



# Inspection of secure training centres

## **Inspection of Oakhill Secure Training Centre: February 2014**

Inspection dates: 4-14 February 2014  
Lead inspector: Sheena Doyle HMI

**Age group:** 12-18

---

Crown copyright 2014

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

This document may be reproduced in whole or in part for non-commercial purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

## Contents

<b>Inspection of secure training centres</b> .....	4
<b>The inspection judgements and what they mean</b> .....	4
<b>Overall effectiveness</b> .....	4
<b>Areas for improvement</b> .....	4
<b>About this inspection</b> .....	7
<b>Service information</b> .....	8
<b>Overall effectiveness</b> .....	8
<b>The safety of young people</b> .....	12
<b>The behaviour of young people</b> .....	17
<b>The well-being of young people</b> .....	21
<b>The achievement of young people</b> .....	28
<b>The resettlement of young people</b> .....	32
<b>Record of main judgements</b> .....	35
<b>Appendices</b> .....	36-53

## Inspection of secure training centres

### The inspection judgements and what they mean

1. All inspection judgements are made using the following four point scale.

Outstanding	There is substantial evidence that the cumulative requirements set out in the good and adequate grade descriptors are met or exceeded and also of highly effective or innovative practice that make a significant contribution to achieving the highest standards of care and outcomes for young people
Good	There is evidence that the cumulative requirements set out in both the good and adequate grade descriptors are met or exceeded and as a result outcomes for young people are good
Adequate	There is evidence that the cumulative requirements set out in the adequate grade descriptors are met and as a result outcomes for young people are adequate
Inadequate	There is evidence of a failure to meet the requirements of an adequate judgement and as a result outcomes for young people are inadequate.

### Overall effectiveness

2. The overall effectiveness of Oakhill secure training centre (STC) to meet the needs of young people is judged to be **good**.

### Areas for improvement

3. In order to improve the quality of practice at Oakhill STC, the Director should take the following action.

#### Immediately:

- Ensure staff fully adhere to the centre's safe practice guidance, specifically regarding being alone with young people particularly in an area not covered by CCTV without other staff being aware of their activities and/or observing them.
- Ensure all staff maintain appropriate physical and verbal boundaries with young people at all times.
- Replace the premium rate telephone number for incoming family and friends' calls with a landline cost-equivalent, so that parents, carers and

significant others are not prohibited from maintaining phone contact with their children because of excessive costs.

- Ensure the guidance on restraint is made more specific. For example, indicating what is meant by phrases such as 'long enough' in the light of the introduction of new restraint techniques and the rising numbers of incidents, ensure robust governance and detailed analysis of restraint incidents in order to be sure that young people are only restrained when it is in their or other young people's best interests
- Ensure that all staff and young people have a clear understanding of the 'time out' procedure and purpose, in particular, that it is elective and ceases upon the request of the young person. The difference between single separation and time out should be clear to everyone living and working in the centre
- Ensure the governance of the time out procedures is strengthened and includes all incidents of time out wherever they occur in the centre including in the education unit
- Ensure through oversight and analysis of the imposition of sanctions across the centre to ensure they are consistent

**Within three months:**

- Ensure that every written response provided for a young person following an investigation into their complaint uses language appropriate to the age/development of that individual in order to maximise their understanding of how their complaint has been investigated, what was concluded, and what will happen next
- Ensure that young people from Gypsy, Romany and Traveller communities are considered in all aspects of diversity monitoring and analysis to ensure they receive fair treatment and services appropriate to their needs
- Ensure that nurses are present at all restraints as soon as is practicably possible to help manage the wellbeing and safety of the young person
- Complete a detailed infection control audit for the dental surgery to ensure that any risk of cross infection is minimised

### **Within six months:**

- Ensure that young people who are convicted of sexual offences have assessments/interventions which can help protect the public by either increasing professional understanding of their risk level or by helping them not re-offend. This should include transitions into community-based provision for young people who require or would benefit from on-going interventions
- Ensure all available data is thoroughly analysed to further enhance the successful resettlement of young people
- Improve the quality of teaching so that all lessons are good by, for example, drawing on and sharing best practice within the centre and by utilising expertise from external partners (local schools) and the cluster
- Increase the level of targeted learning support in core subject areas, particularly mathematics, to ensure less able young people receive help to achieve well in every lesson
- Improve the delivery of E2E and preparation for work programmes to include more topical and relevant learning materials and resources that better reflect the world of work
- Ensure that the 'safe zones' initiative achieves its full potential in keeping young people and staff safe
- Ensure the diversity group is fully effective in providing a strategic lead for diversity work. This should be supported by data analysis of protected characteristics that enables the identification of any differential outcomes in service provision
- Establish the reasons why some young people express a lack of confidence in the complaints system in order to improve its effectiveness
- Establish the reasons why some young people express a lack of confidence in the X-change meetings as a driver for change in order to improve their effectiveness
- Ensure that the written guide to the centre is free from unnecessary phrases, covers all relevant topics, uses the terminology in current use within the centre, and is accessible to the widest range of young people possible.

## About this inspection

4. This is a report following the unannounced inspection of Oakhill STC to the standards within the revised inspection framework published in October 2012. The report will be made public. The findings and recommendations should be used by the secure training centre to improve practice and outcomes for young people. Progress will be considered during the next inspection.
5. The inspection considered key aspects of young people's experiences of living in this secure training centre and the effectiveness of the support available to them. Inspectors scrutinised randomly selected case files, observed practice and met with young people. In addition, the inspection was informed by a survey of young people's views undertaken by researchers from Her Majesty's Inspectorate of Prisons. 87 per cent (66/76) of young people in the centre responded to the survey. Inspectors also spoke with former residents, their parents and carers, frontline staff, managers, the Youth Justice Board (YJB) monitor, the Local Authority Designated Officer (LADO) and other key stakeholders including the advocacy service provider. In addition, inspectors analysed performance data, reports and other management information held by the secure training centre to inform its work with young people.
6. This inspection judged how well young people are supported to be safe during their time in the secure training centre. Inspectors also evaluated how well staff promote appropriate behaviour and manage challenging behaviour in a safe and child-centred manner. Progress in education and skills development, improvements in health and well-being, and the effectiveness of case planning for young people to move on from the centre, either to other establishments, or for resettlement into the community, were also scrutinised.
7. The inspection team consisted of three Ofsted social care inspectors, two inspectors from Her Majesty's Inspectorate of Prisons (HMIP), one specialist Ofsted HMI for learning and skills and one inspector from the Care Quality Commission (CQC).
8. This inspection was carried out in accordance with Rule 43 of the Secure Training Centres Rules (produced in compliance with Section 47 of the Prison Act 1952, as amended by Section 6(2) of the Criminal Justice and Public Order Act 1994), Section 80 of Children Act 1989. Her Majesty's Chief

Inspector's power to inspect secure training centres is provided by section 146 of the Education and Inspection Act 2006.

9. Joint inspections involving Ofsted, Her Majesty's Inspectorate of Prisons (HMIP) and the Care Quality Commission (CQC) are permitted under paragraph 7 of Schedule 13 to the Education and Inspection Act 2006. This enables Ofsted's Chief Inspector to act jointly with other public authorities for the efficient and effective exercise of his functions.
10. All inspections carried out by Ofsted and Her Majesty's Inspectorate of Prisons contribute to the UK's response to its international obligations under the UN Optional Protocol to the Convention against Torture (OPCAT) and other Cruel, Inhuman or Degrading Treatment or Punishment. OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) which monitor the treatment of and conditions for detainees. Her Majesty's Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

## **Service information**

11. Oakhill is one of four purpose-built secure training centres (STCs) and is situated near the city of Milton Keynes. The centre is managed by G4S and is designed to accommodate up to 80 male young people aged 12 to 18 years who meet the criteria for a custodial sentence or who are remanded to a secure setting. At the time of inspection, 78 young men were in residence. Education is provided on site by G4S. Health services are also provided by G4S under a service level agreement with appropriate access to community based provision.

## **Overall effectiveness is good**

12. The overall effectiveness of the centre is good. Since the last inspection the centre has successfully replaced the previous physical restraint arrangements with the new statutory 'minimising and managing physical restraint' (MMPR) techniques. This has been achieved with the minimum of disruption and relatively low increases in reported restraints. The centre made good use of the learning from another STC who adopted the methodology first. Changes to the demographics of young people within the custodial estate means that the centre may be required to accommodate young people beyond the age of 18. Child protection procedures and policy have been amended accordingly in preparation for this which is good forward planning.

13. Senior managers of the centre have fully addressed most of the recommendations from the last inspection. Lesser issues of concern noted with the inspection report have also received attention. This has resulted in improvements to the care and outcomes of the young people. For example, increasing emphasis on individualised risk assessments has contributed well to the continuous downward trend in the use of full searches and use of handcuffs. The success of this approach is verified by no concomitant rise in security risks, no escapes and no increase in findings of contraband. Single separations remain low which is good although urgent clarity is required on the use of 'time out' to ensure it is not inappropriately applied.
14. The centre was orderly and generally relaxed during the period of inspection. The vast majority of young people were purposefully engaged in education or work-based learning through the day and given opportunities to participate in a wide range of leisure and enrichment activities in the evening. The small number of young people with highly complex needs who find it difficult to mix with their peers or require constant staff supervision for various reasons are managed well by staff, with continuing emphasis on finding effective ways of encouraging positive behaviour rather than utilising punitive measures to regulate their behaviour.
15. Inspectors observed mostly positive relationships between staff and young people in all parts of the centre. Staff know young people well and are consistent in encouraging good behaviour and quickly addressing poor behaviour or other misdemeanours. This enables young people to understand the link between behaviour and consequences and is important particularly for those young people who have lacked this guidance previously. Young people report they are helped by staff to improve their behaviour and the centre's rewards and sanctions scheme effectively reinforces good behaviour. This is very well understood and regarded as fair by the young people.
16. The positive and relaxed relationships between staff and young people are beneficial in many ways. However, the centre needs to reinforce the acceptable boundaries of language and physical contact between staff and young people to ensure both groups are protected, and safe care practice is promoted at all times. Some laxity in these areas was observed which could make staff vulnerable to accusations and could be misconstrued by young people. The centre also needs to ensure that child protection and allegations management policies are implemented appropriately so that all allegations are investigated promptly and independently. During the inspection, one young person made a specific allegation of assaults by staff. Despite this being withdraw, it was fully investigated and found to be unfounded.

17. The physical fabric of the centre is maintained to a sufficiently high standard and young people are encouraged to make appropriate contributions to maintaining standards of cleanliness and decoration. This approach supports their development of independent living skills.
18. Although the centre reports higher levels of restraint than at the previous inspection, it is too early to establish the reasons for this given the very recent replacement of one system with another. There is robust governance and oversight of restraints, including by external professionals and staff are continuously supported to improve their practice further. The centre's guidance on MMPR requires amending to improve specificity of expected timescales and seriousness. Clinical staff do not currently observe restraints although they attend subsequently. Young people's safety would be enhanced by earlier attendance and observation of restraint by trained clinicians.
19. The centre's child protection policy and procedures has been significantly improved and agreed with local statutory partners under the auspices of the Local Safeguarding Children Board. Proper use of the locally agreed multi-agency referral form now provides a clear audit trail of concerns being referred for external independent scrutiny and advice. The number of multi-agency strategy meetings has increased which adds to the quality of decision-making. These arrangements are relatively new but demonstrate improved practice. Vigilance will be required to maintain and increase the external oversight of potential child protection concerns. This includes always considering the value of child protection social workers and police officers conducting inquiries if the threshold for this is met.
20. The mental, physical and other health needs of young people are met well within the centre which has additional good support from a GP, dentist and additional skills within the nursing team. Good proactive internal and external liaison with other professionals ensures that young people's health needs remain high on everyone's agenda, and health plans follow the young person when they leave the centre. There is more to do to ensure full compliance within the healthcare unit, for example, regarding sterilisation and stock control. Health staff contribute well to all assessments, plans and interventions for young people. Specialist clinics are popular and successful. The fatherhood programme is an excellent initiative but is currently only partially implemented within the centre which significantly limits its impact.
21. The complaints system is understood and used by some young people. Some young people expressed a lack of confidence in the complaints system and

said they would not use it. The centre should explore this in more detail to see if there are any measures that can be put in place to further increase confidence in the system. Complaints are investigated thoroughly and young people are advised of the outcome and reasons why decisions have been reached. No appeals were noted at the last inspection. Subsequently this option has been proactively advised to young people and six have been instigated resulting in two outcomes being amended by the director. This indicates the arrangements are working well.

22. The centre employs a wide range of effective ways of involving young people in the life of the centre, in their own planning arrangements and in expressing their views. All of this helps young people learn positive ways of communicating and they are able to see the impact of expressing their views in socially acceptable ways.
23. Young people's attendance and achievement in education is good. Many young people have been out of school for long periods but learn to enjoy education while at the centre. Initial assessments are prompt and effective, and individualised programmes ensure young people make good progress from their starting points. Most achieve a good range of accredited qualifications appropriate to their levels of ability and the choice of qualifications has increased. Functional skills are embedded across the curriculum resulting in young people leaving with increased ability in reading, writing and numeracy. Vocational qualifications have broadened in scope since the last inspection which is good. 'Preparation for work' programmes require updating. Lessons are variable: some are highly productive but others are insufficiently well planned and do not hold young people's attention. Learning support from the learning support assistants is highly beneficial but is not always available. The quality of marking and written feedback on young people's work is variable. Monitoring of young people's educational progress is very good and those who require more intensive support have individual and small group sessions. Behaviour in education is good overall and well-managed. Some lessons are disrupted due to shift changes of care staff and young people can lose concentration and become unsettled. Young people have good access to careers advice and guidance and have good opportunities to experience work-based learning opportunities.
24. Young people benefit from a broad range of enrichment activities, many of which are accredited. Resettlement arrangements are considered from the point of admission and reviewed continuously throughout the young person's stay. This ensures there is maximum planning time to secure appropriate accommodation and training places upon their release. Re-offending rates

remain broadly similar to that at the previous inspection but the centre works hard to deliver individualised interventions to young people which address their offending history. However there is more to do to address the offending behaviour of young people convicted for sexual offences.

25. Good efforts are made to maintain contact between young people, their families and those professionals who have a role to play in supporting them in the community. This takes a variety of forms, all of which are effective and reported positively on by partners and young people's families. It should be possible to further promote contact through greater use of engagement visits.
26. Performance monitoring arrangements are well embedded and managers have access to a wide range of data. This is used well to inform service development and ensure equality of approach and that no individual or groups of young people are disadvantaged by reason of a protected characteristic. Diversity monitoring would be improved by the inclusion of young people from Gypsy, Traveller and Romany communities.

## **The safety of young people is adequate**

27. Young people are transported to and from the centre in vehicles that are non-stigmatising. On a few occasions cellular vehicles are used and each occasion is properly supported by a detailed risk assessment which sets out why this type of transport is necessary. In the survey undertaken for this inspection, 91 per cent of young people felt escort staff looked after them on their journey to the centre. Young people are always asked about their journey and no concerns have been raised since the last inspection. There are occasions where young people arrive late to the centre. The centre collates this information and has raised its concerns with the YJB. In recent months the number of late arrivals has steadily reduced which means young people are spending less time in transit and arrive less tired and able to have a fuller induction.
28. The centre's policy and procedure relating to searching young people is now well-embedded in practice. A risk-led approach is used with all young people undergoing a dignity search on admission and full searches are only used where there is justification. There has been a reduction in the use of full searches from 2012 where 21 took place, to 16 in 2013. All searches are fully recorded and all full searches are authorised by a duty director ensuring good oversight and governance.

29. 89 per cent of young people who responded to the survey said they felt safe on their first night at the centre. The appearance of the vehicle lock, which is the first part of the centre seen by young people, has been improved to be more welcoming. Staff spend time with young people on admission helping them to feel more at ease and providing them with an insight about what to expect during their time at the centre. Young people's needs are fully and promptly assessed by care staff, case managers and health professionals. Plans are then promptly shared with all departments and relevant staff. Young people are always offered a hot meal and a phone call to someone important to them on admission, though staff do not always record who the initial call is to. On the rare occasions where information is lacking about appropriate contacts for a young person, the centre utilises its 'best endeavours' policy, allowing calls to be made where possible following an immediate risk assessment.
30. The admissions management process is increasingly individually risk led. The initial risk assessment informs the decision about what a young person can have in their room on their first night. Risk is balanced well with vulnerability and potential self-harm, and takes good account of the young person's emotional and mental wellbeing. A range of items are considered for young people to have in their rooms on their first night, including magazines, books, posters and a radio.
31. Throughout their stay at the centre, young people are able to speak with people who are independent and provide them with good support. An advocacy service visits the centre very regularly as does the YJB monitor. Young people are able to see and speak to representatives in private if they wish.
32. The centre has good arrangements in place to assess and manage highly vulnerable young people via suicide and self-harm (SASH) procedures. Assessment starts at the point of admission and continues throughout their stay, as required. Information is shared across all departments and with relevant staff to ensure young people are effectively cared for and kept safe. Heightened concerns result in appropriate action such as increasing the frequency of observations of young people. Despite there being a rise in the number of young people subject to SASH procedures, the number of full SASH plans has decreased from nine in 2012 to three in 2013 and the number of self-harm incidents remains low. This is due to increasingly individualised assessments and planning which take full account of the young person's mental state and emotional wellbeing as well as physical safety. Inspectors saw good examples of how young people at risk of self-

harm are managed. For one young person, staff vigilance throughout their stay was clear, and the centre was proactive and successful in transferring the young person safely to a specialist mental health facility in line with their care plan. Young people who are vulnerable but do not require full SASH plans, benefit from individualised vulnerability plans based on their assessed needs. Plans are reviewed robustly at weekly multi-disciplinary meetings and changes to plans are quickly communicated across the centre. A strength of these meetings is that young people are invited to attend and give their views on how they feel about the support they have received. One young person gave very positive feedback about how he has been supported to stay safe.

33. The centre's child protection policy and procedures have been updated and agreed with relevant partner agencies and endorsed by the Local Safeguarding Children Board (LSCB) in line with a recommendation from the previous inspection and are now compliant with statutory guidance. Allegations of potential harm to a young person which do not involve staff at the centre are referred to the local authority's safeguarding hub, concerns involving staff are referred to the local authority designated officer (LADO) for advice on next steps, and matters arising outside of office hours are referred to the local authority's emergency duty team.
34. These new procedures have resulted in increased collaborative working between the centre and local statutory safeguarding partner agencies leading to an increase in the number of multi-agency strategy discussions held. However the revised arrangements have not yet led to any investigations being undertaken by an external child protection social worker, which would increase external scrutiny and independence. Best practice would be for the centre to refer all child protection concerns to the local authority safeguarding hub even when a referral to the LADO has also been made. This would enable the hub to retain oversight of all child protection concerns.
35. Child protection concerns, where there are clear cut issues, are dealt with promptly and fully recorded including actions taken and the outcome of investigations. Robust action is taken by the centre when necessary, for example, dismissal or disciplining of staff.
36. The revised arrangements are not yet sufficiently well-embedded to result in swift discrimination between matters requiring LADO oversight and coordination, and matters which require the centre commissioning/undertaking its own scrutiny of concerns. For example, inspectors raised a concern that staff and managers had potentially inhibited young people

speaking freely to them, either deliberately or unintentionally. Inspectors were also concerned that after young people had talked with them, staff and managers may have behaved in a manner which sent out a message that the young people should be more circumspect in what information they shared. The centre referred this to the LADO, it was accepted as within his remit, then many weeks later rejected as inappropriate at the strategy meeting. This indicates that the liaison between the centre and the LADO requires further improvement. This has resulted in considerable delay in making independent enquiries into staff and management culture within the centre, with an independent investigation only beginning some six weeks after the initial concern was raised.

37. The centre has good arrangements in place to keep a detailed overview of individual staff conduct. All concerns are logged on a central database. This includes all allegations, matters arising from complaints, other practice concerns, and events that do not meet the threshold for interventions under the allegations management process. This enables managers to identify patterns, trends or themes. This enables a whole picture to be considered in relation to staff behaviour when concerns may not be evident if considered as discrete events over time.
38. The centre has clear links with the LSCB in accordance with statutory guidance and the director is a member of the Board. Other centre staff contribute to the work of LSCB sub-committees including assisting with delivering some multi-disciplinary training. The Board exercises sufficient scrutiny of restraint practice at the centre. The quality of this scrutiny has recently been enhanced, including Board members meeting with both young people and staff to gain their views on restraints. This more detailed scrutiny was able to reflect that young people understand why restraint is used and can access advocacy services if they wish.
39. Young people did not raise any concerns about bullying directly with inspectors. In our survey 81 per cent of young people said they had not been bullied. The centre's anti-bullying team oversees all suspected or actual bullying. Where suspected bullying is reported, a tracking log is opened and staff closely monitor and observe young people, recording interactions. If there is clear evidence of bullying, a full log is opened with detailed actions taken in respect of both the victim and perpetrator(s). Since the last inspection, 31 tracking logs and four full logs have been opened. An effective range of actions are taken including close supervision, observations, sanctions, and individual work on, for example, anger management, self-esteem, social skills and conflict resolution. Restorative practice and mediation is also used to good effect and helps to resolve matters.

40. There is good governance of work to tackle bullying with regular checks by senior managers of logs and work packs, and random viewing of CCTV footage. This includes looking at areas within the centre which are known to be vulnerable to bullying behaviour. This ensures that work progresses as planned and victims are being protected. The centre's 'safe zones' initiative in July 2012 utilised the views of staff and young people to identify areas of the centre where young people might feel unsafe and led to good action to make these areas safer. However, arrangements have not been reviewed since its introduction, so the centre cannot be sure of its current effectiveness. There also continues to be no CCTV coverage in parts of the centre and some young people report feeling more vulnerable in these areas.
41. The security and safety of all staff and young people in the centre is given high priority. A security incident reporting system (SIR) is well embedded and enables staff to report any concerns. These are promptly addressed and flagged to all relevant persons for action or increased vigilance. There have been no significant breaches of security since the last inspection. Potential concerns or threats from whatever source are quickly briefed out to staff along with good advice on the actions needed to maintain safety and security. All security matters are recorded on a single database, and there is good oversight of this with regular analysis to identify if there are any trends, patterns or themes that need closer attention or further action.
42. A range of up-to-date and effective contingency plans are in place for the management of any potential emergency or crisis at the centre. Effectiveness is checked via regular testing through live and desktop exercises. Full debriefing after exercises ensures that learning points are used to update and review plans and practices. All relevant staff are involved in exercises including night staff and outside agencies such as the fire and rescue service.
43. Staff have a good understanding of individual young people in the centre. This is kept up to date by information-sharing via regular meetings including daily morning briefings and shift handovers. Gang affiliation and other matters that might cause conflict between young people are identified upon admission and updated during a young person's stay. This information is used appropriately to determine which unit a young person is placed on, and ensures that safe movement and mixing arrangements are in place across the centre. The centre has clear guidance for staff to maximise their safety as well as the safety of young people via peer support and backup. However inspectors observed breaches of this code of conduct such as a manager spending time with a young person on their own in a room without any other

staff nearby or observing them. Laxity by managers sets a poor example for more junior or inexperienced staff who may believe this is acceptable and safe practice. This requires urgent attention to increase the culture of vigilance and ensure that all staff adhere to the centre's policies and practice guidance.

44. There has been a significant reduction in the use of handcuffs as 'blanket' policies have been appropriately replaced with individual risk-led decisions about their use. All decisions about the use of handcuffs are made by an appropriately senior manager. Thoughtful discretion is evidenced by instances seen where the request for handcuff use was turned down because of insufficient justification. This means that when young people leave the centre to attend, for example, hospital or a funeral, handcuffs are only used if there is an identified need, and for the minimum time necessary. A record is made of every use including the reasons and how they are to be used. Young people's welfare is further assured by a nurse always seeing them upon their return to the centre.

## **The behaviour of young people is good**

45. On admission young people are given a clear message from a variety of different sources about how they are expected to behave, including written material and conversations with staff and peer mentors. From a strategic point of view, behaviour is managed well. Detailed information about the management of behaviour continues to be gathered and a comprehensive database allows patterns and trends to be identified. This has recently been used to help target the use of reparation more effectively.
46. At an operational level, the weekly multi-disciplinary 'trainee management meeting' is an effective forum which reviews each young person's behaviour. These meetings show staff demonstrate sophisticated consideration and understanding of the underpinning reasons for behaviours. Relevant information about each young person's conduct within the centre as well as their circumstances in the community is shared effectively, helping to produce good individual support plans.
47. Appropriately individualised 'behaviour management plans' are put in place for young people whose conduct is of concern and cannot be managed through the rewards and sanctions scheme. Plans are developed in conjunction with the young person and additional support is provided by psychology staff. One young person at the centre during the inspection had been subject to all of the options discussed above without success and his

behaviour remains problematic. Persistence and tenacity was seen with staff reviewing his management daily, with a good focus on making short term progress wherever possible.

48. Between March and December 2013 there were an average of three to four fights and eight assaults on trainees each month which is a slight decrease on the same period in 2012. No serious injuries had been sustained from these incidents.
49. In our survey 45 per cent of young people said they had been restrained at the centre. This is significantly higher than the 23 per cent of young people who responded in 2013. The reasons for this are unknown. Possible explanations include different work practices following the introduction of MMPR, and young people now being spoken to after the use of force as well as after restraints. However, the increase in restraints should be scrutinised to ensure that restraint is only being used when it is the safest course of action for the young people involved.
50. Between March and December 2013 there were on average 20 incidents of restraint and use of force each month. This represents an increase from an average of 15 incidents over the same period in 2012. This may be due to the more meticulous recording associated with the new Minimising and Managing Physical Restraint (MMPR) process, which was introduced in the centre towards the end of 2013. These increases in the number of restraints and the number of young people subjected to them require close monitoring and scrutiny by the centre to ensure restraint is used only when necessary and in accordance with the centre's procedures and guidance.
51. The governance arrangements associated with MMPR, including scrutiny of all CCTV footage and rigorous quality assurance, are more thorough than the previous arrangements.
52. There is a strong emphasis on de-escalation in dealing with conflict situations. Where restraint is carried out, records show it is used as a last resort and for short periods of time. Incidents lasting more than five minutes are subject to greater scrutiny and action plans are produced to apply lessons learned. No serious injuries have occurred as a result of use of force or restraint since the last inspection. It is good that there is no record of pain compliance being used or reported by young people. No planned restraints have been carried out since the previous inspection. Some aspects of the restraint guidance lack specificity particularly regarding timescales, making arrangements vulnerable to individual interpretations of what constitutes, for example, a 'long' time.

53. Nurses are not usually present during incidents of restraint and this is a significant weakness. Young people always see a nurse following a restraint. They are also given the opportunity to see an independent advocate immediately after an incident but no young people have taken up this offer to date although they are seen during the routine visits undertaken by the independent advocate as soon afterwards as is practicable.
54. Staff are positive about the MMPR procedures, confident about using them, and see them as a way of helping to maintain a safe environment. Centre managers view CCTV footage of restraint critically to ensure its proper application. This vigilance results in numerous 'supervision notes' being issued to staff applying control techniques to ensure they learn from mistakes made during restraints in order to improve practice.
55. 'Removal from association', known as 'single separation' in the centre, is used sparingly for more serious incidents such as substantial physical aggression towards staff or another young person. Over the last 10 months of 2013 it was used on average once a month, broadly similar to findings at the last inspection. None of the incidents lasted longer than three hours and most lasted around half an hour. Records of single separations show proper application.
56. There is confusion amongst the centre's staff regarding a different behaviour management practice known as 'time out'. Time out is intended to allow young people privacy at their own request between the hours of 7.30 and 21.30 by being locked in their bedrooms; they should be able leave their rooms promptly upon request. However inspectors were given conflicting interpretations of the procedure with some staff understanding it as described, but others regarding it as a form of punishment, which they had discretion to impose. Some staff confirmed they had used it as a punishment which is inappropriate. Such instances should be classified as single separations and there is an urgent need to clarify and embed proper arrangements across the centre.
57. Arrangements for separating young people in the education centre also require clarifying. Young people who have to be removed from classrooms are currently placed in a room called the tutorial room. However this is a bare room and its title is misleading as it is used for time out / single separation. The centre's policies and procedures for time out and single separation should cover all areas of the centre to ensure clarity and consistency of application.

58. Staff generally have good relationships with young people. This was reflected in our survey results where 91 per cent of young people said most staff treat them with respect, and most young people spoken to by inspectors also confirmed this. The relationships inspectors observed were generally positive with evidence of mutual respect, staff praising good behaviour and confidently challenging poor behaviour. However, inspectors also observed 'horseplay' involving members of staff with young people which was inappropriate and indicated that proper boundaries are not always maintained. A small minority of staff were noted to use swear words when chastising young people.
59. Young people have a good understanding about how the incentive scheme works. In our survey, 75 per cent of young people said the rewards and sanctions scheme is fair. The centre's recent internal survey of rewards and sanctions produced similar findings. The scheme is made clear in the young people's guide and is reinforced through discussions with staff and peer mentors. Young people who spoke to inspectors were clear about the beneficial and motivational effects of achieving higher levels and they are able to progress up these quickly, assisted by receiving very regular feedback. If behaviour is deteriorating, young people are given an explanation and guidance about how to get back on track. At the time of the inspection, 18 young people were on the two lower levels, with 58 being evenly distributed across the remaining three higher levels, indicating its positive impact. The rewards and sanctions scheme is applied flexibly so that young people who need extra help are reviewed more frequently and do not remain on the lower levels too long.
60. The rewards and sanctions scheme is well supplemented by a number of regular additional motivational activities including 'unit of the week' and 'high flyer of the week'. These are popular with young people, promote healthy competition, and contribute towards a positive environment.
61. There is a strong emphasis on using reparation rather than imposing sanctions where possible. Between March and December 2013 an average of 26 reparations were made each month. When conflict arises, young people are encouraged to apologise both verbally and in writing to each other or to staff. For more serious matters, sanctions are imposed consisting of withdrawing privileges for 24, 48 or 72 hours. Clear records of sanctions are kept with appropriate authorisation. However there is no current means of ensuring consistency across the centre in the application of this procedure, such as a tariff guide, and analysing sanctions practice to establish if there are any individual differences.

## The well-being of young people is good

62. Young people have good access to health care services including on call health professionals 24 hours a day, seven days a week. There is a good skill mix within the healthcare team with nurses having additional specialisms in mental health, learning disability, alongside general nursing. The team also benefits from substance misuse workers and psychology assistants who carry out a range of specialist assessments of young people's needs and provide interventions as necessary. Young people report that they are treated with respect by healthcare staff who listen to them and they have regular access to health services. In our survey 80 per cent of young people described the health services as good compared to the STC comparator of 60 per cent.
63. The centre has introduced the Comprehensive Health Assessment Tool (CHAT) which provides a detailed and thorough assessment of the young person's needs. The initial CHAT reception screening is completed within two hours of a young person's arriving, helping to identify immediate concerns. Where concerns are found, specific care plans are put in to place to help meet the young person's needs. These are subject to regular review thereafter; ensuring emerging needs are also identified and addressed. In our survey all but one young person reported that they had been seen by a health professional before they went to bed on their first night. All young people are seen by the GP within 24 hours of arrival at the centre who also establishes whether the young person has the capacity to give consent to treatment. If they cannot, then alternative action is taken such as contacting their parents/guardians requesting their consent.
64. Young people are provided with good information on admission about what the centre is like and its rules and routines, including watching a DVD which shows what the centre looks like. They are given a written guide which is informative but contains some overly complex language and phrases which are difficult to understand and have questionable relevance. For example, an early sentence in the guide includes the phrase "...which will not compromise a young person's inherent right to innocence". At a recent diversity meeting in the centre, young people said the guide would be more helpful if it contained more pictures and fewer words. Interpretation services are available for young people whose first language is not English. The centre has recently bought specialised equipment to improve services such as a translation pen. Additional posters are currently being designed to include questions and phrases to use with this pen. Settling into the centre is supported by the opportunity to talk to a peer mentor shortly after admission. Mentors offer advice and accompany young people from the

admissions area to their designated unit to introduce them to life at the centre.

65. All new admissions are appropriately discussed at the weekly multi-disciplinary specialist intervention meeting. This helps to determine which services are most appropriate to meet the young person's needs, and who is best placed to carry out further assessments. Young people continue to be discussed until all actions specified are completed.
66. Nurses make a full and good contribution to restraint plans, particularly if a young person has a health condition which affects how they should be physically restrained should this be required. These plans ensure that staff are aware of necessary adjustments or restrictions to methods of restraint, thereby ensuring the safety and welfare of the young person. All young people who have been restrained are assessed by a nurse within 30 minutes of the restraint. Nurses attend upon request of the duty operational manager which may be during or after a restraint; they do not routinely attend physical restraints at the earliest possible opportunity. This means that clinician may not be present monitoring a young person's health during a restraint and at a time when their health and wellbeing may be at heightened risk.
67. Young people have good opportunities to access the optician and dentist who both visit weekly. Young people are encouraged to take full advantage of the health services on offer. Although health staff track appointments and treatment one young person was found to have not seen the dentist, despite wishing to and having been at the centre for seven months. Monitoring systems therefore may need further development.
68. An infection control audit was completed in December 2013 but lacks sufficient detail. It gave a provisional score for the area of dentistry as a direct discussion with the dentist was not possible at that time. At the time of the inspection a shortfall was identified with some pouches containing sterilised instruments for dental procedures not being date stamped. This is required so that they are not used past their expiry date and can be guaranteed as sterile.
69. Health care staff receive regular supervision and the psychology assistants have appropriate clinical supervision. They receive good support and training in their specialist lead areas. This has led to positive developments such as the dermatology, relaxation and asthma clinics as well as an immunisation program. These all make a good contribution to improving the health and wellbeing of young people. One nurse is able to prescribe medication which

provides a swift service for young people, and there is appropriate governance of medication prescribed. The centre offers full sexual health screening and treatment which means that no young person has needed to attend an external genito-urinary clinic in the last twelve months. This has many benefits such as ensuring continuity of worker for the young person and placing fewer demands on staffing and transport. Good work is also completed with young people on alcohol and substance misuse including harm minimisation sessions so they understand the dangers of these substances better. The recently introduced pilot programme in partnership with Women's Aid to provide input for young people who have experienced domestic abuse is a promising initiative, but it is too early to assess its impact.

70. Young people and their families spoke highly of the fatherhood programme which is supported by an external worker from the Brook Advisory Service. This provides good education for young people who are fathers or expectant fathers about sexual health, child development, the needs of babies, and the negative impact on infants of, for example, parental substance misuse. A key part of the programme is the ability of participants to keep the electronic simulated baby overnight in order for them to translate their learning into practice. However the centre does not currently facilitate this for most participants which is a significant shortfall and limits the impact of an otherwise successful initiative.
71. There is good liaison with young people about the food provided for them including food forums and surveys. Feedback has led to changes such as the introduction of a salad bar which is proving popular and promoting healthy eating. There continues to be mixed reviews about the food itself. In our survey 29 per cent of young people said the food was good and 28 per cent said it was bad. Inspectors note that many of the negative comments came from Asian young people. The centre does not currently analyse its food survey results in terms of ethnicity which is a shortfall, and if undertaken and acted upon, could improve overall food suitability.
72. Since the previous inspection, the centre has introduced the 'eat well plate' guidance. This is a good tool and helps to educate young people about the value of different types of food and suitable portion sizes. Information is also available about specific requirements such as halal meat and vegetarian food, which enhances young people's ability to make informed choices about what they eat.
73. There are good working relationships between the different disciplines within health and between health staff and other disciplines across the centre.

There is effective joint working on, for example, weight management, dual diagnosis, developing and delivering courses such as anger management and knife awareness. Good health promotion work occurs including an annual health fair attended by external health services, sessions with young people on drug awareness, smoking, healthy eating and sexual health, and regular newsletters covering different health topics.

74. The updating and distribution by health staff of a daily 'diversity sheet' is an effective way of reminding all staff in the centre about which young people have specific health conditions, disabilities, allergies or communication difficulties. It enables everyone working with a young person to be continuously aware of their immediate health needs. Health staff contribute well to planning and review meetings. Effective links with external agencies facilitates good information exchange about young people's health needs upon admission, during their stay, and when they are released back into the community. A positive development is the survey undertaken by health care staff of other centre staff and young people to help evaluate their practice and identify areas for future improvement.
75. All the residential units offer the same quality of accommodation and young people are allocated to them irrespective of their incentives level or behaviour. Outside areas are well kept and tidy. Bedrooms are a good size and young people are encouraged to keep them in a good condition and most are suitably personalised. Bedrooms and communal areas are clean, tidy and free from graffiti. Young people are appropriately encouraged to develop independent living skills by learning how to do their own laundry, clean rooms, utilise the unit kitchens to produce snacks, and manage their money including encouragement to save.
76. In our survey 83 per cent of young people said it was easy to keep in contact with their family. Young people can receive incoming calls on weekday evenings and all day during the weekends from approved callers, but phone calls can only be made by families to the centre via a premium rate 0871 number which is costly. This causes some families to restrict the amount of calls or time they spend talking to their young person. The expense is exacerbated by the time callers are put 'on hold' because of the logistics involved in enabling a young person to take a call in private and is a key shortfall in the centre's expressed desire to promote contact between young people and their families.
77. Families receive a useful parents' pack when a young person arrives at the centre. Case workers maintain good contact with families; one set of visitors spoken to by inspectors was very complimentary about the on-going contact

they had with their child's case worker. Other families spoken to were positive about visiting arrangements, how they were treated by staff, and the care their young people received. The dining room, which doubles as the visiting area, has been improved with more comfortable seating.

78. Family contact is supported by young people being able to have one visit each week, and in special circumstances, extra visits can be agreed. Information is given to families about financial help with visiting costs. Good efforts are made to ensure young people who arrived on Fridays can have a visit on their first weekend. Young people who do not receive visits are closely monitored with additional encouragement being put in place and this is achieving improved results. At the last inspection approximately 50 per cent of young people had not been visited by family or friends. During the six months prior to this inspection at least 66 per cent of young people had received at least one visit a month with the figure sometimes rising to 75 per cent of the population which is a significant improvement.
79. Enhanced visits have been discontinued and replaced with 'engagement visits', intended to further strengthen family ties where extra support to achieve this has been identified. Engagement visits are available to all young people and good use of them was seen such as enabling a young person to spend time with his child. The number of engagement visits remains similar to the previous number of enhanced visits and it should be possible to further promote contact through greater use of engagement visits.
80. There is good recognition of the diverse needs of young people and their backgrounds, including factors which influence their behaviour. A series of meetings, ranging from twice daily to monthly, ensures that relevant information about young people is shared promptly and routinely across the centre. Meetings are well attended and information sharing is enhanced by staff having access to information in electronic as well as hard copy format, such as the healthcare diversity sheet and the behaviour management database.
81. Consultation arrangements remain good. 'X-change' meetings to which each unit sends a young person, considers issues of relevance to young people and minutes are displayed on unit notice boards. Points raised are responded to and the meetings are also used to check young people's views on important issues such as restraint, bullying and complaints. Some young people expressed a lack of confidence in the X-change meetings as a forum, and the January X-change meeting wanted senior management involvement in the meetings. Young people also attend safeguarding, MMPR and diversity meetings, are encouraged to give their views and these are considered

seriously. Young people have good access to advocates if they want help to share their views. A good example of involving young people in the life of the centre was the colourful and eye-catching posters they had designed in preparation for the inspection. These were put up at the start of the inspection and ensured that all staff and young people knew about this for its duration.

82. All young people have keyworkers. In our survey 93 per cent of young people said their keyworker tries to help them. Keyworkers contribute well to young people's plans and provide written and/or verbal updates at a range of meetings where young people's progress is discussed. Reviews are mostly managed well and include good contributions from multi-disciplinary staff involved in the young person's care. Most young people attend their reviews and receive good support to help them prepare and contribute.
83. The diverse needs of individual young people are identified and met well. Young people are given the opportunity to raise their own diversity issues during their reviews. Data about ethnicity, religion, disability and age is routinely recorded for all young people. Gypsy, Romany and Traveller young people are not identified for diversity monitoring purposes which is a shortfall.
84. Diversity data is analysed in various meetings and the senior management team is provided with weekly updates. However, not all protected characteristics are covered in the data available. The monthly diversity meeting is the main forum at which work on diversity overseen. Young people attend this meeting and often have interesting perspectives to share. A range of useful data is available to the meeting, but there is limited analysis of it by this group to aid the strategic development of diversity work. For example, the diversity data about mobility is not analysed for different groups over time. This means patterns or trends that may require further investigation are not considered. Attendance at the meeting is reasonably good but the minutes of the meetings are inadequate and do not record many action points. The role of the group in driving diversity forward needs to be strengthened.
85. Three racist discrimination complaints were made in 2013. All were properly investigated and the complainants responded to. There were no complaints about other protected characteristics, and appropriate consideration is being given to changing the form on which racist complaints are made to include all areas of diversity.

86. Key work sessions are appropriately used to address discriminatory behaviour with young people, and 'inclusion' is incorporated in the active citizenship programme that all young people take part in. The cultural needs of young people are properly catered for. Equality impact assessments are carried out appropriately.
87. In our survey 90 per cent of young people said they could follow their religion against a STC comparator of 69 per cent. Religious needs are identified on admission and are mostly met. A Christian chaplain, a part-time Imam and a part-time Christian volunteer chaplain provide good spiritual support to young people and conduct weekly services. A Roman Catholic priest attends the centre every six to eight weeks and at his last visit, eight young people (10 per cent of the population) asked to see him. This is an indication that the frequency of his visits should be increased to properly meet the needs of Catholic young people. Good pastoral care is offered to all young people irrespective of their religious beliefs or lack of faith. Young people are helped to link up with local faith communities post-release if they do not already have established relationships, for example, via a visit to a place of worship in the area they are being released to. Young people have access to religious artefacts and books at the centre and the chaplain is proactive in finding information for young people who are interested in faiths which are under-represented within the centre.
88. Current signage for the multi-faith area is misleading as this is now a vocational workshop. The chapel is used well by all faiths for a variety of religious and non-religious activities. It would be more inclusive to rename it to reflect its current usage and diversity.
89. In our survey 97 per cent of young people said they know how to make a complaint. However 14 per cent of young people said they had not put in a complaint because they were worried about what might happen to them, which indicates insufficient confidence in the system. Complaints boxes and blank complaint forms are available on all units and young people are able to access them out of sight of the main living area. Two thirds of young people who had made a complaint thought complaints were dealt with fairly.
90. There were 135 formal complaints made in 2013. Investigations into complaints are mostly conducted well and there are examples of appropriate remedial action being taken, for example, recompense for lost or damaged property. Young people are spoken to by the investigating officer to explain the outcome of their investigation which is good. Written responses no longer include information which should not be shared with young people, but some lack sufficient detail to explain how a decision has been reached,

and the language used is not always sufficiently age/ability appropriate. Young people are routinely advised on the appeals process. Since the last inspection six appeals have been submitted to the Director and two had resulted in decisions being overturned, indicating that the process is working well.

91. 'Grumbles' books are available on all the units and young people are aware of them and use them. Young people are clear that grumbles are responded to, although records of actions taken requires improvement, as identified by the centre's own quality assurance process. Additional independent oversight is provided with the books being checked by the LADO and an independent advocate.

## **The achievement of young people is good**

92. The range of activities and accredited programmes in education ensures that young people develop their personal and social skills while gaining qualifications that will help them progress when they leave. Many young people have been out of school for long periods and often arrive with negative experiences of learning. During their time in education young people are encouraged to think positively about their futures and the changes they can make to improve their opportunities.
93. Initial assessment takes place promptly on arrival and is effective. Every effort is made to obtain information on prior attainment before young people arrive. The small team of learning support assistants (LSAs) is highly skilled and develops supportive, productive relationships with all young people. Reading, writing and numeracy tests are completed usually within first 24 hours and if specialist diagnostic assessments are required these are arranged promptly. The focus on developing personalised programmes that will meet often complex emotional, mental health and behavioural needs ensure that young people can quickly settle in to education and start to make progress from their starting points.
94. Young people's engagement in lessons is good and particularly so in the more interactive lessons, such as physical education, food technology, information communication technology (ICT), music and multi-skills. Most lessons support young people to develop their skills and interests as independent learners, helping them to participate in tasks and group discussions. They enjoy their time in education and show positive attitudes to learning. Attendance is excellent at over 99 per cent and continues to be outstanding. There are clear procedures in place to support and challenge

the minority of young people who may refuse to or cannot attend education. In such instances work is sent to units which is closely managed and supported by the LSAs.

95. The large majority of young people make excellent progress in education and most achieve a good range of accredited qualifications appropriate to their levels of ability. Devised by the education manager, the data system used to monitor the progress of individuals and the different groups in the centre is exemplary and provides robust evidence to show performance and underachievement across the learning groups. This information is used very effectively to prioritise the focus of learning and to ensure individual and group target setting is meeting the needs of all young people.
96. The choice of qualifications offered to young people has increased to ensure they all can achieve at or above the level of qualification appropriate to their ability. For example, BTec awards, GCSEs and i-GCSEs, OCN and AQA awards are offered and as far as possible those young people who begin a qualification are encouraged to complete it, even if this means sending the work on when they leave. The centre has prioritised the embedding and delivery of functional skills in English, mathematics and ICT across the curriculum which ensures that young people leave with increased ability in reading, writing and numeracy.
97. Vocational qualifications have broadened in scope since the last inspection and the new multi-skills course, though still in the early stages of development, is popular and an important addition to the curriculum. Employability and preparation for work programmes are well established but require updating to ensure teaching of this important subject area better reflects the types of courses, training opportunities and jobs that young people will experience when they move on.
98. Good links with local schools and businesses increase the scope and breadth of young people's learning. Teachers in the centre benefit from sharing good practice and keeping abreast of curriculum changes. Young people interact well with older pupils from the local academy who attend the centre as part of their work experience to support reading and practical subjects. The centre also benefits from being part of a cluster of STCs where good and innovative practice and feedback from inspections are shared. This promotes a culture of continuous improvement well.
99. Teaching and learning are good in the majority of subject areas. In the best lessons teachers plan their lessons well. They design interesting activities of short duration that make sure young people do not get bored. They keep the

learners' interest by allowing them to participate in tasks that are well supported by good quality teaching aids and well-prepared learning resources. In these lessons, the pace of learning is fast and teachers make effective use of time ensuring high levels of productivity. Functional English and mathematics are integrated well. In one ICT lesson, a teacher skilfully involved learners at the beginning of the lesson in identifying their knowledge gaps on the topic being explored. The teacher used this information to confirm their learning at the end of the session and to identify further knowledge gaps.

100. In the weaker lessons, teachers do not make effective links back to the previous points learnt and often, they do not explain the necessary strategies to assist young people with working through activities. In these lessons productivity is much lower and some young people disengage because they do not understand the tasks they have been set. Learning resources and teaching aids are limited which make some lessons dull and learning support to assist is often not available.
101. Young people produce work that is, in the main, of a high standard. They demonstrate a good awareness of diversity by exploring poetry from different cultures or discussing aspects of religious beliefs, for example. In some lessons such as ICT, learners are developing useful business employability skills by, for example placing an order and raising invoices. While involved in these tasks, they improve their numeracy through the probing questions teachers pose to them. Marking and written feedback on young people's work is variable in quality and lacks attention to detail in comments made and to correct spellings, for example. The better examples highlight good work and effort, and identify what young people need to do to improve. Work files are held by subject tutors to review progress each week, and are mostly satisfactory in presentation and demonstrate improvement made over time. In nearly all lessons young people receive regular praise and encouragement for their contributions.
102. Tracking and monitoring of young people's progress is good. Individual learning pathway plans and weekly tutorials ensure all young people have time to discuss the progress they are making, review their targets and decide how they can improve further. Young people requiring more intensive support attend regular 1:1 tutorials and reading groups led very ably by the LSAs. The more confident care staff provide good learning support in lessons, adding considerable value to the teaching and learning environment but this is not the case in all lessons.

103. Punctuality and movement of groups and individuals between lessons is generally good although on occasion movement in and out of lessons to attend meetings disrupts the flow and can make it difficult for teachers to sustain attention of the group. The shift change of care staff in the afternoon is also disruptive. On these occasions young people can lose concentration and take too long to settle back down to the work in hand.
104. Behaviour is good overall and well-managed. Relationships between young people and education staff are mutually respectful and trusting and this contributes to a positive learning environment where most young people are keen to do well. Low level disruption and inappropriate comments from a minority of young people are usually dealt with swiftly and to a satisfactory conclusion. Young people receive points at the end of each lesson for behaviour and achieving personalised learning targets which contribute to the total rewards scheme across the centre. This is a good motivational tool and works well in most lessons to help young people self-regulate their behaviour. An effective system of daily and weekly meetings between education staff and the care officers ensures that issues, concerns and information regarding interactions, behaviour and performance of young people are shared regularly.
105. Accommodation is well maintained and of good quality. Classrooms, vocational areas and corridors throughout education are decorated with attractive and interesting displays which reflect every curriculum area and showcase examples of young people's work and achievements, including Student of the Week and Unit of the Week. Access to ICT is adequate. The introduction of electronic notepads to the library currently being piloted is an important development. The library, although small, is used well to promote reading. Young people have access to a large selection of fiction books, but too few non-fiction books for general knowledge and research. Information technology, such as the interactive white boards, is not used consistently well to support learning. The quality of technical equipment and resources in vocational areas is good. Health and safety is given high priority particularly in these areas and young people understand issues of safety and work safely in practical lessons. Staff are well qualified and have good access to further training and professional development. They are enthusiastic, happy to support each other and work collaboratively, and are well managed.
106. Young people's access to specialist and independent careers information, advice and guidance is good. Joint working between the resettlement team and education staff is exemplary and is enabling young people to aspire to further education, training or employment. Tracking progress and destinations post sentence is well established and good outcomes have been

recorded for more recent leavers. Young people have opportunities, as part of well-planned mobility arrangements, to achieve good work-based learning opportunities within the centre and in the community, such as helping in the local food bank, working for a local arts trust, and landscaping for the council. This provides young people with valuable insight into community engagement while helping them make more informed choices about their learning pathways.

107. Young people benefit from a broad range of enrichment activities in the evening and at weekends. Very good collaboration between the enrichment team and education staff ensures young people have on-going opportunities to extend their learning and skills. Many activities are accredited through award schemes. Excellent enrichment activities have been introduced to encourage young people to engage in purposeful activities during their free time and after school. These include the Duke of Edinburgh Award scheme which is well managed and monitored. Young people who become involved enjoy the experiences and achieve well.

## **The resettlement of young people is good**

108. The resettlement needs of young people are considered fully from the point of their admission to the centre and regularly thereafter, and this helps to ensure that their specific circumstances benefit from maximum planning time and are addressed prior to release. All young people have an allocated case worker who engages them in considering their future; whether this is a return to the community or transfer to another secure facility, from the earliest opportunity. Young people's personal, social, medical and educational needs are routinely assessed and planned for throughout their time in the centre. Parents, carers, youth offending team staff and social workers are positive about the efforts of centre staff in working toward the resettlement of young people.
109. Resettlement is supported by the centre's proactivity in developing and maintaining good communication with those who are responsible for, and important to, young people. Parents/carers told inspectors they are kept up-to-date with all aspects of the progress and wellbeing of their child. One parent said 'we always know how they are...staff go out of their way to tell us the good stuff and not just the bad'. Good communication with external agencies including education providers and youth offending teams, aids information exchange in preparation for resettlement.
110. The risks that young people may pose to themselves or others are swiftly identified. Contact between young people where, for example, gang

affiliations are known or suspected is considered well in their plans and restrictions appropriately applied. The centre ensures that young people who require multi-agency public protection arrangements (MAPPA) upon their release into the community are referred in a timely manner. The recently introduced MAPPA database aims to enhance these arrangements further and has led to an increase in the number of meetings in the community attended by STC case workers. This promotes better information sharing.

111. Initial planning meetings take place promptly and include all relevant parties such as parents/carers, youth offending team staff, education and social workers. This ensures that plans for young people take full account of all relevant views and information. Plans are detailed and set out how the young person's needs are to be met by the centre and external agencies. Young people confirmed they understood their sentence and resettlement plans and told inspectors that their opinions are 'always listened to'.
112. Regular reviews ensure that young people's progress and resettlement plans are routinely updated as necessary. Reviews observed during the inspection were professionally managed and encouraged good contributions from attendees, including the young person. Effective reviews enable sentence planning to be linked to the young person's return to the community and fully consider their future accommodation, education and employment needs. Last year, all young people had accommodation in place when they left the centre.
113. Most young people benefit from interventions which match their previous offending behaviour with bespoke intervention programmes intended to reduce their risk of re-offending. Young people attend individual and group work sessions on, for example, knife crime or offences associated with gang affiliation. Keyworkers on the units help young people to consider the impact that mixing with particular young people or using drugs/alcohol may have on their ability to stay away from crime in the future. The centre's post-release data gathering indicates the recidivism rate is approximately 50 per cent which is similar to the last inspection.
114. Some young people are able to benefit from specialist offence reduction interventions such as addressing sexually harmful behaviours. However young people who are convicted of sexual offences but who are serving short sentences do not have their offending behaviour or attitudes/beliefs assessed or addressed. Similarly, transition arrangements for these young people into community-based assessment or intervention programmes on their release are inadequately developed.

115. During their time at the centre young people have good opportunities to gain social, educational, vocational and self-care skills. Work experience options include working in the on-site kitchen which can lead to industry-standard qualifications and employment opportunities in the community. In an effort to reduce the number of young people being released without education, employment or training set up in the community, the education and resettlement teams within the centre now meet regularly. Arrangements with community work-based providers such as NACRO have recently been extended and links with London-based consortia have also been established, with the aim of expanding available opportunities. These are positive developments but it is too early to assess their impact on outcomes for young people.
116. Young people are encouraged to maintain or re-establish contact between themselves and their families/carers where this is in their best interests, although the high cost of telephone calls to young people acts as a disincentive for families. Centre staff understand the value of visits in promoting positive family relationships, and visits are considered regularly at reviews. The cost of visiting for some parents/carers is offset through travel warrants and reimbursement of expenses from the assisted visits scheme. Young people who do not receive family visits are monitored and good efforts are made to link them with advocates or mentors.
117. Young people are provided with extremely good opportunities to experience life outside the centre to help prepare them for release. Individualised mobility plans are a strength, enabling all young people to be given opportunities wherever possible, subject to proper risk assessment and sentence conditions. At the time of the last inspection, there was a strong presumption that young people would receive the minimum notice for planned time out of the centre in order to reduce security risks. Practice is now improved and only those young people for whom there are intelligence-led security concerns do not have advance notice. This means that most can prepare properly for, for example, job or college interviews which improves their chance of success.
118. The number of young people who leave the centre to attend positive activities in the community has increased. Excellent links are in place with a range of community-based projects and organisations that undertake activities such as running a local food bank, charity fundraising events, clearing public pathways, and restoring historic buildings. Although the range of activities is currently impressive, the centre is constantly striving to increase the opportunities for young people further, which is to its credit.

119. Some data is collected but is not yet being sufficiently analysed to determine whether there is any scope to further improve the centre's effectiveness. Data is collected on the individual characteristics and circumstances of young people returning to the centre and those who are refused early release by the Youth Justice Board. However, no analysis of these cohorts is undertaken to determine if any action can be taken to improve outcomes. In contrast, other data is utilised well with the aim of improving service provision. For example, young people who were released in 2013 and who returned to live with their families or with a high degree of family contact had a lower re-offending rate than those who went to live in other types of accommodation. This is informing the centre's approach to enhancing contact between young people and their families while they are in the centre which is a positive use of data analysis.

### Record of main judgements

<b>Oakhill secure training centre</b>	
Overall effectiveness	Good
The safety of young people	Adequate
The behaviour of young people	Good
The well-being of young people	Good
The achievement of young people	Good
The resettlement of young people	Good



# OAKHILL STC

SUMMARY OF QUESTIONNAIRES AND INTERVIEWS

04 FEBRUARY 2014

## Introduction

---

The objective of the STC survey is to give young people the chance to comment on their treatment and conditions in custody, as part of the evidence base during HM Inspectorate of Prisons and Ofsted inspections.

The data collected are used in inspections, where they are triangulated with inspectors' observations, discussions with young people and staff and documentation held in the establishment. More detail can be found in the inspection report.

## Survey Methodology

---

A voluntary, confidential and anonymous survey of a representative proportion of the population of children and young people (12–18 years) was carried out by HM Inspectorate of Prisons.

### Selecting the sample

At the time of the survey on 04 February 2014, the population of young people in Oakhill STC was 76. All young people at the time of the survey were aged between 13 and 17 years. Questionnaires were offered to all young people.

Completion of the questionnaire was voluntary and refusals were noted.

Interviews were routinely offered to all young people. In total, 15 young people were interviewed.

### Methodology

Every attempt was made to distribute the questionnaires to each young person on an individual basis. This gave researchers an opportunity to explain the independence of the Inspectorate and the purpose of the questionnaire, as well as to answer questions.

All completed questionnaires were confidential – only members of the Inspectorate saw them. In order to ensure confidentiality, young people were asked to do one of the following:

- have their questionnaire ready to hand back to a member of the research team at a specified time
- seal the questionnaire in the envelope provided and hand it to a member of staff, if they were agreeable, or
- seal the questionnaire in the envelope provided and leave it in their room for collection.

Young people were not asked to put their names on their questionnaire, although their responses could be identified back to them in line with child protection requirements.

If a young person indicated child protection concerns in the survey, these were followed up with the young person before we left the establishment to ensure their safety. This occasionally resulted in allegations being refuted or withdrawn. However, in these circumstances we do not amend the original survey responses on the basis that the responses given reflected the young person's perceptions at the time when it was initially completed. The survey provides a valid and confidential route for the young person to volunteer information.

### Response rates

In total, 66 young people completed and returned their questionnaires, a response rate of 87%.

Ten young people refused to complete a questionnaire.

Unit	Number of completed survey returns
Ash	5
Beech	6
Cedar	8
Elm	7
Hazel	7
Maple	7
Oak	6
Rowan	7
Sycamore	7
Willow	6

## Comparisons

Over the following pages we present the survey results for Oakhill STC.

First a full breakdown of responses is provided for each question. In this full breakdown all percentages, including those for filtered questions, refer to the full sample. Percentages have been rounded and therefore may not add up to 100%.

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant<sup>1</sup> differences are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in young peoples' background details.

Filtered questions are clearly indented and preceded by an explanation of how the filter has been applied. Percentages for filtered questions refer to the number of young people filtered to that question. For all other questions, percentages refer to the entire sample. All missing responses have been excluded from analyses.

Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between secure training centres.

The following comparative analyses are presented:

- The current survey responses from Oakhill in 2014 compared with responses from young people surveyed in all other secure training centres. This comparator is based on all responses from young people surveys carried out in three secure training centres since April 2013.
- The current survey responses from Oakhill in 2014 compared with the responses of young peoples surveyed at Oakhill in 2013.
- A comparison within the 2014 survey between the responses of white young people and those from a black and minority ethnic group.

---

<sup>1</sup> A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. Our significance level is set at 0.05 which means that there is only a 5% likelihood that the difference is due to chance.

- A comparison within the 2014 survey between the responses of young people who consider themselves to have a disability and those who do not consider themselves to have a disability.

## **Summary**

In addition, a summary of the survey results has been included, which shows a breakdown of responses for each question. Percentages have been rounded and therefore may not add up to 100%.

No questions have been filtered within the summary so all percentages refer to responses from the entire sample. The percentages to certain responses within the summary, for example 'I don't have a key worker' options across questions, may differ slightly. This is due to different response rates across questions, meaning that the percentages have been calculated out of different totals (all missing data is excluded). The actual numbers will match up as the data is cleaned to be consistent.

Percentages shown in the summary may differ by 1% or 2% from that shown in the comparison data as the comparator data has been weighted for comparison purposes.

## Secure Training Centre Survey

### Section 1: Questions about you

<b>Q1.1</b>	Are you?	Male 65 (100%)	Female 0 (0%)
<b>Q1.2</b>	How old are you?	12 0 (0%)	13 1 (2%)
		14 5 (8%)	15 23 (35%)
		16 18 (27%)	17 19 (29%)
		18 0 (0%)	
<b>Q1.3</b>	What is your ethnic origin?		
	<i>White - British (English/Welsh/Scottish/Northern Irish)</i> .....		27 (42%)
	<i>White - Irish</i> .....		3 (5%)
	<i>White - Other</i> .....		2 (3%)
	<i>Black or Black British - Caribbean</i> .....		10 (15%)
	<i>Black or Black British - African</i> .....		11 (17%)
	<i>Black or Black British - other</i> .....		0 (0%)
	<i>Asian or Asian British - Indian</i> .....		0 (0%)
	<i>Asian or Asian British - Pakistani</i> .....		0 (0%)
	<i>Asian or Asian British - Bangladeshi</i> .....		2 (3%)
	<i>Asian or Asian British - Chinese</i> .....		0 (0%)
	<i>Asian or Asian British - other</i> .....		0 (0%)
	<i>Mixed heritage - White and Black Caribbean</i> .....		5 (8%)
	<i>Mixed heritage - White and Black African</i> .....		2 (3%)
	<i>Mixed heritage - White and Asian</i> .....		0 (0%)
	<i>Mixed heritage - other</i> .....		2 (3%)
	<i>Arab</i> .....		1 (2%)
	<i>Other ethnic group</i> .....		0 (0%)
<b>Q1.4</b>	What is your religion?		
	<i>None</i> .....		23 (36%)
	<i>Church of England</i> .....		5 (8%)
	<i>Catholic</i> .....		9 (14%)
	<i>Protestant</i> .....		4 (6%)
	<i>Other Christian denomination</i> .....		13 (20%)
	<i>Buddhist</i> .....		0 (0%)
	<i>Hindu</i> .....		0 (0%)
	<i>Jewish</i> .....		1 (2%)
	<i>Muslim</i> .....		9 (14%)
	<i>Sikh</i> .....		0 (0%)
<b>Q1.5</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	Yes 6 (10%)	No 57 (90%)
<b>Q1.6</b>	Are you a British citizen?	Yes 64 (98%)	No 1 (2%)
		Yes	No

Q1.7	Do you think that you have a disability? ( <i>i.e. do you need help with any long-term physical, mental or learning needs</i> )	15 (24%)	48 (76%)
------	---	----------	----------

## Section 2: Questions about your trip here and first 24 hours in this centre

Q2.1	On your most recent journey to this centre, did you feel that staff were looking after you?	Yes 60 (91%)	No 6 (9%)
Q2.2	When you arrived at the centre were you searched?	Yes 65 (98%)	No 1 (2%) Don't remember/ Not applicable 0 (0%)
Q2.3	Did staff explain to you why this was happening?	Yes 61 (92%)	No 3 (5%) Don't remember/ Not applicable 2 (3%)
Q2.4	When you were searched, did staff treat you decently?	Yes 59 (91%)	No 5 (8%) Don't remember/ Not Applicable 1 (2%)
Q2.5	Did you see a doctor or nurse before you went to bed on your first night here?	Yes 64 (98%)	No 1 (2%)
Q2.6	On your first night here, did a member of staff come and talk to you about how you were feeling?	Yes 47 (73%)	No 17 (27%)
Q2.7	Did you feel safe on your first night here?	Yes 58 (89%)	No 7 (11%)

## Section 3: Daily life

Yes	No	I don't know
-----	----	--------------

<b>Q3.1</b>	Have you been on an induction programme here? (This tells you how everything works at the centre e.g. rewards & sanctions)	48 (74%)	9 (14%)	8 (12%)
<b>Q3.2</b>	Did the induction programme cover everything you needed to know about the centre?	Yes 39 (83%)	No 6 (13%)	I don't know 2 (4%)
<b>Q3.3</b>	What is the food like here?			
	<i>Very good</i> .....			4 (6%)
	<i>Good</i> .....			19 (29%)
	<i>Neither</i> .....			15 (23%)
	<i>Bad</i> .....			18 (28%)
	<i>Very bad</i> .....			9 (14%)
<b>Q3.4</b>	If you had a problem, who would you turn to? (Please tick all that apply)			
	<i>No-one</i> .....			18 (27%)
	<i>Teacher/Education staff</i> .....			1 (2%)
	<i>Key worker</i> .....			28 (42%)
	<i>Case worker</i> .....			16 (24%)
	<i>Staff on your unit</i> .....			18 (27%)
	<i>Another young person here</i> .....			5 (8%)
	<i>Family</i> .....			32 (48%)
	<i>Advocate</i> .....			5 (8%)
	<i>Other</i> .....			4 (6%)
		<b>I don't have a key worker</b>	<b>Yes</b>	<b>No</b>
<b>Q3.5</b>	Are you able to see your key worker when you want to?	2 (3%)	48 (76%)	13 (21%)
		<b>I don't have a key worker</b>	<b>Yes</b>	<b>No</b>
<b>Q3.6</b>	Does your key worker try to help you?	2 (3%)	60 (91%)	4 (6%)
<b>Q3.7</b>	Do <b>most</b> staff treat you with respect?	Yes 59 (91%)		No 6 (9%)
<b>Q3.8</b>	Can you follow your religion if you want to?	Yes 59 (89%)	No 1 (2%)	<b>I don't want to</b> 6 (9%)
		<b>Yes</b>		<b>No</b>

<b>Q3.9</b>	Is it easy to keep in touch with your family outside the centre?	54 (83%)	11 (17%)
-------------	--	----------	----------

#### Section 4: Behaviour

<b>Q4.1</b>	Do you know what the rewards and sanctions scheme is?	Yes 62 (94%)	No 4 (6%)
<b>Q4.2</b>	Do you think the rewards and sanctions scheme is fair?	Yes 48 (75%)	No 12 (19%) I don't know what the scheme is 4 (6%)
<b>Q4.3</b>	If you get in trouble, do staff explain what you have done wrong?	Yes 57 (90%)	No 6 (10%)
<b>Q4.4</b>	Do most staff let you know when your behaviour is good?	Yes 50 (81%)	No 12 (19%)
<b>Q4.5</b>	Have you been physically restrained since you have been here?	Yes 29 (45%)	No 36 (55%)
<b>Q4.6</b>	Were you given a chance to talk to somebody about the restraint afterwards?	Not been restrained 36 (58%)	Yes 19 (31%) No 7 (11%)

#### Section 5: Health Services

<b>Q5.1</b>	If you feel ill are you able to see a doctor or nurse?	Yes 56 (90%)	No 5 (8%) I don't know 1 (2%)
<b>Q5.2</b>	What are the health services like here?	Good 49 (80%)	Bad 10 (16%) I don't know 2 (3%)

#### Section 6: Complaints

<b>Q6.1</b>	Do you know how to make a complaint?	Yes 62 (97%)	No 2 (3%)
-------------	--------------------------------------	-----------------	--------------

		<b>I have not made one</b>	Yes	No
<b>Q6.2</b>	Are complaints dealt with fairly?	33 (52%)	21 (33%)	10 (16%)
<b>Q6.3</b>	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?		Yes 9 (14%)	No 55 (86%)

### Section 7: Questions about education, training and activities

		Yes	No	I don't know
<b>Q7.1</b>	Do you have a plan (sentence, training or remand) that sets out your targets for you to achieve while in custody?	43 (67%)	10 (16%)	11 (17%)
<b>Q7.2</b>	Are you encouraged and given time to take part in activities outside education/training hours (i.e. hobbies, sports or gym)?	Yes 62 (97%)		No 2 (3%)
<b>Q7.3</b>	Since you have been here, have you been given any advice about training or jobs that you might like to do in the future?	Yes 47 (75%)		No 16 (25%)
<b>Q7.4</b>	Have you been able to learn skills for jobs that you might like to do in the future (e.g. bricklaying/hairdressing)?	Yes 51 (80%)		No 13 (20%)
<b>Q7.5</b>	Do you think your education/training here will help you once you leave the centre?	Yes 51 (80%)		No 13 (20%)
		Yes		No

Q7.6	Have you been able to learn any 'life skills' here (e.g. cooking/cleaning)?	58 (92%)	5 (8%)
		Yes	No
Q7.8	Do you know where you are going to be living when you leave the centre?	49 (77%)	15 (23%)
		Yes	No
Q7.9	Have you done anything here to make you less likely to offend in the future?	12 (19%)	36 (57%)
		Yes	No
		36 (57%)	15 (24%)

### Section 8: Questions about safety

Q8.1	Have you ever felt unsafe here?	13 (21%)	50 (79%)
		Yes	No
Q8.2	Do you feel unsafe at the moment?	5 (8%)	59 (92%)
		Yes	No
Q8.3	In which areas have you ever felt unsafe? (Please tick all that apply)		
	<b>Never felt unsafe</b> .....		50 (85%)
	<i>Everywhere</i> .....		1 (2%)
	<i>Reception area</i> .....		0 (0%)
	<i>In single separation</i> .....		1 (2%)
	<i>At the gym</i> .....		3 (5%)
	<i>Outside areas/ grounds</i> .....		1 (2%)
	<i>Corridors and dining room</i> .....		1 (2%)
	<i>At education/ training</i> .....		2 (3%)
	<i>At religious services</i> .....		2 (3%)
	<i>At health services</i> .....		0 (0%)
	<i>In the visits area</i> .....		1 (2%)
	<i>On your unit</i> .....		4 (7%)
	<i>In your room</i> .....		3 (5%)
	<i>Other</i> .....		3 (5%)
Q8.4	Have you ever been bullied or 'picked on' by another young person or group of young people here?	12 (19%)	52 (81%)
		Yes	No
Q8.5	If yes, what was it about? (Please tick all that apply)		
	<i>Insulting remarks (about you or your family or friends)</i> .....		2 (3%)
	<i>Physical abuse (being hit, kicked or assaulted)</i> .....		2 (3%)
	<i>Sexual abuse</i> .....		1 (2%)

<i>Feeling threatened or intimidated</i> .....	2 (3%)
<i>Shout outs/yelling through windows</i> .....	1 (2%)
<i>Having your property taken</i> .....	3 (5%)
<i>Medication</i> .....	1 (2%)
<i>Drugs</i> .....	1 (2%)
<i>Your race or ethnic origin</i> .....	1 (2%)
<i>Your religion/religious beliefs</i> .....	0 (0%)
<i>Your nationality</i> .....	0 (0%)
<i>Being from a different part of the country than others</i> .....	1 (2%)
<i>Being from a traveller community</i> .....	1 (2%)
<i>Your sexual orientation</i> .....	1 (2%)
<i>Your age</i> .....	0 (0%)
<i>Having a disability</i> .....	1 (2%)
<i>You being new here</i> .....	1 (2%)
<i>Your offence/ crime</i> .....	0 (0%)
<i>Gang related issues</i> .....	1 (2%)

	<b>Yes</b>	<b>No</b>
<b>Q8.7</b>	13 (20%)	51 (80%)
	Have you ever been bullied or 'picked on' by a member of staff or group of staff members here?	

<b>Q8.8</b>	If yes, what did the incident(s) involve/what was it about? (Please tick all that apply)	
	<i>Insulting remarks (about you or your family or friends)</i> .....	6 (9%)
	<i>Physical abuse (being hit, kicked or assaulted)</i> .....	2 (3%)
	<i>Sexual abuse</i> .....	1 (2%)
	<i>Feeling threatened or intimidated</i> .....	2 (3%)
	<i>Shout outs/yelling through windows</i> .....	1 (2%)
	<i>Having your property taken</i> .....	2 (3%)
	<i>Medication</i> .....	0 (0%)
	<i>Drugs</i> .....	1 (2%)
	<i>Your race or ethnic origin</i> .....	2 (3%)
	<i>Your religion/religious beliefs</i> .....	0 (0%)
	<i>Your nationality</i> .....	1 (2%)
	<i>Being from a different part of the country than others</i> .....	0 (0%)
	<i>Being from a traveller community</i> .....	0 (0%)
	<i>Your sexual orientation</i> .....	0 (0%)
	<i>Your age</i> .....	0 (0%)
	<i>Having a disability</i> .....	0 (0%)
	<i>You being new here</i> .....	1 (2%)
	<i>Your offence/ crime</i> .....	1 (2%)
	<i>Gang related issues</i> .....	0 (0%)
	<i>Because you made a complaint</i> .....	2 (3%)
	<i>Other</i> .....	3 (5%)

Yes No

**Q8.10** If you were being bullied or 'picked on', would you tell a member of staff?

23 (40%)

35 (60%)



## Survey responses from children and young people: Oakhill STC 2014

**Survey responses** (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

NB: This document shows a comparison between the responses from all young people surveyed in this establishment with all young people surveyed for the comparator.

### Key to tables

		2014 Oakhill STC	STC comparator	Oakhill STC 2014	Oakhill STC 2013
	Any percentage highlighted in green is significantly better				
	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>66</b>	<b>165</b>	<b>66</b>	<b>39</b>
<b>SECTION 1: ABOUT YOU</b>					
<b>1.2</b>	Are you aged under 16?	<b>43%</b>	<b>34%</b>	<b>43%</b>	<b>38%</b>
<b>1.3</b>	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	<b>51%</b>	<b>39%</b>	<b>51%</b>	<b>61%</b>
<b>1.4</b>	Are you Muslim?	<b>14%</b>	<b>14%</b>	<b>14%</b>	<b>39%</b>
<b>1.5</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	<b>10%</b>	<b>12%</b>	<b>10%</b>	<b>11%</b>
<b>1.6</b>	Are you a foreign national?	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>5%</b>
<b>1.7</b>	Do you think that you have a disability?	<b>24%</b>	<b>21%</b>	<b>24%</b>	<b>19%</b>
<b>SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS</b>					
<b>2.1</b>	On your most recent journey to this centre, did you feel that staff were looking after you?	<b>91%</b>	<b>96%</b>	<b>91%</b>	<b>97%</b>
<b>2.2</b>	When you arrived at the centre were you searched?	<b>99%</b>	<b>96%</b>	<b>99%</b>	
<b>2.3</b>	Did staff explain why this was happening?	<b>92%</b>	<b>83%</b>	<b>92%</b>	
<b>2.4</b>	When you were searched, did staff treat you decently?	<b>91%</b>	<b>93%</b>	<b>91%</b>	<b>88%</b>

On your first night here:					
2.5	Were you seen by a doctor or nurse before you went to bed?	99%	94%	99%	97%
2.6	Did a member of staff come and talk to you about how you were feeling?	73%	74%	73%	56%
2.7	Did you feel safe?	89%	90%	89%	95%
<b>SECTION 3: DAILY LIFE</b>					
3.1	Have you been on an induction programme here?	73%	78%	73%	
3.2	Did the induction programme cover everything you needed to know about the centre?	83%	85%	83%	
3.3	Is the food here good/ very good?	35%	32%	35%	29%
If you had a problem, who you would turn to?					
3.4a	No-one	28%	12%	28%	22%
3.4b	Teacher/Education staff	1%	9%	1%	16%
3.4c	Key worker	42%	29%	42%	42%
3.4d	Case worker	24%	28%	24%	31%
3.4e	Staff on the unit	28%	51%	28%	42%
3.4f	Another young person here	8%	15%	8%	8%
3.4g	Family	49%	57%	49%	37%
3.4h	Advocate	8%	9%	8%	
3.5	Do you have a key worker?	97%	91%	97%	100%
For those who said they had a key worker:					
3.5	Are you able to see your key worker when you want to?	79%	81%	79%	95%
3.6	Does your key worker try to help you?	93%	93%	93%	97%
3.7	Do most staff treat you with respect?	91%	94%	91%	97%
3.8	Can you follow your religion if you want to?	90%	69%	90%	
3.9	Is it easy to keep in touch with family?	83%	88%	83%	77%
<b>SECTION 4: BEHAVIOUR</b>					
4.1	Do you know what the rewards and sanctions scheme	93%	95%	93%	92%

	is?				
4.2	Do you think the rewards and sanctions scheme is fair?	75%	70%	75%	77%
4.3	If you get in trouble, do staff explain what you have done wrong?	90%	91%	90%	92%
4.4	Do most staff let you know when your behaviour is good?	81%	83%	81%	
4.5	Have you been physically restrained since you have been here?	45%	32%	45%	23%
For those who had been restrained:					
4.6	Were you given a chance to talk to somebody about the restraint afterwards?	73%	74%	73%	
<b>SECTION 5: HEALTH SERVICES</b>					
5.1	If you feel ill, are you able to see a doctor or nurse?	90%	88%	90%	97%
5.2	Do you think that the health services are good here?	80%	60%	80%	84%
<b>SECTION 6: COMPLAINTS</b>					
6.1	Do you know how to make a complaint?	97%	96%	97%	96%
For those who have made a complaint:					
6.2	Are complaints dealt with fairly?	67%	69%	67%	75%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	14%	10%	14%	5%
<b>SECTION 7: EDUCATION AND ACTIVITIES</b>					
7.1	Do you have a training plan, sentence plan or remand plan?	67%	62%	67%	61%
7.2	Are you encouraged to take part in activities outside education hours?	97%	93%	97%	97%
7.3	Have you been given advice about training or jobs that you might like to do in the future?	75%	68%	75%	68%
7.4	Have you been able to learn skills for jobs that you might like to do in the future?	80%	72%	80%	72%
7.5	Do you think your education here will help you once you leave?	80%	72%	80%	75%
7.6	Have you been able to learn any 'life skills' here?	92%	88%	92%	
7.8	Do you know where you will be living when you leave the centre?	77%	73%	77%	

For those who are sentenced:					
<b>7.9</b>	Have you done anything here to make you less likely to offend in the future?	<b>71%</b>	<b>66%</b>	<b>71%</b>	
<b>SECTION 8: SAFETY</b>					
<b>8.1</b>	Have you ever felt unsafe here?	<b>21%</b>	<b>20%</b>	<b>21%</b>	<b>8%</b>
<b>8.2</b>	Do you feel unsafe at the moment?	<b>8%</b>	<b>4%</b>	<b>8%</b>	<b>8%</b>
<b>8.3</b>	Have you ever been bullied or 'picked on' by another young person or group of young people here?	<b>19%</b>	<b>19%</b>	<b>19%</b>	<b>11%</b>
If you have felt bullied or 'picked on' by another young person/group of young people, did the incident involve:					
<b>8.5a</b>	Insulting remarks?	<b>3%</b>	<b>8%</b>	<b>3%</b>	<b>3%</b>
<b>8.5b</b>	Physical abuse?	<b>3%</b>	<b>7%</b>	<b>3%</b>	<b>3%</b>
<b>8.5c</b>	Sexual abuse?	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
<b>8.5d</b>	Feeling threatened or intimidated?	<b>3%</b>	<b>7%</b>	<b>3%</b>	<b>0%</b>
<b>8.5e</b>	Shout outs/yelling through windows?	<b>1%</b>	<b>6%</b>	<b>1%</b>	
<b>8.5f</b>	Having your canteen/property taken?	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>3%</b>
<b>8.5g</b>	Medication?	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
<b>8.5h</b>	Drugs?	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>
<b>8.5i</b>	Your race or ethnic origin?	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>
<b>8.5j</b>	Your religion or religious beliefs?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.5k</b>	Your nationality?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.5l</b>	Your being from a different part of the country than others?	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
<b>8.5m</b>	Your being from a Traveller community?	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>
<b>8.5n</b>	Your sexual orientation?	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
<b>8.5o</b>	Your age?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.5p</b>	You having a disability?	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>
<b>8.5q</b>	You being new here?	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>
<b>8.5r</b>	Your offence/crime?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>
<b>8.5s</b>	Gang related issues?	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>

<b>8.7</b>	Have you ever been bullied or 'picked on' by a member of staff or group of staff members here?	<b>20%</b>	<b>9%</b>	<b>20%</b>	<b>3%</b>
If you have felt bullied or 'picked' by a member of staff/group of staff members, did the incident involve:					
<b>8.8a</b>	Insulting remarks?	<b>10%</b>	<b>5%</b>	<b>10%</b>	<b>0%</b>
<b>8.8b</b>	Physical abuse?	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>
<b>8.8c</b>	Sexual abuse?	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
<b>8.8d</b>	Feeling threatened or intimidated?	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>0%</b>
<b>8.8e</b>	Shout outs/yelling through windows?	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
<b>8.8f</b>	Having your canteen/property taken?	<b>3%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>
<b>8.8g</b>	Medication?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.8h</b>	Drugs?	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>
<b>8.8i</b>	Your race or ethnic origin?	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>0%</b>
<b>8.8j</b>	Your religion or religious beliefs?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.8k</b>	Your nationality?	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
<b>8.8l</b>	Your being from a different part of the country than others?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.8m</b>	Your being from a Traveller community?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.8n</b>	Your sexual orientation?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.8o</b>	Your age?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.8p</b>	You having a disability?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.8q</b>	You being new here?	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>
<b>8.8r</b>	Your offence/crime?	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
<b>8.8s</b>	Gang related issues?	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
<b>8.8t</b>	Because you made a complaint?	<b>3%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>
<b>8.10</b>	If you were being bullied or 'picked on', would you tell a member of staff?	<b>39%</b>	<b>56%</b>	<b>39%</b>	<b>41%</b>