Shading is used to indicate statistical significance*, as follows: Green shading shows results that are significantly more positive than the comparator Blue shading shows results that are significantly more negative than the comparator Orange shading shows significant differences in demographics and background information No shading means that differences are not significant and may have occurred by chance Grey shading indicates that we have no valid data for this question * less than 1% probability that the difference is due to chance Number of completed questionnaires returned Number of completed questionnaires returned

51% 26%

69%

67%

8%

18%

	The number of valid responses to each question is provide	d e.g. n=16/		
SAF	ETY			
14.1	Have you ever felt unsafe here?	n=183	71%	52%
14.2	Do you feel unsafe now?	n=178	34%	25%
14.3	Have you experienced any of the following from other prisoners here:			
	- Verbal abuse?	n=174	40%	
	- Threats or intimidation?	n=174	37%	
	- Physical assault?	n=174	19%	
	- Sexual assault?	n=174	1%	
	- Theft of canteen or property?	n=174	30%	
	- Other bullying / victimisation?	n=174	20%	
	- Not experienced any of these from prisoners here	n=174	48%	67%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=179	29%	
14.5	Have you experienced any of the following from staff here:			
	- Verbal abuse?	n=172	41%	
	- Threats or intimidation?	n=172	30%	
	- Physical assault?	n=172	19%	
	- Sexual assault?	n=172	0%	
	- Theft of canteen or property?	n=172	11%	
	- Other bullying / victimisation?	n=172	23%	
	- Not experienced any of these from staff here	n=172	51%	67%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=174	44%	
BEH	AVIOUR MANAGEMENT		-	
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=183	38%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=184	39%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=184	16%	12%
	For those who have been restrained in the last 6 months:		1	
15.4	Did anyone come and talk to you about it afterwards?	n=30	13%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=181	10%	20%
	For those who have spent one or more nights in the segregation unit in the last 6 months:		ı	
15.6	Were you treated well by segregation staff?	n=17	35%	
	Could you shower every day?	n=17	47%	
	Could you go outside for exercise every day?	n=17	47%	
	Could you use the phone every day (if you had credit)?	n=18	50%	

Shading is used to indicate statistical significance*, as follows: Green shading shows results that are significantly more positive than the comparator Blue shading shows results that are significantly more negative than the comparator Orange shading shows significant differences in demographics and background information No shading means that differences are not significant and may have occurred by chance Grey shading indicates that we have no valid data for this question * less than 1% probability that the difference is due to chance Number of completed questionnaires returned 190 6,006

	Number of completed questionnaires returned	190	6,006	190	228
EDII	The number of valid responses to each question is provided e.g. n=167 CATION, SKILLS AND WORK				
16.1	In this prison, is it easy to get into the following activities:			-	
10.1	- Education?	50%		50%	
	- Vocational or skills training?	23%		23%	
	- Prison job?	33%		33%	
	- Voluntary work outside of the prison?	4%		4%	
	- Paid work outside of the prison? n=168	5%		5%	
16.2	In this prison, have you done the following activities: - Education?	72%	67%	720/	60
			_	72%	
	- Vocational or skills training?	58%	56%	58%	48
	- Prison job? n=162	78%	72%	78%	63
	- Voluntary work outside of the prison? n=145	33%		33%	
	- Paid work outside of the prison? n=148	35%		35%	
	For those who have done the following activities, do you think they will help you on release:				
	- Education? n=114	50%	48%	50%	53
	- Vocational or skills training? n=90	52%	40%	52%	45
	- Prison job? n=127	40%	38%	40%	44
	- Voluntary work outside of the prison? n=48	31%		31%	
	- Paid work outside of the prison?	41%		41%	
16.3	Do staff encourage you to attend education, training or work?	41%		41%	
PLAI	NNING AND PROGRESSION				
17.1	Do you have a custody plan? n=176	23%		23%	
	For those who have a custody plan:				
17.2	Do you understand what you need to do to achieve your objectives or targets? n=39	80%		80%	
17.3	Are staff helping you to achieve your objectives or targets? n=38	50%		50%	
17.4	In this prison, have you done:	•			
	- Offending behaviour programmes? n=36	47%		47%	
	- Other programmes? n=36	44%		44%	
	- One to one work? n=35	49%		49%	
	- Been on a specialist unit? n=34	29%		29%	
	- ROTL - day or overnight release? n=33	24%		24%	
	For those who have done the following, did they help you to achieve your objectives or targets:				
	- Offending behaviour programmes? n=17	53%		53%	
	- Other programmes? n=16	56%		56%	
	- One to one work?	59%		59%	
	- Being on a specialist unit?	30%		30%	
		1		L	

Shading is used to indicate statistical significance*, as follows: Green shading shows results that are significantly more positive than the comparator Blue shading shows results that are significantly more negative than the comparator Orange shading shows significant differences in demographics and background information No shading means that differences are not significant and may have occurred by chance Grey shading indicates that we have no valid data for this question * less than 1% probability that the difference is due to chance Number of completed questionnaires returned Number of completed questionnaires returned

The number of valid responses to each question is provided e.g. n=167

34%

68% 41%

58%
62%
45%
69%
56%
42%
62%
34%

41%
15%
13%
20%
7%
41%
9%
6%

n=176

49%

B. I	Do you expect to be released in the next 3 months?	n=182	34%						
	For those who expect to be released in the next 3 months:								
8.2	Is this prison very / quite near to your home area or intended release address?	n=60	68%						
18.3	Is anybody helping you to prepare for your release?	n=61	41%						
18.4	Do you need help to sort out the following for when you are released:								
	- Finding accommodation?	n=59	58%						
	- Getting employment?	n=55	62%						
	- Setting up education or training?	n=51	45%						
	- Arranging benefits?	n=58	69%						
	- Sorting out finances?	n=50	56%						
	- Support for drug or alcohol problems?	n=52	42%						
-	- Health / mental Health support?	n=53	62%						
-	- Social care support?	n=53	34%						
	- Getting back in touch with family or friends?	n=55	36%						
18.4	Are you getting help to sort out the following for when you are released, if you need it:								
	- Finding accommodation?	n=34	41%						
	- Getting employment?	n=34	15%						
	- Setting up education or training?	n=23	13%						
	- Arranging benefits?	n=40	20%						
	- Sorting out finances?	n=28	7%						
Ī	- Support for drug or alcohol problems?	n=22	41%						
	- Health / mental Health support?	n=33	9%						
Ī	- Social care support?	n=18	6%						
-	- Getting back in touch with family or friends?	n=20	15%						

Do you think your experiences in this prison have made you less likely to offend in the future?

HMP Liverpool 2017

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- Can you get your stored property if you need it?

- Disabled prisoners' responses are compared with those of prisoners who do not have a disability
- Responses of prisoners with mental health problems are compared with those of prisoners who do not have mental health problems Please note that these analyses are based on summary data from selected survey questions only.

Shadir	ng is used to indicate statistical significance*, as follows:						
	Green shading shows results that are significantly more positive than the comparator						s
	Blue shading shows results that are significantly more negative than the comparator			ξ		as S	plem
	Orange shading shows significant differences in demographics and background information		_	a disability		roble	th pro
	No shading means that differences are not significant and may have occurred by chance		Have a disability			Mental health problems	No mental health problems
	Grey shading indicates that we have no valid data for this question		a dis	not have		tal he	nenta
	* less than 1% probability that the difference is due to chance		Наvе	Do n		Men	Non
	Number of completed questionnaires re	eturned	71	113		90	92
	The number of valid responses to each question is provided	e.g. n=167					
DEM	OGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	n=183	0%	0%	n=181	0%	0%
	Are you 50 years of age or older?	n=183	13%	12%	n=181	9%	16%
1.3	Are you from a minority ethnic group?	n=183	6%	12%	n=181	8%	10%
7.1	Are you Muslim?	n=183	3%	5%	n=181	3%	3%
11.3	Do you have any mental health problems?	n=181	78%	32%			
12.1	Do you consider yourself to have a disability?				n=181	61%	18%
19.2	Are you a foreign national?	n=180	4%	5%	n=178	5%	6%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=178	4%	1%	n=176	1%	3%
ARRI	VAL AND RECEPTION					<u> </u>	
2.3	When you were searched in reception, was this done in a respectful way?	n=183	71%	81%	n=181	73%	80%
2.4	Overall, were you treated very / quite well in reception?	n=183	71%	77%	n=181	70%	79%
2.5	When you first arrived, did you have any problems?	n=183	97%	81%	n=181	97%	77%
	For those who had any problems when they first arrived:						
2.6	Did staff help you to deal with these problems?	n=147	25%	31%	n=145	21%	38%
FIRS	T NIGHT AND INDUCTION						
3.3	Did you feel safe on your first night here?	n=177	49%	57%	n=175	53%	56%
3.5	Have you had an induction at this prison?	n=179	77%	87%	n=177	83%	82%
	For those who have had an induction:						
3.5	Did your induction cover everything you needed to know about this prison?	n=149	40%	45%	n=146	41%	47%
ON T	THE WING						
4.2	Is your cell call bell normally answered within 5 minutes?	n=178	13%	9%	n=177	12%	9%
4.3	On the wing or houseblock you currently live on:						
	- Do you normally have enough clean, suitable clothes for the week?	n=183	41%	55%	n=181	36%	64%
	- Can you shower every day?	n=182	61%	68%	n=180	62%	68%
	- Do you have clean sheets every week?	n=180	52%	68%	n=178	56%	67%
	- Do you get cell cleaning materials every week?	n=179	14%	22%	n=177	12%	26%
	- Is it normally quiet enough for you to relax or sleep at night?	n=174	32%	44%	n=172	35%	44%

n=179 **17% 17%**

Shading is used to indicate statistical significance*, as follows: Green shading shows results that are significantly more positive than the comparator Blue shading shows results that are significantly more negative than the comparator Orange shading shows significant differences in demographics and background information No shading means that differences are not significant and may have occurred by chance Grey shading indicates that we have no valid data for this question * less than 1% probability that the difference is due to chance Number of completed questionnaires returned 71 113

The number of valid responses to each question is provided e.g. n=167

No mental health problems

Mental health problems

FOO	I ne number of valid responses to each question is provided D AND CANTEEN	C.g. 11-107					
5.2	Do you get enough to eat at meal-times always / most of the time?	n=184	18%	26%	n=181	17%	29%
5.3	Does the shop / canteen sell the things that you need?	n=182	68%	67%	n=180	69%	63%
RELA	TIONSHIPS WITH STAFF	1					
6.1	Do most staff here treat you with respect?	n=181	45%	61%	n=179	50%	59%
6.2	Are there any staff here you could turn to if you had a problem?	n=183	67%	69%	n=181	64%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=183	31%	28%	n=181	33%	27%
6.6	Do you feel that you are treated as an individual in this prison?	n=176	25%	32%	n=174	21%	38%
FAIT	н						
	For those who have a religion:	_					
7.2	Are your religious beliefs respected here?	n=130	53%	49%	n=129	55%	47%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=134	58%	60%	n=133	57%	63%
CON	TACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=180	22%	19%	n=178	16%	25%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=179	66%	66%	n=177	64%	68%
8.3	Are you able to use a phone every day (if you have credit)?	n=182	67%	75%	n=180	66%	77%
	For those who get visits:						
8.7	Are your visitors usually treated respectfully by staff?	n=118	62%	79%	n=118	64%	80%
TIME	OUT OF CELL						
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=181	56%	35%	n=179	52%	34%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=181	1%	5%	n=179	3%	3%
	For those who use the library:						
9.9	Does the library have a wide enough range of materials to meet your needs?	n=43	67%	39%	n=43	40%	54%
APPL	ICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	n=181	61%	69%	n=179	63%	69%
	For those who have made an application:						
10.2	Are applications usually dealt with fairly?	n=155	29%	38%	n=154	30%	40%
10.3	Is it easy for you to make a complaint?	n=182	61%	51%	n=180	55%	55%
	For those who have made a complaint:						
10.4	Are complaints usually dealt with fairly?	n=98	14%	25%	n=97	9%	34%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=129	44%	32%	n=126	48%	24%
_							

Shading is used to indicate statistical significance*, as follows: Green shading shows results that are significantly more positive than the comparator Blue shading shows results that are significantly more negative than the comparator Orange shading shows significant differences in demographics and background information No shading means that differences are not significant and may have occurred by chance Grey shading indicates that we have no valid data for this question * less than 1% probability that the difference is due to chance Number of completed questionnaires returned Number of completed questionnaires returned Till 113 Orange shading shows results that are significantly more positive than the comparator Full 113 Number of completed questionnaires returned

	The number of valid responses to each question is provided	e.g. n=167			Ì		
HEA	LTH CARE		L			L	
11.1	Is it very / quite easy to see:						
	- Doctor?	n=181	13%	15%	n=180	10%	20%
	- Nurse?	n=176	52%	35%	n=175	40%	44%
	- Dentist?	n=178	6%	11%	n=177	6%	12%
	- Mental health workers?	n=178	18%	17%	n=176	15%	19%
	For those who have mental health problems:						
11.4	Have you been helped with your mental health problems in this prison?	n=91	28%	27%	n=89	28%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=180	24%	29%	n=179	21%	33%
ОТН	IER SUPPORT NEEDS						
	For those who have a disability:						
12.2	Are you getting the support you need?	n=64	22%		n=64	23%	19%
SAF	ETY						
14.1	Have you ever felt unsafe here?	n=182	86%	61%	n=180	81%	60%
14.2	Do you feel unsafe now?	n=177	43%	28%	n=175	43%	24%
14.3	Not experienced bullying / victimisation by other prisoners	n=173	34%	57%	n=172	38%	57%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=178	34%	26%	n=176	30%	28%
14.5	Not experienced bullying / victimisation by members of staff	n=172	42%	57%	n=169	43%	59%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=173	46%	42%	n=171	41%	47%
ВЕН	AVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=182	32%	42%	n=180	34%	42%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=183	33%	43%	n=181	30%	47%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=183	20%	14%	n=181	20%	13%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=180	12%	9%	n=178	14%	7%
EDU	CATION, SKILLS AND WORK						
16.3	Do staff encourage you to attend education, training or work?	n=160	34%	44%	n=157	40%	42%
PLA	NNING AND PROGRESSION						
17.1	Do you have a custody plan?	n=176	31%	17%	n=173	30%	15%
	For those who have a custody plan:						
17.3	Are staff helping you to achieve your objectives or targets?	n=38	55%	44%	n=37	48%	58%
PRE	PARATION FOR RELEASE						
	For those who expect to be released in the next 3 months:						
18.3	Is anybody helping you to prepare for your release?	n=61	46%	37%	n=60	36%	48%
FINA	AL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=176	46%	52%	n=173	38%	62%

HMP Liverpool 2017

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- Can you get your stored property if you need it?

- Responses of prisoners aged 25 and under are compared with those of prisoners over 25
- Responses of prisoners aged 50 and over are compared with those of prisoners under 50

Please note that these analyses are based on summary data from selected survey questions only.

Shadiı	ng is used to indicate statistical significance*, as follows:						
	Green shading shows results that are significantly more positive than the comparator						
	Blue shading shows results that are significantly more negative than the comparator						
	Orange shading shows significant differences in demographics and background information						
	No shading means that differences are not significant and may have occurred by chance		der			-a	
	Grey shading indicates that we have no valid data for this question		25 and under	r 25		50 and over	er 50
	* less than 1% probability that the difference is due to chance		25 aı	Over		50 aı	Under
	Number of completed questionnaires in	eturned	28	161		25	164
	The number of valid responses to each question is provided	e.g. n=167					
DEM	OGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?						
	Are you 50 years of age or older?	n=189	0%	16%			
1.3	Are you from a minority ethnic group?	n=188	7%	10%	n=188	16%	9%
7.1	Are you Muslim?	n=184	14%	2%	n=184	0%	4%
11.3	Do you have any mental health problems?	n=181	46%	50%	n=181	35%	51%
12.1	Do you consider yourself to have a disability?	n=183	39%	38%	n=183	39%	38%
19.2	Are you a foreign national?	n=180	11%	4%	n=180	8%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	n=178	4%	2%	n=178	0%	3%
ARRI	VAL AND RECEPTION						
2.3	When you were searched in reception, was this done in a respectful way?	n=188	61%	80%	n=188	84%	76%
2.4	Overall, were you treated very / quite well in reception?	n=188	57%	77%	n=188	88%	72%
2.5	When you first arrived, did you have any problems?	n=188	89%	87%	n=188	88%	87%
	For those who had any problems when they first arrived:			ı			
2.6	Did staff help you to deal with these problems?	n=152	24%	31%	n=152	48%	27%
FIRS	T NIGHT AND INDUCTION						
3.3	Did you feel safe on your first night here?	n=182	39%	55%	n=182	44%	54%
3.5	Have you had an induction at this prison?	n=183	86%	83%	n=183	84%	83%
	For those who have had an induction:			ı			
3.5	Did your induction cover everything you needed to know about this prison?	n=152	38%	45%	n=152	48%	43%
ON T	THE WING						
4.2	Is your cell call bell normally answered within 5 minutes?	n=182	11%	10%	n=182	24%	8%
4.3	On the wing or houseblock you currently live on:			1			
	- Do you normally have enough clean, suitable clothes for the week?	n=186	50%	49%	n=186	72%	46%
	- Can you shower every day?	n=185	67%	65%	n=185	68%	65%
	- Do you have clean sheets every week?	n=183	63%	62%	n=183	88%	58%
	- Do you get cell cleaning materials every week?	n=181	18%	20%	n=181	28%	19%
	- Is it normally quiet enough for you to relax or sleep at night?	n=177	42%	38%	n=177	52%	37%
1		1		1			

n=182

15% 18%

n=182

17%

18%

	The number of valid responses to each question is provided	e.g. n-10/					
FOO	D AND CANTEEN						
5.2	Do you get enough to eat at meal-times always / most of the time?	n=186	14%	24%	n=186	50%	19%
5.3	Does the shop / canteen sell the things that you need?	n=184	64%	67%	n=184	60%	67%
RELA	TIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=183	39%	58%	n=183	76%	52%
6.2	Are there any staff here you could turn to if you had a problem?	n=185	61%	69%	n=185	84%	66%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=186	25%	31%	n=186	56%	26%
6.6	Do you feel that you are treated as an individual in this prison?	n=177	26%	30%	n=177	48%	27%
FAIT	н						
	For those who have a religion:]					
7.2	Are your religious beliefs respected here?	n=131	50%	50%	n=131	46%	51%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=135	41%	61%	n=135	70%	56%
CON	TACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=181	18%	22%	n=181	44%	17%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=180	68%	66%	n=180	52%	68%
8.3	Are you able to use a phone every day (if you have credit)?	n=183	71%	72%	n=183	76%	72%
	For those who get visits:						
8.7	Are your visitors usually treated respectfully by staff?	n=119	67%	74%	n=119	92%	71%
TIME	OUT OF CELL						
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=182	48%	42%	n=182	24%	46%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=182	0%	4%	n=182	8%	3%
	For those who use the library:						
9.9	Does the library have a wide enough range of materials to meet your needs?	n=43	100%	46%	n=43	38%	51%
APPL	APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	n=181	57%	68%	n=181	78%	65%
	For those who have made an application:]					
10.2	Are applications usually dealt with fairly?	n=155	17%	39%	n=155	53%	33%
10.3	Is it easy for you to make a complaint?	n=182	54%	55%	n=182	54%	54%
	For those who have made a complaint:	1					
10.4	Are complaints usually dealt with fairly?	n=97	28%	19%	n=97	33%	19%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=128	36%	38%	n=128	15%	40%

Shading is used to indicate statistical significance*, as follows: Green shading shows results that are significantly more positive than the comparator $% \left(1\right) =\left(1\right) \left(1\right) \left($ Blue shading shows results that are significantly more negative than the comparator Orange shading shows significant differences in demographics and background information No shading means that differences are not significant and may have occurred by chance 25 and under 50 and over Grey shading indicates that we have no valid data for this question * less than 1% probability that the difference is due to chance Number of completed questionnaires returned 161

	The number of valid responses to each question is provided	e.g. n=167					
HEA	TH CARE						
11.1	Is it very / quite easy to see:						1
	- Doctor?	n=183	8%	16%	n=183	29%	13%
	- Nurse?	n=178	23%	44%	n=178	50%	40%
	- Dentist?	n=180	8%	9%	n=180	0%	10%
	- Mental health workers?	n=179	15%	18%	n=179	26%	16%
	For those who have mental health problems:						
11.4	Have you been helped with your mental health problems in this prison?	n=90	15%	30%	n=90	67%	24%
11.5	Do you think the overall quality of the health services here is very / quite good?	n=180	22%	28%	n=180	54%	23%
отн	ER SUPPORT NEEDS						
	For those who have a disability:						
12.2	Are you getting the support you need?	n=63	22%	22%	n=63	50%	18%
SAFE	πΥ						
14.1	Have you ever felt unsafe here?	n=182	78%	70%	n=182	75%	70%
14.2	Do you feel unsafe now?	n=177	42%	33%	n=177	21%	36%
14.3	Not experienced bullying / victimisation by other prisoners	n=173	26%	51%	n=173	50%	48%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=178	30%	29%	n=178	44%	27%
14.5	Not experienced bullying / victimisation by members of staff	n=171	32%	55%	n=171	70%	49%
14.6	If you were being bullied / victimised by staff here, would you report it?	n=173	42%	44%	n=173	68%	40%
BEH	AVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=182	29%	40%	n=182	54%	36%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=183	21%	42%	n=183	42%	38%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=183	37%	12%	n=183	8%	17%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=180	22%	8%	n=180	0%	12%
EDU	CATION, SKILLS AND WORK						
16.3	Do staff encourage you to attend education, training or work?	n=159	26%	43%	n=159	50%	40%
PLAN	INING AND PROGRESSION						
17.1	Do you have a custody plan?	n=175	22%	23%	n=175	27%	22%
	For those who have a custody plan:						
17.3	17.3 Are staff helping you to achieve your objectives or targets?			50%	n=38	50%	50%
PREF	ARATION FOR RELEASE						
	For those who expect to be released in the next 3 months:	-					I
18.3	Is anybody helping you to prepare for your release?	n=60	31%	45%	n=60	67%	40%
FINA	L QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=175	37%	51%	n=175	68%	46%

HMP Liverpool 2017 Comparison of survey responses from different residential locations

In this table responses from the vulnerable prisoner wing (K wing) are compared with those from the rest of the establishment.

Shadi	Shading is used to indicate statistical significance*, as follows:				
	Green shading shows results that are significantly more positive than the comparator				
	Blue shading shows results that are significantly more negative than the comparator		wings		
	Orange shading shows significant differences in demographics and background information		and J		
	No shading means that differences are not significant and may have occurred by chance				
	Grey shading indicates that we have no valid data for this question	wing	3, F, C		
	* less than 1% probability that the difference is due to chance	X ,	Ą,		
	Number of completed questionnaires returned	29	156		

DEM	OGRAPHICS AND OTHER BACKGROUND INFORMATION		
1.2	Are you under 21 years of age? n=184	0%	0%
	Are you 25 years of age or younger? n=184	17%	14%
	Are you 50 years of age or older?	45%	7%
	Are you 70 years of age or older?	7%	0%
1.3	Are you from a minority ethnic group? $n=184$	10%	10%
1.4	Have you been in this prison for less than 6 months? $n=185$	45%	64%
1.5	Are you currently serving a sentence? n=183	90%	74%
	Are you on recall? n=183	3%	13%
1.6	Is your sentence less than 12 months? n=184	14%	24%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)? $n=184$	3%	3%
7.1	Are you Muslim? n=180	3%	4%
11.3	Do you have any mental health problems? n=178	31%	52%
12.1	Do you consider yourself to have a disability? $n=180$	32%	39%
19.1	Do you have any children under the age of 18? n=177	48%	63%
19.2	Are you a foreign national? n=177	3%	5%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller) n=175	0%	3%
19.4	Have you ever been in the armed services? n=176	3%	5%
19.5	Is your gender female or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	10%	3%
19.7	Do you identify as transgender or transsexual? n=167	0%	2%

Shading is used to indicate statistical significance*, as follows:					
	Green shading shows results that are significantly more positive than the comparator				
	Blue shading shows results that are significantly more negative than the comparator				
	Orange shading shows significant differences in demographics and background information				
	No shading means that differences are not significant and may have occurred by chance				
	Grey shading indicates that we have no valid data for this question				
	* less than 1% probability that the difference is due to chance	ž	Ą		
	Number of completed questionnaires returned	29	156		

2.2 When you arrived at this prison, did you spend less than 2 hours in reception?	ARRI	VAL AND RECEPTION			
2.3 When you were searched in reception, was this done in a respectful way?	2.1	Were you given up-to-date information about this prison before you came here?	n=183	17%	15%
2.4 Overall, were you treated very / quite well in reception?	2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	n=185	31%	20%
2.5 When you first arrived, did you have any problems?	2.3	When you were searched in reception, was this done in a respectful way?	n=184	72%	78%
Did you have problems with:	2.4	Overall, were you treated very / quite well in reception?	n=184	83%	73%
- Getting phone numbers? n=184 41% 50% - Contacting family? n=184 55% 45% - Arranging care for children or other dependents? n=184 0% 3% - Contacting employers? n=184 24% 34% - Money worries? n=184 24% 34% - Housing worries? n=184 24% 25% - Feeling depressed? n=184 41% 48% - Feeling suicidal? n=184 21% 12% - Physical health problems? n=184 10% 36% - Needing protection from other prisoners? n=184 10% 36%	2.5	When you first arrived, did you have any problems?	n=184	100%	85%
- Contacting family? - Arranging care for children or other dependents? - Arranging care for children or other dependents? - Contacting employers? - Money worries? - Money worries? - Housing worries? - Feeling depressed? - Feeling depressed? - Feeling suicidal? - Cother mental health problems? - Physical health problems? - Physical health problems? - Physical health problems? - Drugs or alcohol (e.g. withdrawal)? - Getting medication? - Needing protection from other prisoners? - Lost or delayed property? - Lost or delayed property? - To those who had any problems when they first arrived: 2.6 Did staff help you to deal with these problems? - Tolacco or nicotine replacement? - Tobacco or nicotine replacement? - Tolacco or nicotine replacement? - Tolacco or nicotine replacement? - A shower? - A shower? - A free phone call? - Something to eat? - The chance to sale someone from health care? - The chance to talk to a Listener or Samaritans? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - The Chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - The Chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - The Chance of the Chance? - The Chance of these? - The Chance of the Chance? - The Chance	2.5	Did you have problems with:			
- Arranging care for children or other dependents?		- Getting phone numbers?	n=184	41%	50%
- Contacting employers? - Money worries? - Money worries? - Housing worries? - Feeling depressed? - Feeling depressed? - Feeling suicidal? - Other mental health problems? - Physical health problems? - Physical health problems? - Other mental health problems? - Physical health problems? - Drugs or alcohol (e.g. withdrawal)? - Orugs or alcohol (e.g. withdrawal)? - Needing protection from other prisoners? - Lost or delayed property? - Lost or delayed property? - Lost or delayed property? - To ilst arrived: 2.6 Did staff help you to deal with these problems? - To also any problems when they first arrived: - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To bacco or nicotine replacement? - To a staff help you to deal with these problems? - A shower? - To a staff help you to deal with these problems? - The chance to talk to a Listener or Samaritans? - To a staff help you to deal with these problems? - The chance to talk to a Listener or Samaritans? - To a staff help you to deal with these problems? - The chance to talk to a Listener or Samaritans? - To a staff help you to deal with these problems? - The chance to talk to a Listener or Samaritans? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help you to deal with these problems? - To a staff help		- Contacting family?	n=184	55%	45%
- Money worries? - Housing worries? - Feeling depressed? - Feeling depressed? - Feeling suicidal? - Other mental health problems? - Physical health problems? - Physical health problems? - Physical health problems? - Drugs or alcohol (e.g. withdrawal)? - Orugs or alcohol (e.g. withdrawal)? - Needing protection from other prisoners? - Needing protection from other prisoners? - Lost or delayed property? - Lost or delayed property? - Lost or delayed property? - Tolidation? - To		- Arranging care for children or other dependents?	n=184	0%	3%
- Housing worries? - Feeling depressed? - Feeling depressed? - Feeling suicidal? - Other mental health problems? - Physical health problems? - Physical health problems? - Physical health problems? - Drugs or alcohol (e.g. withdrawal)? - Getting medication? - Needing protection from other prisoners? - Lost or delayed property? - Lost or delayed property? - Lost or delayed property? - Tor those who had any problems when they first arrived: 2.6 Did staff help you to deal with these problems? - To those who had any problems when they first arrived: - Tobacco or nicotine replacement? - Tobacco or nicotine replacement? - Toletries / other basic items? - A shower? - A shower? - A free phone call? - Something to eat? - The chance to see someone from health care? - The chance to see someone from health care? - The chance to see someone from health care? - The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - Rel85 - Tole S - Sweething to eat? - The chance to talk to a Listener or Damaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - Rel85 - Tole S - Sweething to eat? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - The other Date of talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Damaritans? - The chance to talk to a Listener or Dama		- Contacting employers?	n=184	3%	8%
- Feeling depressed?		- Money worries?	n=184	24%	34%
- Feeling suicidal? - Other mental health problems? - Other mental health problems? - Physical health problems? - Physical health problems? - Physical health problems? - Drugs or alcohol (e.g. withdrawal)? - Getting medication? - Needing protection from other prisoners? - Lost or delayed property? - Lost or delayed property? - Lost or delayed property? - To those who had any problems when they first arrived: 2.6 Did staff help you to deal with these problems? - To those who had any problems when they first arrived: - Tobacco or nicotine replacement? - Tobacco or nicotine replacement? - A free phone call? - A free phone call? - The chance to see someone from health care? - The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - Toles of these? - Toles of talk to a Listener or buddy)? - None of these? - Toles of these? - Toles of these? - Toles of talk to a Listener or buddy)? - None of these? - Toles of these? - Toles of talk to a Listener or buddy)? - None of these? - Toles of these? - Toles of these? - Toles of talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - Toles of these? - Toles of talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - Toles of these or Samaritans? - Toles of these or Samaritans? - Toles of these? - Toles of talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - Toles of talk or a Listener or Samaritans? - Toles of talk or a Listener or Samaritans? - Toles of talk or a Listener or Samaritans? - Toles of talk or a Listener or Samaritans? - Toles of talk or a Listener or Samaritans? - Toles of talk or a Listener or Samaritans? - Toles of talk or a Listener or Samaritans? - Toles of talk or a Listener or Samaritans? - Toles of talk or a Listener or Samaritans? - Toles of talk or a Listener or S		- Housing worries?	n=184	24%	25%
- Other mental health problems? - Physical health problems? - Drugs or alcohol (e.g. withdrawal)? - Getting medication? - ne184		- Feeling depressed?	n=184	41%	48%
- Physical health problems? - Drugs or alcohol (e.g. withdrawal)? - Getting medication? - Needing protection from other prisoners? - Lost or delayed property? - Lost or delayed property? - Lost or delayed property? - Lost of delayed property? - Did staff help you to deal with these problems? - To idestify help you to deal with these problems? - To idection or nicotine replacement? - To idection or nicotine replacement? - A shower? - A free phone call? - Something to eat? - The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - In 185 - 24% - None of these? - In 185 - 24% - None of these? - In 185 - Sweethers - Sweethers - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - In 185 - Sweethers - S		- Feeling suicidal?	n=184	21%	12%
- Drugs or alcohol (e.g. withdrawal)? - Getting medication? - Needing protection from other prisoners? - Lost or delayed property? - Lost or delayed property? - Lost or delayed property? - Did staff help you to deal with these problems? - Did staff help you to deal with these problems? - Toiletries / other basic items? - Toiletries / other basic items? - A shower? - A free phone call? - The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - In 185 - A shower? - In 185 - A shower? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - In 185 - Sweether A shower? - In 185 - Sweether A shower? - In 185 - Sweether A shower? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these?		- Other mental health problems?	n=184	10%	28%
- Getting medication? - Needing protection from other prisoners? - Lost or delayed property? - Did staff help you to deal with these problems? - Did staff help you to deal with these problems? - Tobacco or nicotine replacement? - Tobacco or nicotine replacement? - A shower? - A shower? - A free phone call? - Something to eat? - The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - None of these? - None of these? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these?		- Physical health problems?	n=184	24%	23%
- Needing protection from other prisoners? - Lost or delayed property? For those who had any problems when they first arrived: 2.6 Did staff help you to deal with these problems? FIRST NIGHT AND INDUCTION 3.1 Before you were locked up on your first night, were you offered: - Tobacco or nicotine replacement? - Toiletries / other basic items? - A shower? - A shower? - A free phone call? - Something to eat? - The chance to see someone from health care? - The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - None of these? - The chance to see some one from buddy)? - None of these? - None of these? - None of these? - None of these?		- Drugs or alcohol (e.g. withdrawal)?	n=184	10%	36%
- Lost or delayed property?		- Getting medication?	n=184	31%	36%
For those who had any problems when they first arrived: 2.6 Did staff help you to deal with these problems? PIRST NIGHT AND INDUCTION 3.1 Before you were locked up on your first night, were you offered: - Tobacco or nicotine replacement? - Toiletries / other basic items? - A shower? - A free phone call? - Something to eat? - The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - None of these? - The chance to see someone from the description of the see the see that the service is a service in the service in the service is a service in the service is a service in the service is a service in the service in the service is a service in the service is a service in the service is a service in the service in the service is a service in the service in the service in the service is a service in the service in the service is a service in the service in the service in the service in the service is a service in the servi		- Needing protection from other prisoners?	n=184	28%	6%
2.6 Did staff help you to deal with these problems? n=150 48% 26% FIRST NIGHT AND INDUCTION 3.1 Before you were locked up on your first night, were you offered:		- Lost or delayed property?	n=184	7%	16%
### FIRST NIGHT AND INDUCTION 3.1 Before you were locked up on your first night, were you offered: - Tobacco or nicotine replacement? - Toiletries / other basic items? - A shower? - A shower? - A free phone call? - Something to eat? - The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? #### 185 ###################################		For those who had any problems when they first arrived:			
3.1 Before you were locked up on your first night, were you offered: - Tobacco or nicotine replacement? - Toiletries / other basic items? - A shower? - A shower? - A free phone call? - Something to eat? - The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - None of these? - The chance to see someone from buddy)? - None of these? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these?	2.6	Did staff help you to deal with these problems?	n=150	48%	26%
- Tobacco or nicotine replacement?	FIRS	T NIGHT AND INDUCTION			
- Toiletries / other basic items?	3.1	Before you were locked up on your first night, were you offered:			
- A shower?		- Tobacco or nicotine replacement?	n=185	62%	83%
- A free phone call?		- Toiletries / other basic items?	n=185	48%	57%
- Something to eat?		- A shower?	n=185	41%	62%
- The chance to see someone from health care? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? - The chance to see someone from health care? - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185 - 185		- A free phone call?	n=185	38%	64%
- The chance to talk to a Listener or Samaritans? - Support from another prisoner (e.g. Insider or buddy)? - None of these? n=185 38% 26% 11% 5%		- Something to eat?	n=185	72%	80%
- Support from another prisoner (e.g. Insider or buddy)? - None of these? n=185 24% 11% 5%		- The chance to see someone from health care?	n=185	76%	67%
- None of these?		- The chance to talk to a Listener or Samaritans?	n=185	38%	26%
		- Support from another prisoner (e.g. Insider or buddy)?	n=185	24%	11%
3.2 On your first night in this prison, was your cell very / quite clean? n=185 41% 11%		- None of these?	n=185	7%	5%
	3.2	On your first night in this prison, was your cell very / quite clean?	n=185	41%	11%

Shadii	ng is used to indicate statistical significance*, as follows:		
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	Blue shading shows results that are significantly more negative than the comparator		wings
	Orange shading shows significant differences in demographics and background information		and J
	No shading means that differences are not significant and may have occurred by chance		, π, σ
	Grey shading indicates that we have no valid data for this question	wing	В, Е, С
	* less than 1% probability that the difference is due to chance	×	Ą,
	Number of completed questionnaires returned	29	156

	The number of valid responses to each question is pro	vided e.g. n=16/		
3.3	Did you feel safe on your first night here?	n=178	41%	56%
3.4	In your first few days here, did you get?			
	- Access to the prison shop / canteen?	n=178	18%	14%
	- Free PIN phone credit?	n=182	55%	52%
	- Numbers put on your PIN phone?	n=177	29%	36%
3.5	Have you had an induction at this prison?	n=179	72%	85%
	For those who have had an induction:			
3.5	Did your induction cover everything you needed to know about this prison?	n=149	33%	45%
ON	THE WING			
4.1	Are you in a cell on your own?	n=184	17%	18%
4.2	Is your cell call bell normally answered within 5 minutes?	n=178	35%	5%
4.3	On the wing or houseblock you currently live on:			
	- Do you normally have enough clean, suitable clothes for the week?	n=182	76%	45%
	- Can you shower every day?	n=181	62%	66%
	- Do you have clean sheets every week?	n=179	79%	59%
	- Do you get cell cleaning materials every week?	n=177	35%	16%
	- Is it normally quiet enough for you to relax or sleep at night?	n=173	54%	37%
	- Can you get your stored property if you need it?	n=178	21%	17%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=182	79%	38%
FOO	D AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	n=183	45%	20%
5.2	Do you get enough to eat at meal-times always / most of the time?	n=182	39%	20%
5.3	Does the shop / canteen sell the things that you need?	n=180	64%	68%
REL/	ATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	n=179	66%	53%
6.2	Are there any staff here you could turn to if you had a problem?	n=181	83%	66%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=181	59%	24%
6.4	Do you have a personal officer?	n=176	86%	59%
	For those who have a personal officer:		ı	I.
6.4	Is your personal or named officer very / quite helpful?	n=112	72%	49%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=179	3%	3%
6.6	Do you feel that you are treated as an individual in this prison?	n=173	43%	26%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=179	28%	33%
	If so, do things sometimes change?	n=58	38%	22%
	I			1

Shadi	ng is used to indicate statistical significance*, as follows:		
	Green shading shows results that are significantly more positive than the comparator		
	Blue shading shows results that are significantly more negative than the comparator		and J wings
	Orange shading shows significant differences in demographics and background information		and J
	No shading means that differences are not significant and may have occurred by chance		т, н,
	Grey shading indicates that we have no valid data for this question	wing	В, F, G
	* less than 1% probability that the difference is due to chance	K w	Ą.
	Number of completed questionnaires returned	29	156

FAIT	The number of valid responses to each question is pr	011202 0161 11 107		
		-100	7/0/	730/
7.1	Do you have a religion? For those who have a religion:	n=180	76%	73%
7.2	Are your religious beliefs respected here?	n=127	55%	49%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=131	76%	56%
7.4	Are you able to attend religious services, if you want to?	n=131	91%	73%
CON	TACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=177	43%	15%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=176	69%	66%
8.3	Are you able to use a phone every day (if you have credit)?	n=179	61%	74%
8.4	Is it very / quite easy for your family and friends to get here?	n=181	52%	57%
8.5	Do you get visits from family/friends once a week or more? For those who get visits:	n=176	18%	26%
8.6	Do visits usually start and finish on time?	n=121	35%	43%
8.7	Are your visitors usually treated respectfully by staff?	n=116	88%	71%
	OUT OF CELL		100/0	****
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=176	90%	79%
	For those who know what the unlock and lock-up times are supposed to be:		70,0	***
9.1	Are these times usually kept to?	n=142	46%	31%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=178	29%	45%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=178	4%	3%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=179	89%	84%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=179	0%	1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=175	18%	27%
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=180	0%	14%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=172	31%	16%
9.7	Do you typically go to the gym twice a week or more?	n=178	31%	41%
9.8	Do you typically go to the library twice a week or more?	n=179	0%	1%
	For those who use the library:		<u> </u>	<u> </u>
9.9	Does the library have a wide enough range of materials to meet your needs?	n=42	57%	43%
APPL	ICATIONS, COMPLAINTS AND LEGAL RIGHTS		•	
10.1	Is it easy for you to make an application?	n=178	76%	63%
	For those who have made an application:			
10.2	Are applications usually dealt with fairly?	n=152	62%	31%
	Are applications usually dealt with within 7 days?	n=154	52%	16%

Blue shading shows results that are significantly more negative than the comparator Orange shading shows significant differences in demographics and background information No shading means that differences are not significant and may have occurred by chance Grey shading indicates that we have no valid data for this question * less than 1% probability that the difference is due to chance	Green shading shows results that are significantly more positive than the comparator		
No shading means that differences are not significant and may have occurred by chance Grey shading indicates that we have no valid data for this question	Blue shading shows results that are significantly more negative than the comparator		wings
Grey shading indicates that we have no valid data for this question	Orange shading shows significant differences in demographics and background information		and J
	No shading means that differences are not significant and may have occurred by chance		Э, Н,
* less than 1% probability that the difference is due to chance	Grey shading indicates that we have no valid data for this question		B, F, C
	* less than 1% probability that the difference is due to chance		Ą.

18.4	Are you getting help to sort out the following for when you are released, if you need it:			
	- Finding accommodation?	n=34	75%	37%
	- Getting employment?	n=34	33%	11%
	- Setting up education or training?	n=23	25%	11%
	- Arranging benefits?	n=40	17%	21%
	- Sorting out finances?	n=28	0%	8%
	- Support for drug or alcohol problems?	n=22	0%	43%
	- Health / mental Health support?	n=33	0%	10%
	- Social care support?	n=18	0%	6%
	- Getting back in touch with family or friends?	n=19	0%	18%
FINA	L QUESTION ABOUT THIS PRISON		_	
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	n=172	59%	47%