



HM Inspectorate of Prisons Annual Stakeholder Survey 2018 Response

November 2018

Questions

1. Which of the following best describes you / your role?

I work on criminal justice or immigration

2. Who are you employed by?

A Police and Crime Commissioner (PCC)

3. Where are you based?

England

4. How did you find out about this survey?

- a. I received a direct email from HM Inspectorate of Prisons about the survey
- b. I followed a link on an email footer
- c. Via my organisation's intranet
- d. Via a bulletin or newsletter**
- e. A link to the survey was forwarded by a friend or colleague
- f. I followed the link on HM Inspectorate of Prisons' website
- g. Via Twitter

5. In the last 12 months, have you visited HM Inspectorate of Prisons' website?

<http://www.justiceinspectrates.gov.uk/hmiprisons/>

Yes or no

IF YES:

6. How easy was it to find what you were looking for on our website?

- a. Very easy**
- b. Quite easy
- c. Not very easy
- d. Not at all easy

7. How engaging did you find our website

- a. Very engaging
- b. Quite engaging**
- c. Not very engaging
- d. Not at all engaging

8. Have you looked at the web-based Expectations for men's prisons on our website?

Yes or no



IF YES:

9. How easy or difficult was it to find the Expectations on the website?

- a. Very easy
- b. Quite easy
- c. Not very easy
- d. Not at all easy

10. How easy or difficult did you find it to use the web-based Expectations?

- a. Very easy
- b. Quite easy
- c. Not very easy
- d. Not at all easy
- e. Haven't used them

11. How useful did you find the further resources link in the web-based Expectations?

- a. Very useful
- b. Quite useful
- c. Not very useful
- d. Not at all useful
- e. Haven't used it

12. How useful did you find the good practice link in the web-based Expectations?

- a. Very useful
- b. Quite useful
- c. Not very useful
- d. Not at all useful
- e. Haven't used it

13. How useful did you find the link to human rights standards in the web-based Expectations?

- a. Very useful
- b. Quite useful
- c. Not very useful
- d. Not at all useful
- e. Haven't used it

14. If you have any suggestions about how we could improve our website, please use the box below.

Key word search is not very effective. It could be made clearer that some sub headings have text hidden within them, this would make navigation simpler.

15. In the last 12 months, have you looked at any of HM Inspectorate of Prisons' inspection reports on individual establishments?



Yes or no

IF YES:

16. Please tell us whether you agree or disagree with the following statements about HM Inspectorate of Prisons' inspection reports:

(Strongly agree, agree, disagree, strongly disagree or don't know)

- | | | |
|----|---|----------|
| a. | The reports contain all the information I'm looking for | Agree |
| b. | The structure is easy to follow | Agree |
| c. | The language is difficult to understand | Disagree |
| d. | The reports address equality and diversity issues adequately | Agree |
| e. | The reports are too long and detailed | Disagree |
| f. | The reports are easy to navigate | Agree |
| g. | The reports could do more to highlight positive findings or good practice | Disagree |

17. If you have any other comments about HM Inspectorate of Prisons' inspection reports, please use the box below.

Inspection reports are well laid out and easy to follow. They provide the reader with details about the inspection and then clearly identify good practice and areas needed for improvement to meet the healthy prison test.

18. Which of the following reports have you looked at, if any? (Please tick all that apply.)

- Children in custody 2016-17
- Incentivising and promoting good behaviour (in STCs and YOIs)
- Social care in prisons in England and Wales (joint publication with CQC)
- HM Inspectorate of Prisons Annual Report 2017-18

19. If you have comments about any of the above reports, please use the box below, clearly specifying which report your comment relates to.

Incentivising and promoting good behaviour-

The aims of the thematic are outlined at the beginning of the report which enables the reader to understand that the report aims to:-

- Identify what good practice is taking place with regards to behavioural management
- Explore how incentives and behaviour management systems operate
- Recommend incentives and behavioural management.

The thematic achieves its aims, the 9 recommendations have clearly been set to ensure YOI's work to achieving smart goals. The report outlines that young people displaying inappropriate behaviour whilst in custody should be challenged and where sanction schemes are not effective individual support plans should be created.

The report is well presented with a clear structure allowing the reader to journey through the report and obtain a good understanding of the arising issues.

Social care in prisons in England and Wales-



This thematic was undertaken jointly between HMI prisons and the Care Quality Commission.

The aims were not clearly set out in this report. The introduction provides an overview of the report but the aims of the report are not explicit. From the thematic 8 recommendations are made and these are all directed at an appropriate level to ensure that actions are made by the right people to ensure change is brought about.

20. If you have any suggestions for future thematic work by HM Inspectorate of Prisons, please tell us in the box below.

Future work could be conducted across the female estate to identify what good practice is taking place in terms of trauma support and which areas are experiencing difficulties and could be improved.

21. Have you looked at or used any of the revised Expectations for immigration detention?

Yes or no

IF YES:

22. How did you access the revised Expectations for immigration detention? (Please tick all that apply.)

- a. Looked at them online on the HM Inspectorate of Prisons website
- b. Downloaded a pdf version
- c. Downloaded a Word version
- d. Don't know / can't remember

23. If you have any comments about the revised Expectations for immigration detention, please use the box below.

The revised expectations are easy to follow and comprehensive. The human rights standards at the bottom of each section reinforce what is expected by all when detaining those subject to immigration.

24. Have you visited the urgent notification page on our website?

Yes or no

25. If you have any comments on the urgent notification process so far, please use the box below.

The urgent notification process is transparent and allows the reader to understand the concerns raised by the Inspectorate, the response from the Secretary of State and the action plan created to address the arising issues. The timelines for submission of concerns and responses are appropriate and create consistency to ensure improvements are made.

26. Do you follow us on Twitter @HMIPrisonnews?

Yes or no

IF YES:



27. How useful do you find HM Inspectorate of Prisons' tweets?

- a. Very useful
- b. Quite useful**
- c. Not very useful
- d. Not at all useful

28. If you have any comments about HM Inspectorate of Prisons' Twitter feed, please use the box below.

The tweets made by the inspectorate prompt the reader to 'explore' topics further. The tweets provide topical information to those with an interest in the prisons estate, YOI's and detention centres.

29. In the last 12 months have you seen or heard any media coverage about inspections or reports by HM Inspectorate of Prisons?

(Yes, no or do not access media in question)

- | | |
|--|------------|
| a. National TV | No |
| b. National radio | No |
| c. National newspapers | Yes |
| d. Local media (TV, radio or press) | No |

30. If you have any comments about HM Inspectorate of Prisons' media coverage in the last 12 months, please use the box below.

Media releases are regular and interesting. A 'sign up' to media releases on the website via e-mail would be a good addition to the site.

31. HM Inspectorate of Prisons has fulfilled its statutory duty to report accurately, impartially and publicly on the treatment and conditions for detainees.

- a. Strongly agree
- b. Agree**
- c. Disagree
- d. Strongly disagree
- e. Don't know / can't say

32. If you would like to explain your answer, please use the box below.

The reports that I have read have all been impartial and open when presenting the inspection findings relating to the treatment of offenders. They identify the positives and the negatives of the establishment they have inspected. They provide an accurate report that is focused on the treatment and conditions for detainees.

A report published on the 28th September demonstrates this. It announces signs of improvement following the unannounced inspection at HMP The Mount in May 2018. The Inspectorate, with no axe to grind, evidenced significant deterioration since the previous inspection. They reported levels of violence were comparatively high and mostly related to drugs and debt, it is clear that the Inspectorates reporting is driven by the concerns for detainees welfare.



33. HM Inspectorate of Prisons has provided constructive challenge to those responsible for the establishments it inspects.

- a. Strongly agree
- b. Agree
- c. Disagree
- d. Strongly disagree
- e. Don't know / can't say

34. If you would like to explain your answer, please use the box below.

As above.

35. Evidence from HM Inspectorate of Prisons inspections has informed policy and practice.

- a. Strongly agree
- b. Agree
- c. Disagree
- d. Strongly disagree
- e. Don't know / can't say

36. If you would like to explain your answer, please use the box below.

HM Inspectorate of Prisons is pro-active in responding to consultation that are of interest to the prison estate.

The Inspectorate also produce thematic reports to influence policy, this is done either singly or jointly with other criminal justice partners.

Recommendations within inspections are a purposeful way to influence change, particularly change in practice.

37. HM Inspectorate of Prisons staff have the necessary skills and expertise to deliver quality inspections.

- a. Strongly agree
- b. Agree
- c. Disagree
- d. Strongly disagree
- e. Don't know / can't say

38. If you would like to explain your answer, please use the box below.

From information derived from the web site it appears that the 5 strong team have the skills and expertise to complete the inspections and deliver quality impartial reporting on their findings.

39. HM Inspectorate of Prisons has managed its resources efficiently, accounting for its performance and demonstrating value for money.

- a. Strongly agree
- b. Agree
- c. Disagree



- d. Strongly disagree
- e. Don't know / can't say

40. If you would like to explain your answer, please use the box below.

It is clear from the reports produced and recommendations they make the 5 team members are demonstrating value for money. With only 5 members of staff working within the team, they inspect, on average, 3 prisons annually and work to influence policy and practice with proven success.

41. HM Inspectorate of Prisons has worked collaboratively with its criminal justice partners and other key stakeholders.

- a. Strongly agree
- b. Agree
- c. Disagree
- d. Strongly disagree
- e. Don't know / can't say

42. If you would like to explain your answer, please use the box below.

The Inspectorate clearly work with criminal justice partners and other stakeholders to influence good practice. The level of commitment to working is clear from the memorandums of Understanding that are available on the Inspectorate website.

*** 43. Before taking this survey had you heard of the National Preventive Mechanism (NPM)?**

Yes, no or not sure

Yes

44. In the last 12 months, have you visited the NPM website at www.nationalpreventivemechanism.org.uk?

Yes or no

45. If you have any comments about the NPM website, please use the box below.

The National Preventative Mechanism website is well laid out, easy to read and the annual reports are available for members of the public to read.

46. Do you follow the NPM on Twitter @UKNPM?

Yes or no

47. If you have any comments about the NPM Twitter feed, please tell us in the box below.