

Report on an unannounced inspection of

HMP Highpoint

by HM Chief Inspector of Prisons

12–23 August 2019

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Glossary of terms

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

Introduction

HMP Highpoint is a category C training and resettlement prison. It is situated in Suffolk on the site of a former Royal Air Force base. It is a large establishment, holding a little under 1,300 prisoners at the time of this inspection. It is spread over two sites and uses many of the buildings from its days as an RAF facility. The prison has benefited from consistent leadership, with the current governor having been in post since 2013. The last inspection took place in 2015, when outcomes were judged to be reasonably good across the board, with the exception of Resettlement, which was still not sufficiently good, as we had found at the previous inspection in 2012. At this inspection we found that respect had risen to good, but disappointingly rehabilitation and release planning (known as Resettlement at the time of the last inspection) was still not sufficiently good.

The maintenance of standards in most areas, and indeed the improvement in respect, had been based upon and made possible by the positive ethos that ran through the establishment. The strength of relationships between staff and prisoners had created a collaborative environment that was focused on establishing and maintaining a safe, decent and purposeful community. This marked Highpoint out from many of its comparator prisons, and there was much here from which others could learn. In particular, the visibility and active involvement of the senior leadership in checking and maintaining decent standards across the prison were notable. Within a three-week cycle, every one of the prison's 1,181 cells are checked by a member of the senior leadership team. Many prisoners commented positively to us about the leadership, and in our survey 58% of prisoners said they regularly saw senior leaders talking to prisoners. The figure for similar prisons is 10%.

In terms of safety, there was still work to do around the availability of illicit drugs in the prison. Over a third of prisoners told us it was easy to get hold of drugs in the jail and 13% said they had acquired a drug habit since coming into Highpoint. The linkage between illicit drugs, violence and debt is clear, and the supply reduction strategy needed to be reinvigorated. Some progress had been made but there was room for more drug testing to be carried out where use was suspected, better searching of mail and greater use of technology.

The award of a 'good' grade for respect reflects the excellent relationships that existed between staff and prisoners, the decent living conditions, the high levels of cleanliness and the shared respect that prisoners and staff take in their surroundings. I found that in many parts of the prison, the general atmosphere, freedom of movement and accessibility to facilities and activities made it easy to forget that this was category C and not an open prison. In many ways it felt more like the latter.

We found the overall provision of purposeful activity to be reasonably good. We found a very low 10% of prisoners locked in their cells during the working day, which compared extraordinarily well with their main comparator prisons where the figure had been around the 40% mark. The units referred to above, which basically operated as 'open' units, were exceptional and in our experience unique. Beyond the formal delivery of education, training and employment, the prison ensured that there was both a culture and the tangible delivery of constructive community and rehabilitative activities, including life skills. One inspector remarked to me that 'It doesn't feel as if there is a minute wasted'.

The number of activity places had increased since the last inspection, but the number of full-time places needed to increase. It was concerning that attendance and punctuality at activities was not consistently good enough, and this had an impact on the ability of prisoners to gain the skills and qualifications needed for effective resettlement. Ofsted found that there needed to be more focus on individual needs, on supporting prisoners in improving their English and mathematics and on better meeting the needs of those with learning difficulties. The Ofsted judgement was that overall the provision of education, skills and work activity required improvement.

It was concerning to find that for the third successive inspection many of the fundamentals of rehabilitation and release planning were not in place. The population was complex, with around a half presenting a high risk of harm and some 150 being associated with organised crime groups. Despite this, there were serious weaknesses in work to ensure that the public was properly protected. The details of these weaknesses are set out in this report, but include an obsolescence of too many OASys reports, too few probation officers to manage high-risk prisoners and a lack of communication between offender supervisors in the prison and community-based offender managers. In addition, there was not a systematic and reliable process for ensuring that all high-risk prisoners approaching release were reviewed to ensure there were no gaps in risk management planning. Over and above these issues, there were some weaknesses in basic public protection work, potentially allowing contact between prisoners and victims. All of these issues need to be addressed as a matter of urgency and not allowed to carry on as they have in the past.

Despite the failings in rehabilitation and release planning, overall this was a very encouraging inspection of a prison that has found a way of treating high risk prisoners with respect in decent surroundings. There is still work to be done around violence, drugs and resettlement, but with the solid foundations that are in place in terms of the incredibly strong positive ethos that permeates the prison, there is no reason why the necessary improvements cannot be achieved.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

August 2019

Fact page

Task of the establishment

A category C men's training and resettlement prison.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 1,280

Baseline certified normal capacity: 1,287

In-use certified normal capacity: 1,287

Operational capacity: 1,325

Notable features from this inspection

Highpoint was one of the biggest category C training prisons in the country and was split across two sites.

Almost all prisoners were serving over four years and nearly half were assessed as presenting a high risk of harm.

17% of the population were foreign nationals.

18% of the population were aged under 25.

There was a clear rehabilitative approach throughout the prison and almost all prisoners were on the enhanced incentives and earned privileges (IEP) scheme level.

Prison status and key providers

Public

Physical health provider: Care UK

Mental health provider: Care UK

Substance use treatment provider: Phoenix Futures

Prison education framework provider: People Plus

Community rehabilitation company (CRC): London and Essex CRCs

Escort contractor: Serco

Prison group

East of England

Brief history

This former Royal Air Force base and refugee camp opened as a prison in 1977. Originally, there were two prisons, one holding women and the other holding men. In 2005, the women's prison became a men's prison and in 2011, the two prisons merged to form HMP Highpoint, with a North and South site.

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

Short description of residential units

South site

10 units (1-10)

A number of units were reserved for prisoners on the enhanced level of the IEP scheme, others enabled prisoners to spend more time out of their cells. The integrated drug treatment system and drug recovery departments were also housed in two of these units. A segregation unit was also included.

North site

6 units (11-16)

A number of units were reserved for prisoners on the enhanced level of the IEP scheme, others enabled prisoners to spend more time out of their cells. Unit 16 accommodated a small number of prisoners involved in a pilot project providing them with additional support.

Name of governor/director and date in post

Nigel Smith (took up post in 2013)

Independent Monitoring Board chair

Susan Feary

Date of last inspection

26 October–6 November 2015

About this inspection and report

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

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

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

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.
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 into the community.

A4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by Her Majesty's Prison and Probation Service (HMPPS).

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

practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

- A5 Our assessments might result in one of the following:
- **key concerns and recommendations:** identify the issues of most importance to improving outcomes for prisoners and are designed to help establishments prioritise and address the most significant weaknesses in the treatment and conditions of prisoners.
 - **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
 - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.
- A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A7 Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.
- A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

- A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)*.² The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A10 Details of the inspection team and the prison population profile can be found in the appendices.
- A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in the final appendix of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.³

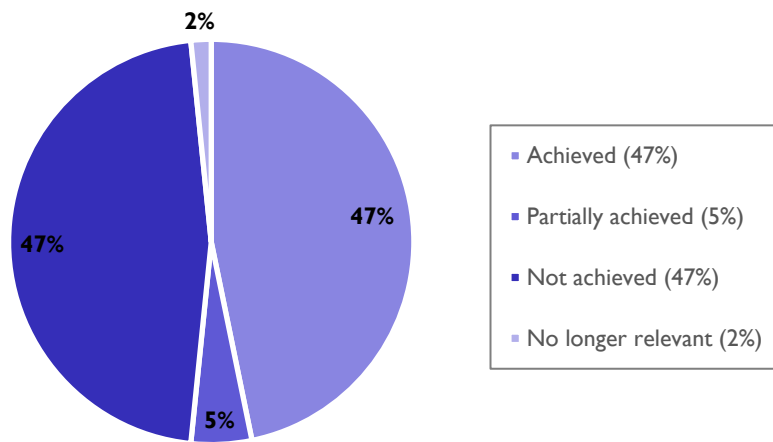
² <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>

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

Summary

- S1 We last inspected HMP Highpoint in 2015 and made 62 recommendations overall. The prison fully accepted 44 of the recommendations and partially (or subject to resources) accepted 15. It rejected three of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 29 of those recommendations, partially achieved three recommendations and not achieved 29 recommendations. One recommendation was no longer relevant.

Figure 1: HMP Highpoint’s progress on recommendations from last inspection (n=62)⁴



- S3 Since our last inspection of HMP Highpoint outcomes for prisoners stayed the same in three healthy prison areas. Safety and Purposeful activity remained reasonably good, while Rehabilitation and release planning remained not sufficiently good. Outcomes in Respect improved from the previous inspection, from reasonably good to good.

Figure 2: HMP Highpoint healthy prison outcomes 2015 and 2019⁵



⁴ Please note that all percentages are rounded and may not add up to 100%.

⁵ Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.

Safety

- S4** *Reception and early days support had improved and was good. Reported levels of violence had increased since our last inspection. Despite this, most prisoners said they felt safe, which was significantly better than at our last inspection and compared with similar prisons. Data were used well and informed the prison's approach to managing behaviour. There was an impressive approach to encouraging positive behaviour, including through the use of the incentives and earned privileges (IEP) scheme. The use of force and segregation were well managed, but the management of adjudications required improvement. Security arrangements were sound overall, but drugs remained too easily available. The number of self-harm incidents had increased over the previous six months but was lower than at many other category C prisons. While the quality of care for those in crisis was good, case management recording was weak in some cases. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S5** *At the last inspection in 2015 we found that outcomes for prisoners in Highpoint were reasonably good against this healthy prison test. We made 13 recommendations in safety.⁶ At this inspection we found that eight of the recommendations had been achieved and five had not been achieved.*
- S6** The reception area was clean, well maintained and provided new prisoners with a good first impression. To ensure prisoners did not get into debt during their first few days at the prison, they were offered an advance of money to buy some basic items from the prison shop. The first night centre had been relocated and now provided well-equipped, clean, single cell accommodation. In our survey, almost all prisoners said they had completed the induction programme but only two thirds said it covered everything they needed to know. The induction was led by prison orderlies and prisoners we spoke to said they found the material provided informative and relevant.
- S7** In our survey, most prisoners reported feeling safe. This was significantly better than at our last inspection and compared with other category C prisons inspected since 2017. However, levels of violence were higher than at the last inspection, although they were now comparable with other category C prisons. The violence reduction policy, which was part of the safety strategy, was reasonably good. Data were comprehensively analysed, and the prison had a good understanding of the impact that drug use was having on debts and violence. All reported acts of violence were investigated, although some investigation reports lacked sufficient detail. The challenge, support and intervention plan system⁷ was well used, although some plans were too basic. Perpetrators of violence and bullying were managed well, but the support for victims was less well developed. The weekly safety intervention meeting was very good and supported the effective management of prisoners with complex needs.
- S8** The IEP scheme was extremely well managed and unlike at most prisons it was used to promote positive behaviour and a community ethos even among prisoners who were difficult to engage.
- S9** The number of adjudications had increased since the previous inspection but was slightly lower than in the other category C prisons inspected since 2017. Many adjudications were for low-level misbehaviour that could have been dealt with through alternative behaviour

⁶ This included recommendations about substance use treatment, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison area of respect.

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

management tools, such as the IEP scheme. Many adjudications were dismissed because incorrect charges were laid, which undermined effectiveness.

- S10 The number of incidents involving the use of force was low in comparison to similar prisons. Oversight, including data analysis, was good and almost all paperwork was complete. However, video recordings of incidents were not reviewed often enough, which meant the opportunity to learn lessons and support staff was limited.
- S11 The number of prisoners segregated was similar to other category C prisons. However, the prison's own data showed the number of prisoners segregated pending adjudication was high. Cells and communal areas in the segregation unit were in good condition. The daily regime offered to prisoners had improved since the previous inspection and we witnessed staff providing good care and working hard to encourage prisoners to participate. Reintegration planning was good.
- S12 Security arrangements were consistent and proportionate across both sites, objectives were clear and appropriately prioritised. Security reports were processed efficiently. Just over 75% of requested searches had been completed. Positive mandatory drug testing (MDT) results showed that drug use remained an issue and, in our survey, over a third of prisoners said that it was very or quite easy to get drugs. The amount of suspicion testing had increased since the previous inspection, but the prison had only completed 27% of requested tests in the previous six months, which was poor given the availability of drugs. The drug supply reduction strategy was detailed, but searches of prisoners' incoming mail needed to be improved to stem the flow of drugs into the prison.
- S13 There had been two self-inflicted deaths and one drug-related death since the previous inspection. Recommendations from the Prisons and Probation Ombudsman were taken seriously and the prison was ensuring lessons were learned. The number of self-harm incidents over the previous two years was fairly consistent, although the previous six months had seen an increase. Levels remained lower than in many other category C prisons and most incidents of self-harm did not require hospitalisation. However, the number of assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm opened in the previous six months was much higher than in 2015, and the reasons for the increase needed to be explored. The standard of ACCT documentation was inconsistent. Staff conducting assessment interviews failed to record sufficient detail, and some care maps were weak, although records for prisoners whose cases were more complex tended to be better. Prisoners who had been subject to ACCT procedures generally spoke positively about how helpful staff had been and Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) continued to feel well supported.
- S14 After the previous inspection, work to safeguard adults had stalled, but it was now developing and there had been two referrals.

Respect

- S15** *Staff-prisoner relationships and senior management leadership were excellent and promoted a positive community ethos, to which many prisoners actively contributed. Decency was a clear priority and living conditions had further improved and were now mostly good. The application and complaints systems were weak and formal consultation processes were not yet fully effective. Equality and diversity work was reasonably good overall. The food served and the prison shop facilities were reasonable. Health services had improved and were good, but prisoners waited too long for GP and dental appointments. **Outcomes for prisoners were good against this healthy prison test.***
- S16** *At the last inspection in 2015 we found that outcomes for prisoners in Highpoint were reasonably good against this healthy prison test. We made 23 recommendations in the area of respect. At this inspection we found that 10 of the recommendations had been achieved, two had been partially achieved and 11 had not been achieved.*
- S17** Working relationships between staff and prisoners were excellent and among the best we have seen. We saw many examples of staff helping prisoners to resolve day-to-day issues. Many prisoners spoke very highly of staff and senior leaders and provided examples of the help they had received. In our survey, 58% of prisoners said they regularly saw senior staff talking to prisoners compared with only 10% in other similar prisons. Although the extremely positive ethos at Highpoint promoted a strong community environment, the prison needed to ensure that all staff enforced rules consistently.
- S18** The external grounds were very attractive and well kept. In our survey, prisoners' perceptions of their living conditions were significantly better than in other category C prisons. Senior managers took the lead on promoting decency across the prison. As a result, most prisoners had clean, properly equipped cells and communal areas to live in. The ongoing programme of refurbishment was also improving the environment. Too many prisoners arrived without all their property, however, and many waited a long time to receive it which frustrated them.
- S19** In our survey, 42% of prisoners said the food was good, but we found that menus had not been reviewed for over three years. Prisoners valued the self-catering facilities available on some wings, and access to cooking facilities was much better than we often see. In our survey, 54% of prisoners said the shop sold what they needed.
- S20** The application process was weak. For example, responses were not tracked, and many prisoners suggested that they did not get a reply. As a result, some prisoners said they resorted to making a complaint. At the start of our inspection, there was a backlog of over 150 unanswered complaints. Too many replies to complaints were curt and unhelpful.
- S21** Some formal consultation forums took place, but further improvements were needed. For example, forums were not always held regularly, and it was not always possible to see if prisoners' concerns were taken forward. As at the previous inspection, prisoners did not have a point of contact for help with their legal rights, and legal visits still lacked privacy as they were held in the main visits hall alongside social visits.
- S22** There was a comprehensive equality and diversity policy, and a good supporting action plan was in place. However, there was an over-reliance on national data and little analysis of local information, which could have given managers an understanding of potentially unequal treatment. Lead managers had been identified for each protected characteristic and a dedicated group of prisoner representatives were used extremely well. The equality officer

was not given sufficient time to address the needs of all prisoners with protected characteristics. Most discrimination incident reporting forms (DIRFs) received a prompt response. Responses were good and assurance processes robust.

- S23 Forty-two percent of the population was from a black and minority ethnic background. Arrangements for them were good and in our survey their perceptions were similar to those of white prisoners. Support for Gypsy, Roma and Traveller prisoners was reasonable. Foreign national prisoners received little independent advice and professional interpretation services were not always used when needed. Older prisoners, and those with physical disabilities were reasonably well catered for in the units, but prisoners in wheelchairs could not access some areas of the prison, such as the education unit. In our survey, prisoners with mental health problems and disabilities were significantly more negative than others about most aspects of safety. The prison held a large group of prisoners who were under the age of 25, many of whom were serving long custodial sentences. The provision and support for this group were very good. The chaplaincy continued to provide good support to meet the spiritual and pastoral needs of the population.
- S24 Health services were good overall. Partnership working was effective and governance arrangements were well developed and robust. Primary care services were delivered by a skilled and well-led team, and patients with long-term conditions had their needs met. Waiting times for most clinics were reasonable, but prisoners waited too long to see the doctor. Social care arrangements were working well and there was no evidence of any unmet needs.
- S25 Mental health services had further improved since the previous inspection, and a new team provided support to those with primary mental health problems, such as anxiety and low mood. Support for prisoners with drug and alcohol problems was good. The recovery unit provided an effective rehabilitative environment, although a number living there did not require treatment. Medicines management had improved since our previous inspection. The quality of dental services was good, but waiting times were too long.

Purposeful activity

S26 *Prisoners attending purposeful activity had a good amount of time out of their cells during the week and the regime was delivered reliably. We found very few prisoners locked up during the working day and those living on the enhanced wings were never locked in their cells, which was very positive. Prisoners could access a positive range of activities, which aimed to promote life skills and underpinned a strong rehabilitative culture across the whole prison. The library and the physical education (PE) provision were good overall. However, formal education, skills and work opportunities required improvement. The number of full-time activity places needed to be increased further and attendance and punctuality required improvement. Too few prisoners had their educational needs met. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S27 *At the last inspection in 2015 we found that outcomes for prisoners in Highpoint were reasonably good against this healthy prison test. We made 12 recommendations in the area of purposeful activity. At this inspection we found that seven of the recommendations had been achieved and five had not been achieved.*

S28 Time out of cell was unusually good and we found only 10% of prisoners locked in their cell during the working day, which was much lower than in similar prisons inspected recently. Prisoners living in about a third of the units had even better time out of cell and benefited from 24-hour access to wing facilities as they were never locked in their cells.

- S29 The prison prioritised the delivery of the day-to-day regime and there was no evidence of curtailments during our inspection. Prisoners could participate in a range of constructive activities. They were extremely valuable and aimed to promote essential life skills as part of the prison's strong rehabilitative culture.
- S30 The libraries on both sites were welcoming and well stocked and access included evening sessions. However, they were closed at weekends. Prisoners were very positive about their access to PE, which included evening and weekend sessions and dedicated sessions for specific groups. The two sites had a good range of PE facilities, although there was no outside sports area on the North site.
- S31 The number of activity places had increased since the previous inspection and now occupied about 90% of the population. Attendance rates were not consistently high, despite action being taken to improve them. Punctuality was not consistently good in all activity areas. Wing workers were not sufficiently occupied. Allocations to activity places were fair and equitable. Too few prisoners were able to enhance their English and mathematics skills. The range of education provision was narrow, particularly on the North site. A good selection of vocational training was available on the North site and there were plans to improve the provision on the South site. However, workshops did not offer relevant qualifications. Leaders and managers used feedback and local information effectively to develop the learning, skills and work provision. Quality assurance arrangements were effective for the accredited provision, but not for other activities. Pre-release preparation did not meet all prisoners' resettlement or rehabilitation needs.
- S32 On both sites the standard of taught sessions in education was not consistently good. Education tutors had good subject knowledge, planned sessions well and provided appropriate written feedback to promote prisoners' progress. However, the use of classroom mentors was not always effective, particularly on the North site. Insufficient specialist support was available for prisoners with learning difficulties. Too few tutors and instructors recorded or promoted prisoners' personal development well enough.
- S33 Prisoners' behaviour was good – they had a positive approach to their learning and work. Prisoners reported feeling safe, and activities were undertaken in an environment of mutual respect. First-time pass rates for English and mathematics were appropriate. In education and vocational training, prisoners were making the progress expected of them. Standards of work were good in business, English for speakers of other languages, mathematics, fitted interiors and Street Works.

Rehabilitation and release planning

- S34** *Work to maintain or build relationships with children and families was reasonable overall. The prison did not yet have a robust population needs analysis to inform its reducing reoffending provision. Despite holding a large population of high-risk prisoners, offender management work was weak and contact levels were poor. Home detention curfew (HDC) processes were managed appropriately at the prison, but too many prisoners were released late. Support for indeterminate sentence prisoners was good. Some important aspects of public protection work were not robust and there was too little evidence of pre-release risk management planning. Progression opportunities were too limited and there were not enough places on accredited programmes. Release planning work was reasonably good. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S35** *At the last inspection in 2015 we found that outcomes for prisoners in Highpoint were not sufficiently good against this healthy prison test. We made 14 recommendations in the area of resettlement.⁸ At this inspection we found that four of the recommendations had been achieved, one had been partially achieved, eight had not been achieved and one was no longer relevant.*
- S36** Facilities for social visits on the South site were excellent but on the North site the visits hall was austere and there was no children's play area. The number of visiting sessions each week was about to be increased to meet demand. The range of other visits had been extended to include sessions for specific types of prisoners, such as lifers and Listeners. The provision of a free coach service for visitors coming from London was an excellent initiative.
- S37** Most of the population at Highpoint was serving long sentences and almost half presented a high risk of harm to others. The population needs analysis was not yet based on a sufficiently broad range of data and did not inform the reducing reoffending strategy. Work to reduce reoffending and manage prisoners' risk of harm was undermined by weaknesses in offender management and the lack of places on accredited programmes.
- S38** Despite significant efforts by the offender management unit, about 40% of the population did not have an up-to-date offender assessment system (OASys) report or sentence plan. The lack of probation officers meant that most high-risk prisoners were managed by prison offender supervisors who had very high caseloads, lacked training and regular professional supervision and were too often deployed to other duties. As a result, levels of contact with most prisoners were low and we were concerned that about a quarter of the population, including some high-risk prisoners, were not allocated to an offender supervisor.
- S39** The proportion of those granted HDC was reasonable, but nearly half of prisoners were released after their eligibility date, usually due to a lack of Bail Accommodation and Support Service accommodation. Support for the large number of indeterminate sentence prisoners was good.
- S40** Some key public protection measures were weak. For example, not all high-risk prisoners approaching release were discussed at the inter-departmental risk management team (IRMT) meeting to ensure that effective risk management plans were in place. Evidence did not show that offender supervisors and community-based offender managers were regularly in contact with each other to plan for the release of high-risk prisoners. Mail and telephone monitoring was not well managed and had become confused with the imposition of restrictions.

⁸ This included recommendations about reintegration planning for drugs and alcohol and reintegration issues for education, skills and work, which in our updated Expectations (Version 5, 2017) now appear under the healthy prison areas of respect and purposeful activity respectively.

Telephone calls were not listened to promptly to identify current risks, and monitoring frequently continued even when there was no evidence of a breach. Child contact restrictions were not consistently enforced, potentially allowing victims to contact the prisoner, for example, by mail. A small number of prisoners had access to release on temporary licence and the quality of risk assessments had improved overall.

- S41 The lack of regular offender supervision time and the limited number of places on offending behaviour programmes adversely affected prisoners' ability to meet their sentence plan targets and progress. Some prisoners were approved for re-categorisation to category D without having had an up-to-date risk assessment to inform the decision. Once approved for category D, most prisoners transferred promptly to an open prison. Decisions made during re-categorisation reviews for foreign national prisoners were not always backed up by evidence or justifiable.
- S42 There were not enough places on accredited offending behaviour programmes due to staff shortages. There was also a limited range of other work to help prisoners address their attitudes, thinking and behaviour.
- S43 Prisoners received good support to secure housing as they approached release. Most prisoners had an address to go to, but the sustainability of the accommodation was not monitored. Prisoners could access a good range of services to address their debts, open bank accounts and start benefit claims.
- S44 The number of releases each month had decreased slightly since the previous inspection. Both CRCs offered good support. Prisoners routinely had their resettlement needs assessed 12 weeks before either their release, HDC or parole date.

Key concerns and recommendations

- S45 Concern: Access to illicit drugs remained too high. The positive MDT rate, including for new psychoactive substances⁹, was 18%, and 36% of prisoners in our survey stated that it was very or quite easy to obtain illicit drugs. The prison's own data showed that drugs were linked to violence and debt.

Recommendation: The prison should introduce additional measures to deal with drugs entering the prison and reduce the positive MDT rate.

- S46 Concern: We were concerned that prisoners' attendance and punctuality at activity sessions were not consistently good enough. Too many were unoccupied throughout the core week and could not gain the qualifications and skills they needed prior to release.

Recommendation: Managers should ensure all prisoners attend sessions as planned and are fully employed so that they can gain the skills and qualifications they need for successful resettlement.

- S47 Concern: We were concerned that education tutors did not deliver reliable high-quality taught sessions that focused on promoting prisoners' progress or addressing their specialist needs. Production workshops and work rarely promoted prisoners' English, mathematics and/or personal development skills.

⁹ New psychoactive substances generally refer to synthetic cannabinoids, a growing number of man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vapourised and inhaled in e-cigarettes and other devices.

Recommendation: Prisoners should be able to participate in high quality education sessions and receive appropriate support during all activities to help build their English, mathematics and/or personal development skills.

- S48 Concern: Prisoners with a declared learning difficulty achieved qualifications at a lower rate than other prisoners. Prisoners working in production workshops were not offered enough opportunities to gain relevant qualifications, restricting their future employment options.

Recommendation: The support needs of prisoners with learning disabilities should be fully addressed to promote achievement and all prisoners should be able to gain appropriate accredited qualifications regardless of which activity they attend.

- S49 Concern: Ten per cent of the population did not have an OASys report outlining their risks and needs or a sentence plan, which impeded their progression and access to interventions. A further 30% had an assessment that was more than 12 months old and therefore did not reflect their recent behaviour in custody. The absence of effective assessments for so many prisoners undermined work to reduce their reoffending.

Recommendation: All eligible prisoners should have an up-to-date OASys assessment to inform their progression and access to interventions.

- S50 Concern: There were far too few probation offender supervisors to manage high-risk prisoners, who made up half of the prison's population. Prison offender supervisors held most of the high-risk cases. Their caseloads were very high and they lacked support and training. Levels of contact between offender supervisors and prisoners were low, and in some cases non-existent, which undermined sentence progression.

Recommendation: All eligible prisoners should have regular contact with an appropriately trained offender supervisor to drive sentence progression.

- S51 Concern: Evidence did not demonstrate that offender supervisors and community-based offender managers were regularly in contact with each other to plan for the release of high-risk prisoners. The IRMT meeting did not review all high-risk prisoners approaching release to address any gaps in risk management planning.

Recommendation: The IRMT meeting should review all high-risk prisoners due for release promptly enough to address any gaps in risk management planning.

- S52 Concern: Some basic public protection processes were weak. Arrangements for conducting and reviewing telephone monitoring were ineffective. Calls were not listened to promptly and those in foreign languages were not translated. Child contact restrictions were not consistently enforced, potentially allowing contact between the victim and prisoner by mail.

Recommendation: The prison should ensure that its public protection processes are effective in managing prisoners' risks to the public while they are in custody.

- S53 Concern: There was no comprehensive population needs analysis in place to underpin the provision of accredited offending behaviour programmes. There were currently not enough places on these programmes to meet the needs of the large population.

Recommendation: The prison should have enough places on accredited offending behaviour programmes to meet the needs of the population.

Section 1. 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.

- I.1 The escort vans we examined were reasonably clean and adequately equipped. The average number of new admissions each week was about 38. Admissions usually took place in the afternoon and it was unusual for new prisoners to arrive late in the evening. The relatively low turnover of prisoners meant staff had sufficient time to process relevant information provided by escort staff.
- I.2 The reception area covered both sites. It was clean, well maintained and provided prisoners with a positive first impression. After having their legal documents checked by prison staff, new arrivals were met by a prison orderly who provided them with kit and offered them food. They then saw one of the Insiders (prisoners who introduce new arrivals to prison life), who, during a short private interview, informed them about how the prison was run. A governor was also often in reception to meet new arrivals as they got off the escort van and provide a more formal welcome. Before leaving the reception area an officer completed a safety interview and, unless they arrived late, prisoners were assessed by the nurse. Ninety-three per cent of prisoners responding to our survey said that they were treated very or quite well in reception.
- I.3 To prevent prisoners from incurring debts, new arrivals were offered an advance of £20. This enabled those without funds to buy items from the shop in reception.
- I.4 The first night centre, where all prisoners were initially placed, offered well-equipped, clean, single cell accommodation. In our survey, 70% of prisoners said their cell in the first night centre was very or quite clean, which was significantly better than in other similar prisons (42%). Prisoners we spoke to said they could have a shower and make a telephone call before being locked up. Welfare checks were carried out on new arrivals. However, a small number of prisoners were admitted after nurses went off duty, which meant they were subject to more frequent, intrusive half-hourly checks during the night, before being assessed the following day by a nurse.
- I.5 In our survey, almost all prisoners (97%) said they had completed the induction programme. The induction process was delivered in a dedicated room on the day after arrival. It was generally delivered at a morning session and was led by orderlies with contributions from staff. In our survey, only 64% of prisoners said the induction covered everything they needed to know, but prisoners we spoke to said they found the information they were given was useful and relevant. They also said that they found the information easy to absorb because much of it was delivered by their peers. Representatives from the gym, library and the chaplaincy also provided input. Prisoners did not normally remain in the first night centre for more than a week.

Managing 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

- 1.6** In our survey, only 11% of prisoners said they felt unsafe at the time of the inspection. This was significantly better than at our last inspection (23%) and compared with other category C prisons inspected since 2017 (22%). Although levels of reported violence were higher than at the previous inspection, they were now comparable with other category C prisons. We were satisfied that all reported acts of violence were investigated, although some investigation reports lacked sufficient detail.
- 1.7** The violence reduction policy, which was part of the safety strategy, was reasonably good and covered the management of debt, which the prison acknowledged was a factor in some violent incidents. Data were used well and a comprehensive analysis was undertaken, ensuring that prison managers had a good understanding of the impact of drugs and debt on violence and informing the approach to managing behaviour. The prison responded proactively to violence by not only investigating individuals, but also by exploring hotspots and the main causes.
- 1.8** The safer prisons team had a well-established process for highlighting victims and preparators and ensured that a member of the safer prisons team spoke to all prisoners involved in violent incidents. All violent incidents led to prisoners being referred to the challenge, support and intervention plan (CSIP)¹⁰ system and alerts were raised on P-Nomis (a database used in prisons for the management of offenders) for both perpetrators and victims, which was impressive.
- 1.9** The CSIP system was used well, although some plans were too basic. Case managers' entries were generally good, but residential staff did not record information to assist the process. Perpetrators were managed well, but the support for victims needed to be developed further.
- 1.10** The prison helped prisoners with complex needs through an individual approach. Staff worked with prisoners to develop tailored solutions for each individual. The focus was on rewarding and supporting them, rather than punishment, and recognising that each person would progress at a different rate. Staff worked hard to embed this ethos with sometimes difficult and violent prisoners.
- 1.11** There was a well-run weekly safety intervention meeting. It was multidisciplinary and discussed prisoners who were being managed under assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of self-harm or suicide, CSIPs or whose cases were complex. The meeting managed prisoners with complex needs commendably, demonstrating good cross-departmental work.

¹⁰ CSIPs are used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners in the system. Prisoners who are identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individualised targets and regular reviews.

- I.12** The safer prison team was supported by a dedicated group of peer workers, including representatives from the violence reduction team, a peer worker who helped tackle gang issues and trained prisoner mediators.
- I.13** The prison had opened a small unit that held five prisoners. These prisoners had been identified as having complex issues and had not previously responded well to other interventions. Those in the unit participated in all aspects of the prison regime, but also worked individually and in a group setting with psychology and other support services staff. It was too early to measure outcomes, but the initiative appeared promising.
- I.14** The IEP scheme worked very well. It gave prisoners, including those who were difficult to engage, incentives to improve their behaviour and promoted a community ethos. All prisoners were placed on the enhanced level soon after arriving at Highpoint as long as they agreed to work, which almost all did. During the inspection we found that over 90% of prisoners were on the enhanced level. The enhanced level was much more appealing than the standard level – the prison had introduced enhanced level wings equipped with cooking equipment and unlocking periods of up to 24 hours where prisoners could move freely around the unit.
- I.15** Prisoners on the basic level of the IEP scheme could access daily showers, exercise and phone calls and had up to four hours' time out of their cell every day, which was longer than at most other prisons. Most IEP reviews took place on time. About 3% of prisoners were on the basic level during our inspection and most for a single serious incident. However, the prison ensured that it was for the shortest possible time and TVs were not always removed. Prisoners on the basic level stated they felt the system was fair and managed well. Prisoners on the enhanced level told inspectors they valued the system, it made them feel responsible and they wanted to work hard to stay on that level.

Adjudications

- I.16** The number of adjudications had increased since the previous inspection, but it was slightly lower than at other category C prisons. Many adjudications were for minor charges that could have been dealt with through alternative behaviour management programmes, such as the IEP scheme. Too many adjudications were dismissed because incorrect charges were laid, which undermined effectiveness. The large volume of dismissed adjudications meant that some prisoners lacked confidence in the system.

Use of force

- I.17** Use of force was managed well overall. There had been 163 incidents involving force in the six months before the inspection, which was low in comparison to other similar prisons.
- I.18** Oversight of use of force was good. Almost all paperwork was completed and at the time of the inspection only three incidents had paperwork outstanding. The prison tracked the paperwork every day through the governor's briefing, which ensured it was submitted promptly. Data analysis was good and there was a comprehensive breakdown of all incidents, including data on protected characteristics.
- I.19** The monthly use of force meeting was well attended. Video recordings of incidents were not reviewed often enough and managers could not be confident that all incidents were justifiable and were unable to learn any lessons or support staff.

- I.20** The prison had not used special accommodation in over two years and there had been only one incident in the previous six months where a baton had been drawn but not used.

Segregation

- I.21** According to the prison's own data, segregation had been used 294 times in the previous six months leading up to the inspection, which was similar to other category C prisons. However, 74% of those were awaiting an adjudication, which was a very high proportion, and we were not convinced that it was always necessary to segregate them.
- I.22** Segregation was well managed and cells and communal areas were in good condition. All cells that were in use were free of graffiti, freshly painted and had good quality in-cell furniture and furnishings, including curtains. The two exercise yards were clean, both had seating and one also had an exercise station. It was good that prisoners could exercise together, where risk assessments allowed.
- I.23** The segregation regime had improved since the previous inspection and all prisoners received a minimum of one hour's exercise, a shower and phone call every day. Some prisoners reported that they often got two sessions of exercise.
- I.24** We witnessed staff providing good care in the segregation unit. They worked hard to encourage prisoners to engage with them and participate in purposeful activity, such as working on the wing, in the segregation grounds or attending the small library in the segregation unit.
- I.25** Reintegration planning was good and was enhanced by prisoners being able to leave segregation to attend weekly gym sessions or activities, risk assessment permitting.

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.

- I.26** The prison managed a complex mix of prisoners with approximately half the population categorised as presenting a high risk of harm and over 150 prisoners linked to organised crime gangs. We found security arrangements to be sound overall. The prison recognised that the two sites had different challenges and therefore developed different responses.
- I.27** The prison had a drug supply reduction strategy, which included a strategy to tackle new psychoactive substances (NPS).¹¹ It had a good multidisciplinary approach to security and supply reduction, which was demonstrated by well-attended monthly meetings.
- I.28** Security arrangements were consistent and proportionate across both sites. Full searches were only conducted if intelligence indicated them necessary and closed visits were only used for incidents relating directly to visits, an improvement since the previous inspection. A significant backlog of mobile phones had been awaiting data interrogation, but additional resources meant it had been cleared by the time of the inspection.

¹¹ New psychoactive substances generally refer to synthetic cannabinoids, a growing number of man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vapourised and inhaled in e-cigarettes and other devices.

- I.29** Security reports were processed efficiently, and there was no backlog during the inspection. Intelligence was used well to inform security objectives, which were clear and appropriately prioritised. Staff were made aware of the main objectives through various lines of communication, including full staff briefings. Intelligence links and relationships with the local police were good. The prison was working hard to improve staff's skills in security, including upskilling them in areas such as evidence gathering.
- I.30** Intelligence information was organised into two tiers 1 and 2. Tier 2 was assessed as more urgent. Across both tiers over 75% of requested searches were completed. Tier 2 intelligence produced a 65% find rate, which showed that the intelligence sources were reliable.
- I.31** Although security was positive overall, there remained some significant weaknesses. Drugs remained too easily available – just over a third (36%) of prisoners in our survey said it was very or quite easy to obtain illicit drugs and although this was significantly better than at similar prisons where the figure was 47%, it was still too high. (See key concern and recommendation S45.)
- I.32** Positive mandatory drug testing results showed that drug use remained an issue and the current positive rate, including for NPS, was 18%, although this was lower than its target, which showed the prison was starting to make progress in this area. Ten percent of positive tests were for NPS and we found that the searches of prisoners' mail could have been improved to further tackle the issue.
- I.33** The level of suspicion testing had increased since the previous inspection, but the prison had still only completed 27% of requested tests in the previous six months, which was not sufficient. The positive rate for suspicion testing was 50%.

Recommendation

- I.34 All suspicion drug tests should be completed as requested.**

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

- I.35** There had been two self-inflicted deaths and one drug-related death since the previous inspection. Recommendations made by the Prisons and Probation Ombudsman following the deaths had been taken seriously and an action plan that senior staff monitored closely had been put in place. (See also paragraph 2.47.)
- I.36** Data analysis had improved and was now good. Information relating to self-harm was discussed at the monthly safer custody meeting and staff could pinpoint self-harm hotspots by location, time and type. Prison records showed that over the past two years, the number of self-harm incidents averaged just under 40 a month. There had been an increase over the most recent six-month period to 56 incidents a month, but this included two 'spikes' in the

data. The overall number of self-harm incidents was still slightly lower than at other similar prisons. The number of ACCT documents opened was high and, according to the prison's own data, had increased from 60 in the six months leading up to our previous inspection to 322 in the six months leading up to this inspection. It appeared from the information recorded in ACCT documents we examined that, in addition to the vulnerability that individuals displayed, some prisoners were trying to achieve other goals through the process, for example a move to a preferred house unit. However, our perception needed to be explored further if appropriate action was to be taken.

- I.37** The most common method of committing self-harm involved cutting, followed by a relatively high proportion of overdoses. While most incidents of self-harm did not require prisoners to seek hospital treatment, there had been four serious incidents of self-harm since the beginning of 2019.
- I.38** The standard of ACCT documentation was not consistent. Records of assessments did not always contain sufficient detail, and some of the care maps were too basic, although records for prisoners with more complex cases tended to be better. Prisoners subject to ACCT procedures felt that staff tried to support them and were generally positive about the process.
- I.39** Although we were concerned about the large number of prisoners subject to ACCT procedures, who continued to be held in segregated conditions – there had been 10 such cases over the previous 10 weeks – this was considerably offset by the good standard of care and support they received while they were located there.
- I.40** The number of requests from prisoners for support from a Listener (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) was low. Listeners on both sites continued to feel staff and the Samaritans supported them well and said they had no difficulty getting access to prisoners in distress when they needed to.

Recommendation

- I.41** **More work should be done to determine why the number of ACCTs opened had increased dramatically and was now very high.**

Protection of adults at risk¹²

- I.42** The progress made at the previous inspection in developing adult safeguarding measures had stalled. Work was still being carried out to complete a suitable policy, and, although the prison had some links with the local authority, they needed to be developed further. Staff had still not received training on identifying and referring prisoners.
- I.43** Shortly before the inspection started, two safeguarding referrals had been made by third sector staff working in the prison, which had been dealt with internally. The useful daily briefing sheet, which identified prisoners potentially at risk, sometimes highlighted individuals who were neglecting themselves or their cells.

¹² Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse and neglect (Care Act 2014).

Section 2. 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.

- 2.1** Relationships between staff and prisoners were excellent and among the best we have seen. In our survey, 58% of prisoners said they regularly saw senior staff talking to prisoners compared with only 10% in other similar prisons. Every day during the inspection we saw senior managers walking around and speaking to prisoners, many of whom they knew by their first name. We saw them take time to help prisoners resolve their problems, which was appreciated. Prisoners told us they were confident that whatever they had raised would be resolved, spoke highly of staff and provided examples of the help they had received. In our survey, 76% of prisoners said staff treated them with respect and 63% said they had somebody to turn to for help.
- 2.2** The prison had a strong sense of community that was underpinned by the incentives and earned privileges (IEP) scheme, which promoted a community ethos (see paragraphs 1.14 and 1.15). A staff and prisoner awards system, which took place every two months, allowed prisoners and staff to nominate each other for an award presented by the governor. Staff and prisoners attended the ceremonies together.
- 2.3** Although the extremely positive ethos at Highpoint promoted a strong community environment, staff sometimes did not ensure the rules were followed consistently, and during the inspection week we observed some examples of poor behaviour going unchallenged.

Good practice

- 2.4** *Working relationships between staff and prisoners were enhanced through the awards scheme, which also helped to develop a community identity and increase motivation.*

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

- 2.5** The prison's external grounds were well maintained and attractive (see appendix V, photo 1, Prison grounds).

- 2.6** Prisoners' perceptions of their living conditions were much better than at similar prisons and throughout the inspection they were positive about their environment and the standards of cleanliness. Many wanted us to know the governor in charge was a driving force in maintaining these standards and that other senior managers were visible, approachable and helpful.
- 2.7** Senior managers focused on decency and carried out daily checks on prisoners' accommodation. This included monitoring cell bell response times, which were reported at a daily morning briefing meeting, and undertaking an investigation if they were not prompt enough.
- 2.8** Cells, showers and communal areas were clean, tidy and well kept (see appendix V, photo 2, Communal area). The senior management team had established a prisoner decency team to assist with the maintenance of residential units. This was part of an ongoing refurbishment programme that included in-cell repairs, refurbishing showers, repairing or replacing flooring, installing cooking facilities in residential units, and painting cells and communal spaces.
- 2.9** There was a variety of cellular accommodation, some of which had in-cell toilets and/or showers. In the residential units without in-cell sanitation prisoners had unrestricted 24-hour access to communal showers and toilets. All prisoners who took part in our survey said they had access to showers every day. Most cells were properly equipped, although the flooring in some units on the North site was worn and in need of replacement and lockable storage was not available in all cells on both sites. Most double cells were a reasonable size, but some single cells on the South site were being used for double occupancy. They were cramped and too small for two people.
- 2.10** Prisoners had good access to cleaning equipment and, although rare, graffiti was dealt with swiftly. Access to clean prison clothing, bedding, other amenities was good, and prisoners could use laundry facilities for personal items.
- 2.11** In our survey, less than a third of prisoners (30%) said they could access their stored property when they needed to. This was one of the most frequently raised issues and a source of frustration. The prison was taking steps to address the issue, but they were not yet sufficiently effective. Too many prisoners continued to arrive at Highpoint without all their property and despite efforts by staff and managers to retrieve missing property some experienced lengthy waits to receive all of their belongings. They could have a clothing parcel sent in a few weeks after their arrival, which was positive but could then wait weeks to be able to retrieve them from reception.

Recommendations

- 2.12** **Prisoners should not share cells designed for one person.**
- 2.13** **Prisoners should have prompt access to their property.**

Good practice

- 2.14** *Senior managers' daily checks of cells and communal areas had led to a culture where cleanliness and decent living conditions were the expected norm for staff and prisoners.*
- 2.15** *The prisoner decency team provided a proactive response to the difficulties involved in maintaining a large site and had helped to improve physical conditions around the prison.*

Residential services

- 2.16** In our survey, 42% of prisoners said the food was good. There was a five-week menu cycle, however, it had not been reviewed for over three years and had therefore become very repetitive.
- 2.17** The prison had excellent self-catering facilities in some units, which were much better than we often see in similar prisons, and prisoners valued them.
- 2.18** In our survey, 54% of prisoners said the prison shop sold what they needed. However, many to whom we spoke to raised concerns about the amount of time it took to refund money to their accounts for out-of-stock items.

Prisoner consultation, applications and redress

- 2.19** In our survey, 83% of prisoners said it was easy to make an application which was significantly higher than in similar prisons (74%). However, only 53% felt they were dealt with fairly and only 28% said they received a response within seven days. We found that the applications process was flawed and did not operate well. Prisoner representatives collected applications from other prisoners, which was inappropriate because they could contain sensitive information.
- 2.20** Applications were recorded, but responses were not tracked, which meant it was impossible to determine what had happened to the application. Many prisoners told us they did not receive a response. Staff could not explain what had happened, which frustrated prisoners, who then made a further application about the same subject or submitted a complaint.
- 2.21** Weaknesses in the application system contributed to an increase in the number of complaints, which was higher than at our previous inspection. The prison had a backlog of over 150 complaints that remained unanswered and dated back to earlier in 2019. The prison did address some of them during the inspection. However, a backlog remained and the poor quality of some responses was not addressed.
- 2.22** Consultation meetings with prisoner representatives did not always take place every month. When they did take place, they did not have a consistent agenda and staff from relevant departments, such as catering, reception and health care, did not attend. This meant that prisoners' concerns were not always taken forward by the relevant staff. Prisoners told inspectors that they did not see the value of these meetings. Hand-written notes of meetings had not been typed up and circulated to prisoners, and most were not aware the meetings had taken place.
- 2.23** The prison still did not have a nominated legal aid officer to provide prisoners with legal advice. There was still only one laptop available through the Access to Justice scheme (enabling prisoners to have laptop computers to assist their legal representations), which was insufficient, and many we spoke to were not aware of the availability of the laptop and did not know how to request it. Prisoners still had legal visits in the open visits hall, which meant meetings did not take place in private.

Recommendations

- 2.24 Responses to applications should be tracked to ensure they are all addressed.**
- 2.25 Responses to all complaints should be timely, comprehensive and polite.**

2.26 Legal visits should be carried out in private.

Equality, diversity and faith

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 particular protected characteristics¹³ and any other minority characteristics 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.

Strategic management

- 2.27** A comprehensive equality and diversity policy was in place. It was available throughout the prison and staff we spoke to were aware of it. The policy had a supporting action plan, which was good. For example, it detailed disproportionate treatment of those with protected characteristics, which had been recognised through national data, and outlined how the problem had been addressed.
- 2.28** Very little local analysis was completed to determine the level of potentially unequal treatment of prisoners at Highpoint. The prison relied too heavily on national hub data, which was only analysed quarterly.
- 2.29** Senior lead staff had been appointed for each protected characteristic, which was publicised across the establishment, but these roles were not yet fully developed.
- 2.30** A dedicated group of prisoner representatives covered all areas of equality. The group received support from staff representatives in each unit. Equality peer representatives carried out some extremely good work, providing prisoners who needed it with support. One prisoner with multiple sclerosis, for example, received regular visits from the disability representative to check on his well-being, which he valued.
- 2.31** A dedicated equality officer worked well with peer representatives across both sides of the prison but was not full time. He could only spend 17.5 hours per week on his role and was sometimes redeployed elsewhere and could not support all prisoners with protected characteristics.
- 2.32** Most discrimination incident reporting forms (DIRFs) received a prompt response. Responses were good and addressed the concerns raised by the prisoner. We found robust assurance processes in place for all DIRFs, which included external scrutiny from an independent adviser.

Protected characteristics

- 2.33** Forty-two percent of the population was from a black and minority ethnic background. Arrangements for these prisoners were good and in our survey, perceptions of prison life were similar to those of white prisoners. The prison had arranged some events for this group, which catered for most, including a Rastafarian festival.

¹³ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.34** Support for Gypsy, Roma and Traveller prisoners was reasonable, although the prison was having problems recruiting a peer representative for this group.
- 2.35** The prison's data revealed that 17% of the population were foreign national prisoners. We found they received little independent advice about their cases. Immigration enforcement staff were on site, but we were told they were only there to issue deportation paperwork. Prison staff told us that professional interpretation services had not been used for over 12 months. We also saw other prisoners being used to interpret during assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of self-harm or suicide, which was inappropriate.
- 2.36** Prisoners with physical disabilities and those who were older were reasonably well catered for in the units and we saw some reasonable adjustments to cells. The equality team also obtained specialist equipment, such as electric tin-openers and orthopaedic mattresses. However, we saw two prisoners in wheelchairs who could not access some areas of the prison, such as the education department, which was not acceptable. In our survey, prisoners with mental health problems and disabilities were significantly more negative than others about most aspects of safety. The prison needed to do more to determine the reasons for these perceptions and address any concerns. (See also paragraph 2.56.)
- 2.37** There was very little provision for gay and bisexual prisoners, other than a peer representative who offered support. The prison had run some forums for them, but there was very little uptake. We spoke to two prisoners from this group who informed us that they felt the equality team supported them well. No transgender prisoners were held at the time of the inspection, although we were assured that the prison had been responsive to the needs of transgender prisoners in the past.
- 2.38** A large group of prisoners was under the age of 25. Many were serving long custodial sentences. The prison recognised the issues facing them and provided them with additional support, including gym sessions specifically for this age group. A dedicated young adult peer representative also provided good support.

Recommendations

- 2.39** **Professional interpretation services should be used when needed particularly when dealing with sensitive or personal information.**
- 2.40** **Foreign national prisoners should have access to independent immigration advice.** (Repeated recommendation 2.32)

Good practice

- 2.41** *The equality peer representatives were among the best we have seen. They provided good emotional and physical support to those who needed it.*

Faith and religion

- 2.42** Good chaplaincy provision and support for prisoners' spiritual and pastoral needs was available on both sites. The full-time managing chaplain was part of the prison's senior management team and was assisted by other full-time, part-time and sessional staff and community volunteers. North and South sites had well-equipped chapels, multi-faith rooms and chaplaincy offices. Friday prayers took place in the gym on the North site as the multi-

faith room there was not large enough to accommodate the prisoners. Links were maintained with local faith communities, which donated musical instruments for prisoners to use in their cells and Christmas and Easter cards for them to send to family or friends.

- 2.43** Chaplains were available every day. Services, classes and groups were replicated across the two sites. The team carried out its statutory duties well, including meeting new arrivals within 24 hours of their arrival and seeing prisoners in the segregation unit every day. Prisoners on ACCTs received a visit from a chaplain at least every week and chaplains attended as many case reviews as possible, as well as segregation reviews.
- 2.44** The team played a significant role in supporting prisoners when they received bad news. Two bereavement counsellors were available and the chaplaincy coordinated the prison's official visitors' scheme. It also helped promote family links through compassionate visits from family, which they supervised. A victim awareness course continued to be offered, and a chaplain asked each prisoner nearing release if the team could assist with any concerns they had about their release arrangements.

Health, well-being 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.

- 2.45** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹⁴ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The Care Quality Commission issued 'requirement to improve' notices following the inspection (see Appendix III).

Strategy, clinical governance and partnerships

- 2.46** Care UK delivered health care services since 2011. Regular local and regional governance meetings and a service delivery improvement plan informed practice. The health needs analysis had recently been reviewed and was due for publication. Commissioners had also undertaken a quality assurance visit in March 2019. There were strong and effective working relationships between the prison and commissioners, and regular partnership board meetings covered key issues.
- 2.47** Patient forums were organised, and results from monthly questionnaires completed by patients following appointments were analysed. We observed several positive changes to practice following patient feedback. There was good oversight of the implementation of health care recommendations from deaths in custody reports and evidence that lessons from serious incidents were learned. (See also paragraph 1.35.) Regular clinical audits were used to monitor and review the service. However, there was a lack of oversight of clinical appointment bookings for patients who changed sites.
- 2.48** The service was delivered seven days a week between 7.45am and 6.15pm on week days and 8am to 6pm at weekends. NHS 111 services were used out of hours if required. We observed a rich skills mix among the team and any shortfalls in staffing levels were offset by

¹⁴ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

using regular bank and agency staff. Overall, we found staffing levels and the skills mix met most needs. However, oversight of staff rotas on the North site was not effective enough.

- 2.49** Professional development and training were good and staff we spoke to told us they felt supported. Clinical and managerial supervision took place regularly, however, clinical supervision for primary care staff was not effectively recorded, but plans were in place to improve this. Clinical records we reviewed described clinical care well and met required professional standards, but they were not always completed at the time the care was provided. We observed patients being treated with kindness and respect and staff knew their patients well.
- 2.50** Healthcare facilities on the North and South sites generally met infection prevention and control standards. However, on the South site, the waiting area was austere and the dental suite flooring needed to be repaired.
- 2.51** Medical emergency arrangements were robust and nursing staff were trained to deliver immediate life support and had access to appropriate and regularly checked equipment. Custody staff we spoke to knew how to call for emergency services and the prison had significantly increased the number of automated external defibrillators available across both sites. Health complaints we sampled were addressed appropriately and concerns raised were dealt with in person.

Recommendations

- 2.52** **Managers should ensure there is effective oversight of clinical appointments.**
- 2.53** **The dental suite flooring on the South site must meet infection prevention control standards.**

Promoting health and well-being

- 2.54** Care UK had introduced a well-being approach that underpinned all health activities. Prisoners received comprehensive health care information on reception and health promotion material was displayed throughout the prison, despite the lack of a prison-wide health promotion strategy. Condoms were available and advertised.
- 2.55** Prisoners had good access to health checks and screenings, and oversight was effective. 'One-stop shop' well-being clinics were being introduced on the wings and were due to start imminently. There were no peer workers to provide health information and support.
- 2.56** Remedial gym sessions were available four times a week for older prisoners and those with restricted mobility. Staff we spoke to understood the specific needs of older prisoners. (See also paragraph 3.9.)
- 2.57** We observed robust systems for identifying and managing communicable diseases, and prisoners received health promotion advice on release.

Recommendation

- 2.58** **Suitably trained and supervised peer workers should be available to provide health and well-being support and information.**

Primary care and inpatient services

- 2.59** A health care nurse saw new patients on arrival and carried out an assessment for any immediate or ongoing health or substance use needs. When prisoners arrived late in the evening, staff ensured they were seen the next day. There were plans for staff to provide a more in-depth screening, involving taking samples and undertaking physical examinations in one clinic, which would capture patients' needs more effectively.
- 2.60** There was a range of qualified and experienced staff and a good selection of primary care services. However, waiting times for GP and dental appointments were not the same as in the community. GPs could be seen on the same or on the next day if their issue was urgent. However, it was a four-week wait for routine appointments on the South site and a six-week wait on the North site. Managers planned to reduce these times through locum cover.
- 2.61** The management of patients with long-term conditions had improved and patients' needs were met. However, not all patients had a specific care plan in place, but they were being developed. Managers arranged care with external providers, such as for hepatitis, sexual health and retina screenings, to ensure a coordinated approach.
- 2.62** Scheduled daily escorts were available for hospital appointments. All appointments were overseen by a clinician and patients were re-booked if appointments were cancelled.
- 2.63** During the inspection, there were no patients receiving end of life care. Any patients requiring palliative care received person-centred care delivered jointly by the prison and community services.
- 2.64** Patients received a GP discharge letter on release, detailing the care they had received and any ongoing medication. This was intended to enable community GP services to continue to provide those released with prompt care.

Recommendation

- 2.65 All patients with long-term conditions should have a person-centred care plan.**

Social care

- 2.66** Joint working between Suffolk County Council and prison staff was effective and informed by a memorandum of understanding. The social care needs of prisoners were reviewed on arrival at the prison, but sessions were being planned to ensure staff and prisoners knew how to access ongoing support. A local authority social worker and occupational therapist attended monthly meetings to offer their expertise.
- 2.67** Prisoners with social care needs were assessed promptly and access to mobility aids and adaptations met prisoners' needs. Only one prisoner currently required a personal care package. The support provided was good and underpinned by a coherent personal care plan and there was evidence of effective record keeping and appropriate information sharing.

Mental health care

- 2.68** More than 170 custody staff (41%) had received mental health awareness training and appropriate referrals were made to the mental health team.

- 2.69** Prisoners were screened for mental health problems on arrival and could refer themselves using the prison application process. Referrals were clinically triaged and discussed in the weekly referral meeting and allocated appropriately using a stepped model approach (mental health services that address low level anxiety and depression through to severe and enduring needs). Prisoners with urgent cases could be seen on the same or following day. The team was well integrated in the prison and attended ACCT reviews, complex case meetings and the governor's briefing.
- 2.70** Psychological workers from mental health charity Rethink Mental Health had, since the previous inspection, been providing support and therapeutic interventions for prisoners suffering from mild to moderate mental health symptoms in groups and individual sessions. A high intensity cognitive behavioural therapist had also been appointed, which was promising. During the inspection, the caseload for psychological interventions was 40 and there was an eight-week waiting list. The lack of IT provision for the team was affecting the number of prisoners they were able to see.
- 2.71** During the inspection, six prisoners with severe and enduring mental health problems were being managed under the care programme approach (mental health services for individuals diagnosed with a mental illness). They had relevant reviews and their physical health was monitored.
- 2.72** The team had a rich skills mix, was highly competent and had been enhanced by the appointment of a learning disabilities nurse. All staff we spoke to felt supported and clinical and managerial supervision was robust. Working relationships between prison and mental health staff were effective, and joint working with substance use services was good.
- 2.73** In the previous 12 months, three prisoners had been transferred to hospital under the Mental Health Act. None had been transferred within the 14-day guideline, the longest waiting 87 days. While this was beyond the control of the prison and health care department, it remained unacceptable.

Recommendation

- 2.74** **Patients requiring hospital admission under the Mental Health Act should be assessed and transferred expeditiously within current transfer guidelines.**

Substance use treatment¹⁵

- 2.75** Clinical substance use services were provided by Care UK and psychosocial interventions by Phoenix Futures. The substance use policy had been updated since our previous inspection and the respective teams were actively involved in drug strategy meetings with well-established and effective partnership arrangements in place.
- 2.76** Phoenix Futures had experienced staffing issues over the previous six months, but they had now been resolved. Caseloads were about 25-30 per staff member, which was reasonable. Services were accessible and the team delivered good support to 235 prisoners across both sites through structured one-to-one sessions and group sessions, which delivered harm reduction, relapse prevention and recovery focused activities. Four peer mentors provided advice during induction, organised groups and offered drop-in sessions on all wings. Mutual aid was provided through speaker meetings (sessions led by individuals from outside the

¹⁵ In the previous report substance use treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

prison who had personal experience of drug and/or alcohol dependency) and self-management and recovery training sessions.

- 2.77** Most of the work on the South site was delivered in the recovery unit, which provided an effective rehabilitative environment. This meant group work opportunities for prisoners not located on the wing were limited and too many prisoners living in the unit did not require this type of support. Some sessions, such as yoga and acupuncture, which we observed at our previous inspection, had now been curtailed. The prison's plans to enhance the facility and introduce other drug-free wings reflected a coherent strategic direction, but these developments needed greater impetus.
- 2.78** Phoenix Futures worked closely with the clinical substance use service, holding regular meetings and undertaking joint treatment reviews that included the specialist GP who ensured patients were involved in their own care. Phoenix Futures did not have access to patient records on SystemOne (the electronic clinical information system), but individual case records we looked at were good and were audited regularly.
- 2.79** Clinical treatment was flexible and patient-centred. During the inspection, 53 patients were prescribed opiate substitution therapy, 18 were being stabilised or maintained and 35 were on reduction regimes, which was appropriate. Controlled drug administration took place in the recovery unit and it was supervised appropriately.
- 2.80** Clinical and psychosocial teams coordinated work effectively to support prisoners on release. This included pre-release re-toxication where appropriate. Harm reduction advice was supplied, but support to enable prisoners to access naloxone (a drug used to prevent an opiate overdose) was not provided.

Recommendation

- 2.81** **When appropriate, prisoners should have access to naloxone on release.**

Medicines optimisation and pharmacy services

- 2.82** Medicines management had improved since our previous inspection. Medicines were dispensed by the in-house pharmacy in the prison and were individually labelled and stored in the cupboards in the administration dispensary until issued to the patient. In-possession medicines were supplied from rooms on the wings that were basic and in varying states of decoration and repair. Medicines were appropriately stored in the pharmacy and administration room.
- 2.83** A prescribing formulary (list of medications used to inform prescribing) was available, however, the frequency of prescribing of codeine based products needed to be kept under review to ensure appropriate use.
- 2.84** Pharmacy technicians and nurses administered medication every day between 8am and 10am and between 3.30pm and 5pm. Night-time medication was generally issued in possession, but we saw some receiving their night-time medication in the afternoon. This had led to some prisoners appearing intoxicated on the wings and others declining their anti-depressant medication because of its sedating effects. Where a prisoner's in-possession status changed, staff administered the medication at a time that was not in accordance with the prescription.

- 2.85** Supervised medicines were administered in a private area. A lack of communication when prisoners were transferred between the North and South sites meant there was sometimes a delay in transferring their medication to the appropriate site.
- 2.86** The prison had an in-possession policy and risk assessments took the drug and the patient into account. Spot checks of in-possession medication were completed where appropriate. About 90% of patients received their medication in possession and about 30% received a monthly supply.
- 2.87** Pharmacy staff undertaking administration had not been assessed against a competency framework, but all staff were in the process of being assessed.
- 2.88** Nurses could supply an appropriate range of medicines as special sick (immediate health treatment without an appointment) or through patient group directions (which enable nurses to supply and administer prescription-only medicine).
- 2.89** There was an out-of-hours cupboard and supplies were recorded. However, managers did not check stock against the records. This was rectified during the inspection.
- 2.90** Fridges storing medicine had their temperatures monitored and recorded appropriately.

Recommendation

- 2.91** **Sedating medication should be administered at a clinically appropriate time.**

Dental services and oral health

- 2.92** A full range of NHS dental treatment was available, including dental therapy to promote oral health. Access for urgent care was reasonable and patients could either attend the next clinic or receive an appointment within three days. However, on average, there was a 14-week wait for routine appointments. The primary health care team offered triage and pain relief as required.
- 2.93** The dental suite was well equipped, staff followed decontamination processes and maintained equipment to clinical standards.
- 2.94** Most governance arrangements were effective, however dental tool checks and chemical safety processes were not sufficient. Managers took immediate action in response to our concerns and initiated improvements. Staff learnt from incidents and practice at other sites and had met all training requirements.

Recommendation

- 2.95** **Dental waiting times should be equivalent to those in the community.**

Section 3. 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 activities which support their rehabilitation.

- 3.1 Time out of cell was unusually good and we found only 10% of prisoners locked in their cells during the working day, which was much lower than in similar prisons. At the previous inspection, prisoners were locked up at 6.15pm – this had been extended to 7pm. On average, prisoners living in units that did not benefit from 24-hour unlocking or working full time were unlocked for an average of 8.75 hours on a week day and 9.75 hours at the weekend. Part-time workers were unlocked on average for 6.75 hours on a week day and also had 9.75 hours at the weekend. This had a positive impact on prisoners who, when they were not in education or workshops, could support each other.
- 3.2 Prisoners living on about a third of the units had 24-hour access to wing facilities and were never locked in their cells. This meant they could contact family in the evening if they worked or early in the morning.
- 3.3 There was an impressive range of recreational and social activities that prisoners could undertake when not at work or in education or training, such as cookery, gardening and team sports. These contributed to the community living environment and enabled prisoners to develop some important life skills.
- 3.4 The prison prioritised the delivery of the day-to-day regime. Prisoners told us they could rely on the regime, which alleviated concerns about being able to access the telephones or showers or attend work. We found no evidence of curtailments during our inspection.
- 3.5 The libraries on the North and South sites were well-stocked and welcoming. The stock at each was varied and included books in languages other than English, legal texts, magazines, newspapers, audiobooks, DVDs and puzzles. Prisoners could also book computers for education or prison orderly work.
- 3.6 Literacy was promoted through the Reading Ahead programme (an initiative inviting individuals to select six books and record their reading in a diary), Time for Families (in which prisoners record a story on a DVD for a child relative) and reading sessions run by the Shannon Trust (which provides peer-mentored reading plan resources and training). Book groups took place on both sites.
- 3.7 Access to the two libraries during the week was good and included evening sessions, but there was no weekend access. Library use was monitored, but the data was not analysed to identify which groups of prisoners were using the facilities.
- 3.8 In our survey, 68% of prisoners said they attended the gym twice a week or more, which was better than at similar prisons, where the figure was 52%. During the inspection, prisoners were very positive about their access to physical education (PE). The two sites offered a good range of facilities, including cardiovascular and weight training equipment, a

sports hall and on the South site, an all-weather outside pitch. There was no outdoor sports area on the North site. The sports hall on the South site had been repaired since the previous inspection and showers on both sites were now screened. The PE team was assisted by a group of trained prison orderlies.

- 3.9** PE induction took place twice a week. The programme of activities included evening and weekend sessions. Prisoners could participate in up to five sessions a week, supplemented by additional 'clubs' that they signed up for. Specific groups, such as older prisoners and those who needed remedial PE, were offered dedicated sessions (see also paragraphs 2.36 and 2.56). Links with health care and substance use services were effective. PE staff also ran a weekly session for young adults (see paragraph 2.38). Segregated prisoners could use the PE facilities once a week. Staff did not analyse which groups of prisoners used the facilities.
- 3.10** Some vocational qualifications had been re-introduced since the previous inspection. First aid training was also delivered. A few orderlies who had completed their level 3 accreditation in PE had worked individually with prisoners who needed extra support.

Education, skills and work activities (Ofsted)¹⁶

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.¹⁷

- 3.11** *Ofsted made the following assessments about the education, skills and work provision:*

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

Management of education, skills and work

- 3.12** Since the previous inspection, prison leaders and managers had increased the number of activity places and could now occupy 90% of the prison population. This contributed to a lower unemployment rate of about 10%. Most prisoners attended vocational training, workshops and work, and did so on a full-time basis. However, there were still not enough full-time activity places. Prisoners attended education session mainly part time and were not occupied for the full working week.

¹⁶ This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

¹⁷ In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.13** Prisoners' attendance and punctuality were not consistently good in all activity areas – prison managers' action had not led to sustained improvements across the provision. Not all wing workers were sufficiently occupied during the working day. (See key concern and recommendation S46.)
- 3.14** Prisoners were allocated to activity places fairly. Waiting lists were appropriately managed. Pay rates reflected activities' complexity and responsibility, which deterred prisoners from participating in education.
- 3.15** There were not enough opportunities for prisoners to improve their English and mathematics skills. Prison managers no longer provided outreach because of low prisoner participation. Staff had only just started to use workshops and work area tasks to develop prisoners' English and mathematical skills.
- 3.16** A good range of vocational training was available on the North site. The work offered in the South site production workshops addressed prisoners' employability skills development needs. However, prisoners involved in the workshops could not gain appropriate accredited qualifications. Wing work and work undertaken by prison department orderlies met prisoners' resettlement needs. The range of education provision was narrow particularly on the North site.
- 3.17** Prison leaders and managers used prisoners' feedback and local labour market information to develop the provision. Since the previous inspection, managers had introduced further accredited provision that better met prisoners' resettlement needs, such as first aid at work and construction skills certification scheme training. During the inspection, prison managers were introducing vocational training on the North site, for example, plumbing and tyre and exhaust installation training. Work on establishing a large construction multi-skills workshop were well-advanced on the South site. The prison had a good range of employer links that it used to improve the provision.
- 3.18** Prison managers used suitable quality assurance arrangements to evaluate the effectiveness of the accredited provision. However, observations of taught sessions had not been carried out to the planned schedule, which hindered managers' oversight of the standard of teaching, learning and assessment. Leaders and managers recognised that existing processes did not provide enough detailed judgements on prisoners' experiences in workshops and at work.
- 3.19** The prison's self-assessment report was self-critical and generally accurate. Prison managers ensured the associated action plan was appropriately monitored and reviewed to aid improvement. The quality improvement group generally identified and implemented action to address weaknesses. Managers used current data to monitor and review courses and prisoners' performance. Recent contract changes had hampered managers' use of data for long-term trend analysis purposes.
- 3.20** Pre-release preparation did not meet all prisoners' resettlement and rehabilitation needs. The range of interventions included an employability course run by an education subcontractor and personal behaviour training organised by the London and Essex community rehabilitation companies. However, not all prisoners received the help they needed to apply for education, training or employment prior to release.
- 3.21** The Forward Trust (a social business and charity) had started to provide prisoners with appropriate information, advice and guidance. The service supported prisoners' career planning. Prisoners received effective assistance to access Open University and distance learning programmes.

- 3.22** The virtual campus (internet access for prisoners to community education, training and employment opportunities) was now available on both sites. Its full potential had not yet been exploited.

Quality of provision

- 3.23** Tutors and instructors used information about individuals' starting points to develop prisoners' skills and knowledge. All education and vocational training sessions were well planned. Schemes of work and lesson plans identified learning objectives and the range of strategies to be used to promote and assess learning. Tutors and instructors generally used relevant planned techniques to inspire prisoners. As a result, most prisoners learned effectively through participating in engaging and good taught sessions. This approach was particularly successful in vocational training, but not consistently so in education sessions on both sites.
- 3.24** Not all prisoners in education had their progress tracked or reviewed adequately. Education tutors did not sufficiently encourage prisoners to complete learning diaries so that they could identify what they had learned and what their development needs were. (See key concern and recommendation S47.) Targets set by tutors often unduly concentrated on completing a task or achieving a qualification rather than on the skills or knowledge to be learnt. In most learning and skills activities, the progress prisoners made in developing their personal skills were not routinely recorded. Few instructors used prisoners' progress booklets effectively on South site production workshops for this purpose. As a result, prisoners' skills development was slow.
- 3.25** Tutors' use of classroom-based mentors was not always effective, particularly on the North site. The mentors did not have enough training to enable them to maximise the support they gave to their peers. Too often, they solved problems for prisoners rather than supporting them to discover the solutions for themselves. This hindered prisoners' progress in developing independent problem-solving skills.
- 3.26** Other than in education, the extent to which tutors and instructors ensured prisoners improved their English and mathematics skills varied markedly. In vocational training, prisoners' skill development was good. However, the coaching and training in production workshops, and during work on residential wings, was significantly less effective in raising skills levels. (See key concern and recommendation S47.)
- 3.27** Most vocational training was of a good standard. Tutors created a positive and purposeful atmosphere in workshops and classrooms that motivated prisoners to learn. Gardening and textiles instructors used their knowledge particularly well to promote prisoners' achievements. However, production workshop instructors did not always assist or challenge prisoners to raise their technical skills levels effectively.
- 3.28** Assessment was timely and mostly accurate. Tutors and instructors gave prisoners detailed and helpful written feedback with clear guidance on how to improve. However, they did not always correct spelling or punctuation.
- 3.29** Prisoners with learning difficulties did not receive enough specialist support to ensure their achievements were at an appropriately high level. Prison managers had a clear strategy to meet these needs, which included appointing a specialist support tutor. However, the impact had yet to be realised. During the inspection, a significant number of prisoners in education had a declared a need, but few had a pertinent additional support plan. Most tutors and instructors used information on prisoners' additional leaning needs to adapt their teaching to

address them. However, practitioners who lacked confidence were less successful at adapting their teaching methods. (See key concern and recommendation S48.)

Personal development and behaviour

- 3.30** Prisoners' behaviour when attending activities was good. All activities were undertaken in an environment of mutual respect between prisoners and staff. Prisoners reported feeling safe. They quickly understood the benefits of listening to and valuing their peers' views. This contributed to the positive attitude prisoners had towards learning and work.
- 3.31** Prisoners developed a good understanding of health and safety and the importance of using appropriate personal protective equipment. Inspectors observed prisoners routinely using safe work practices, preparing prisoners for employment on release.
- 3.32** Wing workers were slow to develop a good work ethic because they were not continuously employed throughout the core working day.

Outcomes and achievements

- 3.33** First-time pass rates for English and mathematics had improved since the previous inspection and were appropriate. Although most groups of prisoners achieved at a similarly high rate, those with a declared learning difficulty achieved qualifications at a lower rate than others. (See key concern and recommendation S48.) Prisoners working in production workshops were not offered enough opportunities to gain relevant qualifications, restricting their future employment options.
- 3.34** Prisoners' completed work was generally of the standard demanded by the qualification undertaken. Prisoners studying accredited education and vocational training courses usually made the progress expected from their starting points and achieved their qualifications. This accounted for around 30% of allocated prisoners.
- 3.35** The standard of completed work was good in business, English for speakers of other languages, mathematics, fitted interiors and Street Works (for those interested in working on the roads and highways).

Section 4. 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.

Children and families and contact with the outside world

Expected outcomes:

The prison 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.

- 4.1 Visiting facilities on the South site were excellent. The visits hall was bright and well decorated, and the seating was being refurbished. The staffed children's play area was particularly well equipped and there was a reasonably priced café serving food and hot drinks, run by prisoners. During the session we observed, the atmosphere in the visits hall was calm and relaxed. It was positive to see that visitors were admitted to the hall about 10 minutes before the published start time. In contrast, the visits hall on the North site was rather austere, and apart from a few toys there were no play facilities for children.
- 4.2 Domestic visits took place on Mondays, Fridays and at the weekend. The prison did not have sufficient capacity to meet demands and prisoners could only book two visits in advance. An additional weekend session on the North site was soon to be introduced to address this problem.
- 4.3 The limited number of domestic visits provided was offset by an unusually wide range of regular special visits, that were also available. These included monthly children's visits, where photographs could be taken and where fathers were encouraged to play with their children, and all-day family visits, which took place twice a month. Quarterly visits were available for lifers and indeterminate sentence for public protection (IPP) prisoners and extra visits were available for those in the enhanced units, when they could wear their own clothes. Once a quarter, visits were arranged for Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) in conjunction with the Samaritans, as a way of recognising their contribution within the prison. This was an innovative feature and a very effective way of rewarding unpaid work that prisoners undertook in the prison.
- 4.4 A parenting workshop was conducted twice a year organised by the Ormiston Trust, which oversaw most of the work to support prisoners and their families. A small number of compassionate visits were organised by chaplains if relatives found it difficult to use the main visiting facilities (see also paragraph 2.44).
- 4.5 Due to the remote location of the prison only 21% of prisoners said it was very or quite easy for their family or friends to visit them, which was lower than in similar prisons (36%). On three occasions over the past year the prison had hired a coach to pick up visitors from London, which prisoners welcomed.

- 4.6** Access to telephones was good and in our survey 97% of prisoners said they could use a telephone every day if they had credit, which was better than in similar prisons (88%). Prisoners also had access to the Email a Prisoner scheme and about 30 emails were sent to prisoners every day.

Reducing risk, rehabilitation and progression

Expected outcomes:

Planning for a prisoner's release starts on their arrival at the prison. Each prisoner has an allocated case manager and a custody plan designed to address their specific needs, manage risk of harm and reduce the risk of reoffending.

- 4.7** During the inspection, 82% of the population was serving long sentences of over four years and 47% were assessed as presenting a high risk of harm to others. The prison's population needs analysis was based solely on a recent survey of prisoners, which had a low response rate and excluded those living on the North site. This meant it was not based on a sufficiently broad range of data. Managers planned to extract more reliable information from offender assessment system (OASys) reports and P-Nomis (a database used in prisons for the management of offenders). The existing needs analysis was not used to inform the reducing reoffending strategy or drive improvements in the provision.
- 4.8** A resettlement and offender management unit (OMU) meeting took place regularly so information could be shared. However, work to reduce reoffending and manage prisoners' risk of harm was undermined by weaknesses in offender management and the lack of places on accredited offending behaviour programmes (see paragraphs 4.27, 4.28 and 4.29). The reducing reoffending action plan did not monitor these significant and ongoing gaps in provision, although managers understood these challenges when we spoke to them.
- 4.9** The separation of the two community rehabilitation companies (CRCs), probation staff and the OMU in three geographically disparate parts of the prison did not support good joint working.
- 4.10** The entire population was serving sentences of over 12 months and therefore required a full OASys report on their risks and needs and an associated sentence plan. Nearly half of those who needed an OASys report arrived at Highpoint without an assessment, which undermined the work of the OMU from the outset. Despite significant efforts by OMU managers and staff, at the time of this inspection, 10% of the population did not have an assessment, which was a significant gap in a training prison, where prisoners were meant to meet the bulk of the objectives outlined in their sentence plans. A further 32% of prisoners had an assessment that was more than 12 months old and did not reflect their recent behaviour in custody. (See key concern and recommendation S49.)
- 4.11** Although at least 600 prisoners were assessed as posing a high risk of serious harm, only 3.5 full-time equivalent probation offender supervisors were in post. Vacancies in the probation team had run at 50% for over a year. Managers had sought interim support from probation staff in other prisons to complete some routine tasks. The gap in the provision had been identified and plans were in place to begin making improvements – they included the appointment of three more probation offender supervisors in the autumn. There was, however, no realistic prospect of ensuring work on the offender management in custody model¹⁸ was fully staffed – it required 10 probation offender supervisors to oversee the high-risk work. (See key concern and recommendation S50.)

¹⁸ Following a review of offender management in 2015, HMPPS began to introduce a new offender management model from 2017. The new model is being implemented in stages, starting with new prison officer key workers. The second

- 4.12** A limit was placed on the number of cases probation offender supervisors could manage. However, this meant that most high-risk prisoners were managed by prison offender supervisors. These staff held very high caseloads of about 90 prisoners each, about half of whom were high risk. They lacked training and, unlike probation offender supervisors, did not receive any regular professional supervision. They were located separately from the probation team so they could not easily seek advice on or obtain support with risk issues. They were also redeployed to other duties, a problem that had worsened over the summer.
- 4.13** As a result of these significant challenges, levels of contact with offender supervisors were low and almost always in response to events such as parole boards, re-categorisation reviews and home detention curfew (HDC) reports. We were concerned that about a quarter of the population was not allocated to an offender supervisor due to the staffing shortfall. This group included 74 high-risk prisoners. They at least had access to a prison staff member who ensured that any critical tasks were undertaken, but they received no meaningful offender supervision. There were also 259 low- and medium-risk prisoners without a named offender supervisor, and they received very little oversight. The keyworker scheme was in place, but entries on P-Nomis were inconsistent and did not sufficiently focus on sentence planning, so they did not compensate for the deficiencies in offender supervision. (See key concern and recommendation S50.)
- 4.14** About a fifth of the population was eligible to be considered for release on HDC. The proportion of those granted HDC, about two thirds of all those considered in the previous six months, was reasonable. Processes completed by OMU staff were generally timely, but nearly half of the 52 prisoners released on HDC in the previous six months had been held at Highpoint beyond their eligibility date. These delays, sometimes months long, were almost all caused by a lack of Bail, Accommodation and Support Service (BASS) accommodation.
- 4.15** Support for the 165 indeterminate sentence prisoners was good. They were consulted informally on a regular basis and there was a useful meeting every two months involving managers and prisoners. Lifer family days were held regularly and a family day for IPP prisoners had been launched (see paragraph 4.3). Cases were held by probation offender supervisors, who were located in one of the lifer residential units, so day-to-day contact was good. The overall environment and opportunities available to some of these prisoners, such as the chance to undertake gardening activities, was positive.
- 4.16** Most IPP prisoners were over tariff and a good number shared their frustrations with inspectors about their lack of progression. About a third of this group was eligible for additional support from the psychology team and work was ongoing with this smaller cohort.

Public protection

- 4.17** Some key public protection measures were weak. Just over half the population was subject to management under multi-agency public protection arrangements (MAPPAs) on release. The OMU had good processes in place to seek and confirm prisoners' MAPPAs management levels in the months before release. However, there was a lack of evidence to demonstrate that offender supervisors and community-based offender managers were in regular contact with each other to plan for the release of high-risk prisoners. This was likely to have been because of the lack of sufficiently skilled offender supervisors and the high caseloads in the OMU.
- 4.18** Given the weaknesses in offender management, it was particularly important that the monthly inter-departmental risk management team (IRMT) meeting considered all high-risk

phase, core offender management, and the introduction of prison offender managers (POM) is being introduced gradually, from 2019.

prisoners approaching release to ensure that effective risk management plans were in place. The meeting was usually well attended but some high-risk release cases were not discussed, because managers had already decided they did not need to be reviewed. This approach potentially meant that contributions from other departments were not gathered or used to inform risk management plans. About a third of prisoners due to be released in the three months following our visit were high risk. We found some cases that had been omitted altogether from both the initial sift and the IRMT meeting. There was also no system in place to ensure that the IRMT discussed high-risk prisoners who were transferred to Highpoint shortly before their release. (See key concern and recommendation S51.)

- 4.19** Mail and telephone monitoring was not well managed and had become confused with the imposition of restrictions. When monitoring was reviewed, it was frequently continued as a precaution due to the prisoner's previous behaviour, even when there was no evidence of a breach. Consequently, just over 100 prisoners were subject to monitoring, a large number for a training prison. There were not enough staff available to listen to telephone calls, so logs were several weeks out of date and any immediate risks to the public were not promptly identified or dealt with. Calls made in languages other than English were not translated, so decisions made about prisoners who made these calls were not based on accurate risk information. (See key concern and recommendation S52.)
- 4.20** There were 35 prisoners subject to child contact restrictions. Processes had improved overall since the previous inspection and assessments of the continuing risk to children were now up to date. However, these restrictions were not consistently enforced. Although the clerks booking visits were well briefed, mailroom staff only intercepted incoming and outgoing post for about half the prisoners with an existing restriction, potentially allowing them contact with the victim. (See key concern and recommendation S52.)
- 4.21** In the previous six months, 11 prisoners had accessed release on temporary licence (ROTL). During the inspection, three prisoners were leaving the prison on week days to work in the grounds outside or in the community. The standard of risk assessments had improved overall, and a ROTL board decided each prisoner's application. However, in one case a decision to grant ROTL had been taken without the prisoner having had an up-to-date OASys report.

Categorisation and transfers

- 4.22** The lack of up-to-date sentence plans, infrequent contact with an offender supervisor (see paragraphs 4.10 and 4.13) and the limited number of places on offending behaviour programmes (see paragraphs 4.27, 4.28 and 4.29) all adversely affected prisoners' ability to meet their sentence plan targets and progress.
- 4.23** Re-categorisation reviews were generally timely. However, some prisoners were approved for category D without having had a full up-to-date OASys risk report to inform the decision to move them to open conditions. In one case we checked, the assessment was over three years old, while in another, there had been no assessment of the factors contributing to the prisoner's offending behaviour.
- 4.24** Foreign national prisoners were sometimes refused category D progression without an adequate explanation. Comments from the deciding manager typically stated that the prisoner was 'of interest to immigration' but offered no further detail. Although we found evidence of some communication with Home Office staff, any information obtained was not then used to conduct a more robust risk assessment and decisions did not always clearly relate to the prisoner's risk of absconding in open conditions.

- 4.25** Once approved for category D, most prisoners were transferred promptly to an open prison.

Recommendation

- 4.26** **Re-categorisation reviews for prisoners subject to immigration procedures who are eligible for open conditions should assess the prisoner's risk of absconding and where it is very low, consider granting them category D status.**

Interventions

Expected outcomes:

Prisoners are able to access interventions designed to promote successful rehabilitation.

- 4.27** As the prison did not have a comprehensive needs analysis (see paragraph 4.7) it was unable to determine the demand for accredited offending behaviour programmes among the population. The lack of sentence plans for 10% of the population also hindered access to the right interventions.
- 4.28** Due to a shortage of programme facilitators, there were not enough places on offending behaviour programmes for the population. Only 52 prisoners would complete a programme in the current year, compared with 94 in the previous year. At least 123 prisoners should have undertaken either the Thinking Skills Programme, Resolve (a moderate intensity course aimed at reducing violence), the Kaizen Intimate Partner Violence programme (a high intensity domestic abuse intervention) or the Kaizen General Violence course (a high intensity intervention). The latter two programmes had only recently been introduced and very few prisoners had completed them.
- 4.29** In addition, there was only a limited range of other work to help prisoners address their attitudes, thinking and behaviour. In the previous 12 months, only 21 prisoners had completed the chaplaincy's victim awareness course, a much smaller number than we typically see participating in this type of intervention. London CRC ran the Getting It Right course, a short pre-release intervention. There had been 37 completions since it started in April 2019, and a further 52 prisoners were due to undertake it.
- 4.30** Support to help prisoners maintain or secure housing was good. Resettlement peer workers attended induction and promptly identified the accommodation needs of new arrivals. London CRC supported most prisoners' resettlement needs and provided a full-time accommodation worker. For the minority of prisoners supported by Essex CRC, caseworkers addressed any identified housing needs and offered a one-to-one tenancy awareness intervention.
- 4.31** Most prisoners, 84% in the previous six months, had an address to go to on release. The majority indicated that they would stay with friends or family, but the prison's large high-risk population meant that about 20% of releases went to a probation approved premises as part of their licence conditions. The sustainability of prisoners' release addresses was not explored beyond the day of discharge, so the effectiveness of the accommodation provision was not well understood.
- 4.32** Prisoners could access a good range of services to help them manage their finances. Both CRCs helped prisoners to apply for a basic bank account prior to their release, and most applications were successful. A part-time Jobcentre Plus worker arranged appointments in the community so prisoners could start to claim benefits at the point of release.

- 4.33** London CRC provided a good range of financial advice to the prisoners it was responsible for. Staff ran a drop-in surgery on every residential unit once a month. Staff from the Ipswich Housing Action Group had recently started attending once a week to help prisoners tackle serious debts. A finance, benefit and debt workshop had recently started, and 42 prisoners had completed it since April 2019.
- 4.34** Essex CRC workers provided prisoners with one-to-one finance, benefit and debt support for the smaller number of prisoners within its remit.

Release planning

Expected outcomes:

The specific reintegration needs of individual prisoners are met through an individual multi-agency plan to maximise the likelihood of successful reintegration into the community.

- 4.35** Resettlement support for prisoners was provided by both London CRC and Essex CRC. London CRC had increased its role since the previous inspection and was now responsible for most prisoners being released, the only exceptions being low- and medium-risk prisoners being released in Essex, who remained the responsibility of Essex CRC.
- 4.36** The number of prisoners released each month had decreased by about a third since the previous inspection, from about 60 to just over 40 each month. The destination of prisoners being released from Highpoint had changed substantially since the previous inspection. The proportion of prisoners released in London had halved to 31%, only 18% went to Essex, while 51% were released to other resettlement areas.
- 4.37** Between them, the two CRCs offered good support to prisoners being released from Highpoint. Prisoners routinely had their resettlement needs assessed about 12 weeks before either their release, HDC or parole dates. In the cases we checked, we saw some good evidence of progress as well as reviews as prisoners' needs were addressed in the runup to their release.
- 4.38** Practical release arrangements were good. The prison provided transport to a nearby bus station, where individuals could take a bus to Cambridge railway station and continue their journeys from there.

Section 5. Summary of recommendations and good practice

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

Key concerns and recommendations		Directed to:
S45	<p>Key concern: Access to illicit drugs remained too high. The positive MDT rate, including for new psychoactive substances, was 18%, and 36% of prisoners in our survey stated that it was very or quite easy to obtain illicit drugs. The prison's own data showed that drugs were linked to violence and debt.</p> <p>Recommendation: The prison should introduce additional measures to deal with drugs entering the prison and reduce the positive MDT rate.</p>	The Governor
S46	<p>Key concern: We were concerned that prisoners' attendance and punctuality at activity sessions were not consistently good enough. Too many were unoccupied throughout the core week and could not gain the qualifications and skills they needed prior to release.</p> <p>Recommendation: Managers should ensure all prisoners attend sessions as planned and are fully employed so that they can gain the skills and qualifications they need for successful resettlement.</p>	The Governor
S47	<p>Key concern: We were concerned that education tutors did not deliver reliable high-quality taught sessions that focused on promoting prisoners' progress or addressing their specialist needs. Production workshops and work rarely promoted prisoners' English, mathematics and/or personal development skills.</p> <p>Recommendation: Prisoners should be able to participate in high quality education sessions and receive appropriate support during all activities to help build their English, mathematics and/or personal development skills.</p>	The Governor
S48	<p>Key concern: Prisoners with a declared learning difficulty achieved qualifications at a lower rate than other prisoners. Prisoners working in production workshops were not offered enough opportunities to gain relevant qualifications, restricting their future employment options.</p> <p>Recommendation: The support needs of prisoners with learning disabilities should be fully addressed to promote achievement</p>	The Governor

	and all prisoners should be able to gain appropriate accredited qualifications regardless of which activity they attend.	
S49	<p>Key concern: Ten percent of the population did not have an OASys report outlining their risks and needs or a sentence plan, which impeded their progression and access to interventions. A further 30% had an assessment that was more than 12 months old and therefore did not reflect their recent behaviour in custody. The absence of effective assessments for so many prisoners undermined work to reduce their reoffending.</p> <p>Recommendation: All eligible prisoners should have an up-to-date OASys assessment to inform their progression and access to interventions.</p>	The Governor
S50	<p>Key concern: There were far too few probation offender supervisors to manage high-risk prisoners, who made up half of the prison's population. Prison offender supervisors held most of the high-risk cases. Their caseloads were very high and they lacked support and training. Levels of contact between offender supervisors and prisoners were low, and in some cases non-existent, which undermined sentence progression.</p> <p>Recommendation: All eligible prisoners should have regular contact with an appropriately trained offender supervisor to drive sentence progression.</p>	The Governor
S51	<p>Key concern: Evidence did not demonstrate that offender supervisors and community-based offender managers were regularly in contact with each other to plan for the release of high-risk prisoners. The IRMT meeting did not review all high-risk prisoners approaching release to address any gaps in risk management planning.</p> <p>Recommendation: The IRMT meeting should review all high-risk prisoners due for release promptly enough to address any gaps in risk management planning.</p>	The Governor
S52	<p>Key concern: Some basic public protection processes were weak. Arrangements for conducting and reviewing telephone monitoring were ineffective. Calls were not listened to promptly and those in foreign languages were not translated. Child contact restrictions were not consistently enforced, potentially allowing contact between the victim and prisoner by mail.</p> <p>Recommendation: The prison should ensure that its public protection processes are effective in managing prisoners' risks to the public while they are in custody.</p>	The Governor
S53	<p>Key concern: There was no comprehensive population needs analysis in place to underpin the provision of accredited offending behaviour programmes. There were currently not enough places on these programmes to meet the needs of the large population.</p> <p>Recommendation: The prison should have enough places on accredited offending behaviour programmes to meet the needs of the population.</p>	The Governor

General recommendations		Directed to:
1.34	All suspicion drug tests should be completed as requested.	The Governor
1.41	More work should be done to determine why the number of ACCTs opened had increased dramatically and was now very high.	The Governor
2.12	Prisoners should not share cells designed for one person.	The Governor
2.13	Prisoners should have prompt access to their property.	The Governor
2.24	Responses to applications should be tracked to ensure they are all addressed.	The Governor
2.25	Responses to all complaints should be timely, comprehensive and polite.	The Governor
2.26	Legal visits should be carried out in private.	The Governor
2.39	Professional interpretation services should be used when needed particularly when dealing with sensitive or personal information.	The Governor
2.40	Foreign national prisoners should have access to independent immigration advice. (Repeated recommendation 2.32)	The Governor
2.52	Managers should ensure there is effective oversight of clinical appointments.	The Governor
2.53	The dental suite flooring on the South site must meet infection prevention control standards.	The Governor
2.58	Suitably trained and supervised peer workers should be available to provide health and well-being support and information.	The Governor
2.65	All patients with long-term conditions should have a person-centred care plan.	The Governor
2.74	Patients requiring hospital admission under the Mental Health Act should be assessed and transferred expeditiously within current transfer guidelines.	The Governor
2.81	When appropriate, prisoners should have access to naloxone on release.	The Governor
2.91	Sedating medication should be administered at a clinically appropriate time.	The Governor
2.95	Dental waiting times should be equivalent to those in the community.	The Governor
4.26	Re-categorisation reviews for prisoners subject to immigration procedures who are eligible for open conditions should assess the prisoner's risk of absconding and where it is very low, consider granting them category D status.	The Governor
Examples of good practice		
2.4	Working relationships between staff and prisoners were enhanced through the awards scheme, which also helped to develop a community identity and increase motivation.	
2.14	Senior managers' daily checks of cells and communal areas had led to a culture where cleanliness and decent living conditions were the expected norm for staff and prisoners.	
2.15	The prisoner decency team provided a proactive response to the difficulties involved in maintaining a large site and had helped to improve physical conditions around the prison.	

2.41	The equality peer representatives were among the best we have seen. They provided good emotional and physical support to those who needed it.	
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Section 6. Appendices

Appendix I: Inspection team

Peter Clarke	Chief inspector
Sandra Fieldhouse	Team leader
Martyn Griffiths	Inspector
Angela Johnson	Inspector
Ian Macfadyen	Inspector
Esra Sari	Inspector
Emma Sunley	Inspector
Jonathan Tickner	Inspector
Darren Wilkinson	Inspector
Becky Duffield	Researcher
Rachel Duncan	Researcher
Chloe Moore	Researcher
Helen Ranns	Researcher
Holly Tuson	Researcher
Claudia Vince	Researcher
Shaun Thomson	Lead health and social care inspector
Steve Eley	Health and social care inspector
Peter Gibbs	Pharmacist
Lynda Day	Care Quality Commission inspector
Nigel Bragg	Ofsted inspector
Tony Gallagher	Ofsted inspector
Keith Hughes	Ofsted inspector
Gerard McGrath	Ofsted inspector
Rebecca Perry	Ofsted inspector
Allan Shaw	Ofsted inspector

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided. The recommendations in the main body of the report are based on the fifth edition of Expectations, but those below are based on the fourth edition. Their order may therefore differ slightly from the main report.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2015, reception, first night and induction arrangements were reasonable, with good support provided by peer workers, but attention to vulnerability and risk was inconsistent. The prison was generally well ordered but the strategy to make the prison safer required improvement. Many prisoners did not feel safe, and levels of prisoner assaults and victimisation were high, with specific hotspots on the South site. The number of prisoners at risk of self-harm was comparatively low. The quality of assessment, care in custody and teamwork (ACCT) documents for prisoners at risk of self-harm or suicide, was poor but some complex cases were managed well. Security arrangements were mostly proportionate. The availability of drugs, particularly Spice, presented a threat but there was no overarching strategy to reduce drug supply. There were effective measures to incentivise good behaviour. Levels of use of force were low and governance arrangements good. The use of segregation was relatively low and there was good reintegration planning. Substance misuse arrangements were good. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

The analysis of violent incidents should be used to develop a clear strategy and action plan to manage and reduce violence. (S49)

Achieved

Recommendations

All prisoners' property should arrive with them when they are transferred to the prison. (1.4)

Not achieved

All newly arrived prisoners should have a comprehensive first night risk assessment completed, including a review of cell sharing risks. (1.13)

Achieved

Recommendations from the Prisons and Probation Ombudsman reports should be reviewed regularly to ensure that they are fully implemented in practice. (1.31)

Achieved

A strategy to prevent self-harm and suicide should be developed using trend analysis data and other intelligence. (1.32)

Achieved

Prisoners at risk of self-harm or suicide should be cared for effectively. Good standards of care should be maintained by a programme of refresher training and robust quality assurance of assessment, care in custody and teamwork (ACCT) documentation. (I.33)

Not achieved

Segregation should only be used exceptionally and as a last resort for prisoners in crisis and at risk of suicide and self-harm. (I.34)

Not achieved

Prisoners should not be placed on closed visits for non-visits-related reasons. (I.46)

Achieved

There should be a drug supply reduction strategy. (I.47)

Achieved

Suspicion tests should be completed within prescribed timescales. (I.48)

Not achieved

The regime in the segregation unit should be improved and prisoners should have access to in-cell and off-unit activities (subject to risk assessments) and have the opportunity to spend at least an hour in the open air each day. (I.65)

Achieved

The substance misuse policy document should be reviewed and the action plan updated in light of the recent needs analysis. (I.70)

Achieved

The drug free wing should hold only prisoners committed to drug recovery. (I.71)

Not achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2015, external areas were pleasant and generally litter free. The quality of prisoner accommodation had improved and most cells were well maintained, bright, clean and subject to ongoing refurbishment. Access to showers, telephones, laundry and bedding was good. The number of complaints submitted was high and many could have been dealt with by applications, although the latter were not tracked. Prisoners had trouble in tracing and accessing their property. Staff–prisoner relationships were good. Diversity and equality arrangements had improved but there was no systematic assessment of the needs of those with protected characteristics and some needs were not being met. Faith provision was good. Health services were reasonably good. The food provided was adequate. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

More needs to be done to consult prisoners with protected characteristics, to understand and address their needs and perceptions, and then inform them of the findings and action taken. (S50)

Achieved

Recommendations

Damaged flooring on residential units should be replaced and the refurbishment of all showers and toilets should be completed as soon as possible. (2.9)

Partially achieved

Prisoners should be provided with lockable storage for their medication. (2.10)

Not achieved

Prisoners should be able to get efficient access to their stored property. (2.11)

Not achieved

Prisoner wing forums should take place regularly on the South site and issues raised by prisoners should be dealt with promptly. (2.15)

Not achieved

The monitoring of outcomes for prisoners with protected characteristics should be broadened, to include all areas relevant to the prison. (2.22)

Achieved

Professional interpreting services should be used effectively and a range of translated material should be provided to inform foreign national prisoners of the regime and services available to them, and help them feel less isolated. (2.31)

Not achieved

Foreign national prisoners should have access to independent immigration advice. (2.32)

Not achieved (recommendation repeated, 2.40)

The needs of all prisoners with disabilities should be identified and recorded, and they should all have a care plan and emergency evacuation plan, both of which should be reviewed and updated regularly. (2.33)

Not achieved

The complaints monitoring system should be effective, providing analysis of complaints (both upheld and refused) each month by all protected characteristics, to identify patterns and make improvements. (2.45)

Not achieved

Prisoners should have access to staff who are trained to provide advice and practical support in pursuing legal matters. (2.51)

Not achieved

Prisoners should be able to consult their lawyers in private. (2.52)

Not achieved

All clinical environments and equipment should be monitored and comply with infection control standards. (2.64)

Achieved

Prisoners should have access to screening programmes and experience waiting times for appointments that are equivalent to those in the community. (2.65)

Partially achieved

The partnership board should coordinate strategies for the provision and placement of automated external defibrillators, checking of equipment, and the training and deployment of trained staff. (2.66)
Achieved

A health and safety review of the South site health centre waiting area and the entry point to the dental suite should be conducted to determine any control measures that would better assure staff safety and patient privacy. (2.73)
Achieved

In-possession risk assessments should be audited to ensure that reasons for changes are recorded. (2.78)
Achieved

In-possession medicines should be delivered to prisoners in a way that promotes safety and provides adequate supervision to ensure privacy and confidentiality. (2.79)
Achieved

The special sick and out-of-hours provision should be reviewed to ensure that prisoners are not placed at risk by inappropriate dispensing. (2.80)
Achieved

The dental suites should comply with infection control and prevention standards. (2.83)
Achieved

Prisoners should have access to all clinically indicated psychological and group interventions, including professional counselling services. (2.90)
Achieved

The transfer of patients to external health care beds should be expedited and occur within Department of Health transfer target timescales. (2.91)
Not achieved

Prisoners working in the kitchens should be able to study towards accredited qualifications. (2.98)
Not achieved

Purposeful activity

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

At the last inspection, in 2015, the amount of time out of cell was adequate for most but there was too little evening association. The management of learning and skills and work was good, with an appropriate focus on English, mathematics and employability. There were sufficient activity places for most of the population but too many prisoners were unemployed, waiting to be allocated to an activity. The quality of teaching and learning was good. Peer workers were used effectively. Achievements were mostly high. The library was good. Access to PE was very good. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

Evening association periods should be extended. (3.6)
Achieved

All prisoners should have one hour of exercise daily. (3.7)

Achieved

Data should be collected and analysed to provide a comprehensive evaluation of all aspects of education and skills on both sites. (3.14)

Not achieved

The establishment should provide additional activity places to meet the needs of the whole population and ensure that prisoners are allocated to a purposeful activity on a timely basis. (3.20)

Not achieved

Managers should ensure that all tutors plan appropriate activities that meet the needs of prisoners and that interest and challenge them to make good progress. (3.26)

Achieved

Tutors should improve the use of techniques, including question and answer, to ensure that all prisoners develop their understanding, knowledge and skills effectively. (3.27)

Achieved

Prisoners' appointments should be sequenced more effectively, to reduce interruptions to education and training sessions. (3.31)

Not achieved

Staff should ensure that prisoners' development of interpersonal skills is captured and recorded in all areas of learning, skills and work. (3.32)

Not achieved

Success rates for mathematics at level 2 should be improved. (3.35)

Achieved

Managers should collect accurate data on library usage, so that they are able to determine whether all prisoners are making good use of the facilities. (3.39)

Not achieved

Necessary repairs to the South site sports hall and improvements to the changing rooms should be made, including the provision of shower screens. (3.46)

Achieved

A programme of accredited vocational PE should be offered to meet prisoner needs. (3.47)

Achieved

Resettlement

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

At the last inspection, in 2015, offender management was ineffective and not well integrated within the prison, and offender supervisors were not sufficiently involved in critical areas of their work. Delivery was compromised by staff shortages and prisoners received too little contact, support and motivation from offender supervisors. Too many prisoners were without an offender assessment system (OASys) assessment and sentence plan, and this limited their opportunities to progress. Public protection arrangements required improvement. Reintegration planning with the community rehabilitation companies was developing reasonably well. Resettlement pathway provision had improved and good support was provided for prisoners to address their finance and debt issues, and find accommodation and employment on release. Visits and families provision had improved and was developing further. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

All prisoners should have an offender assessment system (OASys) assessment and sentence plan which identifies targets for progression and reducing reoffending. Contact between prisoners and offender supervisors should be regular, meaningful, and encourage and monitor progression. (S51)

Not achieved

Recommendations

A strategy should be developed, based on a comprehensive needs analysis, which establishes an integrated and whole-prison approach to reducing reoffending. It should be supported by an action plan and progress should be monitored by a well-attended committee. (4.6)

Not achieved

Records of contact with prisoners by community rehabilitation company staff and action taken should be accessible to all staff, including offender supervisors, to promote information exchange and good risk management. (4.7)

Achieved

P-Nomis should be used as the central case recording system to improve information exchange and risk management. (4.16)

Achieved

The timeliness of home detention curfew releases should be monitored, to ensure that all prisoners are released at their earliest eligibility date, and action should be taken to resolve obstacles to this. (4.17)

Not achieved

Prisoners presenting a risk of harm to others should undergo a full and timely analysis of the risk of serious harm to others and have an accompanying risk management plan. (4.20)

Not achieved

Access to release on temporary licence should be based on a comprehensive risk assessment, undertaken by an offender supervisor who knows the prisoner and supported by a current OASys assessment and risk management plan. (4.21)

Not achieved

Multi-agency public protection arrangements (MAPPA) alerts on P-Nomis should be reviewed and kept up to date, and all MAPPA prisoners nearing release should have their management level confirmed. (4.22)

Achieved

Prisoners should be transferred according to their sentence planning needs. (4.25)

Not achieved

The needs of indeterminate-sentenced prisoners should be analysed, and provision reviewed and developed. Contact with offender supervisors should be regular, meaningful and focused on progression. (4.28)

Not achieved

Resettlement plans should be of good quality, with specific and time-limited objectives. (4.34)

Achieved

All prisoners should have access to the virtual campus to research employment opportunities on release. (4.39)

No longer relevant

The visits halls and visitors centre should be in good order and well decorated. (4.50)

Partially achieved

The victim awareness course should be delivered regularly. (4.54)

Not achieved

Appendix III: Care Quality Commission Requirement Notice



Requirement Notices

Provider: Care UK Health & Rehabilitation

Location: HMP Highpoint

Location ID: 1-4049622414

Regulated activities: Treatment of disease, disorder or injury. Diagnostic and screening procedures.

Action we have told the provider to take

The table below shows the regulations that were not being met. The provider must send CQC a report that says what action it is going to take to meet these regulations.

Regulation 17 (1)

Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

How the regulation was not being met:

There were insufficient systems or processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. In particular:

- The dental waiting list arrangements did not ensure continuity of treatment for patients who moved between Highpoint locations. This resulted in one patient who required urgent dental care and treatment waiting over 75 days before being assessed.
- The processes for responding to chemical incidents and checking the dental tools and equipment on one site were not adequate.
- Staff were not checking the stock of out of hours medications against the log book to ensure that stock levels were sufficient to meet patient need.

There were inadequate systems or processes that ensured the registered person had maintained securely such records as are necessary to be kept in relation to

persons employed in the carrying on of the regulated activity or activities. In particular:

There was no accurate record or log of staff's clinical supervision.

Appendix IV: Prison population profile

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

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced		1186	92.8%
Recall		91	7.1%
Convicted unsentenced		1	0.1%
Remand		0	0%
Civil prisoners		0	0%
Detainees		1	0.1%
Total		1279	100%

Sentence	18–20 yr olds	21 and over	%
Unsentenced		2	0.2%
Less than 6 months		1	0.1%
6 months to less than 12 months		2	0.2%
12 months to less than 2 years		27	2.1%
2 years to less than 4 years		196	15.3%
4 years to less than 10 years		648	50.7%
10 years and over (not life)		238	18.6%
ISPP (indeterminate sentence for public protection)		62	4.8%
Life		103	8%
Total		1279	100%

Age	Number of prisoners	%
Please state minimum age here: 21	-	-
Under 21 years	0	0%
21 years to 29 years	461	36%
30 years to 39 years	432	33.8%
40 years to 49 years	220	17.2%
50 years to 59 years	123	9.6%
60 years to 69 years	39	3%
70 plus years	4	0.3%
Please state maximum age here:	-	-
Total		

Nationality	18–20 yr olds	21 and over	%
British		1059	82.7%
Foreign nationals		220	17.2%
Total		1279	100%

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced		0	0%
Uncategorised sentenced		0	0%
Category A		0	0%
Category B		0	0%
Category C		1215	95%
Category D		64	5%
Other		0	0%
Total		1279	100%

Ethnicity	18–20 yr olds	21 and over	%
White		731	57.2%
British		552	43.2%
Irish		11	0.9%
Gypsy/Irish Traveller		24	1.9%
Other white		144	11.3%
Mixed		83	6.5%
White and black Caribbean		47	3.7%
White and black African		10	0.8%
White and Asian		5	0.4%
Other mixed		21	1.6%
Asian or Asian British		116	9.1%
Indian		23	1.8%
Pakistani		27	2.1%
Bangladeshi		25	2%
Chinese		3	0.2%
Other Asian		38	3%
Black or black British		314	24.6%
Caribbean		155	12.1%
African		93	7.3%
Other black		66	5.2%
Other ethnic group		27	2.1%
Arab		1	0.1%
Other ethnic group		26	2%
Not stated		8	0.6%
Total		1279	100%

Religion	18–20 yr olds	21 and over	%
Baptist		2	0.2%
Church of England		158	12.4%
Roman Catholic		241	18.8%
Other Christian denominations		187	14.6%
Muslim		328	25.6%
Sikh		13	1%
Hindu		15	1.2%
Buddhist		28	2.2%
Jewish		11	0.9%
Other		80	6.3%
No religion		216	16.9%
Total		1279	100%

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)		10	0.7%
Total	0		

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0%	131	10.2%
1 month to 3 months	0	0%	226	17.7%
3 months to 6 months	0	0%	249	19.5%
6 months to 1 year	0	0%	256	20%
1 year to 2 years	0	0%	277	21.7%
2 years to 4 years	0	0%	120	9.4%
4 years or more	0	0%	18	1.4%
Total	0	0%	1277	99.8%

Sentenced prisoners only

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

Unsentenced prisoners only

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

Main offence	18–20 yr olds	21 and over	%
Violence against the person			
Sexual offences			
Burglary			
Robbery			
Theft and handling			
Fraud and forgery			
Drugs offences			
Other offences			
Civil offences			
Offence not recorded /holding warrant			
Total			

Appendix V: Prisoner survey methodology and results

Prisoner survey methodology

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

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison.¹⁹

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

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

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment.²⁰

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity.²¹ Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 12 August 2019 the prisoner population at HMP Highpoint was 1279. Using the sampling method described above, questionnaires were distributed to 232 prisoners. We received a total of 177 completed questionnaires, a response rate of 76%. Twenty prisoners declined to participate in the survey and 35 questionnaires were either not returned at all, or returned blank.

¹⁹ Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

²⁰ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments).

²¹ For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectorates.gov.uk/hmiprison/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Highpoint. For the comparator analyses, each question was reformulated into a binary ‘yes/no’ format and affirmative responses compared.²² 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

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

Responses from HMP Highpoint 2019 compared with those from other HMI Prisons surveys²³

- Survey responses from HMP Highpoint in 2019 compared with survey responses from other category C training prisons inspected since September 2017.
- Survey responses from HMP Highpoint in 2019 compared with survey responses from HMP Highpoint in 2015.

Comparisons between different residential locations within HMP Highpoint 2019

- Responses of prisoners on the North site (houseblocks 11–16) compared with those on the South site (houseblocks 1–10).

Comparisons between self-reported sub-populations of prisoners within HMP Highpoint 2019²⁴

- Responses of prisoners from black or minority ethnic groups compared with those of white prisoners.
- Foreign national prisoners’ responses compared with those of UK/British nationals.
- Muslim prisoners’ responses compared with those of non-Muslim prisoners.
- Disabled prisoners’ responses compared with those who do not have a disability.
- Responses of prisoners with mental health problems compared with those who do not have mental health problems.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners aged 25 and under compared with those over 25.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.²⁵

In the comparator analyses, statistically significant differences are indicated by shading.²⁶ Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

²² Using the Chi-square test (or Fisher’s exact test if there are fewer than five responses in a group).

²³ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

²⁴ These analyses are carried out on summary data from selected survey questions only.

²⁵ A minimum of 10 responses which must also represent at least 10% of the total response.

²⁶ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

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

Survey

Background information

I.1	What wing or houseblock are you currently living on?	
	Houseblock 1 and 2	31 (18%)
	Houseblock 3	14 (8%)
	Houseblock 4	16 (9%)
	Houseblock 5	17 (10%)
	Houseblock 6	8 (5%)
	Houseblock 7	6 (3%)
	Houseblock 8	17 (10%)
	Houseblock 9	11 (6%)
	Houseblock 10.....	10 (6%)
	Houseblock 11	9 (5%)
	Houseblock 12.....	10 (6%)
	Houseblock 13.....	7 (4%)
	Houseblock 14.....	12 (7%)
	Houseblock 15.....	8 (5%)
	Houseblock 16.....	0 (0%)
	Segregation unit.....	1 (1%)
I.2	How old are you?	
	Under 21	0 (0%)
	21 - 25.....	29 (16%)
	26 - 29.....	32 (18%)
	30 - 39.....	61 (35%)
	40 - 49.....	23 (13%)
	50 - 59.....	18 (10%)
	60 - 69.....	12 (7%)
	70 or over.....	1 (1%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	71 (42%)
	White - Irish	5 (3%)
	White - Gypsy or Irish Traveller.....	1 (1%)
	White - any other White background	9 (5%)
	Mixed - White and Black Caribbean	8 (5%)
	Mixed - White and Black African	4 (2%)
	Mixed - White and Asian	4 (2%)
	Mixed - any other Mixed ethnic background	2 (1%)
	Asian/ Asian British - Indian.....	6 (4%)
	Asian/ Asian British - Pakistani.....	5 (3%)
	Asian/ Asian British - Bangladeshi.....	5 (3%)
	Asian/ Asian British - Chinese.....	1 (1%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean.....	24 (14%)
	Black/ Black British - African	18 (11%)
	Black - any other Black/ African/ Caribbean background.....	3 (2%)
	Arab.....	0 (0%)
	Any other ethnic group	2 (1%)
I.4	How long have you been in this prison?	
	Less than 6 months.....	54 (32%)
	6 months or more	116 (68%)

1.5	Are you currently serving a sentence?	
	Yes	157 (90%)
	Yes - on recall	17 (10%)
	No - on remand or awaiting sentence	0 (0%)
	No - immigration detainee.....	0 (0%)
1.6	How long is your sentence?	
	Less than 6 months.....	2 (1%)
	6 months to less than 1 year	3 (2%)
	1 year to less than 4 years.....	39 (22%)
	4 years to less than 10 years	79 (45%)
	10 years or more	32 (18%)
	IPP (indeterminate sentence for public protection)	5 (3%)
	Life	15 (9%)
	Not currently serving a sentence.....	0 (0%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	37 (21%)
	No.....	127 (73%)
	Don't remember	11 (6%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	75 (43%)
	2 hours or more.....	90 (52%)
	Don't remember	9 (5%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	154 (89%)
	No.....	12 (7%)
	Don't remember	7 (4%)
2.4	Overall, how were you treated in reception?	
	Very well	62 (35%)
	Quite well	100 (57%)
	Quite badly	9 (5%)
	Very badly	2 (1%)
	Don't remember	2 (1%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	40 (23%)
	Contacting family.....	33 (19%)
	Arranging care for children or other dependants.....	4 (2%)
	Contacting employers	3 (2%)
	Money worries.....	19 (11%)
	Housing worries	15 (9%)
	Feeling depressed.....	31 (18%)
	Feeling suicidal	12 (7%)
	Other mental health problems	20 (12%)
	Physical health problems	22 (13%)
	Drug or alcohol problems (e.g. withdrawal)	9 (5%)
	Problems getting medication	21 (12%)
	Needing protection from other prisoners.....	11 (6%)
	Lost or delayed property	44 (26%)
	Other problems.....	9 (5%)
	Did not have any problems.....	68 (40%)

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

Yes	31 (19%)
No.....	67 (40%)
Did not have any problems when I first arrived.....	68 (41%)

First night and induction**3.1 Before you were locked up on your first night here, were you offered any of the following things?**

Tobacco or nicotine replacement.....	107 (63%)
Toiletries / other basic items	102 (60%)
A shower.....	65 (38%)
A free phone call	53 (31%)
Something to eat	134 (78%)
The chance to see someone from health care	109 (64%)
The chance to talk to a Listener or Samaritans.....	52 (30%)
Support from another prisoner (e.g. Insider or buddy).....	48 (28%)
Wasn't offered any of these things	9 (5%)

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

Very clean	39 (22%)
Quite clean	82 (47%)
Quite dirty	34 (20%)
Very dirty	18 (10%)
Don't remember	1 (1%)

3.3 Did you feel safe on your first night here?

Yes	146 (85%)
No.....	22 (13%)
Don't remember	4 (2%)

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

	Yes	No	Don't remember
Access to the prison shop / canteen?	103 (61%)	59 (35%)	8 (5%)
Free PIN phone credit?	75 (46%)	84 (51%)	5 (3%)
Numbers put on your PIN phone?	83 (51%)	66 (40%)	14 (9%)

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

Yes	107 (62%)
No.....	60 (35%)
Have not had an induction.....	5 (3%)

On the wing**4.1 Are you in a cell on your own?**

Yes	141 (82%)
No, I'm in a shared cell or dormitory.....	32 (18%)

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

Yes	66 (39%)
No.....	54 (32%)
Don't know.....	32 (19%)
Don't have a cell call bell.....	18 (11%)

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

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	149 (86%)	20 (12%)	4 (2%)
Can you shower every day?	173 (100%)	0 (0%)	0 (0%)
Do you have clean sheets every week?	160 (93%)	7 (4%)	5 (3%)
Do you get cell cleaning materials every week?	142 (83%)	29 (17%)	1 (1%)
Is it normally quiet enough for you to relax or sleep at night?	143 (83%)	27 (16%)	3 (2%)
Can you get your stored property if you need it?	50 (30%)	74 (44%)	44 (26%)

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

Very clean	39 (23%)
Quite clean	94 (55%)
Quite dirty	32 (19%)
Very dirty	5 (3%)

Food and canteen

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

Very good	9 (5%)
Quite good	63 (37%)
Quite bad	61 (36%)
Very bad	38 (22%)

5.2 Do you get enough to eat at mealtimes?

Always	19 (11%)
Most of the time	48 (28%)
Some of the time	67 (39%)
Never	40 (23%)

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

Yes	92 (54%)
No	76 (44%)
Don't know	3 (2%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	131 (76%)
No	42 (24%)

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

Yes	109 (63%)
No	63 (37%)

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

Yes	51 (29%)
No	124 (71%)

6.4	How helpful is your personal or named officer?	
	Very helpful.....	29 (17%)
	Quite helpful.....	33 (19%)
	Not very helpful	20 (12%)
	Not at all helpful.....	33 (19%)
	Don't know.....	19 (11%)
	Don't have a personal / named officer	38 (22%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly.....	99 (58%)
	Sometimes.....	54 (31%)
	Hardly ever	17 (10%)
	Don't know.....	2 (1%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes.....	82 (49%)
	No.....	86 (51%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change.....	34 (20%)
	Yes, but things don't change.....	61 (35%)
	No.....	48 (28%)
	Don't know.....	29 (17%)

Faith

7.1	What is your religion?	
	No religion.....	32 (18%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	71 (41%)
	Buddhist.....	5 (3%)
	Hindu.....	4 (2%)
	Jewish.....	2 (1%)
	Muslim.....	47 (27%)
	Sikh	2 (1%)
	Other	10 (6%)
7.2	Are your religious beliefs respected here?	
	Yes.....	103 (61%)
	No.....	20 (12%)
	Don't know.....	13 (8%)
	Not applicable (no religion).....	32 (19%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes.....	104 (61%)
	No.....	13 (8%)
	Don't know.....	22 (13%)
	Not applicable (no religion).....	32 (19%)
7.4	Are you able to attend religious services, if you want to?	
	Yes.....	139 (80%)
	No.....	1 (1%)
	Don't know.....	1 (1%)
	Not applicable (no religion).....	32 (18%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	54 (31%)
	No.....	120 (69%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	69 (41%)
	No.....	101 (59%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	168 (97%)
	No.....	5 (3%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy.....	7 (4%)
	Quite easy.....	28 (16%)
	Quite difficult	34 (20%)
	Very difficult	91 (54%)
	Don't know.....	10 (6%)
8.5	How often do you have visits from family or friends?	
	More than once a week.....	1 (1%)
	About once a week.....	17 (10%)
	Less than once a week.....	77 (47%)
	Not applicable (don't get visits).....	68 (42%)
8.6	Do visits usually start and finish on time?	
	Yes	50 (55%)
	No.....	41 (45%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	68 (76%)
	No.....	21 (24%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to.....	133 (78%)
	Yes, but these times are not usually kept to.....	33 (19%)
	No.....	4 (2%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	1 (1%)
	2 to 6 hours.....	61 (36%)
	6 to 10 hours	65 (38%)
	10 hours or more	34 (20%)
	Don't know.....	8 (5%)
9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	4 (2%)
	2 to 6 hours.....	72 (42%)
	6 to 10 hours	62 (36%)
	10 hours or more	25 (15%)
	Don't know.....	9 (5%)

9.4 How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?

None	0 (0%)
1 or 2	16 (9%)
3 to 5.....	23 (13%)
More than 5.....	129 (75%)
Don't know.....	4 (2%)

9.5 How many days in a typical week do you get association, if you want it?

None	2 (1%)
1 or 2	9 (5%)
3 to 5.....	7 (4%)
More than 5.....	148 (87%)
Don't know.....	5 (3%)

9.6 How many days in a typical week could you go outside for exercise, if you wanted to?

None	1 (1%)
1 or 2	5 (3%)
3 to 5.....	16 (9%)
More than 5.....	149 (87%)
Don't know.....	1 (1%)

9.7 Typically, how often do you go to the gym?

Twice a week or more	115 (68%)
About once a week.....	8 (5%)
Less than once a week.....	11 (7%)
Never	35 (21%)

9.8 Typically, how often do you go to the library?

Twice a week or more	25 (15%)
About once a week.....	66 (39%)
Less than once a week.....	30 (18%)
Never	48 (28%)

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

Yes	64 (40%)
No.....	47 (30%)
Don't use the library	48 (30%)

Applications, complaints and legal rights**10.1 Is it easy for you to make an application?**

Yes	143 (83%)
No.....	22 (13%)
Don't know.....	7 (4%)

10.2 If you have made any applications here, please answer the questions below:

	Yes	No	Not made any applications
Are applications usually dealt with fairly?	75 (49%)	66 (43%)	13 (8%)
Are applications usually dealt with within 7 days?	39 (25%)	103 (66%)	13 (8%)

I0.3 Is it easy for you to make a complaint?

Yes.....	122 (71%)
No.....	30 (17%)
Don't know.....	21 (12%)

I0.4 If you have made any complaints here, please answer the questions below:

	Yes	No	Not made any complaints
Are complaints usually dealt with fairly?	49 (31%)	60 (38%)	48 (31%)
Are complaints usually dealt with within 7 days?	29 (18%)	80 (51%)	48 (31%)

I0.5 Have you ever been prevented from making a complaint here when you wanted to?

Yes.....	21 (13%)
No.....	107 (64%)
Not wanted to make a complaint.....	39 (23%)

I0.6 In this prison, is it easy or difficult for you to...

	Easy	Difficult	Don't know	Don't need this
Communicate with your solicitor or legal representative?	66 (39%)	42 (25%)	39 (23%)	23 (14%)
Attend legal visits?	62 (38%)	19 (12%)	46 (28%)	35 (22%)
Get bail information?	16 (10%)	27 (17%)	58 (37%)	56 (36%)

I0.7 Have staff here ever opened letters from your solicitor or legal representative when you were not present?

Yes.....	70 (41%)
No.....	53 (31%)
Not had any legal letters.....	47 (28%)

Health care**I1.1 How easy or difficult is it to see the following people?**

	Very easy	Quite easy	Quite difficult	Very difficult	Don't know
Doctor	12 (7%)	30 (18%)	60 (35%)	53 (31%)	15 (9%)
Nurse	29 (17%)	66 (39%)	37 (22%)	19 (11%)	17 (10%)
Dentist	7 (4%)	10 (6%)	29 (17%)	99 (59%)	24 (14%)
Mental health workers	9 (5%)	31 (19%)	23 (14%)	28 (17%)	75 (45%)

I1.2 What do you think of the quality of the health service from the following people?

	Very good	Quite good	Quite bad	Very bad	Don't know
Doctor	17 (10%)	49 (29%)	44 (26%)	30 (18%)	28 (17%)
Nurse	28 (17%)	65 (39%)	28 (17%)	17 (10%)	27 (16%)
Dentist	11 (7%)	31 (18%)	26 (15%)	38 (23%)	62 (37%)
Mental health workers	10 (6%)	28 (17%)	20 (12%)	13 (8%)	93 (57%)

I1.3 Do you have any mental health problems?

Yes.....	44 (26%)
No.....	123 (74%)

11.4	Have you been helped with your mental health problems in this prison?	
	Yes	13 (8%)
	No.....	33 (20%)
	Don't have any mental health problems	123 (73%)
11.5	What do you think of the overall quality of the health services here?	
	Very good	8 (5%)
	Quite good	58 (35%)
	Quite bad	46 (28%)
	Very bad	33 (20%)
	Don't know.....	22 (13%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	34 (20%)
	No.....	134 (80%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	9 (5%)
	No.....	24 (14%)
	Don't have a disability	134 (80%)
12.3	Have you been on an ACCT in this prison?	
	Yes	18 (11%)
	No.....	146 (89%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	9 (5%)
	No.....	9 (5%)
	Have not been on an ACCT in this prison.....	146 (89%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	30 (18%)
	Quite easy	23 (14%)
	Quite difficult	7 (4%)
	Very difficult	4 (2%)
	Don't know.....	96 (59%)
	No Listeners at this prison	4 (2%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	13 (8%)
	No.....	152 (92%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	8 (5%)
	No.....	6 (4%)
	Did not / do not have an alcohol problem	152 (92%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	30 (18%)
	No.....	137 (82%)

13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	21 (13%)
	No.....	145 (87%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	11 (7%)
	No.....	155 (93%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	16 (10%)
	No.....	17 (10%)
	Did not / do not have a drug problem.....	131 (80%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy.....	41 (25%)
	Quite easy.....	19 (11%)
	Quite difficult	4 (2%)
	Very difficult	4 (2%)
	Don't know.....	99 (59%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy.....	28 (17%)
	Quite easy.....	16 (10%)
	Quite difficult	8 (5%)
	Very difficult	7 (4%)
	Don't know.....	108 (65%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	55 (33%)
	No.....	113 (67%)
14.2	Do you feel unsafe now?	
	Yes	18 (11%)
	No.....	148 (89%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply.)	
	Verbal abuse.....	39 (24%)
	Threats or intimidation.....	39 (24%)
	Physical assault.....	18 (11%)
	Sexual assault.....	2 (1%)
	Theft of canteen or property.....	22 (14%)
	Other bullying / victimisation.....	23 (14%)
	Not experienced any of these from prisoners here.....	107 (66%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	48 (30%)
	No.....	114 (70%)

14.5 Have you experienced any of the following types of bullying / victimisation from staff here?*(Please tick all that apply.)*

Verbal abuse	34 (21%)
Threats or intimidation.....	29 (18%)
Physical assault.....	12 (8%)
Sexual assault.....	3 (2%)
Theft of canteen or property.....	14 (9%)
Other bullying / victimisation	25 (16%)
Not experienced any of these from staff here.....	110 (69%)

14.6 If you were being bullied / victimised by staff here, would you report it?

Yes	78 (48%)
No.....	86 (52%)

Behaviour management**15.1 Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?**

Yes	88 (54%)
No.....	58 (36%)
Don't know what the incentives / rewards are	17 (10%)

15.2 Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?

Yes	76 (46%)
No.....	63 (38%)
Don't know.....	19 (11%)
Don't know what this is	8 (5%)

15.3 Have you been physically restrained by staff in this prison in the last 6 months?

Yes	12 (7%)
No.....	156 (93%)

15.4 If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?

Yes	3 (2%)
No.....	9 (5%)
Don't remember	1 (1%)
Not been restrained here in last 6 months	156 (92%)

15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?

Yes	15 (9%)
No.....	153 (91%)

15.6 If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:

	Yes	No
Were you treated well by segregation staff?	14 (93%)	1 (7%)
Could you shower every day?	13 (93%)	1 (7%)
Could you go outside for exercise every day?	13 (93%)	1 (7%)
Could you use the phone every day (if you had credit)?	12 (92%)	1 (8%)

Education, skills and work

16.1 Is it easy or difficult to get into the following activities in this prison?

	Easy	Difficult	Don't know	Not available here
Education	101 (61%)	24 (15%)	39 (24%)	1 (1%)
Vocational or skills training	58 (36%)	46 (28%)	55 (34%)	4 (2%)
Prison job	98 (60%)	47 (29%)	16 (10%)	1 (1%)
Voluntary work outside of the prison	8 (5%)	31 (20%)	90 (57%)	28 (18%)
Paid work outside of the prison	8 (5%)	28 (18%)	94 (59%)	29 (18%)

16.2 If you have done any of these activities while in this prison, do you think they will help you on release?

	Yes, will help	No, won't help	Not done this
Education	77 (49%)	42 (27%)	38 (24%)
Vocational or skills training	66 (43%)	29 (19%)	60 (39%)
Prison job	42 (27%)	87 (57%)	24 (16%)
Voluntary work outside of the prison	39 (26%)	20 (13%)	90 (60%)
Paid work outside of the prison	42 (28%)	19 (13%)	88 (59%)

16.3 Do staff encourage you to attend education, training or work?

Yes	105 (64%)
No.....	54 (33%)
Not applicable (e.g. if you are retired, sick or on remand)	4 (2%)

Planning and progression

17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)

Yes	123 (75%)
No.....	41 (25%)

17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?

Yes	107 (87%)
No.....	13 (11%)
Don't know what my objectives or targets are.....	3 (2%)

17.3 Are staff here supporting you to achieve your objectives or targets?

Yes	56 (47%)
No.....	61 (51%)
Don't know what my objectives or targets are.....	3 (3%)

17.4 If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?

	Yes, this helped	No, this didn't help	Not done / don't know
Offending behaviour programmes	40 (35%)	23 (20%)	52 (45%)
Other programmes	29 (25%)	26 (23%)	59 (52%)
One to one work	25 (23%)	18 (16%)	67 (61%)
Being on a specialist unit	20 (18%)	16 (15%)	73 (67%)
ROTL - day or overnight release	7 (6%)	10 (9%)	91 (84%)

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

Yes.....	28 (17%)
No.....	132 (78%)
Don't know.....	9 (5%)

18.2 How close is this prison to your home area or intended release address?

Very near.....	0 (0%)
Quite near.....	4 (15%)
Quite far.....	7 (26%)
Very far.....	16 (59%)

18.3 Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?

Yes.....	15 (56%)
No.....	12 (44%)

18.4 Are you getting help to sort out the following 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	4 (15%)	13 (48%)	10 (37%)
Getting employment	2 (7%)	16 (59%)	9 (33%)
Setting up education or training	4 (15%)	10 (37%)	13 (48%)
Arranging benefits	5 (19%)	12 (44%)	10 (37%)
Sorting out finances	4 (15%)	10 (37%)	13 (48%)
Support for drug or alcohol problems	4 (16%)	3 (12%)	18 (72%)
Health / mental health support	1 (4%)	7 (29%)	16 (67%)
Social care support	3 (13%)	2 (8%)	19 (79%)
Getting back in touch with family or friends	3 (12%)	5 (20%)	17 (68%)

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

Yes.....	91 (54%)
No.....	77 (46%)

19.2 Are you a UK / British citizen?

Yes.....	144 (85%)
No.....	25 (15%)

19.3 Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?

Yes.....	5 (3%)
No.....	162 (97%)

19.4 Have you ever been in the armed services (e.g. army, navy, air force)?

Yes.....	8 (5%)
No.....	161 (95%)

19.5 What is your gender?

Male.....	168 (99%)
Female.....	0 (0%)
Non-binary.....	0 (0%)
Other.....	1 (1%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual.....	156 (96%)
	Gay / lesbian / homosexual.....	2 (1%)
	Bisexual.....	4 (2%)
	Other	1 (1%)

19.7	Do you identify as transgender or transsexual?	
	Yes.....	3 (2%)
	No.....	161 (98%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend.....	14 (8%)
	Less likely to offend.....	87 (53%)
	Made no difference	64 (39%)

Appendix VI: Photographs



Prison grounds



Communal area on Unit 6

HMP Highpoint 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners from black and minority ethnic groups are compared with those of white prisoners
- Muslim prisoners' responses are compared with those of non-Muslim prisoners

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

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

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

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

Number of completed questionnaires returned

Black and minority ethnic	White	Muslim	Non-Muslim
83	86	47	126

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	21%	14%	23%	14%
	Are you 50 years of age or older?	10%	24%	9%	22%
1.3	Are you from a minority ethnic group?			86%	36%
7.1	Are you Muslim?	46%	7%		
11.3	Do you have any mental health problems?	23%	33%	25%	27%
12.1	Do you consider yourself to have a disability?	19%	24%	23%	20%
19.2	Are you a foreign national?	15%	11%	23%	12%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	6%	0%	4%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	85%	93%	83%	91%
2.4	Overall, were you treated very / quite well in reception?	87%	98%	92%	93%
2.5	When you first arrived, did you have any problems?	64%	57%	62%	60%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	31%	31%	28%	34%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	86%	82%	79%	87%
3.5	Have you had an induction at this prison?	99%	96%	96%	98%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	57%	69%	67%	63%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	36%	42%	32%	41%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	90%	81%	87%	86%
	- Can you shower every day?	100%	100%	100%	100%
	- Do you have clean sheets every week?	91%	95%	91%	94%
	- Do you get cell cleaning materials every week?	79%	84%	83%	82%
	- Is it normally quiet enough for you to relax or sleep at night?	79%	86%	81%	83%
	- Can you get your stored property if you need it?	30%	30%	32%	28%

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

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

Number of completed questionnaires returned

Black and minority ethnic		Muslim	Non-Muslim
	83	86	
	83	86	
	47	126	

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	40%	37%	40%	38%
5.3	Does the shop / canteen sell the things that you need?	46%	61%	44%	58%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	67%	83%	64%	81%
6.2	Are there any staff here you could turn to if you had a problem?	60%	66%	55%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	30%	30%	26%	31%
6.6	Do you feel that you are treated as an individual in this prison?	45%	54%	47%	50%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	82%	67%	81%	73%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	78%	70%	85%	70%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	29%	35%	28%	33%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	40%	40%	36%	43%
8.3	Are you able to use a phone every day (if you have credit)?	98%	96%	100%	97%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	72%	84%	88%	75%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	1%	0%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	23%	19%	21%	20%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	52%	60%	58%	58%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	80%	86%	83%	84%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	55%	54%	52%	54%
10.3	Is it easy for you to make a complaint?	74%	67%	70%	71%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	45%	46%	37%	47%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	18%	15%	15%	17%

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

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

Number of completed questionnaires returned

	Black and minority ethnic		Muslim	Non-Muslim
	Black and minority ethnic	White		
	83	86	47	126

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	26%	24%	27%	23%
	- Nurse?	53%	61%	66%	53%
	- Dentist?	11%	9%	11%	9%
	- Mental health workers?	30%	18%	25%	23%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	33%	25%	18%	29%
11.5	Do you think the overall quality of the health services here is very / quite good?	37%	42%	39%	39%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	33%	22%	20%	30%
SAFETY					
14.1	Have you ever felt unsafe here?	26%	41%	29%	34%
14.2	Do you feel unsafe now?	12%	11%	16%	8%
14.3	Not experienced bullying / victimisation by other prisoners	74%	55%	79%	62%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	24%	34%	29%	30%
14.5	Not experienced bullying / victimisation by members of staff	67%	68%	63%	72%
14.6	If you were being bullied / victimised by staff here, would you report it?	43%	53%	50%	47%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	53%	54%	54%	54%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	44%	52%	33%	50%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	8%	6%	12%	5%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	8%	10%	9%	9%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	73%	60%	79%	61%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	70%	83%	58%	81%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	42%	52%	40%	48%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	56%	55%	56%	56%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	56%	52%	61%	49%

HMP Highpoint 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - responses of foreign national prisoners are compared with those of UK / British national prisoners
 Please note that these analyses are based on summary data from selected survey questions only.

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

- Green shading shows results that are significantly more positive than the comparator
- Blue shading shows results that are significantly more negative than the comparator
- Orange shading shows significant differences in demographics and background information
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- Grey shading indicates that we have no valid data for this question

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

Foreign national	IUK / British national	
	25	144

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	0%	19%
	Are you 50 years of age or older?	25%	16%
1.3	Are you from a minority ethnic group?	57%	48%
7.1	Are you Muslim?	40%	24%
11.3	Do you have any mental health problems?	20%	28%
12.1	Do you consider yourself to have a disability?	12%	21%
19.2	Are you a foreign national?		
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	4%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	92%	89%
2.4	Overall, were you treated very / quite well in reception?	88%	94%
2.5	When you first arrived, did you have any problems?	56%	62%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	31%	32%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	72%	88%
3.5	Have you had an induction at this prison?	100%	96%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	68%	63%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	38%	38%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	92%	85%
	- Can you shower every day?	100%	100%
	- Do you have clean sheets every week?	96%	93%
	- Do you get cell cleaning materials every week?	88%	81%
	- Is it normally quiet enough for you to relax or sleep at night?	92%	81%
	- Can you get your stored property if you need it?	48%	24%

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

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

Foreign national	IUK / British national
25	144

Number of completed questionnaires returned

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	48%	37%
5.3	Does the shop / canteen sell the things that you need?	48%	55%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	88%	73%
6.2	Are there any staff here you could turn to if you had a problem?	72%	62%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	44%	25%
6.6	Do you feel that you are treated as an individual in this prison?	58%	47%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	84%	74%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	92%	71%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	40%	29%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	52%	39%
8.3	Are you able to use a phone every day (if you have credit)?	100%	97%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	63%	77%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	30%	19%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	53%	58%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	68%	85%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	48%	54%
10.3	Is it easy for you to make a complaint?	56%	72%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	53%	42%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	24%	16%

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

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

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

	Foreign national	IUK / British national
Number of completed questionnaires returned	25	144

HEALTH CARE		
11.1	Is it very / quite easy to see:	
	- Doctor?	30% 22%
	- Nurse?	57% 56%
	- Dentist?	17% 9%
	- Mental health workers?	27% 24%
<i>For those who have mental health problems:</i>		
11.4	Have you been helped with your mental health problems in this prison?	40% 27%
11.5	Do you think the overall quality of the health services here is very / quite good?	40% 39%
OTHER SUPPORT NEEDS		
<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	33% 24%
SAFETY		
14.1	Have you ever felt unsafe here?	38% 31%
14.2	Do you feel unsafe now?	9% 11%
14.3	Not experienced bullying / victimisation by other prisoners	63% 67%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	38% 28%
14.5	Not experienced bullying / victimisation by members of staff	73% 68%
14.6	If you were being bullied / victimised by staff here, would you report it?	50% 47%
BEHAVIOUR MANAGEMENT		
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	67% 51%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	46% 45%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0% 9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0% 11%
EDUCATION, SKILLS AND WORK		
16.3	Do staff encourage you to attend education, training or work?	72% 65%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	54% 78%
<i>For those who have a custody plan:</i>		
17.3	Are staff helping you to achieve your objectives or targets?	62% 44%
PREPARATION FOR RELEASE		
<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to prepare for your release?	75% 52%
FINAL QUESTION ABOUT THIS PRISON		
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	46% 54%

HMP Highpoint 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

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

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

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

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Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
44	123	34	134

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	18%	16%	12%	17%
	Are you 50 years of age or older?	11%	21%	18%	18%
1.3	Are you from a minority ethnic group?	41%	53%	44%	51%
7.1	Are you Muslim?	25%	27%	29%	26%
11.3	Do you have any mental health problems?			59%	18%
12.1	Do you consider yourself to have a disability?	47%	12%		
19.2	Are you a foreign national?	11%	17%	9%	17%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	5%	3%	3%	3%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	89%	89%	88%	89%
2.4	Overall, were you treated very / quite well in reception?	93%	93%	94%	93%
2.5	When you first arrived, did you have any problems?	77%	55%	91%	53%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	14%	37%	17%	38%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	68%	92%	71%	89%
3.5	Have you had an induction at this prison?	95%	98%	97%	97%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	61%	64%	52%	66%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	37%	37%	52%	35%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	74%	91%	77%	89%
	- Can you shower every day?	100%	100%	100%	100%
	- Do you have clean sheets every week?	95%	93%	97%	92%
	- Do you get cell cleaning materials every week?	74%	85%	72%	85%
	- Is it normally quiet enough for you to relax or sleep at night?	74%	85%	74%	85%
	- Can you get your stored property if you need it?	27%	30%	30%	29%

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Number of completed questionnaires returned

Mental health problems	No mental health problems	Have a disability	Do not have a disability
44	123	34	134

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	30%	43%	24%	43%
5.3	Does the shop / canteen sell the things that you need?	65%	50%	62%	52%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	69%	79%	59%	81%
6.2	Are there any staff here you could turn to if you had a problem?	51%	68%	56%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	18%	33%	27%	30%
6.6	Do you feel that you are treated as an individual in this prison?	41%	53%	36%	52%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	82%	75%	77%	76%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	77%	76%	77%	74%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	30%	33%	27%	32%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	54%	37%	36%	43%
8.3	Are you able to use a phone every day (if you have credit)?	98%	97%	100%	97%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	87%	74%	83%	75%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	0%	0%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	10%	24%	9%	23%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	45%	62%	46%	62%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	82%	83%	79%	84%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	49%	55%	29%	59%
10.3	Is it easy for you to make a complaint?	71%	69%	65%	72%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	39%	47%	36%	47%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	18%	17%	38%	10%

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Number of completed questionnaires returned

	Mental health problems	No mental health problems		
	44	123	Have a disability	Do not have a disability
			34	134

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	27%	24%	18%	25%
	- Nurse?	61%	54%	56%	56%
	- Dentist?	14%	9%	12%	9%
	- Mental health workers?	35%	21%	30%	23%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	27%		30%	28%
11.5	Do you think the overall quality of the health services here is very / quite good?	32%	41%	27%	42%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	26%	29%	27%	
SAFETY					
14.1	Have you ever felt unsafe here?	61%	22%	59%	25%
14.2	Do you feel unsafe now?	24%	7%	16%	9%
14.3	Not experienced bullying / victimisation by other prisoners	48%	73%	39%	74%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	30%	30%	33%	30%
14.5	Not experienced bullying / victimisation by members of staff	54%	73%	42%	75%
14.6	If you were being bullied / victimised by staff here, would you report it?	40%	50%	48%	47%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	52%	55%	46%	56%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	43%	48%	46%	46%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	5%	8%	9%	6%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	16%	7%	12%	8%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	63%	66%	61%	66%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	66%	78%	75%	75%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	31%	50%	21%	53%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	38%	63%	20%	64%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	49%	53%	47%	53%

HMP Highpoint 2019

Comparison of survey responses from different residential locations

In this table responses from the North side (Houseblock 11, 12, 13, 14, 15, 16) are compared with those from the South side (Houseblock 1 and 2, 3, 4, 5, 6, 7, 8, 9, 10).

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	North side (Houseblock 11 - 16)	South side (Houseblock 1 - 10)
Number of completed questionnaires returned	46	130

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	0%
	Are you 25 years of age or younger?	22%	14%
	Are you 50 years of age or older?	17%	18%
	Are you 70 years of age or older?	0%	1%
1.3	Are you from a minority ethnic group?	50%	49%
1.4	Have you been in this prison for less than 6 months?	32%	32%
1.5	Are you currently serving a sentence?	100%	100%
	Are you on recall?	7%	11%
1.6	Is your sentence less than 12 months?	2%	3%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	2%
7.1	Are you Muslim?	32%	26%
11.3	Do you have any mental health problems?	28%	25%
12.1	Do you consider yourself to have a disability?	21%	19%
19.1	Do you have any children under the age of 18?	59%	52%
19.2	Are you a foreign national?	16%	15%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	2%	3%
19.4	Have you ever been in the armed services?	0%	7%
19.5	Is your gender female or non-binary?	2%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	5%	4%
19.7	Do you identify as transgender or transsexual?	7%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	24%	20%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	44%	42%
2.3	When you were searched in reception, was this done in a respectful way?	91%	88%
2.4	Overall, were you treated very / quite well in reception?	96%	92%

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North side (Houseblock 11 - 16)	South side (Houseblock 1 - 10)
46	130

Number of completed questionnaires returned

2.5	When you first arrived, did you have any problems?	59%	62%
2.5	Did you have problems with:		
	- Getting phone numbers?	24%	23%
	- Contacting family?	26%	17%
	- Arranging care for children or other dependents?	4%	2%
	- Contacting employers?	0%	2%
	- Money worries?	17%	9%
	- Housing worries?	7%	10%
	- Feeling depressed?	24%	16%
	- Feeling suicidal?	11%	6%
	- Other mental health problems?	15%	10%
	- Physical health problems?	15%	12%
	- Drugs or alcohol (e.g. withdrawal)?	11%	3%
	- Getting medication?	11%	13%
	- Needing protection from other prisoners?	9%	6%
	- Lost or delayed property?	24%	26%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	28%	33%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	73%	59%
	- Toiletries / other basic items?	66%	58%
	- A shower?	39%	38%
	- A free phone call?	32%	31%
	- Something to eat?	77%	79%
	- The chance to see someone from health care?	66%	63%
	- The chance to talk to a Listener or Samaritans?	30%	31%
	- Support from another prisoner (e.g. Insider or buddy)?	34%	26%
	- None of these?	9%	4%
3.2	On your first night in this prison, was your cell very / quite clean?	61%	72%
3.3	Did you feel safe on your first night here?	77%	88%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	63%	60%
	- Free PIN phone credit?	44%	46%
	- Numbers put on your PIN phone?	56%	49%
3.5	Have you had an induction at this prison?	93%	98%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	66%	63%

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North side (Houseblock 11 - 16)	South side (Houseblock 1 - 10)
46	130

Number of completed questionnaires returned

ON THE WING			
4.1	Are you in a cell on your own?	50%	92%
4.2	Is your cell call bell normally answered within 5 minutes?	48%	35%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	82%	88%
	- Can you shower every day?	100%	100%
	- Do you have clean sheets every week?	93%	93%
	- Do you get cell cleaning materials every week?	93%	79%
	- Is it normally quiet enough for you to relax or sleep at night?	75%	85%
	- Can you get your stored property if you need it?	46%	24%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	84%	76%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	43%	42%
5.2	Do you get enough to eat at meal-times always / most of the time?	44%	37%
5.3	Does the shop / canteen sell the things that you need?	49%	55%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	69%	78%
6.2	Are there any staff here you could turn to if you had a problem?	65%	62%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	20%	32%
6.4	Do you have a personal officer?	82%	77%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	53%	44%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	52%	59%
6.6	Do you feel that you are treated as an individual in this prison?	42%	51%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	64%	52%
	If so, do things sometimes change?	32%	36%
FAITH			
7.1	Do you have a religion?	84%	81%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	79%	74%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	81%	73%
7.4	Are you able to attend religious services, if you want to?	100%	98%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	26%	33%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	41%	41%
8.3	Are you able to use a phone every day (if you have credit)?	96%	98%
8.4	Is it very / quite easy for your family and friends to get here?	14%	23%
8.5	Do you get visits from family/friends once a week or more?	19%	8%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	58%	54%
8.7	Are your visitors usually treated respectfully by staff?	64%	81%

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North side (Houseblock 11 - 16)	South side (Houseblock 1 - 10)
46	130

Number of completed questionnaires returned

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	100%	97%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	84%	78%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	35%	15%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	2%	2%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	27%	10%
9.4	Do you have time to do domestics more than 5 days in a typical week?	75%	75%
9.5	Do you get association more than 5 days in a typical week, if you want it?	89%	86%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	89%	86%
9.7	Do you typically go to the gym twice a week or more?	70%	68%
9.8	Do you typically go to the library once a week or more?	72%	48%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	57%	58%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	80%	84%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	50%	54%
	Are applications usually dealt with within 7 days?	15%	32%
10.3	Is it easy for you to make a complaint?	67%	72%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	52%	43%
	Are complaints usually dealt with within 7 days?	14%	32%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	18%	16%

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North side (Houseblock 11 - 16)	South side (Houseblock 1 - 10)
46	130

Number of completed questionnaires returned

<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	45%	44%
	Attend legal visits?	63%	44%
	Get bail information?	13%	16%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	39%	64%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	35%	21%
	- Nurse?	81%	48%
	- Dentist?	11%	9%
	- Mental health workers?	28%	22%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	57%	34%
	- Nurse?	81%	48%
	- Dentist?	37%	21%
	- Mental health workers?	29%	21%
11.3	Do you have any mental health problems?	28%	25%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	39%	25%
11.5	Do you think the overall quality of the health services here is very / quite good?	67%	31%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	21%	19%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	22%	30%
12.3	Have you been on an ACCT in this prison?	7%	12%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	50%	54%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	50%	26%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	7%	8%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	33%	64%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	16%	19%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	11%	12%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	14%	4%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	29%	56%
13.7	Is it very / quite easy to get illicit drugs in this prison?	41%	34%
13.8	Is it very / quite easy to get alcohol in this prison?	31%	24%

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North side (Houseblock 11 - 16)	South side (Houseblock 1 - 10)
46	130

Number of completed questionnaires returned

SAFETY			
14.1	Have you ever felt unsafe here?	36%	31%
14.2	Do you feel unsafe now?	14%	10%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	35%	20%
	- Threats or intimidation?	33%	21%
	- Physical assault?	19%	9%
	- Sexual assault?	2%	1%
	- Theft of canteen or property?	21%	10%
	- Other bullying / victimisation?	23%	11%
	- Not experienced any of these from prisoners here	56%	70%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	41%	26%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	22%	20%
	- Threats or intimidation?	22%	16%
	- Physical assault?	7%	7%
	- Sexual assault?	2%	1%
	- Theft of canteen or property?	10%	9%
	- Other bullying / victimisation?	10%	18%
	- Not experienced any of these from staff here	71%	69%
14.6	If you were being bullied / victimised by staff here, would you report it?	69%	41%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	62%	51%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	56%	43%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	9%	7%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	0%	38%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	2%	10%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	100%	92%
	Could you shower every day?	100%	92%
	Could you go outside for exercise every day?	100%	92%
	Could you use the phone every day (if you had credit)?	100%	91%

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North side (Houseblock 11 - 16)	South side (Houseblock 1 - 10)
46	130

Number of completed questionnaires returned

EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	77% 56%
	- Vocational or skills training?	54% 30%
	- Prison job?	67% 59%
	- Voluntary work outside of the prison?	10% 3%
	- Paid work outside of the prison?	10% 3%
16.2	In this prison, have you done the following activities:	
	- Education?	81% 74%
	- Vocational or skills training?	68% 58%
	- Prison job?	79% 86%
	- Voluntary work outside of the prison?	39% 39%
	- Paid work outside of the prison?	39% 41%
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	73% 62%
	- Vocational or skills training?	79% 67%
	- Prison job?	37% 32%
	- Voluntary work outside of the prison?	67% 67%
	- Paid work outside of the prison?	73% 69%
16.3	Do staff encourage you to attend education, training or work?	75% 64%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	86% 72%
<i>For those who have a custody plan:</i>		
17.2	Do you understand what you need to do to achieve your objectives or targets?	87% 87%
17.3	Are staff helping you to achieve your objectives or targets?	54% 44%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	59% 53%
	- Other programmes?	56% 45%
	- One to one work?	50% 35%
	- Been on a specialist unit?	36% 32%
	- ROTL - day or overnight release?	10% 18%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	68% 61%
	- Other programmes?	56% 51%
	- One to one work?	53% 61%
	- Being on a specialist unit?	64% 52%
	- ROTL - day or overnight release?	33% 43%

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North side (Houseblock 11 - 16)	South side (Houseblock 1 - 10)
46	130

Number of completed questionnaires returned

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	11%	19%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	40%	9%
18.3	Is anybody helping you to prepare for your release?	20%	64%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	40%	68%
	- Getting employment?	80%	64%
	- Setting up education or training?	60%	50%
	- Arranging benefits?	60%	64%
	- Sorting out finances?	60%	50%
	- Support for drug or alcohol problems?	25%	29%
	- Health / mental Health support?	25%	35%
	- Social care support?	0%	25%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	0%	27%
	- Getting employment?	0%	14%
	- Setting up education or training?	0%	36%
	- Arranging benefits?	0%	36%
	- Sorting out finances?	0%	36%
	- Support for drug or alcohol problems?	0%	67%
	- Health / mental Health support?	0%	14%
	- Social care support?	0%	60%
- Getting back in touch with family or friends?	0%	50%	
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	68%	48%

HMP Highpoint 2019

Survey responses compared with those from other HMIP surveys of category C training prisons and with those from the previous survey

In this table summary statistics from HMP Highpoint 2019 are compared with the following HMIP survey data:

- Summary statistics from surveys of category C training prisons conducted since the introduction of the new questionnaire in September 2017 (25 prisons). Please note that this does not include all category C training prisons.
- Summary statistics from HMP Highpoint in 2015. Please note that we do not have comparable data for the new questions introduced in September 2017.

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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n=176</i>	0%	6%	0%	0%
	Are you 25 years of age or younger?	<i>n=176</i>	17%	26%	17%	
	Are you 50 years of age or older?	<i>n=176</i>	18%	13%	18%	15%
	Are you 70 years of age or older?	<i>n=176</i>	1%	2%	1%	0%
1.3	Are you from a minority ethnic group?	<i>n=169</i>	49%	30%	49%	48%
1.4	Have you been in this prison for less than 6 months?	<i>n=170</i>	32%	34%	32%	
1.5	Are you currently serving a sentence?	<i>n=174</i>	100%	100%	100%	100%
	Are you on recall?	<i>n=174</i>	10%	9%	10%	12%
1.6	Is your sentence less than 12 months?	<i>n=175</i>	3%	8%	3%	5%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=175</i>	3%	4%	3%	5%
7.1	Are you Muslim?	<i>n=173</i>	27%	17%	27%	26%
11.3	Do you have any mental health problems?	<i>n=167</i>	26%	44%	26%	
12.1	Do you consider yourself to have a disability?	<i>n=168</i>	20%	33%	20%	14%
19.1	Do you have any children under the age of 18?	<i>n=168</i>	54%	50%	54%	59%
19.2	Are you a foreign national?	<i>n=169</i>	15%	9%	15%	19%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=167</i>	3%	5%	3%	6%
19.4	Have you ever been in the armed services?	<i>n=169</i>	5%	6%	5%	5%
19.5	Is your gender female or non-binary?	<i>n=169</i>	1%	1%	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=163</i>	4%	4%	4%	1%
19.7	Do you identify as transgender or transsexual?	<i>n=164</i>	2%	2%	2%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=175</i>	21%	16%	21%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=174</i>	43%	48%	43%	43%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=173</i>	89%	83%	89%	81%
2.4	Overall, were you treated very / quite well in reception?	<i>n=175</i>	93%	86%	93%	

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2.5	When you first arrived, did you have any problems?	<i>n=172</i>	61%	72%	61%	58%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n=172</i>	23%	26%	23%	15%
	- Contacting family?	<i>n=172</i>	19%	26%	19%	19%
	- Arranging care for children or other dependents?	<i>n=172</i>	2%	2%	2%	
	- Contacting employers?	<i>n=172</i>	2%	2%	2%	6%
	- Money worries?	<i>n=172</i>	11%	17%	11%	12%
	- Housing worries?	<i>n=172</i>	9%	13%	9%	17%
	- Feeling depressed?	<i>n=172</i>	18%	29%	18%	
	- Feeling suicidal?	<i>n=172</i>	7%	9%	7%	
	- Other mental health problems?	<i>n=172</i>	12%	21%	12%	
	- Physical health problems?	<i>n=172</i>	13%	13%	13%	12%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n=172</i>	5%	11%	5%	
	- Getting medication?	<i>n=172</i>	12%	20%	12%	
	- Needing protection from other prisoners?	<i>n=172</i>	6%	6%	6%	9%
	- Lost or delayed property?	<i>n=172</i>	26%	22%	26%	24%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	<i>n=98</i>	32%	33%	32%	30%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n=171</i>	63%	65%	63%	76%
	- Toiletries / other basic items?	<i>n=171</i>	60%	52%	60%	53%
	- A shower?	<i>n=171</i>	38%	45%	38%	27%
	- A free phone call?	<i>n=171</i>	31%	45%	31%	39%
	- Something to eat?	<i>n=171</i>	78%	76%	78%	74%
	- The chance to see someone from health care?	<i>n=171</i>	64%	60%	64%	76%
	- The chance to talk to a Listener or Samaritans?	<i>n=171</i>	30%	28%	30%	31%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n=171</i>	28%	24%	28%	
	- None of these?	<i>n=171</i>	5%	7%	5%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n=174</i>	70%	42%	70%	
3.3	Did you feel safe on your first night here?	<i>n=172</i>	85%	75%	85%	73%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n=170</i>	61%	43%	61%	34%
	- Free PIN phone credit?	<i>n=164</i>	46%	48%	46%	
	- Numbers put on your PIN phone?	<i>n=163</i>	51%	49%	51%	
3.5	Have you had an induction at this prison?	<i>n=172</i>	97%	95%	97%	93%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	<i>n=167</i>	64%	57%	64%	

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ON THE WING						
4.1	Are you in a cell on your own?	n=173	82%	62%	82%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=170	39%	31%	39%	35%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=173	86%	70%	86%	74%
	- Can you shower every day?	n=173	100%	89%	100%	97%
	- Do you have clean sheets every week?	n=172	93%	66%	93%	89%
	- Do you get cell cleaning materials every week?	n=172	83%	59%	83%	77%
	- Is it normally quiet enough for you to relax or sleep at night?	n=173	83%	68%	83%	77%
	- Can you get your stored property if you need it?	n=168	30%	27%	30%	22%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=170	78%	61%	78%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=171	42%	43%	42%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=174	39%	38%	39%	
5.3	Does the shop / canteen sell the things that you need?	n=171	54%	61%	54%	46%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=173	76%	70%	76%	82%
6.2	Are there any staff here you could turn to if you had a problem?	n=172	63%	70%	63%	70%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=175	29%	33%	29%	28%
6.4	Do you have a personal officer?	n=172	78%	84%	78%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	n=134	46%	49%	46%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=172	58%	10%	58%	
6.6	Do you feel that you are treated as an individual in this prison?	n=168	49%	44%	49%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=172	55%	53%	55%	
	If so, do things sometimes change?	n=95	36%	35%	36%	
FAITH						
7.1	Do you have a religion?	n=173	82%	68%	82%	79%
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	n=136	76%	70%	76%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=139	75%	69%	75%	
7.4	Are you able to attend religious services, if you want to?	n=141	99%	88%	99%	

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CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=174	31%	29%	31%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=170	41%	56%	41%
8.3	Are you able to use a phone every day (if you have credit)?	n=173	97%	88%	97%
8.4	Is it very / quite easy for your family and friends to get here?	n=170	21%	36%	21%
8.5	Do you get visits from family/friends once a week or more?	n=163	11%	17%	11%
<i>For those who get visits:</i>					
8.6	Do visits usually start and finish on time?	n=91	55%	52%	55%
8.7	Are your visitors usually treated respectfully by staff?	n=89	76%	76%	76%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=170	98%	91%	98%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>					
9.1	Are these times usually kept to?	n=166	80%	58%	80%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=169	1%	16%	1%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=169	20%	9%	20%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=172	2%	22%	2%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=172	15%	3%	15%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=172	75%	58%	75%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=171	87%	66%	87%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=172	87%	67%	87%
9.7	Do you typically go to the gym twice a week or more?	n=169	68%	52%	68%
9.8	Do you typically go to the library once a week or more?	n=169	54%	48%	54%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	n=111	58%	56%	58%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	n=172	83%	74%	83%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	n=141	53%	51%	53%
	Are applications usually dealt with within 7 days?	n=142	28%	37%	28%
10.3	Is it easy for you to make a complaint?	n=173	71%	63%	71%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	n=109	45%	32%	45%
	Are complaints usually dealt with within 7 days?	n=109	27%	26%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=128	16%	27%	16%

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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	n=147	45% 41%
	Attend legal visits?	n=127	49% 49%
	Get bail information?	n=101	16% 17%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=123	57% 58%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	n=170	25% 33%
	- Nurse?	n=168	57% 53%
	- Dentist?	n=169	10% 17%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	n=168	39% 49%
	- Nurse?	n=165	56% 58%
	- Dentist?	n=168	25% 36%
11.3	- Mental health workers?	n=166	24% 25%
	Do you have any mental health problems?	n=167	26% 44%
	<i>For those who have mental health problems:</i>		
	11.4	Have you been helped with your mental health problems in this prison?	n=46
11.5	Do you think the overall quality of the health services here is very / quite good?	n=167	40% 45%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	n=168	20% 33%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	n=33	27% 32%
12.3	Have you been on an ACCT in this prison?	n=164	11% 16%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	n=18	50% 45%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=164	32% 39%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	n=165	8% 14%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	n=14	57% 53%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=167	18% 27%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=166	13% 17%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=166	7% 10%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	n=33	49% 48%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=167	36% 47%
13.8	Is it very / quite easy to get alcohol in this prison?	n=167	26% 30%

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SAFETY						
14.1	Have you ever felt unsafe here?	n=168	33%	46%	33%	43%
14.2	Do you feel unsafe now?	n=166	11%	22%	11%	23%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=162	24%	33%	24%	
	- Threats or intimidation?	n=162	24%	30%	24%	
	- Physical assault?	n=162	11%	17%	11%	
	- Sexual assault?	n=162	1%	3%	1%	
	- Theft of canteen or property?	n=162	14%	24%	14%	
	- Other bullying / victimisation?	n=162	14%	17%	14%	
	- Not experienced any of these from prisoners here	n=162	66%	55%	66%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=162	30%	33%	30%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=160	21%	30%	21%	
	- Threats or intimidation?	n=160	18%	23%	18%	
	- Physical assault?	n=160	8%	10%	8%	
	- Sexual assault?	n=160	2%	2%	2%	
	- Theft of canteen or property?	n=160	9%	9%	9%	
	- Other bullying / victimisation?	n=160	16%	17%	16%	
	- Not experienced any of these from staff here	n=160	69%	58%	69%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=164	48%	49%	48%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=163	54%	40%	54%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=166	46%	38%	46%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=168	7%	12%	7%	9%
<i>For those who have been restrained in the last 6 months:</i>						
15.4	Did anyone come and talk to you about it afterwards?	n=13	23%	21%	23%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=168	9%	9%	9%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>						
15.6	Were you treated well by segregation staff?	n=15	93%	60%	93%	
	Could you shower every day?	n=14	93%	76%	93%	
	Could you go outside for exercise every day?	n=14	93%	78%	93%	
	Could you use the phone every day (if you had credit)?	n=13	92%	66%	92%	

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EDUCATION, SKILLS AND WORK						
16.1	In this prison, is it easy to get into the following activities:					
	- Education?	n=165	61%	63%	61%	
	- Vocational or skills training?	n=163	36%	42%	36%	
	- Prison job?	n=162	61%	48%	61%	
	- Voluntary work outside of the prison?	n=157	5%	5%	5%	
	- Paid work outside of the prison?	n=159	5%	4%	5%	
16.2	In this prison, have you done the following activities:					
	- Education?	n=157	76%	80%	76%	80%
	- Vocational or skills training?	n=155	61%	69%	61%	75%
	- Prison job?	n=153	84%	81%	84%	87%
	- Voluntary work outside of the prison?	n=149	40%	32%	40%	
	- Paid work outside of the prison?	n=149	41%	32%	41%	
<i>For those who have done the following activities, do you think they will help you on release:</i>						
	- Education?	n=119	65%	61%	65%	61%
	- Vocational or skills training?	n=95	70%	67%	70%	70%
	- Prison job?	n=129	33%	41%	33%	39%
	- Voluntary work outside of the prison?	n=59	66%	53%	66%	
	- Paid work outside of the prison?	n=61	69%	57%	69%	
16.3	Do staff encourage you to attend education, training or work?	n=159	66%	61%	66%	
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	n=164	75%	59%	75%	
<i>For those who have a custody plan:</i>						
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=123	87%	84%	87%	
17.3	Are staff helping you to achieve your objectives or targets?	n=120	47%	47%	47%	
17.4	In this prison, have you done:					
	- Offending behaviour programmes?	n=115	55%	49%	55%	
	- Other programmes?	n=114	48%	43%	48%	
	- One to one work?	n=110	39%	37%	39%	
	- Been on a specialist unit?	n=109	33%	19%	33%	
	- ROTL - day or overnight release?	n=108	16%	13%	16%	
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>						
	- Offending behaviour programmes?	n=63	64%	72%	64%	
	- Other programmes?	n=55	53%	68%	53%	
	- One to one work?	n=43	58%	68%	58%	
	- Being on a specialist unit?	n=36	56%	47%	56%	
	- ROTL - day or overnight release?	n=17	41%	39%	41%	

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Number of completed questionnaires returned

n=number of valid responses to question (HMP Highpoint 2019)

HMP Highpoint 2019	All other category C training prisons surveyed since September 2017
177	4,138

HMP Highpoint 2019	HMP Highpoint 2015
177	182

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	<i>n=169</i>	17% 25%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n=27</i>	15% 41%
18.3	Is anybody helping you to prepare for your release?	<i>n=27</i>	56% 58%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	<i>n=27</i>	63% 63%
	- Getting employment?	<i>n=27</i>	67% 62%
	- Setting up education or training?	<i>n=27</i>	52% 48%
	- Arranging benefits?	<i>n=27</i>	63% 69%
	- Sorting out finances?	<i>n=27</i>	52% 58%
	- Support for drug or alcohol problems?	<i>n=25</i>	28% 43%
	- Health / mental Health support?	<i>n=24</i>	33% 49%
	- Social care support?	<i>n=24</i>	21% 36%
	- Getting back in touch with family or friends?	<i>n=25</i>	32% 38%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	<i>n=17</i>	24% 38%
	- Getting employment?	<i>n=18</i>	11% 24%
	- Setting up education or training?	<i>n=14</i>	29% 25%
	- Arranging benefits?	<i>n=17</i>	29% 29%
	- Sorting out finances?	<i>n=14</i>	29% 24%
	- Support for drug or alcohol problems?	<i>n=7</i>	57% 48%
	- Health / mental Health support?	<i>n=8</i>	13% 30%
	- Social care support?	<i>n=5</i>	60% 24%
	- Getting back in touch with family or friends?	<i>n=89</i>	38% 31%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=165</i>	53% 50%

17%	
15%	
56%	
63%	
67%	
52%	
63%	
52%	
28%	
33%	
21%	
32%	
24%	
11%	
29%	
29%	
29%	
57%	
13%	
60%	
38%	
53%	

HMP Highpoint 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners aged 25 and under are compared with those of prisoners over 25
 - responses of prisoners aged 50 and over are compared with those of prisoners under 50
- Please note that these analyses are based on summary data from selected survey questions only.

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Number of completed questionnaires returned

	25 and under	Over 25	50 and over	Under 50	
	29	147	31	145	

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	0%			0%
	Are you 70 years of age or older?		1%	3%	
1.3	Are you from a minority ethnic group?	59%	47%	28%	54%
7.1	Are you Muslim?	38%	25%	13%	31%
11.3	Do you have any mental health problems?	30%	26%	17%	29%
12.1	Do you consider yourself to have a disability?	15%	21%	20%	20%
19.2	Are you a foreign national?	0%	17%	21%	13%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	3%	4%	3%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	83%	90%	87%	89%
2.4	Overall, were you treated very / quite well in reception?	86%	94%	94%	92%
2.5	When you first arrived, did you have any problems?	41%	64%	61%	60%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	0%	35%	47%	28%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	86%	85%	90%	84%
3.5	Have you had an induction at this prison?	100%	97%	93%	98%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	61%	65%	64%	64%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	43%	38%	43%	38%
4.3					
	- Do you normally have enough clean, suitable clothes for the week?	72%	89%	90%	85%
	- Can you shower every day?	100%	100%	100%	100%
	- Do you have clean sheets every week?	90%	94%	97%	92%
	- Do you get cell cleaning materials every week?	83%	82%	90%	81%
	- Is it normally quiet enough for you to relax or sleep at night?	86%	82%	81%	83%
	- Can you get your stored property if you need it?	19%	32%	39%	28%

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		31	145

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	41%	38%	50%	36%
5.3	Does the shop / canteen sell the things that you need?	56%	53%	36%	58%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	59%	79%	87%	73%
6.2	Are there any staff here you could turn to if you had a problem?	36%	69%	70%	62%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	14%	32%	36%	27%
6.6	Do you feel that you are treated as an individual in this prison?	43%	50%	48%	49%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	77%	75%	75%	76%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	73%	75%	72%	75%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	24%	32%	40%	29%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	48%	39%	37%	41%
8.3	Are you able to use a phone every day (if you have credit)?	96%	97%	100%	97%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	75%	77%	71%	77%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	1%	3%	0%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	19%	21%	37%	17%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	50%	59%	58%	57%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	82%	83%	90%	82%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	60%	52%	66%	50%
10.3	Is it easy for you to make a complaint?	54%	74%	77%	69%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	36%	46%	56%	42%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	6%	18%	8%	19%

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HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	25%	25%	31%	24%
	- Nurse?	50%	58%	61%	56%
	- Dentist?	4%	11%	3%	12%
	- Mental health workers?	30%	23%	11%	26%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	13%	32%	20%	29%
11.5	Do you think the overall quality of the health services here is very / quite good?	26%	42%	50%	38%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	0%	31%	50%	22%
SAFETY					
14.1	Have you ever felt unsafe here?	32%	33%	18%	36%
14.2	Do you feel unsafe now?	7%	12%	3%	13%
14.3	Not experienced bullying / victimisation by other prisoners	77%	64%	64%	66%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	11%	34%	57%	24%
14.5	Not experienced bullying / victimisation by members of staff	69%	68%	72%	68%
14.6	If you were being bullied / victimised by staff here, would you report it?	46%	48%	69%	43%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	42%	56%	43%	56%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	30%	49%	66%	42%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	19%	5%	0%	9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	19%	7%	3%	10%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	63%	66%	46%	70%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	73%	75%	77%	74%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	42%	47%	48%	46%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	33%	62%	67%	54%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	68%	50%	40%	55%