



HM Inspectorate of Prisons



Youth Justice Board  
Bwrdd Cyfiawnder Ieuencid

## **Children in Custody 2016–17**

**An analysis of 12–18-year-olds' perceptions of their experiences  
in secure training centres and young offender institutions**



HM Inspectorate of Prisons

## **Children in Custody 2016–17**

**An analysis of 12–18-year-olds' perceptions of their experiences  
in secure training centres and young offender institutions**

## Acknowledgements

This report was written by:

**Patricia Taflan**

Research Officer

HM Inspectorate of Prisons owes thanks to all the children who took time to complete our survey and offer their views and experience for this analysis.

The research, development and thematics (RDT) team at HM Inspectorate of Prisons also appreciates the help given by staff at each secure training centre and young offender institution.

The members of the Inspectorate's RDT team who contributed to the collection and analysis of data over the year were:

Michelle Bellham  
Ellis Cowling  
Anna Fenton  
Laura Green  
Natalie-Anne Hall  
Tim McSweeney  
Helen Ranns  
Alissa Redmond  
Emma Seymour  
Catherine Shaw  
Joe Simmonds  
Patricia Taflan



© Crown copyright 2017

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](http://nationalarchives.gov.uk/doc/open-government-licence/version/3) or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at [www.gov.uk/government/publications](http://www.gov.uk/government/publications)

Any enquiries regarding this publication should be sent to us at [hmiprisons.enquiries@hmiprisons.gsi.gov.uk](mailto:hmiprisons.enquiries@hmiprisons.gsi.gov.uk) or HMI Prisons, Victory House, 6th floor, 30–34 Kingsway, London WC2B 6EX.

Printed on paper containing 75% recycled fibre content minimum.

Printed in the UK by the APS Group on behalf of the Controller of Her Majesty's Stationery Office.

	<b>Foreword</b>	6
	<b>Key findings</b>	7
1	<b>Scope of this report</b>	9
2	<b>Methodology</b>	10
3	<b>Background</b>	14
4	<b>Results</b>	18
	4.1 Secure training centres – main findings	18
	4.2 Young offender institutions – main findings	27
	4.3 Comparison of STC and YOI survey responses	49
	<b>List of tables</b>	
1	Sample sizes and response rates across STCs and YOIs during 2016–17	10
2	Types and causes of victimisation reported by children in STCs (2016–17)	23
3	Boys' YOI survey responses 2001/03–2016/17 (N=7470)	28
4	Types and causes of victimisation reported by boys in YOIs (2016–17)	36
5	Characteristics of the STC and YOI cohorts in 2016–17	49
	<b>List of figures</b>	
1	Number of children (under 18) in custody over the past five years	14
2	Who children said they would turn to if they had a problem (2016–17)	19
3	Proportion of children who said they could follow their religion if they wanted to (2016–17)	19
4	Proportion of children who thought the food was good/very good at their centre (2016–17)	19
5	Proportion of children who said it was easy to keep in touch with family outside the centre and who said that they received weekly visits (2016–17)	20
6	Children's responses to questions relating to behaviour management (2016–17)	20
7	Responses to key questions on health care (2016–17)	21
8	Ages of boys in YOIs (2016–17)	27
9	Problems experienced by boys and help offered to them on arrival (2016–17)	32
10	What boys received on their arrival at the YOI (2016–17)	32
11	Problems anticipated by boys post-release and the extent to which they were aware of whom to contact for help (2016–17)	40

## Foreword

HM Inspectorate of Prisons, as part of our regular inspection process at secure training centres (STCs) and young offender institutions (YOIs) conducts surveys of the children who are detained. These surveys contribute to the evidence upon which we base our judgements about the treatment and conditions experienced by those being held in custody. They are particularly valuable, not only in providing data about perceptions at the time of the inspection, but also in giving indications of trends. This is why it is essential for HM Inspectorate of Prisons to maintain the tempo of our inspection activity in STCs and YOIs.

The broader context in which our surveys were conducted this year has never been more troubling. Following the disclosures in early 2016 about mistreatment of children at Medway STC, there has been an inevitable focus on safety. Sadly, the picture has been bleak. In my annual report, published in July 2017, I said we had reached the position where, as of February 2017, based on the current inspection reports of STCs and YOIs, none of the establishments were judged to be safe. The speed of the decline was also extraordinary, in that nine out of the 12 institutions had been found to be safe in 2013–14. Our concerns about safety have been shared with Ministers.

The impact of staffing constraints appears to have been more keenly felt by children this year. In YOIs, boys reported poorer access to showers and telephones, and this is hardly surprising. We have found far too many boys being locked in their cells for more than 22 hours each day, with staff struggling to manage the complexities of regimes where some boys can only be allowed out of their cells while others are locked up.

Fewer children in STCs reported having a key worker (an officer on their residential unit assigned to provide them with regular ongoing individual support) and those who had one were less likely than in the past to believe this had been of benefit. Too often in STCs we found that staff were being redeployed from their assigned unit to cover gaps elsewhere in the centre. More than a fifth of children in STCs said they had no one to turn to if they had a problem, meaning that many vulnerable children with complex needs were trying to manage their problems without support.

Disproportion in the characteristics of children being held in custody remains, particularly in terms of the numbers from black and minority ethnic backgrounds and Gypsy, Romany or Traveller backgrounds. The high numbers of boys reporting emotional or mental health problems, disability, or that they had spent time in the care of their local authority is also worthy of note. All of these issues need further detailed work to understand and address them. The number of girls in custody continues to fall, and because of this it is important that the specific needs of this group are not overlooked.

Last year I invited those with the responsibility to develop and improve policy to take our findings seriously. I trust that the realignment of responsibilities between the Youth Justice Board, the Ministry of Justice commissioners of services and the new Youth Custody Service within HM Prison and Probation Service will lead to improvement, and that the process of restructuring and reform will not detract from the urgent need for an effective operational response to the issues raised in this report. The need for this to be the case has actually increased, particularly when it comes to improving both the perceptions and the reality of safety. Until this is addressed, the broader objectives of delivering education, training and creating a rehabilitative environment will not be achieved.

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

## Key findings

This independent report by HM Inspectorate of Prisons (HMIP), commissioned by the Youth Justice Board (YJB), presents the findings from 720 questionnaires completed by children detained at every secure training centre (STC) ( $N=3$ ) and young offender institution (YOI) ( $N=5$ , plus a separate specialist unit at one site) between 1 April 2016 and 31 March 2017. All surveys were conducted to support unannounced inspections of each establishment. The surveys enable comparisons to be made with the results from 2015–16 and between children with different characteristics or experiences. Surveys have been conducted in YOIs since 2001–02 and in some cases, where the same question has been asked consistently, we can identify trends over the full length of that period.

The average number of children (those under 18) in custody fell by 56% between 2011–12 and 2016–17, made up largely by falls observed in the number of children held in YOIs (down 57%). Over the longer term, the number of children in custody has fallen by 70% in the period from 2006–07.

In relation to STCs, our survey findings during 2016–17 show that:

- broadly speaking the profile of children in STCs has not changed since 2015–16:
  - nearly half (49%) of all children in STCs identified as being from a black or other minority ethnic background;
  - just over one in 10 (12%) children identified as Muslim;
  - the proportion who said they were from a Gypsy, Romany or Traveller background was 10%, which compares with estimates of 0.01% in the population as a whole;<sup>1</sup>
- more than one in five children (22%) reported feeling unsafe at some point since arriving at the STC and 6% felt unsafe at the time of the inspection – those children who reported having felt unsafe also reported poorer experiences in the area of victimisation than those who did not;
- one in four children (25%) reported being victimised by other children by being shouted at through windows;
- compared with last year, children were significantly less likely to say that they had a key worker on the unit (67% compared with 89%) – those who said they did have a key worker were significantly less likely to say that the key worker helped them (74% compared with 90%).

In relation to YOIs, our survey findings during 2016–17 show that:

- the profile of boys in YOIs has not changed significantly since 2015–16:
  - nearly half (48%) of boys identified as being from a black or minority ethnic background, the highest rate recorded through our surveys in the secure estate;
  - the proportion of boys who had experienced local authority care was 42%;
  - around one-fifth (22%) of boys identified as Muslim;
  - almost one-fifth (19%) of boys reported having a disability;
  - fewer than one in 10 (7%) of boys identified as being from a Gypsy, Romany or Traveller background;

<sup>1</sup> Office for National Statistics (2014), *What does the 2011 census tell us about the characteristics of Gypsy or Irish Travellers in England and Wales?* London: ONS.

- when asked if they had ever felt unsafe at their establishment, 39% of boys said they had, a figure significantly lower than we recorded through our surveys in 2015–16 (46%);
- children who had felt unsafe were more likely than other children to report negatively across a range of areas of daily life, such as relationships with staff and victimisation from both other children and members of staff, suggesting that strategies to help children feel safer should focus on addressing a range of issues;
- there was a significant fall in the proportion of boys who said they could have a shower every day (71% compared with 88% in 2015–16);
- the proportion of boys who could use the phone every day in their establishment had fallen significantly in the last 12 months to 68% (from 80% in 2015–16).
- there was a significant increase in the proportion of boys who said it was easy to see the health professionals in their establishment;
- for the 95% of boys who reported having a caseworker at the establishment, there was a significant increase in the proportion who said that their caseworker helped them prepare for release (49% compared with 41% in 2015–16).

A comparison between the survey responses of young people held in YOIs and STCs during 2016–17 showed that children in STCs felt safer than boys in YOIs; while 22% of children in STCs reported that they had felt unsafe in their establishment, the equivalent figure was 39% for boys in YOIs. Differences in perceptions of safety for children in STCs and YOIs included on their first night, where 92% of children in STCs reported that they felt safe, compared with 82% of boys in YOIs, and at the time of the inspection, when 6% of children in STCs reported feeling unsafe compared with 16% of boys in YOIs. Children in STCs were significantly more likely than boys in YOIs to say that most staff treated them with respect (89% compared with 66%).



## 1. Scope of this report

This report sets out what children surveyed in secure training centres (STCs) and young offender institutions (YOIs) during 2016–17 told us about their experiences of custody. It is based solely on children’s self-reported perceptions and experiences and therefore may differ from administrative data held by STCs and YOIs and data reported by the Youth Justice Board (YJB).

Since 2001, a team of researchers from HM Inspectorate of Prisons (HMIP) has conducted surveys of children (aged 15 to 18) held in each YOI. The objective of the survey is to understand children’s perspectives on their treatment and conditions in custody, as part of the evidence base used by HMIP and the YJB. As well as being published in this annual report, the data collected are used during inspections, where they are triangulated with inspectors’ observations, discussions with the children themselves and the staff working with them, and documentation held in the establishment, to inform overall inspection judgements and recommendations. Each YOI holding children has been surveyed annually since April 2008 and these surveys now form part of the annual unannounced inspections of each YOI. This is the twelfth annual report to detail survey responses from children in the YOI estate.<sup>2</sup>

In 2012–13, HMIP, Ofsted and the Care Quality Commission (CQC) began jointly inspecting STCs; each centre is inspected annually on an unannounced basis. A survey was developed by HMIP in collaboration with Ofsted and CQC and in consultation with children and staff in STCs, as well as the YJB, to ensure that children are able to comment on their treatment and the conditions in custody. As part of the inspection process, children are surveyed about their experiences of the establishment. The survey findings are considered in conjunction with other evidence and form part of the evidence base for each inspection report, feeding into the overall judgements and recommendations.<sup>3</sup>

---

<sup>2</sup> Individual YOI inspection reports can be found at: [www.justiceinspectorates.gov.uk/hmiprisons](http://www.justiceinspectorates.gov.uk/hmiprisons)

<sup>3</sup> Individual STC inspection reports can be found at: [http://www.justiceinspectorates.gov.uk/hmiprisons/inspections/?post\\_type=inspection&s&prison-inspection-type=secure-training-centre-inspections](http://www.justiceinspectorates.gov.uk/hmiprisons/inspections/?post_type=inspection&s&prison-inspection-type=secure-training-centre-inspections); [www.ofsted.gov.uk](http://www.ofsted.gov.uk); or [www.cqc.org.uk](http://www.cqc.org.uk)

## 2. Methodology

The data for this report derives from surveys carried out at all secure training centres (STCs) and young offender institutions (YOIs) between 1 April 2016 and 31 March 2017. All of the surveys at YOIs and STCs were conducted to inform an upcoming inspection.

Separate questionnaires are used at STCs and YOIs as they are tailored to support the different inspection criteria used for each setting.<sup>4</sup> Since 2012, HM Inspectorate of Prisons (HMIP) has administered the same structured questionnaire to children held in YOIs. A separate structured questionnaire has also been used in STCs. As well as forming a key piece of evidence to inform the inspection process, survey data helps us to track trends over time and monitor change within and between institutions. The static structure of the survey is likely to be less sensitive to any dynamic change or variation in practice within individual establishments. As with all surveys used across the places of detention we inspect, they are subject to regular review and the survey questionnaires are included in the online appendices (see online appendices A and B).

### Sampling and recruiting respondents

All children in each STC and YOI at the time of the surveys were invited by researchers from HMIP to complete a questionnaire. Every effort was made to speak to each child individually in order to explain the purpose and confidentiality of the survey and the independence of the inspection process. At STCs, interviews were offered to all children and were conducted with all those who wanted one; at YOIs, interviews were conducted with any boys who said they needed help to complete the survey due to literacy or language difficulties. Self-completed questionnaires were placed in sealed envelopes and collected by HMIP researchers.

During 2016–17, 97% of children detained in YOIs and STCs at the time of our inspections were offered a questionnaire and/or agreed to be interviewed by a HMIP researcher.<sup>5</sup> As shown in Table 1, surveys and/or interviews were completed with over four-fifths (85%) of the children who were resident in the establishment at the time the survey was conducted.

**Table 1: Sample sizes and response rates across STCs and YOIs during 2016–17**

YOI	DATE OF SURVEY	POPULATION ON SURVEY DATE	NUMBER OF SURVEYS DISTRIBUTED	NUMBER OF RETURNED SURVEYS	RESPONSE RATE OF RESIDENT CHILDREN
<b>Cookham Wood</b>	<b>12 September 2016</b>	<b>159</b>	<b>156</b>	<b>141</b>	<b>89%</b>
<b>Parc</b>	<b>5 December 2016</b>	<b>46</b>	<b>46</b>	<b>31</b>	<b>67%</b>
<b>Feltham</b>	<b>23 January 2017</b>	<b>126</b>	<b>120</b>	<b>104</b>	<b>83%</b>
<b>Werrington</b>	<b>13 February 2017</b>	<b>111</b>	<b>109</b>	<b>99</b>	<b>89%</b>
<b>Wetherby</b>	<b>13 March 2017</b>	<b>216</b>	<b>212</b>	<b>188</b>	<b>87%</b>
<b>Keppel Unit</b>	<b>13 March 2017</b>	<b>42</b>	<b>42</b>	<b>37</b>	<b>88%</b>
<b>YOI total</b>		<b>700</b>	<b>685</b>	<b>600</b>	<b>86%</b>

4 For YOIs: *HM Inspectorate of Prisons Expectations: Criteria for assessing the treatment of children and young people and conditions in prisons*. For STCs: *Inspections of secure training centres: Framework for inspection*.

5 In some instances, for example when a child was at court or an outside hospital, it was not possible to offer them a questionnaire.

STC	DATE OF SURVEY	POPULATION ON SURVEY DATE	NUMBER OF SURVEYS DISTRIBUTED	NUMBER OF RETURNED SURVEYS	RESPONSE RATE OF RESIDENT CHILDREN
<b>Rainsbrook</b>	<b>10 October 2016</b>	<b>58</b>	<b>55</b>	<b>49</b>	<b>84%</b>
<b>Oakhill</b>	<b>9 January 2017</b>	<b>62</b>	<b>60</b>	<b>47</b>	<b>76%</b>
<b>Medway</b>	<b>28 February 2017</b>	<b>29</b>	<b>27</b>	<b>24</b>	<b>83%</b>
<b>STC total</b>		<b>149</b>	<b>142</b>	<b>120</b>	<b>81%</b>
<b>YOI AND STC TOTAL</b>		<b>849</b>	<b>827</b>	<b>720</b>	<b>85%</b>

To ensure any child protection and safeguarding issues could be followed up, each questionnaire was numbered so that any relevant comments could be traced back to the respondent. Children were made aware of this.

### Adjusting for non-responses

As responses were not received from every child, all survey data within this report are weighted to reflect the whole population at each centre. Therefore the overall responses are representative of all children in each establishment at the time of the survey.

Missing data, where respondents have not answered a question, have been excluded from the analysis. This means that percentages will have been calculated from different totals where there are different response rates across questions.

Figures quoted in this report have been rounded to the nearest whole number. In some cases, due to rounding, a result of zero per cent can, in fact, have been reported and/or experienced by a very small number of children. For example, across the entire YOI sample of 600 individuals, two children reporting a particular view on a given issue would appear as 0% in our report. In these instances reporting of the exact (unweighted) number of children has been suppressed in an effort to preserve respondents' anonymity.

### Analyses conducted

Survey responses for STCs and YOIs were analysed separately. The following was produced separately for STCs and YOIs:

- analysis of responses by centre/YOI as well as the overall average response from children in the relevant custody setting;
- a comparison between survey responses in 2016–17 and 2015–16, which were tested for statistically significant differences<sup>6</sup> – highlighting is used in the tables to show where there are significant differences;
- statistical comparisons between different subgroups within the 2016–17 responses, where numbers allowed – highlighting is again used in tables to show where there are significant differences.

For STCs, survey data were analysed in order to compare and contrast the experiences of:

- boys and girls;
- children aged under 16 and those aged 16–18;

<sup>6</sup> This refers to findings that are statistically significant at or below the 1% level ( $p < .01$ ). This threshold is used in order to appropriately adjust p-values in light of multiple testing within the survey data. In other words there is a 99% probability that the result has not occurred by chance (i.e. if you were to collect data from 100 samples of a similar size and replicated the analysis, 99 of the samples would produce the same result).

- black and minority ethnic children and white children;
- Muslim children and non-Muslim children;
- those who considered themselves to be Gypsy, Romany or Traveller and those who did not;
- those who considered themselves to have a disability and those who did not;
- children who reported emotional or mental health problems and those who did not;
- children who reported having been in local authority care and those who did not;
- children who said that they had been physically restrained at their centre and those who said they had not;
- children who said they had ever felt unsafe at their centre and those who said they had never felt unsafe.

The full results from these analyses can be found in the online appendix A.

For YOIs, we undertook analyses in order to compare and contrast the experiences of:

- boys aged under 17 and those aged 17–18;
- black and minority ethnic boys and white boys;
- Muslim boys and non-Muslim boys;
- those who considered themselves to be Gypsy, Romany or Traveller and those who did not;
- boys who considered themselves to have a disability and those who did not;
- boys who said they had been in local authority care and those who said they had not;
- sentenced and unsentenced boys;
- boys in custody for the first time and those with prior experience of detention;
- boys who said they had been physically restrained at their establishment and those who did not report having been physically restrained;
- boys who had been held overnight in the care and separation unit and those who had not;
- boys who said they had ever felt unsafe at their establishment and those who said they had never felt unsafe;
- boys who said they had emotional or mental health problems and those who said they did not.

The full results from these analyses can be found in online appendix B.

Finally, a comparison was also conducted between survey responses received from children in STCs and boys held in YOIs for the small number of identical questions which are asked in both settings.

### Structure of the report

This is the fourth annual report to present survey responses from both STCs and YOIs.

Section 3 provides background to and context for the survey findings.

Section 4.1 describes main findings from surveys conducted at STCs during 2016–17. It includes an overview of the significant differences identified within the 2016–17 responses among specific subgroups of the STC population. The statistically significant differences between the 2016–17 and 2015–16 STC cohorts are also presented.

Section 4.2 presents the main findings from surveys conducted at YOIs during 2016–17. It begins by outlining the self-reported characteristics of YOI survey respondents, as well as survey findings under each of HMIP's healthy prison areas: safety, respect, purposeful activity and resettlement.<sup>7</sup> It includes an overview of the significant differences identified within the 2016–17 responses among specific subgroups of the YOI population. This section also includes a comparison between 2016–17 and 2015–16 reporting years.

Section 4.3 presents a comparison of findings between YOIs and STCs in 2016–17.

The full analyses and questionnaire templates are available in online appendices A and B. In tables, cells are highlighted where the figure is significantly different to the comparison figure.

---

<sup>7</sup> The Inspectorate assesses YOIs against a set of inspection criteria known as Expectations. The latest version of these has been in use since they were published in June 2012. They are set out in *HM Inspectorate of Prisons Expectations: Criteria for assessing the treatment of children and young people and conditions in prisons*.

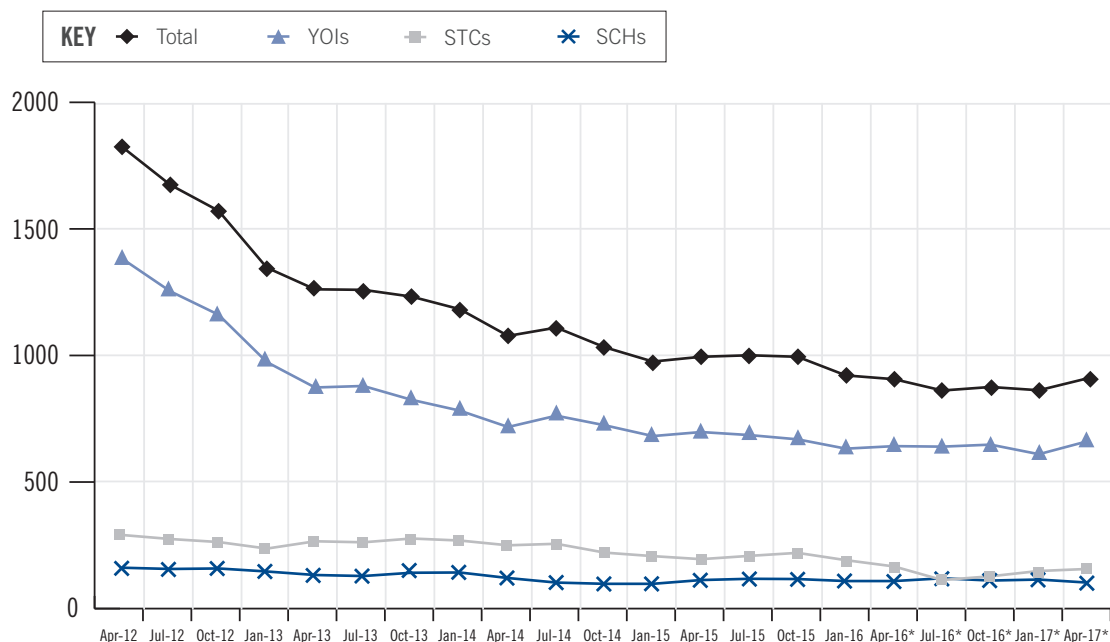
## 3. Background

### Children in custody

As of April 2016, 991 children were held in custody across England and Wales. Of these, 909 were under 18.<sup>8,9</sup> All these children are held either in a secure training centre (STC), a young offender institution (YOI), or a secure children's home (SCH). STCs were originally intended to hold boys and girls aged between 12 and 15, but following the introduction of detention and training orders (DTOs) in 2000, the age range was raised to 18 years. YOIs hold only boys aged between 15 and 18. Before 2013, there were specialist YOI units for girls aged 17 but after the closure of these specialist units, all girls under 18 are now held in either STCs or SCHs. SCHs are run by local authorities or other providers and can hold children aged between 10 and 17. As well as those held on youth justice grounds, SCHs can also hold those detained for welfare reasons under Section 25 of the Children Act. This report focuses on the responses from children held in YOIs and STCs, as HM Inspectorate of Prisons (HMIP) has no remit to inspect SCHs. The statutory responsibilities for these inspections rest with Ofsted in England, and with the Care and Social Services Inspectorate Wales and Estyn in Wales.

The average number of children in custody who are under 18 has fallen by 56% between 2011–12 and 2016–17 (from 1,963 to 869).<sup>10</sup> Figure 1 shows how the most substantial drop was of children held in YOIs, falling 57% from 1,548 in April 2011 to 659 in April 2017. Over the last 10 years, the average secure estate population (including those aged over 18) has fallen by 70% from an average population of 3,235 in 2006–07 to an average population of 961 in 2016–17.

**Figure 1: Number of children (under 18) in custody over the past five years**



\*Provisional data

8 Note: Some children are detained in YOIs, STCs and SCHs past their eighteenth birthday. This report will continue to refer to all people held in these places of detention, regardless of age, as children.

9 Youth Justice Board (2017), *Youth custody report: April 2017*. London: YJB.

10 Provisional data from the *Youth custody report*.

## Youth custodial estate in 2016–17

### STCs

During 2016–17, there were three STCs operating, two of them privately run on behalf of the YJB and the third run by the National Offender Management Service (NOMS) on behalf of the Ministry of Justice (MoJ).<sup>11</sup> All the STCs were purpose-built and were not located within an existing prison. HMIP and Ofsted, together with the Care Quality Commission (CQC), inspected all three establishments during 2016–17.

- **Medway (Rochester, Kent)** is operated by NOMS. It opened in April 1998. In 2002, the centre expanded to hold up to 76 boys and girls. In July 2016, NOMS took over operational responsibility from G4S.
- **Oakhill (Milton Keynes)** is operated by G4S. It opened in 2004 and it can currently hold up to 80 boys. The NHS does not commission services at Oakhill.
- **Rainsbrook (Rugby)** is operated by MTCnovo. It opened in 1999 and was expanded in 2002 to accommodate up to 87 girls and boys. In 2007, a purpose-built mother and baby unit opened to accommodate those girls in the final stages of pregnancy and their newborn babies. During 2015–16 it was operated by G4S but in mid-2016 MTCnovo assumed responsibility for running Rainsbrook.

### YOIs

During 2016–17, there were five YOIs and one specialist unit operating. Three of the five YOIs were dedicated for young offenders, while two were within an existing establishment that held either adults or young adults. Any boys held on split sites are still held on their own dedicated wings or units and should be kept completely separate from both adults and young adults.

- **Cookham Wood (Rochester, Kent)** became a YOI in May 2008. It is a dedicated site with a certified normal accommodation (CNA) and operational capacity of 196.<sup>12</sup>
- **Feltham A (Middlesex)** is part of Feltham YOI, a split site holding boys (Feltham A) and, separately, young adults (Feltham B). Feltham A has a CNA and operational capacity of 180. It holds both sentenced and unsentenced boys.
- **Parc (Bridgend)** is a split site, and the only prison to hold adults, young adults and boys. The boys' unit has a CNA and operational capacity of 64 and holds both sentenced and unsentenced boys. It is privately run by G4S.
- **Werrington (Stoke-on-Trent)** is a dedicated site holding both sentenced boys and boys on remand, with a CNA of 118 and an operational capacity of 128.
- **Wetherby (West Yorkshire)** is a dedicated site holding sentenced boys and boys on remand. It also includes a unit dedicated to holding boys with life or long-term determinate sentences. It has a CNA and operational capacity of 336.
- **Keppel Unit (Wetherby)** is a 48-bed specialist unit within Wetherby. It is a national resource for very vulnerable boys and those who find it hard to engage in the larger YOIs.

<sup>11</sup> The National Offender Management (NOMS) was replaced by Her Majesty's Prison and Probation Service (HMPPS) in April 2017.

<sup>12</sup> CNA refers to the number of people a prison can accommodate without being overcrowded. Operational capacity is the number of people who can be held in a prison before it has an impact on the running of the establishment.

### Recent inspection findings in YOIs and STCs

Children's perceptions of safety in YOIs had improved in comparison with the previous year but remained worse than any other year since 2001. The safety of children held in YOIs and STCs continued to be an ongoing concern during inspections. A fifth (22%) of children in STCs and nearly two-fifths (39%) of boys in YOIs had still felt unsafe at some point, and only Werrington and the Keppel unit (a small, specialist unit holding some of the most vulnerable children) were judged to be reasonably good in our assessment of safety. Inspections of the other YOIs and all three STCs raised concerns about their ability to keep children safe. Feltham A and Medway STC received the lowest possible safety assessments.

Typically, violence between children and towards staff was compounded by poor behaviour management to the point where some uses of available behaviour management tools were counterproductive and ended up rewarding poor behaviour. At Oakhill we found staff struggling to maintain control and a very serious assault on a member of staff that occurred shortly after our inspection was a stark reminder of the volatility and unpredictability of children's custody.

There were some positive initiatives. Conflict resolution work at Werrington was developing well and the same model was being introduced at the other YOIs. The progression unit at Cookham Wood, where boys with complex needs who regularly committed acts of violence were accommodated, was proactively attempting to deal with the issues violence was causing there. There was, however, no coordinated approach to dealing with issues that were common across the youth secure estate. One pressing and time consuming issue across STCs and YOIs was the difficulty securing suitable accommodation in time for release, particularly for children who had been in the care of their local authority prior to custody.

Across the YOI estate, too many boys were spending too long locked up, some as a result of not being able to mix safely with other boys, some because they were afraid to leave their cells and others because of disciplinary measures. At Wetherby, we found 48% of boys locked up during the core day when they should have been in education or training, and it was a similar picture at Feltham, where 40% of boys were locked up. The issues were less pronounced at STCs but there were children who spent long periods of time separated from others for a variety of reasons and were insufficiently occupied when not able, or willing, to attend education with their peers.

Staffing issues at both STCs and YOIs had a detrimental impact on the daily regime for all children. Put simply, in some places, on some days, there were too few staff to enable boys and girls to have the range of daily activity they should have had or, for example, to ensure daily access to showers and telephones. As a consequence of staffing issues, all three STCs had, for at least part of the year, a reduction in the number of children they could accommodate. This increased the pressure on other parts of the secure estate, not least the limited number of places available in SCHs. We also had concerns that some more vulnerable boys who might otherwise have been placed in a STC went into a YOI due to a lack of places.



### **The youth custody estate: policy developments during 2016–17**

In December 2016, the report of Charlie Taylor’s review of the youth justice system was published. A Written Ministerial Statement in February 2017 set out the Government’s intention to make changes to the way in which custodial provision for children was delivered. This included the creation of a Youth Custody Service to take responsibility for the secure estate for under-18s and ensuring all children were in education, training or employment on release. Central to the plans is the creation of two pilot sites for secure schools, which Charlie Taylor envisaged as smaller units with an education focus.

In May 2016, the then Justice Secretary announced his intention to form a Youth Custody Improvement Board (YCIB) to work across the youth secure estate, to help ensure that children are safe and to improve standards of behaviour management in each STC and YOI that holds children. The YCIB published its findings and recommendations in February 2017 which pointed to a lack of national vision for the estate and poor joint working between Ministry of Justice, YJB and NOMS in both diagnosing the problems facing the estate, and developing a strategic plan to remedy them. The YCIB’s view was that the government response to the Taylor review left longer-term strategic questions unanswered.<sup>13</sup>

In February 2017, the Chief Inspector of Prisons wrote to ministers setting out HMIP’s concerns about the inability of the current provision to keep children safe. He highlighted the poor safety outcomes which were impacting all areas of prison life, including preventing children being helped to avoid reoffending when released. Early indications are that planning for the secure school pilots will be time-consuming. In the meantime, nearly all children in custody will be accommodated in the existing STCs and YOIs and, therefore, outcomes need to be improved. We remain of the view that the overriding priority should be to make the existing children’s custodial provision safe, so that children currently in custody can fully participate in education, training and offending behaviour work.

---

<sup>13</sup> Youth Justice Board (2017), *Findings and Recommendations of the Youth Custody Improvement Board* available at: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/594448/findings-and-recommendations-of-the-ycib.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/594448/findings-and-recommendations-of-the-ycib.pdf)

## 4. Results

### 4.1 Secure training centres – main findings

#### Demographics

All three secure training centres (STCs) were visited during 2016–17. Overall, 81% of the resident children completed a survey, resulting in a total of 120 surveys. Out of all the children who filled in a questionnaire, the vast majority of them were boys (91%) and over a third (36%) reported that they were under 16.

White children accounted for 51% of the STC population. However, the reported ethnicity varied between centres: from 36% of children identifying as being from a black or minority ethnic background at Rainsbrook, to 61% of children reporting this at Medway. When asked about their religious beliefs, over a third of children (35%) said they had no religious faith, half (50%) identified as Christian and 12% said they were Muslim, which ranged from 9% of children at Rainsbrook to nearly a quarter of children (24%) at Medway. Ten per cent of children said they were from a Gypsy, Romany or Traveller background, with the highest proportion at Medway (16%). More than one in four children (27%) reported having a disability and 38% reported having experience of local authority care prior to entering the STC.

#### The journey to the centre and the first 24 hours

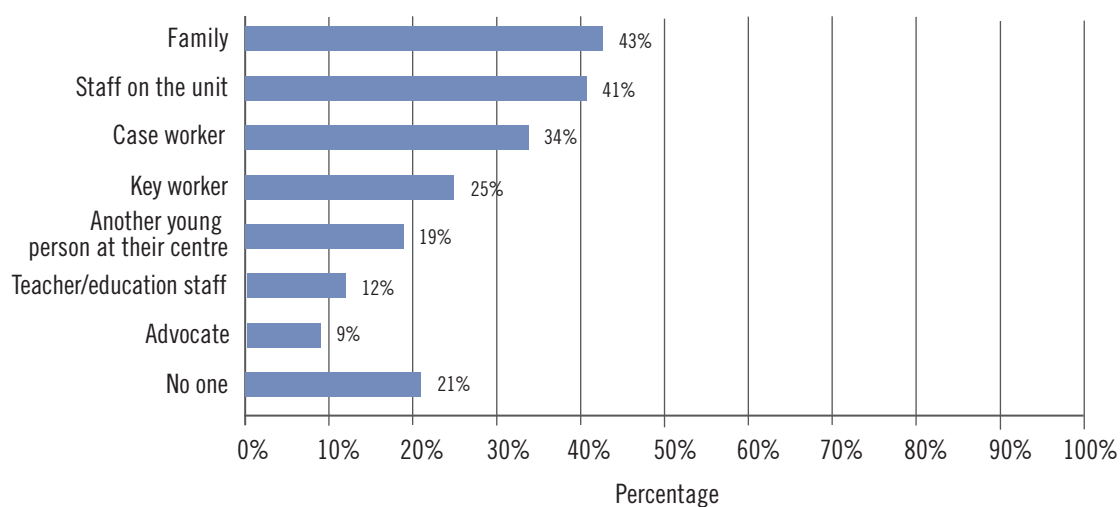
Nearly all children (91%) said that they felt looked after by staff on their journey to the centre and that they were searched on their arrival (91%). Most children (83%) reported that they were treated with respect during the search; however, one in four children who were searched (25%) said that staff did not explain why the search was taking place. While 93% of children said that they saw a doctor or nurse at the centre before they went to bed on their first night, fewer children (76%) said that a member of staff had asked them about how they were feeling. Ninety-two per cent of children said that they felt safe during their first night at the centre.

#### Daily life

Just over two-thirds (68%) of children said they were told everything they needed to know about the centre in their first few days (ranging from 61% of children at Rainsbrook to 79% of children at Medway). While a very high proportion of children (89%) said that they felt staff treated them with respect, around one in five children (21%) said that they would turn to no one if they had a problem. As shown in Figure 2, children were most likely to say that they would turn to family if they had a problem (43%) and least likely to report speaking to an advocate (9%).<sup>14</sup> Two in five children (41%) said they would go to a member of unit staff with a problem; this ranged between centres however, with 46% of children saying they would turn to a member of unit staff at Rainsbrook, but only 36% saying they would do the same at Oakhill.

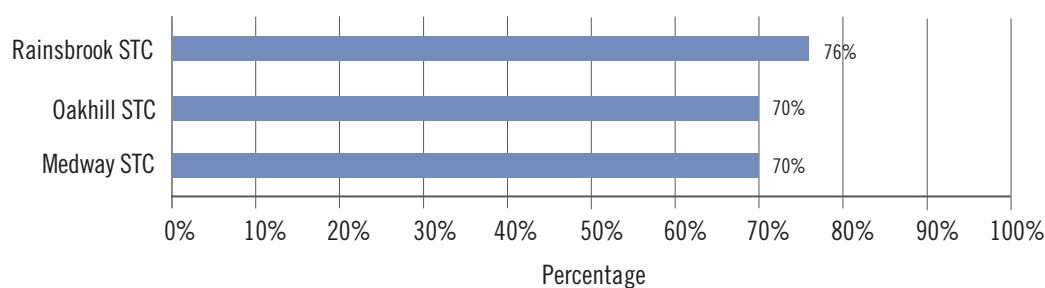
---

<sup>14</sup> Advocates are independent from the STC and their role is to ensure that children understand their rights and that the centre is upholding these rights.

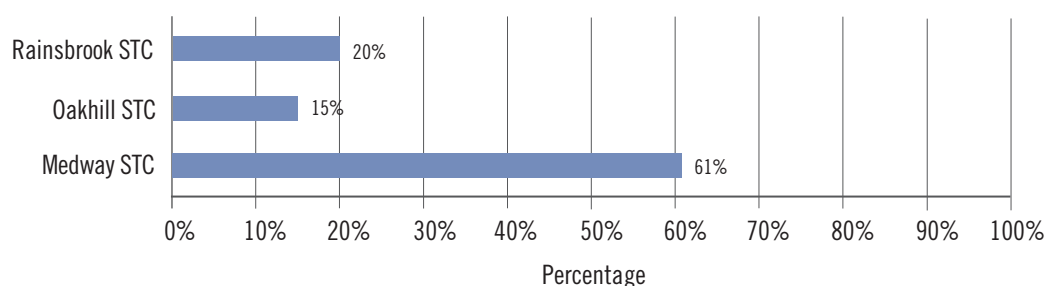
**Figure 2: Who children said they would turn to if they had a problem (2016–17)**

Two-thirds of children (67%) said that they had a key worker on their unit. Of those who had a key worker, the majority of children felt that this person had helped them (74%). However, it is worth noting that only one in four children (25%) said they would turn to a key worker if they had a problem.

The majority of children who had religious beliefs said they could follow their religious beliefs if they wanted to (72%). As shown in Figure 3 this varied, but only slightly, between the STCs.

**Figure 3: Proportion of children who said they could follow their religion if they wanted to (2016–17)**

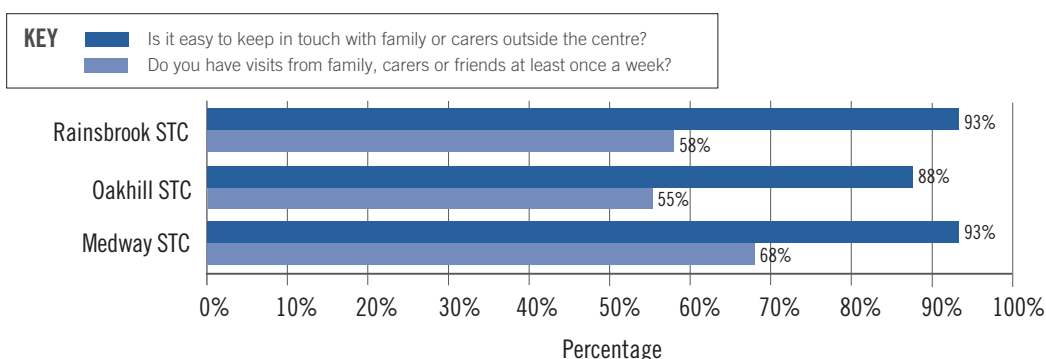
Only 26% of children felt that the food provided by the centre was 'very good' or 'good'. The differences between the training centres were quite large, ranging from 15% in Oakhill to 61% in Medway (see Figure 4).

**Figure 4: Proportion of children who thought the food was good/very good at their centre (2016–17)**

### Contact with the outside world

While the vast majority of children (91%) said that it was easy to keep in touch with family or carers outside the centre, only 58% said that they received a visit from their friends or carers at least once a week. The views on whether it was easy to keep in contact with family or carers varied, from 88% of children at Oakhill to 93% of children at Rainsbrook and Medway. Children at Medway (68%) were also most likely to say that they had received visits from family, carers or friends at least once a week. This figure was 58% of children at Rainsbrook and only 55% of children at Oakhill (see Figure 5).

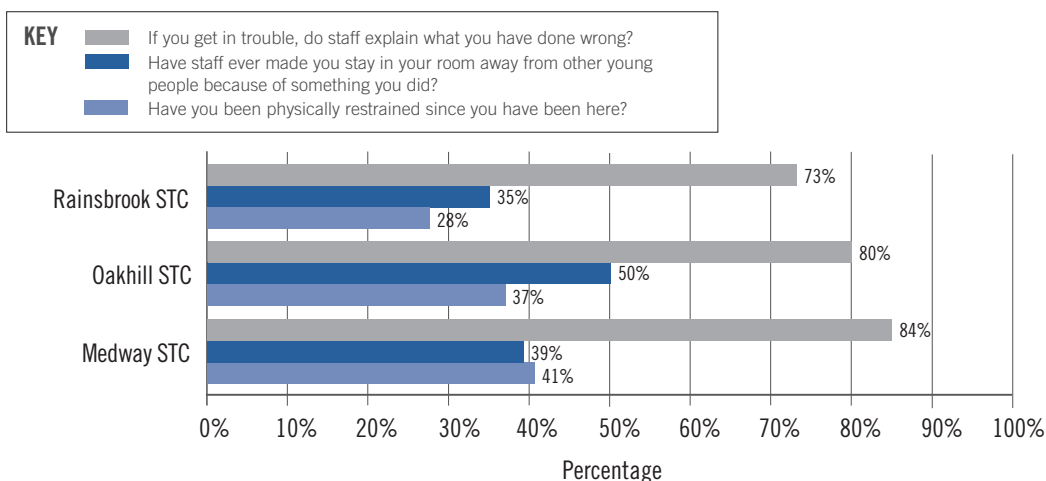
**Figure 5: Proportion of children who said it was easy to keep in touch with family outside the centre and who said that they received weekly visits (2016–17)**



### Behaviour

Of the children surveyed during 2016–17, 71% said that the incentives and sanctions scheme encouraged them to change their behaviour, but fewer thought it was a fair scheme (66%). Similarly, while 79% of children said that staff would let them know what they had done wrong if they got into trouble, fewer children reported that staff would tell them if their behaviour was good (68%). Two in five children (42%) said that they had been made to stay in their room, away from the other children, because of something they had done (ranging from 35% at Rainsbrook to 50% at Oakhill). Just over a third of children (35%) said they had been restrained since their arrival at the centre. Of these, 71% of children said that they had been given an opportunity to speak to somebody about the restraint after the event. While 83% of children were afforded this opportunity in Medway, only 64% of children reported the same at Rainsbrook. These responses are shown in Figure 6.

**Figure 6: Children's responses to questions relating to behaviour management (2016–17)**



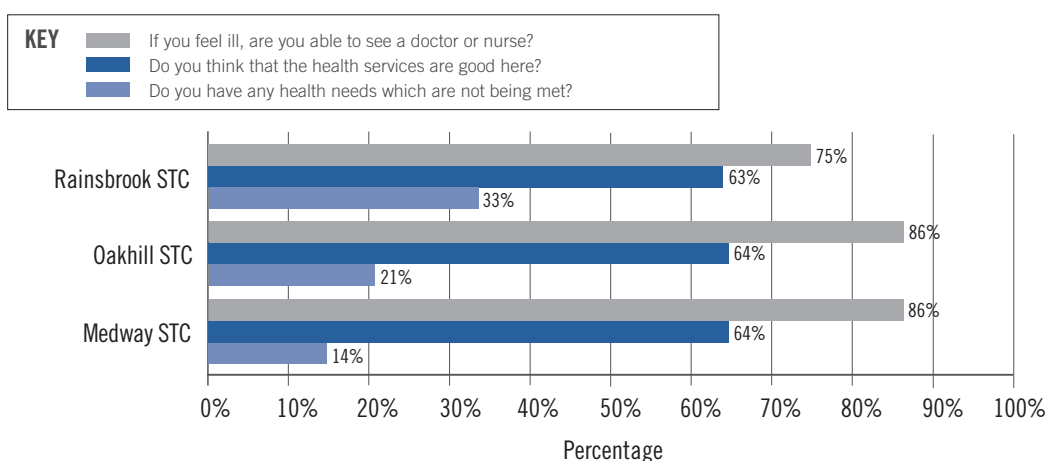
Children who had been restrained were significantly more likely to say that they had been made to stay in their room away from other young people because of something they had done (78% of children compared with 22% of children who had not been restrained).

In all other areas, including safety, statistically significant differences were not found between the experiences of boys who had been restrained and those who had not.

### Health care

Four out of five children (82%) said that they were able to see a doctor or nurse if they felt unwell. However, only 64% felt that the health services at their STC were 'good', with similar responses from children across the three training centres (63% of children at Rainsbrook and 64% of children at both Oakhill and Medway). Twenty-four per cent of children reported that they had health needs which were not being met, which ranged from 14% of children at Medway to 33% at Rainsbrook. These responses are shown in Figure 7.

**Figure 7: Responses to key questions on health care (2016–17)**



### Complaints

Nearly all children (96%) surveyed knew how to make a complaint. Of those who had made a complaint, just over half (54%) felt this was dealt with fairly. Children's views on the fairness of the complaint process were similar across the three STCs, with 55% of children at Rainsbrook and 54% of children at both Medway and Oakhill saying complaints were dealt with fairly. During 2016–17, 13% of children said they had not made a complaint because they were worried about the consequences. Only 8% of children at Oakhill expressed this view, compared with nearly a fifth of children (18%) at Medway.

### Education and activities

Nearly a third of children (32%) said that they had a care plan, ranging from 26% of children at Rainsbrook to 41% at Oakhill.<sup>15</sup> About three in five children (61%) said that they had been given advice about training or jobs, while just over two in five children (44%) reported being able to learn skills for jobs they may want in the future. Just over half of the children surveyed (54%) felt that the education they had received would help them on release.

Many children (76%) said they had been able to learn 'life skills' (everyday activities such as ironing or food preparation) at the centre and an even higher proportion of children (86%) said that they were encouraged by staff to take part in activities outside of the core day.

<sup>15</sup> Care plans are opened for young people who may have specific needs, for example those who are particularly vulnerable or who are displaying challenging behaviour.

Of those children surveyed in 2016–17, 76% knew where they would be living once they left the centre, although this varied from 83% of children at Rainsbrook to 50% of children at Medway. Almost two-thirds (65%) of children who were sentenced said that they had done something in the centre to make them less likely to offend in the future. This ranged from 89% of children at Medway to only 52% of children at Rainsbrook.

### Safety

About one in five children (22%) held in STCs during 2016–17 said that they had felt unsafe at some point and 6% reported feeling unsafe at the time of the survey. The number of children feeling unsafe during our inspections varied from no one at Medway to 8% of children at Rainsbrook.

#### How did the characteristics and experiences of children differ, between those who said that they had felt unsafe at some point at their centre and those who said they had not?

##### Personal characteristics

Children who said they had felt unsafe at some point in their centre were significantly more likely to:

- consider themselves Gypsy/Romany/Traveller (26% compared with 5%).

##### Trip to the centre and first 24 hours

Children who said that they had felt unsafe at some point in their centre were significantly less likely to report that:

- staff had explained why they were being searched upon arrival (53% compared with 83%);
- they felt safe on their first night (76% compared with 95%).

##### Complaints

Children who said that they had felt unsafe at some point in their centre were significantly more likely to report that:

- they did not make a complaint because they were worried about what would happen to them (32% compared with 8%).

##### Education and activities

Children who said that they had felt unsafe at some point in their centre were significantly less likely to report that:

- they had been given advice about training or jobs that they might like to do in the future (33% compared with 69%).

##### Safety

Children who said that they had felt unsafe at some point in their centre were significantly more likely to report:

- having experienced victimisation by other young people at their centre: insulting remarks (63% compared with 22%), physical abuse (56% compared with 14%), feeling threatened or intimidated (63% compared with 7%) and being shouted/yelled at through windows (63% compared with 11%);

- being victimised by other children because of: their religion or religious beliefs (15% compared with 0%), being from a different part of the country (22% compared with 0%), being from a Traveller community (15% compared with 0%), their age (15% compared with 0%), being new at the centre (50% compared with 3%), their offence or crime (31% compared with 4%), drugs (15% compared with 0%) and medication they received (15% compared with 0%);
- having experienced victimisation by members of staff: insulting remarks (46% compared with 5%), physical abuse (17% compared with 0%) and having their canteen or property taken (17% compared with 0%);
- being victimised by members of staff because of: their offence or crime (26% compared with 0%), gang-related issues (17% compared with 1%), their family and friends (17% compared with 0%), drugs (17% compared with 0%), medication they received (17% compared with 0%) and having made a complaint (17% compared with 0%).

Children were asked about the various types of victimisation that they had experienced from other children. Half of the children (50%) reported some form of victimisation by their peers, as shown in Table 2. The most commonly reported form of victimisation was insulting remarks, which was experienced by almost a third of children (32%) held in STCs during 2016–17. The next most commonly reported form of victimisation was shout-outs/yelling through windows, experienced by one in four children (25%). A similar proportion of children reported physical abuse (23%), while 21% of children reported feeling threatened or intimidated. Less than one in 10 children reported having had their canteen or property taken (8%), while 1% said that they had been sexually abused by other young people.<sup>16</sup>

<sup>16</sup> The canteen is a service within establishments that allows children to buy approved products such as food and toiletries on a weekly basis.

**Table 2: Types and causes of victimisation reported by children in STCs (2016–17)**

	By other young people	By members of Staff
<b>Number of children who answered these questions</b>	<b>97</b>	<b>90</b>
<b>Have you experienced any of the following from young people here?</b>		
Insulting remarks?	32%	14%
Physical abuse?	23%	4%
Sexual abuse?	1%	1%
Feeling threatened or intimidated?	21%	6%
Shout outs/yelling through windows?	25%	
Having your canteen/property taken?	8%	4%
<i>Not experienced any of these</i>	50%	78%
<b>For those who have indicated any of the above, what did it relate to?</b>		
Your race or ethnic origin?	13%	3%
Your religion or religious beliefs?	5%	2%
Your nationality?	7%	4%
Your being from a different part of the country than others?	5%	2%
Your being from a Traveller community?	4%	2%
Your sexual orientation?	0%	2%
Your age?	3%	2%
You having a disability?	4%	1%
You being new here?	13%	6%
Your offence or crime?	11%	5%
Gang-related issues or people you know or mix with?	9%	5%
About your family or friends?	7%	4%
Drugs?	4%	5%
Medications you receive?	3%	4%
Your gender?	1%	2%
Because you made a complaint?		4%

When asked about what the reason was behind their victimisation by other children, the most common responses were being new at the centre and their race or ethnic origin (both 13% of children), while 11% of children said the victimisation related to their offence or crime.

Children were also asked whether they had experienced victimisation from staff and just over a fifth of children (22%) reported that they had. The most commonly reported form of victimisation, experienced by 14% of children, was insulting remarks, while 6% of children reported having felt threatened or intimidated. The same proportion of children reported having experienced victimisation from staff in the form of their canteen/property being taken away (4%) and physical abuse (4%) and 1% of children said they had been sexually abused by staff. When the children were asked what their victimisation may have been related to, the most commonly reported reason was for being new at the centre (6%).

Three in five children (61%) said that they would tell a member of staff if they were being bullied or picked on, ranging from 69% at Oakhill to only 39% at Rainsbrook.



## Diversity

The survey allows us to compare children's experiences of discrimination based on different diversity and protected characteristics. The full results from these analyses are available in the online appendices A4-A12.

### Girls

In our 2016–17 surveys, nine per cent of children in STCs self-identified as girls. Their experiences when compared to boys were very similar, with only one statistically significant difference observed in the survey responses: that girls were more likely than boys to turn to a teacher/education staff if they had a problem (42% compared with 9%).

### Children under 16

More than a third (36%) of children detained in STCs who completed our questionnaires said they were under the age of 16, ranging from 30% at Medway to 38% at Rainsbrook. A higher proportion of these children said they were from an ethnic minority background (69% compared with 38% of children aged 16 and over). A smaller proportion of children aged under 16 reported having a disability (13% compared with 35% of children aged 16 and over).

Children under the age of 16 were significantly less likely to: turn to a case worker if they had a problem (18% compared with 43%), have been given advice about training and jobs that they might like to do in the future (45% compared with 70%) and tell a member of staff if they were being bullied or picked on (42% compared with 70%).

### Children from a black or other minority ethnic group

Almost half the children (49%) self-identified as being from a black or minority ethnic group. These children were significantly more likely to report being: under 16 (50% compared with 22%) and Muslim (24% compared with 0%). Children from a black or minority ethnic group were significantly less likely than white children to: consider themselves to be Gypsy/Romany/Traveller (2% compared with 17%) and have a disability (9% compared with 43%).

Children from a black or minority ethnic background were significantly less likely than white children to believe that the incentives and sanctions scheme was fair (54% compared with 78%). This was the only statistically significant difference observed in the survey responses between the experiences of these two groups of children in STCs.

### Muslim children

In 2016–17, 12% of children in STCs identified themselves as being Muslim, all of whom were boys from a black or ethnic minority background.

All the children who self-identified as being Muslim said that they could follow their religion if they wanted to (100% compared with 68% of non-Muslim children). Children who said they were Muslim were significantly less likely to report that: the incentives and sanctions scheme was fair (35% compared with 71%) and they had been able to learn any 'life skills' at their centre (46% compared with 82%).

### Gypsy, Romany or Traveller children

Of those children detained in STCs during 2016–17, 10% considered themselves to be Gypsy, Romany or Traveller. These children were less likely to consider themselves as part of a minority ethnic group (8% compared with 52% of children who did not identify as Gypsy, Romany or Traveller) and significantly more likely to have a disability (64% compared with 21% of children who did not identify as Gypsy, Romany or Traveller).

The experiences of children who identified themselves as Gypsy, Romany or Traveller only differed from the experiences of children who did not identify as such in the area of safety.

Gypsy, Romany or Traveller children were significantly more likely to have ever felt unsafe at the centre during their time there (58% compared with 18% of children who did not identify as Gypsy, Romany or Traveller). They were also significantly more likely to have experienced victimisation from other young people in the form of:

- insulting remarks (69% compared with 28%);
- intimidation/threatening behaviour (58% compared with 16%);
- shout-outs/yelling through windows (58% compared with 19%);
- having had their canteen/property taken (33% compared with 5%).

The reasons why the Gypsy, Romany or Traveller children thought they were victimised by other young people at the centre related to them being from a Traveller community (31% compared with 1% of children who did not identify as being Gypsy, Romany or Traveller) and drugs (31% compared with 1% of children who did not identify as being Gypsy, Romany or Traveller).

### **Children who identified themselves as having a disability**

More than a quarter of children (27%) surveyed in STCs during 2016–17 identified themselves as having a disability. With regards to their personal characteristics, these children were significantly less likely than others to: be aged under 16 (16% compared with 42%) and consider themselves as part of a minority ethnic group (16% compared with 58%). They were however, significantly more likely to identify themselves as Gypsy, Romany or Traveller (26% compared with 5% of children who did not consider themselves to have a disability).

In terms of their experiences in custody, there was only one significant difference between the experiences of children who reported that they had a disability and those who did not. Children who reported having a disability were significantly less likely than other children to say they could follow their religion if they wanted to (53% compared with 80%).

### **Children who had been in local authority care**

Almost two-fifths (38%) of the children held in STCs during 2016–17 reported that they had been in local authority care. Their responses were similar to children who had not been in local authority care with one exception. They were significantly less likely to report that they knew where they would be living once they were released from the STC (50% compared with 88%).

### **What were the main changes observed in STCs since 2015–16?**

When comparing survey responses from 2016–17 with those from 2015–16, four questions showed a significant difference. These belonged to three different areas: daily life, health services and education and activities. Within the daily life area, children who were detained in STCs during 2016–17 were significantly less likely to say that they had a key worker on their unit (67% compared with 89%). Those who indicated they had a key worker on their unit were significantly less likely to believe that their key worker had helped them (74% compared with 90%). Within the health services area, children detained during 2016–17 were significantly less likely to say that they were able to see a doctor or nurse if they fell ill (82% compared with 94%). Within the education and activities area, children detained during 2016–17 were significantly less likely to say that they had been able to learn skills for jobs that they might like to do in the future (44% compared with 68%).

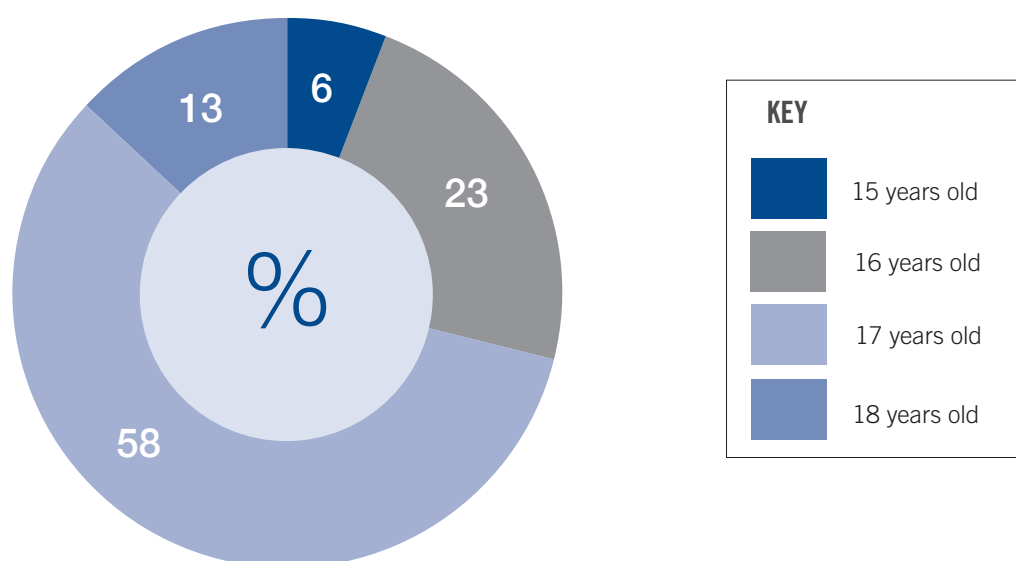
A full comparison of survey responses between the 2016–17 and 2015–16 reporting years is available in online appendix A3.

## 4.2 Young offender institutions – main findings

### Demographics

Five young offender institutions (YOIs) were inspected during 2016–17, as well as the specialist unit Keppel, which is part of Wetherby YOI (full results can be found online in appendix B). Three were dedicated young offender sites (Cookham Wood, Werrington and Wetherby), while two (Parc and Feltham) were split sites. Overall, 86% of the children detained at the time of our inspections completed a questionnaire, resulting in a total of 600 questionnaires. All those held in YOIs were boys. Most of the boys were 17 years old (58%), 6% said they were 15, and 13% said they were 18. The proportion of boys aged 18 varied across the YOI estate, from 7% at Parc to 16% at the Keppel Unit.<sup>17</sup>

**Figure 8: Ages of boys in YOIs (2016–17)**



Eight per cent of boys said that they were foreign nationals and this varied from 2% of boys at Parc to 13% of boys at Cookham Wood. Nearly all of the boys (99%) held in YOIs said that they understood spoken and written English.

Almost half of the boys (48%) identified themselves as black or minority ethnic – the highest rate recorded in our surveys since 2001. The proportion of boys who identified as being from a black or minority ethnic background varied considerably, from 14% at the Keppel Unit to 63% at Feltham.

Of those surveyed, 67% of boys reported that they had religious beliefs, the largest proportions identifying as Christian (43% of boys) or Muslim (22%). The proportion of boys who said they were Muslim varied markedly across the surveyed sites, ranging from 2% at the Keppel Unit to 33% at Feltham.

Seven per cent of boys considered themselves to be from a Gypsy, Romany or Traveller background.

<sup>17</sup> If children only have a short time left to serve after their eighteenth birthday, it may be considered too disruptive to move them to a different type of establishment for such a short period, in which case – dependent on a risk assessment – they will remain in the YOI. Children turning 18 but sentenced to a Detention and Training Order will also remain in a YOI unless they pose a risk to other young people.

Almost one in five boys (19%) considered themselves to have a disability. The levels of self-reported disability ranged from 10% to 19% across most of the sites inspected, with the exception of the Keppel Unit, where 60% of boys reported having a disability.

In our surveys during 2016–17, 42% of boys said that they had been in local authority care at some point in their lives. The proportion of boys stating this varied across the YOI estate, ranging from 30% at Parc to 54% at the Keppel Unit.

One in 10 boys (10%) said that they had children, ranging from 0% at Parc to 17% at the Keppel Unit.

Table 3 shows how the profile of boys held in YOIs has changed in some respects since 2001-13, while in other areas had remained consistent. The table also shows how boys' responses to some key questions has changed, or remained consistent, over this time period.

**Table 3: Boys' YOI survey responses 2001-03 – 2016-17 (N=7470)**

Question	2001-03	2004-06	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
<b>Number of completed questionnaires returned</b>	<b>1,089*</b>	<b>929*</b>	<b>1,052</b>	<b>926</b>	<b>942</b>	<b>729</b>	<b>571</b>	<b>632</b>	<b>600</b>
<b>Characteristics</b>									
Are you 18 years of age?	11%	12%	14%	12%	15%	11%	13%	12%	13%
Are you a foreign national?	N/A	N/A	6%	5%	4%	4%	5%	5%	8%
Do you understand spoken English?	N/A	N/A	N/A	N/A	99%	99%	99%	99%	99%
Do you understand written English?	N/A	N/A	N/A	N/A	98%	98%	98%	98%	99%
Are you from a black or minority ethnic group? (Including all those who did not tick white British, white Irish or white other category.)	23%	23%	39%	42%	45%	41%	42%	47%	48%
Are you Muslim?	N/A	N/A	16%	21%	22%	22%	21%	22%	22%
Do you consider yourself to be Gypsy/Romany/ Traveller?	N/A	N/A	6%	5%	5%	6%	8%	7%	7%
Do you have any children?	12%	10%	13%	12%	11%	11%	9%	10%	10%
Do you consider yourself to have a disability?	N/A	N/A	9%	11%	16%	19%	18%	19%	19%
Have you ever been in local authority care?	37%	29%	27%	30%	33%	33%	38%	37%	42%
Do you have any emotional or mental health problems?	N/A	N/A	21%	27%	19%	23%	24%	25%	27%
Did you have any problems with drugs when you first arrived?	N/A**	N/A	33%	36%	34%	37%	36%	33%	31%

<b>Safety</b>									
Have you ever felt unsafe in the establishment?	36%	32%	27%	32%	30%	29%	33%	46%	39%
Do you feel unsafe now?	N/A	N/A	N/A	N/A	11%	11%	13%	18%	16%
<b>Respect</b>									
Do most staff treat you with respect?	N/A	76%	63%	64%	74%	68%	70%	63%	66%
<b>Purposeful activity</b>									
Involved in education	72%	79%	74%	80%	79%	75%	73%	76%	73%
Involved in a job	34%	33%	31%	31%	28%	30%	28%	16%	12%
Involved in vocational training	N/A	N/A	19%	20%	18%	14%	14%	11%	8%
Involved in offending behaviour programmes	N/A	N/A	22%	24%	24%	20%	17%	16%	21%
<b>Resettlement</b>									
Do you have a training plan, sentence plan or remand plan?	N/A***	N/A	47%	49%	53%	51%	41%	48%	41%

\* Boys' responses only

\*\* Asks respondents about any drug problems on arrival OR in the past (28% said 'yes')

\*\*\* Results relate only to sentenced respondents (86% of whom said they had a training or sentence plan)

N/A=Not asked

### Sentence status and length

During 2016–17, just over four-fifths (81%) of YOI respondents said that they were sentenced. This ranged from 77% of boys at Feltham to 87% of boys at Werrington. About one-third of boys (32%) reported that they were serving a sentence of 12 months or less, while just over one-quarter of boys (26%) were serving a sentence of two years or more. Only 2% said that they were subject to an indeterminate sentence for public protection (IPP).<sup>18</sup> Almost two-thirds (64%) of boys had been in the establishment for six months or less at the time of our inspection, while 14% had been there for more than a year.

Sentenced boys were significantly more likely to be 18 years old (15% compared with 5% of unsentenced boys). Unsentenced boys were significantly more likely to have been in their establishment for one month or less at the time of the survey (31% compared with 13% of sentenced boys).

Unsentenced boys reported a poorer experience when compared with sentenced boys in a number of areas (see online appendix B9). Within the area of daily life and respect, a significantly smaller proportion of unsentenced boys said that they could speak to a peer mentor (15% compared with 28% of sentenced boys) or to an advocate (23% compared with 37% of sentenced boys).

In terms of applications and complaints, a significantly smaller proportion of unsentenced boys said that it was easy for them to make an application (57% compared with 72% of sentenced boys).

With regards to rewards and sanctions, unsentenced boys were significantly less likely to report being on the enhanced (top) level of the reward scheme (6% compared with 30% of sentenced boys) and having been treated fairly in their experience of the reward scheme (27% compared with 42% of sentenced boys).

<sup>18</sup> The IPP sentence was abolished in 2012.

Unsentenced boys were also significantly more likely than sentenced boys to report feeling unsafe at the time of the survey (26% compared with 13%).

In terms of activities in their establishments, unsentenced boys were significantly less likely than sentenced boys to report taking part in education (60% compared with 76%) and offending behaviour programmes (8% compared with 24%) and significantly more likely to not be involved in anything (34% compared with 18%). Of those boys who had taken part in an activity, unsentenced boys were significantly less likely than sentenced boys to report that the specific activity would help them on release:

- education (48% compared with 65%);
- vocational or skills training (18% compared with 43%);
- offending behaviour programmes (21% compared with 54%).

Unsentenced boys were also significantly less likely than sentenced boys to report having association every day (35% compared with 54%).

Unsentenced boys were significantly less likely than sentenced boys to report having a training plan, sentence plan or remand plan (20% compared with 47%) or a caseworker at their establishment (90% compared with 97%). Of those who said that they did have a caseworker, unsentenced boys were significantly less likely than sentenced boys to report that their caseworker had helped them to prepare for release (24% compared with 55%). However, they were significantly more likely than sentenced boys to have had a visit from their caseworker in their current establishment (81% compared with 66%).

### **Prior experiences of custody**

Overall, almost three-fifths (57%) of boys said that this was their first time in custody. Our survey results show that the experiences of those in custody for the first time differed from the experiences of those who had been in custody before. While in some areas, boys who were in custody for the first time reported more negatively than others, it would appear that overall, their experiences were more positive than those of the other boys. However, there were only a small number of significant differences, set out below.

Boys who were in custody for the first time were significantly less likely than boys who had been in custody previously to consider themselves disabled (15% compared with 24%) and to have been in local authority care at some point in their lives (27% compared with 61%). Those new to custody were significantly less likely than the rest to have been 14 or younger when they were last in school (31% compared with 55%) or to have skipped school before coming into custody (72% compared with 81%).

Boys in custody for the first time reported more negatively only with regard to their first days in the establishment. They were significantly more likely than boys who had previously been in custody to report feeling scared when they first arrived (19% compared with 7%) and significantly less likely to report having felt safe on their first night (69% compared with 80%).

In contrast, those new to custody were significantly more likely than boys who had been detained before to report that: their cell call bell was answered within five minutes (31% compared with 18%), complaints were sorted out fairly (31% compared with 17%), they were on the enhanced (top) level of the reward scheme (31% compared with 18%) and the different levels of the reward scheme made them change their behaviour (48% compared with 37%). They were significantly less likely to report having had a minor report

(42% compared with 53% of boys who were not new to custody) or an adjudication (60% compared with 73%).<sup>19</sup>

In the area of safety, boys in custody for the first time were significantly less likely than others to report having been victimised by a member of staff at their establishment (24% compared with 34%) or that they had been hit, kicked or assaulted by staff (5% compared with 12%). Those new to custody were also significantly more likely than others to say that they believed staff would take it seriously if they told them they had been victimised (33% compared with 21%).

In terms of activities in their institutions, those new to custody were significantly more likely than those who had previously been in custody to take part in education (79% compared with 65%). They were also significantly less likely to not be involved in any activity (15% compared with 28%).

Boys new to custody were significantly more likely than others to receive at least one visit per week from family and friends (44% compared with 22%) and to say that it was easy/very easy for their family and friends to visit them in their establishments (39% compared with 25%).

### **The journey to the establishment**

Four-fifths (80%) of boys held in YOIs during 2016–17 said that they had felt safe on their most recent journey to the establishment. Approximately a third of them (34%) reported travelling with adults (people aged 18 or over, male or female), ranging from 24% at Werrington to 51% at the Keppel Unit.

Almost half (48%) of the boys surveyed said that they spent more than two hours in the escort van on their journey to the establishment, with 8% reporting that they had spent more than four hours travelling. Of those who spent two hours or more in the escort van, only 13% said that they were offered a toilet break and almost half (49%) said they had been offered something to eat or drink.

Just over half (55%) of boys said that they were treated ‘well’ or ‘very well’ by escort staff and only about one in 10 (11%) said that they had received useful information to prepare them for coming to the establishment.

### **First days in custody**

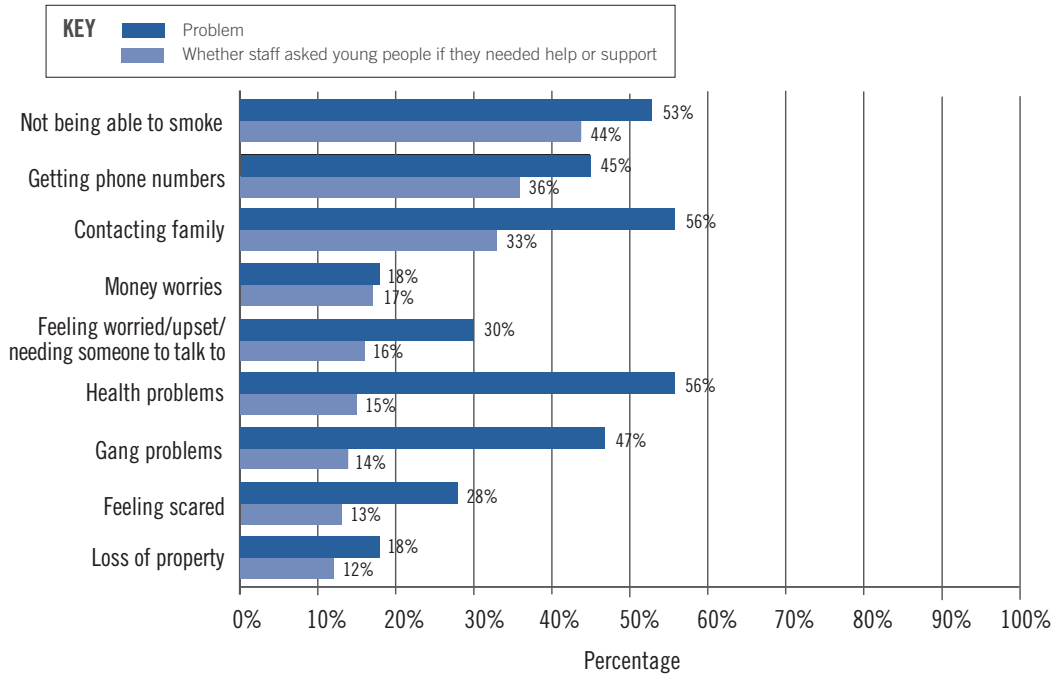
Just over three-quarters (78%) of boys detained in YOIs said that they were in reception for less than two hours upon arrival at the establishment. Nearly four-fifths of boys (79%) felt that, when they were searched in reception, this was carried out in a respectful way. However, this varied across the inspected YOIs, ranging from 84% of boys at Wetherby to 50% of boys at Parc. Overall, 67% reported being treated ‘well’ or ‘very well’ in reception, but again this experience varied considerably between establishments, from 82% at Werrington to 36% at Parc.

In our survey, boys were asked if they had any problems on arrival at the establishment and whether staff had asked them whether they needed help or support in these areas (even if it was not an issue for them). Their responses are set out in Figure 9. Overall, around three-quarters of boys (77%) reported having a problem when they first arrived in the establishment. The most commonly reported problem was not being able to smoke, mentioned by 44% of boys. The next was getting phone numbers (36%), followed by issues with contacting family (33%). Upon arrival, boys were most likely to be asked by staff if they needed help with the following: not being able to smoke (53% of boys), health problems

<sup>19</sup> A minor report is a disciplinary process, similar to an adjudication, which is normally administered by first line managers. It is used to deal with more minor infringements against YOI/prison rules. A limited range of punishments can be given.

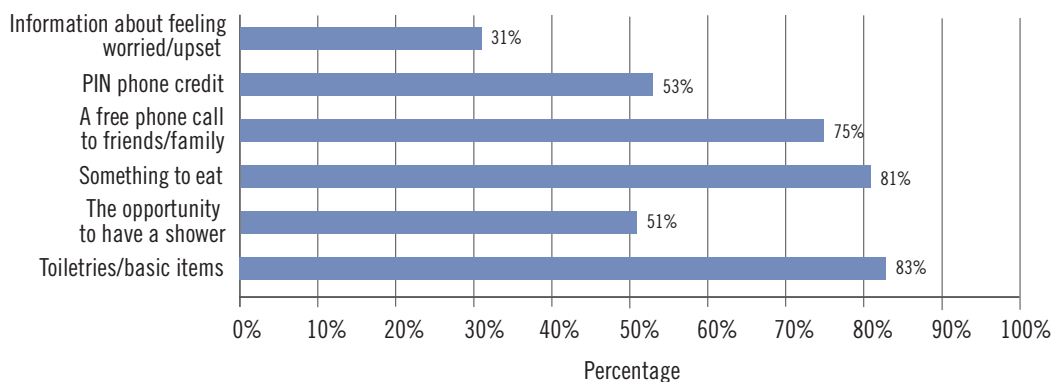
(56%) and/or contacting family (56%). Just under half of the boys (45%) were asked if they needed help getting phone numbers, even though it was one of the most common problems mentioned by the boys.

**Figure 9: Problems experienced by boys and help offered to them on arrival (2016–17)**



On arriving at the establishment, although over four-fifths of boys were given toiletries (83%) and something to eat (81%), and three-quarters (75%) were offered a free telephone call to family or friends, less than one-third of boys (31%) were offered information about feeling worried or upset, as shown in Figure 10.

**Figure 10: What boys received upon their arrival at the YOI (2016–17)**



Boys' responses about arrival varied across the YOI estate. For example, 85% of boys were offered the opportunity to have a shower upon their arrival at Werrington, whereas less than a quarter of boys (21%) reported the same at Wetherby. Furthermore, 85% of boys at Werrington were offered a free telephone call to family, while only 33% reported the same at Parc. PIN phone credit was offered to 61% of boys at the Keppel Unit, but to only 15% of boys at Parc.



When asked about people or services they had access to, there was less variation in boys' responses. About one in 10 had access to a peer mentor (11%) and/or the prison shop (11%), while 17% of boys had access to ChildLine or the Samaritans. However, there was still some inequity in levels of access to these people or services: under half (45%) of boys reported seeing the chaplain in their first 24 hours, but this ranged from 54% at Cookham Wood to 33% at Feltham; and 72% reported being seen by a doctor or nurse before they were locked up on their first night, varying from 78% of boys at Werrington to 59% at Feltham.

While most boys (74%) reported feeling safe on their first night, it is worth highlighting that just over a quarter of boys (26%) did not. There were also quite big differences between the YOIs, with 82% of boys feeling safe on their first night at Werrington, but only 60% of boys reporting the same at the Keppel Unit. For those who had been on an induction course (78%), just over half (52%) said that it covered everything they needed to know about the establishment, although this varied from 75% at Parc to 47% at Wetherby and Werrington.

### **Perception of safety and experiences of victimisation**

About two-fifths of boys (39%) said that they had felt unsafe at some point in their establishment and 16% of boys said that they felt unsafe at the time of the survey, which was a slight decrease compared with 2015–16 (18%). However, this was not a statistically significant difference. Perceptions of safety varied across the YOI estate: boys from the Keppel Unit made up the highest proportion of boys who said they had ever felt unsafe at the establishment (59%), while boys at Parc made up the highest proportion of boys feeling unsafe at the time of the survey (32%). This has changed from last year, when boys at Parc made up the lowest proportion of boys who felt unsafe at the time of the survey (11% as reported in 2015–16). In 2016–17, Cookham Wood had the lowest proportion of boys feeling unsafe at the time of the survey (10%), while Werrington had the lowest proportion of boys who had ever felt unsafe (34%).

### **How did the characteristics and experiences of boys differ, between those who said that they had felt unsafe at some point in their YOI and those who said they had never felt unsafe?**

During 2016–17, boys who reported feeling unsafe at some point in their YOI had significantly different custodial experiences than those who reported that they had never felt unsafe.

Boys who reported having felt unsafe at some point were significantly more negative in a number of areas including, but not limited to:

- being less likely to have felt safe during their journey to the YOI (68% compared with 88%);
- being less likely to feel that they were treated well by reception staff (61% compared with 73%);
- being less likely to feel that they were searched respectfully (74% compared with 84%);
- being less likely to feel safe on their first night at the YOI (51% compared with 90%);
- being less likely to say that the induction, for those who had one, covered everything they needed to know about the establishment (44% compared with 58%).

As well as being more likely to arrive with a problem (89% compared with 69%), a significantly higher proportion of these boys reported problems upon arrival in the following areas:

- feeling scared (30% compared with 3%);
- gangs (22% compared with 10%);
- contacting family (43% compared with 28%);
- money (21% compared with 13%);
- feeling worried/upset/needing someone to talk to (31% compared with 7%);
- health problems (22% compared with 11%);
- getting phone numbers (44% compared with 32%).

However, boys who reported having felt unsafe were significantly more likely to have been asked by staff if they needed help or support with feeling scared (36% compared with 25% of boys who had never felt unsafe). In addition to that, when asked if they had someone to turn to in case they had a problem, only 16% said that they would have no one to turn to, compared with 27% of boys who had never felt unsafe.

In terms of daily life in custody, boys who had felt unsafe at some point were also significantly less likely than the other boys to report that:

- they were able to shower every day (66% compared with 76%);
- their cell call bell was answered within five minutes (19% compared with 30%);
- most staff treated them with respect (59% compared with 71%);
- it was easy to make an application (63% compared with 74%);
- complaints were sorted out fairly (19% compared with 32%);
- they had been treated fairly in their experience of the reward scheme (31% compared with 45%);

- if they had a minor report, that the process was clearly explained to them (55% compared with 73%);
- if they had an adjudication, that the process was clearly explained to them (73% compared with 92%);
- if they had spent a night in the care and separation unit, that the staff treated them well/very well (26% compared with 49%).

They were also significantly more likely to report that they had felt too scared or intimidated to make a complaint (24% compared with 2%).

Forty-one per cent of boys who had ever felt unsafe were also feeling unsafe at the time of the survey (compared with 0%). These boys also fared worse in the area of victimisation, with 57% of boys who had ever felt unsafe saying that they had been victimised by other young people in their YOI, compared with only 10% of boys who had never felt unsafe. Compared with boys who had never felt unsafe, boys who had felt unsafe were significantly more likely to have experienced the following from other young people:

- insulting remarks (35% compared with 6%);
- being hit, kicked or assaulted (23% compared with 3%);
- being threatened or intimidated (24% compared with 1%);
- having their canteen/property taken (9% compared with 0%).

Boys who had felt unsafe were significantly more likely than the others to have experienced victimisation by staff (42% compared with 19%) in the form of:

- insulting remarks (25% compared with 9%);
- being hit, kicked or assaulted (13% compared with 5%);
- threats or intimidation (16% compared with 2%).

A full breakdown of the results can be found in online appendix B13.

During 2016–17, over two-fifths of boys (42%) reported shouting through the windows as being a problem at their establishment. This varied across the YOI estate, with boys at the Keppel Unit (59%) being more than twice as likely to say this as boys at Feltham (27%).

Over a quarter of the boys (28%) reported being victimised by other young people in their establishment. The most common types and causes of victimisation by their peers were: insulting remarks (17%); being hit, kicked or assaulted (11%); feeling threatened or intimidated (10%). Other issues were reported by less than 10% of boys in YOIs during 2016–17. For the full breakdown, see Table 4.

During 2016–17, 28% of boys reported being victimised by staff in their establishment. Insulting remarks were again the most commonly reported type of victimisation, with 15% of boys having experienced them. Other forms of victimisation included being hit, kicked or assaulted (8%) or feeling threatened and intimidated (7%). For the full breakdown, see Table 4.

**Table 4: Types and causes of victimisation reported by boys in YOIs (2016–17)**

	By other young people	By members of staff
<b>Number of children who answered this question</b>	<b>556</b>	<b>555</b>
Have you ever been victimised here?	28%	28%
<b>Have you experienced any of the following here?</b>		
Insulting remarks about you, your family or friends?	17%	15%
Being hit, kicked or assaulted?	11%	8%
Being sexually abused?	1%	1%
Being threatened or intimidated?	10%	7%
Having your canteen/property taken?	4%	3%
<b>Reasons for this victimisation:</b>		
Victimised you because of medication?	0%	1%
Victimised you because of debt?	2%	1%
Victimised you because of drugs?	2%	1%
Victimised you because of your race or ethnic origin?	4%	5%
Victimised you because of your religion/religious beliefs?	3%	3%
Victimised you because of your nationality?	2%	1%
Victimised you because you were from a different part of the country?	3%	1%
Victimised you because you are from a Traveller community?	1%	1%
Victimised you because of your sexual orientation?	1%	1%
Victimised you because of your age?	1%	3%
Victimised you because you have a disability?	1%	1%
Victimised you because you were new here?	8%	2%
Victimised you because of your offence/crime?	3%	2%
Victimised you because of gang-related issues?	7%	2%
Victimised you because you made a complaint?		6%

Only 28% of boys said that they would report any victimisation to a member of staff, ranging from 59% of boys at the Keppel Unit to just 16% of boys at Parc. Furthermore, only 27% of boys thought that staff would take them seriously if they reported being victimised.

### **Behaviour management**

Two-fifths of boys (39%) felt that they had been treated fairly by the Incentives and Earned Privileges (IEP) scheme and a similar proportion (43%) reported that the scheme encouraged them to change their behaviour. During 2016–17, under half (46%) of boys in YOIs reported that they had received a minor report, ranging from 37% of boys at Cookham Wood to 58% of boys at Parc. Of those who had received a minor report, almost two-thirds of boys (64%) thought that the process was clearly explained to them. A higher proportion of boys reported having received an adjudication since their arrival (66%) and of these, 84% felt that the process was clearly explained to them. More than two-fifths (44%) of boys surveyed in 2016–17 reported being restrained while in their establishment, ranging from 31% of boys at the Keppel Unit to over half (54%) at Parc.

### How did the characteristics and experiences of boys who said that they had been restrained by YOI staff during 2016–17 compare with those boys who said they had not?

Boys who had been restrained were significantly more likely than those who had not to:

- be from a black or minority ethnic background (56% compared with 39%);
- be Muslim (28% compared with 18%).

Boys who had been restrained reported more negatively in many areas, including, but not limited to:

- being significantly less likely to say that: they were treated with respect by staff (57% compared with 74%); a staff member had personally checked on them in the past week (26% compared with 42%); they were on the enhanced (top) level of the reward scheme (17% compared with 31%); they had been treated fairly in their experience of the reward scheme (32% compared with 45%);
- being significantly more likely to have had a minor report (62% compared with 34%) and to have had an adjudication (95% compared with 42%);
- been significantly more likely, with regards to victimisation to report: having been kicked, hit or assaulted by other young people (16% compared with 7%); victimisation by staff (42% compared with 17%), with the victimisation involving being hit, kicked or assaulted (17% compared with 0%); having had insulting remarks made about them (24% compared with 9%); having felt threatened or intimidated (13% compared with 3%); or having had their canteen/property taken (6% compared with 1%).

A full breakdown of the results can be found in online appendix B11.

During 2016–17, a quarter (25%) of boys in YOIs said that they had spent a night in the segregation unit. Of these, almost two-fifths (38%) reported that staff treated them ‘very well’ or ‘well’. This varied from one in five boys (21%) at Feltham, to one in two boys (54%) at Wetherby.

### How did the characteristics and experiences of boys who said that they had been in the segregation unit during 2016–17 compare with those boys who had not been?

Boys who had been to segregation were significantly more likely than others to:

- be from a black or minority ethnic background (58% compared with 43%);
- have been in custody previously (53% compared with 40%);
- have been 14 or younger when they were last in school (52% compared with 39%).

Boys who had been in segregation reported more negatively in many areas, including, but not limited to:

- being significantly less likely to say that they: felt safe on their journey to the establishment (71% compared with 84%); were treated 'well' or 'very well' in reception (56% compared to 71%); felt safe on their first night (67% compared with 77%); were on the enhanced (top) level of the rewards scheme (15% compared with 29%); thought the shop sold a wide enough range of goods to meet their needs (31% compared with 53%).

Furthermore, those boys who had been held in segregation were significantly more likely to say that they had:

- had a minor report (62% compared with 41%);
- had an adjudication (86% compared with 59%);
- been victimised by a member of staff (48% compared with 22%).

A full breakdown of the results can be found in online appendix B12.

### Respect

Overall, 66% of boys detained in YOIs during 2016–17 reported that staff treated them with respect. Less than a quarter (23%) said that they would have no one to turn to if they had a problem, ranging from 7% of boys at Keppel Unit to 32% of boys at Parc. However, only about a third of boys (35%) reported that staff had checked on them personally in the last week to see how they were getting on. While 73% of young people said they had a personal officer, less than half of these boys (47%) said that they saw their personal officer at least once a week. Around three-fifths (61%) said that their personal officer had tried to help them.

Only one in four boys (25%) said that their cell call bell was answered within five minutes, ranging from 11% of boys at Wetherby to 47% of boys at Feltham.

Less than half (44%) of the boys reported that it was 'very easy' or 'easy' to attend religious services, although a slightly higher proportion (53%) reported that they felt their religious beliefs were respected. This varied across the YOI estate, with only 23% of boys at Parc feeling that their religious beliefs were respected, compared with 68% of boys at Feltham.

Only 15% of boys said that the food in their YOI was 'very good' or 'good'. This, again, varied across different establishments with only 13% of boys at Feltham reporting that the food was 'good' or 'very good' compared with 24% of boys at Keppel Unit.

### Health services

While 71% of young people felt that it was 'easy' to see a nurse, only 57% reported that it was 'easy' to see a doctor and fewer still (35%) reported that it was 'easy' to see a dentist. This varied across the YOIs with the biggest differences being reported in accessing the dentist. At Parc and Werrington, 51% of boys said that it was easy to see the dentist, while only 24% of boys at Cookham Wood reported the same thing. Just over half of the young people (53%) who had experience of health care said that it was 'very good' or 'good', with the proportion perceiving health care this way ranging from 72% at the Keppel Unit to only 42% at Feltham.

During 2016–17, around one in four boys (27%) reported having an emotional or mental health problem and this varied considerably across the YOI estate: from 17% at Feltham to 58% at the Keppel Unit. Of those boys who reported emotional or mental health problems, just over half (54%) said that they were being helped by someone in their establishment. However, the extent of this support again varied considerably across the establishments inspected, from only 7% of boys at Parc to 72% of boys at Werrington.

Almost a third of boys (31%) reported having a drug problem on arrival at the YOI, ranging from under a quarter of boys (22%) at Feltham to almost half of the boys (45%) at the Keppel Unit.

### Applications and complaints

Overall, 69% of boys said that it was 'easy' to make an application in their YOI, ranging from 85% of boys at Parc to 52% of boys at Feltham. Over half of the young people in YOIs (53%) felt that their applications were handled fairly; however, fewer boys (38%) felt that applications were processed quickly (within seven days).

Almost half of the boys in YOIs (49%) said that it was 'easy' to make a complaint, but only 26% of those who had made a complaint felt that the process was fair. Fewer still (21% of those who had complained) felt that complaints were sorted out quickly. These responses ranged across the estate, with boys at Keppel Unit being most likely to say that the complaints process was easy (53%). Boys at Parc were most likely to say that the complaints process was fair (33%), while boys at Werrington were most likely to say that complaints were sorted out quickly (33%). At the other end of the scale, boys at Parc were least likely to say that it was easy to make a complaint (38%). Boys at Feltham were least likely to believe that the complaints system was fair (15%), while boys at the Keppel Unit were least likely to say that complaints were dealt with quickly (16%).

One in 10 young people (10%) said that they had felt too scared or intimidated to make a complaint, varying from 6% at Werrington to 15% at Parc and the Keppel Unit.

### Purposeful activity

In 2016–17, at the time of our inspections, 73% of boys in YOIs said that they were involved in some form of education. This rate of participation varied from 62% at Parc to 80% at Cookham Wood. Around one in eight boys (12%) reported having a job in the establishment, with employment ranging from 3% of boys at Parc to 22% of boys at Werrington. About one in five young people (21%) reported being enrolled in offending behaviour courses, varying from 11% to 37% across the YOI estate. Finally, less than one in 10 boys (8%) were involved in some form of vocational and skills training. The proportion of boys reporting that they were engaged in education, work or vocational skills training was lower in 2016–17 than in any other reporting year since 2010–11.

Sixty-three per cent of boys who had been involved in education believed that this would help them on their release. Of those who took part in offending behaviour programmes,

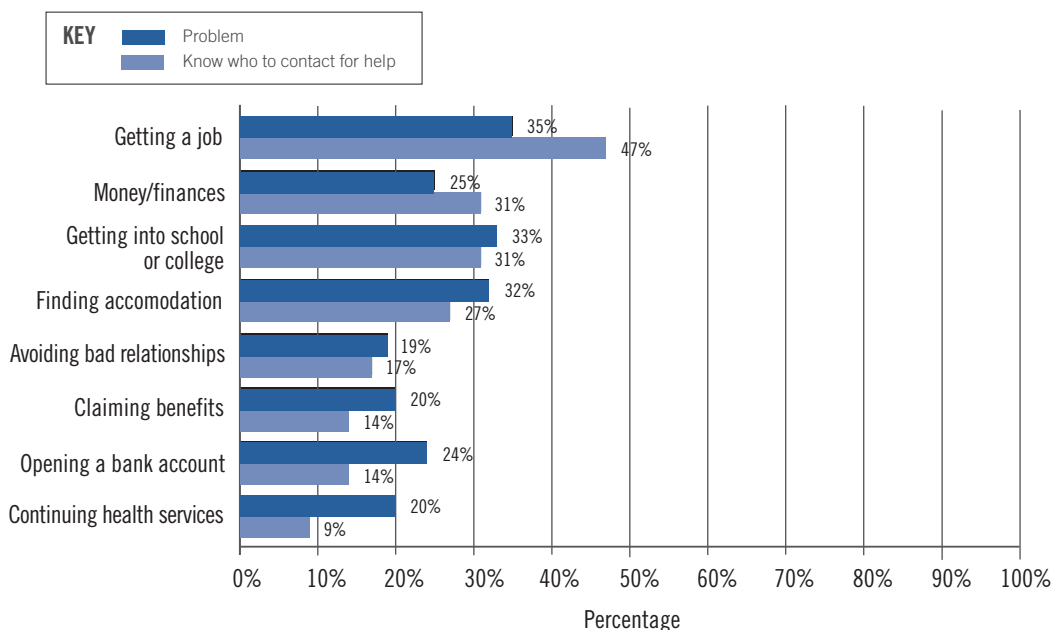
vocational or skills training and/or prison jobs, a smaller proportion believed that participation in these three activities would prove useful post-release (49%, 39% and 41% respectively).

### Resettlement

Just over two-thirds of boys (68%) said they could access and use a phone on a daily basis and boys at the Keppel Unit were most positive about this (92%). However, 44% of boys reported having problems sending or receiving letters or parcels. Only about a third of boys (34%) had one or more visits from family or friends each week, with a similar proportion reporting that it was 'very easy' or 'easy' for their family or friends to visit them (32%). Only 41% of boys reported that their visits started on time. The establishments at which most young people said it was 'very easy' or 'easy' for their family to visit were Parc and Feltham (39% of boys), while those at Wetherby were least likely to say this (28%).

Only 41% of boys said that they had a training, sentence or remand plan. Those boys who had one were positive when asked whether they had been involved in the development of that plan (84% said they had) and whether they understood the targets within it (92% said they understood). The vast majority of boys (95%) said they had a caseworker, although only half of those who had one (49%) felt that the caseworker had helped them to prepare for release. Boys were asked to indicate whether they would have any problems on release as well as whether or not they knew who to contact in their establishment for help with these problems. The responses are set out below in Figure 11.

**Figure 11: Problems anticipated by boys post-release and the extent to which they were aware of who to contact for help (2016–17)**



Just over two-fifths of boys (41%) felt that they had a say about what would happen to them when they were released. While 89% of sentenced boys said that they wanted to stop offending, only just over half of those sentenced (52%) felt that they had done something, or something had happened to them while in custody, that would make them less likely to offend in the future.



## Diversity

The survey allows us to compare boys' experiences of discrimination and differential treatment based on a range of diversity and protected characteristics. The full results from these analyses are available in the online appendices B4–B15.

### Younger boys

Twenty-nine per cent of young people detained during 2016–17 were under 17 at the time of our survey. These younger boys were significantly more likely to be from a minority ethnic group (56% compared with 44%). Some of their experiences were more positive than those of older boys, while others were more negative.

Younger boys were significantly more likely to have been offered something to eat or drink if they had spent more than two hours in the escort van (64% compared with 44%). They were significantly less likely to report: having been victimised by staff because of their religion/religious beliefs (0% compared with 4%) and having problems with alcohol when they first arrived at their YOI (3% compared with 10%).

However, younger boys were significantly more likely to report victimisation by other young people due to their age (3% compared with 0%). They were also significantly less likely than boys aged 17 and 18 to say that it was 'easy' for them to see a nurse (62% compared with 74%).

### Boys from a black or minority ethnic background

During 2016–17, almost half the boys in YOIs (48%) self-identified as being from a minority ethnic group. Young people from a black and minority ethnic background were significantly more likely to be Muslim (44% compared with 4%) and significantly less likely to report being Gypsy/Romany/Traveller (1% compared with 13%) or having a disability (12% compared with 25%). The experiences in custody of boys from a black and minority ethnic background differed to the experiences of white boys in a number of areas. Overall, boys from a minority ethnic group tended to report more negatively than others.

However, there were some exceptions to the generally negative picture painted by black and minority ethnic boys. One area in which these boys reported more positively than white boys was religion, with 61% of black and minority ethnic boys saying that their religious beliefs were respected, compared with 46% of the other boys. Boys from a minority ethnic background were significantly less likely than others to report that: shouting through the windows was a problem at their YOI (34% compared with 49%), they had any emotional or mental health problems (20% compared with 34%), they had a problem with drugs when they first arrived at the establishment (23% compared with 39%), it was 'easy/very easy' to get illegal drugs in their YOI (14% compared with 29%) and that they had skipped school before coming into custody (67% compared with 83%). They were also significantly less likely to believe that they might have a problem with claiming benefits on release (9% compared with 19% of white boys).

With regards to the first few days in custody, black and minority ethnic boys reported more negatively than other boys. They were significantly less likely than white boys to say that they were searched in a respectful way (73% compared with 84%), or that staff asked them if they needed support or help with:

- not being able to smoke (42% compared with 64%);
- loss of property (13% compared with 23%);
- feeling scared (20% compared with 36%);
- feeling upset/worried (23% compared with 38%).

They were also significantly less likely to say that: they were given information about feeling upset/worried (24% compared with 38%) and that within the first 24 hours they had access to a chaplain (38% compared with 50%) or to ChildLine/the Samaritans (13% compared with 22%).

Boys from an ethnic minority background also reported more negatively with regards to daily life and respect and relationships with staff. Black and minority ethnic boys were significantly less likely than other boys to say that:

- they were able to have a shower every day (63% compared with 79%);
- the food was 'good/very good' (10% compared with 19%);
- the canteen sold a wide enough variety of products (39% compared with 56%);
- they could speak to a member of the Independent Monitoring Board (IMB) (13% compared with 22%);
- most staff treated them with respect (57% compared with 73%);
- staff had personally checked on them in past week (26% compared with 42%);
- they felt their personal officer, for those who had one, tried to help them (53% compared with 68%).

Boys from an ethnic minority background were also significantly more likely to say that they would have no one to turn to if they had a problem (28% compared with 19%).

In terms of applications and complaints, black and minority ethnic boys were significantly less likely than white boys to feel that applications were sorted out fairly (41% compared with 64%) or quickly (27% compared with 48%) or that complaints were sorted out quickly (14% compared with 29%).

Boys from a minority ethnic background were also significantly less likely than others to believe that they had been treated fairly in their experience of the reward scheme (29% compared with 48%) and that the process of having a minor report, for those who had one, was clearly explained to them (54% compared with 73%). Black and minority ethnic boys were significantly more likely than other boys to have had a nicking (76% compared with 56%) and to have been physically restrained (53% compared with 36%).<sup>20</sup>

With regards to victimisation, black and minority ethnic boys were significantly more likely than white boys to say that they had been victimised by other young people because of their: race or ethnic origin (7% compared with 2%), religious beliefs (5% compared with 1%) and nationality (4% compared with 0%). They were also significantly more likely to say that they had been victimised by staff because of their race or ethnic origin (10% compared with 2%) and religious beliefs (7% compared with 0%). Black and minority ethnic boys were significantly less likely than others to tell a member of staff that they were being victimised (20% compared with 34%) as well as to believe that staff would take it seriously if they told them about being victimised (20% compared with 35%).

The proportion of boys from a minority ethnic background who reported that it was 'easy' to see the doctor was lower than the proportion of white boys (49% compared with 64%). In addition to that, only 37% of black and minority ethnic boys said that they had association every day compared with 62% of white boys. Black and minority ethnic boys were significantly more likely to have had problems with sending or receiving letters or parcels (51% compared with 38%) and significantly less likely to feel that their caseworker, if they had one, helped them to prepare for release (43% compared with 55%).

<sup>20</sup> A nicking is a slang term for an adjudication which involves the child being placed on report for an alleged breach of the rules.

### Muslim boys

At the time of our surveys, during 2016–17, 22% of boys identified themselves as Muslim. They were significantly less likely than other boys to have been 18 years of age at the time of the survey (6% compared with 15%), to consider themselves Gypsy, Romany or Traveller (1% compared with 9%) or disabled (9% compared with 21%). Muslim boys reported both more negatively and more positively than non-Muslim boys in different areas.

With regards to daily life and respect, Muslim boys were significantly less likely than others to say that the canteen sold a wide enough variety of products (37% compared with 51%). However, they reported more positively in terms of being able to follow their faith. Muslim boys were significantly more likely to: say that it was 'easy/very easy' for them to attend religious services (54% compared with 41%), feel that their religious beliefs were respected (74% compared with 48%) and say that they could speak to a chaplain of their faith in private (76% compared with 57%).

In terms of relationships with staff, Muslim boys reported more negatively, with only 19% of them saying that a member of staff had personally checked on them in the past week, compared with 38% of non-Muslim boys.

With regard to applications and complaints, again, Muslim boys reported more negatively. They were significantly less likely to believe that applications were sorted out fairly (40% compared with 57%) or quickly (25% compared with 41%) and that complaints were sorted out quickly (9% compared with 25%). They were significantly more likely to have had a nicking (80% compared with 61%) and to have been physically restrained (56% compared with 41%).

Muslim boys also reported more negatively about victimisation. Muslim boys were significantly more likely than others to have been victimised by other young people because of their race or ethnic origin (12% compared with 2%), religion (9% compared with 1%) and nationality (7% compared with 1%), as well as to have been victimised by staff because of their race or ethnic origin (12% compared with 3%) and religion (11% compared with 1%).

Fewer Muslim boys (13%) said that it was 'easy/very easy' to get illegal drugs in their YOI compared with non-Muslim boys (25%).

Keeping in touch with family and friends was another area in which Muslim boys felt worse off, with 59% of them stating that they had had problems with sending or receiving letters or parcels, compared with 39% of non-Muslim boys.

### Gypsy, Romany or Traveller boys

Those boys who considered themselves to be Gypsy, Romany or Traveller (7% as self-identified in our surveys during 2016–17) reported very similar experiences to those of other boys.

In terms of their personal characteristics, Gypsy, Romany or Traveller boys were significantly less likely than others to consider themselves part of a minority ethnic group (4% compared with 50%) or Muslim (2% compared with 23%). They were, however, significantly more likely to have children (25% compared with 9%).

Victimisation was the one area in which Gypsy/Romany/Traveller boys reported more negatively. These boys were significantly more likely than others to have been victimised, both by other young people (7% compared with 1%) and staff (7% compared with 0%), because they were from a Traveller community.

Gypsy, Romany or Traveller boys reported more positively with regard to participation in vocational or skills training, with 21% of them involved in such activities compared with only 7% of the other boys.

### **Disabled boys**

Boys who said that they had a disability (19% as self-identified in our surveys in 2016–17) reported significantly worse experiences of custody across a wide range of areas. In terms of their personal characteristics, disabled boys were significantly less likely than others to be from a minority ethnic group (31% compared with 52%) or Muslim (11% compared with 25%). They were, however, significantly more likely to have been in local authority care at some point in their lives (61% compared with 38%).

From when they first arrived, disabled boys reported having significantly more problems than boys without a disability (89% compared with 74%). They were significantly more likely to have felt scared (31% compared with 9%), to have had problems contacting family (44% compared with 31%), to have felt worried/upset (33% compared with 12%) and to have had health problems (35% compared with 11%).

Disabled boys reported more positively in a couple of areas: they were significantly more likely than others to say that they could speak to a member of the IMB (27% compared with 16%) and that staff had personally checked on them in the past week (50% compared with 31%).

With regards to safety, the experiences of disabled boys in custody continued to be poor. A third of disabled boys (34%) said that they felt unsafe in their YOI at the time of the survey. In comparison, 11% of boys without a disability said the same. There were also significant differences in the experiences of these two groups with regard to victimisation. Disabled boys were significantly more likely than others to have been victimised by other young people (38% compared with 26%) by being insulted (27% compared with 15%) or hit, kicked or assaulted (18% compared with 9%), as well as being threatened/intimidated (23% compared with 7%) because of debt (7% compared with 1%) and their age (4% compared with 0%). Disabled boys were also significantly more likely than others to have experienced victimisation from staff in the form of insulting remarks (25% compared with 13%) because they had a disability (3% compared with 0%). These boys were also significantly more likely than others to consider shouting through the windows a problem at their YOI (54% compared with 39%).

The experiences of disabled boys continued to be negative in relation to health services and activities in the establishment. Significantly fewer disabled boys were allowed to keep some/all of their medication (if they took any) in their cell (29% compared with 55%). A significantly higher proportion of disabled boys stated that:

- they had an emotional or mental health problem (65% compared with 19%);
- they had a problem with alcohol when they first arrived (16% compared with 6%);
- they had a problem with drugs when they first arrived (50% compared with 26%);
- that it was 'easy/very easy' to get illegal drugs in the establishment (32% compared with 19%).

With regard to activities, disabled boys were significantly less likely to take part in education than boys without a disability (62% compared with 75%).

Finally, a significantly higher proportion of disabled boys believed that they would have problems on release with claiming benefits (23% compared with 12%) and continuing health services (17% compared with 7%).

### Boys who had been in local authority care

Boys who had been in local authority care represented 42% of the young people surveyed in custody during 2016–17. There were significant differences in the profiles and experiences of boys who had spent time in local authority care and those who had not. These boys were significantly more likely to report that they had a disability (28% compared with 13%) and to have children themselves (14% compared with 6%). They were significantly more likely to have a sentence of 12 months or less (39% compared with 27%) and to have been in a place of custody before (63% compared with 29%). Similarly, they were significantly more likely than others to have been 14 or younger when last in school (49% compared with 36%), have been excluded from school (94% compared with 87%) and have skipped school before coming into custody (84% compared with 70%).

Reflecting back on their first day in the establishment, a significantly higher proportion of boys who had been in local authority care said that they were searched in a respectful way (86% compared with 75% of boys who had not been in local authority care). Similarly, 78% of these boys said that they had been seen by a doctor or nurse before they were locked up on their first night, as opposed to 68% of the other boys.

However, their further experiences in custody appeared to be more negative. Significantly fewer boys who had been in local authority care reported being at the enhanced (top) level of the reward scheme (20% compared with 30% of boys who had not been in local authority care). Boys who had been in local authority care were also significantly more likely to report having emotional or mental health problems (36% compared with 22%) and having had problems with drugs when they first arrived at their YOI (40% compared with 25%). These boys were also significantly more likely to report that they were not involved in any activities at their establishment (26% compared with 17%). Boys who had been in local authority care reported more negatively in terms of keeping in touch with family and friends. A smaller proportion of these boys said that they usually received at least one visit a week from family and friends (21% compared with 43%), or that it was ‘easy/very easy’ for their family and friends to visit them at the YOI (25% compared with 39%).

When asked to identify any issues that they thought they might have on their release, boys with experience of local authority care were significantly more likely than others to highlight problems to do with:

- finding accommodation (34% compared with 22%);
- getting a job (54% compared with 42%);
- money/finances (38% compared with 26%);
- continuing health services (13% compared with 7%);
- avoiding bad relationships (23% compared with 13%).

However, boys who had been in local authority care were significantly more likely than others to know someone who they could contact for help with the following problems:

- finding accommodation (42% compared with 24%);
- money/finances (31% compared with 20%);
- continuing health services (27% compared with 16%);
- opening a bank account (32% compared with 19%);
- avoiding bad relationships (25% compared with 15%).

### Boys who had emotional or mental health problems

Of the boys detained in YOIs during 2016–17, at the time of our survey, more than one in four (27%) reported having an emotional or mental health problem. These boys were significantly less likely to be from a black or minority ethnic group (33% compared with 51%), but significantly more likely to have children (16% compared with 8%), to consider themselves to have a disability (45% compared with 9%) and to have had experience of local authority care (54% compared with 38%).

On their journey to the establishment, a smaller proportion of these boys felt safe (72% compared with 85%) and they were significantly more likely to say that they had problems on arrival in custody (91% compared with 70%) in the following areas:

- not being able to smoke (55% compared with 40%);
- feeling scared (30% compared with 7%);
- contacting family (48% compared with 28%);
- money worries (26% compared with 13%);
- feeling worried/upset/needing someone to talk to (39% compared with 8%);
- health problems (32% compared with 9%).

Boys who said that they had emotional or mental health problems were significantly less likely to say that they felt safe during their first night at the establishment (63% compared with 80%).

On a more positive note, these boys were significantly more likely to say they had someone to turn to if they had a problem (85% compared with 75%) and to say that a member of staff had personally checked on them in the past week (45% compared with 31%).

With regard to complaints, boys who reported having emotional or mental health problems were significantly less likely than others to feel that complaints were sorted out fairly (15% compared with 31%) or quickly (11% compared with 26%) and significantly more likely to have not made a complaint because they felt scared or intimidated (21% compared with 7%).

Boys with emotional or mental health problems continued to report negatively in the area of safety. A significantly higher proportion of these boys said that they had felt unsafe at some point (64% compared with 29%) and that they felt unsafe at the time of the survey (35% compared with 8%).

They were significantly more likely than boys who did not say they had any emotional or mental health problems to report being victimised by other young people (46% compared with 21%):

- in the form of insulting remarks (33% compared with 10%);
- in the form of physical assaults (25% compared with 5%);
- by feeling threatened or intimidated (25% compared with 4%);
- by having their canteen/property taken (8% compared with 2%).

These boys were significantly more likely than others to attribute victimisation by other young people to:

- being new at the establishment (15% compared with 5%);
- their offence/crime (7% compared with 1%);

- being from a different part of the country (7% compared with 1%);
- their religious beliefs (6% compared with 1%);
- being in debt (5% compared with 1%);
- drugs (4% compared with 0%).

Boys with emotional or mental health problems were also significantly more likely than other boys to be victimised by staff (44% compared with 22%) in the form of:

- insulting remarks from staff (27% compared with 10%);
- being threatened/intimidated by staff (12% compared with 4%).

These boys were also more likely than others to relate victimisation from staff to:

- their age (6% compared with 2%);
- drugs (4% compared with 0%);
- their offence/crime (5% compared with 1%).

Boys with emotional or mental health problems were also significantly more likely to report that shouting through the windows was a problem in their establishment (57% compared with 36%).

Boys with emotional or mental health problems were significantly less likely to report being allowed to keep some/all of their medication (if they took any) in their cell (35% compared with 56%). They were significantly more likely to have had problems with drugs (52% compared with 23%) and alcohol (21% compared with 3%) when they first arrived. However, a significantly higher proportion of these boys had received help with their alcohol problem (11% compared with 2%) as well as with their drug problem (36% compared with 14%).

In terms of participation in offending behaviour programmes, boys who reported having emotional or mental health problems reported more positively, with 29% of them being involved in such activities, compared with only 19% of the other boys.

Boys with emotional or mental health problems were significantly more likely than others to have had problems with sending or receiving letters or parcels (54% compared with 40%). In terms of preparation for release, they were significantly more likely than others to believe that they would have problems with the following on release:

- finding accommodation (37% compared with 23%);
- money/finances (43% compared with 27%);
- claiming benefits (27% compared with 9%);
- continuing health services (17% compared with 6%);
- opening a bank account (21% compared with 12%); avoiding bad relationships (34% compared with 11%).

### What were the main changes observed in YOIs since 2015–16?

The full comparison of survey responses between the 2016–17 and 2015–16 YOI cohorts is available in online appendix B3.

Fifteen questions showed a significant change from the previous year's YOI survey responses and most of them were positive.

Boys held in YOIs during 2016–17 were significantly more likely than boys held in YOIs during 2015–16 to report:

- being asked if they needed help with not being able to smoke on their arrival at the YOI (53% compared with 43%);
- being asked if they needed help getting phone numbers (45% compared with 36%);
- that it was 'easy' to make an application (69% compared with 59%);
- that it was 'easy' to see the doctor (57% compared with 47%);
- that it was 'easy' to see the nurse (71% compared with 61%);
- that it was 'easy' to see the dentist (35% compared with 25%);
- that their caseworker – if they had one – had helped them prepare for release (49% compared with 41%).

In their perceptions of safety and experiences of victimisation, boys in YOIs during 2016–17 were significantly less likely than boys in YOIs during 2015–16 to report that:

- they had felt unsafe at some point in their YOI (39% compared with 46%);
- they were victimised by other young people by feeling threatened or intimidated (10% compared with 15%);
- they were victimised by other young people by having their canteen/property taken (4% compared with 7%);
- they were victimised by other young people because of medication (0% compared with 1%).

They were also significantly less likely to report that they had problems with sending or receiving letters or parcels (44% compared with 52%).

The negative changes were that boys held in YOIs during 2016–17 were significantly less likely than boys held in YOIs during 2015–16 to report that:

- they could normally have a shower every day (71% compared with 88%);
- they went to the gym more than five times each week (2% compared with 8%);
- they were able to use the telephone every day (68% compared with 80%).



### 4.3 Comparison of STC and YOI survey responses

This section compares the background characteristics of children in each type of establishment inspected during 2016–17, followed by a comparison of reported experiences. As different questionnaires are used for STCs and YOIs, comparison is only possible in a few instances where the same questions are asked. These have all been tested for statistical significance – highlighting is used to show where significant differences in responses have been detected.

When comparing STCs and YOIs directly, it should be kept in mind that each type of establishment:

- is commissioned separately;
- is funded differently;
- has different roles;
- deals with a different cohort of young people;
- delivers different things.

Therefore, we would expect findings in relation to some aspects of the children’s experiences to differ, for example, the proportion of children who reported having access to education in each establishment type.

#### Demographics

YOIs only hold boys aged 15–18 and therefore a significantly higher proportion of those in STCs were under 16 years of age (36% compared with 6%). Young people in STCs were also significantly less likely to be Muslim compared with those in YOIs (12% as opposed to 22%).

A full breakdown can be seen below in Table 5.

**Table 5: Characteristics of the STC and YOI cohorts in 2016–17**

Any percentage highlighted in green is significantly better		STC 2016-17	YOI 2016-17
Any percentage highlighted in blue is significantly worse			
Any percentage highlighted in orange shows a significant difference in young people’s background details			
Percentages which are not highlighted show there is no significant difference			
<b>Number of completed questionnaires returned</b>		<b>120</b>	<b>600</b>
1.1	Are you aged under 16?	36%	6%
1.2	Are you a foreign national?	8%	8%
1.5	Are you from a minority ethnic group (including all those who did not tick white British, white Irish or white other category)?	49%	48%
1.6	Are you Muslim?	12%	22%
1.7	Do you consider yourself to be Gypsy/Romany/Traveller?	10%	8% <sup>21</sup>
1.9	Do you consider yourself to have a disability?	27%	19%
1.10	Have you ever been in local authority care?	38%	42%

<sup>21</sup> Due to having different questions and response options in the two surveys, this percentage may not match the one in Appendix B2 and B3.

### Other differences

In terms of their experiences in custody, young people in STCs reported more positively than those in YOIs. They were significantly more likely to:

- have felt safe on their first night in the establishment (92% compared with 82%);<sup>22</sup>
- say that the food was 'good/very good' (26% compared with 15%);
- believe that most staff treated them with respect (89% compared with 66%);
- feel that complaints were sorted out fairly (54% compared with 26%).

With regards to safety, young people in STCs were significantly less likely than boys in YOIs to have:

- felt unsafe at some point in their establishment (22% compared with 39%);
- felt unsafe at the time of the survey (6% compared with 16%).

---

<sup>22</sup> Due to having different questions and response options in the two surveys, this percentage may not match the one in Appendix B2 and B3.



