



Inspection of secure training centres

Inspection of Medway Secure Training Centre: June 2013

Inspection dates: 10-14 June 2013
Lead inspector: Sean Tarpey HMI

Age group: 12-17

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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 Medway 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 Medway secure training centre (STC), the Director and the Youth Justice Board (YJB) should take the following action.

Immediately:

- revise the existing child protection policy with the Local Authority to clarify the procedures to be followed to ensure that duties to children in need and children in need of protection are fulfilled in a timely manner

Within three months:

- the YJB should continue to take actions to prevent late admissions to the STC
- maintain a contemporaneous record of all young people who do not receive visits from their family, along with the reasons for this. This information should be used to help inform and improve the enhanced visiting and the volunteer visitor schemes
- explore why Muslim young people do not report as highly as non-Muslim young people their perception that staff praise them for good behaviour
- continue recruitment activity to ensure young people from Muslim background have access to an Imam.

Within six months:

- develop the arrangements for health outcome monitoring to ensure that the needs of all young people are considered and met through appropriate service delivery
- ensure all available information relating to the effectiveness of the resettlement programme is evaluated fully
- develop a consistent approach cross curriculum to address disengagement and behavioural concerns with individual young people, by ensuring all learners have work that is appropriately challenging, stimulating and achievable
- continue to explore opportunities to expand the vocational training offered, particularly for those on longer sentences and for older young people
- broaden the collection of data relating to diversity, to ensure this informs care plans, includes all aspects of behaviour management and other protected characteristics
- ensure that the diversity data is used to highlight possible areas of disproportionality.

About this inspection

4. This is a report following the unannounced inspection of Medway 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 STC to improve practice and outcomes for young people and progress against these 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 (HMIP). Eighty-five per cent of young people responded to the survey. Inspectors also spoke with former residents of the STC, frontline staff, managers, the Youth JJB assistant monitor, a representative of Medway Children's Social Care and key stakeholders, such as the advocacy service provided by Voice. In addition, inspectors analysed performance data, reports and management information that the STC holds 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 STC. 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 resettlement into the community were also scrutinised.
7. The inspection team consisted of four Ofsted social care inspectors, two inspectors from HMIP, two 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 1998 (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 SCTs is provided by section 146 of the Education and Inspection Act 2006.
9. Joint inspections involving Ofsted, HMIP and the CQC are permitted under paragraph 7 of Schedule 13 to the Education and Inspection Act 2006. This

enables Her Majesty's Chief Inspector Ofsted to act jointly with other public authorities for the efficient and effective exercise of his functions.

10. All inspections carried out by Ofsted and HMIP 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. HMIP is one of several bodies making up the NPM in the UK.

Service information

11. Medway STC is one of four purpose built STCs and is situated in Rochester, Kent. It offers secure provision for young people aged from 12 to 17 who meet the criteria for a custodial sentence, or who are remanded to a secure setting. The centre is one of three STCs managed by G4S Care and Justice Services Limited. At the time of the inspection 57 young men and 11 young women were in residence. Education is provided by G4S. Health services are now also provided by G4S Integrated Services under a service level agreement with the centre. There is also appropriate access to community based health provision.

Overall effectiveness

12. The overall effectiveness of the centre is good. The Director and Senior Management Team have taken the learning from the past inspection seriously and prioritised work to address previous recommendations. As a result there is improvement to the quality of care afforded to young people. This is demonstrable in practice that has led a reduction in the use of restraint, the use of handcuffs for external medical appointments, removals from association and the undertaking of full searches. Such developments, aligned to improved procedures on the first night of admission, contribute to a more appropriate, individualised and proportionate response to risk. This has led to better outcomes for young people without compromising their safety, that of other young people, staff or the public.
13. Inspectors observed very positive relationships between staff and young people within all areas of the centre. Such relationships were characterised by staff knowing the young people well and holding them to account for good standards of behaviour. Minor misdemeanours, such as swearing, are routinely addressed and young people report they are spoken to in order to understand and modify poor behaviours. Young people also report they are praised when

this is appropriate. Links with education leading to 'Unit of the week' and 'Student of the week' serve to formalise some of this practice and are effective. Of the young people surveyed 58 of 68 in residence completed the survey which is a high return of 85%. Of the young people who completed the survey 99% said that staff treat them with respect. This is a highly commendable finding.

14. The centre was calm and generally relaxed during the period of inspection, with young people purposefully engaged in educational activities through the day and involved in a number of leisure and enrichment activities in the evening. This demonstrates effective and purposeful work from staff in all Departments particularly as recently a large number of young people have had only short stays in the centre. This inevitably leads to continuous reconfiguring of living units and associated mixing issues that are managed well. The behaviour of young people is managed and supported through the highly effective rewards and sanctions system that young people understand and feel to be fair. The involvement of young people in the creation and on-going review of the scheme provides just one of many examples where consultation with young people is routinely sought to improve services with positive impact.
15. The physical and mental health needs of young people are addressed very well with support from a range of specialist staff including those addressing substance misuse and sexual health. However, there has been instability in the health care staffing that has impacted on the pace of the development of services including the provision of nurse led clinics.
16. Young people know how to complain and feel most outcomes are fair. The complaints system is administered efficiently, replies are prompt and young people routinely receive written feedback. The grumbles book continues to be an effective means of resolving low level concerns.
17. The quality of teaching and learning is good overall. Thorough assessments of the abilities and skills of young people are undertaken on arrival at the centre and used well to inform young people's individual education plans that form a good foundation for supporting learning. Since the last inspection, practice has been developed to ensure the whole education team alongside residential staff regularly review the progress made by individual young people. This is very effective in ensuring improvement targets are meaningful and achievable linking behaviour management and educational outcomes. Data on progress and achievements are now analysed thoroughly by gender, ethnicity and length of stay. This information is used well to promote equality of outcomes and ensure that no young person is disadvantaged.

18. The resettlement of young people is good with the importance of immediate resettlement planning embedded in the culture of the centre. The individual needs of young people are considered from their admission which ensures they are provided with appropriate intervention, support and guidance prior to release. Young people who have been released commented positively on the support they received with their transition back to the community. The centres analysis of post release information would benefit from more detailed assessment.
19. Performance monitoring arrangements are increasingly being developed to provide a wide range of data for managers to inform service development and ensure equality of approach in all areas of activity within the centre. Equality impact assessments have been carried out to assess the likely or actual effects of policies, procedures or services on young people in respect of their diverse needs. The recent creation of the post of Diversity Officer demonstrates the potential and opportunity for work in this area to be increasingly pro-active and co-ordinated.

The safety of young people is good

20. In the survey, 97% of young people stated that they felt that staff looked after them well on their journey to the centre. Young people spoken with confirmed this view. On the majority of occasions appropriate transport is provided for young people. However, on the rare occasion where the contractors name is displayed on the vehicle which may raise concerns about identification, the centre Director raises the matters formally with the YJB who, in turn, raise the concerns with the contractors. Young people are routinely asked about their journey by staff and they can formally complain if needed. There have been no complaints from young people about journeys since the last inspection. The centre now monitors arrival times and raises relevant matters, including late arrivals with the YJB as appropriate.
21. On arrival at the centre young people are met by a manager and a member of the health care team. An initial assessment takes place identifying needs and vulnerability and relevant information is gathered and confirmed with the young person. A risk assessment document is developed using all available information and this is shared with all relevant staff immediately to help them to keep young people safe. In the survey, 88% of young people reported feeling safe on their first night at the centre.
22. Young people's emotional needs and dignity are promoted through risk-led searching practice. A dedicated room is provided for searching young people on admission or on return from authorised visits out of the centre. There are

three kinds of search undertaken by the centre. The majority of young people undergo a dignity or pat search. A full search requires the removal of clothing however, the use of a dressing gown ensures young people are not completely undressed at any point. Since the last inspection, only four full searches have been carried out. The centre has improved its practices in this area in that a clearly recorded risk assessment is now undertaken for all full searches and these are only carried out with the authorisation of the Duty Director.

23. After the initial reception and assessment, the young person goes onto the house unit to settle in and can make a telephone call to someone important to them. The centre has developed a 'best endeavours' procedure since the last inspection. This means that where there is insufficient information to determine appropriate contacts for the young person, a brief but appropriate assessment process is carried out and contact with relevant people takes place. In the majority of cases, young people are still able to make a call to someone important to them, but in some cases this is not possible until appropriate contacts can be verified in order to safeguard young people.
24. The centre has reviewed and improved its procedures regarding what young people are allowed in their rooms on their first night at the centre. The risk assessment of vulnerability undertaken on admission now includes a determination of what is appropriate for a young person to have in their room. Depending on the risk assessment and young people's vulnerability, they are able to have items in their rooms on their first night, such as a radio, personal photographs, pens, pencils, paper, books and magazines.
25. The centre provides a safe environment where there are clear and regularly reviewed contingency plans in place with local emergency services. There are good links and arrangements in place with the local fire authority, ambulance service and police. Desktop and live exercises are regularly carried out to ensure that agreed joint plans work in practice. This ensures that staff and managers understand the plans and can follow them to ensure the safety and security of young people. Security intelligence reports are completed by staff as required and as appropriate. These are checked and assessed by the security manager and appropriate actions taken to ensure the safety of all at the centre.
26. The use of handcuffs on young people for visits out of the centre, for example for hospital appointments, has been reviewed. There is now a recorded risk assessment process in place that determines whether their use is required. As a result, the number of times handcuffs have been used in these instances has significantly reduced. For example, in January 2013 80% of visits out of the

centre included the use of handcuffs, whereas in May 2013 this had fallen to 22%.

27. Child protection matters are responded to quickly to ensure the safety of young people. All matters are referred promptly to the local authority children's services child protection team for their consideration and action, and managers liaise with a senior practitioner who works alongside the local authority designated officer (LADO). Young people and their parents or guardians are kept fully informed of any incidents and progress of any concerns and young people are provided with appropriate support. Records kept by the centre are detailed of all actions taken. However, some delays are evident in the progression of some referred matters and the centre does not always evidence that it proactively communicates with local authority to determine the action they are taking. Further involvement and work with the local children's safeguarding services needs to be undertaken, to ensure that the required level of independent oversight and scrutiny is in place and any delays are avoided. The child protection procedure requires review and updating.
28. The centre is positively engaged with the Local Safeguarding Children Board (LSCB), which contributes to the safeguarding of young people. The Director is a member of the Board and a head of department undertakes multi-disciplinary work with the LSCB, as a sub-committee representative.
29. Quality assurance of safeguarding and child protection matters takes place through the centre's regularly held safeguarding and effective practice (SEP) meetings. These are attended by senior managers and external independent persons by invitation. The Director has liaised with the LSCB to secure the attendance of Board member's. The senior practitioner who works alongside the LADO also regularly attends and the independent advocacy service is invited, although has not attended the last four meetings. A broad range of matters are scrutinised at these meetings ensuring a more rigorous approach to keeping young people safe. Areas for improvement are appropriately identified and actioned.
30. Young people's vulnerability is thoroughly assessed upon admission to the centre. Their needs are very closely monitored and reviewed, as required throughout the duration of their stay. This ensures that any risks from suicide and self-harm (SASH) are identified and are robustly responded to and addressed. There have been eight self-harm incidents since the previous inspection which is low given the nature of the resident group. Of these four involved young men and four involved young women. Five of these incidents required no medical treatment and three required minor first aid for scratches. Young people reported that they are well supported by staff and feel safe.

There were no young people subject to a full SASH at the time of the inspection.

31. There is effective communication across the centre of any vulnerability or risk to young people. A database is maintained and updated daily; this is shared with all relevant people. Relevant plans are developed, reviewed and updated accordingly. All staff are aware of the risks to any young person and what action they must take to ensure young people are kept safe. Weekly safeguarding meetings are held and chaired by a senior manager. Any young people at risk are discussed with assessments, plans, routines and any other matters being addressed and reviewed to ensure robust safeguards are known and implemented.
32. In the survey, 98% of young people stated they feel safe at the centre and 83% stated they have never been bullied. Bullying incidents are challenged and addressed through a robust approach by centre staff, including the use of individual work and mediation with young people. Each time a bullying incident occurs staff open a tracking log and closely monitor and address the relevant behaviour. The centre carried out a 'Safe Zones' survey in 2012 and this was undertaken again in March and April 2013, with a high response rate. This process identifies how safe young people feel in all areas of the centre. The subsequent report concludes that overall young people feel safe at the centre. A small number of young people identified feeling unsafe in some areas and the report makes a number of recommendations that are being acted upon to further improve the safety of young people.

The behaviour of young people is good

33. The behaviour of young people is good. The centre's overarching restraint minimisation strategy is comprehensive and effective. It has been updated since the last inspection and clearly describes actions that will improve behaviour and reduce the likelihood of restraint. The strategy now commits the centre to taking into account all protected characteristics when formulating plans and support for each young person. The overarching strategy is supported by a recent initiative to help reduce staff accidents during restraint or other potentially disruptive incidents. Inspectors continue to find that staff understand the centre's behaviour management strategies and implementation is properly supported and monitored by managers.
34. Review of the implementation and impact of the restraint minimisation strategy takes place within the monthly SEP meeting. The centre has made good efforts to improve the attendance of external agencies at these meetings, with recent success. Work on broadening the collection of data

relating to diversity has commenced and there is now more detailed information presented to the SEP. However, there is further work to be done in order that patterns and trends can be identified and emerging issues addressed. The appointment of a full time diversity officer is an important and welcome initiative to support the plans in place to address the previous deficits in this area. The current information available shows that in the 12 months from May 2012, restraint on Black and Minority Ethnic (BME) young people compared to white young people is proportionate. However, a slightly greater proportion of BME young people received a sanction. The centre is examining the reasons behind this.

35. Young people continue to have the rules and routines of the centre clearly explained to them and it is apparent that they are understood. A group of peer mentors are available to all new young people on their arrival. They take a very active role in making sure that young people understand what is expected of them. Of the young people we surveyed 99% said that staff treated them with respect, which is excellent, and provides the basis for the effective management of young people's behaviour. Inspectors continued to observe very positive relationships between staff and young people. Inspectors found that good behaviour is being praised and in our survey 88% of young people said that most staff let them know when their behaviour was good. However, only 64% of Muslim young people reported that staff let them know when their behaviour was good, which is significantly less than the comparator of non-Muslim young people, which was 92%. The issues raised by this finding require further exploration.
36. Restorative justice conferencing remained an important part of the centre's behavioural management strategy and there have been 29 conferences in 2013. Young people reported that conferencing had been used effectively when there was potential conflict due to external gang issues. There were examples of incidents where young people felt able to put aside external influences which may have led to violence within the centre.
37. There is a range of proportionate responses to young people who display challenging behaviour. Those young people whose behaviour is of significant concern are placed on behaviour management plans. Others who require low level support and monitoring have individualised support plans. All young people had an overarching care plan, which is up-dated weekly and provides a good overview of the young person's needs and any support, interventions or restrictions they are subject to.
38. The use of behaviour management plans has remained reasonably low since the last inspection. At the time of this inspection there were no behaviour

management plans in place or required. However, in March and April 2013, when there had been a marked increase in assaults and fights between young people, and the use of behaviour management plans increased significantly. These interventions demonstrated success as the number of fights and assaults reduced appreciably during May and June 2013.

39. Apart from the increase in fights and assaults in March and April 2013, when there had been 27 incidents in each of those months. Overall there has been a decrease since the last inspection. A small number of these assaults or fights, while generally handled appropriately, have resulted in a minor injury to young people or staff.
40. The centre continues to operate a highly effective incentives and sanctions scheme. In our survey 97% of young people said that they knew what the incentives and sanctions scheme is and 67% said that they thought it was fair. This is significantly better than the 46% reported at the last survey in November 2012. The Centre has made recent improvements to their use of sanctions and now distinguishes the differences between young people's 'rights', and what is a 'privilege'. The centre has now deemed a sanction as an action that only deprives young people of their privileges in response to poor behaviour. There is now a detailed assessment of what privileges a young person should lose, when placed on the lowest sanction available to the centre.
41. Sanctions, when required, are implemented quickly and inspectors were told that residential staff and managers discuss the appropriateness of the sanction, prior to its implementation. However, inspectors noted that such discussions are not fully recorded. Reasons for the sanction continued to be explained to young people and this was confirmed in our survey where 91% of young people reported that staff explained to them what they had done wrong. The numbers of sanctions imposed on young people has decreased significantly since the last inspection with approximately 100 more sanctions imposed in the six months prior to the inspection (May to October 2012 inclusive), compared with the six months afterwards (November 2012 to April 2013 inclusive). Encouragingly, more restorative reparations took place in the six months after the last inspection, than in the preceding six months, with 315 recorded from November 2012 to April 2013 as compared to 241 in the preceding six months. There is clear evidence that staff are appropriately using relevant restorative activities in place of sanctions. Where young people choose to engage in reparation, the severity of the sanction is often reduced.
42. Young people can progress up the incentive scheme at an appropriate pace and feel that the highest levels are achievable and worth being on. One young

person told inspectors that they thought that young people would not behave well if they didn't have the scheme. Snapshots of the number of young people on the various levels of the scheme, suggests that it is motivational, with approximately 66% of young people being on the two highest levels. The scheme appropriately treats young people on their own merits and in accordance with their individual and different needs. For example, young people who struggle to behave consistently well for a long period, are given shorter timescales in which to achieve their rewards. Similarly young people who are unable to move up the levels of the incentives scheme continue to be quickly identified and properly supported.

43. The centre has responded positively to the concerns young people expressed about being placed on the lowest level of the incentive scheme when they arrived at the centre and what personal items they were allowed in their room for the first few nights. Young people now enter the scheme on Silver level as opposed to Bronze and staff undertake a risk assessment to enable them to judge what personal items a young person is allowed to keep with them. Young people are now allowed a radio on their first night in custody, unless it is assessed that it might be misused for self-harm.
44. The centre continues to collect comprehensive data regarding the use of restraint, which is then presented and considered at the monthly SEP meeting. The primary reason for the use of restraint continues to be as a response to an assault or fight. The numbers of restraints on young people has declined with the average restraints per young person after the inspection (November 2012 to April 2013 inclusive) being 0.12, with the figure being 0.21 for the preceding six months (May to October 2012 inclusive). Importantly during the period of March and April 2013, when the numbers of fights and assaults increased the numbers of restraints remained low, at 0.11 and 0.10 per young person, respectively. These figures support inspection findings that staff do not always use restraint as a response to an assault or a fight and this was confirmed by inspector's scrutiny of CCTV footage. For example, in one instance a young person who repeatedly pushed a member of staff was not restrained. Inspectors find that restraint is being used as a last resort and there is no evidence that pain inducing techniques or handcuffs have been used during restraint.
45. The recording of incidents of restraint continues to be detailed and most give an accurate picture of what took place. There remains an effective system of rigorous internal scrutiny of restraint. No member of staff was considered to be inappropriately involved in too many incidences of restraints. The YJB monitors this on site and continues to monitor restraint reviewing CCTV footage of between 30-50% of all incidents of restraint.

46. Exception Reports, where young people complain of discomfort during restraint or display medical distress, have reduced significantly since the last inspection. There has only been the requirement for one exception report in 2013. Such reports are now appropriately scrutinised by a member of the national Minimising and Managing Physical Restraint (MMPR) specialist training team, who visit the centre and view CCTV footage and other associated documentation. The centre receives written feedback from the manager of the specialist training team to improve existing practice.
47. The centre is now collecting more accurate information relating to the length of time restraints last for. There appears to have been a reduction in the time restraints are taking, though this cannot be completely confirmed as previous records were often inaccurate. However, inspectors found that the average time for restraint was now approximately three minutes, with the longest incident recorded being seven minutes. This is certainly an improvement on the times included in exception reports, looked at during the last inspection, some of which had lasted between 10 and 15 minutes.
48. Inspectors observed the CCTV footage of a number of restraint incidents. All showed restraint techniques being properly applied with the use of force proportionate to the severity of the incident. Inspectors observed a member of staff putting herself at risk to prevent injury to a young person. However, in isolated instances inspectors judged that a different approach by staff may have meant that restraint could have been avoided. This view was shared by senior staff who had also observed the same incidents and had already raised the issues with the staff concerned.
49. Young people are properly supported after a restraint and the initial debrief is now conducted by a manager not involved in the incident. The debrief documentation continues to be comprehensive and gives a good insight into the young person's view on what occurred. Young people continue to be given the opportunity to speak with an independent advocate after a restraint, although few take up this opportunity.
50. The number of times a young person is kept in their room under single separation continues to be small and there were none in the first four months in 2013. In May 2013 there was an increase to six removals from association (RFAs) although five arose from the same incident. It is the centre's intention to record the reasons for RFA so they can be discussed in the SEP meeting, but the minutes of the May meeting were not yet available, so this could not be verified. Similarly there is still no diversity monitoring of RFA, although there are plans in place to do this.

51. There remains lack of clarity regarding some instances where a young person has been taken to their room and whether or not they wish to leave. The centre is now taking steps to clarify these situations. Inspectors observed one young person being taken to their room, after a restraint, which was not recorded as RFA. Staff remained with the young person to calm him down and de-escalate matters. Despite the lack of clarity regarding how the incident should have been recorded, it was the inspector's judgement that the removal of the young person to his room was in his best interest.
52. The YJB have recently undertaken a thematic review of single separation, but their findings have not yet been published and so the centre has been as yet unable to respond to any proposed recommendations regarding changes in practice. Young people are sometimes invited to go to their rooms if it is assessed that they need some 'time out.' Young people who spoke to inspectors said that this is done appropriately, with no undue pressure for them to comply with the request.

The well-being of young people is good

53. The well-being of young people is good. Young people have good access to a range of primary care services and onward referral to specialist healthcare services where required. Visiting professionals, including a psychiatrist, dentist and optician provide regular clinics. Waiting lists are well managed and health staff provide appropriate interventions, including sexual health, mental health and substance misuse. Information relevant to young people's individual needs is sourced in a timely way to support clinical decision-making and the delivery of timely care and treatment. Joint working between staff teams effectively meets the needs of those young people with complex or specialist needs.
54. The healthcare service at Medway is being further developed following a prolonged period of staff turnover. Staff training, recruitment and improved induction arrangements have commenced to ensure that all staff are competent to provide safe and effective interventions to young people. Once implemented a number of planned initiatives will better support staff to optimise the effectiveness of healthcare interventions. For example, nurse led clinics are being considered to ensure that the needs of young people are fully met.
55. Clinical records are of good quality and clearly demonstrate a coordinated approach to the delivery of healthcare interventions. The physical, emotional and mental health of young people is assessed and reviewed in a timely way. The rationale for multi-disciplinary clinical decision-making is clear and

referrals to specialist services are completed in a timely manner. Healthcare staff effectively contribute to risk assessment and associated planning that promotes the safety and welfare of young people. Medicines are managed in a way that supports young people to receive their treatment as prescribed. Subject to risk assessment, young people can manage their own medicines, such as creams and inhalers.

56. Proactive partnership working supports health promotion and health education and positive relationships have been established between teams. The Healthy Lifestyles Group provides a forum for health promotion initiatives. The enrichment team has formed productive relationships with healthcare, education and catering that supports the effective promotion of healthy lifestyles through a structured programme. Positive outcomes for individual young people are evident. A garden allotment provides some individuals with physical activity, life skills and nutritional learning. However, there are no current arrangements in place to ensure that the nutritional needs of all young people are met through effective care planning.
57. Young people report that they have good access to healthcare staff who treat them with respect and are sensitive to their individual needs. Healthcare staff proactively engage with young people to promote the health of individuals through a wider understanding of common medical conditions and healthy lifestyles. This is achieved on an individual basis, and through accessible information, health promotion displays and Xchange meetings. Other ways of engaging with young people and seeking their views about healthcare services are being considered, such as focus groups and a health/education fayre.
58. The health and wellbeing of individual young people is promoted and improved by health interventions, such as immunisation and routine health screening. However, there is no clear indication of how the needs of the wider population are met. The arrangements in place to support the monitoring of some health outcomes do not fully demonstrate that the health of all young people is improved during their time at Medway. The range of data collected requires further expansion and interpretation to identify health outcomes and ensure that the services provided are appropriate to the needs of the centre population.
59. The written information about the centre provided to young people on admission about rules, routines and services is both useful and relevant. Young people are also shown a DVD about how the centre runs. This is an effective method of transmitting information and helps give young people a realistic and clear idea about what life is like within the centre. A specially designed

information brochure has also been produced for family members and carers and they are sent a copy as soon as a young person is admitted.

60. The residential accommodation is comfortable, well furnished, clean and well maintained. There is a notable absence of graffiti throughout the centre and it is clear that young people take a sense of pride in their living environment. Young people can personalise their rooms and some have helped to decorate communal areas. Young people are expected to participate in communal living and are encouraged and supported by staff to develop life skills, by completing their own laundry and undertaking cooking tasks.
61. Young people are given a high level of support to help them keep in touch with their friends and family. They are able to make a free telephone call every day and we observed many young people making use of this to speak to members of their family, as well as sometimes contacting their solicitors. In our survey, 20% of young people still indicate that it is not easy to keep in touch with family and friends. Since the previous inspection, greater use has been made of enhanced visits to address this problem. The volunteer visitor scheme has also been developed further, in an attempt to support young people who have difficulties keeping in touch with the outside community.
62. There is a flat adjacent to the visitor centre, which visitors are able to use free of charge for overnight accommodation. This is an extremely valuable resource and particularly helpful for family members living a long way from the centre. At the time the inspection took place, only two families were known to have used the flat recently to facilitate visits. Some young people were not aware of this facility and how it could support visits. For this reason, the facility may not be being used as often as it might. Inspectors were able to obtain details about whether or not an individual received visits, but this information was not routinely available in aggregate form. More work needs to be done to quantify precisely the nature and extent of this issue, to ensure that resources are properly targeted.
63. Young people are encouraged to speak openly about what they think. They have a number of different ways in which they can express their views about how the centre is run. On a one to one basis they have daily opportunities to do this with their key worker. They can also participate as part of a group by joining in the unit meetings and raise their opinions through their unit representative at the monthly consultation meeting. The consultation meetings are particularly well organised and young people told us that they had faith in the way they were run and cited instances where changes had been introduced, following suggestions they had made. Examples included changes

to the activities being run on the units and improvements to the type of food being available for purchase as 'tuck'.

64. The relationships between staff and young people remain very good. Ninety nine per cent of young people responding to our survey said most staff treated them with respect. We observed consistently constructive interactions. Staff know the young people well and show an interest in them. Young people themselves told us that they feel cared for and looked after by staff.
65. The quality of the planning arrangements is good. Initial assessments are thorough and comprehensive and staff make relevant use of background information to produce up to date and relevant plans. The weekly trainee management meeting is an effective way of ensuring that plans are kept under regular review and that changing needs are identified and responded to appropriately and quickly. Meetings observed by inspectors were well run with the young person very much at the centre of the discussion. There were effective contributions by staff from all key areas, including health and education and this helped ensure that the young person's needs continued to be met.
66. Since the previous inspection a dedicated diversity worker has been appointed and this has been a significant development. The diversity officer is beginning to co-ordinate the work carried out and the profile of this previously underdeveloped area is being raised. Data relating to diversity is now gathered and organised in a way that will enable benchmarks to be established, with anomalies identified and progress tracked.
67. Although diversity meetings take place on a monthly basis, with young people representatives present, records indicate that the discussions taking place are generic and do not yet sufficiently focus on diversity. Our survey highlighted some significantly poorer perceptions of treatment by young people from a Muslim background. Inspectors therefore welcome the plans in place to convene focus groups to understand better the experience of young people from a Muslim background, as well as those from other minority groups.
68. The chaplain plays an active role in the centre and spends most of his time on the living units where he is accessible. Most young people's religious needs are well catered for and their spiritual and pastoral needs are well met. In our survey 22% of young people described themselves as Muslim. The absence of a regular Imam is a significant weakness. It is acknowledged the centre has been pro-active in seeking to appoint to this position and is currently considering further applicants. The current arrangement, where a member of

the centre staff leads Friday prayers, provides a reasonable short-term solution, but a permanent arrangement is required.

69. Inspectors saw evidence that young people from minority groups who had asked staff for help to pursue their faith, including a traveller and a Seventh Day Adventist were well supported. However, more work needs to be done systematically to identify and support those young people from minority groups who may be less willing or able to seek the help they need.
70. The high quality of the relationships between staff and young people within the centre allows many complaints to be dealt with informally by unit-based staff. The grumbles book continues to be an effective means of resolving low-level concerns. Inspectors were told that the number of formal complaints has reduced by between a third to a half since the previous inspection and few serious complaints are made. The complaints system is administered efficiently and replies are prompt and helpful. Young people now receive written feedback.

The achievement of young people is good

71. The achievement of young people is good. The quality of initial assessment and on-going learning support is outstanding. Assessments of young people's literacy, numeracy and information technology skills on arrival at the centre are thorough. Well-established procedures have been further enhanced since the last inspection and improvements have included the introduction of a more accurate mathematics assessment tool. The outcomes of assessments together with statements of special educational needs and information about young people's achievements are used well. These inform young people's individual education plans that form a good foundation for supporting learning.
72. Led by the strong team of learning support assistants and the education welfare officer, bespoke packages of one-to-one support are established to support young people's learning. These are particularly effective in improving young people's achievements. The extent of support has been enhanced since the last inspection. This includes one-to-one support for more able young people and those who demonstrate commitment to learning and gaining qualifications. A strong tutorial system together with regular monitoring of progress in English and mathematics ensures the on-going review of young people's individual targets. Nearly all young people meet or surpass their learning objectives. The introduction of procedures since the last inspection whereby the whole education team, together with residential staff, regularly review the progress made by individual young people is very effective. This helps to ensure improvement targets are meaningful and achievable linking behaviour management and educational outcomes. Data on progress and

achievements are now analysed thoroughly by gender, ethnicity, and length of stay. This information is used well to promote equality of outcomes and ensure that no young person is disadvantaged.

73. The curriculum has been extended since the last inspection. There are now more opportunities for young people to follow vocational subjects such as hair and beauty, food technology and multi skills for the construction industry. Significantly, the curriculum is better suited for preparing young people for moving on and progressing to further education, training or employment. Learning pathways are developed for young people to enable them to benefit from the opportunities available and are used well to inform their individual education plans. In most lessons young people's behaviour is good and they display a positive attitude in lessons and activities. Attendance continues to be outstanding. Movement to and from education is managed smoothly and efficiently and punctuality to lessons has improved in most instances. The centre staff work very well together to ensure that young people miss as little education as possible. If they do for any reason follow up work is expected and work files are available in the residential units to enable 'catch up'.
74. The range of accreditation opportunities has also been extended to provide a better match between young people's length of stay, ability and interests. Young people, many of whom had little involvement in education prior to detention, enjoy and are motivated by the vocational opportunities offered and appreciate the relevance of qualifications to gaining employment or continuing in education or training on release. A new initiative whereby mentors in the community work with young people prior and following release is helping individuals secure training opportunities and employment. Despite improvements in the learning opportunities available there is further work to be done. Vocational training and accreditation for those who spend longer periods at the centre needs to be extended, and not repeat the same work which they can find demotivating.
75. Good attention has been paid to improving the quality of teaching and learning since the last inspection with more lessons judged to be good or better. No inadequate teaching was observed. In addition the very strong learning support programme has been effective in helping young people achieve challenging personal targets particularly in English and mathematics. The new staff team has worked hard to develop a shared approach to ensuring consistency and quality across all subject areas and this is well supported by the new head teacher, senior teachers and senior managers from children's services within G4S. Staff are appropriately qualified and a comprehensive range of focused staff training takes place regularly to promote and enhance professional development. Relationships between teachers and young people

are generally good. Teaching staff with support from residential staff have established an atmosphere of purposefulness and inclusion across the education department. The most experienced teaching care assistants are providing good support to young people in the classroom and this is having a positive effect on behaviour and learning.

76. In the best lessons teachers plan carefully and sensitively to ensure that the needs of all learners are met and can make progress, including those who are more able and those with additional learning needs. Lessons are well planned and use a variety of teaching aids and resources to help learners of mixed ability gain in confidence and competence. Young people are fully engaged in lively discussion and expectations for them to do well are high. In several lessons young people were independently helping their peers to complete tasks or join in activities. Least successful lessons do not take sufficient account of the range of need and levels of ability within groups and as a consequence fail to keep some of these learners focused and motivated. Teachers regularly encourage and praise young people for their effort and contributions during lessons. The quality of written feedback within individual education plans, work files, and reviews has improved and is now good. Portfolios of young people's work are also much improved. Education files kept for each learner in the staff room are useful, containing important information about their performance and progression. Although in some instances these were disorganised and not up to date.
77. Most young people achieve their personal development goals and make at least satisfactory progress during lessons. Young people who receive one-to-one support for English and mathematics make good progress, particularly those with low reading ages on admission to the centre. All young people demonstrate improving confidence in using ICT, many having very little knowledge of computers on entering the centre. Numbers of young people achieving significant qualifications requiring study for 100 hours or more have increased since the last inspection. Low level, short courses are now used more appropriately for young people with special educational needs or those who are only at the centre for short periods of time. The centre has made good progress in supporting and encouraging young people to sit GCSE examinations since the last inspection. This includes the enabling of a young person to sit examinations at the centre following return to the community.
78. Young people are benefiting from the vocational opportunities offered by the centre. They are learning to work safely and numbers achieving food hygiene and health and safety qualifications are increasing. The employability of young people is being further enhanced through opportunities to gain work experience in facilities management and through enterprise activities across

the centre. A new service level agreement with careers guidance is now operational and as young people approach the end of their time at the centre, access to specialist and independent careers information, advice and guidance is provided. Joint working between the resettlement team, the careers adviser and education staff is helping ensure young people understand their options and progress to further education, training or employment.

79. Young people's work is displayed throughout the education building and provides an attractive backdrop where activities and achievements are regularly celebrated. Most classrooms, corridors and vocational spaces are bright and well maintained. Displays are used effectively to reflect the current topics being taught. Electronic white boards and computers augment teaching well and young people are confident in using this technology to assist delivery when they are asked to. The library is used purposefully and discussions about refurbishment and the benefits of introducing information technology and electronic readers are timely. Space to further develop vocational programmes is limited.
80. Young people participate regularly in sport and exercise which promotes their well-being. A good range of enrichment activities are available during the evening and at weekends, although some young people said that the weekends 'dragged' and the range of options available during this time were limited. Staff have worked hard to provide a mix of leisure and recreational programmes to suit the range of interests, alongside more formal project work that leads to accreditation, which includes the Duke of Edinburgh Award, sports leadership and peer mentoring schemes. Opportunities to celebrate success across the centre are many and varied. Young people take pride in their educational achievements and participation in a wide range of social and cultural events and activities throughout the length of their stay. They are regularly consulted, receive on-going feedback and are encouraged to give their opinions and views about all aspects of life at Medway.
81. A comprehensive system is in place to enable young people to address their offending behaviours. The Interventions and Outcomes Planning programme (IOP) ensures each young person's specific offending behaviours are identified from the outset and individualised and group programmes are put in place to target specific areas of risk and concern. This is primarily progressed through the completion of key-working packs where unit staff work on a one to one basis work with young people to complete focused workbooks. The workbooks consider a broad range of relevant topics including, addressing violence, knife crime, gang association, theft, peer relationships and negative thinking. Such regular one to one working clearly assists young people as it provides opportunities to better understand the consequences of their actions and

consider alternative strategies available to them. Young people also complete a 'strengths and difficulties' questionnaire during their induction to the centre. These are reviewed regularly to assess how their initial thoughts and attitudes of young people change. The majority of young people report that they feel they are making progress in addressing their offending behaviours.

82. The centre ensures young people access intervention programmes which focus on the contributing factors to their offending. The Specialist Intervention Service utilises the IOP to offer young people intensive support and guidance in a number of key areas, most notably substance misuse. An 'open' referral process allows ease of access to such services from parents, YOT workers, centre staff and young people who are able to request support while at the centre. This includes one to one work with the services psychologist to support emotional well-being. Other recent initiatives have included the use of acupuncture to reduce levels of stress, anxiety and craving. Young people reported they had benefitted considerably from such experiences. A pro-active approach from centre staff ensures relevant community support programmes are sought and put in place prior to the young person's return to their communities. This has been particularly successful in engaging drug and alcohol relapse prevention services.

The resettlement of young people is good

83. The resettlement of young people is good. The importance of resettlement is embedded in the culture of the centre. The particular needs of young people are considered from the outset which ensures they are provided with appropriate intervention, support and guidance prior to release. Young people who have been released commented positively on the support they received with their transition back to the community. The centres analysis of post release information would benefit from more detailed assessment.

84. Sentence planning and review is of a high standard and allows for each young person to have their progress toward release routinely evaluated. Comprehensive training plans are completed which include thorough assessment and planning for discharge, whether this be back in to the community or transfer to another secure facility. Training plans outline the individual needs of young people and how they should be met by the centre and external agencies. Young people are fully involved in the development of their training plans which incorporate their individual, diverse needs. Individual sentence planning takes account of current best practice to provide young people with focussed intervention programmes. Effective systems identify young people who require referral to multi-agency public protection arrangements (MAPPA). Young people who may pose a risk to staff or each

other are quickly identified. Any restrictions on contact between young people, for example, gang activity, is identified swiftly and planned for.

85. Regular reviews occur which ensure young people have their progress assessed routinely. This allows young people, and all other interested parties, to link sentence planning with post release provision, notably accommodation, education or employment. Where young people are looked after by the local authority, statutory reviews take place with the centre providing extremely detailed reports. Social workers and independent reviewing officers confirm that reviews are conducted professionally and young people are supported to participate fully. As a result young people's confidence in their abilities to negotiate and express their views in a positive manner are enhanced.
86. The centre utilises robust monitoring measures to track each young person's progress toward release. The resettlement database and 'traffic light' system are used effectively to identify gaps or changes in young people's transition provision during their time at the centre. This allows for issues including not having accommodation to be flagged up and pursued. Where necessary those responsible for identifying and providing young people with resources are appropriately challenged and reminded of their obligations. Such an approach vastly improves the likelihood of young people experiencing seamless transitions on release.
87. Young people are provided with good opportunities to gain valuable social, educational, vocational and self-care skills during their time at the centre. Young people are allocated a case worker promptly upon arrival who oversees their time there. This includes close liaison with unit and education staff to ensure participation in all aspects of the training plan. Individualised offending behaviour programmes allow young people many opportunities to consider why they offend. These coupled with the 'active citizenship' programme enables young people, in one-to-one and group work sessions, to engage in work which challenges any pro-offending attitudes and the consequences of their behaviour on themselves and others. As a result their ability to make more positive life choices following resettlement is improved. One young person stated, 'how I came in here to how I am now is completely changed for the better. I think I have matured so much and grown-up. I feel a completely new person altogether'.
88. Proactive and innovative practice ensures young people develop practical social and life skills. Young people complete their own laundry tasks and are encouraged and supported to cook and plan meals on a budget. Support programmes are planned carefully with young people who complete 'all about me' assessments at the start of their sentence to consider their own learning

needs. Future life and employment opportunities are fully considered and are linked with offending behaviours. For example, achieving a boxing coach qualification as an approach to channel and control feelings of anger and frustration. As a result young people gain confidence in their improved abilities which subsequently increases their feelings of self-esteem and self-worth. A young person said that she felt that the centre had, 'really helped me to make sense of why I am here and given me the confidence and skills so I won't come back'.

89. Young people are provided with considerable opportunities to experience life outside the centre as a key aspect of resettlement planning. These include a wide range of mobility provisions, for example attending the local job centre. In addition, a strong adherence to the 'Breaking the Cycle' programme allows young people to participate in risk assessed off-site reparation work and community activities. These include voluntary work in a charity shop as well as in a residential home for elderly people with dementia. Young people's evaluation sheets detail the learning experiences this provides them with and the chance to 'see other people's needs'. The manager of the home wrote, 'the attitude and behaviour of everyone has been nothing short of exemplary. They have worked hard and without complaint and most importantly have shown respect and often some compassion to our residents'.
90. Young people are provided with a range of vocational and employment opportunities within the centre to prepare them for future employment on release. These include the mentor programme and cooking and service in the centre's canteen. As a result young people not only gain valuable experience, but also recognised qualifications in catering and first aid which improve future job chances. In addition the 'Moving On' guide is a useful document that young people start while in the centre and which then provides them with valuable information regarding life back in the community.
91. Young people benefit from strong support and encouragement to maintain positive family relationships. This includes regular telephone calls to family members with face to face contact arrangements being facilitated in suitable surroundings. In addition, staff monitor the impact of contact, or lack of, on young people individually. Young people are sensitively supported to understand why contact may not be taking place. The enhanced visit scheme is used well to meet the individual needs of young people. These can include allowing family members more time together if long distances have to be travelled, following bereavement or preparing for imminent parenthood. This proactive approach ensures young people are provided with important family support in the community to enhance resettlement stability.

92. The centre proactively involves external agencies in assisting with the transition of young people back to their communities. Close liaison with parents, carers and youth offending teams ensure open communication and joint working. Collaboration with relevant consortia ensure community based resources are identified and put in place to match the needs of young people on their release. Recently established service level agreements are a positive move forward in focussing post release support mechanisms. A range of useful data is being collected, such as from Youth Offending Teams (YOT's), to enable the impact of resettlement planning to be considered. The centre is reliant on external agencies providing information post release which is not always forthcoming. However, the current process for considering the information made available lacks strategic oversight and evaluation. Therefore a detailed analysis of the effectiveness of the resettlement programme is harder to ascertain.

Record of main judgements

Secure training centre	
Overall effectiveness	Good
The safety of young people	Good
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



MEDWAY STC

SUMMARY OF QUESTIONNAIRES AND INTERVIEWS

4 JUNE 2013

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 4 June 2013, the population of young people at Medway STC was 68. 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, 22 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.
- complete the questionnaire with a researcher

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.

Response rates

In total, 58 young people completed and returned their questionnaires. This represented 85% of children and young people in the establishment at the time. The response rate from the sample was 85%.

Eight young people refused to complete a questionnaire, one questionnaire was not returned and one was returned blank.

Unit	Number of completed survey returns
Arundel	6
Avon	7
Blackwater	6
Chetney	4
Ferry	4
Heaver	6
Leeds	3
Minster	4
Romney	3
Scotney	5
Stour	7
Thames	3

Comparisons

Over the following pages we present the survey results for Medway 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 significant¹ 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 Medway in 2013 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 2012.
- The current survey responses from Medway in 2013 compared with the responses of young people surveyed at Medway in 2012.

¹ 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 2013 survey between the responses of young women and young men.
- A comparison within the 2013 survey between the responses of white young people and those from a black and minority ethnic group.
- A comparison within the 2013 survey between the responses of Muslim young people and non-Muslim young people.
- A comparison within the 2013 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

Q1.1	Are you?	Male 48 (83%)				Female 10 (17%)		
Q1.2	How old are you?	12 0 (0%)	13 1 (2%)	14 3 (5%)	15 20 (34%)	16 19 (33%)	17 15 (26%)	18 0 (0%)
Q1.3	What is your ethnic origin?							
	White - British (English/Welsh/Scottish/Northern Irish).....	26 (46%)						
	White - Irish.....	1 (2%)						
	White - Other.....	1 (2%)						
	Black or Black British - Caribbean.....	13 (23%)						
	Black or Black British - African.....	6 (11%)						
	Black or Black British - other.....	1 (2%)						
	Asian or Asian British - Indian.....	0 (0%)						
	Asian or Asian British - Pakistani	0 (0%)						
	Asian or Asian British - Bangladeshi	1 (2%)						
	Asian or Asian British - Chinese.....	0 (0%)						
	Asian or Asian British - other	1 (2%)						
	Mixed heritage - White and Black Caribbean	3 (5%)						
	Mixed heritage - White and Black African	0 (0%)						
	Mixed heritage - White and Asian	0 (0%)						
	Mixed heritage - other	2 (4%)						
	Arab	1 (2%)						
	Other ethnic group.....	0 (0%)						
Q1.4	What is your religion?							
	None	25 (45%)						
	Church of England.....	6 (11%)						
	Catholic	6 (11%)						
	Protestant	0 (0%)						
	Other Christian denomination	7 (13%)						
	Buddhist	0 (0%)						
	Hindu.....	0 (0%)						
	Jewish	0 (0%)						
	Muslim.....	12 (21%)						
	Sikh.....	0 (0%)						
Q1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	Yes 6 (11%)				No 51 (89%)		
Q1.6	Are you a British citizen?	Yes 56 (98%)				No 1 (2%)		

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>	Yes 10 (18%)	No 45 (82%)
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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 56 (97%)	No 2 (3%)
Q2.2	When you arrived at the centre were you searched?	Yes 55 (95%)	No 2 (3%) Don't remember/ Not applicable 1 (2%)
Q2.3	Did staff explain to you why this was happening?	Yes 47 (82%)	No 2 (4%) Don't remember/ Not applicable 8 (14%)
Q2.4	When you were searched, did staff treat you decently?	Yes 54 (93%)	No 1 (2%) Don't remember/ Not Applicable 3 (5%)
Q2.5	Did you see a doctor or nurse before you went to bed on your first night here?	Yes 49 (88%)	No 7 (13%)
Q2.6	On your first night here, did a member of staff come and talk to you about how you were feeling?	Yes 37 (66%)	No 11 (20%) I didn't want to talk to anyone 8 (14%)
Q2.7	Did you feel safe on your first night here?	Yes 51 (88%)	No 7 (12%)

Q2.8	Is there anything else you want to say about your trip here and the first 24 hours in this centre?
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Examples of comments include:

'I got in quite late, so I didn't see a nurse or doctor on the first night, but I saw one within the first week.'

'The Serco staff were lovely [on the journey]. I felt uncomfortable but not unsafe on my first night.'

'It was boring – a lot of waiting around.'

'It was comforting, because staff made me feel safe and comfortable.'

'The food that was given to me was cold. I wasn't given clothes until the next day.'

Section 3: Daily life

		Yes	No	I don't know
Q3.1	Have you been on an induction programme here? (This tells you how everything works at the centre e.g rewards & sanctions).	46 (81%)	6 (11%)	5 (9%)
Q3.2	Did the induction programme cover everything you needed to know about the centre?	40 (83%)	4 (8%)	4 (8%)
Q3.3	What is the food like here?			
	Very good			1 (2%)
	Good			8 (14%)
	Neither.....			17 (30%)
	Bad.....			18 (32%)
	Very bad			13 (23%)
Q3.4	If you had a problem, who would you turn to? (Please tick all that apply)			
	No-one.....			9 (16%)
	Teacher/ Education staff			4 (7%)
	Key worker.....			15 (26%)
	Case worker.....			11 (19%)
	Staff on your unit			31 (53%)
	Another young person here			11 (19%)
	Family.....			28 (48%)
	Advocate.....			5 (9%)
	Other			4 (7%)
		I don't have a key worker	Yes	No
Q3.5	Are you able to see your key worker when you want to?	3 (5%)	42 (76%)	10 (18%)

		I don't have a key worker	Yes	No
Q3.6	Does your key worker try to help you?	3 (6%)	48 (89%)	3 (6%)
Q3.7	Do most staff treat you with respect?	Yes 57 (98%)		No 1 (2%)
Q3.8	Can you follow your religion if you want to?	Yes 46 (79%)	No 3 (5%)	I don't want to 9 (16%)
Q3.9	Is it easy to keep in touch with your family outside the centre?	Yes 46 (82%)		No 10 (18%)

Q3.10	Is there anything else you want to say about daily life in the centre?			
	Examples of comments include:			
	<i>'The TV is broken. We need more things – DVDs, it's boring.'</i>			
	<i>'It takes too long to get family approved on your contact sheet. I've been trying to get my cousin approved for a month. YOT has to call, but most of the time he's in college.'</i>			
	<i>'The quality of food and the portion size is far too small. Plus they give dinner way too early, about 4:00-4.30 and then no breakfast until 8am.'</i>			
	<i>'The toilet seats are made out of rubber and mine is falling off.'</i>			
	<i>'The mattresses are really hard, the pillows are paper thin and they leave the heating on all night and it's really hot.'</i>			
	<i>'If it's urgent my key worker comes to see me quickly.'</i>			
	<i>'Good access to phone calls.'</i>			
	<i>'We should get more time to talk to our families, as I only talk to them once for 10 minutes a day.'</i>			
	<i>'You have to wait three weeks after you get here till you get a telly. Lots of nights I couldn't sleep but I had nothing to do.'</i>			

Section 4: Behaviour

Q4.1	Do you know what the rewards and sanctions scheme is?	Yes 55 (96%)	No 2 (4%)	
Q4.2	Do you think the rewards and sanctions scheme is fair?	Yes 37 (67%)	No 16 (29%)	I don't know what the scheme is 2 (4%)

Q4.3	If you get in trouble, do staff explain what you have done wrong?	Yes	No
		50 (91%)	5 (9%)
Q4.4	Do most staff let you know when your behaviour is good?	Yes	No
		49 (88%)	7 (13%)
Q4.5	Have you been physically restrained since you have been here?	Yes	No
		13 (23%)	43 (77%)
Q4.6	Were you given a chance to talk to somebody about the restraint afterwards?	Not been restrained	Yes
		43 (77%)	No
		10 (18%)	3 (5%)

Q4.7	Is there anything else you want to say about behaviour?		
	Examples of comments include:		
	<i>'After [I was restrained] the DOMs came to my room to talk about my behaviour.'</i>		
	<i>'It was a fight [reason why restrained]. Healthcare came but I didn't have any injuries.'</i>		
	<i>'Platinum plus is the top level, but there's not much difference between this and gold or platinum.'</i>		
	<i>'When you go on Platinum plus, if you drop you go straight down to gold, so they drop you two levels. Then you've got to wait six weeks to go back.'</i>		
	<i>'Sometimes if you haven't done anything wrong you get dropped [level]. Or if the unit's being bad you can all get punished, even if it's only one or two people. One person was playing up so we all lost our power.'</i>		
	<i>'I don't like the way some staff deal with situations. Some lie, some are unfair. I got put on bullying log and lost all my privileges for something I didn't do.'</i>		

Section 5: Health Services

Q5.1	If you feel ill are you able to see a doctor or nurse?	Yes	No	I don't know
		50 (89%)	6 (11%)	0 (0%)
Q5.2	What are the health services like here?	Good	Bad	I don't know
		26 (48%)	25 (46%)	3 (6%)

Q5.3	Is there anything else you want to say about health services?
	Examples of comments include:
	<i>'It takes a week to see the doctor, but you can see the nurse straight away. The nurses are rubbish – if you're ill they just say take paracetamol.'</i>
	<i>'They are terrible, and don't come when needed.'</i>
	<i>'They can take a while to take people to hospital.'</i>
	<i>'The healthcare are good, they come and see me when I need to. But some of them don't do things correctly. When I had something wrong and they didn't know what it was, the doctor said "I'll let it get worse before I do something."'</i>
	<i>'Not all the nurses give you a good explanation when you're ill.'</i>

Section 6: Complaints

Q6.1	Do you know how to make a complaint?	Yes 54 (95%)	No 3 (5%)
Q6.2	Are complaints dealt with fairly?	I have not made one 33 (60%)	Yes 13 (24%) No 9 (16%)
Q6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	Yes 3 (6%)	No 51 (94%)

Q6.4	Is there anything else you would like to say about complaints?
	Examples of comments include:
	<i>'They say they will reply [to complaints] in 24 hours, but they don't. I waited about two weeks.'</i>
	<i>'I know how to make a complaint, but I am dyslexic so I wouldn't be able to write one if I wanted to.'</i>
	<i>'I wanted to make a complaint but I didn't know how.'</i>
	<i>'I don't think anything will happen if I make a complaint.'</i>
	<i>'They don't reply to most of them [complaints].'</i>
	<i>'They're [complaints] normally dealt with straight away. My RSM makes sure it's done to a good standard. We also have a grumble book for small things. The RSM checks it every day and responds saying what she can do about it, then she signs it. It's on the unit so all of us can read it.'</i>

Section 7: Questions about education, training and activities

		Yes	No	I don't know
		40 (69%)	8 (14%)	10 (17%)
Q7.1	Do you have a plan (sentence, training or remand) that sets out your targets for you to achieve while in custody?			
Q7.2	Are you encouraged and given time to take part in activities outside education/ training hours (i.e. hobbies, sports or gym)?	Yes 55 (95%)		No 3 (5%)
Q7.3	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 38 (67%)		No 19 (33%)
Q7.4	Have you been able to learn skills for jobs that you might like to do in the future (e.g. bricklaying/ hairdressing)?	Yes 38 (66%)		No 20 (34%)
Q7.5	Do you think your education/ training here will help you once you leave the centre?	Yes 43 (78%)		No 12 (22%)
		Yes		No

Q7.6	Have you been able to learn any 'life skills' here (e.g. cooking/ cleaning)?	50 (88%)	7 (12%)
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Q7.7	<p>How is it different at the weekend in the centre?</p> <p>Examples of comments include:</p> <p><i>'Same routine but no education.'</i></p> <p><i>'It's boring, not many activities to do.'</i></p> <p><i>'I enjoy weekends. We can stay in bed, watch films.'</i></p> <p><i>'You get to go out to the green three times, and you have x box, pool and TV, and you don't get bored.'</i></p> <p><i>'Some weekends you have a good weekend but some are long with no activities and are boring. You get three greens on the weekend for 30 minutes each; by the time you are searched it's not worth it.'</i></p> <p><i>'At the weekend we do groups and discussions but the topics are repetitive.'</i></p> <p><i>'At weekends you get extra power to cook cakes. Sometimes you get to do weights. You get extra phone calls.'</i></p> <p><i>'Weekends drag but we do have activities on the unit.'</i></p> <p><i>'Time to relax.'</i></p>
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		Yes	No
Q7.8	Do you know where you are going to be living when you leave the centre?	44 (77%)	13 (23%)

Not sentenced	Yes	No
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Q7.9	Have you done anything here to make you less likely to offend in the future?	13 (24%)	30 (55%)	12 (22%)
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Q7.10 Is there anything else you would like to say about training and activities and leaving the centre?

Examples of comments include:

'I want to do music production. We've asked, but they keep saying no.'

'I want an independent house [when I leave] but I don't know what to do.'

'Anger management plans and my key worker have helped and I've calmed down.'

'I haven't tried to get on to vocational courses as you have to be at Level 4 education to get them. Education here is rubbish. I would prefer them to do GCSEs; the work here is too easy. They should have work here for people who are capable of doing it.'

'If you ask them to sort out a GCSE they sort it quickly and give harder work if I ask for it.'

'There're clubs that you can sign up for on Platinum, you can sign up for lots of things.'

'They can't always fit you in for activities, but they don't always give you reasons.'

Section 8: Questions about safety

		Yes	No
Q8.1	Have you ever felt unsafe here?	7 (13%)	49 (88%)

		Yes	No
Q8.2	Do you feel unsafe at the moment?	1 (2%)	55 (98%)

Q8.3	In which areas have you ever felt unsafe? (Please tick all that apply)	
	Never felt unsafe	49 (88%)
	Everywhere.....	0 (0%)
	Reception area.....	0 (0%)
	In single separation.....	0 (0%)
	At the gym.....	0 (0%)
	Outside areas/ grounds.....	0 (0%)
	Corridors and dining room.....	1 (2%)
	At education/ training.....	1 (2%)
	At religious services.....	0 (0%)
	At health services.....	0 (0%)
	In the visits area.....	0 (0%)
	On your unit.....	6 (11%)
	In your room.....	0 (0%)
	Other.....	0 (0%)

		Yes	No
Q8.4	Have you ever been bullied or 'picked on' by another young person or group of young people here?	9 (17%)	45 (83%)
Q8.5	If yes, what was it about? (Please tick all that apply)		
	<i>Insulting remarks (about you or your family or friends)</i>		3 (6%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>		1 (2%)
	<i>Sexual abuse</i>		0 (0%)
	<i>Feeling threatened or intimidated</i>		1 (2%)
	<i>Shout outs/ yelling through windows</i>		1 (2%)
	<i>Having your property taken</i>		0 (0%)
	<i>Medication</i>		0 (0%)
	<i>Drugs</i>		1 (2%)
	<i>Your race or ethnic origin</i>		0 (0%)
	<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>		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>		1 (2%)
	<i>You being new here</i>		1 (2%)
	<i>Your offence/ crime</i>		0 (0%)
	<i>Gang related issues</i>		0 (0%)
	<i>Other</i>		3 (6%)
Q8.7	Have you ever been bullied or 'picked on' by a member of staff or group of staff members here?	3 (6%)	50 (94%)
Q8.8	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>		1 (2%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>		1 (2%)
	<i>Sexual abuse</i>		0 (0%)
	<i>Feeling threatened or intimidated</i>		0 (0%)
	<i>Shout outs/ yelling through windows</i>		0 (0%)
	<i>Having your property taken</i>		0 (0%)
	<i>Medication</i>		0 (0%)
	<i>Drugs</i>		0 (0%)
	<i>Your race or ethnic origin</i>		0 (0%)
	<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>		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>	0 (0%)
<i>Your offence/ crime.....</i>	0 (0%)
<i>Gang related issues.....</i>	0 (0%)
<i>Because you made a complaint.....</i>	0 (0%)
<i>Other.....</i>	0 (0%)

	Yes	No
Q8.10 If you were being bullied or 'picked on', would you tell a member of staff?	25 (54%)	21 (46%)

Q8.11 Is there anything else you want to say about safety in this centre?

Examples of comments include:

'[I have been picked on by other young people] because I don't stick up for myself.'

'I think if you told [staff about bullying], it would make it worse.'

'If anyone's safety is in jeopardy, it's dealt with quickly by the RSM, DOMs and the TOAs.'

'Someone [another young person] made a racist comment to me.'

Section 9: Overall impressions

Q9.1 What do you like best about this centre?

Examples of comments include:

'Gym.'

'Staff are likeable.'

'It's easy here.'

'Staff treat you with respect.'

'The reward scheme.'

'That all the units are separated. And there is a variety of choices I can do.'

'Good routine, staff are kind and helpful, and the kitchen is always clean.'

Q9.2 What don't you like about this centre?

Examples of comments include:

'Time outside – we only get 45 minutes or so, it's not long enough.'

'The food is really cheap. They spend the money on good biscuits and sweets but not on the actual food.'

'Healthcare need better training.'

'Think you should be allowed to get a telly quicker.'

'Education.'

'Slow to get people approved on the contact sheet.'

'Can't watch over PG movies.'

'Some staff are really rude.'

'9.30pm bang up – on Fridays and Saturdays bedtime should be 10.30pm.'

'More than one phone call a day, and longer.'

'You should be able to smoke.'

'Not enough gym.'

'Not being able to mix with people on other units.'

'Visits feel uncomfortable because we don't get long enough.'

'Get mail quicker.'

'A lot of bitchiness goes on here by adults and trainees and everyone talks about everyone's business when they shouldn't.'



Survey responses from children and young people: Medway STC 2013

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

	Any percentage highlighted in green is significantly better	Medway STC 2013	STC comparator	Medway STC 2013	Medway STC 2012
	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				
Number of completed questionnaires returned		58	102	58	46
SECTION 1: ABOUT YOU					
1.2	Are you aged under 16?	41%	39%	41%	39%
1.3	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	50%	39%	50%	55%
1.4	Are you Muslim?	22%	22%	22%	19%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	10%	8%	10%	22%
1.6	Are you a foreign national?	2%	3%	2%	11%
1.7	Do you think that you have a disability?	19%	17%	19%	21%
SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS					
2.1	On your most recent journey to this centre, did you feel that staff were looking after you?	97%	91%	97%	93%
2.2	When you arrived at the centre were you searched?	94%		94%	
2.3	Did staff explain why this was happening?	82%		82%	
2.4	When you were searched, did staff treat you decently?	93%	85%	93%	87%
On your first night here:					

2.5	Were you seen by a doctor or nurse before you went to bed?	88%	98%	88%	81%
2.6	Did a member of staff come and talk to you about how you were feeling?	66%	62%	66%	45%
2.7	Did you feel safe?	88%	90%	88%	82%
SECTION 3: DAILY LIFE					
3.1	Have you been on an induction programme here?	81%		81%	
3.2	Did the induction programme cover everything you needed to know about the centre?	84%		84%	
3.3	Is the food here good/ very good?	16%	32%	16%	23%
If you had a problem, who you would turn to?					
3.4a	No-one	16%	15%	16%	16%
3.4b	Teacher/Education staff	7%	10%	7%	4%
3.4c	Key worker	27%	33%	27%	25%
3.4d	Case worker	19%	31%	19%	31%
3.4e	Staff on the unit	53%	49%	53%	47%
3.4f	Another young person here	19%	9%	19%	20%
3.4g	Family	49%	43%	49%	64%
3.4h	Advocate	9%		9%	
3.5	Do you have a key worker?	94%	96%	94%	96%
For those who said they had a key worker:					
3.5	Are you able to see your key worker when you want to?	80%	87%	80%	79%
3.6	Does your key worker try to help you?	93%	93%	93%	91%
3.7	Do most staff treat you with respect?	99%	91%	99%	80%
3.8	Can you follow your religion if you want to?	79%		79%	
3.9	Is it easy to keep in touch with family and friends?	82%	85%	82%	79%
SECTION 4: BEHAVIOUR					
4.1	Do you know what the rewards and sanctions scheme is?	97%	95%	97%	93%
4.2	Do you think the rewards and sanctions scheme is fair?	67%	74%	67%	46%

4.3	If you get in trouble, do staff explain what you have done wrong?	91%	86%	91%	81%
4.4	Do most staff let you know when your behaviour is good?	88%		88%	
4.5	Have you been physically restrained since you have been here?	23%	32%	23%	25%
For those who had been restrained:					
4.6	Were you given a chance to talk to somebody about the restraint afterwards?	75%		75%	
SECTION 5: HEALTH SERVICES					
5.1	If you feel ill, are you able to see a doctor or nurse?	89%	96%	89%	85%
5.2	Do you think that the health services are good here?	48%	79%	48%	31%
SECTION 6: COMPLAINTS					
6.1	Do you know how to make a complaint?	94%	95%	94%	93%
For those who have made a complaint:					
6.2	Are complaints dealt with fairly?	58%	57%	58%	55%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	6%	8%	6%	9%
SECTION 7: EDUCATION AND ACTIVITIES					
7.1	Do you have a training plan, sentence plan or remand plan?	69%	58%	69%	71%
7.2	Are you encouraged to take part in activities outside education hours?	94%	90%	94%	71%
7.3	Have you been given advice about training or jobs that you might like to do in the future?	67%	67%	67%	49%
7.4	Have you been able to learn skills for jobs that you might like to do in the future?	66%	67%	66%	56%
7.5	Do you think your education here will help you once you leave?	78%	73%	78%	54%
7.6	Have you been able to learn any 'life skills' here?	88%		88%	
7.8	Do you know where you will be living when you leave the centre?	77%		77%	
For those who are sentenced:					
7.9	Have you done anything here to make you less likely to offend in the future?	71%		71%	

SECTION 8: SAFETY					
8.1	Have you ever felt unsafe here?	12%	16%	12%	30%
8.2	Do you feel unsafe at the moment?	2%	7%	2%	14%
8.3	Have you ever been bullied or 'picked on' by another young person or group of young people here?	17%	16%	17%	24%
If you have felt bullied or 'picked on' by another young person/group of young people, did the incident involve:					
8.5a	Insulting remarks?	6%	6%	6%	16%
8.5b	Physical abuse?	2%	7%	2%	9%
8.5c	Sexual abuse?	0%	2%	0%	0%
8.5d	Feeling threatened or intimidated?	2%	5%	2%	11%
8.5e	Shout outs/yelling through windows?	2%		2%	
8.5f	Having your canteen/property taken?	0%	2%	0%	3%
8.5g	Medication?	0%	1%	0%	0%
8.5h	Drugs?	2%	1%	2%	4%
8.5i	Your race or ethnic origin?	0%	3%	0%	0%
8.5j	Your religion or religious beliefs?	0%	2%	0%	0%
8.5k	Your nationality?	0%	2%	0%	3%
8.5l	You being from a different part of the country than others?	0%	2%	0%	3%
8.5m	You being from a Traveller community?	0%	1%	0%	3%
8.5n	Your sexual orientation?	0%	1%	0%	3%
8.5o	Your age?	0%	1%	0%	0%
8.5p	You having a disability?	2%	1%	2%	3%
8.5q	You being new here?	2%	4%	2%	14%
8.5r	Your offence/crime?	0%	1%	0%	7%
8.5s	Gang related issues?	0%	2%	0%	0%
8.7	Have you ever been bullied or 'picked on' by a member of staff or group of staff members here?	6%	11%	6%	18%
If you have felt bullied or 'picked' by a member of staff/group of staff members, did the incident involve:					
8.8a	Insulting remarks?	2%	4%	2%	9%

8.8b	Physical abuse?	2%	2%	2%	7%
8.8c	Sexual abuse?	0%	0%	0%	0%
8.8d	Feeling threatened or intimidated?	0%	2%	0%	4%
8.8e	Shout outs/yelling through windows?	0%		0%	
8.8f	Having your canteen/property taken?	0%	1%	0%	3%
8.8g	Medication?	0%	0%	0%	0%
8.8h	Drugs?	0%	0%	0%	0%
8.8i	Your race or ethnic origin?	0%	2%	0%	3%
8.8j	Your religion or religious beliefs?	0%	1%	0%	3%
8.8k	Your nationality?	0%	1%	0%	3%
8.8l	Your being from a different part of the country than others?	0%	1%	0%	0%
8.8m	Your being from a Traveller community?	0%	1%	0%	0%
8.8n	Your sexual orientation?	0%	0%	0%	0%
8.8o	Your age?	0%	0%	0%	0%
8.8p	You having a disability?	0%	0%	0%	3%
8.8q	You being new here?	0%	2%	0%	3%
8.8r	Your offence/crime?	0%	1%	0%	3%
8.8s	Gang related issues?	0%	1%	0%	0%
8.8t	Because you made a complaint?	0%	1%	0%	0%
8.10	If you were being bullied or 'picked on', would you tell a member of staff?	54%	53%	54%	62%



Diversity comparator (gender) Medway STC 2013

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.

Key to tables

	Any percentage highlighted in green is significantly better	Young women	Young men
	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		
Number of completed questionnaires returned		10	48
SECTION 1: ABOUT YOU			
1.2	Are you aged under 16?	18%	46%
1.3	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	20%	55%
1.4	Are you Muslim?	10%	24%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	33%	7%
1.6	Are you a foreign national?	0%	2%
1.7	Do you think that you have a disability?	10%	20%
SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS			
2.1	On your most recent journey to this centre, did you feel that staff were looking after you?	100%	96%
2.2	When you arrived at the centre were you searched?	100%	93%
2.3	Did staff explain why this was happening?	100%	78%
2.4	When you were searched, did staff treat you decently?	92%	93%

On your first night here:			
2.5	Were you seen by a doctor or nurse before you went to bed?	92%	87%
2.6	Did a member of staff come and talk to you about how you were feeling?	67%	65%
2.7	Did you feel safe?	67%	91%
SECTION 3: DAILY LIFE			
3.1	Have you been on an induction programme here?	92%	78%
3.2	Did the induction programme cover everything you needed to know about the centre?	90%	82%
3.3	Is the food here good/ very good?	8%	16%
If you had a problem, who you would turn to?			
3.4a	No-one	8%	16%
3.4b	Teacher/Education staff	0%	9%
3.4c	Key worker	42%	23%
3.4d	Case worker	8%	21%
3.4e	Staff on the unit	67%	50%
3.4f	Another young person here	33%	16%
3.4g	Family	67%	44%
3.4h	Advocate	0%	11%
3.5	Do you have a key worker?	100%	93%
3.7	Do most staff treat you with respect?	100%	98%
3.8	Can you follow your religion if you want to?	82%	79%
3.9	Is it easy to keep in touch with family and friends?	55%	87%
SECTION 4: BEHAVIOUR			
4.1	Do you know what the rewards and sanctions scheme is?	100%	96%
4.2	Do you think the rewards and sanctions scheme is fair?	67%	66%
4.3	If you get in trouble, do staff explain what you have done wrong?	92%	91%
4.4	Do most staff let you know when your behaviour is good?	92%	87%

4.5	Have you been physically restrained since you have been here?	8%	26%
SECTION 5: HEALTH SERVICES			
5.1	If you feel ill, are you able to see a doctor or nurse?	80%	91%
5.2	Do you think that the health services are good here?	22%	52%
SECTION 6: COMPLAINTS			
6.1	Do you know how to make a complaint?	82%	98%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	0%	8%
SECTION 7: EDUCATION AND ACTIVITIES			
7.1	Do you have a training plan, sentence plan or remand plan?	92%	64%
7.2	Are you encouraged to take part in activities outside education hours?	92%	96%
7.3	Have you been given advice about training or jobs that you might like to do in the future?	67%	66%
7.4	Have you been able to learn skills for jobs that you might like to do in the future?	92%	61%
7.5	Do you think your education here will help you once you leave?	82%	77%
7.6	Have you been able to learn any 'life skills' here?	92%	87%
7.8	Do you know where you will be living when you leave the centre?	92%	75%
SECTION 8: SAFETY			
8.1	Have you ever felt unsafe here?	18%	11%
8.2	Do you feel unsafe at the moment?	0%	2%
8.3	Have you ever been bullied or 'picked on' by another young person or group of young people here?	33%	14%
If you have felt bullied or 'picked on' by another young person/group of young people, did the incident involve:			
8.5a	Insulting remarks?	33%	0%
8.5b	Physical abuse?	0%	2%
8.5c	Sexual abuse?	0%	0%
8.5d	Feeling threatened or intimidated?	8%	0%
8.5e	Shout outs/yelling through windows?	8%	0%

8.5f	Having your canteen/property taken?	0%	0%
8.5g	Medication?	0%	0%
8.5h	Drugs?	0%	2%
8.5i	Your race or ethnic origin?	0%	0%
8.5j	Your religion or religious beliefs?	0%	0%
8.5k	Your nationality?	0%	0%
8.5l	Your being from a different part of the country than others?	0%	0%
8.5m	Your being from a Traveller community?	0%	0%
8.5n	Your sexual orientation?	0%	0%
8.5o	Your age?	0%	0%
8.5p	You having a disability?	0%	2%
8.5q	You being new here?	0%	2%
8.5r	Your offence/crime?	0%	0%
8.5s	Gang related issues?	0%	0%
8.7	Have you ever been bullied or 'picked on' by a member of staff or group of staff members here?	0%	8%
If you have felt bullied or 'picked' by a member of staff/group of staff members, did the incident involve:			
8.8a	Insulting remarks?	0%	2%
8.8b	Physical abuse?	0%	2%
8.8c	Sexual abuse?	0%	0%
8.8d	Feeling threatened or intimidated?	0%	0%
8.8e	Shout outs/yelling through windows?	0%	0%
8.8f	Having your canteen/property taken?	0%	0%
8.8g	Medication?	0%	0%
8.8h	Drugs?	0%	0%
8.8i	Your race or ethnic origin?	0%	0%
8.8j	Your religion or religious beliefs?	0%	0%
8.8k	Your nationality?	0%	0%

8.8l	Your being from a different part of the country than others?	0%	0%
8.8m	Your being from a Traveller community?	0%	0%
8.8n	Your sexual orientation?	0%	0%
8.8o	Your age?	0%	0%
8.8p	You having a disability?	0%	0%
8.8q	You being new here?	0%	0%
8.8r	Your offence/crime?	0%	0%
8.8s	Gang related issues?	0%	0%
8.8t	Because you made a complaint?	0%	0%
8.1	If you were being bullied or 'picked on', would you tell a member of staff?	78%	50%



Diversity comparator (ethnicity/ religion) Medway STC 2013

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.

Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic young people	White young people	Muslim young people	Non-Muslim young people
	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				
Number of completed questionnaires returned		28	28	12	44
SECTION 1: ABOUT YOU					
1.2	Are you aged under 16?	50%	33%	43%	41%
1.3	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)			100%	33%
1.4	Are you Muslim?	47%	0%		
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	3%	16%	7%	12%
1.6	Are you a foreign national?	3%	0%	7%	0%
1.7	Do you think that you have a disability?	13%	26%	7%	19%
SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS					
2.1	On your most recent journey to this centre, did you feel that staff were looking after you?	97%	97%	100%	96%
2.2	When you arrived at the centre were you searched?	97%	94%	100%	92%
2.3	Did staff explain why this was happening?	79%	88%	73%	86%
2.4	When you were searched, did staff treat you decently?	97%	94%	100%	90%
On your first night here:					

2.5	Were you seen by a doctor or nurse before you went to bed?	81%	97%	92%	86%
2.6	Did a member of staff come and talk to you about how you were feeling?	59%	78%	69%	65%
2.7	Did you feel safe?	97%	82%	100%	84%
SECTION 3: DAILY LIFE					
3.1	Have you been on an induction programme here?	78%	82%	57%	88%
3.2	Did the induction programme cover everything you needed to know about the centre?	92%	79%	86%	83%
3.3	Is the food here good/ very good?	15%	19%	14%	16%
If you had a problem, who you would turn to?					
3.4a	No-one	28%	0%	14%	16%
3.4b	Teacher/Education staff	3%	12%	7%	8%
3.4c	Key worker	21%	33%	27%	23%
3.4d	Case worker	12%	28%	14%	21%
3.4e	Staff on the unit	39%	72%	50%	55%
3.4f	Another young person here	18%	21%	27%	16%
3.4g	Family	21%	76%	14%	57%
3.4h	Advocate	3%	15%	7%	10%
3.5	Do you have a key worker?	97%	93%	100%	92%
3.7	Do most staff treat you with respect?	100%	100%	100%	98%
3.8	Can you follow your religion if you want to?	85%	76%	93%	75%
3.9	Is it easy to keep in touch with family and friends?	79%	87%	64%	86%
SECTION 4: BEHAVIOUR					
4.1	Do you know what the rewards and sanctions scheme is?	97%	97%	100%	96%
4.2	Do you think the rewards and sanctions scheme is fair?	70%	71%	69%	67%
4.3	If you get in trouble, do staff explain what you have done wrong?	88%	100%	100%	88%
4.4	Do most staff let you know when your behaviour is good?	81%	97%	64%	92%
4.5	Have you been physically restrained since you have been here?	22%	22%	39%	22%

SECTION 5: HEALTH SERVICES					
5.1	If you feel ill, are you able to see a doctor or nurse?	88%	97%	85%	90%
5.2	Do you think that the health services are good here?	46%	54%	50%	47%
SECTION 6: COMPLAINTS					
6.1	Do you know how to make a complaint?	97%	94%	93%	96%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	0%	13%	0%	8%
SECTION 7: EDUCATION AND ACTIVITIES					
7.1	Do you have a training plan, sentence plan or remand plan?	55%	82%	36%	79%
7.2	Are you encouraged to take part in activities outside education hours?	94%	97%	86%	98%
7.3	Have you been given advice about training or jobs that you might like to do in the future?	64%	66%	64%	65%
7.4	Have you been able to learn skills for jobs that you might like to do in the future?	61%	67%	50%	69%
7.5	Do you think your education here will help you once you leave?	71%	87%	73%	77%
7.6	Have you been able to learn any 'life skills' here?	84%	94%	86%	88%
7.8	Do you know where you will be living when you leave the centre?	72%	84%	57%	82%
SECTION 8: SAFETY					
8.1	Have you ever felt unsafe here?	13%	16%	14%	10%
8.2	Do you feel unsafe at the moment?	3%	0%	7%	0%
8.3	Have you ever been bullied or 'picked on' by another young person or group of young people here?	7%	27%	8%	17%
If you have felt bullied or 'picked on' by another young person/group of young people, did the incident involve:					
8.5a	Insulting remarks?	3%	7%	0%	4%
8.5b	Physical abuse?	0%	3%	0%	2%
8.5c	Sexual abuse?	0%	0%	0%	0%
8.5d	Feeling threatened or intimidated?	0%	3%	0%	2%
8.5e	Shout outs/yelling through windows?	0%	3%	0%	2%
8.5f	Having your canteen/property taken?	0%	0%	0%	0%

8.5g	Medication?	0%	0%	0%	0%
8.5h	Drugs?	0%	3%	0%	2%
8.5i	Your race or ethnic origin?	0%	0%	0%	0%
8.5j	You religion or religious beliefs?	0%	0%	0%	0%
8.5k	Your nationality?	0%	0%	0%	0%
8.5l	Your being from a different part of the country than others?	0%	0%	0%	0%
8.5m	Your being from a Traveller community?	0%	0%	0%	0%
8.5n	Your sexual orientation?	0%	0%	0%	0%
8.5o	Your age?	0%	0%	0%	0%
8.5p	You having a disability?	0%	3%	0%	2%
8.5q	You being new here?	3%	0%	8%	0%
8.5r	Your offence/crime?	0%	0%	0%	0%
8.5s	Gang related issues?	0%	0%	0%	0%
8.7	Have you ever been bullied or 'picked on' by a member of staff or group of staff members here?	7%	3%	15%	2%
If you have felt bullied or 'picked' by a member of staff/group of staff members, did the incident involve:					
8.8a	Insulting remarks?	0%	3%	0%	2%
8.8b	Physical abuse?	0%	3%	0%	2%
8.8c	Sexual abuse?	0%	0%	0%	0%
8.8d	Feeling threatened or intimidated?	0%	0%	0%	0%
8.8e	Shout outs/yelling through windows?	0%	0%	0%	0%
8.8f	Having your canteen/property taken?	0%	0%	0%	0%
8.8g	Medication?	0%	0%	0%	0%
8.8h	Drugs?	0%	0%	0%	0%
8.8i	Your race or ethnic origin?	0%	0%	0%	0%
8.8j	Your religion or religious beliefs?	0%	0%	0%	0%
8.8k	Your nationality?	0%	0%	0%	0%
8.8l	Your being from a different part of the country than others?	0%	0%	0%	0%

8.8m	Your being from a Traveller community?	0%	0%	0%	0%
8.8n	Your sexual orientation?	0%	0%	0%	0%
8.8o	Your age?	0%	0%	0%	0%
8.8p	You having a disability?	0%	0%	0%	0%
8.8q	You being new here?	0%	0%	0%	0%
8.8r	Your offence/crime?	0%	0%	0%	0%
8.8s	Gang related issues?	0%	0%	0%	0%
8.8t	Because you made a complaint?	0%	0%	0%	0%
8.10	If you were being bullied or 'picked on', would you tell a member of staff?	44%	72%	64%	51%



Diversity comparator (disability) Medway STC 2013

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.

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to have a disability	Do not consider themselves to have a disability
	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		
Number of completed questionnaires returned		10	45
SECTION 1: ABOUT YOU			
1.2	Are you aged under 16?	33%	40%
1.3	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	33%	55%
1.4	Are you Muslim?	10%	25%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	8%	9%
1.6	Are you a foreign national?	0%	2%
SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS			
2.1	On your most recent journey to this centre, did you feel that staff were looking after you?	92%	98%
2.2	When you arrived at the centre were you searched?	92%	96%
2.3	Did staff explain why this was happening?	82%	84%
2.4	When you were searched, did staff treat you decently?	92%	96%
On your first night here:			

2.5	Were you seen by a doctor or nurse before you went to bed?	92%	88%
2.6	Did a member of staff come and talk to you about how you were feeling?	50%	70%
2.7	Did you feel safe?	92%	91%
SECTION 3: DAILY LIFE			
3.1	Have you been on an induction programme here?	58%	87%
3.2	Did the induction programme cover everything you needed to know about the centre?	75%	87%
3.3	Is the food here good/ very good?	8%	18%
If you had a problem, who you would turn to?			
3.4a	No-one	0%	15%
3.4b	Teacher/Education staff	8%	8%
3.4c	Key worker	42%	25%
3.4d	Case worker	18%	21%
3.4e	Staff on the unit	50%	58%
3.4f	Another young person here	8%	23%
3.4g	Family	67%	47%
3.4h	Advocate	18%	8%
3.5	Do you have a key worker?	78%	98%
3.7	Do most staff treat you with respect?	100%	98%
3.8	Can you follow your religion if you want to?	67%	83%
3.9	Is it easy to keep in touch with family and friends?	82%	84%
SECTION 4: BEHAVIOUR			
4.1	Do you know what the rewards and sanctions scheme is?	100%	96%
4.2	Do you think the rewards and sanctions scheme is fair?	58%	70%
4.3	If you get in trouble, do staff explain what you have done wrong?	92%	92%
4.4	Do most staff let you know when your behaviour is good?	92%	86%
4.5	Have you been physically restrained since you have been here?	8%	24%

SECTION 5: HEALTH SERVICES			
5.1	If you feel ill, are you able to see a doctor or nurse?	92%	90%
5.2	Do you think that the health services are good here?	89%	40%
SECTION 6: COMPLAINTS			
6.1	Do you know how to make a complaint?	82%	98%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	10%	4%
SECTION 7: EDUCATION AND ACTIVITIES			
7.1	Do you have a training plan, sentence plan or remand plan?	58%	71%
7.2	Are you encouraged to take part in activities outside education hours?	92%	96%
7.3	Have you been given advice about training or jobs that you might like to do in the future?	55%	66%
7.4	Have you been able to learn skills for jobs that you might like to do in the future?	42%	69%
7.5	Do you think your education here will help you once you leave?	80%	77%
7.6	Have you been able to learn any 'life skills' here?	67%	90%
7.8	Do you know where you will be living when you leave the centre?	82%	75%
SECTION 8: SAFETY			
8.1	Have you ever felt unsafe here?	33%	10%
8.2	Do you feel unsafe at the moment?	0%	2%
8.3	Have you ever been bullied or 'picked on' by another young person or group of young people here?	42%	13%
If you have felt bullied or 'picked on' by another young person/group of young people, did the incident involve:			
8.5a	Insulting remarks?	8%	4%
8.5b	Physical abuse?	0%	2%
8.5c	Sexual abuse?	0%	0%
8.5d	Feeling threatened or intimidated?	0%	2%
8.5e	Shout outs/yelling through windows?	0%	2%
8.5f	Having your canteen/property taken?	0%	0%

8.5g	Medication?	0%	0%
8.5h	Drugs?	0%	2%
8.5i	Your race or ethnic origin?	0%	0%
8.5j	Your religion or religious beliefs?	0%	0%
8.5k	Your nationality?	0%	0%
8.5l	Your being from a different part of the country than others?	0%	0%
8.5m	Your being from a Traveller community?	0%	0%
8.5n	Your sexual orientation?	0%	0%
8.5o	Your age?	0%	0%
8.5p	You having a disability?	8%	0%
8.5q	You being new here?	8%	0%
8.5r	Your offence/crime?	0%	0%
8.5s	Gang related issues?	0%	0%
8.7	Have you ever been bullied or 'picked on' by a member of staff or group of staff members here?	8%	4%
If you have felt bullied or 'picked' by a member of staff/group of staff members, did the incident involve:			
8.8a	Insulting remarks?	8%	0%
8.8b	Physical abuse?	8%	0%
8.8c	Sexual abuse?	0%	0%
8.8d	Feeling threatened or intimidated?	0%	0%
8.8e	Shout outs/yelling through windows?	0%	0%
8.8f	Having your canteen/property taken?	0%	0%
8.8g	Medication?	0%	0%
8.8h	Drugs?	0%	0%
8.8i	Your race or ethnic origin?	0%	0%
8.8j	Your religion or religious beliefs?	0%	0%
8.8k	Your nationality?	0%	0%
8.8l	Your being from a different part of the country than others?	0%	0%

8.8m	Your being from a Traveller community?	0%	0%
8.8n	Your sexual orientation?	0%	0%
8.8o	Your age?	0%	0%
8.8p	You having a disability?	0%	0%
8.8q	You being new here?	0%	0%
8.8r	Your offence/crime?	0%	0%
8.8s	Gang related issues?	0%	0%
8.8t	Because you made a complaint?	0%	0%
8.1	If you were being bullied or 'picked on', would you tell a member of staff?	50%	55%