



# Inspection of secure training centres

## **Inspection of Hassockfield Secure Training Centre: July 2014**

Inspection dates: 1-11 July 2014  
Lead inspector: Sean Tarpey

**Age group:** 12-18

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## HMIP Summary of Questionnaires and Interviews

**HMIP Survey responses from children and young people: Hassockfield  
STC 1 July 2014**

## 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 Hassockfield secure training centre (STC) to meet the needs of young people is judged to be **good** with outstanding features.

### Areas for improvement

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

#### Immediately:

- There are no recommendations that require immediate action.

#### Within three months:

- Reinstate immunisation clinics supported by effective monitoring to ensure young people receive immunisations in accordance with national guidance.
- Further develop the teacher's ability to use information learning technology more creatively to enhance the learning for young people.

- Ensure that all of the most able young people are sufficiently challenged to progress in their learning.

**Within six months:**

- Implement clinical supervision and training to ensure that nurses are adequately supported to competently provide safe and effective healthcare to young people.
- Develop health outcome monitoring to ensure that the needs of all young people are considered, monitored and met through appropriate service delivery.
- Broaden medical secure storage facilities within residential units to promote the wider self-administration by young people.
- Improve the arrangements and availability of spiritual and pastoral support to young people.
- Ensure that grumbles books accurately reflect all the work that is being done to resolve low level issues for young people.
- Ensure the initial debrief following a restraint is carried out by a member of staff not involved in the incident and that the life space interviews are routinely used to inform behaviour management plans.
- Develop opportunities for the external moderation of teaching grades to take place in order that more links are made to promote staff development through teaching and learning observations.

## About this inspection

4. This is a report following the unannounced inspection of Hassockfield STC to the standards within the inspection framework published in October 2012. The report will be made public. The findings and recommendations should be used by the secure training centre to improve practice and outcomes for young people. Progress will be considered during the next inspection.
5. The inspection considered key aspects of young people's experiences of living in this secure training centre and the effectiveness of the support available to them. Inspectors scrutinised randomly selected case files, observed practice and met with young people. In addition, the inspection was informed by a survey of young people's views undertaken by researchers from Her Majesty's Inspectorate of Prisons. 85 per cent (33/39) of young people in the centre responded to the survey. Inspectors also spoke with former residents, their parents and carers, frontline staff, managers, the Youth Justice Board (YJB) monitor, the Local Authority Designated Officer (LADO) and other key stakeholders including the advocacy service provider. In addition, inspectors analysed performance data, reports and other management information held by the secure training centre to inform its work with young people.
6. This inspection judged how well young people are supported to be safe during their time in the secure training centre. Inspectors also evaluated how well staff promote appropriate behaviour and manage challenging behaviour in a safe and child-centred manner. Progress in education and skills development and improvements in health and well-being were monitored. The effectiveness of case planning for young people to move on from the centre, either to other establishments, or for resettlement into the community, were also scrutinised.
7. The inspection team consisted of one Her Majesty's Inspector, two specialist Regulatory Inspectors, two inspectors from Her Majesty's Inspectorate of Prisons (HMIP), two specialist Ofsted HMI for learning and skills and one inspector from the Care Quality Commission (CQC).
8. This inspection was carried out in accordance with Rule 43 of the Secure Training Centres Rules (produced in compliance with Section 47 of the Prison Act 1952, as amended by Section 6(2) of the Criminal Justice and Public Order Act 1994), Section 80 of Children Act 1989. Her Majesty's Chief Inspector's power to inspect secure training centres is provided by section 146 of the Education and Inspection Act 2006.

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

## **Service information**

11. Hassockfield Secure Training Centre is one of four purpose built secure training centres and is situated in County Durham. It offers secure provision for young people aged from 12 to 18 who meet the criteria for a custodial sentence, or who are remanded to a secure setting. At the time of the inspection 27 young men and 12 young women were in residence. Numbers are currently suppressed while staff undertake Minimising and Managing Physical Restraint (MMPR) training. Education is provided by Serco. Health services are provided by Serco Health within Hassockfield, with appropriate access to community based provision.

## **Overall effectiveness is good**

12. The overall effectiveness of the centre is good with some outstanding features.
13. Highly innovative practice is evidenced by the revised admissions policy that ensures, wherever possible, the placing of new arrivals to the centre within enhanced house units. The young people are also placed at high levels of privileges in order that they are motivated to retain this status rather than lose them through poor behaviour. Evidence demonstrates that such practice has had a significant impact with an overall reduction of incidents for newly admitted young people and a significant reduction in the use of restraint. Since the introduction of the policy the percentage of new arrivals involved in restraint has fallen from 74 to 49 per cent. The gender breakdown of the latest cohorts shows that more female new admissions have been involved in incidents and restraints than their male counterparts. Managers are aware

this may be as a result of more limited enhanced provision for females and are considering options to address this issue. This includes the redistribution of the centres population.

14. The Director and his senior management team have been highly effective in ensuring that the overwhelming majority of recommendations from the previous inspection have been addressed. Most notably there have been improvements in the complaints process. The centre now provides written responses to all young people's complaints in language that is accessible and age appropriate. Responses summarise the investigation, what was found and, where applicable, the action taken to remedy any shortfall. The centre now also ensures that young people are provided with information regarding the appeals process and they are offered the opportunity to use this if they so wish.
15. Performance monitoring arrangements have been revised and strengthened, augmented by a programme of audit. Managers have access to a wide range of high quality data. This is used well to inform service development and ensure equality of approach in order that no individual or groups of young people are disadvantaged by reason of protected characteristics. However, managers are aware that further work is required to improve the arrangements, most principally the increased availability of spiritual and pastoral support for young people.
16. Consultation with young people is excellent. The centre has been very recently approved for Investors in Children (IiC) status. This reflects the centre's commitment to ensuring that young peoples' views, criticisms and suggestions are listened to and where appropriate, acted upon. IiC facilitators hold fortnightly meetings with young people and also visit the living units to speak to young people who have not been able to attend meetings. The centre has also recently introduced a 'shadow' critical incident review panel that pro-actively involves and engages young people through meetings with staff and the sharing of data. Early indications are that this will be a positive initiative to improve practice, although it is as yet too early to measure impact.
17. The centre was orderly and relaxed during the period of inspection. This is underpinned by the positive relationships between staff and young people that is a very considerable strength of the centre. Relationships are characterised by staff knowing the young people well and holding them to account for good standards of behaviour. Minor misdemeanours are routinely addressed and young people report they are spoken to in order to understand what constitutes good and poor behaviours. All young people



were purposefully engaged in education or work-based learning through the day. Opportunities are available to participate in a wide range of leisure and enrichment activities in the evenings and at weekends.

18. The physical and mental health needs of young people are addressed very well with support from a range of specialist staff including those addressing substance misuse and sexual health. However, capacity issues within the health care arrangements have impacted on the pace of development for some services, including the routine programme of immunisations of young people. For some young people, this presents as a missed opportunity to pro-actively promote their welfare.
19. The quality of teaching and learning is good overall. The majority of teaching, coaching and learning is good and engages young people well. The achievement of learning objectives is outstanding with most young people making significant progress given their starting point and their length of stay. The management of behaviour in the classroom is particularly good, Attendance is outstanding and punctuality good. It is evident there is a high level of mutual respect in place between teachers and young people which helps create a positive learning environment. The cadet unit continues to be highly effective in motivating some young people to use their time at the centre purposefully to develop practical and social skills.
20. Acting on previous recommendations and in consultation with young people the education timetable has been significantly revised. This ensures young people receive a varied vocational programme while maintaining the required 25 hours of core education. Similarly, there has been investment to improve and develop the range and use of creative activities and resources, including access to information and computer technology. Although this provides opportunities to extend learning and increase motivation for young people, teachers need to be more confident and creative in engaging young people in its use.
21. The resettlement of young people is outstanding. The resettlement needs of young people are placed firmly at the forefront of practice. This ensures the significance of robust transition planning is embedded in the culture of the centre. Comprehensive assessment processes focus on the holistic needs of each young person and result in excellent programmes of intervention, support and guidance being provided prior to release or transfer. Highly effective practice is supported by a commitment to improving the service further. This has created a vibrant and professional environment where innovation is embraced. Young people, parents/carers and external professionals comment very positively on the support, guidance and

expertise of the resettlement team and the significant impact the provision has had on outcomes for young people.

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

22. Transport provided for young people to and from the centre is appropriate. Young people are routinely asked about their journey and there have been no complaints made since the last inspection. In our survey, 94 per cent of young people felt that during their most recent journey to the centre staff looked after them well. Records are kept of each journey and these demonstrate that young people's welfare needs are met well.
23. There has been a notable increase in the number of young people arriving late to the centre. Between March and July of this year, 44 per cent of the total admitted, arrived after nine p.m. Record and analysis has been undertaken by the centre of the reasons for these late arrivals that include length of distance and delays in Court. The centre has raised this as a concern with the Youth Justice Board and is awaiting a response. Following the inspection, the matter has also been raised with the Youth Justice Board by the three inspectorates.
24. The centre has a dedicated admissions room, which is quiet, well decorated and comfortably furnished. Young people meet with staff from the residential, resettlement and health teams on arrival and initial assessments are undertaken including a health assessment. All young people are seen by a GP within 24 hours of admission. In our survey, all of the young people reported they were able to see a nurse or doctor on their first night at the centre. Young people are given relevant information about the centre when they first arrive. This includes the daily routines, the rules at the centre and what is available to them. There is useful written guide available, containing clear information about all aspects of life at the centre. If needed this can be translated into languages other than English. Telephone interpretation and face to face translation services are available and we saw the latter being used during the inspection. Young people are also offered the opportunity to meet with a peer mentor. These are young people trained to provide initial information to all new young people and help them settle in. All young people are provided with the opportunity to make a phone call to someone important to them and are always offered a hot meal.
25. On their first night at the centre, young people are placed on the highest level of the behavioural reward scheme. This means they experience the benefits that the best behaved young people receive and understand what they would lose out through poor behaviour. The introduction of this process

has had a positive impact upon young people's behaviour and that on their first night in the centre they are better supported to settle in as they can have a range of items in their rooms. Vulnerability is assessed on admission and items may be restricted if there are identified risks to young people's welfare and wellbeing. 88 per cent of young people who completed the survey stated they felt safe on their first night at the centre and 91 per cent felt they were able to talk to someone about how they were feeling.

26. There has been a notable increase in the number of young people placed on high and frequent observation levels on admission. This is due to lack of appropriate information being provided by Youth Offending Teams or the Youth Justice Board before or at the point of admission therefore limiting the effectiveness of early risk and care planning. However, the centre is effective at securing this information as soon as possible and they review and adjust care planning and risk management appropriately on receipt. The centre has raised this as a concern with the Youth Justice Board and is awaiting a response. Vulnerability is continually assessed and evaluated throughout young people's stay at the centre. The number of incidents of self-harm remains low. Risks from suicide or self-harm are identified, planned for and fully addressed. Any High Risk Assessment Team (HRAT) plans that are opened due to concerns about young people's safety and wellbeing are communicated immediately to all relevant staff across departments. HRAT planning has improved with additional focus on the individual needs of young people and how these will be met, rather than purely a focus on systems and processes. There are regular multi-disciplinary meetings chaired by the Duty Director, which review the risk levels and arrangements in place to keep young people safe. HRAT's are never closed until signed off by a duty director and unless all relevant people are consulted and agree, including young people, their parents and external professionals.
27. The centre has achieved a good balance between appropriate support and care, and risk management to address vulnerability. The HRAT working party continues to regularly review the procedures and practices used. Young people attend these meetings and young people are encouraged to give their views on the HRAT process.
28. Young people's emotional needs and dignity are very well promoted through risk-led searching practices. Full searches are now rare with only two taking place in the last 12 months. These occurred following the disappearance of a pair of scissors within a classroom that were subsequently recovered. One dignity search has also taken place. All other searches have been 'pat down' with the use of an electronic wand. Records are kept of all searches and where full or dignity searches take place, these show the rationale with

authorisation from the Duty Director. The risk-led approach has not resulted in an increase in contraband or other prohibited items.

29. Bullying incidents are challenged and addressed through a robust approach by centre staff who implement the Supporting Positive Behaviour Scheme. Through this scheme, good behaviour is encouraged and rewarded and negative behaviour is recorded and addressed through sanctions and the use of the incentive scheme. In addition, interventions work may be carried out with young people to address their bullying behaviour and educate them on the impact their behaviour has on others. The centre also uses restorative practices and mediation well. In our survey, 91 per cent of young people reported they had never felt unsafe while at the centre with 72 per cent feeling confident they could talk to a member of staff if they have concerns.
30. Good links are established with the Local Safeguarding Children Board (LSCB), which contributes to young people's wellbeing and safety at the centre. The Director is a member of the LSCB and attends or is represented by the Assistant Director at all Board meetings. Good working relationships exist with the local authority designated officer (LADO), police and local authority social care services to ensure young people are safeguarded.
31. Child protection matters are responded to in a timely manner and in line with the centre's procedures that are endorsed by the Durham LSCB. All child protection concerns are referred to the local authority child protection service and the LADO appropriately. This ensures transparency and external scrutiny of practices. Where appropriate, there are joint local authority and police visits to the centre to undertake Section 47 child protection enquiries. Records are comprehensive and detail all actions taken and the outcome. Any matters that do not meet the threshold for an external agency investigation and that are referred back to the centre, are fully investigated by centre managers and any actions taken recorded. The LADO has oversight of these internal investigations through regular meetings with the centres Head of Safeguarding as well as the Critical Incident Review Panel (CIRP). This provides effective independent scrutiny and quality assurance.
32. The centre provides a safe and secure environment. There are clear and regularly reviewed contingency plans and working arrangements in place with local emergency services. Plans are regularly tested through live and desktop exercises, to ensure that they are fit for purpose and effective in keeping young people safe. There have been no significant security concerns since the last inspection. Security intelligence reporting is used effectively to improve safety and security at the centre. The centre has introduced a new intelligence database that provides detailed information to assist in risk

management, planning of mobility and release on temporary licence and to improve centre security. Regular security meetings and briefings for staff and the subsequent dissemination and communication of information across departments, ensures security and safety is given a high profile.

33. Escorting young people out of the centre, for example, for hospital appointments, is carefully planned and recorded. Although visits out of the centre may require the use of handcuffs, there are clear procedures and risk assessments in place to inform decision making. Handcuffs are only used where the risk assessment and recorded rationale indicates their use is necessary and appropriate and this is informed by information from the new intelligence database. Authorisation for the use of handcuffs is required from the Duty Director.
34. The centre has developed a range of effective quality assurance processes and systems in order to monitor safeguarding practices. Managers routinely examine and scrutinise practices and procedures, in order to ensure that young people are being cared for appropriately, effectively and safely. The centre welcomes external independent professionals and agencies, to visit the centre, attend meetings and examine incidents using records and closed circuit television (CCTV) generating learning points and identifying good practice. This includes police, local authority children's social care staff, advocates and the LADO.

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

35. The behaviour of young people is good. The atmosphere within the centre during the inspection was calm and comfortable. Most young people were purposefully involved in constructive activity during the day and had the opportunity to participate in some form of recreation during the evening. During an evening visit, inspectors found the centre to be well ordered, peaceful and quiet.
36. Staff throughout the centre show a good understanding about the needs of young people and most have in depth knowledge about the young people they are responsible for looking after. The relationships inspectors observed between staff and young people are consistently good. Staff are interested in and concerned about the welfare of the young people. This was particularly noticeable in relation to young people who were either unwilling or unable to engage. Young people were consistently positive about how they are treated. 97 per cent of young people in our survey stated that most staff treated them with respect. This positive finding was reinforced by

observations by inspectors and evidence from those canvassed in a discussion group.

37. The behaviour management policy is a well laid out, helpful document with detailed and clear information about how staff should manage the behaviour of young people. Staff are familiar with the policy and are confident about how to use it. The policy does not cover the rewards and sanctions scheme, which is a central element within the overall strategy. There is a strong emphasis throughout the centre on de-escalation and dealing with conflict in an informal basis. These principles are reinforced in the behaviour management policy and in the young person's contract. Use of warnings and apologies are quite widespread and used appropriately.
38. Young people receive clear information about the rules of the centre in a behaviour contract, which they are given a copy of on admission. The contract consists of a list of rights that young people are entitled to, followed by a number of expectations which they are expected to follow. This simple document is easy to understand and has been designed in a way that aims to promote good behaviour. Peer supporters also continue to be used to help young people understand how the centre works. Results from the centres behavioural management survey, indicate that young people understand how the rules and procedures work within the centre and demonstrates that they generally regard them as being fair.
39. The practice of placing newly admitted young people on the enhanced units, which was introduced in June 2013 in order to reinforce positive behaviour, is now embedded. It has had a positive impact and evidence produced from research carried out within the centre, shows a clear reduction in the number of incidents and use of restraint involving young people subject to this arrangement. Young women are not able to benefit from this arrangement as they are located in a small single sex unit, where there are too few young people to create a separate enhanced regime. The Centre is currently considering how improvements can be made to these arrangements.
40. The recent involvement of young people at meetings where they are given the opportunity to participate in reviewing behaviour is another important and promising innovation. This practice has been introduced to try and help staff gain a better understanding about why young people behave in the way they do. It is clear that serious efforts are being made to support young people in this process. For example, by simplifying the language used at the meeting, and by staff demonstrating a genuine interest in gaining the young person's perspective.

41. The daily morning meeting continues to allow staff to share information about young people quickly and efficiently. Matters requiring action are identified and followed up rapidly. All incidents involving restraint from the previous day are scrutinised at the meeting and the CCTV footage is reviewed. Inspectors observed the meeting and found it to be a useful exercise, which enables managers to stay up to date with incidents as they arise. This enables them to promptly “cascade” relevant information to staff working within the centre.
42. On admission all young people have a risk assessment and management plan (RAM) completed which is kept up to date throughout their time within the centre, through regular review. Where support is required, this is identified and organised at the regular incident review meetings. For young people with complex needs who require more intensive support, an individual crisis management plan (ICMP) is produced. Inspectors observed this arrangement working well at a review which was convened to address the needs of a young person who had become isolated and was refusing to cooperate. During the review, inspectors observed staff appropriately questioning their own approach and quite tenaciously suggesting new proposals in an attempt to re-engage this young person.
43. Although the number of fights and assaults remain high, there has been a reduction. There were 92 fights between young people since the previous inspection and this is a slight decline over the same period prior to the last inspection. There was a greater reduction in the number of assaults involving young people, with 132 occurring since last inspection, compared to 188 over the same period, prior to the previous inspection. Given the fluctuation in the size of the population at the centre over the past few years, it is difficult to make direct comparisons, but since the previous inspection the average monthly population has reduced by approximately 20 per cent.
44. Since the previous inspection there have been six incidents where young people have sustained injuries from fights or assaults requiring hospital treatment. Inspectors were told that some of these were quite serious, including one young person who received a suspected fractured nose and another a broken tooth. The centre have assessed differentials for the same period last year and the figures overall demonstrate a decrease in assaults. Further assertive action is being taken to address this issue and a change to establish a harsher sanction for assault was introduced in April, based on a tariff system. The centre is currently consulting with young people as to whether the introduction of an adjudications process will further deter young people from fighting or assaulting peers.

45. The centre had adopted the principles of Therapeutic Crisis Intervention (TCI) and as a result there is a good deal of sound practice in relation to restraint already embedded within the centre. This includes a commitment never to strip search under restraint. The establishment has recently begun introducing a new model of restraint, Managing and Minimising Physical Restraint (MMPR), as required by government policy. It is anticipated the new model will commence in December 2014. Training for staff had just started and managers were considering how they would need to adapt their current governance procedures in order to implement the new approach. Inspectors are satisfied that managers are keen to ensure that any changes they made should enable them to consolidate and build on existing strengths.
46. Most incidents of restraint take place in response to either a fight or an assault. There has been a reduction in the number of recorded incidents of restraint since the previous inspection. 443 incidents of restraint were recorded since September 2013, and this compared to 553, over same period, prior to the previous inspection. In contrast to these declining figures, half of the young people responding to our survey said they had been physically restrained since they had been at the centre. Young people's responses to the centres own behavioural management survey indicated that only a small number of young people felt use of force was not used fairly. There was no record or report of any serious injuries being sustained following restraint and the average length of time restraint is short - typically between one and two minutes.
47. The CCTV footage showing incidents of restraint which inspectors observed showed staff dealing with young people in a professional way. In some incidents there appeared to be too many adults present and this is something which has been identified in lessons learned documentation. Records indicate that in the vast majority of cases where restraint is used, it is necessary. Nurses see all young people who have been subject to restraint. They respond quickly when a first response team is called for and sometimes arrive while the incident is still taking place. Nursing staff we spoke to were confident about their role in relation to restraint and inspectors are assured that they would not hesitate to intervene if they felt this was necessary.
48. A review of records indicated that a pain distraction technique had been applied once in January 2014. Inspectors were advised this was the first time for several years that this had happened. The incident involved a young woman who had firmly grabbed hold of a member of staff's hair and would



not let go. The member of staff was in pain for over two minutes and her hair was being torn out. The thumb distraction hold was used very briefly in order to allow the grip to be released. This worked effectively. The case was subsequently referred to the local authority that carried out a section 47 enquiries leading to no further action. Inspectors viewed CCTV footage of the incident and examined the documentation. Inspectors are satisfied that this was an exceptional case, that it had been handled appropriately and that staff had no safe alternative but to act in the way they had.

49. It is apparent that work is being carried out in relation to debriefing young people following a restraint, but this activity does not always appear to be well coordinated. The initial debrief following an incident of restraint is still not always carried out by a member of staff not involved in the incident. Inspectors were informed that a member of the advocacy team also always discusses the restraint incident with the young person normally the day after the event. In addition to this the young person is given the opportunity to talk about their experience of the restraint within the life space interview (LSI). A monitoring exercise was being carried out of the LSI work, to try and ensure that any learning from the debrief is used to inform the development of behaviour management plans. The findings indicated that not all LSI's were being completed properly and there was little evidence of them linking to the behaviour management plans.
50. Although the rewards and sanctions scheme appears complicated, young people said they understood it and found it motivational. Young people also find the concept behind the token system easy to grasp and they seem to appreciate the direct practical benefits they can obtain through it. It enables young people to exercise some control and choice over what they do and how they spend their time, by for example participating in favourite activities or extending the time they can use on the phone. Where sanctions are required the type of sanction imposed is discussed with the duty manager. The young person is also given the opportunity to put their point of view and this sometimes results in the outcome being negotiated.
51. The restrictions log shows that over the first six months of this year full restriction were imposed on only one occasion. Oversight of sanctions is carried out at the monthly Critical Incident Review Meeting (CIRP) and records indicate that staff makes good efforts to ensure they are carried out fairly. Some recent amendments have been made to the sanctions policy and staff and young people were consulted about their views before the changes were introduced. Results of the behavioural management survey indicate that young people understand how sanctions work and have a reasonable degree of confidence that they are fair.

52. Separation is not intended to be used as punishment and inspectors did not find evidence that it is being used inappropriately. It continues to be used effectively, mostly for short periods of time, when young people need to be removed from the group to maintain a safe environment. Enforced separation usually takes place following a restraint and its use has reduced by a quarter since the previous inspection. The amount of directed separation remains low. The use of voluntary or "elected" separation has almost trebled since the previous inspection. This reflects more accurate recording of the practice, as well as more extensive application by staff of the behaviour management strategy. Young people spoken to by inspectors reported it was helpful to sometimes go to their rooms to calm down and think about the consequences of their behaviours.

## **The well-being of young people is good**

53. The well-being of young people is good. Young people consistently speak positively about their experience of healthcare services, their relationship with health staff and how their individual needs are met. Young people's views about healthcare are routinely sought. Few complaints are made about healthcare and those received are managed and responded to appropriately. There is a positive rapport between young people and healthcare staff that promotes mutual respect and the appropriate identification and management of health needs. Inspectors saw individual health care staff provide kindly, individual care to young people in distress.
54. The health needs of each young person are assessed and reviewed promptly and care management plans to meet identified needs are developed in conjunction with each young person. Records demonstrate that young people are routinely asked for their consent and are involved in decisions about their care and treatment. Care planning for physical health needs is developing and will be better supported by the planned introduction of electronic records. Plans to support young people with mental health and substance misuse needs are fully developed and inform both release or transfer plans.
55. Young people have timely access to internal and external healthcare services that meet their needs, with the exception of orthodontic services. This is being addressed by commissioners. Improvements have been made to the supply and administration of medicines to young people. Some are supported to self-administer the creams prescribed for them. The absence of secure storage within residential units prevents wider self-administration by young people.

56. Healthcare leadership and the arrangements to monitor the quality of the healthcare service have improved since the last inspection. This includes the establishment of a partnership board and the routine monitoring of the performance and safety of the healthcare service. Although management support for nurses has also improved, its effectiveness to ensure nurses are supported in their roles is limited by depleted staffing levels. Staff meetings, clinical supervision and training are constrained by the nursing team's capacity. Recruitment is in progress, but attendance by nurses at review meetings can be difficult to achieve. Some nurses have adopted clinical lead roles and are undertaking health education with young people without adequate preparation.
57. The routine monitoring of physical and mental health outcomes for young people is not established, due to the continuing absence of electronic patient records. Nurses rely on informal systems to record and monitor outcomes and these are unreliable. For example, the records of young people who require immunisations are incomplete and inconsistent and this poses a risk that some may not receive adequate immunisation. At the time of inspection immunisation clinics had been suspended for 12 weeks pending improvements to the safety of administration of immunisations by nurses. Expected health outcomes are not informed by an up to date health needs assessment. Conversely, the positive outcomes for young people who have substance misuse needs are proactively monitored and reported upon.
58. Effective partnership working between centre teams contributes to the health and welfare of young people. A mental health multi-disciplinary team meeting has been established and there is effective information sharing between health staff and others. Healthcare and catering staff jointly ensures that young people's special dietary requirements are met. Weekly 'Hub' meetings provide an opportunity for multi-disciplinary reviews of vulnerable young people and those with complex needs.
59. Living areas including young people's rooms are kept clean and furnished to meet the needs of young people. The bedrooms are a good size and young people are able to personalise them with pictures and posters. The on-going refurbishment programme is having a positive impact on the environment, and there is very little graffiti evident. Small on-unit libraries which allow young people ready access to books is a positive development since the last inspection. The range of information on the units is mostly good with clear, relevant and helpful notices displayed. However, one unit did not have any notices on the walls which made it appear less child friendly. Young people have daily chores which contribute towards keeping their living areas in a

good condition. Help is available for young people who need support in learning basic skills such as using a vacuum cleaner or washing machine so that they can keep their bedrooms, clothing and personal possessions clean. One young person reported in the survey 'Self-independence is the most [important] thing that you learn. Most of us don't do cooking, cleaning, ironing but you have to do it here.'

60. Hassockfield performs less well than other STCs in the survey results regarding keyworkers, and results have declined significantly since the previous inspection. Only 53 per cent of those responding to the survey knew they had a keyworker on their unit and of these only 55 per cent reported that they were helpful. Previous results had been 93 per cent and 90 per cent respectively. Keyworkers are arranged into hubs rather than allocated to individual young people. This enables effective information sharing and ensures there is always someone available for the young person to talk to. It may also explain why young people were not identifying an individual member of staff as "their" keyworker. Records show that keyworker sessions are taking place regularly, with the topics to be worked on with each young person identified weekly by the casework team. Some young people thought the sessions could be a bit boring, and some staff thought the sessions might become repetitive for young people who spent lengthy periods at the centre. The sessions do provide an opportunity within a private forum for a young person to discuss any concerns.
61. Young people are asked about cultural and religious needs on admission to the centre. Records identify that only four of the 36 young people resident at the time of the inspection identified a religious belief. Arrangements for young people to practice their religion have fallen since the previous inspection. Faith leaders are less often in the centre and opportunities for group worship are more limited. The centre is aware of this and seeking to address it. There was evidence that when a young person required support from a religious minister in a crisis, it was provided. However, young people do not have access to regular and frequent spiritual and pastoral support. Young people can keep religious books and artefacts in their rooms although there is no designated "faith" room or area.
62. Diversity work is organised well and retains a high profile within the centre. The bi-monthly Diversity Equality Action Team (DEAT) meeting is attended by all main departments of the centre. It considers all protected characteristics and a good range of data is produced and discussed. Pertinent discussion takes place in relation to out of range data and whether this might point to an underlying inequality. There is good understanding of the factors that might lead to anomalies in the data, but these are not used

just to explain away differential outcomes. Monitoring includes scrutiny of use of force, separation and mobility data. An up to date action plan sets out priorities for the year. Equality impact assessments are completed appropriately and young people's views are sought as part of the process. The festivals committee is now incorporated into the DEAT meeting. This provides a higher profile for discussion of events celebrating diversity and such events take place within the centre throughout the year.

63. Reported discrimination incidents are mainly to do with use of inappropriate language between young people. These are dealt with appropriately. Diversity is covered during induction and it is made clear that unacceptable views cannot be articulated at Hassockfield. One to one work on diversity is undertaken with young people as appropriate. Information sharing about racist group affiliations has been strengthened, with links with the National Offender Management Service and the police. Any known links on admission are flagged on initial risk assessment. This is shared with staff to ensure appropriate placement and supervision of the young person in the centre. Information that is received subsequently is used appropriately to mitigate risk.
64. Consultation arrangements are excellent. The centre has been approved for Investors in Children (IiC) status; this reflects their commitment to ensuring those young peoples' views, criticisms and suggestions are heard and acted upon. IiC facilitators regularly hold meetings with young people and visit the living units to talk to young people who have not been able to attend a meeting. A noticeboard near the dining hall provides feedback on what has been done as a result of young peoples' input and, as importantly, what it has not been possible to do. Living unit meetings take place on a regular basis and the weekly centre newsletter provides feedback on actions taken as a consequence of these meetings. Young people are properly consulted when changes to policies are planned and are involved in the selection process for residential care officers.
65. Young people receive very good support to maintain contact with people important to them. In the survey 100 per cent of young people (against a STC comparator of 84 per cent) said it is easy to keep in touch with family/carers outside the centre. Young people cannot receive calls into the centre though they have ample opportunity to make calls. Parents/carers can buy additional phone credit for young people, in addition to the free daily call allowance they receive from the centre. Young people have ready access to free letters and families/carers can email into a central point to be printed out and passed on to their young person. Caseworkers maintain regular contact with family/carers and help to keep lines of communication open.

66. Inspectors saw evidence of flexibility in visiting times to facilitate family members who were less able to visit regularly. The centre offers parents/carers who have long distances to travel the opportunity to stay on site at the hospitality suite. This valuable resource is well used alongside the enhanced visits scheme to maintain, develop and re-establish relationships that are important to young people. The visits area, while comfortably furnished is relatively small which may inhibit privacy. Meeting rooms are suitable for police and legal visits including those for appropriate adult interviews.
67. The programme of enhanced visits enables young people and their families/carers more time together. This is a vital component in the work undertaken by staff when addressing complex or disrupted family/carer relationships. Such visits take place in the youth club enabling families to undertake activities together such as playing pool or board games. Parents and carers confirmed the considerable importance placed on contact, noting that staff, 'were excellent, they were amazing, I cannot put into words what they have done for us'. Such an approach fully promotes the significance of young people needing to maintain and develop their support networks while serving their sentences and indeed strengthening them prior to release.
68. Not all young people receive visits, despite the efforts made by the centre. One young person commented in their survey 'I'm not here long enough for visits. It's too far from home' and another wrote 'I'm really not bothered about my Mum not coming cos I get to speak to her on the phone.' During term times a number of students who are appropriately motivated and vetted from Durham University volunteer to visit and befriend young people at the centre.
69. Young people are given information about the complaints system and blank complaints forms are left in their rooms. Half of the young people who completed the survey said they had made a complaint. 94 per cent, against a comparator of 64 per cent, thought their complaint had been dealt with fairly. The management of complaints has improved since the last inspection. The vast majority of responses are written clearly and in language a young person can understand. The process for appealing against a complaint decision is explained to young people when they receive the response. There is evidence of young people successfully appealing against complaint decisions. Young people continue to receive very good support from the independent advocacy service provided by Barnardos. Advocates are visible around the centre and told inspectors the most common concerns they are asked to help with are getting property back from the police and

having suitable accommodation post release (particularly young people who have been in care).

70. Young people can record concerns that do not in their view warrant a formal complaint, in the living units 'Grumbles' books. During the inspection, on random checks, some of the living units did not have these in living areas readily accessible to young people. Those grumbles that were made were responded to promptly, although there were a few that indicated a grumble had been passed onto a specific department to take forward. It was not always evident in records that the grumble had actually been resolved. Conversations with managers and the YJB monitor made it clear that they are all collecting verbal "grumbles" when on living units and dealing with them. However, these are often not recorded anywhere while the grumbles books recorded that on many days no grumbles had been made.
71. Monitoring of complaints and grumbles is completed monthly, and the results considered at team leader and senior management team meetings. There is effective monitoring of protected characteristics, living units and types of complaint. Where an individual member of staff is the subject of a complaint this is made explicit in the monitoring report. Of the 71 complaints submitted in the first five months of 2014, property was the most complained about issue, often damage to clothing while at the centre. Appeals, and their outcome, could usefully be added to this monitoring.

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

72. Young people receive a timely and effective assessment of their English and mathematics shortly after arrival at the centre and are promptly settled into education. The initial assessment has been improved since the last inspection and now provides good information on what young people need to improve. The special educational needs co-ordinator (SENCO) takes a proactive approach to contacting the respective youth offending service to obtain information on prior attainment and, when in place, special educational needs statements. Where insufficient information is available additional assessments are carried out by the SENCO. The results from these assessments are effectively used to develop an individual education plan for young people that are regularly reviewed and updated.
73. The curriculum has been recently changed and provides a more balanced range of vocational and education courses for young people to access. A good focus is on improving English and mathematics. Music and drama is about to be introduced into the curriculum to further extend the range of

provision. Young people can follow vocational courses in hairdressing, art and design, ICT, catering and construction. The range of courses that can be accredited has been extended since the last inspection. Young people also have access to accredited courses provided as part of the Princes Trust. English and mathematics is well incorporate throughout the different subject areas. A full curriculum is available throughout the year.

74. Attendance is outstanding and punctuality is good. Movement from the house units and between classes is well organised and young people generally arrive on time. Standards of behaviour are good and where disruptive behaviour is found it is dealt with promptly and effectively by both care and education staff. Young people were enthusiastic about their learning and quickly settled down in their classes. It is very rare for young people to be sent back to the house units because of poor behaviour. If this is required they are quickly managed back into education, usually within the same day.
75. The quality of teaching, learning, coaching and assessment is good with some aspects being outstanding. Teachers plan their lessons well and in the majority of cases are skilled at creating positive learning sessions for a wide range of mixed abilities. In the best sessions young people are challenged to progress and teachers use a variety of activities to engage and motivate. In weaker learning sessions insufficient challenge was provided for more able young people. In some classes, excellent examples of more experienced and academically able students mentoring their less able peers were found.
76. Most teachers are skilled in the use of group work, promoting fruitful discussion to engage young people. Teachers encourage students to think for themselves and draw upon and express their own views and opinions. In catering, the teacher trusted students to select their dish and the necessary ingredients and allowed them time and space to work independently. Teachers use the newly installed information learning technology to support learning, but need to be more confident and creative, particularly in engaging young people in its use. Teachers are skilled at managing disruptive behaviour and in the majority of cases ensure that young people remained engaged creating a positive learning environment. Teachers and young people demonstrate a high level of respect for each other which helps create a calm harmonious learning environment.
77. The observation of teaching and learning has increased since the last inspection and now takes place on a regular and well planned basis. In addition to formal graded observations, ungraded frequent themed observations take place. A recent good link has been made with an external



partner to help with developing the observation process. Currently no external moderation of teaching grades takes place and more links need to be made to staff development and the outcomes from teaching and learning observations.

78. Accommodation for education is generally good with wall displays that celebrate young people's work helping create a positive learning environment. However, better ventilation is needed in the room designated for nail art. Facilities for PE are good with a large sports hall and access to an all-weather football field. Resources to support learning are good, equipment such as interactive whiteboards and laptops have been introduced.
79. Achievement of planned learning goals for young people are outstanding. Most young people achieved their learning goals and make significant progress in developing their personal and social skills. Young people become more confident in their new skills and are able to talk about their work and enjoy their learning. Young people make good progress in developing their English and mathematics. Achievement of accredited qualifications is good with most young people being successful before they leave. Achievement rates indicate a steady improvement with an increase in the number of accredited qualifications successfully gained. In vocational training, young people make good progress in developing skills to a high standard. Tutors use their knowledge to relate practical training to the commercial world. The standard of written work is good.
80. The tutorial process is effective in quickly identifying young people who are not on target to achieve. Young people have their work reviewed frequently, daily, weekly and monthly. Targets are set for progress towards academic work and personal development. Targets are negotiated with young people and are clear about what they need to do to progress.
81. Access to careers advice and guidance is good with appropriate advice being provided by staff whenever required. A contract with Durham County Council provides focused careers information in group situations. Young people have good opportunities to create curriculum vitae and carry out job search. The number of young people who continue into education training (ETE) or employment on release is high. The centre follows up the sustainability of ETE outcomes after release. An impressive 62 per cent of young people are continuing with an ETE activity 12 months after release.
82. Enrichment activities for young people in the evening and weekends are excellent. Very effective links are in place between education and the

enrichment officer. Many of the activities are run by the education staff that provide hairdressing, cooking and PE as extension activities for young people who have a particular interest in these areas. The cadet's programme provides a very well-structured activity that helps young people develop their personal skills, such as independent living, taking instruction and team working. The centre recently took the opportunity to invite parents to displays by the cadet's as part of Armed Forces Day. The day was highly successful enabling the young people to display teamwork and discipline. Mobility is used well to enable young people to access a variety of community activities which engage young people in meaningful projects to extend their learning. Since the previous inspection, links with a local farm have enabled young people to develop land based skills, such as animal care and dry stone walling.

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

83. The resettlement of young people is outstanding. A skilled multi-disciplinary resettlement team work closely together to provide a holistic approach to meeting the individual needs of young people. The centre has established a commendable, 'hub' model of working that is highly effective. Every young person is allocated to a hub team on admission which comprises of a caseworker, living unit keyworker as well as designated staff from the substance misuse, interventions, health care and education teams. Young people who may pose a risk to staff or each other are quickly identified with safeguarding strategies implemented to mitigate risks.

84. Following a period of induction and assessment, young people are carefully matched to programmes to address their offending behaviour(s) and associated issues. These include programmes in relation to drug and alcohol misuse, mental health, anger management and peer pressure. There is considerable emphasis on meeting the emotional well-being of young people, for example addressing low self-esteem through counselling and programmes aimed at increasing their levels of motivation to change. Regular hub meetings enable the team around the young person to review progress against agreed targets and consider their individual well-being and the success of approaches undertaken by staff. These meetings enable the arrangements for release or transfer to be closely monitored. Where necessary concerns are escalated to ensure appropriate plans are in place, such as delays in accommodation arrangements or travel plans on the day of release. This pro-active approach ensures young people are supported by those entrusted with their well-being

in the community to reduce the risk and vulnerability at a crucial period in their lives.

85. The experience and skills of the hub teams ensure that pro-offending attitudes are consistently challenged while supporting young people to consider the wider implications of their actions, behaviours and lifestyles. Young people complete entry and exit assessment of their attitudes to offending behaviour with the feedback being used to further improve individual and group work programmes. One young person reported that, 'my caseworker is fantastic and is always coming to see how I am doing...they did quite a lot actually, looked at offence based issues and did work on that'.
86. The most recent data compiled by the centre shows that the rates of young people reoffending following release are approximately 42 per cent. A figure that is significantly lower than the national average. Similarly, impressive findings also show that just 4 per cent of young people released in the same period did not have education, employment or training placements in place. These outcomes highlight the positive impact the centre's holistic approach is having for young people.
87. Rigorous and robust sentence planning and review ensures each young person has their progress towards release or transfer routinely and comprehensively evaluated. Detailed training plans focus on the specific needs of young people and consider all areas of their lives with particular emphasis on plans for release, either back into the community or transfer to another secure facility. Training plans outline the individual needs of young people and how they should be met by the centre and external agencies. The views of young people are central to the development of intervention and learning programmes which incorporate their individual, diverse needs. As a result young people are empowered to have a personal investment in setting their targets and making subsequent progress.
88. Regular reviews occur which ensure young people have their progress assessed routinely. This allows young people, and all other interested parties, to link sentence planning with post release provision, notably accommodation, education or employment. Where young people are 'looked after' by their local authority statutory reviews are held with the centre engaging fully in the process. Reviews observed during the inspection were managed in an excellent manner with staff displaying considerable knowledge of the young person concerned and the implications of their care status. Centre staff make clear the expectations placed on social workers and others entrusted with the care and welfare of young people at the centre. The welfare and needs of young people remain paramount during reviews, and when attending are given many

opportunities to express their views and opinions. Staff appropriately use the meaningful and trusting relationships established with young people to assist them to participate fully, notably when they were nervous or unsure of the situation. Social workers, youth offending teams and independent reviewing officers confirmed that reviews are conducted professionally and that young people are provided with, 'excellent support' to engage in the process. As a result young people gain improved levels of confidence, increase their self-esteem and have their voice heard to influence planning.

89. The centre engages fully and professionally with all relevant parties in assisting with the transition of young people back to their communities. Excellent liaison with parents/carers, social workers and youth offending teams ensure open communication and joint working is maintained throughout a young person's time at the centre and indeed after their release. Staff working with young people play an active role in supporting their progress and development and link extremely well with community partners with a clear aim to identify any issues as early as possible. Caseworkers attend post release community meetings wherever feasible with a commitment to supporting young people through the potentially difficult period of transition out of custody. For example, identifying a need for family group therapy and enabling this to take place as part of an agreed release plan. In a number of instances the centre have pursued partners to put in place appropriate packages of support, a number of weeks after the young person concerned had been released. Such an approach improves the likelihood of young people achieving successful transition.

90. An excellent process for monitoring the progress of young people once they are released enables the centre to utilise valuable data to inform programmes of support and intervention. Young people are tracked for a year at three monthly periods following their release. Despite some difficulty in obtaining information from some youth offending teams, the centre is committed to implementing a systematic and evaluative approach. This has been assisted through the development of a consent form for youth offending teams that obliges them to share appropriate information for the benefit of learning from best practice. Details are not only sought for rates of reoffending, but also stability of accommodation, engagement in education, training and employment and rates of substance misuse or abstinence. Data is subsequently analysed to assist in evaluating the aspects of behavioural work with a young person has been the most beneficial.

91. Young people are encouraged to develop practical social and life skills. Young people complete their own laundry tasks and are encouraged and supported to cook and plan meals. Support programmes are planned carefully with young

people who complete assessments at the start of their sentence to identify their own learning needs. As a result, young people gain confidence in their improved abilities which subsequently increases their feelings of self-esteem and self-worth. One young person who had been recently released reported that, 'they (staff) do a lot of work with you to learn how to look after yourself... I had lots of opportunities to learn how to look after myself and my Dad is pleased by how well I can look after myself now'.

92. Young people are provided with considerable opportunities to gain valuable life experiences, arrange further education or training and reintegrate back into community life as a key aspect of resettlement planning. Mobility and Release on Temporary Licence (ROTL) is used effectively to offer young people extremely meaningful and worthwhile periods of time outside of the centre. These include valuable programmes of community engagement and work experience at local farms, golf courses and voluntary work repairing community gardens. Young people are also supported to attend interviews for school or college or accommodation options. All young people are considered for mobility at the midway point of their sentence and regularly thereafter with the centre fully promoting the benefit of mobility with a high number of young people benefiting from this approach. Effective systems swiftly identify young people who require referral to multi-agency public protection arrangements (MAPPA).

### Record of main judgements

Hassockfield secure training centre	
Overall effectiveness	Good with outstanding features
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	Outstanding



## Secure Training Centre Survey Hassockfield 2014

### Section 1: Questions about you

		Male		Female				
Q1.1	Are you?	23 (72%)		9 (28%)				
Q1.2	How old are you?	12	13	14	15	16	17	18
		0 (0%)	1 (3%)	2 (6%)	5 (15%)	12 (36%)	13 (39%)	0 (0%)
Q1.3	What is your ethnic origin?							
	White - British (English/Welsh/Scottish/Northern Irish).....	28 (88%)						
	White - Irish.....	2 (6%)						
	White - Other.....	0 (0%)						
	Black or Black British - Caribbean.....	0 (0%)						
	Black or Black British - African.....	1 (3%)						
	Black or Black British - other.....	0 (0%)						
	Asian or Asian British - Indian.....	0 (0%)						
	Asian or Asian British - Pakistani .....	0 (0%)						
	Asian or Asian British - Bangladeshi .....	0 (0%)						
	Asian or Asian British - Chinese.....	0 (0%)						
	Asian or Asian British - other .....	0 (0%)						
	Mixed heritage - White and Black Caribbean .....	0 (0%)						
	Mixed heritage - White and Black African .....	1 (3%)						
	Mixed heritage - White and Asian .....	0 (0%)						
	Mixed heritage - other .....	0 (0%)						
	Arab .....	0 (0%)						
	Other ethnic group.....	0 (0%)						
Q1.4	What is your religion?							
	None .....	21 (68%)						
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations).....	9 (29%)						
	Buddhist .....	0 (0%)						
	Hindu.....	0 (0%)						
	Jewish .....	0 (0%)						
	Muslim.....	0 (0%)						
	Sikh.....	0 (0%)						
	Other.....	1 (3%)						
Q1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	Yes		No				
		3 (10%)		28 (90%)				
Q1.6	Are you a British citizen?	Yes		No				
		31 (97%)		1 (3%)				

		Yes	No
Q1.7	Do you have a disability? Do you need help with any long term physical, mental or learning needs?	4 (13%)	27 (87%)

		Yes	No
Q1.8	Have you ever been in local authority care (looked after)?	14 (45%)	17 (55%)

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

		Yes	No
Q2.1	On your most recent journey to this centre, did you feel that staff looked after you well?	30 (94%)	2 (6%)

		Yes	No	Don't remember/ Not applicable
Q2.2	When you arrived at the centre were you searched?	31 (94%)	1 (3%)	1 (3%)

		Yes	No	Don't remember/ Not applicable
Q2.3	Did staff explain to you why you were being searched?	30 (91%)	1 (3%)	2 (6%)

		Yes	No	Don't remember/ Not Applicable
Q2.4	When you were searched, did staff treat you with respect?	31 (94%)	0 (0%)	2 (6%)

		Yes	No
Q2.5	Did you see a doctor or nurse before you went to bed on your first night here?	33 (100%)	0 (0%)

		Yes	No
Q2.6	On your first night here, did anybody talk to you about how you were feeling?	29 (91%)	3 (9%)

		Yes	No
Q2.7	Did you feel safe on your first night here?	28 (88%)	4 (13%)

## Section 3: Daily life



		Yes	No	I don't know
Q3.1	In your first few days here were you told everything you needed to know about life at the centre?	30 (91%)	3 (9%)	0 (0%)
Q3.2	If you had a problem, who would you turn to? ( <i>Please tick all that apply</i> )			
	<i>No-one</i> .....			0 (0%)
	<i>Teacher/ Education staff</i> .....			4 (12%)
	<i>Key worker</i> .....			3 (9%)
	<i>Case worker</i> .....			19 (58%)
	<i>Staff on your unit</i> .....			20 (61%)
	<i>Another young person here</i> .....			7 (21%)
	<i>Family</i> .....			17 (52%)
	<i>Advocate</i> .....			4 (12%)
	<i>Other</i> .....			1 (3%)
Q3.3	Do you have a key worker on your unit?	Yes 17 (52%)	No 16 (48%)	
Q3.4	Does your key worker help you?	<b>I don't have a key worker</b> 16 (55%)	Yes 11 (38%)	No 2 (7%)
Q3.5	Do <b>most</b> staff treat you with respect?	Yes 31 (97%)	No 1 (3%)	
Q3.6	Can you follow your religion if you want to?	Yes 12 (46%)	No 2 (8%)	<b>I don't want to/ I have no religion</b> 12 (46%)
Q3.7	What is the food like here?			
	<i>Very good</i> .....			3 (9%)
	<i>Good</i> .....			17 (52%)
	<i>Neither</i> .....			9 (27%)
	<i>Bad</i> .....			2 (6%)
	<i>Very bad</i> .....			2 (6%)
Q3.8	Is it easy to keep in touch with your family or carer outside the centre? (for example phone calls, visits)	Yes 32 (100%)	No 0 (0%)	
Q3.9	How often do you have visits from family, carers and friends?			
	<i>I don't get visits</i> .....			4 (13%)

<i>Less than once a week</i> .....	14 (44%)
<i>About once a week</i> .....	11 (34%)
<i>More than once a week</i> .....	3 (9%)

## Section 4: Behaviour

		I don't know what the scheme is	Yes	No
Q4.1	Does the incentives and sanctions scheme (Premier League, Championship and Conference) encourage you to behave well?	6 (19%)	23 (72%)	3 (9%)

		I don't know what the scheme is	Yes	No
Q4.2	Do you think the incentives and sanctions scheme (Premier League, Championship and Conference) is fair?	6 (19%)	21 (68%)	4 (13%)

		Yes	No
Q4.3	If you get in trouble, do staff explain what you have done wrong?	26 (87%)	4 (13%)

		Yes	No
Q4.4	Do most staff let you know when your behaviour is good?	25 (83%)	5 (17%)

		Yes	No
Q4.5	Have staff ever made you stay in your room away from the other young people because of something you did? (this could include having things removed from your room such as pictures or bedding)	14 (44%)	18 (56%)

		Yes	No
Q4.6	Have you been physically restrained since you have been here? (you may have heard it called MMPR)	16 (50%)	16 (50%)

Not been restrained	Yes	No
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Q4.7	Were you given a chance to talk to somebody about the restraint afterwards?	16 (57%)	7 (25%)	5 (18%)
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## Section 5: Health Services

Q5.1	If you feel ill are you able to see a doctor or nurse?	Yes 31 (100%)	No 0 (0%)	I don't know 0 (0%)
Q5.2	What are the health services like here?	Good 27 (87%)	Bad 2 (6%)	I don't know 2 (6%)
Q5.3	Do you have any health needs which are not being met?	Yes 4 (13%)	No 28 (88%)	

## Section 6: Complaints

Q6.1	Do you know how to make a complaint?	Yes 31 (97%)	No 1 (3%)	
Q6.2	Are complaints dealt with fairly?	I have not made one 16 (50%)	Yes 15 (47%)	No 1 (3%)
Q6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	Yes 1 (3%)	No 31 (97%)	

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

Q7.1	Do you have a care plan that sets out targets for you to achieve while in custody? (this might be called a training, sentence or remand plan)	Yes 21 (66%)	No 6 (19%)	I don't know 5 (16%)
		Yes	No	

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<b>Q7.2</b>	Since you have been here have you been given any advice about training or jobs that you might like to do in the future?	22 (69%)	10 (31%)
<b>Q7.3</b>	Have you learned any skills for jobs that you might like to do in the future (e.g. bricklaying/ hairdressing)?	Yes 26 (81%)	No 6 (19%)
<b>Q7.4</b>	Do you think your education/ training here will help you once you leave the centre?	Yes 26 (84%)	No 5 (16%)
<b>Q7.5</b>	Have you learned any 'life skills' here (e.g. cooking/cleaning)?	Yes 28 (88%)	No 4 (13%)
<b>Q7.6</b>	Are you encouraged to take part in activities outside education/ training hours (i.e. hobbies, sports or gym)?	Yes 30 (94%)	No 2 (6%)
<b>Q7.8</b>	Do you know where you are going to be living when you leave the centre?	Yes 23 (77%)	No 7 (23%)
<b>Q7.9</b>	Have you done anything here to make you less likely to offend in the future?	<b>Not sentenced</b> 0 (0%)	Yes 23 (77%) No 7 (23%)

## Section 8: Questions about safety

<b>Q8.1</b>	Have you ever felt unsafe here?	Yes 3 (9%)	No 29 (91%)
<b>Q8.2</b>	Do you feel unsafe at the moment?	Yes 1 (3%)	No 31 (97%)

- Q8.3** In which areas have you ever felt unsafe? (Please tick all that apply)
- |                                     |          |
|-------------------------------------|----------|
| <b>Never felt unsafe</b> .....      | 29 (91%) |
| <i>Everywhere</i> .....             | 1 (3%)   |
| <i>Admissions room</i> .....        | 0 (0%)   |
| <i>In single separation</i> .....   | 1 (3%)   |
| <i>At the gym</i> .....             | 0 (0%)   |
| <i>Outside areas/ grounds</i> ..... | 0 (0%)   |
| <i>Corridors</i> .....              | 0 (0%)   |
| <i>Dining room</i> .....            | 0 (0%)   |
| <i>At education/ training</i> ..... | 0 (0%)   |
| <i>At religious services</i> .....  | 0 (0%)   |
| <i>At health services</i> .....     | 0 (0%)   |
| <i>In the visits area</i> .....     | 0 (0%)   |
| <i>On your unit</i> .....           | 2 (6%)   |
| <i>In your room</i> .....           | 0 (0%)   |
| <i>Other</i> .....                  | 0 (0%)   |
- Q8.4** Have you experienced any of the following from young people here? (*Please tick all that apply*)
- |  |          |
|--|----------|
| <i>Insulting remarks about you</i> .....                     | 10 (36%) |
| <i>Physical abuse (being hit, kicked or assaulted)</i> ..... | 6 (21%)  |
| <i>Sexual abuse</i> .....                                    | 0 (0%)   |
| <i>Feeling threatened or intimidated</i> .....               | 3 (11%)  |
| <i>Shout outs/ yelling through windows about you</i> .....   | 12 (43%) |
| <i>Having your property taken</i> .....                      | 1 (4%)   |
| <i>Other</i> .....   | 1 (4%)   |
| <b>Not experienced any of these things</b> .....             | 14 (50%) |
- Q8.5** If yes, what was it about? (Please tick all that apply)
- |   |         |
|---|---------|
| <i>Your race or ethnic origin</i> .....                           | 3 (11%) |
| <i>Your religion/religious beliefs</i> .....                      | 0 (0%)  |
| <i>Your nationality</i> .....                                     | 1 (4%)  |
| <i>Being from a different part of the country to others</i> ..... | 2 (7%)  |
| <i>Being from a traveller community</i> .....                     | 1 (4%)  |
| <i>Your sexual orientation</i> .....                              | 1 (4%)  |
| <i>Your age</i> .....   | 1 (4%)  |
| <i>Having a disability</i> .....                                  | 0 (0%)  |
| <i>You being new here</i> .....                                   | 3 (11%) |
| <i>Your offence/ crime</i> .....                                  | 2 (7%)  |
| <i>Gang related issues/ people you know or mix with</i> .....     | 1 (4%)  |
| <i>About your family or friends</i> .....                         | 2 (7%)  |
| <i>Drugs</i> .....  | 1 (4%)  |
| <i>Medication you receive</i> .....                               | 0 (0%)  |
| <i>Your gender</i> .....  | 0 (0%)  |
| <i>Other</i> .....  | 3 (11%) |
- Q8.7** Have you experienced any of the following from staff here? (*Please tick all that apply*)

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<i>Insulting remarks about you</i> .....	3 (11%)
<i>Physical abuse (being hit, kicked or assaulted)</i> .....	0 (0%)
<i>Sexual abuse</i> .....	0 (0%)
<i>Feeling threatened or intimidated</i> .....	2 (7%)
<i>Having your property taken</i> .....	1 (4%)
<i>Other</i> .....	0 (0%)
<b><i>Not experienced any of these things</i></b> .....	24 (86%)

**Q8.8** If yes, what was it about? (Please tick all that apply)

<i>Your race or ethnic origin</i> .....	1 (4%)
<i>Your religion/religious beliefs</i> .....	0 (0%)
<i>Your nationality</i> .....	0 (0%)
<i>Being from a different part of the country to others</i> .....	0 (0%)
<i>Being from a traveller community</i> .....	0 (0%)
<i>Your sexual orientation</i> .....	1 (4%)
<i>Your age</i> .....	0 (0%)
<i>Having a disability</i> .....	0 (0%)
<i>You being new here</i> .....	1 (4%)
<i>Your offence/ crime</i> .....	1 (4%)
<i>Gang related issues/ people you know or mix with</i> .....	0 (0%)
<i>About your family or friends</i> .....	1 (4%)
<i>Drugs</i> .....	0 (0%)
<i>Medication you receive</i> .....	1 (4%)
<i>Your gender</i> .....	0 (0%)
<i>Because you made a complaint</i> .....	2 (7%)
<i>Other</i> .....	2 (7%)

<b>Q8.10</b>	If you were being bullied or 'picked on', would you tell a member of staff?	<b>Yes</b>	<b>No</b>
		23 (79%)	6 (21%)



## HASSOCKFIELD STC

### SUMMARY OF QUESTIONNAIRES AND INTERVIEWS

01 JULY 2014

# 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 01 July 2014, the population of young people at Hassockfield STC was 38. All young people at the time of the survey were aged between 13 and 17 years. Questionnaires were offered to all young people.

Completion of the questionnaire was voluntary and refusals were noted.

Interviews were routinely offered to all young people. In total, 20 young people were interviewed.

## Methodology

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

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

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

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

If a young person indicated child protection concerns in the survey, these were followed up with the young person before we left the establishment to ensure their safety. This could occasionally result in allegations being refuted or withdrawn. However, in these circumstances we do not amend the original survey responses on the basis that the responses given reflected the young person's perceptions at the time when it was initially completed. The survey provides a valid and confidential route for the young person to volunteer information. There were no child protection concerns raised during this survey.

## Response rates

In total, 33 young people completed and returned their questionnaires. This represented 87% of children and young people in the establishment at the time. The response rate from the sample was 87%.

Four young people refused to complete a questionnaire and one questionnaire was not returned.

Unit	Number of completed survey returns
Apollo 1	6
Apollo 2	7
Zeus 1	4
Zeus 2	7
Minerva	9

## **Comparisons**

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

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

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

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

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

The following comparative analyses are presented:

- The current survey responses from Hassockfield in 2014 compared with responses from young people surveyed in all other secure training centres. This comparator is based on all responses from young people surveys carried out in three secure training centres since June 2013.
- The current survey responses from Hassockfield in 2014 compared with the responses of young people surveyed at Hassockfield in 2013.
- A comparison within the 2014 survey between the responses of young people who said they have been in local authority care and those who said they had not.

## **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.

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



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

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

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

### Key to tables

	Any percentage highlighted in green is significantly better	2014 Hassockfield	STC comparator	Hassockfield 2014	Hassockfield 2013
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in young people's background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		33	192	33	39
<b>SECTION 1: ABOUT YOU</b>					
1.2	Are you aged under 16?	24%	38%	24%	27%
1.3	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	5%	48%	5%	12%
1.4	Are you Muslim?	0%	16%	0%	3%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	9%	12%	9%	8%
1.6	Are you a British citizen?	97%	97%	97%	100%
1.7	Do you have a disability?	14%	21%	14%	24%
1.8	Have you ever been in local authority care?	44%		44%	
<b>SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS</b>					
2.1	On your most recent journey to this centre, did you feel that staff looked after you well?	95%	94%	95%	100%

2.2	When you arrived at the centre were you searched?	95%	97%	95%	95%
2.3	Did staff explain why you were being searched?	92%	86%	92%	86%
2.4	When you were searched, did staff treat you with respect?	95%	92%	95%	95%
On your first night here:					
2.5	Did you see a doctor or nurse before you went to bed?	100%	94%	100%	100%
2.6	Did anybody talk to you about how you were feeling?	92%	73%	92%	76%
2.7	Did you feel safe?	87%	87%	87%	100%
<b>SECTION 3: DAILY LIFE</b>					
3.1	In your first few days here were you told everything you needed to know about life at the centre?	92%		92%	
If you had a problem, who you would turn to?					
3.2a	No-one	0%	17%	0%	10%
3.2b	Teacher/Education staff	13%	4%	13%	19%
3.2c	Key worker	8%	34%	8%	29%
3.2d	Case worker	58%	22%	58%	55%
3.2e	Staff on the unit	61%	41%	61%	64%
3.2f	Another young person here	21%	14%	21%	7%
3.2g	Family	53%	54%	53%	57%
3.2h	Advocate	13%	8%	13%	10%
3.3	Do you have a key worker on your unit?	53%	93%	53%	90%
For those who said they had a key worker:					
3.4	Does your key worker help you?	87%		87%	
3.5	Do most staff treat you with respect?	97%	93%	97%	95%
3.6	Can you follow your religion if you want to?	47%	81%	47%	41%
3.7	Is the food here good/ very good?	61%	30%	61%	50%
3.8	Is it easy to keep in touch with family or carer outside the centre?	100%	84%	100%	98%
3.9	Do you have visits from family, carers or friends at least once a week?	43%		43%	

<b>SECTION 4: BEHAVIOUR</b>					
4.1	Does the incentives and sanctions scheme encourage you to behave well?	72%		72%	
4.2	Do you think the incentives and sanctions scheme is fair?	67%	70%	67%	81%
4.3	If you get in trouble, do staff explain what you have done wrong?	86%	91%	86%	90%
4.4	Do most staff let you know when your behaviour is good?	83%	83%	83%	78%
4.5	Have staff ever made you stay in your room away from the other young people because of something you did?	43%		43%	
4.6	Have you been physically restrained since you have been here?	50%	34%	50%	42%
For those who had been restrained:					
4.7	Were you given a chance to talk to somebody about the restraint afterwards?	57%	72%	57%	82%
<b>SECTION 5: HEALTH SERVICES</b>					
5.1	If you feel ill, are you able to see a doctor or nurse?	100%	87%	100%	93%
5.2	Do you think that the health services are good here?	86%	61%	86%	90%
5.3	Do you have health needs which are not being met?	14%		14%	
<b>SECTION 6: COMPLAINTS</b>					
6.1	Do you know how to make a complaint?	97%	95%	97%	100%
For those who have made a complaint:					
6.2	Are complaints dealt with fairly?	94%	67%	94%	80%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	3%	12%	3%	5%
<b>SECTION 7: EDUCATION AND ACTIVITIES</b>					
7.1	Do you have a care plan which sets out targets for you to achieve while in custody?	65%	63%	65%	67%
7.2	Have you been given advice about training or jobs that you might like to do in the future?	68%	69%	68%	76%
7.3	Have you been able to learn skills for jobs that you might like to do in the future?	81%	73%	81%	81%

7.4	Do you think your education here will help you once you leave?	83%	75%	83%	74%
7.5	Have you been able to learn any 'life skills' here?	87%	88%	87%	95%
7.6	Are you encouraged to take part in activities outside education/ training hours?	95%	93%	95%	100%
7.8	Do you know where you will be living when you leave the centre?	77%	74%	77%	71%
For those who are sentenced:					
7.9	Have you done anything here to make you less likely to offend in the future?	77%	68%	77%	64%
<b>SECTION 8: SAFETY</b>					
8.1	Have you ever felt unsafe here?	8%	22%	8%	10%
8.2	Do you feel unsafe at the moment?	3%	6%	3%	0%
Have you experienced any of the following from young people here?					
8.4a	Insulting remarks?	36%		36%	
8.4b	Physical abuse?	22%		22%	
8.4c	Sexual abuse?	0%		0%	
8.4d	Feeling threatened or intimidated?	9%		9%	
8.4e	Shout outs/yelling through windows?	44%		44%	
8.4f	Having your canteen/property taken?	3%		3%	
For those who have indicated any of the above, what did it relate to?					
8.5a	Your race or ethnic origin?	9%		9%	
8.5b	Your religion or religious beliefs?	0%		0%	
8.5c	Your nationality?	3%		3%	
8.5d	Your being from a different part of the country than others?	6%		6%	
8.5e	Your being from a Traveller community?	3%		3%	
8.5f	Your sexual orientation?	3%		3%	
8.5g	Your age?	3%		3%	
8.5h	You having a disability?	0%		0%	

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<b>8.5i</b>	You being new here?	<b>9%</b>		<b>9%</b>	
<b>8.5j</b>	Your offence or crime?	<b>6%</b>		<b>6%</b>	
<b>8.5k</b>	Gang related issues or people you know or mix with?	<b>3%</b>		<b>3%</b>	
<b>8.5l</b>	About your family or friends?	<b>6%</b>		<b>6%</b>	
<b>8.5m</b>	Drugs?	<b>3%</b>		<b>3%</b>	
<b>8.5n</b>	Medications you receive?	<b>0%</b>		<b>0%</b>	
<b>8.5</b>	Your gender?	<b>0%</b>		<b>0%</b>	
Have you experienced any of the following from staff here?					
<b>8.7a</b>	Insulting remarks?	<b>9%</b>		<b>9%</b>	
<b>8.7b</b>	Physical abuse?	<b>0%</b>		<b>0%</b>	
<b>8.7c</b>	Sexual abuse?	<b>0%</b>		<b>0%</b>	
<b>8.7d</b>	Feeling threatened or intimidated?	<b>6%</b>		<b>6%</b>	
<b>8.7e</b>	Having your canteen/property taken?	<b>3%</b>		<b>3%</b>	
For those who have indicated any of the above, what did it relate to?					
<b>8.8a</b>	Your race or ethnic origin?	<b>3%</b>		<b>3%</b>	
<b>8.8b</b>	Your religion or religious beliefs?	<b>0%</b>		<b>0%</b>	
<b>8.8c</b>	Your nationality?	<b>0%</b>		<b>0%</b>	
<b>8.8d</b>	Your being from a different part of the country than others?	<b>0%</b>		<b>0%</b>	
<b>8.8e</b>	Your being from a Traveller community?	<b>0%</b>		<b>0%</b>	
<b>8.8f</b>	Your sexual orientation?	<b>3%</b>		<b>3%</b>	
<b>8.8g</b>	Your age?	<b>0%</b>		<b>0%</b>	
<b>8.8h</b>	You having a disability?	<b>0%</b>		<b>0%</b>	
<b>8.8i</b>	You being new here?	<b>3%</b>		<b>3%</b>	
<b>8.8j</b>	Your offence or crime?	<b>3%</b>		<b>3%</b>	
<b>8.8k</b>	Gang related issues or people you know or mix with?	<b>0%</b>		<b>0%</b>	

<b>8.8l</b>	About your family or friends?	<b>3%</b>		<b>3%</b>	
<b>8.8m</b>	Drugs?	<b>0%</b>		<b>0%</b>	
<b>8.8n</b>	Medications you receive?	<b>3%</b>		<b>3%</b>	
<b>8.8o</b>	Your gender?	<b>0%</b>		<b>0%</b>	
<b>8.8p</b>	Because you made a complaint?	<b>6%</b>		<b>6%</b>	
<b>8.10</b>	If you were being bullied or 'picked on', would you tell a member of staff?	<b>79%</b>	<b>48%</b>	<b>79%</b>	<b>63%</b>