young adults were participating in education, skills or work or attending the gym. It was notable that they were often involved in a range of activities across the week. On the second day of the inspection, 13% of the young adults (six out of 47<sup>10</sup>) were involved in more than one education, skills or work activity.
- 5.34 From 2021 to 2023 there had been a notable increase in the number of accredited qualifications achieved, a majority of which were short qualifications relevant to industry. A small number of young adults completed the essential skills and achieved at the level for which they had been enrolled. The progress that they had made, including the development of their wider skills, dispositions and wellbeing, was not being captured well enough.
- 5.35 Artwork created by young adults through Belfast Met and the PAF had been displayed at the Libraries NI Art Exhibition.
- 5.36 Importantly, family event days and annual graduations celebrated the achievements and successes of the prisoners and employers were invited to attend the graduations. Young adults working in animal husbandry had competed in the recent annual Balmoral Show where they had won a number of prizes. Some had also taken the lead, under supervision, during the lambing season at Hydebank Wood, to make sure the ewes and their lambs were safe and well.

10 In establishing the number of prisoners who were involved in more than one education, skills or work activity, those prisoners on short-term remand of up to two weeks (6) were not included in the count.

## Growing a community of learning

- 5.37 The NIPS vocational tutors were working collaboratively with Belfast Met tutors to enable on-the-job assessment for prisoners working in realistic working environments, including painting and decorating, recycling and the tuck shop. These vocational tutors were being upskilled to Level 2 in order to mentor the young adults and support them to undertake qualifications which were assessed by Belfast Met staff.
- 5.38 A number of the Belfast Met tutors worked between Hydebank Wood and the other prisons. Recruitment was in progress for a number of tutor vacancies at the time of the inspection, for example in joinery and warehousing/forklift.
- 5.39 There were increasing levels of collaboration and co-ordination between Belfast Met staff and the PDU, which was positive. There was a renewed focus on developing productive links and partnerships with external agencies and employers to increase the number of young adults securing employment on release.
- 5.40 The JobStart Scheme and other work experience programmes provided a stepping stone to employment for young adults. The number who secured employment before release was not being collated.
- 5.41 An employability tutor had been appointed in April 2024 and the PDU was now working at full complement. There were plans to introduce work coaches from the Department for Communities (DfC) and leaders were considering how best to work collaboratively to make sure this resource had optimum benefit for the prisoners.
- 5.42 A range of volunteers from the community were involved in supporting the provision of education, skills and work through working directly with prisoners. A coding software pilot had been delivered in 2023 by a volunteer student from a local university.
- 5.43 Prisoners had the opportunity to undertake a Learning Together criminology module with students from a local university. A working relationship had also been developed with the Ulster Folk and Transport Museum to restore old classic cars in light vehicle maintenance.
- 5.44 Belfast Met was affiliated with the Lyric Theatre, Belfast. The young men had previously worked with the DoJ and the theatre on the Blackout project, aimed at reducing crime and antisocial behaviour.

## CHAPTER 6 PREPARATION FOR RELEASE

Preparation for release is understood as a core function of the prison. Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release back into the community.

### CHILDREN AND FAMILIES AND CONTACT WITH THE OUTSIDE WORLD

**Expected outcomes:** The prison understands the importance of family ties to resettlement and reducing the risk of reoffending. The prison promotes and supports prisoners' contact with their families and friends. Programmes aimed at developing parenting and relationship skills are facilitated by the prison. Prisoners not receiving visits are supported in other ways to establish or maintain family support.

- 6.1 Work to support contact between prisoners and their families remained excellent. Family work was embedded in the culture at Hydebank Wood and was key to promoting rehabilitation.
- 6.2 The visits hall provided a warm, relaxed space for social visits and both prisoners and visitors spoke positively about their experiences. There was a large play area for children and visitors could buy sandwiches, snacks and drinks.
- 6.3 Hydebank Wood held a number of themed family days, for example for Easter, Hallowe'en and the end of the school year, and these were popular with prisoners and their families.
- 6.4 Support for prisoners' families was outstanding. There were monthly family forums and quarterly information days, where families could meet members of staff, visit the Centre and have lunch in the Cabin café. NIACRO, the family support provider, also ran a support group for families to meet and share experiences and offered one-to-one support through the Family Links project.

6.5 A Barnardo's family worker met all new arrivals and offered a wide range of support depending on prisoners' needs and wishes. This included making links with local authorities, work to build confidence in communicating with legal and local authority professionals and running an eight-week 'Future Fatherhood' parenting programme.



- 6.6 There were video-call facilities on each landing, which were popular and well used. With the exception of the enhanced landing (Cedar 5) young adults did not have telephones in their cells, but could use telephones on landings, with queues kept to a minimum by good time out of cell.

## REDUCING REOFFENDING

**Expected outcomes:** Prisoners are helped to change behaviours that contribute to offending. Staff help prisoners to demonstrate their progress.

- 6.7 The DoJ's Reducing Offending Directorate continued to provide strategic guidance and oversight of rehabilitation work across all the prisons in Northern Ireland through a monthly meeting that was attended by the senior manager from each prison's PDU. This meeting helped to co-ordinate action affecting all three prisons, such as the roll-out of the new prison work coaches funded by the DfC (see paragraph 5.41), the movement of psychology resources between establishments to meet identified demand for support (see paragraph 6.22) and approval of applications from voluntary and community sector partners to deliver rehabilitative services across all three prisons.
- 6.8 Since the previous inspection, the population at the College had changed. The number of young adults held had reduced from 88 to 51 (at the time of the survey), while the proportion on remand had increased from 57% to 67%. During the previous 12 months, more than half of those convicted had received a sentence of less than two months, which restricted the time available for rehabilitative work to be provided. Some action had been taken to mitigate this in part, such as increasing opportunities for short-term work and education courses.
- 6.9 A simple analysis of young adults' resettlement needs had recently been completed and had been used to develop an action plan for this area of work. A two-monthly meeting had recently been introduced to co-ordinate the delivery of reducing reoffending work. The minutes of the meeting suggested that this was not attended by representatives from all the voluntary and community sector partners nor did the meeting consider data about prisoner outcomes, such as accommodation on release, to identify possible actions for improvement.
- 6.10 Managers had a good understanding of activities carried out by PDU staff as most actions were recorded on Prison Record Information System Management. Tasks had a target date, which gave a visible reminder to managers and staff of whether deadlines had been met, such as the scheduled monthly contact with each prisoner.

- 6.11 Despite the limited use of data, outcomes for prisoners remained good largely because of the person-centred approach to prisoner development espoused by leaders and delivered by PDU staff and partners.
- 6.12 The PDU was now fully staffed with a team of enthusiastic and capable PDP Co-ordinators (Co-ordinators), comprising six Prison Officers and two experienced staff from the Probation Board for Northern Ireland (PBNI). Most Co-ordinators had a caseload of fewer than 20 prisoners and a good understanding of the rehabilitation needs of each of them. Co-ordinators used hand-held devices to record activity with prisoners, which enabled them to complete an individual resettlement needs profile with the prisoner at a suitable opportunity.
- 6.13 Information from the needs profiles was used to create a PDP setting out targets to progress. All young adults who had been at the College for more than 40 days had a PDP, impressively including those on remand, which Inspectors do not find in England and Wales. Quality assurance by managers was limited, but most of the plans we reviewed were reasonably good, although some lacked timescales and details of how to achieve targets to help prisoners plan their progress.
- 6.14 In our survey, while all young adults who said they had a sentence plan understood what they needed to do to meet their objectives, only 36% said that staff were supporting them to achieve this. This was not borne out by our findings during the inspection.
- 6.15 Most prisoners had monthly contact with their Co-ordinator, which was better than Inspectors usually see. In our case file review, we saw several examples of very good one-to-one offence-focused work with sentenced prisoners facilitated by their PBNI Co-ordinator.
- 6.16 Work to meet the rehabilitative needs of prisoners was enhanced by an impressive range of community and voluntary sector partners with specialist skills and knowledge, such as NIACRO and Barnardo's (see paragraphs 6.4 and 6.5). Most partners, as well as the NIPS psychology staff, worked from the PDU office, which enabled prompt information sharing. We saw several practical examples of this, such as checking the potential accommodation options for a young adult nearing release.
- 6.17 Communication between the PDU and learning and skills had also improved. A member of the PDU sat on the weekly AAB (see paragraph 5.15) and the learning and skills team shared monthly updates with the PDU on the achievements and conduct of young adults while at work and education. This enabled Co-ordinators to assimilate this into work with prisoners to progress their sentence plan.



- 6.18 Few prisoners were serving long sentences and there was only one life-sentenced prisoner at the time of our inspection. Young adults were usually transferred to Maghaberry Prison or Magilligan Prison when they reached 24 years of age, but some who only had a short period left to serve at this point had been allowed to remain at the College to complete their sentence, which was proportionate.
- 6.19 Fewer prisoners had accessed pre-release home and resettlement leave in the previous year compared to the same period before the last inspection. In addition, the Willow Unit had been mothballed. This had been a small low supervision unit for prisoners who qualified to work outside on temporary release and provided an opportunity to practise life skills in preparation for independent living. Leaders said that the policy had changed and the increased number of short-sentenced prisoners had resulted in fewer meeting the criteria for pre-release leave.

## PUBLIC PROTECTION

**Expected outcomes:** Prisoners' risk of serious harm to others is managed effectively. Prisoners are helped to reduce high risk of harm behaviours.

- 6.20 The arrangements for identification and management of prisoners who posed a public protection risk were effective. Those whose offending made them eligible for management on release under the Public Protection Arrangements Northern Ireland (PPANI) were identified at the point of sentence and details shared with the national PPANI links team. This Team contacted the prison before the release date to arrange a Local Area Public Protection Panel (LAPPP) to determine the appropriate level of management in the community. At the time of the inspection, 29 young adults were eligible for management under PPANI. The quality of the reports produced by Co-ordinators for LAPPPs was good.
- 6.21 As part of the committal process, public protection risks were also identified by Co-ordinators, who considered whether it was necessary and appropriate to monitor the prisoner's communications. Phone monitoring was carried out promptly by Co-ordinators who knew the prisoners making the calls and the potential risks to be identified.

## INTERVENTIONS AND SUPPORT

**Expected outcomes:** Prisoners are able to access support and interventions designed to reduce reoffending and promote effective resettlement.

- 6.22 No accredited offending behaviour programmes had been offered for several years because of a lack of psychology facilitators. However, the psychology team had continued to deliver bespoke one-to-one risk reduction work with the highest risk prisoners, facilitating this work with 12 individuals across both sites in the previous year. The team had also recently delivered the exploring trauma programme to eight prisoners. The NIPS psychology services had recently carried out a programme needs assessment which had identified that demand for programmes at Hydebank Wood was low and some psychology resources had been moved to other prisons.
- 6.23 During the previous year, some prisoners had completed a 12-week victim impact course delivered by Co-ordinators. There were well developed plans for Co-ordinators to deliver the Gaining Opportunities and Life Skills course (focused on improving self-esteem and personal responsibility).
- 6.24 Many community and voluntary sector partners also offered interventions, covering areas such as restorative justice, parenting (see paragraph 6.5) and substance use (see paragraph 4.83). During the previous year, the charity White Ribbon had delivered a course to 78 young adults challenging attitudes and beliefs about violence towards women and girls and raising awareness of issues such as consent.
- 6.25 Nexus NI offered one-to-one counselling to those who had been subjected to domestic or sexual abuse and four prisoners had been referred to this service in the previous six months.
- 6.26 Animal husbandry and pet therapy were used very well to support the emotional wellbeing of prisoners (see paragraph 3.43).
- 6.27 NIACRO offered debt and budgeting advice, but this was not systematically made available to prisoners and only a small number had benefited. Co-ordinators helped prisoners to obtain identity documents and open bank accounts, although data on this were not collated to assess who had received such support before release.
- 6.28 A case worker from Housing Rights charity based in the PDU worked hard to secure accommodation for prisoners on release. Data on where young adults were housed were not routinely collated if they had served less than 14 days or been released directly by the Court. During the previous year, 70 young adults had been released after serving 14 days or longer, two of whom had been released classified as street homeless.

- 6.29 However, about half the prisoners released after serving 14 days or longer did not have accommodation confirmed on the day of release and had been directed to attend the Northern Ireland Housing Executive that had a duty to offer somewhere to stay. The prison did not have any data on where young adults were initially housed or if they were subsequently offered more suitable long-term accommodation. PDU staff told us that young adults were initially often located in hotels and hostels which, in some cases, were a long way from the prisoner's support networks, such as family, doctors and Probation Officers.

## RETURNING TO THE COMMUNITY

**Expected outcomes:** Prisoners' specific reintegration needs are met through good multi-agency working to maximise the likelihood of successful resettlement on release.

- 6.30 Co-ordinators referred young adults to voluntary and community sector partners well in advance of the release date to help meet their resettlement needs, although some had too little time to serve after sentencing for all their resettlement needs to be met.
- 6.31 In our survey, 27% of prisoners said they expected to be released in the next three months, 78% of whom said that someone was helping them to prepare for this.
- 6.32 Many voluntary and community sector partners offered through-the-gate support and mentoring. The Beyond the Gate service from Housing Rights provided housing advice and advocacy. The Aspire Project was a PBNI-led project for young males at risk of becoming involved or further involved in criminality. The Throughcare Health and Recovery Interventions Valuing Emotional Wellbeing project offered one-to-one support for six weeks before release and six months after release for those with a history of self-harm. *Start 360* offered continuity of support through the gate for young adults with substance use issues. The prison did not collate data on how many had been referred to and received such support.
- 6.33 In our survey, 74% of prisoners said that their experience in the prison had made them less likely to offend in the future, which was very encouraging.

## CHAPTER 7 PROGRESS ON RECOMMENDATIONS FROM THE LAST FULL INSPECTION REPORT

The following is a summary of the main findings from the last full Inspection Report and a list of all the recommendations made, organised under the four tests of a healthy prison.

### SAFETY

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection in 2019, work to support prisoners in their early days was good. Levels of violence had reduced and were lower than in similar prisons. The earned privileges scheme successfully motivated good behaviour. Weaknesses in the adjudication system left some rule breaking unpunished. The use of force was lower than at the previous inspection but governance arrangements were not sufficiently robust. The segregation environment was now fit for purpose, and staff-prisoner relationships were good. Levels of self-harm were lower than in similar prisons and care for prisoners in crisis was good. Physical and procedural security was proportionate and supported the positive environment. There were some weaknesses in the management of intelligence, and drug supply reduction measures were not sufficiently robust. Outcomes for prisoners were good against this healthy prison test.

#### Key recommendations

The scrutiny of incidents involving the use of force (including the use of unfurnished accommodation and anti-tear clothing) should ensure that it is only used as a last resort, and is legitimate, necessary and proportionate.

✘ **Not achieved**

An effective strategy should be implemented to reduce drug supply.

✔ **Partially achieved**

#### Recommendations

First night interviews in reception should be completed in private.

✘ **Not achieved**

The prison should analyse local data on incidents of violence and other antisocial behaviour effectively to identify actions to further improve safety.

✔ **Achieved**

Records of adjudications should be detailed enough to provide assurance that the outcome is fair and proportionate.

 **Not achieved**

Decisions to retain prisoners in segregation following passive drug dog indications should be fully recorded and justified.

 **Achieved**

Security intelligence should be analysed promptly by trained staff.

 **Achieved**

Intelligence objectives should be reviewed at regular security meetings, shared across the prison and monitored for their effectiveness.

 **Partially achieved**

Mandatory drug testing should be sufficiently staffed to ensure all testing is carried out within identified timescales and without gaps in provision.

 **Achieved**

All staff should have good knowledge of the Supporting People at Risk (SPAR) process and how to access information about prisoners on care plans.

 **Achieved**

Care plans should reflect the individual needs of the prisoner and be updated when there is a change in circumstances.

 **Achieved**

The prison should ensure that it makes adult safeguarding referrals to the local authority where appropriate.

 **Not achieved**

## RESPECT

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

At the last inspection in 2019, good staff and prisoner relationships were a real strength at Hydebank Wood. Living conditions were excellent. Catering arrangements and access to an on-site shop were good. Prisoner requests and complaints were managed well, and consultation was effective. The management of equality work had improved significantly and was good. The Chaplaincy was active in providing valuable spiritual and pastoral support. The management and provision of health services had improved and were appropriately patient-centred. Psychosocial and clinical substance treatment was reasonably good. Outcomes for prisoners were good against this healthy prison test.

#### Recommendations

The prison should reintroduce adequate facilities for prisoner self-catering as soon as reasonably practical.

✔ **Achieved**

Arrangements for accessing out-of-hours advice and support from South Eastern Health and Social Care Trust senior managers and crisis response team should be specified and communicated to mental health staff at the prison.

✔ **Achieved**

Mental health care documentation should record the assessed need of the patient and meet professional standards.

✔ **Partially achieved**

Patients with substance misuse needs should have access to an intensive programme of psychosocial support.

✔ **Achieved**

A local protocol for prescribing for substance misuse withdrawal should be agreed, implemented and assured.

✔ **Achieved**

The Northern Ireland Prison Service should work with the South Eastern Health and Social Care Trust to agree and implement a robust policy and procedure for the safe management of medicines held in possession by patients.

✔ **Achieved**

The disposal of medicines at high risk of misuse or diversion should be recorded and audited.

✔ **Achieved**

## PURPOSEFUL ACTIVITY

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

At the last inspection in 2019, time out of cell was better than in many similar establishments. The library and PE provision were very good. The leadership and management of education, skills and work were collaborative and there was a positive learning culture. The range of activities had improved although vocational workshops were underused. The provision from Belfast Met was good, as was the quality of learning, teaching and training. Attendance and behaviour were excellent. The number of registrations and accreditations had increased but there was a lack of access and progress in essential skills. Too few work activities provided accreditation and progression into employment on release. Outcomes for prisoners were reasonably good against this healthy prison test.

### Key recommendation

The learning and skills self-evaluation and quality improvement planning process should have a stronger impact, including more incisive use of data and first-hand evidence, and better involvement of all the various providers and agencies to inform a more coherent strategic plan for the further development of the provision.

✘ **Not achieved**

### Recommendations

The workshop-based curriculum and resources should be improved, as well as prisoner access to appropriate progressive accreditation.

✔ **Partially achieved**

The prison should improve the uptake and impact of the provision for essential skills.

✔ **Partially achieved**

## REHABILITATION AND RELEASE PLANNING

Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release back into the community.

At the last inspection in 2019, children and families work was excellent. An impressive range of voluntary organisations and the work of PDP Co-ordinators ensured that most prisoner needs were met. Co-ordinators were well trained and had good contact with prisoners on their caseload. Development plans were good quality and reviewed regularly. Public protection arrangements were sound. There was a broad range of personal development programmes and extensive one-to-one work. Pre-release work was managed effectively. Outcomes for prisoners were good against this healthy prison test.

### Recommendations

There should be more coherent planning of support for prisoners beyond their release that can sustain and build on the progress made through their engagement in purposeful activity.

 **Not achieved**

The prison should conduct an overall needs analysis to ensure it can meet the rehabilitation needs of all prisoners.

 **Achieved**

The resettlement needs assessment should be completed as soon as possible after arrival to ensure that prisoners have the maximum benefit from resettlement services.

 **Achieved**

All prisoners should have prompt access to advice on finance, benefit and debt.

 **Achieved**

The prison should monitor the number of prisoners in sustainable accommodation 12 weeks after their release to determine longer-term outcomes.

 **Not achieved**

The prison should develop better systems to identify, monitor and support the victims of abuse.

 **Achieved**



# APPENDIX 1 ABOUT OUR INSPECTIONS AND REPORTS

All 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 HMI Prison's thematic review *Suicide is everyone's concern*, published in 1999. For men's prisons 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
- **Preparation for release:** Preparation for release is understood as a core function of the prison. Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release back into the community.

We have also included expectations for judging the effectiveness of leadership in the establishment.

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 judgments: 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;
- **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 wellbeing of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern; or
- **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 identification of **areas of concern**.

**Key concerns** identify the areas where there are significant weaknesses in the treatment of and conditions for prisoners. To be addressed they will require a change in practice and/or new or redirected resources.

**Priority concerns** are those that Inspectors believe are the most urgent and important and which should be attended to immediately. Key concerns and priority concerns are summarised at the beginning of inspection reports and the body of the report sets out the issues in more detail.

We also provide examples of **notable positive practice** in our reports. These list innovative work or practice that leads to particularly good outcomes from which other establishments may be able to learn. Inspectors look for evidence of good outcomes for prisoners; original, creative or particularly effective approaches to problem-solving or achieving the desired goal; and how other establishments could learn from or replicate the practice.

Five key sources of evidence are used by Inspectors: observation; prisoner and staff 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.

Other than in exceptional circumstances, all prison inspections in Northern Ireland are unannounced and include a follow-up of recommendations from the previous inspection.

## THIS REPORT

This report provides a summary of our inspection findings against Leadership and the four healthy prison tests. Each Chapter contains a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons* (Version 6, 2023) (available on the HMI Prisons website at [www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/](http://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/)). The key concerns identified during the inspection are listed under 'What needs to improve at Hydebank Wood Secure College' on page 7. Chapter 7 lists the recommendations from the previous full inspection and our assessment of whether they have been achieved.

Findings from the survey of prisoners and a detailed description of the survey methodology can be found at Appendix 4. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant. The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

## APPENDIX 2

# INSPECTION TEAM

### This inspection was carried out by:

<b>Jacqui Durkin</b>	Chief Inspector, CJI
<b>Charlie Taylor</b>	Chief Inspector, HMI Prisons
<b>Deborah Butler</b>	Team leader, HMI Prisons
<b>Roisin Devlin</b>	Inspector, CJI
<b>Maureen Erne</b>	Inspector, CJI
<b>Ian Dickens</b>	Inspector, HMI Prisons
<b>Maureen Jamieson</b>	Inspector, HMI Prisons
<b>Lindsay Jones</b>	Inspector, HMI Prisons
<b>David Owens</b>	Inspector, HMI Prisons
<b>Nadia Syed</b>	Inspector, HMI Prisons
<b>Alicia Grassom</b>	Researcher, HMI Prisons
<b>Helen Ranns</b>	Researcher, HMI Prisons
<b>Sam Razor</b>	Researcher, HMI Prisons
<b>Joe Simmonds</b>	Researcher, HMI Prisons
<b>Wendy McGregor</b>	Assistant Director, RQIA
<b>Catherine Doherty</b>	Inspector RQIA
<b>Philip Lowry</b>	Inspector, RQIA
<b>Rachel Lloyd</b>	Inspector, RQIA
<b>Nicola McCann</b>	Inspector, RQIA
<b>Patrick McMahon</b>	Inspector, RQIA
<b>Rebecca Stewart</b>	Inspector RQIA

A team of ETI Inspectors inspected and reported on education, skills and work provision.

## APPENDIX 3 PRISON POPULATION PROFILE AT 23 MAY 2024

A population profile was requested from the prison as part of the information gathered during the inspection. Please note: the following figures were supplied by the establishment and any errors or omissions are the establishment's own.

### Population breakdown by:

Status	18-20 year olds	21 years and over
Sentenced	9	3
Recall	2	3
Remand	29	5
Detainees	0	0
<b>TOTAL</b>	<b>40</b>	<b>11</b>

Sentence	18-20 year olds	21 years and over
Unsentenced	29	5
Less than 6 months	1	0
6 months to less than 12 months	2	0
12 months to less than 2 years	3	1
2 years to less than 4 years	4	3
4 years to less than 10 years	1	1
10 years and over (not life)	0	0
Life	0	1
<b>TOTAL</b>	<b>40</b>	<b>11</b>

Age	Number of prisoners	%
Under 21 years	40	78.43%
21 years to 24 years	11	21.57%
<b>TOTAL</b>	<b>51</b>	<b>100%</b>

Nationality	18-20 year olds	21 years and over
British	2	1
British – England	0	0
British – Wales	0	0
Foreign Nationals	4	1
Irish	11	1
Northern Irish	23	8
<b>TOTAL</b>	<b>40</b>	<b>11</b>

Security category	18-20 year olds	21 years and over
High Supervision	3	0
Medium Supervision	37	11
Low Supervision	0	0
<b>TOTAL</b>	<b>40</b>	<b>11</b>

Ethnicity	18-20 year olds	21 years and over
White	36	10
Mixed (other)	4	1
African	0	0
<b>TOTAL</b>	<b>40</b>	<b>11</b>

Religion	18-20 year olds	21 years and over
Christian	1	0
Church of Ireland	2	0
Roman Catholic	24	7
Methodist	1	0
Muslim	1	0
Pentecostal	0	0
Presbyterian	3	2
Other	2	0
No religion	6	2
<b>TOTAL</b>	<b>40</b>	<b>11</b>

### Sentenced prisoners only

Length of stay	18-20 year olds	21 years and over
Less than 1 month	2	1
1 month to 3 months	2	0
3 months to 6 months	4	0
6 months to 1 year	0	2
1 year to 2 years	3	1
2 years to 4 years	0	2
4 years +	0	0
<b>TOTAL</b>	<b>11</b>	<b>6</b>

### Unsentenced prisoners only

Length of stay	18-20 year olds	21 years and over
Less than 1 month	12	1
1 month to 3 months	7	2
3 months to 6 months	4	0
6 months to 1 year	4	0
1 year to 2 years	2	1
2 years to 4 years	0	1
<b>TOTAL</b>	<b>29</b>	<b>5</b>

Main offence	18-20 year olds	21 years and over
Burglary/Robbery/Theft	8	1
Criminal Damage	0	0
Drug Offences	3	0
Motoring Offences	2	0
Murder	0	2
Offences against the state	0	0
Other offences against the person	22	6
Sex Offences	5	2
<b>TOTAL</b>	<b>40</b>	<b>11</b>

## APPENDIX 4

# PRISONER SURVEY METHODOLOGY AND RESULTS

## PRISONER SURVEY METHODOLOGY

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

HMI Prisons researchers developed a self-completion questionnaire in May 2024 to support HMI Prisons' Expectations. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release together with demographic and background questions which enables comparison of responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express in their own words what they find most positive and negative about the prison. Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by Inspectors.

### Sampling

On the day of the survey a random sample is drawn by HMI Prisons researchers from a prisoner population printout ordered by cell location. Using a power calculation, HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings are representative of the entire population of the establishment. The formula used in the calculation assumes a 75% response rate (65% in open establishments) and a 95% confidence interval with a 7% margin of error.

### Distributing and collecting questionnaires

HMI Prisons researchers distributed and collected the questionnaires in person. A cover sheet was included with the questionnaire which explained the purpose of the survey and that participation was voluntary. Assurances were given about confidentiality, anonymity and the storage and retention of the data. Prisoners were provided with a sealable envelope for their completed questionnaire and told when researchers would return to collect it. The questionnaire was available in 14 languages.

### Survey responses

At the time of the survey on 21 May 2024 the prisoner population at Hydebank Wood Secure College was 51. There was no sampling conducted due to small population size, and instead questionnaires were distributed to all 51 prisoners. We received a total of 44 completed questionnaires, a response rate of 86%.



## PRISONER SURVEY RESULTS AND ANALYSES

Over the following pages we present the full survey results followed by numerous comparative analyses for Hydebank Wood Secure College. For the comparator analyses, where relevant, each question was reformulated using the Chi-square test (or Fisher's exact test if there are fewer than five expected counts in a cell) into a binary 'yes/no' format and affirmative responses compared. Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

Full survey results were provided to Inspectors for:

### Responses from Hydebank Wood Secure College 2024 compared with those from other HMI Prisons surveys and responses in 2019

These analyses are carried out on summary data from all survey questions. As we have been using a revised version of the questionnaire since May 2021, we do not yet have full comparator data for all questions.

- Survey responses from Hydebank Wood Secure College 2024 compared with survey responses from other young adult prisons inspected since May 2021.
- Survey responses from Hydebank Wood Secure College in 2024 compared with survey responses from Hydebank Wood Secure College in 2019.

### Comparisons between self-reported sub-populations of young adults within Hydebank Wood Secure College 2024

These analyses are carried out on summary data from selected survey questions only.

- Responses of young adults who reported that they were on remand or awaiting sentence compared to those who were sentenced.
- Responses of Protestant prisoners compared with those of Catholic prisoners.
- Responses of young adults aged under 21 compared with those aged 21 and over.
- Responses of young adults who reported that they had a disability compared to those who did not.
- Responses of young adults who reported that they had been in local authority care compared with those who did not.

Please note that we only carry out within-prison comparator analysis where there is a minimum of 10 responses which must also represent at least 10% of the total response.

In the comparator analyses, statistically significant differences are indicated by shading. The probability threshold (i.e. p-value) is set at 0.01 which means that there is a 1% likelihood the statistically significant difference between the two groups is due to chance. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading.

Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there are no valid comparative data for that question.

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

A summary of the 2024 survey findings, comparison data for last time and with other young adult prisons inspected since May 2021 is provided on the following pages.

## SURVEY SUMMARY

### Background information

#### 1.1 Which house or landing are you currently living on?

Cedar	33 (75%)
Willow	9 (20%)
Care and Supervision Unit	2 (5%)

#### 1.2 How old are you?

Under 21	34 (77%)
21 - 24	10 (23%)
25 - 29	0 (0%)
30 - 39	0 (0%)
40 - 49	0 (0%)
50 - 59	0 (0%)
60 - 69	0 (0%)
70 or over	0 (0%)

#### 1.3 What is your ethnic group?

White - English/Welsh/Scottish/Northern Irish/British	14 (33%)
White - Irish	18 (43%)
White - Gypsy or Irish Traveller	4 (10%)
White - Roma	1 (2%)
White - any other White background	1 (2%)
Mixed - White and Black Caribbean	0 (0%)
Mixed - White and Black African	1 (2%)
Mixed - White and Asian	0 (0%)
Mixed - any other Mixed ethnic background	0 (0%)
Asian/Asian British - Indian	0 (0%)

**1.3 What is your ethnic group?**

Asian/Asian British - Pakistani	0 (0%)
Asian/Asian British - Bangladeshi	0 (0%)
Asian/Asian British - Chinese	0 (0%)
Asian - any other Asian background	0 (0%)
Black/Black British - Caribbean	0 (0%)
Black/Black British - African	1 (2%)
Black - any other Black/African/Caribbean background	1 (2%)
Arab	1 (2%)
Any other ethnic group	0 (0%)

**1.4 How long have you been in this establishment?**

Less than 6 months	27 (61%)
6 months or more	17 (39%)

**1.5 Are you currently serving a sentence?**

Yes	14 (32%)
Yes - on recall	4 (9%)
No - on remand or awaiting sentence	26 (59%)
No - immigration detainee	0 (0%)

**1.6 How long is your sentence (not including early release)?**

Less than 6 months	2 (5%)
6 months to less than 1 year	4 (10%)
1 year to less than 4 years	6 (14%)
4 years to less than 10 years	4 (10%)
10 years or more	0 (0%)
ICS (indeterminate custodial sentence for public protection)	0 (0%)

**1.6 How long is your sentence (not including early release)?**

Life	0 (0%)
Not currently serving a sentence	26 (62%)

**First day in this establishment**

**2.1 When you arrived here, how long did you spend in reception?**

Less than 2 hours	29 (66%)
2 hours or more	10 (23%)
Don't remember	5 (11%)

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

Yes	36 (82%)
No	4 (9%)
Don't remember	4 (9%)
Was not searched in reception	0 (0%)

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

Very well	11 (25%)
Quite well	24 (55%)
Quite badly	4 (9%)
Very badly	1 (2%)
Don't remember	4 (9%)

**2.4 When you first arrived here, did you have any of these problems?**

	Yes, and staff helped	Yes, but staff didn't help	Didn't have this problem
Feeling depressed	17 (39%)	11 (25%)	16 (36%)
Feeling suicidal	10 (27%)	7 (19%)	20 (54%)

**2.4 When you first arrived here, did you have any of these problems?**

Needing protection from other young adults	6 (17%)	3 (9%)	26 (74%)
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**2.5 When you first arrived here, were you able to talk to a member of staff in private about any problems you had?**

Yes	18 (47%)
No	11 (29%)
Didn't have any problems when I first arrived	9 (24%)

**2.6 Did you see someone from health care in reception?**

Yes	13 (31%)
No	25 (60%)
Don't remember	4 (10%)

**First night and induction**

**3.1 Before you were locked up on your first night here, were you offered any of these things?**

	Yes	No	Don't remember
Nicotine replacement (including vapes)	27 (68%)	12 (30%)	1 (3%)
Toiletries	32 (73%)	11 (25%)	1 (2%)
A shower	23 (53%)	19 (44%)	1 (2%)
A free phone call	33 (75%)	10 (23%)	1 (2%)
Something to eat	34 (79%)	6 (14%)	3 (7%)
The chance to talk to a Listener or Samaritans	15 (38%)	22 (55%)	3 (8%)
Support from another young adult (e.g. peer mentor)	9 (23%)	27 (69%)	3 (8%)

**3.2 On your first night here, how clean or dirty was your room?**

Very clean	3 (7%)
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**3.2 On your first night here, how clean or dirty was your room?**

Quite clean	12 (27%)
Quite dirty	17 (39%)
Very dirty	10 (23%)
Don't remember	2 (5%)

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

Yes	30 (68%)
No	11 (25%)
Don't remember	3 (7%)

**3.4 Did you have numbers put on your PIN phone within 24 hours?**

Yes	23 (52%)
No	16 (36%)
Don't remember	5 (11%)

**3.5 In your first few days here, did you get these things?**

	Yes	No	Don't remember
Items from the shop/canteen	37 (84%)	7 (16%)	0 (0%)
Access to clean clothing that fitted you	39 (91%)	4 (9%)	0 (0%)
PIN phone credit	39 (89%)	5 (11%)	0 (0%)
Your personal property	21 (50%)	20 (48%)	1 (2%)

**3.6 Did your induction cover everything you needed to know about this establishment?**

Yes	26 (63%)
No	13 (32%)
Haven't had an induction	2 (5%)

## On the landing

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

Yes	44 (100%)
No, I'm in a shared room or dormitory	0 (0%)

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

Yes	18 (41%)
No	23 (52%)
Don't know	3 (7%)
Don't have a room call bell	0 (0%)

### 4.3 Please answer these questions about the house or landing you are currently living on:

	Yes	No	Don't know
Do you normally have enough clean clothing that fits you?	36 (84%)	7 (16%)	0 (0%)
Can you have a shower every day if you want one?	37 (84%)	7 (16%)	0 (0%)
Can you get clean bedding every week if you want it?	21 (49%)	16 (37%)	6 (14%)
Can you get room cleaning materials every week if you want them?	42 (95%)	1 (2%)	1 (2%)
Can you get your stored property promptly, if you need it?	17 (40%)	16 (37%)	10 (23%)

### 4.4 Is it normally quiet enough on the house or landing for you to relax:

	Yes	No
During the day?	27 (64%)	15 (36%)
At night?	27 (64%)	15 (36%)



**4.5 Normally, how clean or dirty are these communal areas of your house or landing?**

	Very clean	Quite clean	Quite dirty	Very dirty
Landings and stairs	13 (30%)	24 (56%)	4 (9%)	2 (5%)
Association areas	15 (35%)	25 (58%)	3 (7%)	0 (0%)
Servery	16 (38%)	21 (50%)	5 (12%)	0 (0%)
Showers	13 (31%)	16 (38%)	9 (21%)	4 (10%)
Exercise yard	17 (41%)	18 (44%)	3 (7%)	3 (7%)

**4.6 If you have been on a SPAR (Supporting People at Risk) here, did you feel cared for by staff?**

Yes	7 (17%)
No	11 (26%)
Haven't been on a SPAR in this establishment	24 (57%)

**4.7 How easy or difficult is it for you to speak to a Listener, if you need to?**

Very easy	4 (10%)
Quite easy	14 (34%)
Quite difficult	3 (7%)
Very difficult	4 (10%)
Don't know	14 (34%)
There are no Listeners at this establishment	2 (5%)

**Food and canteen**

**5.1 What is the quality of food like here?**

Very good	5 (12%)
Quite good	11 (26%)
Quite bad	12 (28%)
Very bad	15 (35%)

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

Always	6 (14%)
Most of the time	8 (19%)
Some of the time	20 (47%)
Never	9 (21%)

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

Yes	32 (74%)
No	10 (23%)
Don't know	1 (2%)

**5.4 Can you use catalogues/other providers to buy the things you need?**

Yes	19 (45%)
No	15 (36%)
Don't know	8 (19%)

**Relationships with staff**

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

Yes	32 (76%)
No	10 (24%)

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

Yes	34 (85%)
No	6 (15%)

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

Yes	20 (49%)
No	21 (51%)

**6.4 How helpful is your named officer (key worker)?**

Very helpful	11 (28%)
Quite helpful	8 (21%)
Not very helpful	3 (8%)
Not at all helpful	3 (8%)
Don't have a named officer (key worker)	14 (36%)

**6.5 Are young adults here consulted about things like food, canteen or landing issues?**

Yes, and things sometimes change	12 (31%)
Yes, but things don't change	14 (36%)
No	7 (18%)
Don't know	6 (15%)

**6.6 If you want to, can you talk to managers, governors or directors here?**

Yes	18 (44%)
No	11 (27%)
Don't know	12 (29%)

**6.7 If you have shared a problem with a manager, governor or director, did they try to help you?**

Yes	17 (45%)
No	5 (13%)
Haven't shared a problem	16 (42%)

**Faith**

**7.1 Have you spoken to the Chaplaincy team here?**

Yes	33 (80%)
No	8 (20%)

**7.2 Are you able to speak to the Chaplaincy team in private, if you want to?**

Yes	27 (64%)
No	2 (5%)
Don't know	13 (31%)

**7.3 What is your religion?**

<b>No religion</b>	6 (15%)	<b>Judaism</b>	0 (0%)
<b>Catholic</b>	25 (61%)	<b>Islam</b>	2 (5%)
<b>Protestant</b>	6 (15%)	<b>Sikhism</b>	0 (0%)
<b>Other Christian denomination</b>	1 (2%)	<b>Paganism</b>	0 (0%)
<b>Buddhism</b>	0 (0%)	<b>Rastafarianism</b>	0 (0%)
<b>Hinduism</b>	0 (0%)	<b>Other</b>	1 (2%)

**7.4 Are you able to go to religious services, if you want to?**

Yes	32 (78%)
No	3 (7%)
Don't know	0 (0%)
Not applicable (no religion)	6 (15%)

**7.5 Are your religious beliefs respected here?**

Yes	28 (68%)
No	3 (7%)
Don't know	4 (10%)
Not applicable (no religion)	6 (15%)

## Contact with family and friends

### 8.1 How often have you been able to see your family and friends in the last month:

	Every week	Two or three times	Once	Not at all	Not applicable to me
In person visit?	17 (44%)	8 (21%)	7 (18%)	5 (13%)	2 (5%)
Using video calling?	11 (31%)	7 (20%)	3 (9%)	13 (37%)	1 (3%)

### 8.2 Do visits usually start and finish on time?

Yes	25 (61%)
No	8 (20%)
Don't know	7 (17%)
Not applicable to me	1 (2%)

### 8.3 Are your visitors usually treated respectfully by staff?

All of the time	14 (37%)
Most of the time	9 (24%)
Some of the time	10 (26%)
Never	1 (3%)
Not applicable to me	4 (11%)

### 8.4 How easy or difficult is it for your family and friends to get here?

Very easy	4 (10%)
Quite easy	12 (30%)
Quite difficult	9 (23%)
Very difficult	10 (25%)
Don't know	4 (10%)
Not applicable to me	1 (3%)

**8.5 Have staff here encouraged you to keep in touch with your family and friends?**

Yes	22 (58%)
No	16 (42%)

**8.6 Have you had any problems with sending or receiving these things?**

	Yes	No
Emails	9 (26%)	25 (74%)
Letters	12 (33%)	24 (67%)
Parcels	10 (29%)	24 (71%)

**8.7 Are you able to use a phone every day (if you have credit)?**

Yes	39 (95%)
No	2 (5%)

**Time out of room**

**9.1 Do you know what the unlock and lock-up times are supposed to be here?**

Yes, and these times are usually kept to	17 (41%)
Yes, but these times are not usually kept to	21 (51%)
No	3 (7%)

**9.2 How long do you usually spend out of your room each day?**

	Less than 2 hours	2-6 hours	6-10 hours	10 hours or more	Don't know
Monday - Fridays	2 (5%)	20 (48%)	16 (38%)	1 (2%)	3 (7%)
Saturday - Sundays	4 (11%)	25 (69%)	3 (8%)	1 (3%)	3 (8%)

**9.3 How many times in a normal week are you able to do these things?**

	None	1 or 2	3-5	More than 5	Not available here
Complete domestic tasks	3 (9%)	11 (31%)	7 (20%)	14 (40%)	0 (0%)
Get association	1 (3%)	5 (14%)	6 (17%)	24 (67%)	0 (0%)
Exercise outside	1 (3%)	18 (47%)	13 (34%)	6 (16%)	0 (0%)
Go to the gym or play sports	1 (3%)	7 (18%)	19 (50%)	11 (29%)	0 (0%)

**9.4 At the weekend, are you able to do these things?**

	Yes	No
Complete domestic tasks	30 (79%)	8 (21%)
Get association	31 (84%)	6 (16%)
Exercise outside	30 (77%)	9 (23%)
Go to the gym or play sports	33 (83%)	7 (18%)

**9.5 How many times in a normal week are you able to do these things?**

	Never	Less than once a week	About once a week	Twice a week or more
Visit the library	7 (17%)	10 (24%)	18 (44%)	6 (15%)
Borrow library items kept on the landing	7 (18%)	6 (16%)	16 (42%)	9 (24%)
Get things from the library delivered to the landing	22 (58%)	4 (11%)	9 (24%)	3 (8%)

**9.6 Does the library have a wide enough range of materials to meet your needs?**

Yes	18 (45%)
No	16 (40%)
Don't use the library	6 (15%)

## Requests, complaints and legal rights

### 10.1 Is it easy for you to make a request?

Yes	33 (80%)
No	4 (10%)
Don't know	4 (10%)

### 10.2 If you have made any requests here, are they usually dealt with:

	Yes	No	Not made any requests
Fairly?	27 (68%)	7 (18%)	6 (15%)
Within 7 days?	24 (69%)	5 (14%)	6 (17%)

### 10.3 Is it easy for you to make a complaint?

Yes	26 (63%)
No	7 (17%)
Don't know	8 (20%)

### 10.4 If you have made any complaints here, are they usually dealt with:

	Yes	No	Not made any complaints
Fairly?	8 (21%)	13 (33%)	18 (46%)
Within 7 days?	14 (36%)	7 (18%)	18 (46%)

### 10.5 Have you ever been prevented from making a complaint here when you wanted to?

Yes	12 (31%)
No	11 (28%)
Not wanted or needed to make a complaint	16 (41%)



## 10.6 Do you know how to contact these organisations?

	Yes	No	Don't know who they are
Independent Monitoring Board (IMB)	17 (43%)	16 (40%)	7 (18%)
Prisoner Ombudsman for Northern Ireland	16 (40%)	18 (45%)	6 (15%)

## 10.7 In this establishment, is it easy or difficult for you to do these things?

	Easy	Difficult	Don't know	Don't need this
Communicate with your solicitor or legal representative	24 (62%)	11 (28%)	3 (8%)	1 (3%)
Attend legal visits	29 (73%)	4 (10%)	6 (15%)	1 (3%)

## 10.8 If staff here have ever opened letters from your solicitor or legal representative when you were not there, were you told why?

Yes	5 (13%)
No	14 (37%)
Not had any legal letters opened	19 (50%)

## Health care

### 11.1 Since arriving here, have you had any delays getting these things?

	Yes	No	Not applicable
Your medication	22 (54%)	10 (24%)	9 (22%)
Your outside medical appointments	18 (45%)	5 (13%)	17 (43%)
Your agreed social care package	10 (26%)	8 (21%)	21 (54%)

**11.2 How easy or difficult is it to see these people?**

	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
<b>Doctor</b>	2 (5%)	14 (35%)	15 (38%)	5 (13%)	4 (10%)
<b>Nurse</b>	12 (30%)	19 (48%)	6 (15%)	2 (5%)	1 (3%)
<b>Dentist</b>	3 (8%)	12 (30%)	7 (18%)	9 (23%)	9 (23%)
<b>Pharmacist</b>	3 (8%)	12 (30%)	7 (18%)	6 (15%)	12 (30%)
<b>Mental health worker</b>	5 (12%)	11 (27%)	8 (20%)	11 (27%)	6 (15%)
<b>Substance misuse worker</b>	5 (13%)	8 (21%)	4 (10%)	10 (26%)	12 (31%)

**11.3 What do you think of the quality of the health service from these people?**

	Very good	Quite good	Quite bad	Very bad	Don't know
<b>Doctor</b>	4 (10%)	9 (23%)	5 (13%)	13 (33%)	8 (21%)
<b>Nurse</b>	12 (29%)	21 (51%)	3 (7%)	2 (5%)	3 (7%)
<b>Dentist</b>	5 (12%)	15 (37%)	2 (5%)	5 (12%)	14 (34%)
<b>Pharmacist</b>	4 (10%)	12 (29%)	1 (2%)	7 (17%)	17 (41%)
<b>Mental health worker</b>	8 (20%)	13 (32%)	2 (5%)	6 (15%)	12 (29%)
<b>Substance misuse worker</b>	8 (20%)	8 (20%)	2 (5%)	5 (13%)	17 (43%)

**11.4 What do you think of the overall quality of the health services here?**

Very good	4 (10%)
Quite good	19 (49%)
Quite bad	7 (18%)
Very bad	8 (21%)
Don't know	1 (3%)

**11.5 If you are due to be released in the next month, are you confident there are adequate plans to continue your health care?**

Yes	3 (8%)
No	3 (8%)
Don't know	0 (0%)
Not due to be released in the next month/no health care needs	33 (85%)

**11.6 Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social wellbeing)?**

All the time	9 (23%)
Most of the time	13 (33%)
Some of the time	15 (38%)
Never	3 (8%)

**Other support needs**

**12.1 Do you consider yourself to have a disability (long-term physical, mental or learning needs that affects your day-to-day life)?**

Yes	23 (61%)
No	15 (39%)

**12.2 If you have a disability, are you getting the support you need in this establishment?**

Yes	7 (18%)
No	16 (42%)
Don't have a disability	15 (39%)

**12.3 Do you have any mental health problems?**

Yes	30 (79%)
No	8 (21%)

**12.4 Have you been helped with your mental health problems here?**

Yes	14 (37%)
No	16 (42%)
Don't have a mental health problem	8 (21%)

**12.5 Has your mental health got better or worse since arriving here?**

Better	11 (30%)
Worse	19 (51%)
No difference	7 (19%)

**Alcohol and drugs**

**13.1 Do you have a drug or alcohol problem?**

Yes	20 (53%)
No	18 (47%)
Have not developed a drug or alcohol problem in this prison	0 (0%)

**13.2 If you have told staff about your drug or alcohol problem, have you received help to manage it?**

Yes	10 (26%)
No	9 (24%)
Have not told staff	1 (3%)
Don't have a drug or alcohol problem	18 (47%)

**13.3 If you have developed a drug or alcohol problem here (including medication not prescribed to you), have you received help to manage it?**

Yes	4 (11%)
No	3 (8%)
Have not developed a drug or alcohol problem here	31 (82%)

**13.4 If you are due to be released in the next month, do you know who to contact for support with your drug or alcohol problem when you leave this establishment?**

Yes	2 (5%)
No	2 (5%)
Don't have a drug or alcohol problem	18 (47%)
Not being released in the next month	16 (42%)

**13.5 In this establishment, is it easy or difficult to get these things?**

	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
Illicit drugs	2 (5%)	4 (11%)	5 (13%)	9 (24%)	18 (47%)
Alcohol	1 (3%)	3 (8%)	2 (5%)	16 (43%)	15 (41%)
Medication not prescribed to you	7 (18%)	8 (21%)	1 (3%)	6 (16%)	16 (42%)

**Safety**

**14.1 Have you ever felt unsafe here?**

Yes	21 (51%)
No	20 (49%)

**14.2 Do you feel unsafe now?**

Yes	7 (18%)
No	32 (82%)

**14.3 Would you report it if you were being bullied/victimised here by:**

	Yes	No	Don't know
Other young adults?	13 (35%)	20 (54%)	4 (11%)
Staff?	18 (49%)	12 (32%)	7 (19%)

**14.4 Have you been bullied/victimised here by:**

	Yes	No
Other young adults?	16 (42%)	22 (58%)
Staff?	12 (31%)	27 (69%)

**14.5 If yes, which of these types of bullying/victimisation from other young adults or staff did you experience?**

	By young adults	By staff
Verbal abuse	15 (39%)	9 (23%)
Threats or intimidation	13 (34%)	8 (21%)
Physical assault	11 (29%)	8 (21%)
Sexual assault	2 (5%)	1 (3%)
Theft of canteen or property	6 (16%)	2 (5%)
Other bullying/victimisation	7 (18%)	7 (18%)

**Behaviour management**

**15.1 Does this establishment:**

	Yes	No	Don't know
Reward good behaviour fairly?	22 (58%)	11 (29%)	5 (13%)
Deal with bad behaviour fairly?	14 (42%)	10 (30%)	9 (27%)

**15.2 Are there opportunities and rewards to motivate people here?**

Yes	20 (51%)
No	10 (26%)
Don't know	9 (23%)

**15.3 Do these opportunities and rewards motivate you to behave well?**

Yes	17 (59%)
No	3 (10%)
Do not know what opportunities and rewards there are	9 (31%)

**15.4 Do you think the culture in this establishment encourages young adults to behave well?**

Yes	11 (28%)
No	14 (36%)
Don't know	14 (36%)

**15.5 If you have been restrained by staff here in the last 6 months, did anyone come and talk to you about it afterwards?**

Yes	7 (18%)
No	8 (21%)
Don't remember	2 (5%)
Not been restrained here in the last 6 months	22 (56%)

**15.6 If you have spent one or more nights in the Care and Supervision Unit (CSU) here in the last 6 months:**

	Yes	No	Not been in the CSU
Were you treated well by the CSU staff?	15 (38%)	5 (13%)	19 (49%)
Could you shower every day?	16 (42%)	3 (8%)	19 (50%)
Could you go outside for exercise every day?	10 (26%)	10 (26%)	19 (49%)
Could you use the phone every day (if you had credit)?	12 (32%)	7 (18%)	19 (50%)

## Education, skills and work

### 16.1 Have you been supported with reading needs here (this could include education or landing staff, peer support or anyone else)?

Yes	13 (35%)
No	5 (14%)
Not needed support with reading needs	19 (51%)

### 16.2 Do you have any learning difficulties (dyslexia or any other conditions that affect your learning)?

Yes	18 (47%)
No	20 (53%)

### 16.3 Have you received help and support from education staff for your learning difficulties?

Yes	8 (21%)
No	10 (26%)
Do not have learning difficulties	20 (53%)

### 16.4 If you have done any of these activities here, do you think they will help you when you are released?

	Yes, will help	No, won't help	Not done this
Education	33 (85%)	3 (8%)	3 (8%)
Vocational or skills training	23 (61%)	5 (13%)	10 (26%)
A job inside the establishment	19 (50%)	9 (24%)	10 (26%)
Work outside of the establishment	13 (35%)	4 (11%)	20 (54%)

### 16.5 Has the establishment allocated you to the education, training or work that will help you when you are released?

Yes	23 (66%)
No	12 (34%)
Not applicable	0 (0%)



**16.6 Do landing staff encourage you to go to education, training or work?**

Yes	25 (66%)
No	13 (34%)
Not applicable	0 (0%)

**Sentence plan (PDP)**

**17.1 Do you have a sentence plan? (This may be called a Personal Development Plan or PDP)**

Yes	11 (26%)
No	6 (14%)
Not sentenced	26 (60%)

**17.2 Please answer the following questions about your sentence plan/personal development plan:**

	Yes	No	Don't know my objectives or targets
Do you understand what you need to do to achieve the objectives or targets?	10 (91%)	1 (9%)	0 (0%)
Are any staff here supporting you to achieve the objectives or targets?	4 (36%)	7 (64%)	0 (0%)
Have you been involved in setting the objectives or targets?	7 (64%)	4 (36%)	0 (0%)

**Returning to the community**

**18.1 Do you expect to be released in the next 3 months?**

Yes	10 (27%)
No	16 (43%)
Don't know	11 (30%)

**18.2 How close is this establishment to your home area or the address you will be released to?**

Very near	2 (22%)
Quite near	2 (22%)

**18.2 How close is this establishment to your home area or the address you will be released to?**

Quite far	5 (56%)
Very far	0 (0%)

**18.3 Is anybody helping you to get ready for your release (people like your PDP Co-ordinator, other PDU staff or your Probation Officer)?**

Yes	7 (78%)
No	2 (22%)

**18.4 Are you getting help to sort out these things for when you are released?**

	Yes, I'm getting help with this	No, but I need help with this	No, and I don't need help with this
Finding accommodation	2 (25%)	4 (50%)	2 (25%)
Getting employment	1 (11%)	6 (67%)	2 (22%)
Sorting out benefits	1 (13%)	4 (50%)	3 (38%)
Finances and debt	0 (0%)	4 (50%)	4 (50%)
Opening a bank account	0 (0%)	3 (38%)	5 (63%)
Getting photo ID	4 (50%)	3 (38%)	1 (13%)

**More about you**

**19.1 Do you have children under the age of 18?**

Yes	7 (19%)
No	30 (81%)

**19.2 Are you a UK/British citizen (i.e. eligible to hold a British passport)?**

Yes	27 (75%)
No	9 (25%)

<b>19.3</b>	<b>Have you ever been in the care of Social Services (have you lived with foster parents or in a children’s home, or had a social worker, while you were under 18 years old)?</b>	
	Yes	16 (44%)
	No	20 (56%)
<b>19.4</b>	<b>Have you ever been in the armed services (the army, navy or air force)?</b>	
	Yes	0 (0%)
	No	37 (100%)
<b>19.5</b>	<b>What is your gender?</b>	
	Male	36 (97%)
	Female	1 (3%)
	Non-binary	0 (0%)
	Other	0 (0%)
<b>19.6</b>	<b>Do you identify as transgender or trans?</b>	
	Yes	1 (3%)
	No	35 (97%)
<b>19.7</b>	<b>How would you describe your sexual orientation?</b>	
	Straight/heterosexual	36 (95%)
	Gay/lesbian/homosexual	0 (0%)
	Bisexual	1 (3%)
	Other	1 (3%)

## Final questions about this establishment

### 20.1 Do you think your experiences in this establishment have made you more or less likely to offend in the future?

More likely to offend	3 (8%)
Less likely to offend	28 (74%)
Made no difference	7 (18%)

# HYDEBANK WOOD SECURE COLLEGE 2024 SURVEY RESPONSES COMPARED WITH THOSE FROM OTHER YOUNG ADULT PRISONS

In this table summary statistics from Hydebank Wood College 2024 are compared with the following HMI Prisons survey data:

- Summary statistics from surveys of young adult prisons conducted since the introduction of the new questionnaire in May 2021 (three prisons). Please note that this does not include all young adult prisons and that we do not have comparable data for the new questions introduced in November 2023.

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

- Green shading shows results that are significantly more positive than the comparator
  - Blue shading shows results that are significantly more negative than the comparator
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			Hydebank Wood Secure College 2024	Young adult prisons surveyed since May 2021
			44	374
<i>n=number of valid responses to question (Hydebank Wood Secure College 2024)</i>				
<b>DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION</b>				
1.2	Are you under 21 years of age?	n=44	77%	64%
	Are you under 25 years of age?	n=44	100%	
	Are you 50 years of age or older?	n=44	0%	0%
	Are you 70 years of age or older?	n=44	0%	0%
1.3	Are you from an ethnic group other than white?	n=42	10%	47%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	n=42	12%	4%
1.4	Have you been in this establishment for less than 6 months?	n=44	61%	38%
1.5	Are you currently serving a sentence?	n=44	41%	88%
	Are you on recall?	n=44	9%	10%
1.6	Is your sentence less than 12 months?	n=42	14%	11%
	Are you here under an indeterminate custodial sentence (ICS)?	n=42	0%	0%
7.3	Are you Muslim?	n=41	5%	27%
7.3	Are you Catholic?	n=41	61%	
7.3	Are you Protestant?	n=41	15%	
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?	n=38	61%	28%
12.3	Do you have any mental health problems?	n=38	79%	53%
19.1	Do you have children under the age of 18?	n=37	19%	22%
19.2	Are you a foreign national?	n=36	25%	10%
19.3	Have you ever been in Social Services care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	n=36	44%	43%
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	n=37	0%	2%
19.5	Is your gender female, non-binary or other?	n=37	3%	1%
19.6	Do you identify as transgender or trans?	n=36	3%	2%
19.7	Are you homosexual, bisexual or other sexual orientation?	n=38	5%	2%

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<b>Number of completed questionnaires returned</b>			<b>44</b>	<b>374</b>
<i>n=number of valid responses to question (Hydebank Wood Secure College 2024)</i>				
<b>ARRIVAL AND RECEPTION</b>				
2.1	When you arrived at this establishment, did you spend less than 2 hours in reception?	n=44	<b>66%</b>	<b>66%</b>
2.2	Were you searched in reception?	n=44	<b>100%</b>	
	<b>For those who were searched:</b>			
	Was this done in a respectful way?	n=44	<b>82%</b>	
2.3	Overall, were you treated very/quite well in reception?	n=44	<b>80%</b>	<b>82%</b>
2.4	<b>When you first arrived, did you have problems with?</b>			
	Feeling depressed	n=44	<b>64%</b>	
	Feeling suicidal	n=37	<b>46%</b>	
	Needing protection from other young adults	n=35	<b>26%</b>	
	<b>For those who had the following problems, did staff help you with?</b>			
	Feeling depressed	n=28	<b>61%</b>	
	Feeling suicidal	n=17	<b>59%</b>	
	Needing protection from other young adults	n=9	<b>67%</b>	
	For those who had any problems when they first arrived:			
2.5	Were you able to talk to a member of staff in private?	n=29	<b>62%</b>	
2.6	Did you see someone from health care in reception?	n=42	<b>31%</b>	

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<b>Number of completed questionnaires returned</b>				
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<b>FIRST NIGHT AND INDUCTION</b>				
3.1	Before you were locked up on your first night here, were you offered?			
		Nicotine replacement (including vapes)	n=40	<b>68%</b>
		Toiletries	n=44	<b>73%</b>
		A shower	n=43	<b>53%</b>
		A free phone call	n=44	<b>75%</b>
		Something to eat	n=43	<b>79%</b>
		The chance to talk to a Listener or Samaritans	n=40	<b>38%</b>
		Support from another young adult (e.g. peer mentor)	n=39	<b>23%</b>
3.2	On your first night here, was your room very/quite clean?		n=44	<b>34%</b> <b>40%</b>
3.3	Did you feel safe on your first night here?		n=44	<b>68%</b> <b>76%</b>
3.4	Did you have numbers put on your PIN phone within 24 hours?		n=44	<b>52%</b> <b>29%</b>
3.5	In your first few days here, did you get?			
		Items from the shop/ canteen	n=44	<b>84%</b>
		Access to clean clothing that fitted you	n=43	<b>91%</b>
		PIN phone credit	n=44	<b>89%</b>
3.6	Your personal property		n=42	<b>50%</b>
	Have you had an induction at this establishment?		n=41	<b>95%</b> <b>90%</b>
	For those who have had an induction:			
	Did your induction cover everything you needed to know about this establishment?		n=39	<b>67%</b> <b>47%</b>

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<b>Number of completed questionnaires returned</b>				
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<b>ON THE LANDING</b>				
4.1	Are you in a room on your own?	n=44	100%	60%
4.2	Is your room call bell normally answered within 5 minutes?	n=44	41%	31%
4.3	On the landing or house you are currently living on:			
	Do you normally have enough clean clothing that fits you?	n=43	84%	
	Can you have a shower every day if you want one?	n=44	84%	88%
	Can you get clean bedding every week if you want it?	n=43	49%	52%
	Can you get room cleaning materials every week if you want them?	n=44	95%	52%
	Can you get your stored property promptly, if you need it?	n=43	40%	17%
4.4	Is it normally quiet enough on the landing or house for you to relax:			
	During the day?	n=42	64%	
	At night?	n=42	64%	
4.5	Normally, are these communal areas of your landing or house very/quite clean?			
	Landings and stairs	n=43	86%	
	Association areas	n=43	93%	
	Servery	n=42	88%	
	Showers	n=42	69%	
4.6	Exercise yard	n=41	85%	
	Have you been on an SPAR (Supporting People at Risk) in this establishment?	n=42	43%	16%
	For those who have been on an SPAR:			
	Did you feel cared for by staff?	n=18	39%	54%
4.7	Is it very/quite easy for you to speak to a Listener if you need to?	n=41	44%	24%



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<b>FOOD AND CANTEEN</b>				
5.1	Is the quality of the food here very/quite good?	n=43	<b>37%</b>	<b>61%</b>
5.2	Do you get enough to eat at mealtimes always/most of the time?	n=43	<b>33%</b>	<b>56%</b>
5.3	Does the shop/canteen sell the things that you need?	n=43	<b>74%</b>	<b>52%</b>
5.4	Can you use catalogues/other providers to buy the things you need?	n=42	<b>45%</b>	
<b>RELATIONSHIPS WITH STAFF</b>				
6.1	Do most staff here treat you with respect?	n=42	<b>76%</b>	<b>73%</b>
6.2	Are there any staff here you could turn to if you had a problem?	n=40	<b>85%</b>	<b>64%</b>
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=41	<b>49%</b>	<b>42%</b>
6.4	Do you have a named officer (key worker)?	n=39	<b>64%</b>	<b>81%</b>
	For those who have a named officer (key worker):			
	Is your named officer (key worker) very/quite helpful?	n=25	<b>76%</b>	<b>61%</b>
6.5	Are young adults here consulted about things like food, canteen or landing issues?	n=39	<b>67%</b>	<b>58%</b>
	If so, do things sometimes change?	n=26	<b>46%</b>	<b>34%</b>
6.6	If you want to, can you talk to managers, governors or directors in this establishment?	n=41	<b>44%</b>	<b>29%</b>
6.7	Have you shared a problem with a manager, governor or director?	n=38	<b>58%</b>	<b>61%</b>
	For those who have shared a problem with a manager, governor or director:			
	Did they try to help you?	n=22	<b>77%</b>	<b>34%</b>
<b>FAITH</b>				
7.1	Have you spoken to the Chaplaincy team in this establishment?	n=41	<b>80%</b>	
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	n=42	<b>64%</b>	
7.3	Do you have a religion?	n=41	<b>85%</b>	<b>71%</b>
	For those who have a religion:			
7.4	Are you able to attend religious services, if you want to?	n=35	<b>91%</b>	<b>74%</b>
7.5	Are your religious beliefs respected here?	n=35	<b>80%</b>	<b>79%</b>

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<b>Number of completed questionnaires returned</b>		<b>44</b>	<b>374</b>
<i>n=number of valid responses to question (Hydebank Wood Secure College 2024)</i>			
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have you been able to see your family/friends more than once in the last month:		
	In person visit? n=37	<b>68%</b>	
	Using video calling? n=34	<b>53%</b>	
8.2	Do visits usually start and finish on time? n=40	<b>63%</b>	
8.3	Are your visitors usually treated respectfully by staff all/ most of the time? n=34	<b>68%</b>	
8.4	Is it very/quite easy for your family and friends to get here? n=39	<b>41%</b>	
8.5	Have staff here encouraged you to keep in touch with your family/friends? n=38	<b>58%</b>	<b>37%</b>
8.6	Have you had any problems with sending or receiving?		
	Emails n=34	<b>26%</b>	<b>47%</b>
	Letters n=36	<b>33%</b>	<b>53%</b>
	Parcels n=34	<b>29%</b>	<b>51%</b>
8.7	Are you able to use a phone every day (if you have credit)? n=41	<b>95%</b>	<b>94%</b>
<b>TIME OUT OF ROOM</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here? n=41	<b>93%</b>	<b>82%</b>
	For those who know what the unlock and lock-up times are supposed to be:		
	Are these times usually kept to? n=38	<b>45%</b>	<b>54%</b>
9.2	Do you usually spend less than 2 hours out of your room each day on Monday - Fridays? n=42	<b>5%</b>	<b>44%</b>
	Do you usually spend 10 hours or more out of your room each day on Monday - Fridays? n=42	<b>2%</b>	<b>2%</b>
	Do you usually spend less than 2 hours out of your room each day on Saturday - Sundays? n=36	<b>11%</b>	<b>73%</b>
	Do you usually spend 10 hours or more out of your room each day on Saturday - Sundays? n=36	<b>3%</b>	<b>0%</b>
9.3	Are you able to do the following more than 5 days in a normal week?		
	Complete domestic tasks n=35	<b>40%</b>	
	Get association n=36	<b>67%</b>	
	Exercise outside n=38	<b>16%</b>	
	Go to the gym or play sports n=38	<b>29%</b>	
9.4	At the weekend, are you able to?		
	Complete domestic tasks n=38	<b>79%</b>	
	Get association n=37	<b>84%</b>	
	Exercise outside n=39	<b>77%</b>	
	Go to the gym or play sports n=40	<b>83%</b>	
9.5	Are you able to visit the library once a week or more? n=41	<b>59%</b>	<b>23%</b>
	Are you able to borrow library materials kept on the landing once a week or more? n=38	<b>66%</b>	
	Are you able to get things from the library delivered to the landing once a week or more? n=38	<b>32%</b>	<b>39%</b>
9.6	Does the library have a wide enough range of materials to meet your needs? n=34	<b>53%</b>	<b>65%</b>

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<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>				
10.1	Is it easy for you to make a request?	n=41	<b>80%</b>	<b>54%</b>
	<i>For those who have made a request are they usually dealt with:</i>			
10.2	Fairly?	n=34	<b>79%</b>	<b>47%</b>
	Within 7 days?	n=29	<b>83%</b>	<b>25%</b>
10.3	Is it easy for you to make a complaint?	n=41	<b>63%</b>	<b>54%</b>
	<i>For those who have made a complaint are they usually dealt with:</i>			
10.4	Fairly?	n=21	<b>38%</b>	<b>28%</b>
	Within 7 days?	n=21	<b>67%</b>	<b>18%</b>
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=23	<b>52%</b>	<b>39%</b>
10.6	Do you know how to contact the following organisations?			
	The Independent Monitoring Board	n=40	<b>43%</b>	
	Prisoner Ombudsman for Northern Ireland	n=40	<b>40%</b>	
	For those who need it, is it easy to?			
10.7	Communicate with your solicitor or legal representative	n=38	<b>63%</b>	<b>33%</b>
	Attend legal visits	n=39	<b>74%</b>	<b>38%</b>
10.8	Have staff opened letters from your solicitor or legal representative when you were not present?	n=38	<b>50%</b>	
	<i>For those who have had legal letters opened when they were not present:</i>			
	Did staff tell you why?	n=19	<b>26%</b>	

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		44	374
<b>HEALTH CARE</b>			
11.1	Since arriving here, have you experienced any delays accessing?		
	Your medication	n=32	69%
	Your outside medical appointments	n=23	78%
	Your agreed social care package	n=18	56%
11.2	Is it very/quite easy to see?		
	Doctor	n=40	40%
	Nurse	n=40	78%
	Dentist	n=40	38%
	Pharmacist	n=40	38%
	Mental health worker	n=41	39%
11.3	Do you think the quality of the health service is very/quite good from?		
	Doctor	n=39	33%
	Nurse	n=41	80%
	Dentist	n=41	49%
	Pharmacist	n=41	39%
	Mental health worker	n=41	51%
11.4	Do you think the overall quality of the health services here is very/quite good?	n=39	59%
	For those who are due to be released in the next month:		
11.5	Are you confident there are adequate plans to continue your health care?	n=6	50%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social wellbeing) always/most of the time?	n=40	55%

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<b>OTHER SUPPORT NEEDS</b>				
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?	n=38	61%	28%
	For those who have a disability:			
12.2	Are you getting the support you need here?	n=23	30%	44%
12.3	<i>Do you have any mental health problems?</i>	n=38	79%	53%
	For those who have a mental health problem:			
12.4	Have you been helped with your mental health problems in this establishment?	n=30	47%	
12.5	<i>Has your mental health got better since arriving here?</i>	n=37	30%	14%
<b>ALCOHOL AND DRUGS</b>				
13.1	Do you have a drug or alcohol problem?	n=38	53%	
	For those who have a drug or alcohol problem:			
13.2	Have you told staff about your drug or alcohol problem?	n=20	95%	
	For those who have told staff:			
	Have you received help to manage it?	n=19	53%	
13.3	Have you developed a drug or alcohol problem in this establishment (including medication not prescribed to you)?	n=38	18%	
	For those who have developed a drug or alcohol problem in this establishment:			
	Have you received help to manage your drug or alcohol problem (including medication not prescribed to you)?	n=7	57%	
	For those who have a drug or alcohol problem and are due to be released in the next month:			
13.4	Do you know who to contact for support for your drug or alcohol problem when you leave this establishment?	n=4	50%	
13.5	In this establishment, is it easy/ very easy to get?			
	Illicit drugs	n=38	16%	14%
	<i>Alcohol</i>	n=37	11%	10%
	Medication not prescribed to you	n=38	39%	

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<b>SAFETY</b>				
14.1	Have you ever felt unsafe here?	n=41	<b>51%</b>	<b>42%</b>
14.2	Do you feel unsafe now?	n=39	<b>18%</b>	<b>18%</b>
14.3	Would you report it if you were being bullied/ victimised in this establishment by:			
	Other young adults?	n=37	<b>35%</b>	
	Staff?	n=37	<b>49%</b>	
14.4	Have you been bullied/ victimised here by other young adults?	n=38	<b>42%</b>	
14.5	Have you experienced the following bullying/victimisation by other young adults:			
	Verbal abuse?	n=38	<b>39%</b>	
	Threats or intimidation?	n=38	<b>34%</b>	
	Physical assault?	n=38	<b>29%</b>	
	Sexual assault?	n=38	<b>5%</b>	
	Theft of canteen or property?	n=38	<b>16%</b>	
	Other bullying/victimisation?	n=39	<b>18%</b>	
14.4	Have you been bullied/ victimised here by staff?	n=39	<b>31%</b>	
14.5	Have you experienced the following bullying/victimisation by staff:			
	Verbal abuse?	n=39	<b>23%</b>	
	Threats or intimidation?	n=39	<b>21%</b>	
	Physical assault?	n=39	<b>21%</b>	
	Sexual assault?	n=39	<b>3%</b>	
	Theft of canteen or property?	n=39	<b>5%</b>	
	Other bullying/victimisation?	n=39	<b>18%</b>	

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BEHAVIOUR MANAGEMENT			
15.1	Does this establishment:		
	<i>Reward good behaviour fairly?</i>	n=38	58%
	Deal with bad behaviour fairly?	n=33	42%
15.2	Are there opportunities to motivate people in this establishment?	n=39	51%
	For those who know that there are opportunities and rewards are:		
15.3	Do the opportunities and rewards in this establishment motivate you to behave well?	n=20	85%
15.4	Do you think the culture within this establishment encourages young adults to behave well?	n=39	28%
15.5	Have you been restrained by staff in this establishment in the last 6 months?	n=39	44%
	For those who have been restrained in the last 6 months:		
	Did anyone come and talk to you about it afterwards?	n=17	41%
15.6	Have you spent one or more nights in the care and supervision unit in this establishment in the last 6 months?	n=39	51%
	For those who have spent one or more nights in the care and supervision unit in this establishment in the last 6 months:		
	Were you treated well by care and supervision unit staff?	n=20	75%
	Could you shower every day?	n=19	84%
	Could you go outside for exercise every day?	n=20	50%
	Could you use the phone every day (if you had credit)?	n=19	63%

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<b>EDUCATION, SKILLS AND WORK</b>					
16.1	Have you needed support with reading needs in this establishment?	n=37	<b>49%</b>		
	<i>For those who have needed support:</i>				
	Have you been supported (this could include education or landing staff, peer support or anyone else)?	n=18	<b>72%</b>		
16.2	Do you have any learning difficulties (dyslexia or any other conditions that impact on your learning?)	n=38	<b>47%</b>		
	<i>For those who have learning difficulties:</i>				
16.3	Have you received help and support from education staff for your learning difficulties?	n=18	<b>44%</b>		
16.4	In this establishment, have you done the following activities?				
	Education	n=39	<b>92%</b>	<b>81%</b>	
	Vocational or skills training	n=38	<b>74%</b>	<b>55%</b>	
	Job inside the establishment	n=38	<b>74%</b>	<b>72%</b>	
	Work outside of the establishment	n=37	<b>46%</b>		
	<i>For those who have done the following activities while in this establishment, do you think they will help you on release?</i>				
	Education	n=36	<b>92%</b>	<b>63%</b>	
	Vocational or skills training	n=28	<b>82%</b>	<b>60%</b>	
	Job inside the establishment	n=28	<b>68%</b>	<b>50%</b>	
	Work outside of the establishment	n=17	<b>76%</b>		
16.5	Has the establishment allocated you to the education, training or work that will benefit you when you are released?	n=35	<b>66%</b>		
16.6	Do landing staff encourage you to attend education, training or work?	n=38	<b>66%</b>	<b>62%</b>	
<b>SENTENCE PLAN</b>					
17.1	Do you have a sentence plan? (This may be called a prisoner development plan or PDP)	n=17	<b>65%</b>		
	<i>For those who have a sentence plan/personal development plan:</i>				
17.2	Do you know what your objectives or targets are?	n=11	<b>100%</b>		
	<i>For those who know what their objectives or targets are:</i>				
	Do you understand what you need to do to achieve your objectives or targets?	n=11	<b>91%</b>		
	Are any staff here supporting you to achieve the objectives or targets?	n=11	<b>36%</b>		
	Have you been involved in setting the objectives or targets?	n=11	<b>64%</b>		



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<b>RETURNING TO THE COMMUNITY</b>				
18.1	Do you expect to be released in the next 3 months?	n=37	<b>27%</b>	<b>32%</b>
	<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this establishment very/quite near to your home area or the address you will be released to?	n=9	<b>44%</b>	<b>49%</b>
18.3	Is anybody helping you to prepare for your release (e.g. a PDP Co-ordinator, other PDU staff or your Probation Officer)?	n=9	<b>78%</b>	<b>58%</b>
18.4	Do you need help to sort out the following for when you are released?			
	Finding accommodation	n=8	<b>75%</b>	<b>56%</b>
	Getting employment	n=9	<b>78%</b>	<b>63%</b>
	Sorting out benefits	n=8	<b>63%</b>	<b>60%</b>
	Finances and debt	n=8	<b>50%</b>	<b>50%</b>
	Opening a bank account	n=8	<b>38%</b>	
	Getting photo ID?	n=8	<b>88%</b>	
18.4	Are you getting help to sort out the following for when you are released, if you need it?			
	Finding accommodation	n=6	<b>33%</b>	<b>52%</b>
	Getting employment	n=7	<b>14%</b>	<b>28%</b>
	Sorting out benefits	n=5	<b>20%</b>	<b>34%</b>
	Finances and debt	n=4	<b>0%</b>	<b>30%</b>
	Opening a bank account	n=3	<b>0%</b>	
	Getting photo ID	n=7	<b>57%</b>	
<b>FINAL QUESTIONS ABOUT THIS establishment</b>				
20.1	Do you think your experiences in this establishment have made you less likely to offend in the future?	n=38	<b>74%</b>	<b>54%</b>

# HYDEBANK WOOD SECURE COLLEGE 2024 SURVEY RESPONSES COMPARED WITH THOSE FROM THE PREVIOUS SURVEY

**In this table summary statistics from Hydebank Wood Secure College 2024 are compared with the following HMIP survey data:**

- Summary statistics from Hydebank Wood Secure College in 2019. Please note that we do not have comparable data for the new questions introduced in May 2024.

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<i>n=number of valid responses to question (Hydebank Wood Secure College 2024)</i>				
<b>DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION</b>				
1.2	Are you under 21 years of age?	n=44	<b>77%</b>	<b>72%</b>
	Are you under 25 years of age?	n=44	<b>100%</b>	
	Are you 50 years of age or older?	n=44	<b>0%</b>	<b>0%</b>
	Are you 70 years of age or older?	n=44	<b>0%</b>	<b>0%</b>
1.3	Are you from an ethnic group other than white?	n=42	<b>10%</b>	<b>6%</b>
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	n=42	<b>12%</b>	
1.4	Have you been in this establishment for less than 6 months?	n=44	<b>61%</b>	<b>43%</b>
1.5	Are you currently serving a sentence?	n=44	<b>41%</b>	<b>48%</b>
	Are you on recall?	n=44	<b>9%</b>	<b>6%</b>
1.6	Is your sentence less than 12 months?	n=42	<b>14%</b>	<b>16%</b>
	Are you here under an indeterminate custodial sentence (ICS)?	n=42	<b>0%</b>	<b>0%</b>
7.3	Are you Muslim?	n=41	<b>5%</b>	<b>2%</b>
7.3	Are you Catholic?	n=41	<b>61%</b>	<b>50%</b>
7.3	Are you Protestant?	n=41	<b>15%</b>	<b>32%</b>
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?	n=38	<b>61%</b>	<b>52%</b>
12.3	Do you have any mental health problems?	n=38	<b>79%</b>	<b>73%</b>
19.1	Do you have children under the age of 18?	n=37	<b>19%</b>	<b>19%</b>
19.2	Are you a foreign national?	n=36	<b>25%</b>	<b>21%</b>
19.3	Have you ever been in Social Services care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	n=36	<b>44%</b>	
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	n=37	<b>0%</b>	<b>2%</b>
19.5	Is your gender female, non-binary or other?	n=37	<b>3%</b>	<b>0%</b>
19.6	Do you identify as transgender or trans?	n=36	<b>3%</b>	<b>0%</b>
19.7	Are you homosexual, bisexual or other sexual orientation?	n=38	<b>5%</b>	<b>2%</b>

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<b>ARRIVAL AND RECEPTION</b>				
2.1	When you arrived at this establishment, did you spend less than 2 hours in reception?	n=44	66%	79%
2.2	Were you searched in reception?	n=44	100%	
	<i>For those who were searched:</i>			
	Was this done in a respectful way?	n=44	82%	
2.3	Overall, were you treated very/quite well in reception?	n=44	80%	79%
2.4	When you first arrived, did you have problems with?			
	Feeling depressed	n=44	64%	
	Feeling suicidal	n=37	46%	
	Needing protection from other young adults	n=35	26%	
	<i>For those who had the following problems, did staff help you with?</i>			
	Feeling depressed	n=28	61%	
	Feeling suicidal	n=17	59%	
	Needing protection from other young adults	n=9	67%	
	<i>For those who had any problems when they first arrived:</i>			
2.5	Were you able to talk to a member of staff in private?	n=29	62%	
2.6	Did you see someone from health care in reception?	n=42	31%	

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<b>FIRST NIGHT AND INDUCTION</b>			
3.1	Before you were locked up on your first night here, were you offered?		
	Nicotine replacement (including vapes)	n=40 <b>68%</b>	
	Toiletries	n=44 <b>73%</b>	
	A shower	n=43 <b>53%</b>	
	A free phone call	n=44 <b>75%</b>	
	Something to eat	n=43 <b>79%</b>	
	The chance to talk to a Listener or Samaritans	n=40 <b>38%</b>	
	Support from another young adult (e.g. peer mentor)	n=39 <b>23%</b>	
3.2	On your first night here, was your room very/quite clean?	n=44 <b>34%</b>	<b>31%</b>
3.3	Did you feel safe on your first night here?	n=44 <b>68%</b>	<b>56%</b>
3.4	Did you have numbers put on your PIN phone within 24 hours?	n=44 <b>52%</b>	
3.5	In your first few days here, did you get?		
	Items from the shop/ canteen	n=44 <b>84%</b>	
	Access to clean clothing that fitted you	n=43 <b>91%</b>	
	PIN phone credit	n=44 <b>89%</b>	
	Your personal property	n=42 <b>50%</b>	
3.6	Have you had an induction at this establishment?	n=41 <b>95%</b>	
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this establishment?	n=39 <b>67%</b>	<b>66%</b>

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<b>ON THE LANDING</b>				
4.1	Are you in a room on your own?	n=44	<b>100%</b>	<b>97%</b>
4.2	Is your room call bell normally answered within 5 minutes?	n=44	<b>41%</b>	<b>24%</b>
4.3	<i>On the landing or house you are currently living on:</i>			
	Do you normally have enough clean clothing that fits you?	n=43	<b>84%</b>	
	Can you have a shower every day if you want one?	n=44	<b>84%</b>	<b>94%</b>
	Can you get clean bedding every week if you want it?	n=43	<b>49%</b>	<b>83%</b>
	Can you get room cleaning materials every week if you want them?	n=44	<b>95%</b>	<b>79%</b>
	Can you get your stored property promptly, if you need it?	n=43	<b>40%</b>	
4.4	Is it normally quiet enough on the landing or house for you to relax:			
	During the day?	n=42	<b>64%</b>	
	At night?	n=42	<b>64%</b>	
4.5	Normally, are these communal areas of your landing or house very/quite clean?			
	Landings and stairs	n=43	<b>86%</b>	
	Association areas	n=43	<b>93%</b>	
	Servery	n=42	<b>88%</b>	
	Showers	n=42	<b>69%</b>	
4.6	Exercise yard		n=41	<b>85%</b>
	Have you been on an SPAR (Supporting Prisoners at Risk) in this establishment?		n=42	<b>43%</b> <b>39%</b>
	<i>For those who have been on an SPAR:</i>			
4.7	Did you feel cared for by staff?		n=18	<b>39%</b> <b>44%</b>
	Is it very/quite easy for you to speak to a Listener if you need to?		n=41	<b>44%</b> <b>34%</b>

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<b>FOOD AND CANTEEN</b>				
5.1	Is the quality of the food here very/quite good?	n=43	<b>37%</b>	<b>37%</b>
5.2	Do you get enough to eat at mealtimes always/most of the time?	n=43	<b>33%</b>	<b>33%</b>
5.3	<i>Does the shop/canteen sell the things that you need?</i>	n=43	<b>74%</b>	<b>78%</b>
5.4	Can you use catalogues/other providers to buy the things you need?	n=42	<b>45%</b>	
<b>RELATIONSHIPS WITH STAFF</b>				
6.1	Do most staff here treat you with respect?	n=42	<b>76%</b>	<b>75%</b>
6.2	Are there any staff here you could turn to if you had a problem?	n=40	<b>85%</b>	<b>69%</b>
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=41	<b>49%</b>	<b>57%</b>
6.4	Do you have a named officer (key worker)?	n=39	<b>64%</b>	<b>96%</b>
	<i>For those who have a named officer (key worker):</i>			
	Is your named officer (key worker) very/quite helpful?	n=25	<b>76%</b>	
6.5	Are young adults here consulted about things like food, canteen or landing issues?	n=39	<b>67%</b>	<b>67%</b>
	If so, do things sometimes change?	n=26	<b>46%</b>	<b>52%</b>
6.6	If you want to, can you talk to managers, governors or directors in this establishment?	n=41	<b>44%</b>	
6.7	Have you shared a problem with a manager, governor or director?	n=38	<b>58%</b>	
	<i>For those who have shared a problem with a manager, governor or director:</i>			
	Did they try to help you?	n=22	<b>77%</b>	
<b>FAITH</b>				
7.1	Have you spoken to the Chaplaincy team in this establishment?	n=41	<b>80%</b>	
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	n=42	<b>64%</b>	
7.3	Do you have a religion?	n=41	<b>85%</b>	<b>88%</b>
	<i>For those who have a religion:</i>			
7.4	Are you able to attend religious services, if you want to?	n=35	<b>91%</b>	<b>91%</b>
7.5	Are your religious beliefs respected here?	n=35	<b>80%</b>	<b>72%</b>

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<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have you been able to see your family/friends more than once in the last month:		
	In person visit? n=37	<b>68%</b>	
	Using video calling? n=34	<b>53%</b>	
8.2	Do visits usually start and finish on time? n=40	<b>63%</b>	
8.3	Are your visitors usually treated respectfully by staff all/ most of the time? n=34	<b>68%</b>	
8.4	Is it very/quite easy for your family and friends to get here? n=39	<b>41%</b>	
8.5	Have staff here encouraged you to keep in touch with your family/friends? n=38	<b>58%</b>	<b>56%</b>
8.6	Have you had any problems with sending or receiving?		
	Emails n=34	<b>26%</b>	
	Letters n=36	<b>33%</b>	
	Parcels n=34	<b>29%</b>	
8.7	Are you able to use a phone every day (if you have credit)? n=41	<b>95%</b>	<b>90%</b>
<b>TIME OUT OF ROOM</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here? n=41	<b>93%</b>	<b>95%</b>
	<i>For those who know what the unlock and lock-up times are supposed to be:</i>		
	Are these times usually kept to? n=38	<b>45%</b>	<b>50%</b>
9.2	Do you usually spend less than 2 hours out of your room each day on Monday - Fridays? n=42	<b>5%</b>	<b>9%</b>
	Do you usually spend 10 hours or more out of your room each day on Monday - Fridays? n=42	<b>2%</b>	<b>11%</b>
	Do you usually spend less than 2 hours out of your room each day on Saturday - Sundays? n=36	<b>11%</b>	<b>18%</b>
	Do you usually spend 10 hours or more out of your room each day on Saturday - Sundays? n=36	<b>3%</b>	<b>2%</b>
9.3	Are you able to do the following more than 5 days in a normal week?		
	Complete domestic tasks n=35	<b>40%</b>	
	Get association n=36	<b>67%</b>	
	Exercise outside n=38	<b>16%</b>	
	Go to the gym or play sports n=38	<b>29%</b>	
9.4	At the weekend, are you able to?		
	Complete domestic tasks n=38	<b>79%</b>	
	Get association n=37	<b>84%</b>	
	Exercise outside n=39	<b>77%</b>	
	Go to the gym or play sports n=40	<b>83%</b>	
9.5	Are you able to visit the library once a week or more? n=41	<b>59%</b>	<b>62%</b>
	Are you able to borrow library materials kept on the landing once a week or more? n=38	<b>66%</b>	
	Are you able to get things from the library delivered to the landing once a week or more? n=38	<b>32%</b>	
9.6	Does the library have a wide enough range of materials to meet your needs? n=34	<b>53%</b>	<b>89%</b>

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<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>				
10.1	Is it easy for you to make a request?	n=41	<b>80%</b>	<b>57%</b>
	<i>For those who have made a request are they usually dealt with:</i>			
10.2	Fairly?	n=34	<b>79%</b>	<b>49%</b>
	Within 7 days?	n=29	<b>83%</b>	<b>60%</b>
10.3	Is it easy for you to make a complaint?	n=41	<b>63%</b>	<b>77%</b>
	<i>For those who have made a complaint are they usually dealt with:</i>			
10.4	Fairly?	n=21	<b>38%</b>	<b>49%</b>
	Within 7 days?	n=21	<b>67%</b>	<b>64%</b>
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=23	<b>52%</b>	<b>32%</b>
10.6	Do you know how to contact the following organisations?			
	The Independent Monitoring Board	n=40	<b>43%</b>	
	Prisoner Ombudsman for Northern Ireland	n=40	<b>40%</b>	
	<i>For those who need it, is it easy to?</i>			
10.7	Communicate with your solicitor or legal representative	n=38	<b>63%</b>	<b>65%</b>
	Attend legal visits	n=39	<b>74%</b>	<b>85%</b>
10.8	Have staff opened letters from your solicitor or legal representative when you were not present?	n=38	<b>50%</b>	
	<i>For those who have had legal letters opened when they were not present:</i>			
	Did staff tell you why?	n=19	<b>26%</b>	



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<b>HEALTH CARE</b>			
11.1	Since arriving here, have you experienced any delays accessing?		
	Your medication	n=32 <b>69%</b>	
	Your outside medical appointments	n=23 <b>78%</b>	
	Your agreed social care package	n=18 <b>56%</b>	
11.2	Is it very/quite easy to see?		
	Doctor	n=40 <b>40%</b>	<b>33%</b>
	Nurse	n=40 <b>78%</b>	<b>74%</b>
	Dentist	n=40 <b>38%</b>	<b>25%</b>
	Pharmacist	n=40 <b>38%</b>	
	Mental health worker	n=41 <b>39%</b>	<b>47%</b>
	Substance misuse worker	n=39 <b>33%</b>	
11.3	Do you think the quality of the health service is very/quite good from?		
	Doctor	n=39 <b>33%</b>	<b>47%</b>
	Nurse	n=41 <b>80%</b>	<b>68%</b>
	Dentist	n=41 <b>49%</b>	<b>46%</b>
	Pharmacist	n=41 <b>39%</b>	
	Mental health worker	n=41 <b>51%</b>	<b>52%</b>
11.4	Do you think the overall quality of the health services here is very/quite good?	n=39 <b>59%</b>	<b>48%</b>
	<i>For those who are due to be released in the next month:</i>		
11.5	Are you confident there are adequate plans to continue your health care?	n=6 <b>50%</b>	
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	n=40 <b>55%</b>	
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?	n=38 <b>61%</b>	<b>52%</b>
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need here?	n=23 <b>30%</b>	<b>36%</b>
12.3	Do you have any mental health problems?	n=38 <b>79%</b>	<b>73%</b>
	<i>For those who have a mental health problem:</i>		
12.4	Have you been helped with your mental health problems in this establishment?	n=30 <b>47%</b>	
12.5	Has your mental health got better since arriving here?	n=37 <b>30%</b>	

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ALCOHOL AND DRUGS				
13.1	Do you have a drug or alcohol problem?	n=38	<b>53%</b>	
	<i>For those who have a drug or alcohol problem:</i>			
13.2	Have you told staff about your drug or alcohol problem?	n=20	<b>95%</b>	
	<i>For those who have told staff:</i>			
	Have you received help to manage it?	n=19	<b>53%</b>	
13.3	Have you developed a drug or alcohol problem in this establishment (including medication not prescribed to you)?	n=38	<b>18%</b>	
	<i>For those who have developed a drug or alcohol problem in this establishment:</i>			
	Have you received help to manage your drug or alcohol problem (including medication not prescribed to you)?	n=7	<b>57%</b>	
<i>For those who have a drug or alcohol problem and are due to be released in the next month:</i>				
13.4	Do you know who to contact for support for your drug or alcohol problem when you leave this establishment?	n=4	<b>50%</b>	
13.5	In this establishment, is it easy/ very easy to get?			
	Illicit drugs	n=38	<b>16%</b>	<b>32%</b>
	Alcohol	n=37	<b>11%</b>	<b>9%</b>
	Medication not prescribed to you	n=38	<b>39%</b>	

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<b>SAFETY</b>				
14.1	Have you ever felt unsafe here?	n=41	<b>51%</b>	<b>55%</b>
14.2	Do you feel unsafe now?	n=39	<b>18%</b>	<b>16%</b>
14.3	Would you report it if you were being bullied/ victimised in this establishment by:			
	Other young adults?	n=37	<b>35%</b>	
	Staff?	n=37	<b>49%</b>	
14.4	Have you been bullied/ victimised here by other young adults?	n=38	<b>42%</b>	
14.5	Have you experienced the following bullying/victimisation by other young adults:			
	Verbal abuse?	n=38	<b>39%</b>	
	Threats or intimidation?	n=38	<b>34%</b>	
	Physical assault?	n=38	<b>29%</b>	
	Sexual assault?	n=38	<b>5%</b>	
	Theft of canteen or property?	n=38	<b>16%</b>	
14.4	Have you been bullied/ victimised here by staff?	n=39	<b>31%</b>	
	Other bullying/victimisation?	n=39	<b>18%</b>	
14.5	Have you experienced the following bullying/victimisation by staff:			
	Verbal abuse?	n=39	<b>23%</b>	
	Threats or intimidation?	n=39	<b>21%</b>	
	Physical assault?	n=39	<b>21%</b>	
	Sexual assault?	n=39	<b>3%</b>	
	Theft of canteen or property?	n=39	<b>5%</b>	
	Other bullying/victimisation?	n=39	<b>18%</b>	

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<b>BEHAVIOUR MANAGEMENT</b>				
15.1	Does this establishment:			
	Reward good behaviour fairly?	n=38	<b>58%</b>	
	Deal with bad behaviour fairly?	n=33	<b>42%</b>	
15.2	Are there opportunities to motivate people in this establishment?	n=39	<b>51%</b>	
	For those who know that there are opportunities and rewards are:			
15.3	Do the opportunities and rewards in this establishment motivate you to behave well?	n=20	<b>85%</b>	
15.4	Do you think the culture within this establishment encourages young adults to behave well?	n=39	<b>28%</b>	
15.5	Have you been restrained by staff in this establishment in the last 6 months?	n=39	<b>44%</b>	<b>23%</b>
	For those who have been restrained in the last 6 months:			
	Did anyone come and talk to you about it afterwards?	n=17	<b>41%</b>	<b>40%</b>
15.6	Have you spent one or more nights in the care and supervision unit in this establishment in the last 6 months?	n=39	<b>51%</b>	
	For those who have spent one or more nights in the care and supervision unit in this establishment in the last 6 months:			
	Were you treated well by care and supervision unit staff?	n=20	<b>75%</b>	<b>52%</b>
	Could you shower every day?	n=19	<b>84%</b>	<b>57%</b>
	Could you go outside for exercise every day?	n=20	<b>50%</b>	<b>39%</b>
	Could you use the phone every day (if you had credit)?	n=19	<b>63%</b>	<b>54%</b>

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<b>EDUCATION, SKILLS AND WORK</b>				
16.1	Have you needed support with reading needs in this establishment?	n=37	49%	
	<i>For those who have needed support:</i>			
	Have you been supported (this could include education or landing staff, peer support or anyone else)?	n=18	72%	
16.2	Do you have any learning difficulties (dyslexia or any other conditions that impact on your learning?)	n=38	47%	
	<i>For those who have learning difficulties:</i>			
16.3	Have you received help and support from education staff for your learning difficulties?	n=18	44%	
16.4	In this establishment, have you done the following activities?			
	Education	n=39	92%	90%
	Vocational or skills training	n=38	74%	79%
	Job inside the establishment	n=38	74%	86%
	Work outside of the establishment	n=37	46%	
<i>For those who have done the following activities while in this establishment, do you think they will help you on release?</i>				
	Education	n=36	92%	91%
	Vocational or skills training	n=28	82%	93%
	Job inside the establishment	n=28	68%	74%
	Work outside of the establishment	n=17	76%	
16.5	Has the establishment allocated you to the education, training or work that will benefit you when you are released?	n=35	66%	
16.6	Do landing staff encourage you to attend education, training or work?	n=38	66%	76%
<b>SENTENCE PLAN</b>				
17.1	Do you have a sentence plan? (This may be called a prisoner development plan or PDP)	n=17	65%	
	<i>For those who have a sentence plan/personal development plan:</i>			
17.2	Do you know what your objectives or targets are?	n=11	100%	
	<i>For those who know what their objectives or targets are:</i>			
	Do you understand what you need to do to achieve your objectives or targets?	n=11	91%	
	Are any staff here supporting you to achieve the objectives or targets?	n=11	36%	
	Have you been involved in setting the objectives or targets?	n=11	64%	

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

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
- No shading means that differences are not significant and may have occurred by chance
- Grey shading indicates that we have no valid data for this question  
\* less than 1% probability that the difference is due to chance

			Hydebank Wood 2024	Hydebank Wood 2019
<b>Number of completed questionnaires returned</b>			<b>44</b>	<b>68</b>
<i>n=number of valid responses to question (Hydebank Wood Secure College 2024)</i>				
<b>RETURNING TO THE COMMUNITY</b>				
18.1	Do you expect to be released in the next 3 months?	n=37	<b>27%</b>	<b>36%</b>
	<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this establishment very/quite near to your home area or the address you will be released to?	n=9	<b>44%</b>	<b>27%</b>
18.3	Is anybody helping you to prepare for your release (e.g. a PDP coordinator, other PDU staff or your Probation Officer)?	n=9	<b>78%</b>	<b>33%</b>
18.4	Do you need help to sort out the following for when you are released?			
	Finding accommodation	n=8	<b>75%</b>	<b>48%</b>
	Getting employment	n=9	<b>78%</b>	<b>52%</b>
	Sorting out benefits	n=8	<b>63%</b>	<b>52%</b>
	Finances and debt	n=8	<b>50%</b>	<b>48%</b>
	Opening a bank account	n=8	<b>38%</b>	
	Getting photo ID?	n=8	<b>88%</b>	
18.4	Are you getting help to sort out the following for when you are released, if you need it?			
	Finding accommodation	n=6	<b>33%</b>	<b>20%</b>
	Getting employment	n=7	<b>14%</b>	<b>27%</b>
	Sorting out benefits	n=5	<b>20%</b>	<b>27%</b>
	Finances and debt	n=4	<b>0%</b>	<b>30%</b>
	Opening a bank account	n=3	<b>0%</b>	
	Getting photo ID	n=7	<b>57%</b>	
<b>FINAL QUESTIONS ABOUT THIS ESTABLISHMENT</b>				
20.1	Do you think your experiences in this establishment have made you less likely to offend in the future?	n=38	<b>74%</b>	<b>66%</b>

# APPENDIX 5 STAFF SURVEY METHODOLOGY AND RESULTS

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

HMI Prisons researchers developed an online questionnaire consisting of structured questions exploring the experience of staff in the establishment. There are also four open questions which allow staff to describe their experiences and tell Inspectors anything else they think is important. These comments are not published or shared with the establishment.

## Distribution

HMI Prisons researchers provide a link to the survey embedded in a covering email. The covering email explains the purpose of the survey, that participation is voluntary and gives assurances about confidentiality and anonymity, enabling staff to give their informed consent to participate. This email is sent to the establishment with a request that it is forwarded to all staff working at the establishment; an HMI Prisons researcher is copied into this email to provide assurance. Additionally, researchers distribute postcards to wing offices for the attention of staff about details of the online survey which included the link.

## Survey response

The survey was sent to 297 email addresses at Hydebank Wood. Staff were given seven days to complete the survey. We received a total of 94 completed questionnaires.

We cannot be sure that every member of staff working at the establishment received the email. Furthermore, because the online survey is set up to enable multiple responses from a single device (to facilitate participation by those who share computers), it is possible that individuals may have completed the questionnaire more than once. It is therefore not possible to provide an accurate response rate.

## Full survey results

The full survey results for staff at Hydebank Wood provide a breakdown of responses for only the structured questions. Percentages have been rounded and therefore may not add up to 100%.

## STAFF SURVEY RESPONSES

### Q1 Please tick the option which most closely matches your role:

Frontline operational staff	48 (51%)
Operational manager	19 (20%)
Health care staff	3 (3%)
Education, skills and work staff	8 (9%)
Administrative staff	9 (10%)
Other staff	7 (7%)

### Staff wellbeing

### Q2 How well is the establishment supporting staff wellbeing?

Very well	10 (11%)
Quite well	24 (26%)
Neither well nor poorly	20 (21%)
Quite poorly	24 (26%)
Very poorly	16 (17%)

### Q3 How would you describe your morale at work:

Very high	3 (3%)
High	36 (38%)
Neither high nor low	26 (28%)
Low	15 (16%)
Very low	14 (15%)



## Prisoner wellbeing

**Q4** Please indicate to what extent you agree or disagree with the following statements:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Reasonable steps are being taken to keep prisoners safe	54 (57%)	29 (31%)	7 (7%)	2 (2%)	2 (2%)
Prisoners are having enough time out of their cells	62 (66%)	23 (24%)	2 (2%)	4 (4%)	3 (3%)

## Leadership in this establishment

**Q5** How clearly are the top priorities of this establishment communicated to you?

Very clearly	19 (20%)
Quite clearly	34 (36%)
Not very clearly	19 (20%)
Not at all clearly	16 (17%)
I don't know the top priorities	6 (6%)

**Q5a** To what extent do you agree or disagree with this establishment's priorities?

Strongly agree	20 (23%)
Somewhat agree	35 (40%)
Somewhat disagree	16 (18%)
Strongly disagree	8 (9%)
Don't know	9 (10%)

**Q6** Please indicate to what extent you agree or disagree that your knowledge and skills are sufficient to do your job well (e.g. training and development opportunities):

Strongly agree	52 (56%)
Somewhat agree	34 (37%)
Somewhat disagree	4 (4%)
Strongly disagree	3 (3%)

**Q7 How often do you meet with someone (a manager or mentor) to discuss how you are progressing in your role?**

More than once a month	20 (21%)
Approximately once every three months	13 (14%)
Approximately twice a year	15 (16%)
Once a year or less	30 (32%)
I have not had the opportunity to meet with someone	16 (17%)

**Q8 Please rate the quality of support you receive from your line manager:**

Very good	39 (41%)
Good	24 (26%)
Neither good nor poor	16 (17%)
Poor	7 (7%)
Very poor	8 (9%)

**Q9 Please use the scale to rate the following statements:**

	Always	Often	Occasionally	Never	Don't know
Governors/directors and senior managers in this establishment are approachable (e.g. they take time to listen)	25 (27%)	18 (19%)	42 (45%)	9 (10%)	0 (0%)
Governors/directors and senior managers in this establishment acknowledge and celebrate good work	20 (21%)	14 (15%)	42 (45%)	16 (17%)	2 (2%)
Governors/directors and senior managers set high standards of behaviour for staff	27 (29%)	23 (24%)	29 (31%)	11 (12%)	4 (4%)
Governors/directors and senior managers challenge poor behaviour by staff	21 (22%)	16 (17%)	38 (40%)	13 (14%)	6 (6%)

## Raising concerns

**Q10** Do you know what the formal procedure is to raise concerns (whistleblowing) in this establishment?

Yes	54 (57%)
No	40 (43%)

**Q11** Have you formally raised concerns about this establishment?

Yes	4 (4%)
No	90 (96%)

**Q12** Would you formally raise concerns if you had any?

Yes	49 (54%)
No	14 (16%)
Don't know	27 (30%)

**Q14** Who or what organisation did you raise your concern to?  
(Please select more than one if relevant)

A colleague	0
A manager	3
Criminal Justice Inspection Northern Ireland	0
Independent Monitoring Board	1
Human resources	1
Education and Training Inspectorate	1
Regulation and Quality Improvement Authority	0
HM Inspectorate of Prisons	0
Trade union	1
Professional organisation	1
Police	1
Other	0

**Q15 Were your concerns taken seriously?**

Yes	0 (0%)
No	2 (50%)
Don't know	2 (50%)

**Q16 Was any effective action taken in response to the concerns you had raised?**

Yes	0 (0%)
No	3 (75%)
Don't know	1 (25%)

**Q18 Have you ever witnessed staff behaving inappropriately towards prisoners at this establishment?**

Yes	29 (31%)
No	62 (67%)
Don't know	2 (2%)

**Q19 Have you ever witnessed staff behaving inappropriately towards each other at this establishment?**

Yes	39 (41%)
No	48 (51%)
Don't know	7 (7%)



First published in Northern Ireland in November 2024 by

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