



# Inspection of secure training centres

## **The inspection of Oakhill Secure Training Centre: March 2013**

Inspection dates: 11-15 March 2013  
Lead inspector: Sheena Doyle 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 Oakhill secure training centre (STC) to meet the needs of young people is judged to be good.

#### Areas for improvement

3. In order to improve the quality of practice at Oakhill STC, the Director and the Youth Justice Board (YJB) should take the following action.

#### Immediately:

- revise the existing child protection policy to ensure all issues of concern are notified to the local authority in a timely manner, in order that duties to children in need and children in need of protection are fulfilled
- revise the existing policy in relation to allegations against staff to ensure complete clarity as to what to do in such circumstances including the

accountabilities for decision-making for the centre and external organisations such as the police, children's social care staff and the Local Authority Designated Officer (LADO)

- ensure that young people are informed of their medical and education, training and employment appointments at the earliest opportunity, subject to individual risk assessment.

**Within three months:**

- ensure that young people are provided with child-appropriate response letters to their complaints that summarise the concern, how it was investigated, the outcome and any remedial action taken
- revise the enhanced visits policy so that all young people are presumed suitable subject to risk assessment, and ensure that all young people are routinely considered for an enhanced visit as part of their sentence plan
- ensure that all staff deliver behaviour reflection action plans consistently with the arrangements set out in the plans.

**Within six months:**

- ensure young people have access to a written guide to the centre that can be understood by the widest possible range of young people
- ensure that data is routinely scrutinised to ensure that individuals or groups of young people are not inappropriately over or under represented in any of the centre's activities including mobility and release on temporary licence
- ensure the areas used for visits by family and friends are suitable and comfortable
- ensure that offending behaviour programmes reflect the needs of the resident population at any given time
- ensure that systems and strategies are in place to continue to improve the quality of resettlement work

- ensure there is sufficient access in suitable accommodation to work-related and vocational training for relevant young people and that work experience undertaken in the community is more effectively linked to their plans and other developmental needs
- improve the opportunities for young people to be able to research the requirements for different types of employment, and current industry and business skill requirements
- improve and monitor the overall quality of key worker sessions with young people so that all receive a consistent service
- extend the in-depth reviewing of all long incidents of restraint to include those lasting longer than five minutes, and ensure lessons learned are disseminated to all staff
- ensure that consideration is given within the YJB to facilitate improvements of CCTV coverage within the centre particularly areas that do not currently have any coverage such as the corridors in the education block.

## About this inspection

1. This is a report following the unannounced inspection of Oakhill STC to the standards within the revised inspection framework published in October 2012. The report will be made public. The findings and recommendations should be used by the secure training centre to improve practice and outcomes for young people. Progress will be considered during the next inspection.
2. 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. Fifty nine per cent (39/66) of young people in the centre responded to the survey. Inspectors also spoke with former residents, their parents and carers, frontline staff, managers, the YJB monitor, the Local Authority Designated Officer (LADO) and other key stakeholders including the advocacy service provider. In addition, inspectors analysed performance data, reports and other management information held by the secure training centre to inform its work with young people.
3. This inspection judged how well young people are supported to be safe during their time in the secure training centre. Inspectors also evaluated how well staff promote appropriate behaviour and manage challenging behaviour in a safe and child-centered manner. Progress in education and skills development, improvements in health and well-being, and the effectiveness of case planning for young people to move on from the centre, either to other establishments, or for resettlement into the community, were also scrutinised.
4. The inspection team consisted of three Ofsted social care inspectors, two inspectors from Her Majesty's Inspectorate of Prisons (HMIP), one specialist Ofsted HMI for learning and skills and one inspector from the Care Quality Commission (CQC).
5. This inspection was carried out in accordance with Rule 43 of the Secure Training Centres Rules (produced in compliance with Section 47 of the Prison Act 1952, as amended by Section 6(2) of the Criminal Justice and Public Order Act 1994), Section 80 of Children Act 1989. Her Majesty's Chief Inspector's power to inspect secure training centres is provided by section 146 of the Education and Inspection Act 2006.
6. Joint inspections involving Ofsted, HMIP and 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 this function.

7. 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 and Ofsted are contributory bodies to the NPM in the UK.

## **Service information**

8. Oakhill is one of four purpose-built secure training centres (STCs) and is situated near the city of Milton Keynes. The centre is managed by G4S and is designed to accommodate up to 80 male young people aged 12 to 17 years who meet the criteria for a custodial sentence or who are remanded to a secure setting. At the time of inspection, 66 young men were in residence. Education is provided on site by G4S. Health services are also provided by G4S under a service level agreement with appropriate access to community based provision.

## **Overall effectiveness is good**

9. The overall effectiveness of the centre is good. The senior management team know their service's strengths and areas for development, and have a clear shared determination to achieve continuous improvement. Relatively recent changes to the senior team, with an Interim Director in post at the time of the inspection, and other senior managers covering a range of responsibilities, has not led to any diminishment of control or drive. The senior management team respond thoroughly to previous inspection findings and recommendations, ensuring momentum towards improvement is maintained. 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. Although the relatively recent introduction of some of monitoring means it is too early for the centre to confirm it is operating fairly in all areas.
10. Staff have good relationships with young people and know them well. Young people confirmed this accords with their perspective and feel they are treated fairly and with respect. The effective application of procedures to safeguard young people in relation to self-harm, physical care and control, searching, bullying and making complaints is securely embedded in practice. Although



procedures require revision to ensure they comply with agreed multi-agency child protection arrangements in the locality and maximise external inquiry into incidents. In many areas young people achieve good outcomes. The inspection survey showed young people to be well engaged with life at the centre.

11. Incidents of bullying are addressed robustly and taken seriously by staff. The rewards and sanctions scheme encourages young people to modify their behaviour and is subject to continuous review with input from young people to ensure it promotes positive behaviour. There are effective tailored programmes to address offending behaviour that would benefit from greater strategic oversight and analysis to ensure that the available programmes meet the need of the population at any given time. The volume of restraints is variable but generally low and good analysis is undertaken to understand the reasons for the variation. Removal from association is rare and there have been no occasions of this since November 2012. Searching has gradually become less intrusive with a 50 per cent decline in the number of dignity searches over the past 12 months. These now average 65 per month with only one full search in the past six months. All restraints, removals from association, and searches are subject to robust management oversight.
12. Young people know how to complain and are generally satisfied with the outcomes. The grumbles books are also effective in responding to low-level concerns. However, the written responses provided to young people are currently poor and require revision.
13. 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. There is timely and thorough assessment of health and well-being, which identifies the diverse and holistic needs of each young person. The centre recognises that there needs to be greater consistency is staff implementing the requirements set out in behaviour reflection action plans.
14. Young people's stability within the centre and resettlement planning is supported by ease of contact with family and friends via the telephone and visits. Some young people are eligible for enhanced visits. The centre staff are clear about the value of maintaining these links for young people. But despite good efforts by staff, many young people do not receive a visit. Improved facilities, the presumption of eligibility for enhanced visits unless otherwise contra-indicated and longer visiting times for those at a distance from the centre could improve this situation.

15. The quality of teaching and learning is good overall and young people achieve very good progress from their starting points. The centre recognises that with the average age of young people in the centre showing a steady increase, there is a pressing need to increase access to work-related and vocational training. This includes improving the on-site facilities for multi-skills vocational training, which is currently limited. Young people are effectively engaged through educational, leisure and enrichment activities during the day and in the evenings that they enjoy. This enables young people to develop their personal and social skills. More needs to be done to enable young people to develop their understanding of how to look for work/training opportunities and what skills they might require.
16. Resettlement arrangements are good and effective in planning for young people for discharge or transfer to a further secure facility. Some young people are not told about a move to avoid potential security breaches. Consideration should be given to improving individual risk assessments of visits outside the centre, such as to colleges and hospital. Resettlement planning is timely, thorough and appropriately, child centered. All resettlement pathways are covered within individual sentence plans and subject to ongoing review. However, overall resettlement activity would benefit from greater emphasis on strategic overview to drive forward further improvement.

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

### **Arrival in custody**

17. The safety of young people is good. Young people are transported to and from the centre in indistinguishable secure vehicles fitted with CCTV as a safeguarding measure. In the survey undertaken for this inspection 97 per cent of young people reported feeling that escort staff looked after them well on their journey to the centre. A review of the accompanying paperwork for new admissions demonstrates that appropriate attention is given to their welfare needs during the journey, including the provision of comfort breaks and food. Any individual issues of concern are addressed immediately and the YJB monitor is advised of late admissions. The centre has recently created a database to record journey details and times of admission to enable patterns and trends to be identified and raised with the provider/commissioners as necessary. It is too early to assess the impact of this development.
18. Almost all (95%) of young people who responded to our survey said they felt safe on their first night in the centre. This was confirmed in discussions held between inspectors and young people while on site who describe a friendly welcome by staff. New arrivals are met by a residential service manager during

normal working hours or a duty manager after hours and provided with a hot meal if required. Initial assessments demonstrate good use of available asset information and pre and post-court reports, resulting in recently revised admissions management plans that are tailored to address the needs of young people on their first night. The plans are enhanced by the input of health care staff who routinely meet all young people and assess their health needs. These arrangements suitably inform unit staff of the immediate needs of young people, including those with heightened vulnerabilities, helping to ensure they are kept safe.

19. The admission management plan also ensures young people have access to a range of materials, including personal possessions, magazines, books, colouring pencils, writing paper and envelopes to occupy them on their first night. Inspectors saw evidence of flexible and individualised provision of items to young people, subject to proportionate risk assessment, for example, personal letters and photographs. One young person was permitted a radio to assist with his substance misuse withdrawal symptoms. New arrivals are given good information about what the centre is like, its rules, routines and what to expect. This information is in a suitable format and the centre can access translation services to provide this information to young people who do not have English as their first language.
20. This is supplemented by an informative DVD and a printed booklet. However, the booklet, while detailed, includes words and phrases that many young people are unlikely to understand. This is particularly true for young people with a learning disability or poor literacy levels.
21. The settling in process is further supported by new arrivals being offered the opportunity to meet with peer mentors. The mentors help describe the expectations of the centre and offer advice and guidance. There is also the opportunity to telephone parents or carers, supported by the recently introduced 'best endeavours guidance'. This allows staff to address risk in a proportionate manner, promoting telephone contact for the majority of young people even when accompanying documentation fails to provide contact details. All this effectively contributes to an induction process designed to reduce young people's anxieties and help them understand the functioning of the centre quickly.

### **Safeguarding Children**

22. Detailed arrangements are swiftly put in place after the initial admission phase for young people with all young people being allocated to a member of staff from the centre's youth offending service (YOS) the next day. This supports and

promotes good engagement from the outset between staff and young people who are fully and actively involved throughout their assessment, planning and review processes. Inspectors examined a number of risk assessments that were of good quality. The completion of a body map by healthcare staff contributes additional information to risk assessments, such as evidence of previous self-harm or drug misuse by injection. Information sharing across the centre is effective in promoting young people's welfare and safety via vulnerability lists which are issued to centre staff twice daily. These ensure all staff are fully aware of those young people who are particularly vulnerable and subject to specific support plans. This is complemented by the provision of 'staff guidelines'. This is a simple system to raise awareness of information that may affect a young person's behaviour in the short term, such as a recent family bereavement.

23. Other plans effectively address specific behaviours. These include, bullying plans and logs, risk and management plans, short term reward plans and the behaviour, reflection and action plans. In addition there are plans for young people who have greater potential vulnerability, such as vulnerability plans and suicide and self-harm (SASH) plans. Plans examined by inspectors were both comprehensive and individualised. Senior managers are aware of the potential difficulties that multiple plans for a single young person may generate and are considering some rationalisation of the current arrangements.
24. The majority (92%) of young people reported in our survey that they feel safe in the centre with small numbers reporting intimidation or bullying.
25. The centre has made 18 referrals to the local authority designated officer (LADO) in the past year. Ten of the referrals related to complaints made by young people about restraints, with a further five described as 'physical', although not restraint-related. The source of most referrals were young people, although one concern was raised by staff under whistle-blowing procedures and another following an investigation into a bullying incident. Only one case was referred by the LADO for a strategy discussion between children's services and the police. The remaining 17 referrals were considered to fall below the threshold requiring formal enquiries by the local authority or the police. Robust appropriate action was however taken by the centre including dismissal where appropriate. This suggests that the threshold for formal enquires by the local authority and the police may be too low.
26. In the sample of referrals made to the LADO examined by inspectors the majority are timely although some lack sufficient detail. The absence of a formal referral form leads to referrals being made by email and responded to in kind. Such practice is insufficiently robust given the nature of the concerns and serves to highlight that the existing policies in this area require revision. The centre

appropriately reinstated the use of a referral form during the inspection once this issue was brought to managers' attention. Currently the centre is working to its own procedures regarding allegations against staff and volunteers. The centre's policy does not currently comply with statutory guidance and the recent advice from the independent chair of the MKSCB regarding these policies identifies some essential amendments, such as who to contact in the event of a concern about a child. Difficulties in procedural compliance are compounded by the LADO working to an equivalent, but different, policy in relation to allegations against staff and volunteers published by MKSCB as part of its suite of agreed multi-agency procedures. In order to ensure proper safeguarding arrangements and a robust level of external scrutiny, it is important that all relevant procedures are synchronised, agreed with partner agencies and fully comply with statutory guidance.

27. Where it is agreed that only internal action is required, records show the centre carries out timely, thorough and robust investigations. Young people and relevant staff are spoken to, documentation is reviewed, and any available CCTV footage is scrutinised. The centre has established and recently enhanced a database that details the nature and progress of external referrals. It also collates records pertaining to complaints, allegations or sub-standard practice in order that concerns can be identified and addressed. Centre managers report this has effectively improved the practice of individual staff. It has also enhanced work within the centre more widely as themes have been identified and addressed through mandatory training.
28. In addition to the referrals to LADO, the centre has also referred four cases to children's social care during the past year, usually following disclosures by young people of historical abuse. Again, the policy requires revision as it confuses the functions of MKSCB with those of the local authority's statutory children's social care services. At the present time, safeguarding concerns such as peer assault/abuse allegations that occur in the centre are not routinely referred to Milton Keynes children's social care for decisions about next steps. Instead, the originating local authorities, where the young people are from, are notified. While best practice would suggest that responsible authorities should be notified of concerns, the accountability for consideration of the need for child protection and potential criminal enquiries is firmly located in the area the child lives. This should be made clear in revision of the existing child protection policy in order to ensure all issues of concern are notified to the local authority in a timely manner. This will ensure the local authority is able to fulfil its duties to children in need and children in need of protection, including those young people detained in the centre.

29. The centre has good links with MKSCB and the Director is a member of the executive board. An annual report on restraint is considered by the board as well as allegations information contained within the annual LADO report. Other centre staff contribute to the effective work of the board via the safer recruitment sub group as well as co-delivering training to raise awareness of allegations against staff, and how these should be managed. Centre staff have benefited from multi-agency training overseen by the board and many attended a recent annual conference on bullying.

### **Searching**

30. Young people are searched in a room suitable for this purpose. All decisions about searching, including searching upon admission, are risk-led and based on known information. As a result, searching has become significantly less intrusive. There has been a 50 per cent decline in the number of dignity searches, during the past 12 months and they now average 65 per month. Only one full search, which requires the removal of all clothing, has been undertaken in the past six months. This was undertaken after full consideration of other alternatives and risk assessment. Records examined by inspectors confirm systematic oversight of searching, and this has become significantly more robust in recent months. Both types of search appropriately requires authorisation by the duty manager and duty director. The centre has a clear policy that no searches are permitted or occur under restraint.

### **Security**

31. The physical environment of the centre is secure and is given high priority. A range of measures are in place to maintain vigilance including an annual fence risk assessment to consider the risks of escaping. Issues in relation to both the physical environment and the actions of staff to prevent security lapses are regularly considered and evidence was seen of awareness-raising among staff. This includes the importance of managing centre movements and submitting security incident reports (SIRs) in order that issues of concern are collated and used to inform, for example, a young person's suitability for mobility. Almost all SIRs, approximately 40 per month, relate to threats of action such as escape or the possession of restricted items rather than actual events or found contraband. There have been no significant breaches of security since the last inspection. Key security is good and centre staff are randomly searched on entry to and from the centre.
32. Staff have detailed knowledge of individual young people and this is kept up to date via information sharing at a number of fora in the centre including the daily morning meetings. Upon arrival young people are routinely asked about gang

affiliations and a database is maintained. This positively informs decisions pertaining to young people's placement on house units, planning movements around the centre, and involvement in activities. This is particularly important given the relatively high number of young people who report, or who are known to have, gang affiliations. There is effective use of 'do not mix' lists as well as mediation between young people who have had previous adversarial relationships in the community through gang involvement. Such planning serves to effectively minimise potential conflict between young people.

33. The use of handcuffs for visits to, for example, hospitals and attendance at funerals has been recently revised, leading to a reduction in overall use. Decisions are made in proportion to risk and security information, and at an appropriately senior level. As a result only approximately 25 per cent of all visits off site necessitate the use of handcuffs, equating to six occasions per month. Records examined had been signed appropriately. However, there was not always sufficient detail to demonstrate that all alternative options had been considered and ruled out for valid reasons. More recent records contain satisfactorily detailed justifications for handcuff use.

### **Bullying**

34. In our inspection survey 89 per cent of young people reported they had not been bullied by any other young person and all except one reported they had never been bullied or intimidated by staff. This indicates that incidents of bullying are rare with only 18 anti-bullying logs being opened in 2012 and the number of recorded incidents continues to reduce. Most young people (83 per cent) thought the issue would be taken seriously by staff if they knew about bullying, but some young people expressed reluctance to report bullying to staff. This is reflective of wider sector findings and demonstrates the importance of continually seeking avenues to support a culture where young people feel safe in reporting bullying incidents. The recently revised poster on tips for dealing with bullying that are on display in all the bedrooms illustrates one of several ways the centre is committed to achieving this.
35. Another creative example is the centre's safe zones survey undertaken in the summer of 2012 canvassing the views of young people and staff about areas where young people felt less safe. Findings correlated with areas without any or with poor CCTV coverage. These findings led to changes in practice such as increasing the number of duty operational managers in the dining room, changing the location of staff when supervising activities on the outdoors synthetic grassed area. This has led to young people reporting that these areas now feel considerably safer. Within the house units 'bully free zones' are encouraged with the receipt of awards for those who report no bullying for a

month. Appropriate measures are in place to ensure that reporting remains accurate.

36. There are good systems in place to identify incidents of bullying supported by an anti-bullying team. Data is collated and includes information on whether the perpetrators/victims are gang affiliated as well as their other individual characteristics such as their ethnicity, any disabilities and religion. All staff are trained to be vigilant in spotting bullying behaviours and act promptly. Investigations into bullying are thorough and there is a comprehensive range of measures to quickly resolve and curtail such behaviours. This includes sanctions, opening of tracking/full bullying logs, key work programmes that are quality assured for impact, mediation, and specialist interventions. The centre promotes awareness-raising during national bullying week and more routinely through the year by updates on two bespoke display boards. Plans are in place to have anti-bullying leads across the site and utilise the peer mentors more proactively in supporting young people although it is too early to assess the impact of this initiative.

### **Suicide and self-harm prevention**

37. Self-harming behaviour is managed well. The number of incidents is low and usually of a superficial nature requiring no medical treatment. The centre deploys a range of plans to manage self-harming behaviour including vulnerability plans and, more rarely, full SASH plans where information accompanying young people upon admission or subsequent concerning behaviours/verbalisations indicates these are warranted. SASH arrangements are robust including five minute observations. Centre managers are currently working to ensure that records of observations capture more fully the mood and interactions of the young person to better inform planning and interventions. Additional oversight is assured with the Duty Director reviewing all such records on a daily basis ensuring plans are appropriate and suitably individualised, and the weekly safeguarding meeting considers all young people subject to SASH or who have other vulnerability issues. These meetings ensure in-depth holistic consideration of young people's needs and plans, with representation from all key departments in the centre. Both the records reviewed and meetings observed by inspectors confirmed the effectiveness of these arrangements. Added value is provided to the safeguarding meetings by the voluntary attendance of a young person to discuss the value of the support they had received. Although this may sound daunting for young people, inspectors witnessed positive affirmation for the contribution from a young person who was able to candidly express what had worked well, and make suggestions for future improvements.



38. There are effective quality assurance arrangements in place and a broadened suite of data is increasingly collated to inform and improve practice. The weekly safeguarding meeting augmented by monthly safeguarding and effective practice meetings provides a valuable oversight of practice informed by data. Monthly senior management team meetings also consider performance, while security meetings provide an overview of security matters and restraint. External scrutiny is provided by the YJB monitor and a quarterly professionals' meeting including representatives from the police and children's social care.

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

### **Behaviour management**

39. The behaviour of young people is good. The centre has a comprehensive restraint minimisation strategy, which succinctly draws together all the procedures designed to address poor behaviour and reward good behaviour. The strategy places an emphasis on the development of a child-centered culture, a focus on positive, trusting relationships, and a safe healthy living environment. The strategy is reinforced by recently published staff guidelines, which documents the young person's journey through the centre from admission, and highlights how good practice can influence behavioral outcomes. There is an effective ongoing process of ensuring that staff understand and implement the strategy. There is good quality data collected on all aspects of behaviour management and these are considered well at the monthly safeguarding and effective practice meeting.
40. There is a clear code of conduct setting out how young people are expected to behave. This is explained to them on arrival by staff and peer mentors and is regularly reinforced including on notices throughout the centre. Young people who spoke with inspectors said they understand the rules, routines and behavioural expectations of the centre.
41. The principle that respectful relationships are at the heart of the positive management of young people's behaviour is clearly demonstrated by staff. Inspectors observed some very positive interactions between staff and young people, encouraging young people to participate in joint activities. Informal conversations were used to develop a mutual understanding of what staff and young people expected of each other. There was an appropriate tolerance of normal, sometimes boisterous, adolescent behaviour, but appropriate boundaries were maintained. Good behaviour was praised and poor behaviour challenged. These positive relationships were confirmed in our survey, in which 97 per cent of young people said that staff treated them with respect, which is significantly better than the national comparator of 84 per cent. Those from a black and

minority ethnic background and young people of different religions also reported very positively about how staff treat them.

42. Initial risk assessment and management plans compiled by internal YOS staff are comprehensive and key to individualised behaviour management plans. They give a good account of the risks young people pose to themselves and others, and initial action plans relate to the specific needs of the young person. There is evidence that these plans are reviewed and updated, ensuring that the plans reflect their developing needs appropriately.
43. Young people whose behaviour is a significant concern are placed on a behaviour reflection action plan (BRAP). These are used sparingly though appropriately for specific behaviours that cannot be addressed through the rewards and sanctions scheme and other low level interventions. Plans are developed in conjunction with the young person, their caseworker and residential manager. Those scrutinised by inspectors consisted of a daily programme and included appropriate and some imaginative actions. Inspectors found the BRAP to be a good tool for delivering a personalised and consistent approach to managing the behaviour of young people with complex problems. However, some of the quality assurance comments within the plans recognised that staff were not always delivering the plan as it was intended. Young people with specific needs can access psychological services including good quality assessments and individual sessions.
44. The centre has made regular key worker sessions a core activity within their overall behaviour management strategy. Although quality varies, inspectors found that these sessions were generally well documented and gave some insight into the experiences of young people and how behaviour could improve although this was not always the case. The usefulness of these sessions is reflected in our survey where 95 per cent of young people say that they are able to see their key worker when they want to and 97 per cent said that their key worker helped them. Both these figures are significantly better than the national comparator.
45. The numbers of peer assaults has stayed static over the last three years, but fighting had decreased which is good. Assaults on staff have decreased significantly since 2010. The few injuries resulting from fights and assaults have been minor, with most only requiring minimal first aid.
46. There is excellent oversight of behaviour management by the deputy director and areas of concern are being properly addressed with efforts being made to improve practice. However, some innovations such as the development of the

key worker role and the use of the BRAP still require improvement to ensure that all staff follow the management plans set out for each young person.

### **Incentives and sanctions**

47. There is a well-established incentive scheme, which is explained in the young people's guide and well understood by them. The scheme is underpinned by a comprehensive policy, which is regularly reviewed and improved, demonstrated by recent significant changes to the basic sanction regime. As part of a strategy for continuous improvement, consultation exercises are carried out with young people on a regular basis. These have resulted in relatively new arrangements such as now allowing young people to personalise their rooms on their first night in custody, which is a positive development.
48. In our survey 74 per cent of young people said that they thought that the incentive scheme is fair. The scheme rightly treats young people on their own merits and in accordance with individual and different needs. Young people who are unable to move up the levels of the incentives scheme are quickly identified and properly supported. For example, young people who struggle to behave consistently well for sufficiently long to gain points and move upwards in the incentive scheme are given shorter timescales in which to achieve their rewards.
49. There is a good system in place to enable young people to see how they are progressing via twice-weekly reports. Young people who have had a dip in their behaviour are provided with the opportunity to obtain additional points in the second half of the week, such as by doing additional chores, enabling them to maintain their level on the scheme. Young people can progress up the scheme at an appropriate pace and feel that the highest levels are achievable and worthwhile. At the time of the inspection, approximately 70 per cent of young people were on the two highest levels, indicating that it is successfully motivational.
50. There has been a recent overall improvement in behaviour. The range of sanctions to respond to poor behaviour is appropriate, with a 24 to 48 hour loss of privileges for the poorest behaviours. The centre has recently distinguished between what should be regarded as young people's rights and what are privileges. This has had the positive impact of creating a sanction that only deprives them of their privileges when being punished. This is a promising initiative, but it is too early to assess its impact. The numbers of young people receiving loss of privileges has reduced significantly in the last four months, though the numbers receiving a lesser sanction has remained broadly the same. Sanctions are properly authorised by managers, applied in a timely manner, and reasons for them are explained to the young people. Inspectors found that staff

were attempting to link the type of sanction to the young person's poor behaviour, which is good practice.

51. The centre makes good use of reparation to address conflict between young people and poor behaviour towards staff. Young people are encouraged to apologise both verbally and in writing to peers and staff following an altercation. Staff use relevant restorative activities instead of sanctions where suitable, and when young people engage in reparation, the severity of the sanction can be reduced. It is appropriate that the reduction in sanction is only offered in situations where the misdemeanor is minor; the young person demonstrates genuine remorse, and awareness of how his behaviour has affected others.

## **Restraint**

52. The number of restraints that occur each month varies from, for example, there were five physical restraints in December 2012 and 13 in February 2013. This equates to 0.05 restraints per young person in December and 0.14 restraints per young person in February. The reasons for this variation are not clear, but an influx of new admissions in January 2013 may have been a contributory factor. Restraint is primarily used in response to fights and assaults. Restraint data is detailed, provides a good picture of what took place, and confirms that neither pain inducing holds nor handcuffs have been used since the last inspection.
53. Inspectors reviewed CCTV footage where restraint was applied and in all cases found the restraint was appropriate, proportionate, with documentation reflecting what was seen. CCTV coverage in the centre is generally adequate, though limited in the education facilities where it only covers corridors and not classrooms. As a result some incidents cannot be reviewed via this method.
54. Internal scrutiny of restraint is good, and this is complemented by separate rigorous oversight by the YJB monitor. All reportable incidents, restraints and incidents where use of force was applied are scrutinised in detail by the head of operations and also by the YJB monitor as separate exercises. When practice issues in relation to the behaviour of staff are identified, these are followed through with the individual concerned. Managers also consider whether particular staff are disproportionately involved in incidents, in order to identify any potential issues of concern. Inspectors were advised that there are no recent concerns about staff and the centre has not identified any inappropriate staff behaviour during restraints.
55. The number of reports that the centre is required to make to the YJB when a young person says that they have experienced discomfort or exhibited warning signs or symptoms during a restraint is reducing, with ten in 2012 and none so

far in 2013, demonstrating improving practice. The centre has very recently started to look in more detail at restraints that take longer than ten minutes and involve the young person in the review, which is good practice. For one young person who had been restrained on a number of occasions, there was a significant reduction in the time involved. Although only two such reviews have taken place, this work is a positive development but it is too early to assess its impact.

56. Inspectors did not witness any conflict between young people during the inspection and CCTV footage shows that staff work hard to de-escalate agitated and angry young people. In one incidence where a member of staff was assaulted, other staff were able to diffuse the situation without resorting to the use of restraint. De-escalation is used to good effect to minimise restraint and on the evidence inspectors examined, restraint is only used as a last resort. A nurse sees all young people promptly after an incident of restraint and any injuries are properly attended to and recorded. There have been no serious injuries following restraint in the last six months. Young people also have formal interviews with a manager after being restrained. Records show that managers try hard to encourage young people to talk through the incidents, with understandably variable levels of success.

### **Removal from association**

57. Removal from association is rare and only used when a young person continues to be agitated, usually after a fight with a peer. There have been no occasions of removal from association since November 2012. In 2012 there were nine occasions when young people had to remain in their room with an average time of 28 minutes, slightly less than the average time in 2011. Management oversight and supervision of removals is good with young people being regularly monitored, with sufficiently detailed observations recorded.
58. Some young people are taken to their rooms after restraint. Inspectors did not observe any incidents of this nature during the inspection. The YJB monitor reviews incidents which are recorded as single separation or removal from association and reports that young people are able to leave their rooms soon afterwards.

## The well-being of young people is good

59. The well-being of young people is good. There is a good range of skills and experience within the health staff group, including a registered general nurse, registered mental health nurses, learning disabilities nurses and a prescriber, with three practitioners specialising in sexual health services. The assistant psychologists are trained and experienced in undertaking a wide range of specialist assessments. Individual assessments are supported by a general practitioner examination which also establishes the young person's capacity to give informed consent within the first 24 hours. Additional assessments are undertaken by substance misuse practitioners and assistant psychologists as necessary. This means that the whole spectrum of a young person's health needs are well assessed on their admission enabling swift identification and prioritisation of clinical needs. Recording of needs is good, resulting in coordinated care plans agreed with the young people. These assessments together with the re-scoring of ASSETs and exit interviews with young people are used to capture individual qualitative outcomes of interventions to good effect. However, there is an absence of this data being collated and analysed for the purpose of identifying trends and thereby informing future service delivery.
60. Health staff, including the assistant psychologists, receive good regular line management and clinical supervision. All health staff have received appropriate safeguarding training and can access support from the safeguarding lead nurse and the safeguarding lead person within the G4S management structure. The staff also benefit from being able to seek advice, guidance and assistance from other health staff and specialists within the company.
61. There is good access to external health provision such as opticians, dentistry, podiatry and sexual health medicine. Young people benefit from educational health services and awareness-raising events. These include; health fairs, asthma clinics, healthy eating sessions, the C2U (sexual health) clinic. There are also programmes addressing substance misuse such as nicotine, cannabis, solvents and alcohol. There is good quality external input such as the 'sexual health and fatherhood' programme delivered by the healthcare lead person with support from the Brook Advisory Service.
62. There is good evidence of multi-disciplinary working and health staff contribute well to young people's planning and review meetings. They work closely with residential staff, for example, in developing individualised BRAPs. These help young people develop self-management behaviour skills, complemented by the use of relaxation techniques.

63. There are clear and comprehensive discharge practices. This supports continuity of care for young people upon their discharge into the community thereby reducing the need for duplicate assessments. Consent and confidentiality issues are generally well understood and explained to young people within the centre. However, more attention needs to be paid to respecting young people's privacy, particularly when they are involved in a consultation with health staff while on their units to ensure that residential care staff do not interrupt these unnecessarily.
64. Young people report a good relationship with health staff and good access to medical services outside of designated times. Nurses conduct triage rounds three times a day ensuring that young people have ready access to advice and support from them. Consultation with young people has positively influenced service delivery such as the establishment of regular dermatological clinics.
65. There is good engagement with young people regarding diet via the food forums, and catering staff work hard to ensure menu requests are met, if this is in their best interests. Nutritionists and dietitians are involved in the development of menus but are not asked to assess portion size or the calorific value of meals. Catering staff meet young people's individual dietary needs and healthy meal options are available daily identified by the use of heart and 'five a day' vegetable symbols.
66. There is strong evidence of the physical health and well-being of young people improving during their stay in Oakhill. This is a result of receiving immunisations, health screening, dentistry, and optician services.
67. Young people's plans are based on detailed individual needs assessments, are regularly reviewed and kept up to date. Records of reviews are clear, showing the progress that young people make and setting revised or new targets and objectives. Young people's views about their care and plans are valued.
68. Young people's cultural and religious needs are recorded on admission and met very well. In our survey 94 per cent of young people said their religious and cultural views are respected with 89 per cent saying they can attend a religious service if they wish. The chaplain has strong links with a range of faith leaders in the community and can draw on their assistance to provide guidance for any young person. The Imam visits the centre four times a week and together these faith leaders provide young people with very good pastoral care, opportunities to practice their religion and receive spiritual guidance. All young people benefit from wider pastoral care. Religious festivals are recognised and celebrated, and young people have access to relevant religious artefacts, books and resources.

Young people spoken to by inspectors confirmed their other individual needs, such as specific diets and self-care products are well catered for.

69. The centre works hard to develop innovative ways of encouraging young people to reflect on their behaviour and make improvements. A recent example is a drama based programme. Early feedback from young people who have completed this course is positive with comments indicating it has improved self-reflection, encouraged the taking of responsibility and increased confidence and self-esteem.
70. Data held by the centre is now collected in a number of areas with the purpose of ensuring that individuals or groups are not over or under represented and young people are therefore treated fairly. Data is collected in relation to restraint, sanctions and single separation, but not in relation to mobility and release on temporary licence which is a shortfall. Because the individual characteristics of young people who have experienced these events has only been collected since the last inspection, insufficient data has been accumulated to enable analysis in order to establish equality of access and fairness. There have been three incidents of discrimination since the last inspection and none were deemed to be serious following thorough investigation. Incidents are challenged quickly and managed well, ensuring support for the victim and appropriate redress for the perpetrator. They are well recorded, setting out full details of the incident and subsequent actions taken, ensuring victims are well supported and perpetrators are suitably sanctioned and challenged.
71. Appropriate equality impact assessments have been carried out. These assess the likely or actual effects of policies, procedures or services on young people in respect of their diverse needs to avoid unforeseen discrimination. These are kept up-to-date and reviewed as necessary.
72. The environment provided for young people is suitable to meet their needs and they are able to personalise their rooms with, for example, posters and pictures. Young people are encouraged to take a pride in their rooms, and personal belongings are respected. All living areas and bedrooms are well decorated and maintained and young people assist in the upkeep of their units and rooms, which contributes to them learning skills for adulthood.
73. Consultation with young people is very good. There are a range of opportunities provided for them to express views about their care and life at the centre, individually with keyworkers, residential staff, pastoral care staff and advocates as well as via group forums. These cover issues such as diversity, safeguarding, food and a forum about centre life called Xchange meetings. These take place on a regular basis and include young people representatives from each house unit



and managers. Young people's views are used to develop and improve the centre arrangements. For example, amending arrangements to support young people at risk of self-harm to increase their privacy and dignity, and the introduction of a dermatology clinic. Xchange meetings are also arranged, albeit less frequently, to share good ideas across the three secure training centres run by the company which is an example of innovative practice.

74. Staff have excellent relationships with young people. Young people confirmed that staff treat them with respect and provide them with good help and support. In the survey 97 per cent of young people said that staff treat them with respect. Every young person is allocated a key worker with whom they spend regular time and receive advice, support, and the opportunity to build a positive relationship. Key workers deliver targeted work in line with the young person's plan such as anger management, attitudes to offending, thinking and behaviour, and perception of self and others. Key work is evaluated with young people's views being used to further develop and improve programmes.
75. Young people spoken with expressed confidence in the 'grumbles' books. This is a method whereby they are able to raise low-level concerns by recording any issues they have for residential managers to respond to. Records confirm that responses by managers to grumbles are timely and that young people's issues are addressed. Any shortfalls or time lapses are quickly addressed through robust quality assurance oversight by senior managers.
76. On each house unit and in communal areas there is useful and relevant information on display such as how to make a complaint and how to contact the independent advocacy service. All young people spoken with confirmed they knew how to make a complaint and reflects the survey in which 95 per cent of respondents confirmed this. Good information about the complaints process is prominently displayed and freely available to young people, complemented by details about how to contact the advocacy service.
77. Formal complaints are managed well and in a timely manner. The process ensures that young people's concerns are fully addressed. At the conclusion of every complaint investigation, the complainant is spoken to by the investigating officer who explains the outcome and ensures young people understand what has happened. Additional independent oversight and scrutiny is provided by both the independent advocate and the LADO checking the grumbles books and complaint records to ensure matters are responded to appropriately. However, the written response given to young people at the completion of complaint investigations lack sufficient detail and does not set out how the complaint was investigated, what the outcome was and what remedial action is being taken, as appropriate. Conversely, examples were seen of information provided to young

people which contains too much detail including sensitive information which is inappropriate for them to have, and this is an aspect of the complaints process which requires improvement.

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

78. The achievement of young people is good. The variety and range of education-accredited programmes are good and provide opportunities for young people to gain full qualifications or unit accreditations from entry level to level two. In the pre inspection survey, young people identified education and activities as things they liked most about the centre. The number of young people engaged in vocational training has increased. However, the range of work related and vocational training programmes are currently very limited due to the available space and resources. This development is important because of the needs of the increasingly older age profile of young people at the centre.
79. Staff are well qualified and have good opportunities for development. Regular meetings with teachers from the other STCs within the G4S group provide effective ways of sharing good practice. The variety of staff qualifications enables them to teach in several subject areas, and at the appropriate level. This helps to ensure that young people are not disadvantaged if teachers are absent.
80. Achievement of learning goals is outstanding and a high number of young people achieve accredited qualifications. Progress made in relation to a young person's starting point is excellent. Data is collected and used effectively to monitor young people's progress. Data analysis takes place to ensure that any differences between achievements of different groups of young people are identified and any under-achievement is challenged to narrow the gap. In art, young people produce high standards of work that go beyond the requirements of the qualification. In hairdressing and beauty, young people have a professional approach to their work and develop good customer care skills. The standard of portfolio work is good with good use of photographic evidence to support assessments in hairdressing. Links with schools are very effective which enabled the centre to support 42 young people to complete their GCSEs in 2012. In addition, eight young people achieved GCSEs while at the centre. Young people enjoy their learning and quickly improve their confidence and self-esteem, developing personal and social skills such as taking instructions, teamwork and working in groups.
81. Teaching, learning, and assessment are good with some, but not all, outstanding teaching. Teaching and learning is well planned with a range of activities, which are used successfully by tutors to encourage young people to fully participate in sessions and increase their learning opportunities and skill development. Tutors

have a good understanding of the individual learning needs of young people and effectively incorporate this into their teaching. High levels of individual support are in place with effective use of care officers and learning support assistants to help learners maintain their progress. Information learning technology is used appropriately and particularly well in art where it is used highly effectively with young people using the interactive whiteboard across a range of exercises to enhance their learning experience. Tracking and monitoring of young people's progress is good. Behaviour is managed well with inappropriate behaviour being challenged by teachers and care officers to good effect. Young people enjoy their learning and most are motivated, fully engaged with their learning, and recognise the benefits of their learning and skills development to support them when they leave the centre.

82. Attendance at around 99 per cent is outstanding and punctuality is excellent with young people arriving promptly for sessions. Improvements have been made to ensure that regime movements do not impact adversely on reducing the length of the lessons.
83. Standards of behaviour are generally very good with a high level of mutual respect between teachers and young people. The number of young people returned to their unit because of poor behaviour has steadily reduced over the last three years and currently is below seven per month. Points awarded by tutors for good behaviour and meeting personal development targets link well to the overall reward scheme of the centre. When young people refuse to attend education they are successfully challenged. Incidences are effectively managed and the young person usually returns to education on the same day. Tutors meet at the end of each day to discuss the progress and behaviour of young people. These discussions form part of the strategy to manage and improve the performance and behaviour of young people. Additional staff meetings take place at lunchtime, which focuses on the specific needs of individual young people, considering their progress and personal development.
84. Classroom accommodation and resources to support learning is good. Very effective use is made of wall space to celebrate young people's work and display materials that enhance the learning environment. Ventilation in the food technology and the fitness room has been improved. The food technology room provides a good vocational training environment. However, the multi skills vocational training workshop is currently small, lacks bays that would create more surface area for skill development. This impacts on opportunities for young people to have access to suitable training areas.
85. Young people receive a thorough initial assessment at their induction, which assesses their English and Mathematic skills. Assessments are carried out in a

timely manner and young people are allocated to activities soon after arrival. Initial assessments also consider preferred individual learning styles and computer skills development needs. Young people who may need more specialist individual support are referred to an educational psychologist. Individual support for young people is very good and data analysis indicates that where support is provided. This is very effective at helping young people progress quickly with their learning particularly in relation to their starting point.

86. Very effective initial advice and guidance is provided by the centre. The information gathered from the individual interviews with the young people is recorded fully on an individual personal learning pathway plan, including information on prior attainment. Tutors monitor the progress made by the young people and discussions with each learner focus on post release objectives and what is available within the centre to support them. Targets on the personal pathway plan are effectively reviewed monthly, as part of the weekly tutorial programme. The Prospects careers advisors use the personal learning pathway plans to further support the young people and provide appropriate links into the community. An employability programme provides good opportunities for young people to develop employability skills such as curriculum vitae (CV) building, job applications, and interview techniques. However, young people currently have insufficient access to job search facilities to enable them to research potential skills requirements for employment across business and industry.
87. Young people have access to good physical education facilities that include a focus on healthy living. Courses are available which enable some young people to achieve credits in physical education. Enrichment activities are good and provide young people with opportunities to gain work experience through involvement in internal work programmes. A good range of additional activities are available throughout the week and at weekends. Those such as cookery and the climbing club enable young people to gain accreditations towards the Duke of Edinburgh award and an external link with a football club provides accredited football coaching for young people. Courses such as photography have enabled some young people to succeed in having their work exhibited externally. Work in the wider community enables young people to engage in a variety of community projects such as repairing paths on a local historical site. Volunteering programmes enable young people to engage with the local food bank charity and Oxfam. Although the latter provides valuable work experience, the learning from these events is not linked sufficiently well to some of the vocational skills they are developing at the centre.

## The resettlement of young people is good

88. The resettlement of young people is good. All young people are quickly allocated a caseworker and comprehensive assessments are commenced promptly following admission. Young people actively engage in their assessments. Caseworkers make early contact with parents, carers and relevant community-based professionals, to ensure that all relevant information is available in good time for the initial planning review. At these meetings appropriate personal targets are set for the young person and their individual interventions and outcome plan (IOP) is agreed. Young people's case records are detailed and demonstrate an excellent level of ongoing communication with parents and carers, external youth offending workers and social workers for looked after children. Parents and professionals who spoke to inspectors confirmed this. Sentence plans and remand management plans are detailed and contain relevant and specific individual targets covering all resettlement pathways.
89. Arrangements to ensure that reviews take place in a timely fashion are robust and good efforts are made to ensure that young people in need and those who are looked after are assessed by their home authority for appropriate services. Reviews are well attended by a multi-disciplinary staff within the centre. A weekly multi-disciplinary resettlement meeting adds another layer of regular oversight. This helps to ensure that resettlement plans for young people remain on track, particularly at the initial and pre-release planning stage. Reviews observed by inspectors ensured that the young person and their parent or carer were fully involved and understood the detailed discussions. However, young people and their parents were not always provided with reports that were shared at the meeting with others. The written contribution prepared by the young person with their keyworker in advance of the meeting was not always available in the review. In one review the young person and his mother were told that hospital appointments, which had been arranged prior to his detention relating to a pre-existing serious chronic condition had been changed for security reasons and were advised that the new dates could not be disclosed to them for the same reasons. However, there was no individual risk assessment to support this decision, which is an area requiring attention.
90. Arrangements to consider applications for mobility, early release and home detention curfew through the weekly resettlement meetings are efficient. Detailed discussions are well informed by departmental reports to ensure that recommendations made to the YJB are balanced and take full account of the relevant criteria. The majority of recommendations made by the centre are ratified by the YJB. However, neither recommendations nor decisions are subject to ethnic monitoring by the centre, which is an important omission.

91. Systems in place to identify young people requiring consideration for multi-agency public protection arrangements (MAPPA) are effective and ensure early contact and ongoing communication, where appropriate, with relevant community agencies. At the time of the inspection, a high number of young people at the centre met the criteria for MAPPA consideration and four had been identified as requiring level one MAPPA on release. Regular discussions that take place in a variety of fora within the centre ensures that potential risk that young people pose to staff and other young people is quickly identified and subject to ongoing review. Any restrictions on contact between young people within the centre are properly risk assessed. Despite good efforts from the centre to continue to provide information and contribute to post-release MAPPA meetings in the community, centre staff are not always invited to attend, which is a missed opportunity for the community agencies.
92. Young people are assessed for suitability for offending behaviour work and referred to relevant programmes. This is part of the process of developing their individual interventions and outcome plan. There is a wide range of offending behaviour programmes but these are not based on an ongoing needs analysis of the population. At the time of the inspection, 20 per cent of the population are serving long sentences under section 91 of the Powers of the Criminal Courts (Sentencing) Act 2000. A database is maintained which records young people's offences, but it has not been analysed to provide a needs-led basis for continuous development of targeted offending behaviour programmes. Offending behaviour work is mainly delivered through keyworker sessions during the week with an additional weekend programme. Other group work and specialist programmes are delivered by internal staff and external agencies such as the Donovan Trust, the 'Water Lily' drama programme, Dfuse and Sycamore Tree. Only the Sycamore Tree programme is accredited.
93. Effectiveness of the programmes is evaluated bi-annually based on individual feedback from young people and staff rather than measurable changes in behaviour of the participants. A 'strengths and difficulties' questionnaire has now been introduced which effectively measures changes in cognitive functioning. A useful review, following six months of operation, has been undertaken of the collated responses.
94. At the time of the inspection there were six young people serving sentences for sexually harmful behaviour. Two members of the psychology team are trained to carry out specialist work with young people who sexually offend. This is sufficient to ensure that all the young people convicted of sex offences at the time of the inspection were suitably assessed and in receipt of specialist intervention. This work is properly subject to external supervision, monitoring and evaluation from the nearby forensic specialist unit.

95. Family contact is encouraged and monitored well, individually by caseworkers and collectively through the safeguarding and effective practice meetings. Recent data indicate that on average approximately half the young people in the centre do not have visits from their family. Analysis of the data shows no obvious patterns or trends. Although approximately 75 per cent of young people are between 50 and 100 miles from their home, there is no correlation between distance from home and lack of visits from family.
96. There is adequate capacity to meet the demand for visits, which are facilitated every evening during the week and during the day at weekends. Visits entitlements are reasonable at one a week but they are limited to one hour for young people who live within a 50 mile radius of the centre, with an additional half hour for those who live over 50 miles away. There is an enhanced visits scheme. This enables young people and their families to have extended visiting times in the relaxed environment of the youth club where they are able to eat a meal together and play games as a family in relative privacy. During the previous three months, 32 young people had benefitted from an enhanced visit, although the numbers have declined steadily from 18 in December 2012 to four in February 2013. There are selection criteria and enhanced visits are not routinely offered to all young people. There is also no option of accumulated visiting hours to encourage a greater proportion of family members to visit, in order to maintain links with home life and aid resettlement.
97. Visitors are able to purchase confectionary and cold drinks for themselves from a vending machine in the waiting area in reception but are not allowed to take them into the centre. There is no specifically designated visiting room and visits usually take place in the dining room, which has fixed seating that is uncomfortable for longer periods. Occasionally visits take place in meeting rooms within the centre when the dining room is unavailable. Inspectors interviewed three visitors during the inspection. They spoke highly of staff who do their best to make visits as relaxed as possible, despite the less than ideal environment. The visitors described helpful and courteous treatment, which they also said was typical of their general dealings with centre staff.
98. Detailed arrangements to prepare young people for their release are in place through the weekly resettlement meeting and the generic leavers' programme. Both provide a pre-release review of the work that has been undertaken with the young person together with a summary of achievements/difficulties during his time at the centre. There is particular emphasis on resettlement pathways and a final check that all necessary practical arrangements are in place. Young people are appropriately helped to develop practical skills in looking after themselves through a range of opportunities, both voluntarily and compulsorily, on their

living units. Inspectors interviewed four young people who were due to be released during the following three weeks. All of them knew where they were going to live and who was going to collect them on the day of their release. One said that he had a college place, one was uncertain about what he would be doing, and two were able to articulate plans to go to college but were uncertain whether they would be accepted. One of the young people was due to attend a college interview the following day, but he had not been informed of this. This mirrors the arrangement for young people attending hospital appointments, whereby the presumption is that providing young people with advance notice of visits outside the centre presents a security risk, rather than each trip being subject to individual risk assessment. This can have a negative impact, including inhibiting young people's ability to prepare for events, such as college interviews and raising anxiety about when hospital treatment will be arranged.

99. The majority of young people serving long sentences who are transferred to other secure establishments are well prepared. Those who transfer to another STC or a specialist unit within a YOI fare better than those who transfer to a mainstream YOI, partly because staff from STCs and specialist units usually visit the young person before they transfer. Centre staff prepare helpful and detailed case overviews of young people who are transferring. However, the majority of transfers out are done at the request of the centre because of discipline or behaviour issues and these young people are not usually given prior notice. The centre operates a system to risk assess when young people can be told about their transfer which is good.
100. Post-release follow up work with community youth offending services is now embedded practice. The first post-release analysis and report tracked the progress of 148 young people released between January and December 2012. The report indicates that 54 per cent of the cohort had not re-offended at the point of follow up. The analysis is detailed, including examining whether there are any correlations between the type of accommodation, having an education, training or employment (ETE) placement upon release, and re-offending. It has found that more young people who went to live with their family had not re-offended compared with those placed in local authority-sponsored accommodation. It also shows that fewer young people who had an ETE placement upon release had re-offended than young people without such an opportunity. The data gathering requires further development to include wider demographics of the cohort, and monitoring the sustainability of ETE placements upon release, as well as the sustainability of the accommodation.



101. Resettlement work currently lacks focused strategic oversight to ensure the strategy is achieving continuous improvement, using the range of useful data that is being collected and expanding this where possible. The activities would also benefit from quality assurance systems to oversee resettlement work overall, this is not currently in place.

## Record of main judgements

Oakhill 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

### Section 1: Questions about you

<b>Q1.1</b>	What is your gender?	<b>Male</b> 38 (100%)				<b>Female</b> 0 (0%)		
<b>Q1.2</b>	How old are you?	12 0 (0%)	13 0 (0%)	14 2 (5%)	15 13 (33%)	16 16 (41%)	17 8 (21%)	18 0 (0%)
<b>Q1.3</b>	What is your ethnic origin?							
	<i>White - British (English/Welsh/Scottish/Northern Irish)</i> .....	13 (34%)						
	<i>White - Irish</i> .....	1 (3%)						
	<i>White - Other</i> .....	1 (3%)						
	<i>Black or Black British - Caribbean</i> .....	5 (13%)						
	<i>Black or Black British - African</i> .....	9 (24%)						
	<i>Black or Black British - other</i> .....	0 (0%)						
	<i>Asian or Asian British - Indian</i> .....	1 (3%)						
	<i>Asian or Asian British - Pakistani</i> .....	1 (3%)						
	<i>Asian or Asian British - Bangladeshi</i> .....	2 (5%)						
	<i>Asian or Asian British - Chinese</i> .....	0 (0%)						
	<i>Asian or Asian British - other</i> .....	0 (0%)						
	<i>Mixed heritage - White and Black Caribbean</i> .....	2 (5%)						
	<i>Mixed heritage - White and Black African</i> .....	0 (0%)						
	<i>Mixed heritage - White and Asian</i> .....	0 (0%)						
	<i>Mixed heritage - other</i> .....	1 (3%)						
	<i>Arab</i> .....	0 (0%)						
	<i>Other ethnic group</i> .....	2 (5%)						
<b>Q1.4</b>	What is your religion?							
	<i>None</i> .....	7 (18%)						
	<i>Church of England</i> .....	7 (18%)						
	<i>Catholic</i> .....	5 (13%)						
	<i>Protestant</i> .....	0 (0%)						
	<i>Other Christian denomination</i> .....	3 (8%)						
	<i>Buddhist</i> .....	0 (0%)						
	<i>Hindu</i> .....	1 (3%)						
	<i>Jewish</i> .....	0 (0%)						
	<i>Muslim</i> .....	15 (39%)						
	<i>Sikh</i> .....	0 (0%)						
<b>Q1.5</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	<b>Yes</b> 4 (11%)				<b>No</b> 33 (89%)		
<b>Q1.6</b>	Are you a British citizen?	<b>Yes</b> 36 (95%)				<b>No</b> 2 (5%)		

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 7 (19%)	No 30 (81%)
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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 here, did you feel that staff were looking after you?	Yes 37 (97%)	No 1 (3%)
Q2.2	When you were searched, was this carried out in a respectful way?	Yes 34 (87%)	No 3 (8%) Don't remember/ Not Applicable 2 (5%)
Q2.3	Were you seen by a health services worker (for example a doctor or nurse) before you went to bed on your first night here?	Yes 38 (97%)	No 1 (3%)
Q2.4	On your first night here, were you able to talk to someone about how you were feeling?	Yes 22 (56%)	No 4 (10%) <b>I didn't want to talk to anyone</b> 13 (33%)
Q2.5	Did you feel safe on your first night here?	Yes 36 (95%)	No 2 (5%)

### Section 3: Daily life

Q3.1	What is the food like here?		
	<i>Very good</i> .....		0 (0%)
	<i>Good</i> .....		11 (29%)
	<i>Neither</i> .....		12 (32%)
	<i>Bad</i> .....		9 (24%)
	<i>Very bad</i> .....		6 (16%)

Q3.2 If you had a problem, who would you turn to? (Please tick all that apply)

No-one.....	8 (21%)
Teacher/ Education staff .....	6 (16%)
Key worker.....	16 (42%)
Case worker.....	12 (32%)
Staff on your unit .....	16 (42%)
Another young person here .....	3 (8%)
Family.....	14 (37%)
Other .....	3 (8%)

	I don't have a key worker	Yes	No
Q3.3 Are you able to see your key worker when you want to?	0 (0%)	35 (95%)	2 (5%)

	I don't have a key worker	Yes	No
Q3.4 Does your key worker try to help you?	0 (0%)	36 (97%)	1 (3%)

	Yes	No
Q3.5 Do <b>most</b> staff treat you with respect?	37 (97%)	1 (3%)

	Yes	No
Q3.6 Are your religious and cultural views respected?	34 (94%)	2 (6%)

	Yes	No	I don't want to
Q3.7 Can you attend religious services?	33 (89%)	1 (3%)	3 (8%)

	Yes	No
Q3.8 Is it easy to keep in touch with family outside the centre?	28 (78%)	8 (22%)

#### Section 4: Behaviour

	Yes	No
Q4.1 Do you know what the rewards and sanctions scheme is?	36 (92%)	3 (8%)

	Yes	No	I don't know what the rewards and sanctions scheme is

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Q4.2	Do you think the rewards and sanctions scheme is fair?	30 (77%)	6 (15%)	3 (8%)
Q4.3	If you get in trouble, do staff explain what you have done wrong?	Yes 33 (92%)		No 3 (8%)
Q4.4	Have you been placed in close supervision or single separation here?	Yes 10 (29%)		No 25 (71%)
Q4.5	Have you been physically restrained (PCC) since you have been here?	Yes 9 (24%)		No 29 (76%)

**Section 5: Health Services**

Q5.1	If you feel ill are you able to see a health service worker (for example, a doctor or nurse)?	Yes 38 (97%)	No 1 (3%)	I don't know 0 (0%)
Q5.2	What are the health services like here?	Good 31 (84%)	Bad 4 (11%)	I don't know 2 (5%)

**Section 6: Complaints**

Q6.1	Do you know how to make a complaint?	Yes 37 (95%)		No 2 (5%)
Q6.2	Are complaints dealt with fairly?	<b>I have not made one</b> 25 (68%)	Yes 9 (24%)	No 3 (8%)
Q6.3	Have you ever felt too scared or intimidated to make a complaint?	Yes 2 (5%)		No 37 (95%)

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

Yes	No	I don't know
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<b>Q7.1</b>	Do you have a training plan, sentence plan or a remand plan? (i.e. a plan that is discussed in your DTO meetings or reviews that sets out your targets)	23 (61%)	5 (13%)	10 (26%)
<b>Q7.2</b>	Are you encouraged to take part in activities outside education/ training hours?	Yes 37 (97%)		No 1 (3%)
<b>Q7.3</b>	Have you been given career advice here?	Yes 25 (68%)		No 12 (32%)
<b>Q7.4</b>	Have you been able to learn work related skills here (i.e. bricklaying/ hairdressing)?	Yes 26 (72%)	No 9 (25%)	I don't know 1 (3%)
<b>Q7.5</b>	Do you think your education/ training here will help you once you leave the centre?	Yes 27 (75%)		No 9 (25%)

**Section 8: Questions about safety**

<b>Q8.1</b>	Have you ever felt unsafe here?	Yes 3 (8%)		No 35 (92%)
<b>Q8.2</b>	Do you feel unsafe at the moment?	Yes 3 (8%)		No 35 (92%)
<b>Q8.3</b>	In which areas or at what times have you ever felt unsafe? (Please tick all that apply)			
	<i>Never felt unsafe</i> .....			35 (95%)
	<i>Everywhere</i> .....			1 (3%)
	<i>Reception area</i> .....			0 (0%)
	<i>Close supervision/ single separation</i> .....			0 (0%)
	<i>At the gym</i> .....			0 (0%)
	<i>Outside areas/ grounds</i> .....			0 (0%)
	<i>At education/ training</i> .....			1 (3%)
	<i>At religious services</i> .....			0 (0%)
	<i>At health services</i> .....			0 (0%)
	<i>In visits area</i> .....			0 (0%)
	<i>On your unit</i> .....			1 (3%)
	<i>In your room</i> .....			0 (0%)

Other ..... 0 (0%)

		Yes	No
<b>Q8.4</b>	Have you ever been bullied or victimised by another young person or group of young people here?	4 (11%)	34 (89%)

<b>Q8.5</b>	If yes, what was it about? (Please tick all that apply)		
	<i>Insulting remarks (about you or your family or friends)</i> .....		1 (3%)
	<i>Physical abuse (being hit, kicked or assaulted)</i> .....		1 (3%)
	<i>Sexual abuse</i> .....		0 (0%)
	<i>Feeling threatened or intimidated</i> .....		0 (0%)
	<i>Having your canteen/property taken</i> .....		1 (3%)
	<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>Your being from a different part of the country than others</i> .....		0 (0%)
	<i>Your being from a traveller community</i> .....		0 (0%)
	<i>Your sexual orientation</i> .....		0 (0%)
	<i>Your age</i> .....		0 (0%)
	<i>You 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>Other</i> .....		1 (3%)

		Yes	No
<b>Q8.7</b>	Have you ever been bullied or victimised by a member of staff or group of staff members here?	1 (3%)	35 (97%)

<b>Q8.8</b>	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply)		
	<i>Insulting remarks (about you or your family or friends)</i> .....		0 (0%)
	<i>Physical abuse (being hit, kicked or assaulted)</i> .....		1 (3%)
	<i>Sexual abuse</i> .....		0 (0%)
	<i>Feeling threatened or intimidated</i> .....		0 (0%)
	<i>Having your canteen/property taken</i> .....		0 (0%)



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<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>Your being from a different part of the country than others</i> .....	0 (0%)
<i>Your being from a traveller community</i> .....	0 (0%)
<i>Your sexual orientation</i> .....	0 (0%)
<i>Your age</i> .....	0 (0%)
<i>You 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%)

		<b>Yes</b>	<b>No</b>
<b>Q8.10</b>	If you were being bullied or victimised, would you tell a member of staff?	14 (41%)	20 (59%)
		<b>Yes</b>	<b>No</b>
<b>Q8.11</b>	Do you think staff would take it seriously if you told them you were being bullied or victimised?	30 (83%)	6 (17%)
		<b>Yes</b>	<b>No</b>
<b>Q8.12</b>	Is shouting through the windows a problem here?	7 (20%)	28 (80%)



## Oakhill STC

Summary of questionnaires and interviews

12-13 March 2013

# Introduction

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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

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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 12-13 March 2013, the population of young people at Oakhill STC was 66. All young people at the time of the survey were aged between 14 and 17 years. All young people were included in the sample.

Completion of the questionnaire was voluntary and refusals were noted.

Interviews were carried out with any young people with literacy difficulties. Interviews were also routinely offered to all young people aged between 12 and 14 years. In total, three young people were interviewed.

## Methodology

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

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

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

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

## Response rates

In total, 39 young people completed and returned their questionnaires. This represented 59% of children and young people in the establishment at the time. The response rate from the sample was 59%.

In total 18 questionnaires were not returned and six were returned blank. Three young people were out at court and so were not offered a survey.

## Comparisons

The following document details the results from the survey. All data has been weighted in order to mimic a consistent percentage sampled in each establishment.

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Some questions have been filtered according to the response to a previous question. Filtered questions are clearly indented and preceded by an explanation as to which young people are included in the filtered questions. Otherwise, percentages provided refer to the entire sample. All missing responses are excluded from the analysis.

In addition, the following analyses were conducted:

- 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.

In all the above documents, statistically significant differences are highlighted. Statistical significance indicates whether there is a real difference between the figures i.e. the difference is not due to chance alone. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading, and where there is no significant difference there is no shading. Orange shading has been used to show a significant difference in demographic background details.

## **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.



## Diversity comparator (ethnicity/religion) Oakhill 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

		Black and minority ethnic young people		White young people		Muslim young people		Non-Muslim young people	
	Any percentage highlighted in green is significantly better								
	Any percentage highlighted in blue is significantly worse								
	Any percentage highlighted in orange shows a significant difference in young people's background details								
	Percentages which are not highlighted show there is no significant difference								
<b>Number of completed questionnaires returned</b>		<b>23</b>	<b>15</b>	<b>15</b>	<b>23</b>				
<b>SECTION 1: ABOUT YOU</b>									
<b>1.2</b>	Are you aged under 16?	<b>39%</b>	<b>40%</b>	<b>40%</b>	<b>39%</b>				
<b>1.3</b>	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)			<b>88%</b>	<b>46%</b>				
<b>1.4</b>	Are you Muslim?	<b>56%</b>	<b>13%</b>						
<b>1.5</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	<b>0%</b>	<b>29%</b>	<b>0%</b>	<b>14%</b>				

1.6	Are you a foreign national?	5%	8%	8%	5%
1.7	Do you think that you have a disability?	5%	42%	20%	14%
<b>SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS</b>					
2.1	On your most recent journey here, did you feel that staff were looking after you?	100%	92%	100%	95%
2.2	When you were searched, was this carried out in a respectful way?	82%	92%	88%	87%
On your first night here:					
2.3	Were you seen by a health services worker before you went to bed?	100%	92%	100%	95%
2.4	Were you able to talk to someone about how you were feeling?	51%	68%	54%	62%
2.5	Did you feel safe?	95%	92%	92%	95%
<b>SECTION 3: DAILY LIFE</b>					
3.1	Is the food here good/ very good?	32%	27%	20%	37%
If you had a problem, who you would turn to?					
3.2a	No-one	26%	13%	27%	19%
3.2b	Teacher/Education staff	5%	35%	12%	19%

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<b>3.2c</b>	Key worker	<b>26%</b>	<b>65%</b>		<b>27%</b>	<b>50%</b>
<b>3.2d</b>	Case worker	<b>18%</b>	<b>58%</b>		<b>20%</b>	<b>37%</b>
<b>3.2e</b>	Staff on the unit	<b>39%</b>	<b>50%</b>		<b>32%</b>	<b>46%</b>
<b>3.2f</b>	Another young person here	<b>5%</b>	<b>13%</b>		<b>20%</b>	<b>0%</b>
<b>3.2g</b>	Family	<b>31%</b>	<b>50%</b>		<b>32%</b>	<b>41%</b>
<b>3.3</b>	Are you able to see your key worker when you want to?	<b>100%</b>	<b>87%</b>		<b>100%</b>	<b>91%</b>
<b>3.4</b>	Does your key worker try to help you?	<b>100%</b>	<b>92%</b>		<b>100%</b>	<b>94%</b>
<b>3.5</b>	Do most staff treat you with respect?	<b>100%</b>	<b>92%</b>		<b>100%</b>	<b>95%</b>
<b>3.6</b>	Are your religious and cultural views respected?	<b>92%</b>	<b>100%</b>		<b>92%</b>	<b>94%</b>
<b>3.7</b>	Can you attend religious services?	<b>81%</b>	<b>100%</b>		<b>80%</b>	<b>94%</b>
<b>3.8</b>	Is it easy to keep in touch with family and friends?	<b>71%</b>	<b>87%</b>		<b>73%</b>	<b>79%</b>
<b>SECTION 4: BEHAVIOUR</b>						
<b>4.1</b>	Do you know what the rewards and sanctions scheme is?	<b>92%</b>	<b>92%</b>		<b>88%</b>	<b>95%</b>
<b>4.2</b>	Do you think the rewards and sanctions scheme is fair?	<b>74%</b>	<b>80%</b>		<b>68%</b>	<b>87%</b>



4.3	If you get in trouble, do staff explain why?	95%	86%		92%	91%
4.4	Have you been placed in the close supervision or single separation here?	42%	12%		50%	19%
4.5	Have you been physically restrained (PCC) since you have been here?	27%	20%		27%	19%
<b>SECTION 5: HEALTH SERVICES</b>						
5.1	If you feel ill, are you able to see a health service worker?	95%	100%		92%	100%
5.2	Do you think that the health services are good here?	81%	88%		77%	87%
<b>SECTION 6: COMPLAINTS</b>						
6.1	Do you know how to make a complaint?	92%	100%		88%	100%
For those who have made a complaint:						
6.2	Are complaints dealt with fairly?	19%	32%		21%	27%
6.3	Have you ever felt too scared or intimidated to make a complaint?	0%	12%		0%	8%
<b>SECTION 7: EDUCATION AND ACTIVITIES</b>						
7.1	Do you have a training plan, sentence plan or remand plan?	56%	65%		46%	73%
7.2	Are you encouraged to take part in activities outside education hours?	100%	92%		100%	95%

7.3	Have you been given career advice here?	60%	79%		46%	86%
7.4	Have you been able to learn work related skills here?	63%	86%		42%	91%
7.5	Do you think your education here will help you once you leave?	67%	87%		64%	81%
<b>SECTION 8: SAFETY</b>						
8.1	Have you ever felt unsafe here?	5%	13%		8%	8%
8.2	Do you feel unsafe at the moment?	5%	13%		8%	8%
8.3	Have you ever been bullied or victimised by another young person or group of young people here?	0%	29%		0%	19%
If you have felt bullied or victimised by another young person/group of young people, did the incident involve:						
8.5a	Insulting remarks?	0%	8%		0%	5%
8.5b	Physical abuse?	0%	8%		0%	5%
8.5c	Sexual abuse?	0%	0%		0%	0%
8.5d	Feeling threatened or intimidated?	0%	0%		0%	0%
8.5e	Having your canteen/property taken?	0%	8%		0%	5%
8.5f	Medication?	0%	0%		0%	0%

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<b>8.5g</b>	Drugs?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5h</b>	Your race or ethnic origin?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5i</b>	Your religion or religious beliefs?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5j</b>	Your nationality?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5k</b>	Being from a different part of the country than others?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5l</b>	Your being from a traveller community?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5m</b>	Your sexual orientation?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5n</b>	Your age?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5o</b>	You having a disability?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5p</b>	You being new here?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5q</b>	Your offence/crime?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.5r</b>	Gang related issues?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.7</b>	Have you ever been bullied or victimised by a member of staff or group of staff members here?	<b>0%</b>	<b>9%</b>		<b>0%</b>	<b>6%</b>
If you have felt bullied or victimised by a member of staff/group of staff members, did the incident involve:						

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<b>8.8a</b>	Insulting remarks?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8b</b>	Physical abuse?	<b>0%</b>	<b>9%</b>		<b>0%</b>	<b>6%</b>
<b>8.8c</b>	Sexual abuse?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8d</b>	Feeling threatened or intimidated?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8e</b>	Having your canteen/property taken?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8f</b>	Medication?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8g</b>	Drugs?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8h</b>	Your race or ethnic origin?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8i</b>	Your religion or religious beliefs?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8j</b>	Your nationality?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8k</b>	Being from a different part of the country than others?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8l</b>	Your being from a traveller community?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8m</b>	Your sexual orientation?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>
<b>8.8n</b>	Your age?	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>

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<b>8.8o</b>	You having a disability?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.8p</b>	You being new here?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.8q</b>	Your offence/crime?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.8r</b>	Gang related issues?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.8s</b>	Because you made a complaint?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.10</b>	If you were being bullied or victimised, would you tell a member of staff?	<b>35%</b>	<b>46%</b>	<b>36%</b>	<b>44%</b>
<b>8.11</b>	Do you think staff would take it seriously if you told them you were being bullied or victimised?	<b>92%</b>	<b>68%</b>	<b>100%</b>	<b>77%</b>
<b>8.12</b>	Is shouting through the windows a problem here?	<b>19%</b>	<b>23%</b>	<b>21%</b>	<b>21%</b>



## Survey responses from children and young people: Oakhill 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

		Oakhill 2013	STC comparator
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in young people's background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>39</b>	<b>109</b>
<b>SECTION 1: ABOUT YOU</b>			
1.2	Are you aged under 16?	38%	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)	61%	38%
1.4	Are you Muslim?	39%	14%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	11%	13%
1.6	Are you a foreign national?	5%	6%
1.7	Do you think that you have a disability?	19%	18%
<b>SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS</b>			
2.1	On your most recent journey here, did you feel that staff were looking after you?	97%	90%
2.2	When you were searched, was this carried out in a respectful way?	88%	86%
On your first night here:			
2.3	Were you seen by a health services worker before you went to bed?	97%	91%

2.4	Were you able to talk to someone about how you were feeling?	56%	58%
2.5	Did you feel safe?	95%	85%
<b>SECTION 3: DAILY LIFE</b>			
3.1	Is the food here good/ very good?	29%	29%
If you had a problem, who you would turn to?			
3.2a	No-one	22%	14%
3.2b	Teacher/Education staff	16%	6%
3.2c	Key worker	42%	26%
3.2d	Case worker	31%	32%
3.2e	Staff on the unit	42%	51%
3.2f	Another young person here	8%	14%
3.2g	Family	37%	54%
3.3	Are you able to see your key worker when you want to?	95%	75%
3.4	Does your key worker try to help you?	97%	84%
3.5	Do most staff treat you with respect?	97%	84%
3.6	Are your religious and cultural views respected?	95%	79%
3.7	Can you attend religious services?	89%	66%
3.8	Is it easy to keep in touch with family and friends?	77%	85%
<b>SECTION 4: BEHAVIOUR</b>			
4.1	Do you know what the rewards and sanctions scheme is?	92%	95%
4.2	Do you think the rewards and sanctions scheme is fair?	77%	61%
4.3	If you get in trouble, do staff explain why?	92%	82%
4.4	Have you been placed in the close supervision or single separation here?	29%	40%
4.5	Have you been physically restrained (PCC) since you have been here?	23%	32%

<b>SECTION 5: HEALTH SERVICES</b>			
5.1	If you feel ill, are you able to see a health service worker?	97%	90%
5.2	Do you think that the health services are good here?	84%	57%
<b>SECTION 6: COMPLAINTS</b>			
6.1	Do you know how to make a complaint?	96%	95%
For those who have made a complaint:			
6.2	Are complaints dealt with fairly?	24%	31%
6.3	Have you ever felt too scared or intimidated to make a complaint?	5%	10%
<b>SECTION 7: EDUCATION AND ACTIVITIES</b>			
7.1	Do you have a training plan, sentence plan or remand plan?	61%	63%
7.2	Are you encouraged to take part in activities outside education hours?	97%	79%
7.3	Have you been given career advice here?	68%	58%
7.4	Have you been able to learn work related skills here?	72%	60%
7.5	Do you think your education here will help you once you leave?	75%	64%
<b>SECTION 8: SAFETY</b>			
8.1	Have you ever felt unsafe here?	8%	26%
8.2	Do you feel unsafe at the moment?	8%	10%
8.3	Have you ever been bullied or victimised by another young person or group of young people here?	11%	22%
If you have felt bullied or victimised by another young person/group of young people, did the incident involve:			
8.5a	Insulting remarks?	3%	12%
8.5b	Physical abuse?	3%	10%
8.5c	Sexual abuse?	0%	2%
8.5d	Feeling threatened or intimidated?	0%	10%



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<b>8.5e</b>	Having your canteen/property taken?	<b>3%</b>	<b>2%</b>
<b>8.5f</b>	Medication?	<b>0%</b>	<b>1%</b>
<b>8.5g</b>	Drugs?	<b>0%</b>	<b>3%</b>
<b>8.5h</b>	Your race or ethnic origin?	<b>0%</b>	<b>3%</b>
<b>8.5i</b>	You religion or religious beliefs?	<b>0%</b>	<b>2%</b>
<b>8.5j</b>	Your nationality?	<b>0%</b>	<b>3%</b>
<b>8.5k</b>	Being from a different part of the country than others?	<b>0%</b>	<b>3%</b>
<b>8.5l</b>	Your being from a traveller community?	<b>0%</b>	<b>2%</b>
<b>8.5m</b>	Your sexual orientation?	<b>0%</b>	<b>2%</b>
<b>8.5n</b>	Your age?	<b>0%</b>	<b>1%</b>
<b>8.5o</b>	You having a disability?	<b>0%</b>	<b>2%</b>
<b>8.5p</b>	You being new here?	<b>0%</b>	<b>10%</b>
<b>8.5q</b>	Your offence/crime?	<b>0%</b>	<b>4%</b>
<b>8.5r</b>	Gang related issues?	<b>0%</b>	<b>2%</b>
<b>8.7</b>	Have you ever been bullied or victimised by a member of staff or group of staff members here?	<b>3%</b>	<b>17%</b>
If you have felt bullied or victimised by a member of staff/group of staff members, did the incident involve:			
<b>8.8a</b>	Insulting remarks?	<b>0%</b>	<b>8%</b>
<b>8.8b</b>	Physical abuse?	<b>3%</b>	<b>4%</b>
<b>8.8c</b>	Sexual abuse?	<b>0%</b>	<b>0%</b>
<b>8.8d</b>	Feeling threatened or intimidated?	<b>0%</b>	<b>4%</b>
<b>8.8e</b>	Having your canteen/property taken?	<b>0%</b>	<b>2%</b>
<b>8.8f</b>	Medication?	<b>0%</b>	<b>0%</b>
<b>8.8g</b>	Drugs?	<b>0%</b>	<b>0%</b>
<b>8.8h</b>	Your race or ethnic origin?	<b>0%</b>	<b>3%</b>
<b>8.8i</b>	You religion or religious beliefs?	<b>0%</b>	<b>2%</b>
<b>8.8j</b>	Your nationality?	<b>0%</b>	<b>2%</b>

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<b>8.8k</b>	Being from a different part of the country than others?	<b>0%</b>	<b>1%</b>
<b>8.8l</b>	Your being from a traveller community?	<b>0%</b>	<b>1%</b>
<b>8.8m</b>	Your sexual orientation?	<b>0%</b>	<b>0%</b>
<b>8.8n</b>	Your age?	<b>0%</b>	<b>0%</b>
<b>8.8o</b>	You having a disability?	<b>0%</b>	<b>1%</b>
<b>8.8p</b>	You being new here?	<b>0%</b>	<b>3%</b>
<b>8.8q</b>	Your offence/crime?	<b>0%</b>	<b>2%</b>
<b>8.8r</b>	Gang related issues?	<b>0%</b>	<b>1%</b>
<b>8.8s</b>	Because you made a complaint?	<b>0%</b>	<b>1%</b>
<b>8.10</b>	If you were being bullied or victimised, would you tell a member of staff?	<b>41%</b>	<b>61%</b>
<b>8.11</b>	Do you think staff would take it seriously if you told them you were being bullied or victimised?	<b>84%</b>	<b>76%</b>
<b>8.12</b>	Is shouting through the windows a problem here?	<b>20%</b>	<b>37%</b>