



# Inspection of secure training centres

## **Inspection of Medway Secure Training Centre: Date: September 2014**

Inspection dates: 16-26 September 2014  
Lead inspector: Sean Tarpey

**Age group:** 12-18

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## Inspection of secure training centres

### The inspection judgements and what they mean

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

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

### Overall effectiveness

2. The overall effectiveness of Medway secure training centre (STC) to meet the needs of young people is judged good with outstanding features.

### Areas for improvement

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

#### Immediately:

- ensure that child protection records are detailed and thorough to evidence, actions taken, decisions made and the outcome of all incidents.
- revise with the local authority the procedures to be followed to ensure that responses to children in need and children in need of protection are fulfilled in a timely manner.

#### Within three months:

- ensure the Youth Justice Board work with contractors so that all vehicles used to transport young people to and from the centre are appropriate to meet their needs.
- Health commissioners and providers ensure that the number and skill-mix of healthcare staff is in place to meet the needs of young people.

**Within six months:**

- undertake a periodic recorded analysis of security intelligence reports so that themes, trends and patterns may be determined along with any actions required.
- ensure that the recording of restorative justice interviews (RJI's) reflect the direct experience of young people subject to restraint.
- ensure accurate and consistent health records be maintained when nurses attend incidents of restraint.
- ensure that young people receive a response that sets out how the complaint was investigated, outcome and any remedial action that will be taken
- ensure that any complaints alleging discriminatory behaviour are fully investigated and recorded.
- Health commissioners should ensure that a suitable electronic system for recording and monitoring health information is implemented to support health improvement.
- improve the variety of enrichment activities that take place on a weekly basis.
- develop the library facilities to provide more access to computers creating a better learning environment.
- ensure all available information relating to the effectiveness of the resettlement programme is evaluated fully.
- improve the amount of outstanding learning sessions ensuring that good practice identified through the observation process is shared.

- further improve the variety of vocational training and develop links in the community to provide more opportunities for mobility.

## About this inspection

4. This is a report following the unannounced inspection of Medway 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. Ninety six per cent (65/68) 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 to other establishments or 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), a 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 be 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. Medway is one of four purpose built STCs and is situated in Rochester, Kent. It offers secure provision for young people aged from 12 to 17 who meet the criteria for a custodial sentence, or who are remanded to a secure setting. The centre is one of three STCs managed by G4S Care and Justice Services Limited. At the time of the inspection, 59 young men and 11 young women were in residence. Education is provided by G4S. G4S Integrated Services now also provide health services under a service level agreement with the centre. There is also appropriate access to community based health provision.

## **Overall effectiveness is good with some outstanding features**

12. The overall effectiveness of the centre is good with some outstanding features.
13. At the time of the inspection the centre was orderly and the atmosphere calm. Young people continue to report that they feel safe. The number of restraints remains significantly lower than the sector norm. Given the introduction of Minimising and Managing Physical Restraint (MMPR) this year this is a highly commendable achievement. The relationships between centre staff and young people remain extremely positive, providing the bedrock for purposeful work. This is evident by the interest and commitment staff display towards the young people in their care, typified by warmth and appropriate affection. Relationships are characterised by staff having a detailed

knowledge about each of the young people in their care underpinned by a sound understanding of child development.

14. The Director and his senior management team have been effective in ensuring that the overwhelming majority of recommendations from the previous inspection have been addressed. These have led to tangible improvements such as greater clarity to identify and monitor removal from association and single separation. In recognition that the quality and stability of the workforce is central to achieving better outcomes the Director and his senior management team have been active in considering measures to recruit and retain good staff. These measures are framed within an improvement project and include a focus on the importance of job simulation and individualised support including mentoring and coaching schemes. Supervisory support and career development opportunities have also been reviewed. The early indications demonstrate this approach is increasingly successful in lowering vacancy rates and staff turnover.
15. Young people are kept safe through the application of a range of procedures and practices that are well embedded in day-to-day routines, which are effectively monitored. Since the last inspection the centre has successfully adopted the practice of Minimising and Managing Physical Restraint (MMPR). Lessons have been learned from other establishments who started this process earlier and good progress has been made adapting to this change.
16. Any incidents of bullying are dealt with immediately and taken seriously by staff. The centre has engaged with the local authority to revise existing child protection policies. From the centre's perspective, they adhere to the policies making timely referrals. Inspectors are less satisfied with the response of the local authority. This was raised with the local authority. Assurances were given from senior managers within the local authority that recent restructuring and re-resourcing will ensure a more robust response in terms of timeliness and police engagement through strategy discussions where required.
17. The behaviour of young people is good. Young people admitted to the centre are given a copy of the "behaviour code of contract" making it clear how they are expected to behave. This message is supported by a highly effective rewards and sanctions scheme that encourages young people to behave well. Removal from association (RFA) continues to be used appropriately and on a limited basis for serious incidents. The use of peer mentors within the centre is effective and successful. The restraint minimisation strategy describes clearly all the different elements, which are available in order to manage behaviour. Members of staff who spoke to inspectors demonstrated



familiarity with the content of this document. On a day-to-day basis this enables them to understand what is expected in relation to helping improve young people's behaviour. Restraint is used as a last resort.

18. The centre has worked hard to instil a culture where restorative justice is progressively accepted and broadly used. Work in this area is now a significant strength as recognised by a recent award from the Restorative Justice Council. There are innovative plans to continue to improve this area of work. Specialist advice is being taken about how the role of peer mentors could be modified so they can be supported to become mediators, in order to deal with low-level issues concerning other residents in the centre.
19. The living units are clean, warm and furnished appropriately. Inspectors saw bedrooms that had been highly personalised and it was evident that many young people take pride in their living environment. Good arrangements for sharing information about young people are embedded in the centre's routine.
20. The overwhelming majority of young people know how to complain (99%) and most (75%) feel outcomes are fair. Further developments are required to ensure the complaints system is administered more efficiently, to include detailed and personalised written feedback. Survey results for having a keyworker are better than all comparators. Ninety seven per cent compared to 84 per cent at other STCs said they had a keyworker on their unit. Eighty-six per cent say they thought their keyworker tried to help them. Ninety one per cent of young people said in our survey that it was easy for them to maintain contact with family and carers and they receive good support to maintain this contact.
21. Overall healthcare services at Medway remain 'under development', as described in the June 2013 inspection report. The principle reason for this is on-going issues in relation to recruitment. A number of recently recruited staff are currently undergoing vetting processes that will ease pressures in due course. At present however the monitoring of health outcomes to ensure young people's needs are consistently met remains under-developed. Effective monitoring is further constrained by the absence of electronic systems for recording, analysing and sharing young people's health information.
22. Some improvements are in progress to support young people to be healthy including highly creditable work championed by the catering supplier to improve healthy eating. Young people are now able to access a varied choice of menus 'on the day' rather than pre-ordering some days in advance. This

welcome development also promotes access to a salad bar. It is of note that the proportion of young people describing the food as 'good' has more than doubled since the previous inspection from 16 to 37 per cent.

23. The head teacher and his staff have worked hard to improve teaching and learning. The achievement of learning objectives is outstanding with most young people making significant progress from their starting point. The majority of teaching, coaching and learning is good, and some outstanding. Young people positively engage in classes. The management of behaviour in the classroom is good assisted by residential care staff support. Attendance is outstanding and punctuality good. It is evident there is a high level of mutual respect between teachers and young people which helps promote and maintain a positive learning environment.
24. The resettlement needs of young people are placed firmly at the forefront of practice. Resettlement arrangements are a high priority from the young person's admission, through to the time of their leaving the centre. The resettlement team are proactive in ensuring those involved with the young person when they return to the community are fully engaged. Both professional staff and family members, are kept as informed and involved as is possible. This is supported by the development of engagement visits with the next placement. Inspectors spoke with a number of parents of young people who had recently left. They spoke highly of the centre, its work and the positive impact on their sons or daughters.
25. This view was endorsed by external professionals including social workers and youth offending workers who were contacted or spoken to on-site. Monitoring systems to track individual's placement stability and recidivism post-release are in place. However, these are under developed.
26. Equalities work has been reviewed since the previous inspection and senior managers now play a greater role in the strategic management of equality work. Early indications evidence this has resulted in a greater strategic focus on outcomes. Data collection is used increasingly well to assess the delivery of regime and services and to determine if there is any disproportionality in outcomes for young people from minority groups. Equality impact assessments are carried out appropriately during the year as policies and practices are reviewed or when a need is identified via monitoring.

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

27. Most young people (92%) report to inspectors that they feel safe at the centre. Young people speak positively about their journey to the centre and

report that staff look after them well. There is robust recording and monitoring of arrival times to the centre. This ensures managers provide data regularly to the Youth Justice Board about late arrivals to facilitate routine monitoring with contractors. Most of the vehicles used are appropriate to meet young people's needs. However there are occasions when vehicles are used that may be stigmatising as the contractors name is visibly displayed and windows not fully opaque to ensure privacy.

28. On arrival at the centre, a manager and staff from the resettlement and health care teams meet with the young person. Initial assessments are undertaken of young people's needs and potential vulnerability. Staff across the centre receive a written risk assessment. This helps all staff to keep young people safe. In our survey, 84 per cent of young people reported feeling safe on their first night at the centre.
29. The centre has an effective procedure to inform risk-led searching. Three levels of searches may be undertaken. A 'pat-down' including use of an electronic wand is the lowest level. The majority of young people undergo a dignity search. This requires young people to remove their clothing while behind a dignity screen and put on a dressing gown. A pat down and electronic wand is then used. A full search requires the removal of clothing and young people opening their dressing gown so that staff can ensure that no prohibited articles enter the centre. Nine full searches have occurred since the last inspection. This type of search is rare and only used when there are clear-recorded risks or concerns that dangerous or prohibited articles are concealed. Full searches are only carried out after review of all information by the duty director, who is accountable for authorising the final decision.
30. Following the assessment processes, young people move to a specific house unit. Hot meals are available to them and they may make a phone call to someone important to them. The centre has a 'best endeavours' procedure. This means that where there is insufficient contact information for young people, measures to identify an appropriate person occur in order that a call can be made. This is good practice and supports young people to settle into the centre. In very few cases, this is not possible. The centre has developed a procedure to support staff to determine and identify what young people can have in their rooms on their first night in custody. The process balances safety, vulnerability and risk. The overwhelming majority of young people are able to have items such as a radio, paper, envelopes, books and photographs.
31. Young people, who have specific vulnerabilities on admission or at any point during their stay, are closely monitored and very regularly formally reviewed

by a multi-disciplinary team. Any changes in needs are articulated in written plans communicated quickly to all staff in all departments. There are few incidents of self-harm. Since the last inspection, the centre has opened 95 vulnerability plans and nine full suicide and self-harm logs where young people have needed extra support and very close care and observations to support them to stay safe.

32. The centre has a clear policy and procedure for the use of handcuffs on young people for visits out of the centre, for example for hospital appointments. In each case an individualised written risk assessment informs decision-making. This has reduced the level of handcuff use by fifty per cent over the past three years. These records are authorised by a duty director and stipulate the actions that staff consider from leaving the centre, the journey, arrival at destination and return to custody. The records demonstrate that young people's dignity balanced well, set against known or perceived risk.
33. Since the last inspection, the centre has revised its child protection procedures in conjunction with the local authority. The procedures require child protection concerns to be referred to the local authority designated officer (LADO) for consideration. The local authority receives referrals from the centre in a timely manner, usually within 24 hours. There has been delay from the local authority in the progression of some referred matters. Inspectors remain concerned that a number of referrals have not led to the consideration of instigation of Section 47 enquiries. Local authority representatives are aware of these findings and report that structural changes including greater resource will accelerate a review of practice in this area. The centres records do not evidence that there is proactive communication with the local authority to determine action they are taking. Neither are all records kept by the centre of all child protection incidents sufficiently detailed to show decisions made, actions taken and by whom. Work in this area is a priority.
34. The centre has a well-established and embedded security intelligence reporting system (SIRs). Where there are any concerns of a safety or security matter all staff are required to report the incident to a Duty Operational Manager and complete relevant paperwork. This ensures that any urgent action required occurs immediately for the safety of all. The Head of Security on receipt of the reports ensures all relevant actions occur. Although the Head of Security has a good understanding of the themes, trends and patterns around SIRs, there is no formally recorded analysis and evaluation.

35. The centre provides a safe physical environment. There are a range of clearly recorded and regularly reviewed contingency plans with local emergency services. Emergency services visit the centre periodically to test that contingency plans are robust. Desktop exercises regularly occur. This ensures that staff and managers understand the plans and action needed to ensure the safety of young people and security of the centre. Evaluations of live and desktop exercises lack detail to show any action points and the learning required in order to improve practice.
36. The centre has a robust approach to addressing bullying. Observed bullying incidents lead to appropriate actions by staff. Opening a tracking log or full bullying log means that all staff become aware of the issue and have heightened awareness and supervision of young people. When bullying is identified or reported, a tracking log is opened. If the issue continues or is deemed significant from the outset, a full bullying log is opened. Sixty-one full bullying logs have been opened since the last inspection. To deter bullying sanctions may be used, restorative practices undertaken and/or bullying work packs undertaken by keyworkers with young people. Good support is provided for victims as well as addressing matters with perpetrators. Oversight via the multi-disciplinary safeguarding meeting ensures that appropriate actions are taken and the matter resolved satisfactorily.
37. The centre carries out 'Safe Zones' surveys. This process allows young people to say how safe they feel in all areas of the centre. The current report concludes that overall, young people feel safe at the centre and there were no areas where they felt unsafe. This is an improvement from the previous report where a small number of young people felt there were areas where they did not feel safe. This demonstrates that action is taken to improve the safety of young people and that the centre is focused on improvement.
38. There are a range of quality assurance processes in place that are in the main, robust. For example, weekly safeguarding meetings are held that are multi-disciplinary, attended by senior managers and external independent persons. The meetings are thorough and robustly interrogate practices in a broad range of matters, such as self-harm and bullying. This is effective in helping to keep young people safe. However, there are occasions where quality assurance is not as robust as it could be; for example, in ensuring child protection records are of a high standard. The centre's Director is a member of the Local Safeguarding Children Board (LSCB) and senior staff are members of three Board sub-committees. This work contributes to the effective safeguarding of young people.

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

39. Young people admitted to the centre receive a copy of the "behaviour contract", which contains clear information about how they are expected to behave. Following discussions with inspectors during the course of the inspection, this document was further developed into a "promise of commitment". This constituted an improvement as it now includes a list of what young people may be reasonably entitled to receive from the centre if they conform to expectations.
40. Peer mentors meet all young people shortly after their arrival and play an effective role in helping them understand how the centre operates from a young person's point of view. Information about rules and routines are reinforced by early discussions young people have with staff and relevant posters on display within the centre.
41. Relationships between staff and young people were consistently good throughout the centre. Young people that inspectors spoke to feel generally that they were listened to and treated fairly. In our survey 85 per cent of young people said that if they got in trouble staff would explain what they had done wrong. Eighty four per cent of young people responding to our survey said that most staff would let them know when their behaviour was good. These factors helped to reduce unnecessary conflict and to make communal living more successful and a positive experience.
42. It is clear that staff had a good understanding of the principles of child development. They are appropriately tolerant of normal teenage behaviour while at the same time maintaining the necessary boundaries. Inspectors were also impressed at the detailed knowledge staff demonstrated about each of the young people in their care. It is evident that staff are able to take into account the particular backgrounds of each young person and try hard to treat them as individuals. Staff show an interest and commitment towards the young people they are responsible for and conveyed this with warmth. Young people are positive about how they are treated and 91 per cent in our survey said most staff treated them with respect.
43. The daily briefing ensures information about young people causing concern is shared quickly and cascaded to relevant personnel, so that everyone who needs to know are made aware. Matters requiring action are identified and rapidly followed up. The well-established Trainee Management Meetings (TMMs) take place weekly and provide a forum where the cases of all young people are monitored and reviewed. There are close and effective links between the TMMs and the weekly safeguarding meeting.

44. The approach towards dealing with poor behaviour by young people is appropriately graduated. Simple plans are produced for low-level indiscretions and short-term reward plans are used for individuals who struggled to progress through the rewards and sanctions scheme. To deal with the small number of young people who present serious difficulties more detailed and comprehensive behaviour management plans are used. There are clear and straightforward arrangements in place for conducting meetings and carrying out planned work. This allows staff to adopt an integrated and coordinated approach to dealing with young people's behaviour.
45. The range of data collected in relation to the management of behaviour has been broadened and now routinely captures relevant aspects of all protected characteristics. Findings suggested discrepancies in relation to young people from BME groups. This did not appear to be a problem in relation to young people identified as having a disability. The processing and analysis of information lacks some detail to capture fully the significance of this material.
46. Levels of violence within the centre are not high and the overwhelming majority of young people responding to our survey reported that they feel safe. Since the previous inspection, there had been a reduction in the average number of fights each month between trainees and the number of assaults on staff. The average number of assaults, rather than fights, on young people has increased from around seven to 11 a month. Inspectors were informed that this latter increase may be related to an increase in the average age group and a rise in gang activity. None of the incidents referred to above resulted in young people sustaining serious injuries, or requiring hospital treatment. The centre is monitoring this situation.
47. Removal from association (RFA) continues to be used appropriately on a limited basis for serious incidents, such as when a young person displays substantial physical aggression towards a member of staff or another young person. Over the previous 12-month period, this has been used on average twice a month. Use of RFA is a standing agenda item at the monthly MMR meeting, where the circumstances surrounding its use are considered. Between June and August 2014, the length of time RFA was used varied between 2.5 minutes and 92 minutes. Records detailing the use of single separation are kept in unit logs, which are checked regularly by a duty manager and readily available for inspection. This documentation evidence that the RFA procedure is being used in the way it was intended.
48. Elective separation also continues to be used as a period of time that a young person can spend in their bedroom at their own request. Records of this are

kept on bedroom monitoring forms showing the frequency of checks being carried out. Staff and young people spoken to by inspectors were familiar with the elective separation process and understand that, in contrast to RFA, this is a voluntary measure.

49. There is a clear presumption within the centre that, in the first instance, a constructive approach should always be taken to deal with conflict. As a result, there is a strong emphasis on trying to resolve problems informally and wherever possible using warnings and apologies. Monthly targets are set in an attempt to promote active use of these practices. Where necessary, sanctions are imposed quickly. This consists of privileges being removed. Young people are given the opportunity to offset this punishment by carrying out an appropriate alternative such as doing a chore. Records of sanctions imposed are held in logbooks in the units. Managers regularly check these and inspectors were told that sometimes decisions made by unit staff were overruled, if they were considered unfair.
50. Greater priority has been placed on Restorative Justice (RJ) since the previous inspection and this was now an area of strength. New staff receive a full day training on RJ and all staff working with young people have completed refresher training this year. There are two fully trained RJ facilitators within the centre and on average; they conduct two or three formal Restorative Justice meetings each month. These useful interventions help contribute towards maintaining a safe environment. In addition to this, an average of between 40 to 50 lower level "restorative reparations" occur within the centre each month. These are conducted by unit staff with young people and have become part of an embedded culture within the centre.
51. Earlier this year a well-planned piece of RJ work was carried out in collaboration with a young person's home based YOT. This involved a meeting in controlled circumstances between a person who had been a victim and was now living in the community, meeting with the perpetrator of the offence, who was a resident within the centre. At some point in the future, both parties are likely to be living in the same geographical area and the meeting reduced the risk of further conflict arising between them by allowing the participants to explain their point of view in order to establish a common understanding. Centre staff routinely contacted the home YOT to establish if there was any potential to carry out RJ work.
52. The centre had recently received recognition for the progressive work being carried out by the Restorative Justice Council. There are plans to continue to improve this area of work and specialist advice is being taken about how the role of peer mentors could be modified so they could be supported to



become mediators. This will include dealing with low-level issues concerning other residents of the centre.

53. Since the previous inspection, the centre has introduced a new model of restraint, MMPR, to bring it into line with the approach adopted by the other three secure training centres. Lessons have been learned from establishments who had started this process earlier and good progress has been made adapting to this change. The most common use of restraint continued to be in response to fights and assaults.
54. Survey results indicated significantly less use of restraint than at other similar establishments. Twenty five per cent of young people at Medway say they have been restrained, compared to 41 per cent elsewhere. Records show that there had been almost a doubling in the number of incidents of restraint since the introduction of MMPR in June 2014, from an average of approximately six, a month to 11. This data is being closely monitored. It is too early to draw any clear conclusion as to the reason for the increase. There was no record of any serious injury being sustained following an incident of restraint by a young person since the previous inspection. There was no record or indication of pain compliance being used since the previous inspection.
55. CCTV footage seen by inspectors alongside relevant documentation usually demonstrated staff dealing with young people in a professional manner. In one case, visual evidence appeared to show a member of staff behaving inappropriately towards a young person. This was not picked up by the routine quality assurance checks although the Director acted swiftly when it was brought to his attention. Post incident reviews of restraint are routine and used to highlight good practices and areas of weaknesses, so that learning is captured.
56. Shortly after each incident of restraint the young person involved is debriefed by a manager who had not been directly involved in the incident. These meetings are recorded as Restorative Justice Interviews (RJI) and are intended to reflect what the young person's experience was of the restraint. The RJI records examined by inspectors did not appear to be achieving this purpose. They are written in formal language and do not convey the young person's perspective in a convincing manner. It is encouraging to see young people who had been subject to restraint playing an increasingly active role within the monthly MMPR review meetings, where they are given an opportunity to express their views.

57. The Barnardos advocates are always notified when an incident of restraint occurs. They contact the young person involved directly or by telephone to give them an opportunity to discuss what had happened, normally the next working day after the incident. The advocates advised inspectors that, during their contact with young people, they had received no complaints about the way they had been treated by staff during restraint incidents.
58. Nursing staff informed inspectors that they are always notified when a restraint is taking place and they attend as soon as they can. Sometimes their presence can be delayed, if for example they are in the process of issuing medication. Records examined by inspectors show that nurses attend up to 10 to 20 minutes after the incident had been completed. It is difficult to determine if nurses respond quickly enough as some confusion exists as to whether or not they record the time they arrived on the scene of the restraint, or when they speak to or examine the young person.
59. The rewards and sanctions scheme continue to operate very effectively. Eighty one per cent of young people responding to our survey said the scheme encouraged them to behave well. An analysis during the course of the inspection showed that the majority of young people were on one of the higher levels. The scheme allows young people to be assessed based on their individual circumstances and care is taken to ensure that those on the lowest level were given opportunity to progress. Alongside the rewards and sanctions scheme, there are a number of motivational unit based activities that take place regularly. These included the "unit of the week" and "bedroom sparkle". These activities were popular and provided an opportunity for young people to engage in healthy competition.

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

60. Young people and their families/carers continue to receive relevant and useful written information about the centre when they arrive. Young people are also shown the centre's DVD and can talk to a peer mentor who helps to explain how the centre operates. Information guides are available on all the living units. The residential accommodation remains comfortable, well furnished, clean and well maintained albeit with some inevitable signs of wear and tear. Communal areas are furnished appropriately. A selection of books and games is available on each unit. Very little graffiti is evident. Rooms are kept well, with young people who struggle to reach a good standard of cleanliness and tidiness receiving help from staff. Young people are also helped to develop independent living skills with staff support, doing their own laundry and cooking at weekends.

61. Young people who spoke to inspectors say they like being able to personalise their rooms and gain more items as they progressed through the incentives scheme. The weekly "sparkle" competition on each living unit is a good initiative. It is reassuring to see that young people who are less well behaved are able to win the prize for having the best-kept room on their unit.
62. Ninety one per cent of young people said in our survey that it was easy for them to maintain contact with family and carers and they receive good support to do this. As well as being able to make a free telephone call each day they also receive incoming calls from numbers approved by their community based Youth Offending Team. Each young person is able to send three free letters each week. Families or carers may send in additional stamps if they wish to.
63. In our survey, just over half of young people said they had a visit once a week family or carers. Caseworkers maintain records on which young people are receiving visits and work with external YOTs and other agencies to try to encourage families to visit and to repair fractured relationships. Visits are included in the weekly discussions at trainee management meetings and where appropriate young people are referred to the volunteer visitor's scheme.
64. Visits arrangements are good. Most visits take place in the dining hall. The young people inspectors talked to did not feel that lack of privacy was an issue and believe their visitors are treated well at the centre. The flat available for visitors to use to stay overnight is an excellent resource for those who have to travel long distances or find travelling difficult. Records indicate it has been used 45 times by the family or carers of nine young people so far in 2014. Engagement visits, which take place in a private room and offer more scope to interact with visitors, are being used appropriately. Young people told inspectors they are pleased to have the opportunity to have visits in an environment where they could play with younger family members or be more private.
65. Consultation arrangements remain effective. Units have daily meetings with a representative at the monthly Xchange (consultation) meeting. Xchange meetings are chaired and minuted by young people. The centre has recently reviewed with young people what has changed since Change meeting discussions. These include re-introduction of hot puddings at tea meals, fans for young peoples' rooms, and the introduction of healthcare appointment request forms on units. Young people from Medway also take part in Xchange meetings with other G4S STCs, the most recent being held in

November. This promotes and enables staff and young people and staff to share ideas and practice from other G4S centres which is a good and positive initiative. The recent introduction of a Medway magazine provides another good method to communicate with and involve young people.

66. Arrangements for sharing information about young people are embedded into the centre's routine. Staff of all disciplines who spoke to inspectors during the inspection were knowledgeable about individual young people in their care. Weekly trainee management meetings ensure that relevant information about young people is discussed and disseminated and that holistic plans for their care are relevant and up-to-date. Young people each have a written remand or sentence-training plan. These are based on their individual needs and set out how these needs will be addressed. Reviews take place regularly and young people are encouraged to take a full part in the reviews. Nearly half the young people at Medway in our survey say they have a disability. These range from physical disability to learning and mental health disabilities. Their needs are known by staff around the centre and appropriately responded too.
67. Survey results for having a keyworker are better than all comparators. Ninety seven per cent of young people compared to 84 per cent at other STCs said they had a keyworker on their unit. Eighty-six per cent say they thought their keyworker tried to help them. Records indicate that all young people have regular sessions with their keyworkers, with the keywork packages undertaken determined by the training planning process. Young people also have regular one to one sessions with their keyworkers in which they can discuss anything they wish. Managers maintain careful oversight to ensure the required sessions take place each week. Keyworkers make weekly care calls to parents/carers to keep them updated on their child's progress and behaviour. This open communication is helpful to all and represents good practice.
68. Equalities work has been reviewed and reorganised since the previous inspection. Senior managers at the centre now play a greater role in the strategic management of equality work. Although the new arrangements are only a few months old, the indications are that this has resulted in a greater strategic focus on outcomes. Data collection is now used well to assess the delivery of regime and services and to monitor if there is any disproportionality in outcomes for young people from minority groups.
69. The monthly diversity meeting has good attendance by senior managers. Two young people attend for part of the meeting. Informed discussion of data covering protected characteristics takes place, with further areas for investigation identified. This is an improvement since the previous inspection,

when inspectors reported that discussions at diversity meetings were generic and did not focus sufficiently on diversity. Work on diversity is managed via action points in the minutes of meetings. As yet, there is no link to the centre's development plans which is something for the centre to consider.

70. Diversity is discussed with young people during their first days at the centre and it is made clear that there are unacceptable views that cannot be articulated at Medway. Young people can report discriminatory incidents using complaints forms. One included in the sample of complaints considered did not record that the discrimination aspects of the complaint had been fully investigated.
71. Young people are asked about their cultural and religious needs as part of their induction and are able to have religious books and artefacts in their rooms. Arrangements for religious observance have improved since the previous inspection. An imam has been appointed and in the survey 100% of Muslim young people said they can follow their religion. Friday prayers are arranged so that both girls and boys can attend, with suitable separation in place. One to one support is provided to young people not able attend group prayers due to mixing issues. Previously inspectors reported that Muslim young people were less positive in the survey about being praised by staff for good behaviour; this is no longer the case.
72. Christians have weekly access to services, with young people who cannot mix put into services that take place at different times. Support for other faiths is provided on an individual basis with the on-site chaplain having good links with ministers from other faiths. Pastoral support is good, including for young people who have suffered bereavement. The memorial garden is a nice, age appropriate way to enable children to mark the passing of a loved one. Major religious festivals are celebrated in an inclusive manner and the chaplain coordinates a volunteer visitor's scheme for young people who do not receive visits on a regular basis. He also arranges a good range of age and interest relevant events for young people to participate in.
73. Ninety nine per cent of young people in the survey said they knew how to make a complaint although just under three quarters thought they were always dealt with fairly. The process used to handle complaints, while involving the young person, requires some strengthening. Much of the process is based on talking to the young person to explore their grievance and see what can be done to address it. Records do not always indicate that a through enough investigation into all aspects of the complaint has taken place. At the conclusion, young people do not receive a letter that is sufficiently detailed into how their complaint was investigated and decision

reached. They are routinely told how to make a complaint and who will consider it, but there have been no appeals in 2014, despite 124 complaints having been made so far this year and not all young people said they were satisfied with the outcome.

74. Blank complaints forms are readily available, as is information about contacting the Barnardos advocacy service. Inspectors heard some suggestions that complaints had been removed from boxes by other young people though were unable to verify how recently this is alleged to have occurred. Given the location of the boxes in communal living areas in view of CCTV, and the design of the boxes, it would not however be easy to remove quickly a complaint. Inspectors are satisfied that relevant CCTV footage had been watched in a case in which a child said their complaint had not been dealt with. This established that their complaint had been removed from the box by the member of staff tasked to do so and had then, due to human error, not been dealt with. Appropriate action has now been taken to address the complaint.
75. Grumbles books are available and in nearly all the units were readily accessible all week. On two units, they were temporarily kept in the unit office following the books being thrown around. They are not used frequently but are checked regularly and governance of responses is appropriate. A few required further follow up to determine what the outcome was after the grumble was passed to internal department to deal with. We observed during the inspection that many "grumbles" are simply made verbally by young people to staff and are dealt with quickly in this manner. This indicates that the young people have confidence in staff to deal with their concerns.
76. Monthly data for complaints is produced for the Senior Management Team (SMT). The data now includes gender, ethnicity, age and nature of the complaint. This allows managers to check for patterns or commonalities that require investigating. An annual review of complaints revealed no disproportionality on the grounds of ethnicity during 2013.
77. The turnover of healthcare staff is preventing planned development of nurse-led health interventions, such as improving young people's access to medicines, health education and sexual health. Current staff do not always provide timely interventions for young people, including those who require immunisations. Young people do not always receive consistent and timely response for minor injuries and illnesses from all staff. It is recognised that the staffing deficit is proactively managed to ensure continuity of care and positive relationships with young people by using experienced staff from other centres. However, the absence of permanent staff means that overall

nurses are less accessible to young people. This is reflected in their feedback to inspectors where 40 per cent of young people described healthcare service as not meeting their needs in a timely manner.

78. Initial assessments of young people's health needs are coordinated and completed in a timely way supported by improved tools, including the Comprehensive Health Assessment Tool (CHAT). Joint risk assessment, support planning and review ensure staff maintain an awareness of individual health needs. Recommendations for health improvement, care and treatment are effectively collated into Care Plans. Health records are of good quality and clearly demonstrate positive health outcomes for many individual young people. Young people have good access to health services outside of the centre and waiting lists are minimal. Effective nurse triage results in young people being referred for more detailed assessments, including referrals to specialist services and urgent care.
79. Health awareness is promoted by all staff to ensure young people's needs are identified and that they are supported effectively. National health promotion initiatives are jointly promoted across the centre, for example, activities to promote a reduction in smoking. Young people's health, including lifestyle choices, are promoted well. Health education initiatives are focussed on young people's needs and preferences, such as the delivery of a wellbeing day, health fayre and regular newsletters. Healthy eating is promoted through individualised plans and improved catering arrangements, including the introduction of a very popular salad bar. Menus are influenced by young people's preferences. On discharge young people are provided with useful information about how to access health services and advice in the community.
80. Young people are involved in, and influence, the health care interventions they receive through a range of methods. Records demonstrate that they are involved in planning and evaluating their care and treatment. More general information about their experiences of healthcare is collected through meetings, interviews and surveys. Acting on results health staff have produced a reference guide about common mental health conditions to raise the awareness and confidence of centre staff. Other guides are planned including one specific to the identification and support of children and young people who may have been sexually exploited. Recently introduced initiatives that promote young people's involvement and feedback include appointment slips and comment cards and are due to be evaluated.

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

81. A timely and effective assessment of a young person's English and mathematics takes place shortly after admission. This provides good information on what the young person needs to do to improve. More detailed assessments along with other information such as a special educational needs statement, where in place, effectively inform the individual education plan. The education welfare officer is very effective at contacting the previous schools of young people to obtain special education needs statements' and records of previous attainment. Planning and support to meet the diverse educational needs of young people is excellent.
82. The curriculum provides a balanced range of education and vocational courses, which young people access throughout the week. A good focus is on improving English and mathematics. Music and drama is also part of the curriculum offered. Young people can follow vocational courses in hairdressing, catering, and multi skills, for example plumbing or plastering. The variety and range of vocational training is limited in range. Good links are in place between English and mathematics in each subject area. The centre has continued to increase the number of young people supported to undertake GCSE examinations. The centre operates a full curriculum throughout the year.
83. Achievements of planned learning goals for young people are outstanding. Young people make significant progress in improving their English and mathematics. They make exceptional progress in improving their reading and spelling. Young people develop their personal and social skills becoming more confident with their communication, and can successfully talk about their work. Since the last inspection, the head teacher has focused on improving, achievement of accredited qualifications, which is now high. In art, young people have been successful in external competitions. Attendance is outstanding and punctuality is good. The standard of written work is good. Analysis of performance data is good and identifies any difference between groups of young people helping promote equality of opportunity and outcomes.
84. The quality of teaching learning coaching and assessment is predominantly good with some aspects being outstanding. The effective planning of lessons helps create a positive learning session for most young people. A minority of lessons are insufficiently challenging for the more able young people. The re-enforcing of English in classes is mainly good. Teachers are skilled in the use of group work, promoting fruitful discussion to engage young people. Teachers encourage young people to think for themselves, draw upon, and



express their own views and opinions. Information learning technology is available in most classrooms but not sufficiently used interactively with young people. In some classrooms, window blinds are ineffective in ensuring that the content on interactive whiteboards is visible.

85. Learning support in the classroom is good with very effective use made of care staff to help less able young people. Individual support for young people with diverse learning needs is particularly effective at helping less able young people make good progress, both in their personal development and academic achievement. Frequent monitoring and evaluation of young people's needs ensures that young people receive the right level of support.
86. The management of classroom behaviour by teachers is good. Rarely are young people removed from education and where this happens they are managed quickly back into learning. Teachers swiftly challenge inappropriate language and behaviour. Teachers are skilled at de-escalating disruptive behaviour. Teachers and young people demonstrated a high level of respect for each other which helped create a calm harmonious learning environment.
87. Classroom accommodation for education is good. Wall displays celebrate young people's work helping to create a positive learning environment. Facilities for physical exercise (PE) are good with a large sports hall and access to an all-weather sports field. Resources to support learning are good, but some hand-outs are of a poor quality. The library stock provides a range of texts to meet the needs of young people. It is used well to encourage reading both in groups and independently. Access to computers in the library is limited.
88. A strong focus of the head of education is on improving the quality of teaching and learning. A well-planned observation of teaching and learning process is in place, which includes themed unannounced short observations. To provide challenge external moderation of internal observations takes place. The results of observations effectively inform staff development plans. On-going staff development is in place, which includes a link with a local school. Teachers feel well supported in their work and the induction for new teachers helps them integrate quickly into a secure environment.
89. A strong tutorial system together with regular monitoring of progress in English and mathematics ensures the on-going review of young people's individual targets. Targets are set for progress towards academic work and personal development. Young people help set their own targets and are clear about what they need to do to progress. Teachers with the residential staff review the progress young people are making at weekly team meetings

where teachings and behaviour strategies are developed for each young person. Links between education residential care and resettlement are good.

90. The Medway Youth Trust provides good access to careers advice and guidance. Young people have good opportunities to create curriculum vitae as part of a preparation for working life course. Joint working between the resettlement staff, careers adviser, and education staff ensure that young people focus on their options on release. The number of young people who continue into education training or employment on release is high. A good level of information from education, informs the final review.
91. The variety of enrichment activities are good providing planned activities throughout the year. Consultation on the types of activities that young people would like takes place. However, the variety available on a weekly basis is insufficient. A number of community reparation projects have helped provide opportunities for young people to gain work experience, using mobility well. Work experience linked to education through mobility has included linking cooking to working at a local airport and visiting a local store to work out costing for the multi skills course. This could be improved further to enable young people to experience realistic working environments linked to their vocational training. Young people have good access to physical education with a well-structured programme that focus on healthy living. A good mix of recreational and more formal accredited programmes is in place. Accredited courses such as sports leader helps young people develop their personal skills including team working and communication as part of a structured sports programme.

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

92. The views of young people are central to practice with staff enabling them to participate in decisions which affect them and their futures. Young people, parents/carers and external professionals comment positively on the support, guidance and expertise of the resettlement team and the importance of their work with young people. Young people noted that, 'the support I gained really helped me to think about my behaviour and how this affects victims of crime...I am staying out of trouble and am thankful to the staff for getting me to think for myself'.
93. Parents/carers praise the consistently high levels of communication between resettlement staff and themselves, noting that they are always informed of the progress of young people and the plans for their release or transfer. Social workers were equally as positive stating that the resettlement needs of young

people are considered from the start of sentence onwards. This approach enables all parties to work together with a shared objective of assisting young people in their transitions from the centre.

94. Extremely good levels of communication with external agencies, notably youth offending teams, ensure a joined up approach in preparing young people for their transitions back to their communities and other secure settings. Good arrangements are in place with community based mentoring schemes aiding planning for release to specific geographical areas. Resettlement brokers meet with young people and provide them with relevant information and guidance regarding employment, training and educational opportunities alongside on-going support in the centre and once they are released.
95. Key links with community-based provision, such as children and adolescent mental health services, mean that young people receiving specialist support in the centre have the importance of continuing this support placed firmly in release plans. A similarly robust and pro-active approach enables the risks that young people may pose to others to be addressed as part of community safety planning. For example, close liaison and participation in local Multi-Agency Public Protection Arrangements (MAPPA). When issues arise whereby the centre are concerned with a lack of engagement from other agencies, appropriate actions are taken to remind them of their responsibilities to the young people and the wider community.
96. A holistic approach ensures young people benefit from programmes of intervention that address not only their offending behaviours and contributing factors but also their emotional wellbeing. The specialist intervention service consists of a qualified and skilled staff team who are able to implement specific intervention programmes including substance misuse, sexual offending and gang related crime. Such interventions are delivered alongside support to improve levels of self-esteem and self-worth.
97. Each young person is assessed swiftly in line with information captured at the point of arrival, including pre-sentence reports, court ordered training plans and electronic data held by youth offending teams. Index offences are addressed as a matter of course through group and individually focused programmes. These provide young people with opportunities to consider the consequences of their behaviour, its impact on others and the wider community and their offending attitudes or beliefs.
98. Staff across the centre encourage young people to consider the wider context of why they may offend. This includes addressing feelings of anger, frustration or wanting to belong. Counselling can be provided to those young people who

require expert interventions, while keyworkers use the relationships they have with them to explore and complete work books during individual sessions on the units. These include avoiding crime, conflict resolution, peer relationships and problem solving. Young people complete individual assessments at the start and end of their offending behaviour programmes. The most recent review noted that young people felt these had helped them considerably.

99. In recent months the centre have engaged the services of external groups to deliver focused work that provide young people with meaningful and critical awareness programmes. For example a service run by ex-offenders which challenges young men on their perception of the role of males in society and the realities of living off of crime. More recently, a national charity has completed a number of sessions with a group of female young people to address the risks associated with being subject to child sexual exploitation. The latter has led to a number of young people receiving input on a one to one basis with plans for this to continue following their transfer to another secure setting and in the community after their release. Such an approach assists young people to consider their own vulnerability, highlights support networks in the community and informs them of the realities of life outside of the centre.
100. Mobility opportunities are used well to assist young people to experience the local community as part of planning for their release. The number of mobility undertaken broadly matches those found at the last inspection. The same can be said for the range and variety of experiences on offer. Mobility is risk assessed and include visits to shops and gyms where suitable budgeting skills and healthy lifestyles are explored and encouraged.
101. A community reparation programme adds another dimension with young people undertaking reparation work in the local community once they have gained mobility. This can include helping at older persons care homes and tidying up community spaces. As a result, young people are provided with opportunities to appreciate life in the community and ultimately help them to reintegrate back into society.
102. Regular reviews occur which ensure the progress of young people are routinely monitored. Reviews were seen to be held in a supportive, sensitive and professional manner with all in attendance enable to express their views and opinions easily, in particular the young people themselves. Such an approach empowers young people to contribute fully to their resettlement and transfer plans and ensures they are aware of arrangements for their future.

103. Monitoring processes track young people once they have been released which allows the centre to consider the impact of resettlement programmes. However, opportunities to assess the usefulness of resettlement programmes in detail are not always taken. The centre is heavily reliant on information from youth offending teams, primarily by telephone contact. Therefore, the quality and quantity of information can vary. This approach produces data on how well young people have settled back into their communities and the progress they have made.
104. In a number of instances, data is used well to consider the impact of support and intervention provided. For example a review of young people released who had received input from the specialised interventions service highlighted positive progress, such as continued engagement by the young people in community based interventions. Such work provides learning points for the centre to take forward to guide and revise future service provision. In other instances although details are available regarding the levels of young people who have re-offended, these have not been analysed in depth to provide a definitive outcome as to the reasons why this may be the case. Similarly young people complete 'Leaving Medway' interviews, which enables them to rate the quality of care, interventions and support for planning for release. The most recent survey findings show a positive response overall, however these have not been analysed or formulated to form a cohesive view.
105. The centre is aware of the challenges of tracking young people and is seeking to enhance the process. A number of initiatives have recently been instigated to improve the area of data analysis, although more time is needed before the impact of these can be fully considered. This has included meeting with resettlement consortiums and youth offending teams to encourage and promote the importance of providing suitable and timely post release information. Greater analysis has also been undertaken regarding young people who have been resentenced or recalled to the centre. These developments confirm the resettlement team's commitment to learn from experience and ultimately improve the service further.

### Record of main judgements

Medway 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	Good



## MEDWAY STC

### SUMMARY OF QUESTIONNAIRES AND INTERVIEWS

16 SEPTEMBER 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 16 September 2014, the population of young people at Medway STC was 70. All young people at the time of the survey were aged between 14 and 17 years. Questionnaires were offered to 68 young people<sup>1</sup>.

Completion of the questionnaire was voluntary and refusals were noted.

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

## Methodology

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

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

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

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

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

## Response rates

In total, 65 young people completed and returned their questionnaires. This represented 96% of children and young people in the establishment at the time.

Three young people refused to complete a questionnaire.

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<sup>1</sup> Surveys were not distributed to two young people who were at court on the day of the survey.

<b>Unit</b>	<b>Number of completed survey returns</b>
Arundel	6
Avon	7
Blackwater	6
Chetney	5
Ferry	5
Heaver	5
Leeds	4
Minster	6
Romney	5
Scotney	2
Stour	8
Thames	6

## **Comparisons**

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

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

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant<sup>2</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 Medway in 2014 compared with responses from young people surveyed in all other secure training centres. This comparator is based on all responses from young people surveys carried out in three secure training centres since April 2013.
- The current survey responses from Medway in 2014 compared with the responses of young peoples surveyed at Medway in 2013.
- A comparison within the 2014 survey between the responses of young women and young men.
- A comparison within the 2014 survey between the responses of white young people and those from a black and minority ethnic group.

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<sup>2</sup> A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. Our significance level is set at 0.05 which means that there is only a 5% likelihood that the difference is due to chance.

- A comparison within the 2014 survey between the responses of Muslim young people and non-Muslim young people.
- A comparison within the 2014 survey between the responses of young people who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2014 survey between responses of young people who have been in local authority care and those who have not been in local authority care.
- A comparison within the 2014 survey between the responses of young people who consider themselves to be Gypsy/ Romany/ Traveller and those who do 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.



## Survey responses from children and young people: Medway 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 Medway STC	STC comparator	2014 Medway STC	2013 Medway STC
	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		65	167	65	58
<b>SECTION 1: ABOUT YOU</b>					
1.2	Are you aged under 16?	25 %	35 %	25 %	41 %
1.3	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	46 %	40 %	46 %	50 %
1.4	Are you Muslim?	20 %	11 %	20 %	22 %
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	18 %	11 %	18 %	10 %
1.6	Are you a British citizen?	93 %	96 %	93 %	98 %
1.7	Do you have a disability?	25 %	21 %	25 %	19 %
1.8	Have you ever been in local authority care?	45 %		45 %	
<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?	91 %	93 %	91 %	97 %

2.2	When you arrived at the centre were you searched?	99 %	97 %	99 %	94 %
2.3	Did staff explain why you were being searched?	87 %	88 %	87 %	82 %
2.4	When you were searched, did staff treat you with respect?	94 %	92 %	94 %	93 %
On your first night here:					
2.5	Did you see a doctor or nurse before you went to bed?	78 %	97 %	78 %	88 %
2.6	Did anybody talk to you about how you were feeling?	79 %	79 %	79 %	66 %
2.7	Did you feel safe?	84 %	87 %	84 %	88 %
<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?	77 %		77 %	
If you had a problem, who you would turn to?					
3.2a	No-one	16 %	15 %	16 %	16 %
3.2b	Teacher/Education staff	4% %	5% %	4% %	7% %
3.2c	Key worker	20 %	32 %	20 %	27 %
3.2d	Case worker	23 %	30 %	23 %	19 %
3.2e	Staff on the unit	50 %	40 %	50 %	53 %
3.2f	Another young person here	19 %	14 %	19 %	19 %
3.2g	Family	52 %	56 %	52 %	49 %
3.2h	Advocate	9% %	8% %	9% %	9% %
3.3	Do you have a key worker on your unit?	97 %	84 %	97 %	94 %
For those who said they had a key worker:					
3.4	Does your key worker help you?	86 %		86 %	
3.5	Do most staff treat you with respect?	91 %	91 %	91 %	99 %
3.6	Can you follow your religion if you want to?	77 %	76 %	77 %	79 %
3.7	Is the food here good/ very good?	37 %	41 %	37 %	16 %

3.8	Is it easy to keep in touch with family or carer outside the centre?	91 %	88 %	91 %	82 %
3.9	Do you have visits from family, carers or friends at least once a week?	58 %		58 %	
<b>SECTION 4: BEHAVIOUR</b>					
4.1	Does the incentives and sanctions scheme encourage you to behave well?	81 %		81 %	
4.2	Do you think the incentives and sanctions scheme is fair?	65 %	70 %	65 %	67 %
4.3	If you get in trouble, do staff explain what you have done wrong?	85 %	90 %	85 %	91 %
4.4	Do most staff let you know when your behaviour is good?	84 %	82 %	84 %	88 %
4.5	Have staff ever made you stay in your room away from the other young people because of something you did?	46 %		46 %	
4.6	Have you been physically restrained since you have been here?	25 %	41 %	25 %	23 %
For those who had been restrained:					
4.7	Were you given a chance to talk to somebody about the restraint afterwards?	82 %	69 %	82 %	75 %
<b>SECTION 5: HEALTH SERVICES</b>					
5.1	If you feel ill, are you able to see a doctor or nurse?	92 %	89 %	92 %	89 %
5.2	Do you think that the health services are good here?	43 %	71 %	43 %	48 %
5.3	Do you have any health needs which are not being met?	40 %		40 %	
<b>SECTION 6: COMPLAINTS</b>					
6.1	Do you know how to make a complaint?	99 %	96 %	99 %	94 %
For those who have made a complaint:					
6.2	Are complaints dealt with fairly?	72 %	73 %	72 %	58 %
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	17 %	13 %	17 %	6%
<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?	49 %	62 %	49 %	69 %

7.2	Have you been given advice about training or jobs that you might like to do in the future?	77 %	70 %	77 %	67 %
7.3	Have you been able to learn skills for jobs that you might like to do in the future?	67 %	77 %	67 %	66 %
7.4	Do you think your education here will help you once you leave?	67 %	75 %	67 %	78 %
7.5	Have you been able to learn any 'life skills' here?	86 %	88 %	86 %	88 %
7.6	Are you encouraged to take part in activities outside education/ training hours?	88 %	92 %	88 %	94 %
7.8	Do you know where you will be living when you leave the centre?	72 %	74 %	72 %	77 %
For those who are sentenced:					
7.9	Have you done anything here to make you less likely to offend in the future?	69 %	69 %	69 %	71 %
<b>SECTION 8: SAFETY</b>					
8.1	Have you ever felt unsafe here?	21 %	23 %	21 %	12 %
8.2	Do you feel unsafe at the moment?	7%	7%	7%	2%
Have you experienced any of the following from young people here?					
8.4a	Insulting remarks?	30 %		30 %	
8.4b	Physical abuse?	16 %		16 %	
8.4c	Sexual abuse?	0%		0%	
8.4d	Feeling threatened or intimidated?	13 %		13 %	
8.4e	Shout outs/yelling through windows?	18 %		18 %	
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?	7%		7%	
8.5b	Your religion or religious beliefs?	2%		2%	
8.5c	Your nationality?	2%		2%	
8.5d	Your being from a different part of the country than others?	0%		0%	

<b>8.5e</b>	Your being from a Traveller community?	<b>2%</b>		<b>2%</b>	
<b>8.5f</b>	Your sexual orientation?	<b>0%</b>		<b>0%</b>	
<b>8.5g</b>	Your age?	<b>0%</b>		<b>0%</b>	
<b>8.5h</b>	You having a disability?	<b>3%</b>		<b>3%</b>	
<b>8.5i</b>	You being new here?	<b>8%</b>		<b>8%</b>	
<b>8.5j</b>	Your offence or crime?	<b>10%</b>		<b>10%</b>	
<b>8.5k</b>	Gang related issues or people you know or mix with?	<b>5%</b>		<b>5%</b>	
<b>8.5l</b>	About your family or friends?	<b>15%</b>		<b>15%</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>18%</b>		<b>18%</b>	
<b>8.7b</b>	Physical abuse?	<b>2%</b>		<b>2%</b>	
<b>8.7c</b>	Sexual abuse?	<b>2%</b>		<b>2%</b>	
<b>8.7d</b>	Feeling threatened or intimidated?	<b>9%</b>		<b>9%</b>	
<b>8.7e</b>	Having your canteen/property taken?	<b>4%</b>		<b>4%</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>7%</b>		<b>7%</b>	
<b>8.8b</b>	You religion or religious beliefs?	<b>7%</b>		<b>7%</b>	
<b>8.8c</b>	Your nationality?	<b>2%</b>		<b>2%</b>	
<b>8.8d</b>	Your being from a different part of the country than others?	<b>2%</b>		<b>2%</b>	
<b>8.8e</b>	Your being from a Traveller community?	<b>2%</b>		<b>2%</b>	
<b>8.8f</b>	Your sexual orientation?	<b>2%</b>		<b>2%</b>	



<b>8.8g</b>	Your age?	<b>2%</b>		<b>2%</b>	
<b>8.8h</b>	You having a disability?	<b>2%</b>		<b>2%</b>	
<b>8.8i</b>	You being new here?	<b>2%</b>		<b>2%</b>	
<b>8.8j</b>	Your offence or crime?	<b>4%</b>		<b>4%</b>	
<b>8.8k</b>	Gang related issues or people you know or mix with?	<b>2%</b>		<b>2%</b>	
<b>8.8l</b>	About your family or friends?	<b>4%</b>		<b>4%</b>	
<b>8.8m</b>	Drugs?	<b>2%</b>		<b>2%</b>	
<b>8.8n</b>	Medications you receive?	<b>2%</b>		<b>2%</b>	
<b>8.8o</b>	Your gender?	<b>2%</b>		<b>2%</b>	
<b>8.8p</b>	Because you made a complaint?	<b>2%</b>		<b>2%</b>	
<b>8.10</b>	If you were being bullied or 'picked on', would you tell a member of staff?	<b>51%</b>	<b>53%</b>	<b>51%</b>	<b>54%</b>



## Diversity comparator (Disability) Medway 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.

### Key to tables

	Any percentage highlighted in green is significantly better	<b>Consider themselves to have a disability</b>	<b>Do not consider themselves to have a disability</b>
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in young people's background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>16</b>	<b>47</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.2</b>	Are you aged under 16?	<b>12%</b>	<b>32%</b>
<b>1.3</b>	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	<b>31%</b>	<b>50%</b>
<b>1.4</b>	Are you Muslim?	<b>12%</b>	<b>23%</b>
<b>1.5</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	<b>13%</b>	<b>17%</b>
<b>1.6</b>	Are you a British citizen?	<b>94%</b>	<b>92%</b>
<b>1.8</b>	Have you ever been in local authority care?	<b>65%</b>	<b>38%</b>
<b>SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS</b>			
<b>2.1</b>	On your most recent journey to this centre, did you feel that staff looked after you well?	<b>88%</b>	<b>92%</b>
<b>2.2</b>	When you arrived at the centre were you searched?	<b>94%</b>	<b>100%</b>
<b>2.3</b>	Did staff explain why you were being searched?	<b>77%</b>	<b>94%</b>

<b>2.4</b>	When you were searched, did staff treat you with respect?	<b>88%</b>	<b>86%</b>
On your first night here:			
<b>2.5</b>	Were you seen by a doctor or nurse before you went to bed?	<b>71%</b>	<b>80%</b>
<b>2.6</b>	Did anybody talk to you about how you were feeling?	<b>71%</b>	<b>84%</b>
<b>2.7</b>	Did you feel safe?	<b>81%</b>	<b>88%</b>
<b>SECTION 3: DAILY LIFE</b>			
<b>3.1</b>	In your first few days here were you told everything you needed to know about life at the centre?	<b>71%</b>	<b>78%</b>
If you had a problem, who you would turn to?			
<b>3.2a</b>	No-one	<b>24%</b>	<b>10%</b>
<b>3.2b</b>	Teacher/Education staff	<b>6%</b>	<b>4%</b>
<b>3.2c</b>	Key worker	<b>12%</b>	<b>24%</b>
<b>3.2d</b>	Case worker	<b>6%</b>	<b>30%</b>
<b>3.2e</b>	Staff on the unit	<b>35%</b>	<b>56%</b>
<b>3.2f</b>	Another young person here	<b>24%</b>	<b>18%</b>
<b>3.2g</b>	Family	<b>35%</b>	<b>56%</b>
<b>3.2h</b>	Advocate	<b>12%</b>	<b>8%</b>
<b>3.3</b>	Do you have a key worker on your unit?	<b>94%</b>	<b>98%</b>
<b>3.5</b>	Do most staff treat you with respect?	<b>88%</b>	<b>92%</b>
<b>3.6</b>	Can you follow your religion if you want to?	<b>81%</b>	<b>76%</b>
<b>3.7</b>	Is the food here good/ very good?	<b>24%</b>	<b>38%</b>
<b>3.8</b>	Is it easy to keep in touch with family or carer outside the centre?	<b>82%</b>	<b>94%</b>
<b>3.9</b>	Do you have visits from family, carers or friends at least once a week?	<b>44%</b>	<b>64%</b>
<b>SECTION 4: BEHAVIOUR</b>			
<b>4.1</b>	Does the incentives and sanctions scheme encourage you to behave well?	<b>82%</b>	<b>80%</b>
<b>4.2</b>	Do you think the incentives and sanctions scheme is fair?	<b>44%</b>	<b>72%</b>

4.3	If you get in trouble, do staff explain what you have done wrong?	88%	83%
4.4	Do most staff let you know when your behaviour is good?	88%	82%
4.5	Have staff ever made you stay in your room away from the other young people because of something you did?	65%	40%
4.6	Have you been physically restrained since you have been here?	35%	20%
<b>SECTION 5: HEALTH SERVICES</b>			
5.1	If you feel ill, are you able to see a doctor or nurse?	93%	92%
5.2	Do you think that the health services are good here?	44%	42%
5.3	Do you have any health needs which are not being met?	65%	31%
<b>SECTION 6: COMPLAINTS</b>			
6.1	Do you know how to make a complaint?	100%	98%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	29%	12%
<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?	71%	45%
7.2	Have you been given advice about training or jobs that you might like to do in the future?	77%	76%
7.3	Have you been able to learn skills for jobs that you might like to do in the future?	81%	63%
7.4	Do you think your education here will help you once you leave?	69%	69%
7.5	Have you been able to learn any 'life skills' here?	94%	83%
7.6	Are you encouraged to take part in activities outside education/ training hours?	88%	89%
7.8	Do you know where you will be living when you leave the centre?	60%	76%
<b>SECTION 8: SAFETY</b>			
8.1	Have you ever felt unsafe here?	29%	18%
8.2	Do you feel unsafe at the moment?	12%	6%
Have you experienced any of the following from young people here?			

<b>8.4a</b>	Insulting remarks?	<b>47%</b>	<b>26%</b>
<b>8.4b</b>	Physical abuse?	<b>25%</b>	<b>12%</b>
<b>8.4c</b>	Sexual abuse?	<b>0%</b>	<b>0%</b>
<b>8.4d</b>	Feeling threatened or intimidated?	<b>13%</b>	<b>12%</b>
<b>8.4e</b>	Shout outs/yelling through windows?	<b>25%</b>	<b>14%</b>
<b>8.4f</b>	Having your canteen/property taken?	<b>6%</b>	<b>2%</b>
For those who have indicated any of the above, what did it relate to?			
<b>8.5a</b>	Your race or ethnic origin?	<b>6%</b>	<b>7%</b>
<b>8.5b</b>	You religion or religious beliefs?	<b>0%</b>	<b>2%</b>
<b>8.5c</b>	Your nationality?	<b>0%</b>	<b>2%</b>
<b>8.5d</b>	Your being from a different part of the country than others?	<b>0%</b>	<b>0%</b>
<b>8.5e</b>	Your being from a Traveller community?	<b>6%</b>	<b>0%</b>
<b>8.5f</b>	Your sexual orientation?	<b>0%</b>	<b>0%</b>
<b>8.5g</b>	Your age?	<b>0%</b>	<b>0%</b>
<b>8.5h</b>	You having a disability?	<b>13%</b>	<b>0%</b>
<b>8.5i</b>	You being new here?	<b>6%</b>	<b>9%</b>
<b>8.5j</b>	Your offence or crime?	<b>13%</b>	<b>9%</b>
<b>8.5k</b>	Gang related issues or people you know or mix with?	<b>6%</b>	<b>5%</b>
<b>8.5l</b>	About your family or friends?	<b>13%</b>	<b>14%</b>
<b>8.5m</b>	Drugs?	<b>6%</b>	<b>2%</b>
<b>8.5n</b>	Medications you receive?	<b>0%</b>	<b>0%</b>
<b>8.5o</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>13%</b>	<b>21%</b>
<b>8.7b</b>	Physical abuse?	<b>0%</b>	<b>3%</b>
<b>8.7c</b>	Sexual abuse?	<b>0%</b>	<b>3%</b>

<b>8.7d</b>	Feeling threatened or intimidated?	<b>13%</b>	<b>8%</b>
<b>8.7e</b>	Having your canteen/property taken?	<b>7%</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>7%</b>	<b>8%</b>
<b>8.8b</b>	Your religion or religious beliefs?	<b>7%</b>	<b>8%</b>
<b>8.8c</b>	Your nationality?	<b>7%</b>	<b>0%</b>
<b>8.8d</b>	Your being from a different part of the country than others?	<b>7%</b>	<b>0%</b>
<b>8.8e</b>	Your being from a Traveller community?	<b>7%</b>	<b>0%</b>
<b>8.8f</b>	Your sexual orientation?	<b>7%</b>	<b>0%</b>
<b>8.8g</b>	Your age?	<b>7%</b>	<b>0%</b>
<b>8.8h</b>	You having a disability?	<b>7%</b>	<b>0%</b>
<b>8.8i</b>	You being new here?	<b>7%</b>	<b>0%</b>
<b>8.8j</b>	Your offence or crime?	<b>7%</b>	<b>3%</b>
<b>8.8k</b>	Gang related issues or people you know or mix with?	<b>7%</b>	<b>0%</b>
<b>8.8l</b>	About your family or friends?	<b>7%</b>	<b>3%</b>
<b>8.8m</b>	Drugs?	<b>7%</b>	<b>0%</b>
<b>8.8n</b>	Medications you receive?	<b>7%</b>	<b>0%</b>
<b>8.8o</b>	Your gender?	<b>7%</b>	<b>0%</b>
<b>8.8p</b>	Because you made a complaint?	<b>7%</b>	<b>0%</b>
<b>8.10</b>	If you were being bullied or 'picked on', would you tell a member of staff?	<b>79%</b>	<b>45%</b>



## Diversity comparator (ethnicity/religion) Medway 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.

### Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic young people	White young people	Muslim young people	Non-Muslim young people
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in young people's background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		29	34	12	49
<b>SECTION 1: ABOUT YOU</b>					
1.2	Are you aged under 16?	30%	22%	40%	25%
1.3	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)			100%	31%
1.4	Are you Muslim?	45%	0%		
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	8%	23%	0%	23%
1.6	Are you a British Citizen?	87%	97%	92%	92%
1.7	Do you have a disability?	17%	31%	15%	29%
1.8	Have you ever been in local authority care?	32%	57%	31%	46%
<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?	97%	89%	92%	91%
2.2	When you arrived at the centre were you searched?	100%	97%	100%	98%

2.3	Did staff explain why you were being searched?	90%	86 %	92%	85 %
2.4	When you were searched, did staff treat you with respect?	94%	95 %	100 %	93 %
On your first night here:					
2.5	Were you seen by a doctor or nurse before you went to bed?	83%	73 %	77%	79 %
2.6	Did anybody talk to you about how you were feeling?	83%	78 %	62%	84 %
2.7	Did you feel safe?	90%	78 %	92%	80 %
<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?	84%	70 %	77%	76 %
If you had a problem, who you would turn to?					
3.2a	No-one	10%	22 %	8%	17 %
3.2b	Teacher/Education staff	3%	5%	0%	6%
3.2c	Key worker	17%	22 %	0%	23 %
3.2d	Case worker	29%	17 %	17%	23 %
3.2e	Staff on the unit	50%	53 %	67%	47 %
3.2f	Another young person here	29%	11 %	25%	15 %
3.2g	Family	47%	53 %	55%	51 %
3.2h	Advocate	3%	14 %	0%	9%
3.3	Do you have a key worker on your unit?	97%	97 %	92%	98 %
3.5	Do most staff treat you with respect?	94%	89 %	85%	92 %
3.6	Can you follow your religion if you want to?	94%	60 %	100 %	69 %
3.7	Is the food here good/ very good?	27%	43 %	40%	32 %
3.8	Is it easy to keep in touch with family or carer outside the centre?	93%	89 %	85%	92 %
3.9	Do you have visits from family, carers or friends at least once a week?	61%	57 %	40%	63 %



<b>SECTION 4: BEHAVIOUR</b>					
4.1	Does the incentives and sanctions scheme encourage you to behave well?	81%	83%	77%	81%
4.2	Do you think the incentives and sanctions scheme is fair?	58%	72%	62%	65%
4.3	If you get in trouble, do staff explain what you have done wrong?	86%	85%	83%	84%
4.4	Do most staff let you know when your behaviour is good?	81%	88%	77%	84%
4.5	Have staff ever made you stay in your room away from the other young people because of something you did?	50%	40%	55%	47%
4.6	Have you been physically restrained since you have been here?	32%	17%	25%	27%
<b>SECTION 5: HEALTH SERVICES</b>					
5.1	If you feel ill, are you able to see a doctor or nurse?	93%	91%	92%	92%
5.2	Do you think that the health services are good here?	35%	55%	27%	46%
5.3	Do you have any health needs which are not being met?	50%	31%	75%	33%
<b>SECTION 6: COMPLAINTS</b>					
6.1	Do you know how to make a complaint?	100%	97%	100%	98%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	7%	25%	8%	21%
<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?	50%	46%	46%	46%
7.2	Have you been given advice about training or jobs that you might like to do in the future?	80%	72%	75%	75%
7.3	Have you been able to learn skills for jobs that you might like to do in the future?	73%	61%	60%	67%
7.4	Do you think your education here will help you once you leave?	74%	60%	67%	66%
7.5	Have you been able to learn any 'life skills' here?	97%	77%	91%	84%
7.6	Are you encouraged to take part in activities outside education/ training hours?	96%	83%	90%	88%
7.8	Do you know where you will be living when you leave the centre?	65%	73%	44%	80%

<b>SECTION 8: SAFETY</b>					
<b>8.1</b>	Have you ever felt unsafe here?	<b>3%</b>	<b>36%</b>	<b>0%</b>	<b>25%</b>
<b>8.2</b>	Do you feel unsafe at the moment?	<b>0%</b>	<b>14%</b>	<b>0%</b>	<b>10%</b>
Have you experienced any of the following from young people here?					
<b>8.4a</b>	Insulting remarks?	<b>11%</b>	<b>41%</b>	<b>20%</b>	<b>33%</b>
<b>8.4b</b>	Physical abuse?	<b>4%</b>	<b>24%</b>	<b>0%</b>	<b>20%</b>
<b>8.4c</b>	Sexual abuse?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.4d</b>	Feeling threatened or intimidated?	<b>0%</b>	<b>24%</b>	<b>0%</b>	<b>16%</b>
<b>8.4e</b>	Shout outs/yelling through windows?	<b>7%</b>	<b>24%</b>	<b>10%</b>	<b>20%</b>
<b>8.4f</b>	Having your canteen/property taken?	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>4%</b>
For those who have indicated any of the above, what did it relate to?					
<b>8.5a</b>	Your race or ethnic origin?	<b>7%</b>	<b>6%</b>	<b>0%</b>	<b>8%</b>
<b>8.5b</b>	Your religion or religious beliefs?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.5c</b>	Your nationality?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.5d</b>	Your being from a different part of the country than others?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.5e</b>	Your being from a Traveller community?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.5f</b>	Your sexual orientation?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.5g</b>	Your age?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.5h</b>	You having a disability?	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>4%</b>
<b>8.5i</b>	You being new here?	<b>0%</b>	<b>13%</b>	<b>0%</b>	<b>10%</b>
<b>8.5j</b>	Your offence or crime?	<b>0%</b>	<b>19%</b>	<b>0%</b>	<b>13%</b>
<b>8.5k</b>	Gang related issues or people you know or mix with?	<b>7%</b>	<b>3%</b>	<b>10%</b>	<b>4%</b>
<b>8.5l</b>	About your family or friends?	<b>4%</b>	<b>24%</b>	<b>0%</b>	<b>18%</b>
<b>8.5m</b>	Drugs?	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>4%</b>

<b>8.5n</b>	Medications you receive?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>8.5o</b>	Your gender?	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
Have you experienced any of the following from staff here?					
<b>8.7a</b>	Insulting remarks?	<b>16%</b>	<b>14%</b>	<b>25%</b>	<b>18%</b>
<b>8.7b</b>	Physical abuse?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.7c</b>	Sexual abuse?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.7d</b>	Feeling threatened or intimidated?	<b>4%</b>	<b>14%</b>	<b>11%</b>	<b>9%</b>
<b>8.7e</b>	Having your canteen/property taken?	<b>0%</b>	<b>7%</b>	<b>0%</b>	<b>5%</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>8%</b>	<b>7%</b>	<b>11%</b>	<b>7%</b>
<b>8.8b</b>	Your religion or religious beliefs?	<b>8%</b>	<b>7%</b>	<b>11%</b>	<b>7%</b>
<b>8.8c</b>	Your nationality?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8d</b>	Your being from a different part of the country than others?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8e</b>	Your being from a Traveller community?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8f</b>	Your sexual orientation?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8g</b>	Your age?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8h</b>	You having a disability?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8i</b>	You being new here?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8j</b>	Your offence or crime?	<b>0%</b>	<b>7%</b>	<b>0%</b>	<b>5%</b>
<b>8.8k</b>	Gang related issues or people you know or mix with?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8l</b>	About your family or friends?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>5%</b>
<b>8.8m</b>	Drugs?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8n</b>	Medications you receive?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8o</b>	Your gender?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>
<b>8.8p</b>	Because you made a complaint?	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>

**Inspection of secure training centres**  
**Medway Training Centre**

<b>8.10</b>	If you were being bullied or 'picked on', would you tell a member of staff?	<b>37%</b>	<b>65%</b>	<b>40%</b>	<b>51%</b>
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## Diversity comparator (Travellers) Medway 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.

### Key to tables

	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in young people's background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		10	48
<b>SECTION 1: ABOUT YOU</b>			
1.2	Are you aged under 16?	67%	22%
1.3	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	20%	47%
1.4	Are you Muslim?	0%	23%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?		
1.6	Are you a British citizen?	80%	94%
1.7	Do you have a disability?	20%	25%
1.8	Have you ever been in local authority care?	44%	50%
<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?	60%	98%
2.2	When you arrived at the centre were you searched?	90%	100%

2.3	Did staff explain why you were being searched?	80%	90%
2.4	When you were searched, did staff treat you with respect?	91%	94%
On your first night here:			
2.5	Were you seen by a doctor or nurse before you went to bed?	80%	77%
2.6	Did anybody talk to you about how you were feeling?	75%	83%
2.7	Did you feel safe?	75%	88%
<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?	82%	75%
If you had a problem, who you would turn to?			
3.2a	No-one	9%	15%
3.2b	Teacher/Education staff	9%	2%
3.2c	Key worker	9%	23%
3.2d	Case worker	0%	29%
3.2e	Staff on the unit	27%	56%
3.2f	Another young person here	0%	23%
3.2g	Family	60%	50%
3.2h	Advocate	0%	10%
3.3	Do you have a key worker on your unit?	91%	100%
3.5	Do most staff treat you with respect?	73%	96%
3.6	Can you follow your religion if you want to?	50%	84%
3.7	Is the food here good/ very good?	60%	34%
3.8	Is it easy to keep in touch with family or carer outside the centre?	91%	94%
3.9	Do you have visits from family, carers or friends at least once a week?	91%	52%
<b>SECTION 4: BEHAVIOUR</b>			
4.1	Does the incentives and sanctions scheme encourage you to behave well?	82%	81%

4.2	Do you think the incentives and sanctions scheme is fair?	56%	69%
4.3	If you get in trouble, do staff explain what you have done wrong?	90%	84%
4.4	Do most staff let you know when your behaviour is good?	82%	88%
4.5	Have staff ever made you stay in your room away from the other young people because of something you did?	50%	47%
4.6	Have you been physically restrained since you have been here?	44%	22%
<b>SECTION 5: HEALTH SERVICES</b>			
5.1	If you feel ill, are you able to see a doctor or nurse?	89%	92%
5.2	Do you think that the health services are good here?	50%	45%
5.3	Do you have health needs which are not being met?	33%	38%
<b>SECTION 6: COMPLAINTS</b>			
6.1	Do you know how to make a complaint?	100%	98%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	44%	15%
<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?	33%	55%
7.2	Have you been given advice about training or jobs that you might like to do in the future?	90%	75%
7.3	Have you been able to learn skills for jobs that you might like to do in the future?	80%	64%
7.4	Do you think your education here will help you once you leave?	80%	65%
7.5	Have you been able to learn any 'life skills' here?	80%	90%
7.6	Are you encouraged to take part in activities outside education/ training hours?	90%	90%
7.8	Do you know where you will be living when you leave the centre?	100%	66%
<b>SECTION 8: SAFETY</b>			
8.1	Have you ever felt unsafe here?	20%	24%
8.2	Do you feel unsafe at the moment?	20%	6%

Have you experienced any of the following from young people here?			
<b>8.4a</b>	Insulting remarks?	<b>33%</b>	<b>30%</b>
<b>8.4b</b>	Physical abuse?	<b>10%</b>	<b>17%</b>
<b>8.4c</b>	Sexual abuse?	<b>0%</b>	<b>0%</b>
<b>8.4d</b>	Feeling threatened or intimidated?	<b>10%</b>	<b>13%</b>
<b>8.4e</b>	Shout outs/yelling through windows?	<b>10%</b>	<b>19%</b>
<b>8.4f</b>	Having your canteen/property taken?	<b>10%</b>	<b>2%</b>
For those who have indicated any of the above, what did it relate to?			
<b>8.5a</b>	Your race or ethnic origin?	<b>10%</b>	<b>4%</b>
<b>8.5b</b>	You religion or religious beliefs?	<b>0%</b>	<b>2%</b>
<b>8.5c</b>	Your nationality?	<b>0%</b>	<b>2%</b>
<b>8.5d</b>	Your being from a different part of the country than others?	<b>0%</b>	<b>0%</b>
<b>8.5e</b>	Your being from a Traveller community?	<b>10%</b>	<b>0%</b>
<b>8.5f</b>	Your sexual orientation?	<b>0%</b>	<b>0%</b>
<b>8.5g</b>	Your age?	<b>0%</b>	<b>0%</b>
<b>8.5h</b>	You having a disability?	<b>10%</b>	<b>2%</b>
<b>8.5i</b>	You being new here?	<b>20%</b>	<b>7%</b>
<b>8.5j</b>	Your offence or crime?	<b>20%</b>	<b>9%</b>
<b>8.5k</b>	Gang related issues or people you know or mix with?	<b>0%</b>	<b>7%</b>
<b>8.5l</b>	About your family or friends?	<b>20%</b>	<b>13%</b>
<b>8.5m</b>	Drugs?	<b>10%</b>	<b>2%</b>
<b>8.5n</b>	Medications you receive?	<b>0%</b>	<b>0%</b>
<b>8.5o</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>25%</b>	<b>19%</b>
<b>8.7b</b>	Physical abuse?	<b>11%</b>	<b>0%</b>



<b>8.7c</b>	Sexual abuse?	<b>11%</b>	<b>0%</b>
<b>8.7d</b>	Feeling threatened or intimidated?	<b>11%</b>	<b>10%</b>
<b>8.7e</b>	Having your canteen/property taken?	<b>11%</b>	<b>2%</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>25%</b>	<b>5%</b>
<b>8.8b</b>	You religion or religious beliefs?	<b>25%</b>	<b>5%</b>
<b>8.8c</b>	Your nationality?	<b>11%</b>	<b>0%</b>
<b>8.8d</b>	Your being from a different part of the country than others?	<b>11%</b>	<b>0%</b>
<b>8.8e</b>	Your being from a Traveller community?	<b>11%</b>	<b>0%</b>
<b>8.8f</b>	Your sexual orientation?	<b>11%</b>	<b>0%</b>
<b>8.8g</b>	Your age?	<b>11%</b>	<b>0%</b>
<b>8.8h</b>	You having a disability?	<b>11%</b>	<b>0%</b>
<b>8.8i</b>	You being new here?	<b>11%</b>	<b>0%</b>
<b>8.8j</b>	Your offence or crime?	<b>11%</b>	<b>2%</b>
<b>8.8k</b>	Gang related issues or people you know or mix with?	<b>11%</b>	<b>0%</b>
<b>8.8l</b>	About your family or friends?	<b>11%</b>	<b>2%</b>
<b>8.8m</b>	Drugs?	<b>11%</b>	<b>0%</b>
<b>8.8n</b>	Medications you receive?	<b>11%</b>	<b>0%</b>
<b>8.8o</b>	Your gender?	<b>11%</b>	<b>0%</b>
<b>8.8p</b>	Because you made a complaint?	<b>11%</b>	<b>0%</b>
<b>8.10</b>	If you were being bullied or 'picked on', would you tell a member of staff?	<b>63%</b>	<b>54%</b>



## Diversity comparator (LA Care) Medway 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.

### Key to tables

	Any percentage highlighted in green is significantly better	<b>Young people who have been in LA care</b>	<b>Young people who have not been in LA care</b>
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in young people's background details		
	Percentages which are not highlighted show there is no significant difference		
<b>Number of completed questionnaires returned</b>		<b>29</b>	<b>35</b>
<b>SECTION 1: ABOUT YOU</b>			
<b>1.2</b>	Are you aged under 16?	<b>17 %</b>	<b>33 %</b>
<b>1.3</b>	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	<b>32 %</b>	<b>57 %</b>
<b>1.4</b>	Are you Muslim?	<b>14 %</b>	<b>24 %</b>
<b>1.5</b>	Do you consider yourself to be Gypsy/Romany/Traveller?	<b>13 %</b>	<b>16 %</b>
<b>1.6</b>	Are you a British citizen?	<b>97 %</b>	<b>89 %</b>
<b>1.7</b>	Do you have a disability?	<b>37 %</b>	<b>16 %</b>
<b>SECTION 2: YOUR TRIP HERE AND FIRST 24 HOURS</b>			
<b>2.1</b>	On your most recent journey to this centre, did you feel that staff looked after you well?	<b>90 %</b>	<b>92 %</b>
<b>2.2</b>	When you arrived at the centre were you searched?	<b>97 %</b>	<b>98 %</b>
<b>2.3</b>	Did staff explain why you were being searched?	<b>84</b>	<b>92</b>

		%	%
<b>2.4</b>	When you were searched, did staff treat you with respect?	<b>90</b> %	<b>97</b> %
On your first night here:			
<b>2.5</b>	Were you seen by a doctor or nurse before you went to bed?	<b>84</b> %	<b>74</b> %
<b>2.6</b>	Did anybody talk to you about how you were feeling?	<b>75</b> %	<b>83</b> %
<b>2.7</b>	Did you feel safe?	<b>80</b> %	<b>89</b> %
<b>SECTION 3: DAILY LIFE</b>			
<b>3.1</b>	In your first few days here were you told everything you needed to know about life at the centre?	<b>66</b> %	<b>87</b> %
If you had a problem, who you would turn to?			
<b>3.2a</b>	No-one	<b>25</b> %	<b>8%</b>
<b>3.2b</b>	Teacher/Education staff	<b>3%</b>	<b>5%</b>
<b>3.2c</b>	Key worker	<b>10</b> %	<b>30</b> %
<b>3.2d</b>	Case worker	<b>13</b> %	<b>32</b> %
<b>3.2e</b>	Staff on the unit	<b>48</b> %	<b>53</b> %
<b>3.2f</b>	Another young person here	<b>16</b> %	<b>22</b> %
<b>3.2g</b>	Family	<b>42</b> %	<b>60</b> %
<b>3.2h</b>	Advocate	<b>10</b> %	<b>8%</b>
<b>3.3</b>	Do you have a key worker on your unit?	<b>97</b> %	<b>97</b> %
<b>3.5</b>	Do most staff treat you with respect?	<b>90</b> %	<b>92</b> %
<b>3.6</b>	Can you follow your religion if you want to?	<b>75</b> %	<b>75</b> %
<b>3.7</b>	Is the food here good/ very good?	<b>34</b> %	<b>36</b> %
<b>3.8</b>	Is it easy to keep in touch with family or carer outside the centre?	<b>93</b> %	<b>89</b> %
<b>3.9</b>	Do you have visits from family, carers or friends at least once a week?	<b>39</b> %	<b>74</b> %
<b>SECTION 4: BEHAVIOUR</b>			

4.1	Does the incentives and sanctions scheme encourage you to behave well?	81 %	84 %
4.2	Do you think the incentives and sanctions scheme is fair?	68 %	63 %
4.3	If you get in trouble, do staff explain what you have done wrong?	89 %	83 %
4.4	Do most staff let you know when your behaviour is good?	90 %	79 %
4.5	Have staff ever made you stay in your room away from the other young people because of something you did?	47 %	49 %
4.6	Have you been physically restrained since you have been here?	32 %	22 %
<b>SECTION 5: HEALTH SERVICES</b>			
5.1	If you feel ill, are you able to see a doctor or nurse?	89 %	95 %
5.2	Do you think that the health services are good here?	41 %	43 %
5.3	Do you have any health needs which are not being met?	43 %	35 %
<b>SECTION 6: COMPLAINTS</b>			
6.1	Do you know how to make a complaint?	92 %	97 %
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	25 %	11 %
<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?	53 %	47 %
7.2	Have you been given advice about training or jobs that you might like to do in the future?	80 %	73 %
7.3	Have you been able to learn skills for jobs that you might like to do in the future?	60 %	72 %
7.4	Do you think your education here will help you once you leave?	62 %	70 %
7.5	Have you been able to learn any 'life skills' here?	87 %	88 %
7.6	Are you encouraged to take part in activities outside education/ training hours?	90 %	89 %
7.8	Do you know where you will be living when you leave the centre?	44 %	94 %
<b>SECTION 8: SAFETY</b>			
8.1	Have you ever felt unsafe here?	26 %	17 %

<b>8.2</b>	Do you feel unsafe at the moment?	<b>13 %</b>	<b>3%</b>
Have you experienced any of the following from young people here?			
<b>8.4a</b>	Insulting remarks?	<b>36 %</b>	<b>27 %</b>
<b>8.4b</b>	Physical abuse?	<b>28 %</b>	<b>6%</b>
<b>8.4c</b>	Sexual abuse?	<b>0%</b>	<b>0%</b>
<b>8.4d</b>	Feeling threatened or intimidated?	<b>18 %</b>	<b>6%</b>
<b>8.4e</b>	Shout outs/yelling through windows?	<b>21 %</b>	<b>13 %</b>
<b>8.4f</b>	Having your canteen/property taken?	<b>7%</b>	<b>0%</b>
For those who have indicated any of the above, what did it relate to?			
<b>8.5a</b>	Your race or ethnic origin?	<b>4%</b>	<b>9%</b>
<b>8.5b</b>	You religion or religious beliefs?	<b>0%</b>	<b>3%</b>
<b>8.5c</b>	Your nationality?	<b>0%</b>	<b>3%</b>
<b>8.5d</b>	Your being from a different part of the country than others?	<b>0%</b>	<b>0%</b>
<b>8.5e</b>	Your being from a Traveller community?	<b>4%</b>	<b>0%</b>
<b>8.5f</b>	Your sexual orientation?	<b>0%</b>	<b>0%</b>
<b>8.5g</b>	Your age?	<b>0%</b>	<b>0%</b>
<b>8.5h</b>	You having a disability?	<b>7%</b>	<b>0%</b>
<b>8.5i</b>	You being new here?	<b>11 %</b>	<b>6%</b>
<b>8.5j</b>	Your offence or crime?	<b>14 %</b>	<b>6%</b>
<b>8.5k</b>	Gang related issues or people you know or mix with?	<b>11 %</b>	<b>0%</b>
<b>8.5l</b>	About your family or friends?	<b>18 %</b>	<b>9%</b>
<b>8.5m</b>	Drugs?	<b>7%</b>	<b>0%</b>
<b>8.5n</b>	Medications you receive?	<b>0%</b>	<b>0%</b>
<b>8.5o</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>11%</b>	<b>21%</b>
<b>8.7b</b>	Physical abuse?	<b>0%</b>	<b>4%</b>
<b>8.7c</b>	Sexual abuse?	<b>0%</b>	<b>4%</b>
<b>8.7d</b>	Feeling threatened or intimidated?	<b>11%</b>	<b>7%</b>
<b>8.7e</b>	Having your canteen/property taken?	<b>4%</b>	<b>4%</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>4%</b>	<b>11%</b>
<b>8.8b</b>	You religion or religious beliefs?	<b>4%</b>	<b>11%</b>
<b>8.8c</b>	Your nationality?	<b>4%</b>	<b>0%</b>
<b>8.8d</b>	Your being from a different part of the country than others?	<b>4%</b>	<b>0%</b>
<b>8.8e</b>	Your being from a Traveller community?	<b>4%</b>	<b>0%</b>
<b>8.8f</b>	Your sexual orientation?	<b>4%</b>	<b>0%</b>
<b>8.8g</b>	Your age?	<b>4%</b>	<b>0%</b>
<b>8.8h</b>	You having a disability?	<b>4%</b>	<b>0%</b>
<b>8.8i</b>	You being new here?	<b>4%</b>	<b>0%</b>
<b>8.8j</b>	Your offence or crime?	<b>7%</b>	<b>0%</b>
<b>8.8k</b>	Gang related issues or people you know or mix with?	<b>4%</b>	<b>0%</b>
<b>8.8l</b>	About your family or friends?	<b>4%</b>	<b>4%</b>
<b>8.8m</b>	Drugs?	<b>4%</b>	<b>0%</b>
<b>8.8n</b>	Medications you receive?	<b>4%</b>	<b>0%</b>
<b>8.8o</b>	Your gender?	<b>4%</b>	<b>0%</b>
<b>8.8p</b>	Because you made a complaint?	<b>4%</b>	<b>0%</b>
<b>8.10</b>	If you were being bullied or 'picked on', would you tell a member of staff?	<b>66%</b>	<b>36%</b>



## Diversity comparator (gender) Medway 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.

### Key to tables

	Any percentage highlighted in green is significantly better	Young women	Young men
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in young people's background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		11	54
<b>SECTION 1: ABOUT YOU</b>			
1.2	Are you aged under 16?	8%	29%
1.3	Are you from a minority ethnic group? (including all those who did not tick White British, White Irish or White Other category)	55%	45%
1.4	Are you Muslim?	27%	18%
1.5	Do you consider yourself to be Gypsy/Romany/Traveller?	0%	22%
1.6	Are you a British citizen?	92%	93%
1.7	Do you have a disability?	0%	30%
1.8	Have you ever been in local authority care?	55%	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?	92%	91%
2.2	When you arrived at the centre were you searched?	100%	98%

2.3	Did staff explain why you were being searched?	100%	85%
2.4	When you were searched, did staff treat you with respect?	100%	93%
On your first night here:			
2.5	Were you seen by a doctor or nurse before you went to bed?	92%	75%
2.6	Did anybody talk to you about how you were feeling?	92%	76%
2.7	Did you feel safe?	83%	84%
<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?	100%	72%
If you had a problem, who you would turn to?			
3.2a	No-one	0%	19%
3.2b	Teacher/Education staff	0%	5%
3.2c	Key worker	46%	16%
3.2d	Case worker	33%	21%
3.2e	Staff on the unit	92%	42%
3.2f	Another young person here	46%	14%
3.2g	Family	46%	53%
3.2h	Advocate	0%	11%
3.3	Do you have a key worker on your unit?		97%
3.5	Do most staff treat you with respect?	92%	91%
3.6	Can you follow your religion if you want to?	91%	74%
3.7	Is the food here good/ very good?	46%	34%
3.8	Is it easy to keep in touch with family or carer outside the centre?	91%	91%
3.9	Do you have visits from family, carers or friends at least once a week?	55%	58%
<b>SECTION 4: BEHAVIOUR</b>			
4.1	Does the incentives and sanctions scheme encourage you to behave well?	83%	81%



4.2	Do you think the incentives and sanctions scheme is fair?	75%	64%
4.3	If you get in trouble, do staff explain what you have done wrong?	92%	83%
4.4	Do most staff let you know when your behaviour is good?	83%	84%
4.5	Have staff ever made you stay in your room away from the other young people because of something you did?	25%	51%
4.6	Have you been physically restrained since you have been here?	17%	27%
<b>SECTION 5: HEALTH SERVICES</b>			
5.1	If you feel ill, are you able to see a doctor or nurse?	83%	94%
5.2	Do you think that the health services are good here?	20%	47%
5.3	Do you have any health needs which are not being met?	25%	43%
<b>SECTION 6: COMPLAINTS</b>			
6.1	Do you know how to make a complaint?	92%	8%
6.3	Have you ever wanted to make a complaint but didn't because you were worried what would happen to you?	25%	16%
<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?	33%	52%
7.2	Have you been given advice about training or jobs that you might like to do in the future?	83%	75%
7.3	Have you been able to learn skills for jobs that you might like to do in the future?	55%	71%
7.4	Do you think your education here will help you once you leave?	75%	67%
7.5	Have you been able to learn any 'life skills' here?	91%	86%
7.6	Are you encouraged to take part in activities outside education/ training hours?	91%	89%
7.8	Do you know where you will be living when you leave the centre?	60%	75%
<b>SECTION 8: SAFETY</b>			
8.1	Have you ever felt unsafe here?	17%	21%

<b>8.2</b>	Do you feel unsafe at the moment?	<b>8%</b>	<b>7%</b>
Have you experienced any of the following from young people here?			
<b>8.4a</b>	Insulting remarks?	<b>33%</b>	<b>29%</b>
<b>8.4b</b>	Physical abuse?	<b>10%</b>	<b>17%</b>
<b>8.4c</b>	Sexual abuse?	<b>0%</b>	<b>0%</b>
<b>8.4d</b>	Feeling threatened or intimidated?	<b>10%</b>	<b>12%</b>
<b>8.4e</b>	Shout outs/yelling through windows?	<b>10%</b>	<b>19%</b>
<b>8.4f</b>	Having your canteen/property taken?	<b>0%</b>	<b>4%</b>
For those who have indicated any of the above, what did it relate to?			
<b>8.5a</b>	Your race or ethnic origin?	<b>10%</b>	<b>6%</b>
<b>8.5b</b>	You religion or religious beliefs?	<b>0%</b>	<b>2%</b>
<b>8.5c</b>	Your nationality?	<b>0%</b>	<b>2%</b>
<b>8.5d</b>	Your being from a different part of the country than others?	<b>0%</b>	<b>0%</b>
<b>8.5e</b>	Your being from a Traveller community?	<b>0%</b>	<b>2%</b>
<b>8.5f</b>	Your sexual orientation?	<b>0%</b>	<b>0%</b>
<b>8.5g</b>	Your age?	<b>0%</b>	<b>0%</b>
<b>8.5h</b>	You having a disability?	<b>0%</b>	<b>4%</b>
<b>8.5i</b>	You being new here?	<b>10%</b>	<b>8%</b>
<b>8.5j</b>	Your offence or crime?	<b>10%</b>	<b>10%</b>
<b>8.5k</b>	Gang related issues or people you know or mix with?	<b>10%</b>	<b>4%</b>
<b>8.5l</b>	About your family or friends?	<b>0%</b>	<b>17%</b>
<b>8.5m</b>	Drugs?	<b>0%</b>	<b>4%</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>0%</b>	<b>21%</b>
<b>8.7b</b>	Physical abuse?	<b>0%</b>	<b>2%</b>
<b>8.7c</b>	Sexual abuse?	<b>0%</b>	<b>2%</b>
<b>8.7d</b>	Feeling threatened or intimidated?	<b>11%</b>	<b>9%</b>
<b>8.7e</b>	Having your canteen/property taken?	<b>0%</b>	<b>4%</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>0%</b>	<b>9%</b>
<b>8.8b</b>	Your religion or religious beliefs?	<b>0%</b>	<b>9%</b>
<b>8.8c</b>	Your nationality?	<b>0%</b>	<b>2%</b>
<b>8.8d</b>	Your being from a different part of the country than others?	<b>0%</b>	<b>2%</b>
<b>8.8e</b>	Your being from a Traveller community?	<b>0%</b>	<b>2%</b>
<b>8.8f</b>	Your sexual orientation?	<b>0%</b>	<b>2%</b>
<b>8.8g</b>	Your age?	<b>0%</b>	<b>2%</b>
<b>8.8h</b>	You having a disability?	<b>0%</b>	<b>2%</b>
<b>8.8i</b>	You being new here?	<b>0%</b>	<b>2%</b>
<b>8.8j</b>	Your offence or crime?	<b>0%</b>	<b>4%</b>
<b>8.8k</b>	Gang related issues or people you know or mix with?	<b>0%</b>	<b>2%</b>
<b>8.8l</b>	About your family or friends?	<b>0%</b>	<b>4%</b>
<b>8.8m</b>	Drugs?	<b>0%</b>	<b>2%</b>
<b>8.8n</b>	Medications you receive?	<b>0%</b>	<b>2%</b>
<b>8.8o</b>	Your gender?	<b>0%</b>	<b>2%</b>
<b>8.8p</b>	Because you made a complaint?	<b>0%</b>	<b>2%</b>
<b>8.10</b>	If you were being bullied or 'picked on', would you tell a member of staff?	<b>83%</b>	<b>44%</b>