

# SIXTH PRISON SURVEY (2003)

## The Prisoner Results

### I. INTRODUCTION

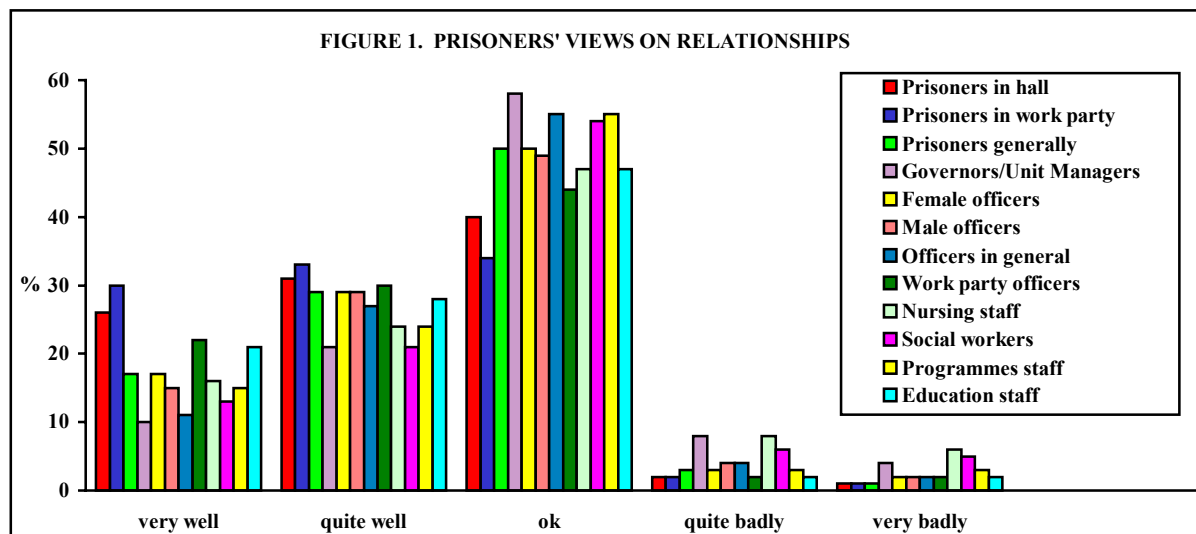
1.1 This Bulletin presents the key findings from the 2003 prisoner survey. The Prison Survey was introduced to the Scottish Prison Service in 1990 as a mechanism to inform and support the Service's business planning process. The focus of the survey has expanded over the years. Originally, its scope reflected its role in the planning process in that it focused on the more 'basic' elements of prison life such as facilities, conditions, relationships, atmosphere, family contact etc. More recently, the focus has been expanded to seek views on such issues as drug use, programme involvement, sentence management, mental health, safety, change, bullying, etc.

1.2 The survey involves all prisoners and all establishments. A member of the survey team personally gives each prisoner a questionnaire and, again, it is collected personally later in the same day. This Sixth Survey achieved an overall prisoner response rate of 85%.

1.3 The overall findings are set out below. Detailed reports on individual establishments and thematic reports on women, young offenders, ethnic minorities and untried prisoners will be published in due course.

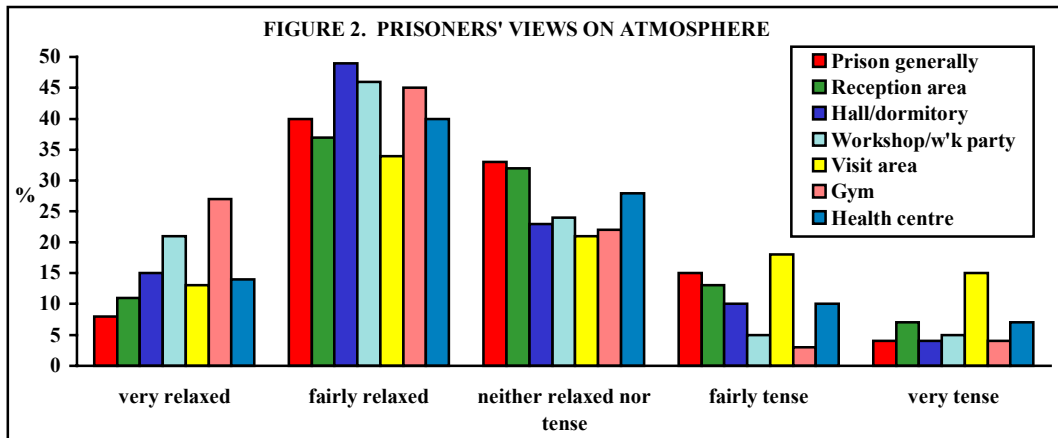
### II. RELATIONSHIPS

2.1 Relationships between prisoners and staff were considered to be favourable by the vast majority of prisoners. As Figure 1 below shows, 97% of respondents described their relationship with prisoners in their work party and hall positively (either 'very well', 'quite well' or 'ok'). Relationships with prisoners in the prison generally were also reported as particularly positive (96%). Similarly, the majority of prisoners rated relationships with staff in positive terms: 96% rating their relationships with female officers in their hall and officers in their work party positively; 94% with officers in the prison generally and male officers in their hall; 88% with Governors and unit managers and 86% with nursing staff. Relationships with Social Workers, programmes staff and education staff were also rated highly by prisoners, with 88%, 94% and 96% respectively reporting that these relationships were positive.



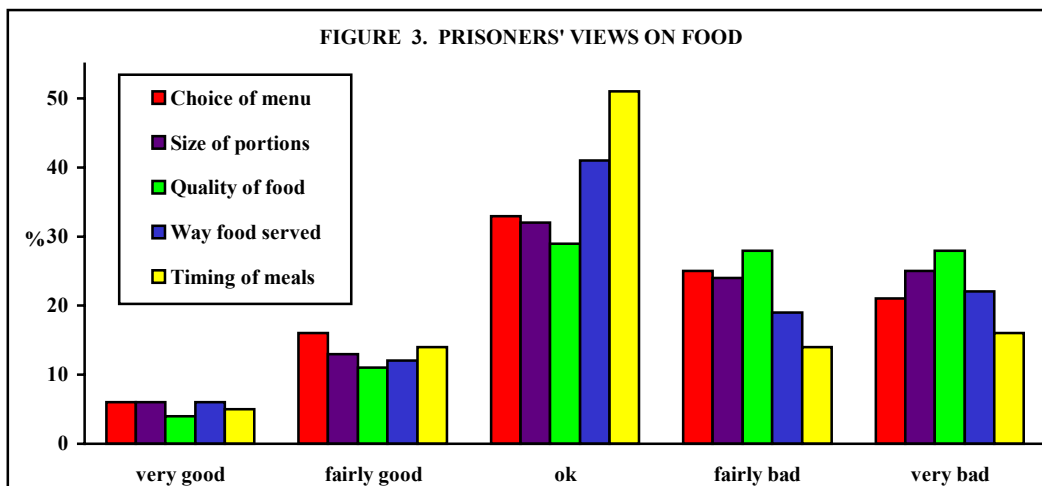
### III. ATMOSPHERE

3.1 Generally, prisoners described the atmosphere in prison positively. However, as Figure 2 illustrates, there were noticeable differences between the various areas of the prison. Nine out of ten prisoners described the atmosphere in the gym and their workshop or party as 'very relaxed', 'fairly relaxed' or 'neither relaxed nor tense' (94% and 91% respectively), while at least four fifths of prisoners expressed a degree of satisfaction with the atmosphere in their hall or dormitory, the health centre/surgery, the prison generally and the reception area (86%, 83%, 82%, 80%). However, a third (33%) described the atmosphere in the visit area as either 'fairly tense' or 'very tense'.



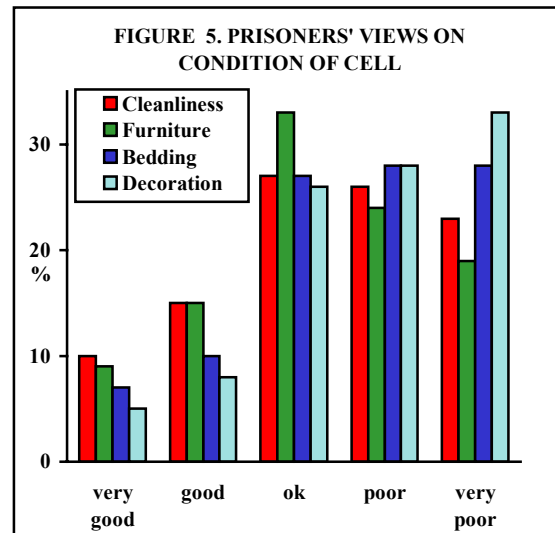
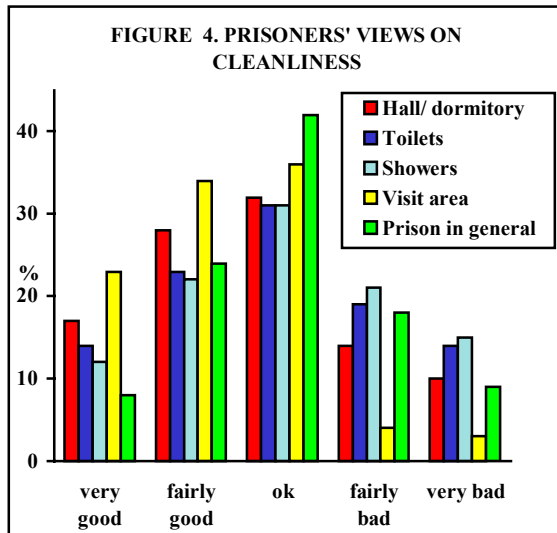
### IV. FOOD

4.1 At least half of all prisoners reported that the choice of menu, the way food is served and the timing of meals were 'ok' or better (54%, 59% and 70% respectively). However, the quality of the food and the size of portions were described as 'fairly bad' or 'very bad' by the majority of prisoners (56% and 49% respectively).



### V. CLEANLINESS

5.1 As Figure 4 shows, prisoners were generally satisfied with the level of cleanliness of their prison, with the majority rating this as 'ok', 'fairly good' or 'very good' in the visits area (93%), their hall/dormitory (77%) and the prison generally (74%). However, as found in previous surveys, the level of cleanliness in the toilets and showers was rated as 'fairly bad' or 'very bad' by at least a third of prisoners (32% and 35% respectively). Reports regarding the levels of cleanliness varied considerably across establishments and individual halls.

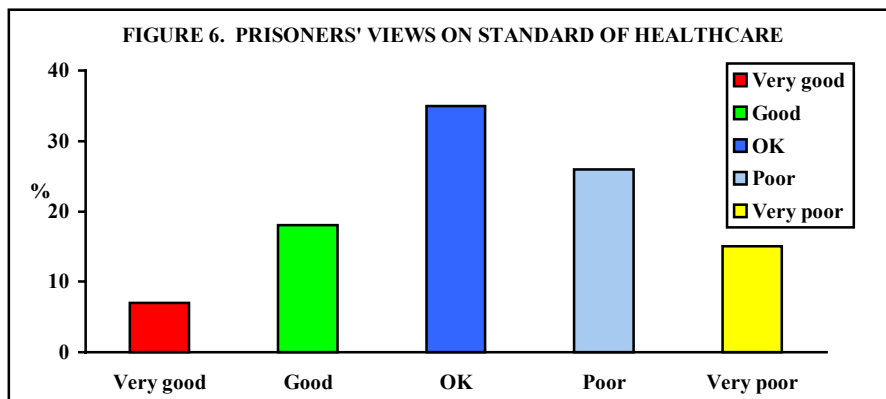


5.2 Prisoners were also asked to rate the condition of their cell when they first moved into it. While the majority of prisoners (57%) felt that the condition of the furniture and the general level of cleanliness (52%) were 'ok' or better, more than half rated the level of decoration (61%) and the state of the bedding (55%) as either 'poor' or 'very poor'.

## VI. COMPLAINTS

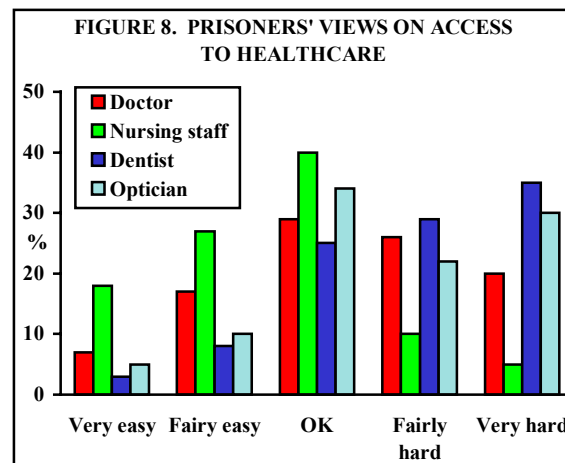
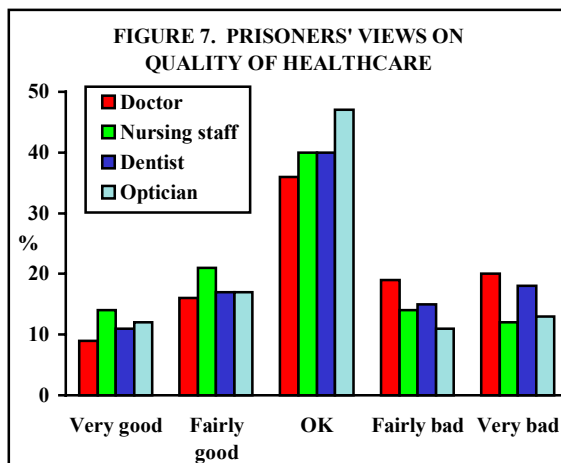
<b>TABLE 1. COMPLAINTS PROCEDURE</b>	<b>% of prisoners agreeing</b>
If necessary, I know how to contact the Complaints Commissioner.	64
I have never had any major complaints in this prison, during this sentence.	51
I feel the Complaints Commission provides a valuable service for prisoners.	61
I would rather use a CP (Complaints Procedure) form, than approach an officer with a complaint.	46
If I make a complaint, staff will treat me badly afterwards.	48
I understand how the Complaints Procedure works.	86
If I have a complaint for the Visiting Committee, they will deal with it fairly.	58
The Complaints Procedure is an effective way to resolve disputes.	39
It is a waste of time to make a complaint in this prison, because staff ignore it.	56
It is easy to get access to CP (Complaints Procedure) forms.	81

6.1 Prisoners were asked to give their views on the Complaints Procedure. Firstly, just over half (51%) reported that they had made no major complaints in their current prison during their present sentence. Positively, a large majority (86%) reported that they understood how the Complaints Procedure worked and a similar percentage (81%) thought that it was easy to get access to Complaints Procedure forms. Six in ten respondents reported that they knew how to contact the Complaints Commissioner (64%), and were of the opinion that the Complaints Commission provided a valuable service for prisoners (61%), while over half (58%) were confident that the Visiting Committee would deal fairly with any complaint they may have. Less positively, 56% believed that it was a waste of time to complain because staff would ignore their complaint, almost half (48%) thought that they would be treated badly following any complaint they may make and only 39% felt that the Complaints Procedure was an effective way to resolve disputes. Forty six percent reported that they would rather use a Complaints Procedure form than approach an officer with a complaint.



## VII. HEALTHCARE

7.1 Many prisoners described the standard of healthcare (Figure 6) in negative terms. While just under a quarter of prisoners (25%) reported that the standard of healthcare in general was either 'very



good' or 'good' a significantly higher number (41%) regarded it as either 'poor' or 'very poor'.

7.2 When asked about specific areas of healthcare, prisoners rated the service more positively. Indeed, at least six in ten prisoners considered services from opticians, nursing staff, dentists and doctors to be 'ok' or better (76%, 74%, 68% and 61% respectively).

7.3 Access to healthcare services (Figure 8) shows considerable variations in opinion, with prisoners reporting that nursing staff and doctors were easiest to access (85% and 54% respectively). Dentists and opticians were, however, considered more difficult to access, with more than half of all prisoners describing dental (64%) and optical (52%) care as either 'hard' or 'very hard' to access. The majority of prisoners expressed dissatisfaction with the healthcare provided in prisons, with almost

six out of ten prisoners (58%) feeling that their healthcare needs were not well catered for in their present prison.

### VIII. GENERAL HEALTHCARE ISSUES

**TABLE 2. OPINIONS ON HEALTH AND WELFARE ISSUES**

	Yes	No
I am aware that there is a Listener Scheme in this prison.	83	17
If I felt suicidal, I would be likely to use the Listener Scheme.	42	58

8.1 As Table 2 shows, while a large majority of prisoners (83%) were aware of the Listener Scheme in their prison, only four in ten (42%) reported that they would be likely to use it if they felt suicidal.

### IX. MENTAL HEALTH

9.1 A number of statements were included in the questionnaire to measure levels of anxiety and depression within the prisoner population.

**TABLE 3. REPORTED LEVELS OF ANXIETY AND DEPRESSION**

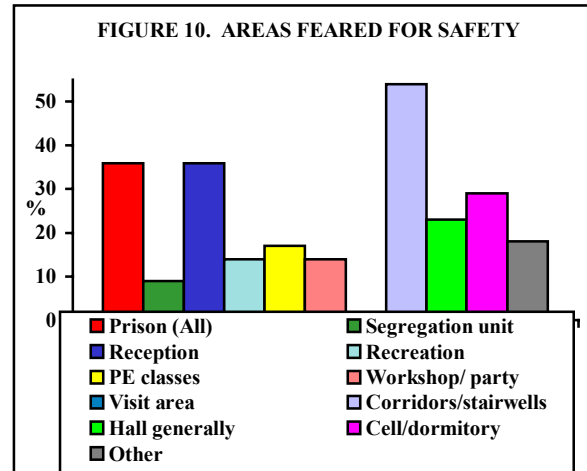
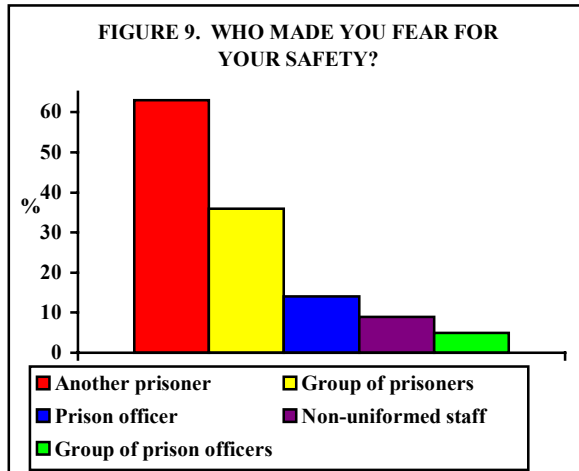
	Daily	5 - 6 times a week	3 - 4 times a week	1 - 2 times a week	Never
You were bothered by things that don't usually bother you	23	5	12	25	35
You did not feel like eating, your appetite was poor	15	5	15	27	39
You had trouble keeping your mind on what you were doing	21	6	14	24	35
You felt depressed	19	5	12	27	37
You felt hopeful about the future	33	6	13	23	27
You talked less than usual	20	5	14	25	35
Your sleep was restless	31	10	17	21	20
You thought your life had been a failure	20	5	8	18	49
You felt unhappy	26	6	13	32	24
You felt lonely	25	5	9	22	40

9.2 As Table 3 shows, while between 20% and 49% of prisoners reported never experiencing particular problems, a majority did report problems related to anxiety and depression and a substantial minority (ranging between 15%-31%) did so on a daily basis. Almost a third of prisoners (31%) reported that, on a daily basis, their sleep was restless and around a quarter reported feeling unhappy (26%), lonely (25%) or bothered by things that did not usually bother them (23%). Again on

a daily basis, one fifth of prisoners reported that they had trouble keeping their mind on what they were doing (21%), felt their life had been a failure (20%) or talked less than usual (20%). More positively, one third (33%) of respondents noted that they felt hopeful on a daily basis, although over a quarter (27%) reported that they never felt hopeful about their future.

## X. SAFETY

10.1 Nine in ten prisoners (91%) expressed no fears for their safety in the last month. As Figure 9 shows, of those prisoners who did fear for their safety, 63% were made to fear for their safety by another prisoner and 36% by a group of prisoners. Fourteen percent had feared for their safety from a prison officer, 5% from a group of prison officers and 9% from a non-uniformed member of staff.



10.2 As Figure 10 shows, those prisoners who expressed concern for their safety reported that their hall (45%), corridors and stairwells (40%), all areas of the prison (37%) and their cell/dormitory (34%) caused the greatest concern. Around one quarter were concerned for their safety in their workshop/work party (26%) and recreation (23%). The areas where prisoners expressed the least concern for their safety were the visit area (19%), physical education classes (20%), reception (22%) and the segregation unit (13%).

## XI. BULLYING

11.1 Although the vast majority of prisoners, nine out of ten, did not report any bullying behaviour, some 10% of prisoners reported that they had been bullied in their present prison by a prisoner or a group of prisoners during the month preceding the survey.

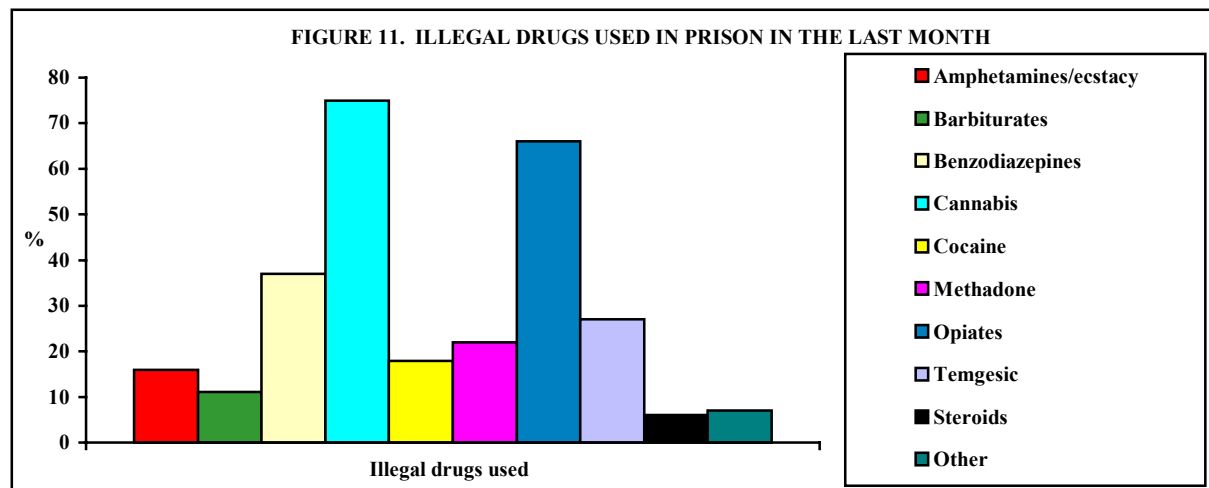
TABLE 4. TYPE OF BULLYING	%
Threats against you	64
Name calling	52
Drugs	31
Canteen	29
Phonecards	28
Physical abuse	28
Possessions	27
Queue jumping	24
Threats against your family	20
Money	20
Insults about your religion	18

Threats against your friends	16
Insults about your race	14
Sexual abuse	13
Other	25

11.2 As Table 4 above illustrates, of those who indicated that they had been bullied, the most common types of bullying involved threats against the individuals themselves (64%) and name-calling (52%). Around a third reported that the bullying involved drugs (31%), while more than two in ten stated that the canteen (29%), phonecards (28%), physical abuse (28%), possessions (27%), queue jumping (24%) or threats against family (20%) were involved. Just under a fifth reported that the bullying was linked to money (20%), insults about their religion (18%) or threats against friends (16%). The forms of bullying least frequently mentioned were insults about prisoners race (14%) and sexual abuse (13%). A quarter (25%) of prisoners reported bullying by other unspecified means.

11.3 Of the ten percent of prisoners who had experienced bullying, twenty six percent had reported it to the prison authorities.

## XII. DRUGS



### Drug use in present prison in the last month

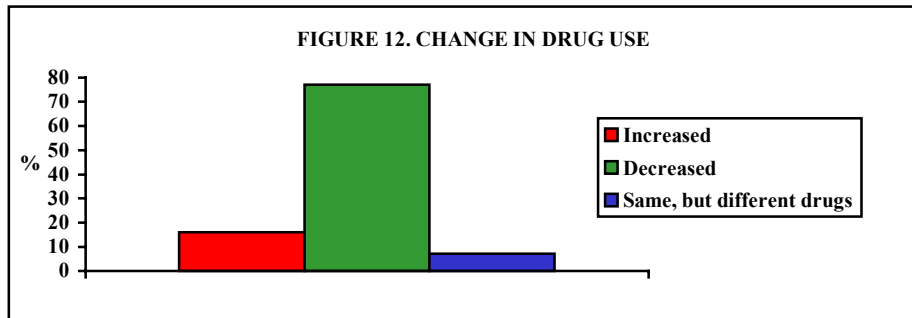
12.1 The majority of prisoners (68%) reported that they had not used drugs in the month preceding the survey while in their present prison. Of those who did report some drug use, the drugs involved were: cannabis (75%); opiates (66%); benzodiazepines (37%); temgesic (27%); methadone (22%); cocaine (18%); amphetamines/ecstasy (16%); barbiturates (11%) and steroids (6%).

12.2 While the use of most drugs remained fairly constant, a 57% increase in methadone use between 2002 and 2003 was reported. This increase may be due, in part, to the introduction of Methadone Maintenance Treatment.

12.4 Of those prisoners who used drugs in prison in the last month, fourteen percent reported injecting the drugs, and of those, 88% stated that they had shared their works (injecting equipment).

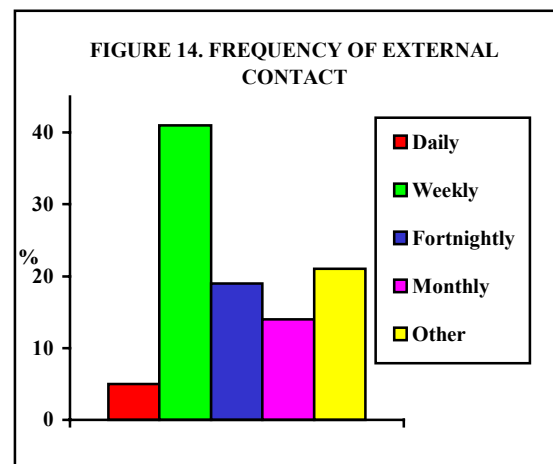
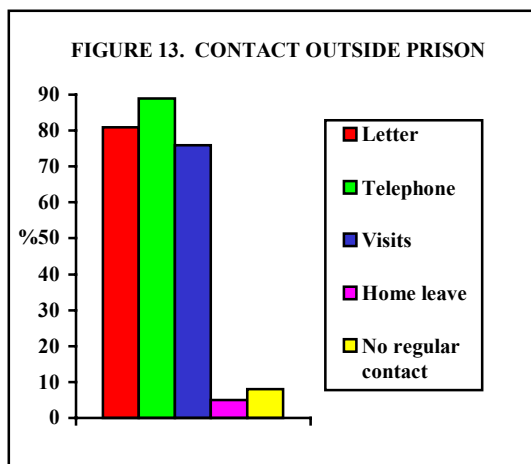
### Drug use in prison

12.5 Fifty six percent of prisoners reported that they had used illegal drugs in prison in the past. Of this group, almost half (46%) had received help in prison for drug use (e.g. prescriptions, counselling). Over three quarters of respondents (78%) reported that their drug use had changed during their current period in prison.



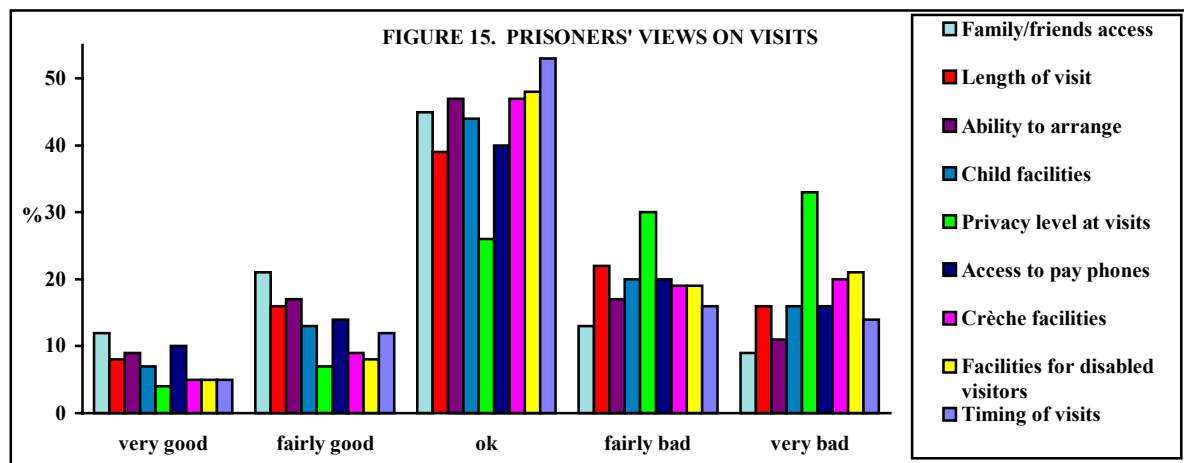
12.6 Figure 12 shows how prisoners' drug habit had changed while in prison. Seventy six percent said that their drug use has decreased, 16% reported an increase in drug use and 7% said their drug use has remained the same but they use different drugs.

### XIII. ACCESS TO FAMILY AND FRIENDS



13.1 As Figure 13 illustrates, almost all prisoners were in regular contact with someone outside the prison, either by telephone (89%), letter (81%), visits (76%) or by home leave (5%). The percentage of those reporting contact with someone outside prison by telephone, letter and visits all increased appreciably since last year (telephone contact from 73% to 89%, by letter from 68% to 81% and by way of visits from 63% to 76% between 2002 and 2003). Only 8% reported no regular contact with anyone outside the prison.

13.2 Figure 14 illustrates that four in ten prisoners reported receiving visits from family and friends on a weekly basis (41%), 19% received fortnightly visits, 14% monthly visits and 5%, mostly untried prisoners, daily visits.



13.3 Prisoners rated the majority of visits related issues positively. As Figure 15 shows, at least seven in ten prisoners rated access to family and friends, the ability to arrange visits and the timing of visits as 'very good', 'fairly good' or 'ok', (78%, 72% and 70% respectively). In addition, six out of ten prisoners rated the facilities for children, access to payphones, the length of visits, the provision of crèche facilities, and facilities for disabled visitors as 'ok' or better, (64%, 64%, 63%, 61% and 61% respectively). However, one fifth rated the provision of crèche facilities (20%) as 'very bad'. Prisoners were most critical about the level of privacy at visits with a negative rating of 63% (30% 'fairly bad' and 33% 'very bad'). The finding in respect of privacy at visits is likely to be a result of security measures in place to detect any drug importation. However, the percentage of prisoners reporting difficulty with privacy remains constant across recent surveys and would appear to adversely affect the quality of visits for many prisoners, with 78% of prisoners in the current survey reporting that the level of supervision in the visits room spoiled their enjoyment of family visits.

13.4 Almost two thirds (63%) of prisoners reported that their visitors experienced problems when visiting them in prison, an increase of 11 percentage points on 2002 figures. The respondents who identified a problem were asked to specify the nature of the difficulty experienced. Table 5 outlines the results. The problem reported most frequently by prisoners was the distance of the prison from their home (64%). This was followed by poor staff attitudes (54%) and the cost involved in getting to the prison (53%). Four in ten prisoners reported problems due to: the time limits imposed upon the visit (47%); the stress of the visit (42%); the location of the prison (46%) and lack of transport (39%). A smaller percentage of prisoners reported difficulties in travelling with children (26%), the lack of facilities for children at visits (18%) and poor refreshment facilities (15%). A lack of disabled access was identified as a problem by 9% of prisoners.

<b>TABLE 5. DIFFICULTIES EXPERIENCED BY PRISONERS' VISITORS</b>	<b>% of prisoners</b>
Distance	64
Staff attitudes	54
Cost	53
Time limits	47
Location of prison	46
Stress of visit	42
No transport	39
Difficulties of travelling with children	26
Facilities for children	18

Refreshment facilities	15
Disabled access	9
Other	10

13.5 Table 6 outlines prisoners' responses to two questions relating to the quality of visits. While 42% reported that there were 'never' or 'rarely' too many people in the visiting room in the last month, almost one quarter (23%) considered that this had happened either 'very often' or 'all the time'. Prisoners responded very similarly when asked about the level of noise in the visiting room, with almost half (45%) reporting that this had 'never' or 'rarely' occurred in the last month, while over a quarter (26%) considered that it had taken place either 'often' or 'all the time'.

<b>TABLE 6. PRISONERS' VIEWS ON THE VISIT ROOM</b>	Never	Rarely	Now and then	Very often	All the time
During the last month, how often have there been too many people in the visiting room?	20	22	35	15	8
During the last month how often has it been hard to talk with a visitor because of too much noise in the visiting room?	20	25	29	17	9

#### XIV. SENTENCE MANAGEMENT

14.1 In this section, only the views of convicted prisoners are discussed due to remand prisoners minimal involvement in, and knowledge of, Sentence Management.

<b>TABLE 7. PRISONERS' VIEWS ON SENTENCE MANAGEMENT</b>	% agreeing
I am clear about what Sentence Management means.	63
I think Sentence Management is of value.	68
Sentence Management is taken seriously by prisoners in this prison.	46
Sentence Management is seen as important by prison staff.	60
I understand how Sentence Management works.	62
The activities offered in this prison will help me on my release.	63

14.2 Overall, responses to questions relating to Sentence Management were more positive than those in previous surveys. Six in ten prisoners reported that they understood how Sentence Management worked, were clear about what Sentence Management meant, that the activities offered would help them on release and thought that Sentence Management was of value (62%, 63%, 63% and 68% respectively). In addition, more than half of all prisoners who commented (60%) believed that Sentence Management was seen as important by prison staff. However, under half (46%) thought that Sentence Management was taken seriously by prisoners in this prison.

## XV. PROGRAMMES

TABLE 8. PRISONERS' VIEWS ON PROGRAMMES	% of prisoners agreeing
I know what programmes are available in this prison.	70
I see attending programmes as a vital part of my time in prison.	56
I believe that intervention programmes should be compulsory.	47
I wouldn't give up a good job or wage to attend a programme.	54
Taking part in programmes will help me stop offending on release.	50
Prisoners attend programmes just for show.	51
I see an improvement in those prisoners who have been on programmes.	47
Management and staff in this prison support my efforts to change.	51
I would benefit from the involvement of my family when addressing my offending behaviour.	68

15.1 Prisoners' attitudes towards programmes varied. On a positive note, almost three quarters of respondents (70%) knew what programmes were available in their prison and over half (56%) saw attending programmes as a vital part of their time in prison. Despite these positive opinions, over half of the prisoners who commented (53%) disagreed with the statement 'I see an improvement in those prisoners who have been on programmes'. In addition, the majority of respondents believed that prisoners attended programmes just for show (51%) while a similar number reported that they were unprepared to give up a good job or wage to attend a programme (54%). Furthermore, only half of all prisoners (50%) thought that taking part in programmes would help them stop offending on release and that management and staff in their present prison supported their efforts to change (51%). While under half (47%) thought that intervention programmes should be made compulsory, 68% reported that they would benefit from involving their family when addressing their offending behaviour.

## XVI. CANTEEN

16.1 Prisoners were generally positive about all aspects of the canteen. Eight in ten were positive about the accuracy of their order (84%) and the system for handing out the bags (80%) and around seven in ten were content with the overall canteen system (69%), the system for correcting mistakes (68%). While the price and selection of goods were not rated as positively, they were still thought 'ok' or better by over half of all prisoners (57% and 53% respectively).

TABLE 11. PRISONERS' VIEWS ON CANTEEN ITEMS	Very good	Good	OK	Poor	Very poor
The accuracy of orders	20	28	37	11	5
The system for correcting mistakes	9	20	40	22	10
The selection of goods	7	15	32	28	19
The price of goods	5	12	40	26	17
The system for handing out the bags	9	20	52	12	8
Overall view of the canteen system	7	19	44	19	12

## XVII. PERSONAL HISTORY

17.1 This section reviews prisoners' responses to questions relating to their personal history. As Table 9 shows, almost a fifth of all prisoners had experience of living in a children's home (19%) or residential school (18%), while 13% had been in residential and secure units. Nine percent of prisoners had been cared for in foster homes at some time

TABLE 9. PRISONERS' CARE HISTORY	% of prisoners reporting
<b>Previously looked after/cared for in:</b>	
A foster home	9
A children's home	19
A residential unit	13
A residential school	18
A secure unit	13

17.2 Table 10 reveals that almost half of all prisoners (47%) had experience of being placed on supervision by a children's hearing or panel, while just over half (53%) had accessed some formal education since leaving school. Two thirds (66%) had experience of some form of work training since leaving school.

TABLE 10. PRISONERS' GENERAL HISTORY	% of prisoners reporting
Those with experience of being placed on supervision by a children's hearing or panel	47
Those with experience of any formal education since leaving school	53
Those with experience of any work training since leaving school	66

17.3 The survey revealed that the majority of prisoners failed to attend school on a regular basis before the legal age for leaving school. The average age at which prisoners reported they had stopping going to school on a regular basis was 14 years and 9 months.

## XVIII. CHANGE

18.1 One of the important aspects of the survey is its ability to plot change in prisoners' perceptions. This is done by repeating the same questions across time and examining whether there has been an improvement or deterioration in responses. Annex 1, at the end of this Bulletin, shows the percentage of prisoners who gave a positive response to various questions across the past surveys. The exercise reveals that in terms of relationships and atmosphere the extremely high ratings were maintained. In terms of cleanliness, the 2003 survey showed a minor improvement on several elements. In the case of food, there was a similar improvement but the number of positive ratings was low. The area with the greatest improvement was in respect to views on sentence management and programmes.

## XIX. METHODOLOGY

19.1 The survey was undertaken between 16 May and 13 June 2003 and was carried out on an establishment-by-establishment basis.

19.2 Prisoners' views were collected by means of a self-completion questionnaire, which was distributed and collected personally by the survey team.

19.3 As in the five previous prison surveys, the survey seeks to give all prisoners in all Scottish prisons (including the private prison, Kilmarnock) the opportunity to complete a questionnaire. The only prisoners excluded from the survey were those at court or on home leave. All other prisoners received questionnaires. The survey is self-completion, which does pose problems for prisoners with literacy problems. In cases where prisoners are known to have literacy problems the practice is to allow two prisoners to be placed together to complete the questionnaire. While this raises certain issues over confidentiality, etc., our view is that this inclusive approach is more acceptable.

19.4 Prisoners were informed of the fact that the survey was to take place by means of posters displayed in halls and communal areas three weeks before each establishment was visited. This was followed by flyers to every prisoner informing them that the survey was to take place on the following day.

19.5 Prisoners were spoken to individually or in small groups to explain the purpose of the survey and to reassure them of its confidential nature.

19.6 Establishment management teams were provided with written feedback within ten days of the survey; prisoners were provided with a summary of the results in the form of a poster displayed in halls and the opportunity to access a complete set of results.

19.7 The Survey was carried out by: Ed Wozniak; David Kinney; Maeve Kenny; Pam Brown; Roisin Broderick; John Lister; Campbell Rutherford; Donna Mackay; Rob Hastings; Lynne McKenzie; Gail McHugh; Fiona Davies; Frank Wilson; Ailsa King; Jim Carnie; Fraser Bryan; and Scott McLellan. Our thanks to the Research Liaison Officers and Business Improvement Managers who facilitated this exercise.

19.8 Information on other Sixth Prison Survey reports is available from SPS Business and Analytical Services, Room 305, Calton House, 5 Redheughs Rigg, Edinburgh EH12 9HW or from [research@sps.gov.uk](mailto:research@sps.gov.uk)

## ANNEX 1

<b>PRISON SURVEY 2003</b>			
<b>YEAR ON YEAR COMPARISONS 2001 - 2003**</b>			
<b>ALL ESTABLISHMENTS</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>
<b>RELATIONSHIPS</b>			
How well would you say you get on with each of the following groups?			
Prisoners in your hall/dormitory	98	98	97
Prisoners in your work party	98	98	97
Prisoners in the prison generally	96	95	96
Governors/Unit Managers in the prison	85	86	88
Female officers in your hall/dormitory	94	95	96
Male officers in your hall/dormitory	92	92	93
Officers in the prison generally	91	92	94
Officers in your work party	95	95	96
Nursing staff	86	85	86
Social Workers	*	87	88
Programmes staff	*	93	94
Education staff	*	96	96
<b>ATMOSPHERE</b>			
How would you describe the atmosphere in each of the following in THIS prison?			
The prison generally	79	77	82
The reception area	77	77	80
Your hall or dormitory	86	84	86
Your workshop/work party	90	89	90
The visit area	63	64	67
The gym	*	93	94
The health centre/surgery	*	83	83
<b>CLEANLINESS</b>			
How would you describe each of the following?			
The cleanliness of your hall/dormitory	78	76	77
The cleanliness of the toilet area	66	65	68
The cleanliness of the showers	64	63	65
The cleanliness of the visits area	95	95	93
The cleanliness of the prison in general	72	72	74
When you FIRST moved into the cell you are in now, how would you rate the following?			
The level of cleanliness	*	50	52
The condition of the furniture	*	56	57
The state of the bedding	*	42	45
The level of decoration	*	36	39
<b>HEALTH &amp; WELLBEING</b>			
How would you rate the standard of healthcare in this prison?	56	56	59
How easy is it to GET TO SEE the following people?			
Doctor	58	53	54
Nursing staff	86	86	85
Dentist	40	36	36

<b>HEALTH &amp; WELLBEING (cont.)</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>
How would you describe the SERVICE you get from the following people?			
Doctor	64	62	61
Nursing staff	73	72	74
Dentist	69	69	68
<b>COMPLAINTS</b>			
I have never had any major complaints in this prison, during this sentence.	*	54	51
I would rather use a CP (Complaints Procedure) form, than approach an officer with a complaint.	*	47	46
If I make a complaint, staff will treat me badly afterwards.	*	53	48
I understand how the Complaints Procedure works.	*	82	86
If I have a complaint for the Visiting Committee, they will deal with it fairly.	*	54	58
It is a waste of time to make a complaint in this prison, because staff ignore it.	*	60	56
It is easy to get access to CP (Complaints Procedure) forms.	*	82	81
<b>FOOD</b>			
How would you describe each of the following in THIS prison?			
The choice of menu	52	50	54
The size of portions	50	47	51
The quality of food	46	42	44
The way in which food is served	58	57	59
<b>VISITS</b>			
How would you describe each of the following?			
Access to family and friends	74	75	78
The length of the visits	57	60	63
The ability to arrange visits	67	70	72
Facilities for children at visits	62	65	64
The level of privacy at visits	31	33	37
Access to pay phones in this prison	67	67	64
Provision of creche facilities	58	61	61
Facilities for disabled visitors	50	58	60
<b>SENTENCE MANAGEMENT</b>			
I am clear about what Sentence Management means.	*	53	62
I think Sentence Management is of value.	*	62	69
Sentence Management is taken seriously by prisoners in this prison.	41	36	47
The activities offered in this prison (e.g. programmes, education, etc) will help me on my release.	52	52	62
<b>PROGRAMMES</b>			
I know what programmes are available in this prison.	*	62	70
I see an improvement in those prisoners who have been on programmes.	*	42	47
Prisoners attend programmes just for show.	*	52	51
I wouldn't give up a good job or wage to attend a programme.	*	55	54
I see attending programmes as a vital part of my time in prison.	*	58	56
Taking part in programmes will help me stop offending on release.	*	52	50
<b>MISCELLANEOUS</b>			
Safety (Feared for safety in the last month)	23	17	17
Bullying (Have you been bullied in the last month)	13	10	10
Drugs (used illegal drugs (in the last month)	38	29	32

