

## HMP Hewell 2025 Survey Results

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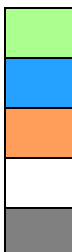
## HMP Hewell 2025

### Survey responses compared with those from other HMIP surveys of local prisons

In this table summary statistics from HMP Hewell 2025 are compared with the following HMIP survey data:

- Summary statistics from surveys of local prisons conducted since the introduction of the new questionnaire in November 2023 (14 prisons). Please note that this does not include all local prisons.

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HMP Hewell 2025	Local prisons surveyed since November 2023
172	2377

Number of completed questionnaires returned

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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION				
1.2	Are you under 21 years of age?	<i>n=171</i>	1%	6%
	Are you under 25 years of age?	<i>n=171</i>	11%	17%
	Are you 50 years of age or older?	<i>n=171</i>	13%	14%
	Are you 70 years of age or older?	<i>n=171</i>	2%	1%
1.3	Are you from an ethnic group other than white?	<i>n=171</i>	32%	28%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	<i>n=171</i>	4%	4%
1.4	Have you been in this prison for less than 6 months?	<i>n=170</i>	69%	66%
1.5	Are you currently serving a sentence?	<i>n=168</i>	43%	41%
	Are you on recall?	<i>n=168</i>	13%	13%
1.6	Is your sentence less than 12 months?	<i>n=165</i>	19%	15%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=165</i>	1%	1%
7.3	Are you Muslim?	<i>n=168</i>	17%	17%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?	<i>n=163</i>	44%	52%
12.3	Do you have any mental health problems?	<i>n=159</i>	58%	66%
19.1	Do you have children under the age of 18?	<i>n=162</i>	52%	49%
19.2	Are you a foreign national?	<i>n=161</i>	12%	14%

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19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	<i>n=162</i>	23%	25%
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	<i>n=161</i>	6%	6%
19.5	Is your gender female, non-binary or other?	<i>n=162</i>	1%	1%
19.6	Do you identify as transgender or trans?	<i>n=158</i>	3%	1%
19.7	Are you homosexual, bisexual or other sexual orientation?	<i>n=160</i>	7%	5%
<b>ARRIVAL AND RECEPTION</b>				
2.1	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=167</i>	38%	33%
2.2	Were you searched in reception?	<i>n=169</i>	98%	98%
	<i>For those who were searched:</i>			
	Was this done in a respectful way?	<i>n=166</i>	78%	74%
2.3	Overall, were you treated very/quite well in reception?	<i>n=169</i>	76%	73%
2.4	When you first arrived, did you have problems with?			
	Feeling depressed	<i>n=166</i>	66%	62%
	Feeling suicidal	<i>n=124</i>	22%	29%
	Needing protection from other prisoners	<i>n=118</i>	18%	22%
	<i>For those who had the following problems, did staff help you with?</i>			
	Feeling depressed	<i>n=109</i>	35%	31%
	Feeling suicidal	<i>n=27</i>	30%	34%
	Needing protection from other prisoners	<i>n=21</i>	43%	46%
	<i>For those who had any problems when they first arrived:</i>			
	Were you able to talk to a member of staff in private?	<i>n=98</i>	34%	38%
2.6	Did you see someone from health care in reception?	<i>n=167</i>	81%	82%
<b>FIRST NIGHT AND INDUCTION</b>				

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3.1	Before you were locked up on your first night here, were you offered?		
	Nicotine replacement (including vapes)	<i>n=164</i>	87% 84%
	Toiletries	<i>n=162</i>	64% 65%
	A shower	<i>n=160</i>	18% 29%
	A free phone call	<i>n=162</i>	43% 45%
	Something to eat	<i>n=164</i>	82% 82%
	The chance to talk to a Listener or Samaritans	<i>n=162</i>	28% 24%
	Support from another prisoner (e.g. Insider or prisoner rep)	<i>n=163</i>	38% 32%
3.2	On your first night in this prison, was your cell very/quite clean?	<i>n=168</i>	42% 35%
3.3	Did you feel safe on your first night here?	<i>n=169</i>	73% 62%
3.4	Did you have numbers put on your PIN phone within 24 hours?	<i>n=167</i>	16% 19%
3.5	In your first few days here, did you get?		
	Items from the prison shop/ canteen	<i>n=166</i>	26% 36%
	Access to clean clothing that fitted you	<i>n=164</i>	69% 47%
	PIN phone credit	<i>n=163</i>	63% 49%
	Your personal property	<i>n=162</i>	50% 39%
3.6	Have you had an induction at this prison?	<i>n=167</i>	87% 85%
	For those who have had an induction:		
	Did your induction cover everything you needed to know about this prison?	<i>n=146</i>	50% 49%
ON THE WING			
4.1	Are you in a cell on your own?	<i>n=168</i>	18% 33%
4.2	Is your cell call bell normally answered within 5 minutes?	<i>n=169</i>	27% 30%

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4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	<i>n</i> =169	59% 50%
	Can you have a shower every day if you want one?	<i>n</i> =169	93% 76%
	Can you get clean bedding every week if you want it?	<i>n</i> =167	78% 59%
	Can you get cell cleaning materials every week if you want them?	<i>n</i> =166	68% 67%
	Can you get your stored property promptly, if you need it?	<i>n</i> =164	21% 17%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	<i>n</i> =165	46% 50%
	At night?	<i>n</i> =164	63% 60%
4.5	Normally, are these communal areas of your wing or houseblock very/quite clean?		
	Landings and stairs	<i>n</i> =169	80% 76%
	Association areas	<i>n</i> =164	84% 77%
	Servery	<i>n</i> =166	83% 83%
	Showers	<i>n</i> =166	60% 52%
	Exercise yard	<i>n</i> =166	73% 65%
4.6	Have you been on an ACCT in this prison?	<i>n</i> =160	33% 34%
	For those who have been on an ACCT:		
	Did you feel cared for by staff?	<i>n</i> =53	28% 42%
4.7	Is it very/quite easy for you to speak to a Listener if you need to?	<i>n</i> =167	46% 33%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	<i>n</i> =168	23% 33%
5.2	Do you get enough to eat at mealtimes always/most of the time?	<i>n</i> =169	16% 26%

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5.3	Does the shop/canteen sell the things that you need?	<i>n=170</i>	61%	52%
5.4	Can you use catalogues/other providers to buy the things you need?	<i>n=170</i>	54%	50%
<b>RELATIONSHIPS WITH STAFF</b>				
6.1	Do most staff here treat you with respect?	<i>n=169</i>	69%	65%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n=169</i>	73%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n=170</i>	31%	35%
6.4	Do you have a named officer (key worker)?	<i>n=166</i>	53%	62%
	<i>For those who have a named officer (key worker):</i>			
	Is your named officer (key worker) very/quite helpful?	<i>n=88</i>	56%	59%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	<i>n=170</i>	38%	35%
	If so, do things sometimes change?	<i>n=64</i>	39%	37%
6.6	If you want to, can you talk to managers, governors or directors in this prison?	<i>n=170</i>	26%	21%
6.7	Have you shared a problem with a manager, governor or director?	<i>n=167</i>	44%	52%
	<i>For those who have shared a problem with a manager, governor or director:</i>			
	Did they try to help you?	<i>n=73</i>	36%	32%
<b>FAITH</b>				
7.1	Have you spoken to the Chaplaincy team in this prison?	<i>n=169</i>	67%	63%
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	<i>n=168</i>	63%	51%
7.3	Do you have a religion?	<i>n=168</i>	67%	67%
	<i>For those who have a religion:</i>			
7.4	Are you able to attend religious services, if you want to?	<i>n=111</i>	87%	80%
7.5	Are your religious beliefs respected here?	<i>n=112</i>	73%	66%
<b>CONTACT WITH FAMILY AND FRIENDS</b>				

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8.1	Have you been able to see your family/friends more than once in the last month:		
	In person (prison visit)?	<i>n=122</i>	40% 37%
	Using video calling?	<i>n=84</i>	11% 12%
8.2	Do visits usually start and finish on time?	<i>n=135</i>	23% 27%
8.3	Are your visitors usually treated respectfully by staff all/ most of the time?	<i>n=91</i>	63% 60%
8.4	Is it very/quite easy for your family and friends to get here?	<i>n=126</i>	39% 39%
8.5	Have staff here encouraged you to keep in touch with your family/friends?	<i>n=163</i>	28% 28%
8.6	Have you had any problems with sending or receiving?		
	Emails	<i>n=142</i>	38% 43%
	Letters	<i>n=148</i>	39% 49%
	Parcels	<i>n=132</i>	43% 46%
8.7	Are you able to use a phone every day (if you have credit)?	<i>n=162</i>	89% 88%
<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n=165</i>	81% 81%
	<i>For those who know what the unlock and lock-up times are supposed to be:</i>		
	Are these times usually kept to?	<i>n=133</i>	57% 47%
9.2	Do you usually spend less than 2 hours out of your cell each day on Monday - Fridays?	<i>n=166</i>	42% 50%
	Do you usually spend 10 hours or more out of your cell each day on Monday - Fridays?	<i>n=166</i>	0% 2%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	<i>n=159</i>	58% 56%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	<i>n=159</i>	0% 1%
9.3	How many times in a normal week can you complete domestic tasks?		
	Once or more	<i>n=152</i>	77% 79%

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	Three times or more	<i>n=152</i>	49%	48%
	More than five times	<i>n=152</i>	27%	28%
	How many times in a normal week can you get association?			
	Once or more	<i>n=157</i>	91%	88%
	Three times or more	<i>n=157</i>	81%	69%
	More than five times	<i>n=157</i>	63%	45%
	How many times in a normal week can you get exercise outside?			
	Once or more	<i>n=158</i>	93%	91%
	Three times or more	<i>n=158</i>	79%	68%
	More than five times	<i>n=158</i>	56%	46%
	How many times in a normal week can you go to the gym or play sports?			
	Once or more	<i>n=156</i>	79%	75%
	Three times or more	<i>n=156</i>	22%	26%
	More than five times	<i>n=156</i>	4%	6%
	9.4 At the weekend, are you able to?			
	Complete domestic tasks	<i>n=150</i>	72%	67%
9.4	Get association	<i>n=157</i>	89%	82%
	Exercise outside	<i>n=158</i>	92%	81%
	Go to the gym or play sports	<i>n=153</i>	53%	39%
	9.5 Are you able to visit the library once a week or more?			
	Are you able to visit the library once a week or more?	<i>n=160</i>	40%	46%
9.5	Are you able to borrow library materials kept on the wing once a week or more?	<i>n=154</i>	28%	41%
	Are you able to get things from the library delivered to the wing once a week or more?	<i>n=150</i>	17%	25%

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9.6	Does the library have a wide enough range of materials to meet your needs?	<i>n</i> =96	42%	50%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>				
10.1	Is it easy for you to make an application?	<i>n</i> =166	58%	57%
	<i>For those who have made an application are they usually dealt with:</i>			
10.2	Fairly?	<i>n</i> =133	50%	45%
	Within 7 days?	<i>n</i> =130	33%	37%
10.3	Is it easy for you to make a complaint?	<i>n</i> =167	46%	50%
	<i>For those who have made a complaint are they usually dealt with:</i>			
10.4	Fairly?	<i>n</i> =77	22%	29%
	Within 7 days?	<i>n</i> =80	26%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =104	37%	36%
10.6	Do you know how to contact the following organisations?			
	The Independent Prisoner Complaint Investigations	<i>n</i> =165	25%	28%
	The Independent Monitoring Board	<i>n</i> =163	26%	38%
	<i>For those who need it, is it easy to?</i>			
10.7	Communicate with your solicitor or legal representative	<i>n</i> =156	38%	41%
	Attend legal visits	<i>n</i> =152	45%	48%
10.8	Have staff opened letters from your solicitor or legal representative when you were not present?	<i>n</i> =163	68%	64%
	<i>For those who have had legal letters opened when they were not present:</i>			
	Did staff tell you why?	<i>n</i> =111	25%	25%
<b>HEALTH CARE</b>				
11.1	Since arriving in this prison, have you experienced any delays accessing?			
	Your medication	<i>n</i> =137	62%	68%
	Your outside medical appointments	<i>n</i> =107	46%	55%

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	Your agreed social care package	<i>n</i> =89	46%	53%
11.2	Is it very/quite easy to see?			
	Doctor	<i>n</i> =158	23%	22%
	Nurse	<i>n</i> =158	43%	38%
	Dentist	<i>n</i> =156	8%	12%
	Pharmacist	<i>n</i> =154	38%	33%
	Mental health worker	<i>n</i> =156	28%	21%
	Substance misuse worker	<i>n</i> =155	30%	28%
11.3	Do you think the quality of the health service is very/quite good from?			
	Doctor	<i>n</i> =159	39%	37%
	Nurse	<i>n</i> =158	53%	48%
	Dentist	<i>n</i> =159	19%	25%
	Pharmacist	<i>n</i> =156	44%	37%
	Mental health worker	<i>n</i> =157	29%	29%
	Substance misuse worker	<i>n</i> =156	30%	29%
11.4	Do you think the overall quality of the health services here is very/quite good?	<i>n</i> =162	41%	34%
	<i>For those who are due to be released in the next month:</i>			
11.5	Are you confident there are adequate plans to continue your health care?	<i>n</i> =39	49%	34%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	<i>n</i> =160	33%	31%
<b>OTHER SUPPORT NEEDS</b>				
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?	<i>n</i> =163	44%	52%
	<i>For those who have a disability:</i>			
12.2	Are you getting the support you need in this prison?	<i>n</i> =65	22%	24%

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12.3	Do you have any mental health problems?	<i>n</i> =159	58%	66%
<i>For those who have needed help with their mental health problems:</i>				
12.4	Have you been helped with your mental health problems in this prison?	<i>n</i> =91	29%	30%
12.5	Has your mental health got better since arriving at this prison?	<i>n</i> =155	9%	9%
<b>ALCOHOL AND DRUGS</b>				
13.1	Do you have a drug or alcohol problem?	<i>n</i> =162	36%	32%
<i>For those who have a drug or alcohol problem:</i>				
13.2	Have you told staff about your drug or alcohol problem?	<i>n</i> =56	93%	89%
<i>For those who have told staff:</i>				
	Have you received help to manage it?	<i>n</i> =52	54%	60%
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	<i>n</i> =161	20%	14%
<i>For those who have developed a drug or alcohol problem in this prison:</i>				
	Have you received help to manage your drug or alcohol problem (including medication not prescribed to you)?	<i>n</i> =32	34%	28%
<i>For those who have a drug or alcohol problem and are due to be released in the next month:</i>				
13.4	Do you know who to contact for support for your drug or alcohol problem when you leave this prison?	<i>n</i> =23	78%	69%
13.5	In this prison, is it easy/ very easy to get?			
	Illicit drugs	<i>n</i> =160	39%	39%
	Alcohol	<i>n</i> =158	30%	25%
	Medication not prescribed to you	<i>n</i> =157	39%	39%
<b>SAFETY</b>				
14.1	Have you ever felt unsafe here?	<i>n</i> =167	49%	58%
14.2	Do you feel unsafe now?	<i>n</i> =161	19%	28%
14.3	Would you report it if you were being bullied/ victimised in this prison by:			
	Other prisoners?	<i>n</i> =158	32%	31%

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172	2377

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	Staff?	<i>n=154</i>	35%	37%
14.4	Have you been bullied/ victimised in this prison by other prisoners?	<i>n=163</i>	30%	34%
14.5	Have you experienced the following bullying/victimisation by other prisoners:			
	Verbal abuse?	<i>n=163</i>	23%	23%
	Threats or intimidation?	<i>n=163</i>	20%	23%
	Physical assault?	<i>n=163</i>	14%	13%
	Sexual assault?	<i>n=163</i>	4%	3%
	Theft of canteen or property?	<i>n=163</i>	20%	20%
	Other bullying/victimisation?	<i>n=163</i>	13%	14%
14.4	Have you been bullied/ victimised in this prison by staff?	<i>n=162</i>	41%	38%
14.5	Have you experienced the following bullying/victimisation by staff:			
	Verbal abuse?	<i>n=162</i>	31%	28%
	Threats or intimidation?	<i>n=162</i>	27%	21%
	Physical assault?	<i>n=162</i>	11%	10%
	Sexual assault?	<i>n=162</i>	4%	4%
	Theft of canteen or property?	<i>n=162</i>	11%	9%
	Other bullying/victimisation?	<i>n=162</i>	22%	18%
<b>BEHAVIOUR MANAGEMENT</b>				
15.1	Does this prison:			
	Reward good behaviour fairly?	<i>n=157</i>	17%	20%
	Deal with bad behaviour fairly?	<i>n=153</i>	20%	21%
15.2	Are there opportunities to motivate people in this prison?	<i>n=162</i>	17%	19%
	<i>For those who know that there are opportunities and rewards are:</i>			

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15.3	Do the opportunities and rewards in this prison motivate you to behave well?	<i>n</i> =28	86%	90%
15.4	Do you think the culture within this prison encourages prisoners to behave well?	<i>n</i> =161	19%	17%
15.5	Have you been restrained by staff in this prison in the last 6 months?	<i>n</i> =160	24%	28%
	<i>For those who have been restrained in the last 6 months:</i>			
	Did anyone come and talk to you about it afterwards?	<i>n</i> =39	15%	17%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n</i> =157	18%	21%
	<i>For those who have spent one or more nights in the segregation unit in this prison in the last 6 months:</i>			
	Were you treated well by segregation staff?	<i>n</i> =27	67%	44%
	Could you shower every day?	<i>n</i> =27	74%	49%
	Could you go outside for exercise every day?	<i>n</i> =27	70%	51%
	Could you use the phone every day (if you had credit)?	<i>n</i> =27	67%	54%
<b>EDUCATION, SKILLS AND WORK</b>				
16.1	Have you needed support with reading needs in this prison?	<i>n</i> =162	55%	51%
	<i>For those who have needed support:</i>			
	Have you been supported (this could include education or wing staff, peer support or anyone else in this prison)?	<i>n</i> =89	53%	51%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that impact on your learning?)	<i>n</i> =160	32%	34%
	<i>For those who have learning difficulties:</i>			
16.3	Have you received help and support from education staff for your learning difficulties?	<i>n</i> =50	20%	35%
16.4	In this prison, have you done the following activities?			
	Education	<i>n</i> =160	70%	64%
	Vocational or skills training	<i>n</i> =152	57%	49%
	Prison job	<i>n</i> =153	75%	66%
	Work outside of the prison	<i>n</i> =152	38%	39%

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	<i>For those who have done the following activities while in this prison, do you think they will help you on release?</i>		
	Education	<i>n=112</i>	51% 65%
	Vocational or skills training	<i>n=86</i>	51% 61%
	Prison job	<i>n=114</i>	46% 50%
	Work outside of the prison	<i>n=58</i>	41% 60%
16.5	Has the prison allocated you to the education, training or work that will benefit you when you are released?	<i>n=130</i>	32% 33%
16.6	Do wing staff encourage you to attend education, training or work?	<i>n=143</i>	40% 39%
<b>SENTENCE PLAN</b>			
17.1	Do you have a sentence plan?	<i>n=68</i>	24% 32%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	<i>n=15</i>	87% 76%
	<i>For those who know what their objectives or targets are:</i>		
	Do you understand what you need to do to achieve your objectives or targets?	<i>n=13</i>	85% 86%
	Are any staff here supporting you to achieve the objectives or targets?	<i>n=13</i>	69% 52%
	Have you been involved in setting the objectives or targets?	<i>n=13</i>	62% 59%
<b>RETURNING TO THE COMMUNITY</b>			
18.1	Do you expect to be released in the next 3 months?	<i>n=162</i>	31% 30%
	<i>For those who expect to be released in the next 3 months:</i>		
18.2	Is this prison very/quite near to your home area or the address you will be released to?	<i>n=50</i>	48% 53%
18.3	Is anybody helping you to get ready for your release (e.g. Prison or Community Offender Manager)?	<i>n=51</i>	43% 43%
18.4	Do you need help to sort out the following for when you are released?		
	Finding accommodation	<i>n=50</i>	60% 67%
	Getting employment	<i>n=49</i>	55% 57%

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	Sorting out benefits	<i>n=49</i>	61%	75%
	Finances and debt	<i>n=47</i>	57%	60%
	Opening a bank account	<i>n=49</i>	43%	48%
	Getting photo ID?	<i>n=47</i>	53%	60%
18.4	Are you getting help to sort out the following for when you are released, if you need it?			
	Finding accommodation	<i>n=30</i>	17%	30%
	Getting employment	<i>n=27</i>	26%	26%
	Sorting out benefits	<i>n=30</i>	47%	33%
	Finances and debt	<i>n=27</i>	22%	24%
	Opening a bank account	<i>n=21</i>	19%	33%
	Getting photo ID	<i>n=25</i>	16%	25%
FINAL QUESTIONS ABOUT THIS PRISON				
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=161</i>	51%	50%

## HMP Hewell 2025

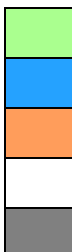
### Survey responses compared with those from the previous survey

In this table summary statistics from HMP Hewell 2025 are compared with the following HMIP survey data:

- Summary statistics from HMP Hewell 2022.

Please note that we do not have comparable data for the new questions introduced in November 2023.

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DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION				
1.2	Are you under 21 years of age?	<i>n=171</i>	1%	0%
	Are you under 25 years of age?	<i>n=171</i>	11%	
	Are you 50 years of age or older?	<i>n=171</i>	13%	8%
	Are you 70 years of age or older?	<i>n=171</i>	2%	0%
1.3	Are you from an ethnic group other than white?	<i>n=171</i>	32%	24%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	<i>n=171</i>	4%	4%
1.4	Have you been in this prison for less than 6 months?	<i>n=170</i>	69%	61%
1.5	Are you currently serving a sentence?	<i>n=168</i>	43%	55%
	Are you on recall?	<i>n=168</i>	13%	13%
1.6	Is your sentence less than 12 months?	<i>n=165</i>	19%	22%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=165</i>	1%	2%
7.3	Are you Muslim?	<i>n=168</i>	17%	12%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	<i>n=163</i>	44%	45%
12.3	Do you have any mental health problems?	<i>n=159</i>	58%	67%
19.1	Do you have children under the age of 18?	<i>n=162</i>	52%	54%
19.2	Are you a foreign national?	<i>n=161</i>	12%	12%

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19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	<i>n=162</i>	23%	19%
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	<i>n=161</i>	6%	7%
19.5	Is your gender female, non-binary or other?	<i>n=162</i>	1%	3%
19.6	Do you identify as transgender or trans?	<i>n=158</i>	3%	2%
19.7	Are you homosexual, bisexual or other sexual orientation?	<i>n=160</i>	7%	4%
<b>ARRIVAL AND RECEPTION</b>				
2.1	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=167</i>	38%	47%
2.2	Were you searched in reception?	<i>n=169</i>	98%	
	<i>For those who were searched:</i>			
	Was this done in a respectful way?	<i>n=166</i>	78%	
2.3	Overall, were you treated very/quite well in reception?	<i>n=169</i>	76%	72%
2.4	When you first arrived, did you have problems with?			
	Feeling depressed	<i>n=166</i>	66%	
	Feeling suicidal	<i>n=124</i>	22%	
	Needing protection from other prisoners	<i>n=118</i>	18%	
	<i>For those who had the following problems, did staff help you with?</i>			
	Feeling depressed	<i>n=109</i>	35%	
	Feeling suicidal	<i>n=27</i>	30%	
	Needing protection from other prisoners	<i>n=21</i>	43%	
	<i>For those who had any problems when they first arrived:</i>			
2.5	Were you able to talk to a member of staff in private?	<i>n=98</i>	34%	
2.6	Did you see someone from health care in reception?	<i>n=167</i>	81%	
<b>FIRST NIGHT AND INDUCTION</b>				

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3.1	Before you were locked up on your first night here, were you offered?		
	Nicotine replacement (including vapes)	<i>n</i> =164	87%
	Toiletries	<i>n</i> =162	64%
	A shower	<i>n</i> =160	18%
	A free phone call	<i>n</i> =162	43%
	Something to eat	<i>n</i> =164	82%
	The chance to talk to a Listener or Samaritans	<i>n</i> =162	28%
	Support from another prisoner (e.g. Insider or prisoner rep)	<i>n</i> =163	38%
3.2	On your first night in this prison, was your cell very/quite clean?	<i>n</i> =168	42%
3.3	Did you feel safe on your first night here?	<i>n</i> =169	73%
3.4	Did you have numbers put on your PIN phone within 24 hours?	<i>n</i> =167	16%
3.5	In your first few days here, did you get?		
	Items from the prison shop/canteen	<i>n</i> =166	26%
	Access to clean clothing that fitted you	<i>n</i> =164	69%
	PIN phone credit	<i>n</i> =163	63%
	Your personal property	<i>n</i> =162	50%
3.6	Have you had an induction at this prison?	<i>n</i> =167	87%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	<i>n</i> =146	50%
ON THE WING			
4.1	Are you in a cell on your own?	<i>n</i> =168	18%
4.2	Is your cell call bell normally answered within 5 minutes?	<i>n</i> =169	27%

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4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	<i>n</i> =169	59%
	Can you have a shower every day if you want one?	<i>n</i> =169	93%
	Can you get clean bedding every week if you want it?	<i>n</i> =167	78%
	Can you get cell cleaning materials every week if you want them?	<i>n</i> =166	68%
	Can you get your stored property promptly, if you need it?	<i>n</i> =164	21%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	<i>n</i> =165	46%
	At night?	<i>n</i> =164	63%
4.5	Normally, are these communal areas of your wing or houseblock very/quite clean?		
	Landings and stairs	<i>n</i> =169	80%
	Association areas	<i>n</i> =164	84%
	Servery	<i>n</i> =166	83%
	Showers	<i>n</i> =166	60%
	Exercise yard	<i>n</i> =166	73%
4.6	Have you been on an ACCT in this prison?	<i>n</i> =160	33%
	For those who have been on an ACCT:		
	Did you feel cared for by staff?	<i>n</i> =53	28%
4.7	Is it very/quite easy for you to speak to a Listener if you need to?	<i>n</i> =167	46%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	<i>n</i> =168	23%
5.2	Do you get enough to eat at mealtimes always/most of the time?	<i>n</i> =169	16%

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5.3	Does the shop/canteen sell the things that you need?	<i>n=170</i>	61%	59%
5.4	Can you use catalogues/other providers to buy the things you need?	<i>n=170</i>	54%	
<b>RELATIONSHIPS WITH STAFF</b>				
6.1	Do most staff here treat you with respect?	<i>n=169</i>	69%	70%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n=169</i>	73%	69%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n=170</i>	31%	30%
6.4	Do you have a named officer (key worker)?	<i>n=166</i>	53%	65%
	<i>For those who have a named officer (key worker):</i>			
	Is your named officer (key worker) very/quite helpful?	<i>n=88</i>	56%	50%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	<i>n=170</i>	38%	49%
	If so, do things sometimes change?	<i>n=64</i>	39%	36%
6.6	If you want to, can you talk to managers, governors or directors in this prison?	<i>n=170</i>	26%	23%
6.7	Have you shared a problem with a manager, governor or director?	<i>n=167</i>	44%	58%
	<i>For those who have shared a problem with a manager, governor or director:</i>			
	Did they try to help you?	<i>n=73</i>	36%	38%
<b>FAITH</b>				
7.1	Have you spoken to the Chaplaincy team in this prison?	<i>n=169</i>	67%	
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	<i>n=168</i>	63%	
7.3	Do you have a religion?	<i>n=168</i>	67%	62%
	<i>For those who have a religion:</i>			
7.4	Are you able to attend religious services, if you want to?	<i>n=111</i>	87%	77%
7.5	Are your religious beliefs respected here?	<i>n=112</i>	73%	66%
<b>CONTACT WITH FAMILY AND FRIENDS</b>				

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8.1	Have you been able to see your family and friends more than once in the last month:		
	In person (prison visit)?	<i>n=122</i>	40%
	Using video calling?	<i>n=84</i>	11%
8.2	Do visits usually start and finish on time?	<i>n=135</i>	23%
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	<i>n=91</i>	63%
8.4	Is it very/quite easy for your family and friends to get here?	<i>n=126</i>	39%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	<i>n=163</i>	28%
8.6	Have you had any problems with sending or receiving?		
	Emails	<i>n=142</i>	38%
	Letters	<i>n=148</i>	39%
	Parcels	<i>n=132</i>	43%
8.7	Are you able to use a phone every day (if you have credit)?	<i>n=162</i>	89%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n=165</i>	81%
	For those who know what the unlock and lock-up times are supposed to be:		
	Are these times usually kept to?	<i>n=133</i>	57%
9.2	Do you usually spend less than 2 hours out of your cell each day on Monday - Fridays?	<i>n=166</i>	42%
	Do you usually spend 10 hours or more out of your cell each day on Monday - Fridays?	<i>n=166</i>	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	<i>n=159</i>	58%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	<i>n=159</i>	0%
9.3	How many times in a normal week can you complete domestic tasks?		
	Once or more	<i>n=152</i>	77%

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	Three times or more	<i>n</i> =152	49%	
	More than five times	<i>n</i> =152	27%	
	How many times in a normal week can you get association?			
	Once or more	<i>n</i> =157	91%	
	Three times or more	<i>n</i> =157	81%	
	More than five times	<i>n</i> =157	63%	
	How many times in a normal week can you get exercise outside?			
	Once or more	<i>n</i> =158	93%	
	Three times or more	<i>n</i> =158	79%	
	More than five times	<i>n</i> =158	56%	
	How many times in a normal week can you go to the gym or play sports?			
	Once or more	<i>n</i> =156	79%	
	Three times or more	<i>n</i> =156	22%	
	More than five times	<i>n</i> =156	4%	
9.4	At the weekend, are you able to?			
	Complete domestic tasks	<i>n</i> =150	72%	
	Get association	<i>n</i> =157	89%	
	Exercise outside	<i>n</i> =158	92%	
	Go to the gym or play sports	<i>n</i> =153	53%	
9.5	Are you able to visit the library once a week or more?	<i>n</i> =160	40%	39%
	Are you able to borrow library items kept on the wing once a week or more?	<i>n</i> =154	28%	
	Are you able to get things from the library delivered to the wing once a week or more?	<i>n</i> =150	17%	20%

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9.6	Does the library have a wide enough range of materials to meet your needs?	<i>n</i> =96	42%	47%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>				
10.1	Is it easy for you to make an application?	<i>n</i> =166	58%	64%
	<i>For those who have made an application are they usually dealt with:</i>			
10.2	Fairly?	<i>n</i> =133	50%	41%
	Within 7 days?	<i>n</i> =130	33%	32%
10.3	Is it easy for you to make a complaint?	<i>n</i> =167	46%	45%
	<i>For those who have made a complaint are they usually dealt with:</i>			
10.4	Fairly?	<i>n</i> =77	22%	28%
	Within 7 days?	<i>n</i> =80	26%	23%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =104	37%	31%
10.6	Do you know how to contact the following organisations?			
	Independent Prisoner Complaint Investigations	<i>n</i> =165	25%	
	Independent Monitoring Board (IMB)	<i>n</i> =163	26%	
	<i>For those who need it, is it easy to?</i>			
10.7	Communicate with your solicitor or legal representative	<i>n</i> =156	38%	45%
	Attend legal visits	<i>n</i> =152	45%	46%
10.8	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n</i> =163	68%	
	<i>For those who have had legal letters opened when they were not present:</i>			
	Were you told why?	<i>n</i> =111	25%	
<b>HEALTH CARE</b>				
11.1	Since arriving in this prison have you experienced any delays getting these things?			
	Your medication	<i>n</i> =137	62%	

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HMP Hewell 2025	HMP Hewell 2022
172	174

Number of completed questionnaires returned

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	Your outside medical appointments	<i>n=107</i>	46%	
	Your agreed social care package	<i>n=89</i>	46%	
11.2	Is it very/quite easy to see?			
	Doctor	<i>n=158</i>	23%	16%
	Nurse	<i>n=158</i>	43%	36%
	Dentist	<i>n=156</i>	8%	14%
	Pharmacist	<i>n=154</i>	38%	30%
	Mental health worker	<i>n=156</i>	28%	25%
	Substance misuse worker	<i>n=155</i>	30%	31%
11.3	Do you think the quality of the health service is very/quite good from?			
	Doctor	<i>n=159</i>	39%	34%
	Nurse	<i>n=158</i>	53%	47%
	Dentist	<i>n=159</i>	19%	34%
	Pharmacist	<i>n=156</i>	44%	37%
	Mental health worker	<i>n=157</i>	29%	32%
	Substance misuse worker	<i>n=156</i>	30%	30%
11.4	Do you think the overall quality of the health services here is very/quite good?	<i>n=162</i>	41%	31%
	<i>For those who are due to be released in the next month:</i>			
11.5	Are you confident there are adequate plans to continue your health care?	<i>n=39</i>	49%	
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	<i>n=160</i>	33%	
<b>OTHER SUPPORT NEEDS</b>				
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	<i>n=163</i>	44%	45%
	<i>For those who have a disability:</i>			

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			HMP Hewell 2025	HMP Hewell 2022
Number of completed questionnaires returned			172	174
<i>n=number of valid responses to question (HMP Hewell 2025)</i>				
12.2	Are you getting the support you need in this prison?	<i>n=65</i>	22%	17%
12.3	Do you have any mental health problems?	<i>n=159</i>	58%	67%
<i>For those who have any mental health problems:</i>				
12.4	Have you been helped with your mental health problems in this prison?	<i>n=91</i>	29%	
12.5	Has your mental health got better since arriving at this prison?	<i>n=155</i>	9%	13%
<b>ALCOHOL AND DRUGS</b>				
13.1	Do you have a drug or alcohol problem?	<i>n=162</i>	36%	
<i>For those who have a drug or alcohol problem:</i>				
13.2	Have you told staff about your drug or alcohol problem?	<i>n=56</i>	93%	
<i>For those who have told staff:</i>				
	Have you received help to manage it?	<i>n=52</i>	54%	
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	<i>n=161</i>	20%	
<i>For those who have developed a drug or alcohol problem in this prison:</i>				
	Have you received help to manage your drug or alcohol problem (including medication not prescribed to you)?	<i>n=32</i>	34%	
<i>For those who have a drug or alcohol problem and are due to be released in the next month:</i>				
13.4	Do you know who to contact for support for your drug or alcohol problem when you leave this prison?	<i>n=23</i>	78%	
13.5	In this prison, is it easy/very easy to get?			
	Illicit drugs	<i>n=160</i>	39%	30%
	Alcohol	<i>n=158</i>	30%	22%
	Medication not prescribed to you	<i>n=157</i>	39%	
<b>SAFETY</b>				
14.1	Have you ever felt unsafe here?	<i>n=167</i>	49%	48%
14.2	Do you feel unsafe now?	<i>n=161</i>	19%	22%
14.3	Would you report it if you were being bullied/victimised in this prison by:			

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	Other prisoners?	<i>n=158</i>	32%	
	Staff?	<i>n=154</i>	35%	
14.4	Have you been bullied/victimised in this prison by other prisoners?	<i>n=163</i>	30%	
14.5	Have you experienced the following bullying/victimisation by other prisoners:			
	Verbal abuse?	<i>n=163</i>	23%	
	Threats or intimidation?	<i>n=163</i>	20%	
	Physical assault?	<i>n=163</i>	14%	
	Sexual assault?	<i>n=163</i>	4%	
	Theft of canteen or property?	<i>n=163</i>	20%	
	Other bullying/victimisation?	<i>n=163</i>	13%	
14.4	Have you been bullied/victimised in this prison by staff?	<i>n=162</i>	41%	
14.5	Have you experienced the following bullying/victimisation by staff:			
	Verbal abuse?	<i>n=162</i>	31%	
	Threats or intimidation?	<i>n=162</i>	27%	
	Physical assault?	<i>n=162</i>	11%	
	Sexual assault?	<i>n=162</i>	4%	
	Theft of canteen or property?	<i>n=162</i>	11%	
	Other bullying/victimisation?	<i>n=162</i>	22%	
<b>BEHAVIOUR MANAGEMENT</b>				
15.1	Does this prison:			
	Reward good behaviour fairly?	<i>n=157</i>	17%	
	Deal with bad behaviour fairly?	<i>n=153</i>	20%	

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15.2	Are there opportunities and rewards to motivate people in this prison?	<i>n=162</i>	17%	
	<i>For those who know that there are opportunities and rewards are:</i>			
15.3	Do the opportunities and rewards in this prison motivate you to behave well?	<i>n=28</i>	86%	
15.4	Do you think the culture in this prison encourages prisoners to behave well?	<i>n=161</i>	19%	
15.5	Have you been restrained by staff in this prison in the last 6 months?	<i>n=160</i>	24%	9%
	<i>For those who have been restrained in the last 6 months:</i>			
	Did anyone come and talk to you about it afterwards?	<i>n=39</i>	15%	33%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=157</i>	18%	
	<i>For those who have spent one or more nights in the segregation unit in this prison in the last 6 months:</i>			
	Were you treated well by segregation staff?	<i>n=27</i>	67%	69%
	Could you shower every day?	<i>n=27</i>	74%	67%
	Could you go outside for exercise every day?	<i>n=27</i>	70%	63%
	Could you use the phone every day (if you had credit)?	<i>n=27</i>	67%	63%
<b>EDUCATION, SKILLS AND WORK</b>				
16.1	Have you needed support with reading needs in this prison?	<i>n=162</i>	55%	
	<i>For those who have needed support:</i>			
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	<i>n=89</i>	53%	
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	<i>n=160</i>	32%	
	<i>For those who have learning difficulties:</i>			
16.3	Have you received help and support from education staff for your learning difficulties?	<i>n=50</i>	20%	
16.4	In this prison, have you done the following activities?			
	Education	<i>n=160</i>	70%	61%
	Vocational or skills training	<i>n=152</i>	57%	56%

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	Prison job	<i>n=153</i>	75%	62%
	Work outside of the prison	<i>n=152</i>	38%	
	<i>For those who have done the following activities while in this prison, do you think they will help you when you are released?</i>			
	Education	<i>n=112</i>	51%	69%
	Vocational or skills training	<i>n=86</i>	51%	70%
	Prison job	<i>n=114</i>	46%	52%
	Work outside of the prison	<i>n=58</i>	41%	
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	<i>n=130</i>	32%	
16.6	Do wing staff encourage you to go to education, training or work?	<i>n=143</i>	40%	37%
<b>SENTENCE PLAN</b>				
17.1	Do you have a sentence plan?	<i>n=68</i>	24%	
	<i>For those who have a sentence plan:</i>			
17.2	Do you know what your objectives or targets are?	<i>n=15</i>	87%	
	<i>For those who know what their objectives or targets are:</i>			
	Do you understand what you need to do to achieve your objectives or targets?	<i>n=13</i>	85%	
	Are any staff here supporting you to achieve the objectives or targets?	<i>n=13</i>	69%	
	Have you been involved in setting the objectives or targets?	<i>n=13</i>	62%	
<b>RETURNING TO THE COMMUNITY</b>				
18.1	Do you expect to be released in the next 3 months?	<i>n=162</i>	31%	25%
	<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very/quite near to your home area or the address you will be released to?	<i>n=50</i>	48%	48%
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	<i>n=51</i>	43%	61%
18.4	Do you need help to sort out the following for when you are released?			

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	Finding accommodation	<i>n=50</i>	60%	47%
	Getting employment	<i>n=49</i>	55%	53%
	Sorting out benefits	<i>n=49</i>	61%	68%
	Finances and debt	<i>n=47</i>	57%	47%
	Opening a bank account	<i>n=49</i>	43%	
	Getting photo ID	<i>n=47</i>	53%	
18.4	Are you getting help to sort out the following for when you are released, if you need it?			
	Finding accommodation	<i>n=30</i>	17%	22%
	Getting employment	<i>n=27</i>	26%	25%
	Sorting out benefits	<i>n=30</i>	47%	33%
	Finances and debt	<i>n=27</i>	22%	11%
	Opening a bank account	<i>n=21</i>	19%	
	Getting photo ID	<i>n=25</i>	16%	
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>				
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=161</i>	51%	52%

# HMP Hewell 2025

## Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who were on remand or awaiting sentence are compared with those of sentenced prisoners.

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Remand or awaiting sentence prisoners	Sentenced prisoners
<b>96</b>	<b>72</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	1%
	Are you under 25 years of age?	8%	15%
	Are you 50 years of age or older?	10%	17%
	Are you 70 years of age or older?	0%	4%
1.3	Are you from an ethnic group other than white?	38%	24%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	3%	4%
1.4	Have you been in this prison for less than 6 months?	68%	72%
1.5	Are you currently serving a sentence?		
	Are you on recall?		29%
1.6	Is your sentence less than 12 months?		44%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?		1%
7.3	Are you Muslim?	20%	13%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	44%	43%

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

12.3	Do you have any mental health problems?	59%	58%
19.1	Do you have children under the age of 18?	55%	51%
19.2	Are you a foreign national?	14%	11%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	23%	25%
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	3%	8%
19.5	Is your gender female, non-binary or other?	0%	3%
19.6	Do you identify as transgender or trans?	3%	3%
19.7	Are you homosexual, bisexual or other sexual orientation?	7%	6%
<b>ARRIVAL AND RECEPTION</b>			
2.1	When you arrived at this prison, did you spend less than 2 hours in reception?	33%	42%
2.2	Were you searched in reception?	99%	97%
	<i>For those who were searched:</i>		
	Was this done in a respectful way?	74%	81%
2.3	Overall, were you treated very/quite well in reception?	77%	75%
2.4	When you first arrived, did you have problems with?		
	Feeling depressed	69%	61%
	Feeling suicidal	22%	20%
	Needing protection from other prisoners	17%	18%
	<i>For those who had the following problems, did staff help you with?</i>		

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	Feeling depressed	30%	39%
	Feeling suicidal	20%	36%
	Needing protection from other prisoners	45%	33%
	<i>For those who had any problems when they first arrived:</i>		
2.5	Were you able to talk to a member of staff in private?	30%	35%
2.6	Did you see someone from health care in reception?	83%	79%
<b>FIRST NIGHT AND INDUCTION</b>			
3.1	Before you were locked up on your first night here, were you offered?		
	Nicotine replacement (including vapes)	89%	84%
	Toiletries	66%	61%
	A shower	17%	18%
	A free phone call	41%	43%
	Something to eat	83%	81%
	The chance to talk to a Listener or Samaritans	27%	29%
	Support from another prisoner (e.g. Insider or prisoner rep)	38%	37%
3.2	On your first night in this prison, was your cell very/quite clean?	39%	44%
3.3	Did you feel safe on your first night here?	72%	75%
3.4	Did you have numbers put on your PIN phone within 24 hours?	17%	13%
3.5	In your first few days here, did you get?		

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	Items from the prison shop/canteen	22%	29%
	Access to clean clothing that fitted you	71%	66%
	PIN phone credit	61%	63%
	Your personal property	46%	55%
3.6	Have you had an induction at this prison?	88%	86%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	48%	56%
<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	15%	21%
4.2	Is your cell call bell normally answered within 5 minutes?	28%	23%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	61%	55%
	Can you have a shower every day if you want one?	95%	90%
	Can you get clean bedding every week if you want it?	78%	79%
	Can you get cell cleaning materials every week if you want them?	69%	66%
	Can you get your stored property promptly, if you need it?	19%	22%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	44%	47%
	At night?	65%	61%

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

4.5	Normally, are these communal areas of your wing or houseblock very/quite clean?		
	Landings and stairs	80%	81%
	Association areas	83%	85%
	Servery	83%	84%
	Showers	58%	61%
	Exercise yard	76%	69%
4.6	Have you been on an ACCT in this prison?	32%	36%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	21%	38%
4.7	Is it very/quite easy for you to speak to a Listener if you need to?	44%	46%
<b>FOOD AND CANTEEN</b>			
5.1	Is the quality of the food in this prison very/quite good?	22%	21%
5.2	Do you get enough to eat at mealtimes always/most of the time?	17%	16%
5.3	Does the shop/canteen sell the things that you need?	56%	68%
5.4	Can you use catalogues/other providers to buy the things you need?	50%	61%
<b>RELATIONSHIPS WITH STAFF</b>			
6.1	Do most staff here treat you with respect?	74%	62%
6.2	Are there any staff here you could turn to if you had a problem?	77%	66%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	31%	28%

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

6.4	Do you have a named officer (key worker)?	50%	57%
	<i>For those who have a named officer (key worker):</i>		
	Is your named officer (key worker) very/quite helpful?	52%	58%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	34%	41%
	If so, do things sometimes change?	36%	41%
6.6	If you want to, can you talk to managers, governors or directors in this prison?	25%	30%
6.7	Have you shared a problem with a manager, governor or director?	42%	46%
	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	43%	28%
<b>FAITH</b>			
7.1	Have you spoken to the Chaplaincy team in this prison?	70%	65%
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	63%	63%
7.3	Do you have a religion?	70%	63%
	<i>For those who have a religion:</i>		
7.4	Are you able to attend religious services, if you want to?	88%	87%
7.5	Are your religious beliefs respected here?	71%	76%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have you been able to see your family and friends more than once in the last month:		
	In person (prison visit)?	39%	41%

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96	72

	Using video calling?	8%	13%
8.2	Do visits usually start and finish on time?	23%	24%
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	66%	57%
8.4	Is it very/quite easy for your family and friends to get here?	41%	37%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	24%	34%
8.6	Have you had any problems with sending or receiving?		
	Emails	42%	31%
	Letters	38%	40%
	Parcels	53%	28%
8.7	Are you able to use a phone every day (if you have credit)?	90%	86%
<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	80%	81%
	<i>For those who know what the unlock and lock-up times are supposed to be:</i>		
	Are these times usually kept to?	58%	55%
9.2	Do you usually spend less than 2 hours out of your cell each day on Monday - Fridays?	44%	38%
	Do you usually spend 10 hours or more out of your cell each day on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	63%	51%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	How many times in a normal week can you complete domestic tasks?		

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	Once or more	79%	73%
	Three times or more	48%	51%
	More than five times	24%	30%
	How many times in a normal week can you get association?		
	Once or more	92%	90%
	Three times or more	83%	79%
	More than five times	67%	60%
	How many times in a normal week can you get exercise outside?		
	Once or more	94%	91%
	Three times or more	82%	76%
	More than five times	61%	52%
	How many times in a normal week can you go to the gym or play sports?		
	Once or more	80%	77%
	Three times or more	24%	18%
	More than five times	6%	3%
9.4	At the weekend, are you able to?		
	Complete domestic tasks	71%	72%
	Get association	88%	91%

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	Exercise outside	93%	91%
	Go to the gym or play sports	49%	55%
9.5	Are you able to visit the library once a week or more?	33%	51%
	Are you able to borrow library items kept on the wing once a week or more?	23%	35%
	Are you able to get things from the library delivered to the wing once a week or more?	12%	24%
9.6	Does the library have a wide enough range of materials to meet your needs?	42%	43%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	58%	58%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	52%	46%
	Within 7 days?	33%	33%
10.3	Is it easy for you to make a complaint?	40%	51%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	19%	24%
	Within 7 days?	26%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	35%	37%
10.6	Do you know how to contact the following organisations?		
	Independent Prisoner Complaint Investigations	16%	36%
	Independent Monitoring Board (IMB)	22%	32%

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	<i>For those who need it, is it easy to?</i>		
10.7	Communicate with your solicitor or legal representative	36%	42%
	Attend legal visits	44%	48%
10.8	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	70%	64%
	<i>For those who have had legal letters opened when they were not present:</i>		
	Were you told why?	25%	24%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	69%	53%
	Your outside medical appointments	50%	36%
	Your agreed social care package	56%	33%
11.2	Is it very/quite easy to see?		
	Doctor	24%	21%
	Nurse	44%	41%
	Dentist	11%	3%
	Pharmacist	35%	42%
	Mental health worker	25%	29%
	Substance misuse worker	25%	35%
11.3	Do you think the quality of the health service is very/quite good from?		

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	Doctor	36%	43%
	Nurse	48%	60%
	Dentist	22%	15%
	Pharmacist	39%	49%
	Mental health worker	25%	33%
	Substance misuse worker	26%	35%
11.4	Do you think the overall quality of the health services here is very/quite good?	37%	46%
	<i>For those who are due to be released in the next month:</i>		
11.5	Are you confident there are adequate plans to continue your health care?	50%	48%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	27%	40%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	44%	43%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need in this prison?	19%	26%
12.3	Do you have any mental health problems?	59%	58%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	27%	30%
12.5	Has your mental health got better since arriving at this prison?	8%	11%
<b>ALCOHOL AND DRUGS</b>			

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

13.1	Do you have a drug or alcohol problem?	33%	41%
<i>For those who have a drug or alcohol problem:</i>			
13.2	Have you told staff about your drug or alcohol problem?	90%	96%
<i>For those who have told staff:</i>			
	Have you received help to manage it?	46%	62%
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	17%	25%
<i>For those who have developed a drug or alcohol problem in this prison:</i>			
	Have you received help to manage your drug or alcohol problem (including medication not prescribed to you)?	27%	41%
<i>For those who have a drug or alcohol problem and are due to be released in the next month:</i>			
13.4	Do you know who to contact for support for your drug or alcohol problem when you leave this prison?	67%	82%
13.5	In this prison, is it easy/very easy to get?		
	Illicit drugs	39%	39%
	Alcohol	31%	29%
	Medication not prescribed to you	39%	40%
<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	49%	46%
14.2	Do you feel unsafe now?	19%	19%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	31%	34%
	Staff?	35%	36%

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

14.4	Have you been bullied/victimised in this prison by other prisoners?	25%	38%
14.5	Have you experienced the following bullying/victimisation by other prisoners:		
	Verbal abuse?	22%	25%
	Threats or intimidation?	19%	23%
	Physical assault?	14%	14%
	Sexual assault?	4%	3%
	Theft of canteen or property?	18%	23%
	Other bullying/victimisation?	11%	17%
14.4	Have you been bullied/victimised in this prison by staff?	44%	36%
14.5	Have you experienced the following bullying/victimisation by staff:		
	Verbal abuse?	31%	29%
	Threats or intimidation?	30%	23%
	Physical assault?	9%	14%
	Sexual assault?	4%	3%
	Theft of canteen or property?	10%	13%
	Other bullying/victimisation?	22%	20%
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Does this prison:		

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	Reward good behaviour fairly?	18%	17%
	Deal with bad behaviour fairly?	20%	19%
15.2	Are there opportunities and rewards to motivate people in this prison?	14%	21%
	<i>For those who know that there are opportunities and rewards are:</i>		
15.3	Do the opportunities and rewards in this prison motivate you to behave well?	85%	86%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	14%	25%
15.5	Have you been restrained by staff in this prison in the last 6 months?	22%	28%
	<i>For those who have been restrained in the last 6 months:</i>		
	Did anyone come and talk to you about it afterwards?	20%	6%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	16%	22%
	<i>For those who have spent one or more nights in the segregation unit in this prison in the last 6 months:</i>		
	Were you treated well by segregation staff?	64%	69%
	Could you shower every day?	86%	62%
	Could you go outside for exercise every day?	71%	69%
	Could you use the phone every day (if you had credit)?	71%	62%
<b>EDUCATION, SKILLS AND WORK</b>			
16.1	Have you needed support with reading needs in this prison?	53%	58%
	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	55%	49%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	36%	27%

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	<i>For those who have learning difficulties:</i>		
16.3	Have you received help and support from education staff for your learning difficulties?	15%	29%
16.4	In this prison, have you done the following activities?		
	Education	76%	62%
	Vocational or skills training	60%	52%
	Prison job	76%	73%
	Work outside of the prison	38%	38%
	<i>For those who have done the following activities while in this prison, do you think they will help you when you are released?</i>		
	Education	52%	50%
	Vocational or skills training	56%	45%
	Prison job	46%	47%
	Work outside of the prison	45%	38%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	35%	29%
16.6	Do wing staff encourage you to go to education, training or work?	45%	34%
<b>SENTENCE PLAN</b>			
17.1	Do you have a sentence plan?		24%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?		87%
	<i>For those who know what their objectives or targets are:</i>		

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	Do you understand what you need to do to achieve your objectives or targets?		85%
	Are any staff here supporting you to achieve the objectives or targets?		69%
	Have you been involved in setting the objectives or targets?		62%
<b>RETURNING TO THE COMMUNITY</b>			
18.1	Do you expect to be released in the next 3 months?	20%	45%
	<i>For those who expect to be released in the next 3 months:</i>		
18.2	Is this prison very/quite near to your home area or the address you will be released to?	56%	41%
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	28%	50%
18.4	Do you need help to sort out the following for when you are released?		
	Finding accommodation	56%	67%
	Getting employment	53%	60%
	Sorting out benefits	65%	60%
	Finances and debt	63%	55%
	Opening a bank account	59%	37%
	Getting photo ID	50%	55%
18.4	Are you getting help to sort out the following for when you are released, if you need it?		
	Finding accommodation	10%	20%
	Getting employment	33%	22%
	Sorting out benefits	18%	67%

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Remand or awaiting sentence prisoners	Sentenced prisoners
96	72

	Finances and debt	20%	25%
	Opening a bank account	20%	18%
	Getting photo ID	13%	19%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	56%	46%

## HMP Hewell 2025

### Comparison of survey responses from different residential locations

In this table responses from prisoners on the early days in custody unit (Houseblock 2) are compared with those from the rest of the establishment.

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Early days in custody unit (Houseblock 2)	Rest of the establishment
<b>26</b>	<b>144</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	4%	0%
	Are you under 25 years of age?	15%	10%
	Are you 50 years of age or older?	19%	12%
	Are you 70 years of age or older?	0%	2%
1.3	Are you from an ethnic group other than white?	35%	31%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	8%	3%
1.4	Have you been in this prison for less than 6 months?	92%	65%
1.5	Are you currently serving a sentence?	27%	46%
	Are you on recall?	12%	13%
1.6	Is your sentence less than 12 months?	16%	20%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	1%
7.3	Are you Muslim?	15%	17%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	36%	45%

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

12.3	Do you have any mental health problems?	40%	61%
19.1	Do you have children under the age of 18?	56%	51%
19.2	Are you a foreign national?	12%	13%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	8%	26%
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	4%	6%
19.5	Is your gender female, non-binary or other?	0%	1%
19.6	Do you identify as transgender or trans?	4%	3%
19.7	Are you homosexual, bisexual or other sexual orientation?	8%	7%
<b>ARRIVAL AND RECEPTION</b>			
2.1	When you arrived at this prison, did you spend less than 2 hours in reception?	24%	40%
2.2	Were you searched in reception?	100%	98%
	<i>For those who were searched:</i>		
	Was this done in a respectful way?	88%	75%
2.3	Overall, were you treated very/quite well in reception?	81%	75%
2.4	When you first arrived, did you have problems with?		
	Feeling depressed	60%	66%
	Feeling suicidal	18%	22%
	Needing protection from other prisoners	13%	19%
	<i>For those who had the following problems, did staff help you with?</i>		

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

	Feeling depressed	20%	37%
	Feeling suicidal	0%	35%
	Needing protection from other prisoners	0%	47%
	<i>For those who had any problems when they first arrived:</i>		
2.5	Were you able to talk to a member of staff in private?	44%	31%
2.6	Did you see someone from health care in reception?	84%	80%
<b>FIRST NIGHT AND INDUCTION</b>			
3.1	Before you were locked up on your first night here, were you offered?		
	Nicotine replacement (including vapes)	88%	87%
	Toiletries	68%	63%
	A shower	22%	16%
	A free phone call	44%	43%
	Something to eat	88%	82%
	The chance to talk to a Listener or Samaritans	42%	26%
	Support from another prisoner (e.g. Insider or prisoner rep)	58%	35%
3.2	On your first night in this prison, was your cell very/quite clean?	42%	41%
3.3	Did you feel safe on your first night here?	85%	70%
3.4	Did you have numbers put on your PIN phone within 24 hours?	23%	14%
3.5	In your first few days here, did you get?		

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Early days in custody unit (Houseblock 2)	Rest of the establishment
<b>26</b>	<b>144</b>

	Items from the prison shop/canteen	17%	28%
	Access to clean clothing that fitted you	63%	70%
	PIN phone credit	72%	60%
	Your personal property	52%	49%
3.6	Have you had an induction at this prison?	92%	87%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	73%	46%
<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	8%	18%
4.2	Is your cell call bell normally answered within 5 minutes?	38%	25%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	62%	58%
	Can you have a shower every day if you want one?	96%	92%
	Can you get clean bedding every week if you want it?	81%	78%
	Can you get cell cleaning materials every week if you want them?	65%	68%
	Can you get your stored property promptly, if you need it?	27%	19%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	60%	43%
	At night?	68%	63%

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Early days in custody unit (Houseblock 2)	Rest of the establishment
<b>26</b>	<b>144</b>

<b>4.5</b>	Normally, are these communal areas of your wing or houseblock very/quite clean?		
	Landings and stairs	<b>92%</b>	<b>78%</b>
	Association areas	<b>92%</b>	<b>82%</b>
	Servery	<b>96%</b>	<b>81%</b>
	Showers	<b>73%</b>	<b>57%</b>
	Exercise yard	<b>81%</b>	<b>72%</b>
<b>4.6</b>	Have you been on an ACCT in this prison?	<b>36%</b>	<b>32%</b>
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	<b>22%</b>	<b>30%</b>
<b>4.7</b>	Is it very/quite easy for you to speak to a Listener if you need to?	<b>65%</b>	<b>42%</b>
<b>FOOD AND CANTEEN</b>			
<b>5.1</b>	Is the quality of the food in this prison very/quite good?	<b>12%</b>	<b>25%</b>
<b>5.2</b>	Do you get enough to eat at mealtimes always/most of the time?	<b>12%</b>	<b>17%</b>
<b>5.3</b>	Does the shop/canteen sell the things that you need?	<b>50%</b>	<b>63%</b>
<b>5.4</b>	Can you use catalogues/other providers to buy the things you need?	<b>58%</b>	<b>52%</b>
<b>RELATIONSHIPS WITH STAFF</b>			
<b>6.1</b>	Do most staff here treat you with respect?	<b>85%</b>	<b>66%</b>
<b>6.2</b>	Are there any staff here you could turn to if you had a problem?	<b>65%</b>	<b>74%</b>
<b>6.3</b>	In the last week, has any member of staff talked to you about how you are getting on?	<b>42%</b>	<b>27%</b>

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

6.4	Do you have a named officer (key worker)?	23%	58%
	<i>For those who have a named officer (key worker):</i>		
	Is your named officer (key worker) very/quite helpful?	50%	56%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	27%	39%
	If so, do things sometimes change?	43%	39%
6.6	If you want to, can you talk to managers, governors or directors in this prison?	23%	27%
6.7	Have you shared a problem with a manager, governor or director?	27%	47%
	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	43%	35%
<b>FAITH</b>			
7.1	Have you spoken to the Chaplaincy team in this prison?	81%	65%
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	65%	63%
7.3	Do you have a religion?	77%	66%
	<i>For those who have a religion:</i>		
7.4	Are you able to attend religious services, if you want to?	85%	88%
7.5	Are your religious beliefs respected here?	80%	72%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have you been able to see your family and friends more than once in the last month:		
	In person (prison visit)?	29%	43%

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

	Using video calling?	0%	13%
8.2	Do visits usually start and finish on time?	21%	23%
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	67%	62%
8.4	Is it very/quite easy for your family and friends to get here?	11%	44%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	21%	28%
8.6	Have you had any problems with sending or receiving?		
	Emails	33%	38%
	Letters	29%	40%
	Parcels	32%	45%
8.7	Are you able to use a phone every day (if you have credit)?	76%	91%
<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	76%	81%
	<i>For those who know what the unlock and lock-up times are supposed to be:</i>		
	Are these times usually kept to?	58%	57%
9.2	Do you usually spend less than 2 hours out of your cell each day on Monday - Fridays?	67%	38%
	Do you usually spend 10 hours or more out of your cell each day on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	70%	57%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	How many times in a normal week can you complete domestic tasks?		

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Early days in custody unit (Houseblock 2)	Rest of the establishment
<b>26</b>	<b>144</b>

	Once or more	<b>71%</b>	<b>78%</b>
	Three times or more	<b>48%</b>	<b>50%</b>
	More than five times	<b>29%</b>	<b>26%</b>
	How many times in a normal week can you get association?		
	Once or more	<b>81%</b>	<b>93%</b>
	Three times or more	<b>67%</b>	<b>84%</b>
	More than five times	<b>52%</b>	<b>65%</b>
	How many times in a normal week can you get exercise outside?		
	Once or more	<b>91%</b>	<b>93%</b>
	Three times or more	<b>73%</b>	<b>80%</b>
	More than five times	<b>45%</b>	<b>57%</b>
	How many times in a normal week can you go to the gym or play sports?		
	Once or more	<b>38%</b>	<b>86%</b>
	Three times or more	<b>19%</b>	<b>23%</b>
	More than five times	<b>0%</b>	<b>5%</b>
<b>9.4</b>	At the weekend, are you able to?		
	Complete domestic tasks	<b>65%</b>	<b>73%</b>
	Get association	<b>73%</b>	<b>92%</b>

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

	Exercise outside	91%	92%
	Go to the gym or play sports	20%	59%
9.5	Are you able to visit the library once a week or more?	10%	45%
	Are you able to borrow library items kept on the wing once a week or more?	5%	30%
	Are you able to get things from the library delivered to the wing once a week or more?	0%	20%
9.6	Does the library have a wide enough range of materials to meet your needs?	33%	42%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	65%	57%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	62%	48%
	Within 7 days?	46%	31%
10.3	Is it easy for you to make a complaint?	42%	46%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	0%	24%
	Within 7 days?	25%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	27%	37%
10.6	Do you know how to contact the following organisations?		
	Independent Prisoner Complaint Investigations	13%	27%
	Independent Monitoring Board (IMB)	25%	26%

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

	<i>For those who need it, is it easy to?</i>		
10.7	Communicate with your solicitor or legal representative	23%	41%
	Attend legal visits	29%	47%
10.8	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	45%	72%
	<i>For those who have had legal letters opened when they were not present:</i>		
	Were you told why?	30%	24%

#### HEALTH CARE

11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	61%	62%
	Your outside medical appointments	33%	46%
	Your agreed social care package	36%	46%
11.2	Is it very/quite easy to see?		
	Doctor	26%	23%
	Nurse	43%	44%
	Dentist	9%	8%
	Pharmacist	27%	40%
	Mental health worker	23%	29%
	Substance misuse worker	41%	28%
11.3	Do you think the quality of the health service is very/quite good from?		

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

	Doctor	35%	40%
	Nurse	57%	52%
	Dentist	22%	18%
	Pharmacist	43%	44%
	Mental health worker	39%	27%
	Substance misuse worker	35%	30%
11.4	Do you think the overall quality of the health services here is very/quite good?	52%	39%
	<i>For those who are due to be released in the next month:</i>		
11.5	Are you confident there are adequate plans to continue your health care?	75%	42%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	35%	33%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	36%	45%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need in this prison?	14%	21%
12.3	Do you have any mental health problems?	40%	61%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	10%	29%
12.5	Has your mental health got better since arriving at this prison?	0%	11%
<b>ALCOHOL AND DRUGS</b>			

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

13.1	Do you have a drug or alcohol problem?	33%	37%
<i>For those who have a drug or alcohol problem:</i>			
13.2	Have you told staff about your drug or alcohol problem?	75%	96%
<i>For those who have told staff:</i>			
	Have you received help to manage it?	33%	57%
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	21%	20%
<i>For those who have developed a drug or alcohol problem in this prison:</i>			
	Have you received help to manage your drug or alcohol problem (including medication not prescribed to you)?	0%	41%
<i>For those who have a drug or alcohol problem and are due to be released in the next month:</i>			
13.4	Do you know who to contact for support for your drug or alcohol problem when you leave this prison?	100%	75%
13.5	In this prison, is it easy/very easy to get?		
	Illicit drugs	25%	41%
	Alcohol	17%	32%
	Medication not prescribed to you	25%	41%
<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	28%	52%
14.2	Do you feel unsafe now?	21%	19%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	13%	34%
	Staff?	25%	37%

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Early days in custody unit (Houseblock 2)	Rest of the establishment
<b>26</b>	<b>144</b>

<b>14.4</b>	Have you been bullied/victimised in this prison by other prisoners?	<b>16%</b>	<b>32%</b>
<b>14.5</b>	Have you experienced the following bullying/victimisation by other prisoners:		
	Verbal abuse?	<b>4%</b>	<b>26%</b>
	Threats or intimidation?	<b>8%</b>	<b>22%</b>
	Physical assault?	<b>12%</b>	<b>14%</b>
	Sexual assault?	<b>4%</b>	<b>4%</b>
	Theft of canteen or property?	<b>12%</b>	<b>21%</b>
	Other bullying/victimisation?	<b>8%</b>	<b>15%</b>
<b>14.4</b>	Have you been bullied/victimised in this prison by staff?	<b>24%</b>	<b>45%</b>
<b>14.5</b>	Have you experienced the following bullying/victimisation by staff:		
	Verbal abuse?	<b>16%</b>	<b>34%</b>
	Threats or intimidation?	<b>12%</b>	<b>29%</b>
	Physical assault?	<b>12%</b>	<b>11%</b>
	Sexual assault?	<b>0%</b>	<b>4%</b>
	Theft of canteen or property?	<b>4%</b>	<b>13%</b>
	Other bullying/victimisation?	<b>8%</b>	<b>25%</b>
<b>BEHAVIOUR MANAGEMENT</b>			
<b>15.1</b>	Does this prison:		

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

	Reward good behaviour fairly?	26%	15%
	Deal with bad behaviour fairly?	19%	19%
15.2	Are there opportunities and rewards to motivate people in this prison?	28%	16%
	<i>For those who know that there are opportunities and rewards are:</i>		
15.3	Do the opportunities and rewards in this prison motivate you to behave well?	71%	90%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	21%	18%
15.5	Have you been restrained by staff in this prison in the last 6 months?	28%	24%
	<i>For those who have been restrained in the last 6 months:</i>		
	Did anyone come and talk to you about it afterwards?	14%	16%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	8%	19%
	<i>For those who have spent one or more nights in the segregation unit in this prison in the last 6 months:</i>		
	Were you treated well by segregation staff?	50%	67%
	Could you shower every day?	50%	75%
	Could you go outside for exercise every day?	50%	71%
	Could you use the phone every day (if you had credit)?	50%	67%
<b>EDUCATION, SKILLS AND WORK</b>			
16.1	Have you needed support with reading needs in this prison?	48%	57%
	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	67%	51%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	28%	33%

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

	<i>For those who have learning difficulties:</i>		
16.3	Have you received help and support from education staff for your learning difficulties?	29%	19%
16.4	In this prison, have you done the following activities?		
	Education	52%	74%
	Vocational or skills training	38%	60%
	Prison job	46%	80%
	Work outside of the prison	38%	39%
	<i>For those who have done the following activities while in this prison, do you think they will help you when you are released?</i>		
	Education	54%	51%
	Vocational or skills training	56%	50%
	Prison job	45%	46%
	Work outside of the prison	44%	41%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	21%	35%
16.6	Do wing staff encourage you to go to education, training or work?	31%	40%
<b>SENTENCE PLAN</b>			
17.1	Do you have a sentence plan?	14%	23%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	100%	85%
	<i>For those who know what their objectives or targets are:</i>		

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

	Do you understand what you need to do to achieve your objectives or targets?	100%	82%
	Are any staff here supporting you to achieve the objectives or targets?	100%	64%
	Have you been involved in setting the objectives or targets?	100%	55%
<b>RETURNING TO THE COMMUNITY</b>			
18.1	Do you expect to be released in the next 3 months?	33%	32%
	<i>For those who expect to be released in the next 3 months:</i>		
18.2	Is this prison very/quite near to your home area or the address you will be released to?	38%	50%
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	25%	47%
18.4	Do you need help to sort out the following for when you are released?		
	Finding accommodation	38%	64%
	Getting employment	38%	59%
	Sorting out benefits	71%	60%
	Finances and debt	43%	60%
	Opening a bank account	43%	43%
	Getting photo ID	50%	54%
18.4	Are you getting help to sort out the following for when you are released, if you need it?		
	Finding accommodation	33%	15%
	Getting employment	33%	25%
	Sorting out benefits	40%	48%

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Early days in custody unit (Houseblock 2)	Rest of the establishment
26	144

	Finances and debt	33%	21%
	Opening a bank account	33%	17%
	Getting photo ID	33%	14%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	64%	48%

## HMP Hewell 2025

### Comparison of survey responses from different residential locations

In this table responses of prisoners on the vulnerable prisoner unit (Houseblock 1) are compared with those from the rest of the establishment.

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
<b>33</b>	<b>137</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	1%
	Are you under 25 years of age?	9%	12%
	Are you 50 years of age or older?	24%	10%
	Are you 70 years of age or older?	9%	0%
1.3	Are you from an ethnic group other than white?	21%	35%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	3%	4%
1.4	Have you been in this prison for less than 6 months?	67%	70%
1.5	Are you currently serving a sentence?	53%	40%
	Are you on recall?	16%	12%
1.6	Is your sentence less than 12 months?	16%	20%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	3%	0%
7.3	Are you Muslim?	12%	18%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	59%	40%

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

12.3	Do you have any mental health problems?	66%	56%
19.1	Do you have children under the age of 18?	34%	56%
19.2	Are you a foreign national?	19%	11%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	22%	23%
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	13%	4%
19.5	Is your gender female, non-binary or other?	3%	1%
19.6	Do you identify as transgender or trans?	3%	3%
19.7	Are you homosexual, bisexual or other sexual orientation?	13%	6%
<b>ARRIVAL AND RECEPTION</b>			
2.1	When you arrived at this prison, did you spend less than 2 hours in reception?	43%	36%
2.2	Were you searched in reception?	94%	99%
	<i>For those who were searched:</i>		
	Was this done in a respectful way?	87%	75%
2.3	Overall, were you treated very/quite well in reception?	73%	77%
2.4	When you first arrived, did you have problems with?		
	Feeling depressed	66%	65%
	Feeling suicidal	26%	20%
	Needing protection from other prisoners	42%	11%
	<i>For those who had the following problems, did staff help you with?</i>		

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

	Feeling depressed	33%	35%
	Feeling suicidal	71%	16%
	Needing protection from other prisoners	73%	10%
	<i>For those who had any problems when they first arrived:</i>		
2.5	Were you able to talk to a member of staff in private?	37%	32%
2.6	Did you see someone from health care in reception?	79%	81%
<b>FIRST NIGHT AND INDUCTION</b>			
3.1	Before you were locked up on your first night here, were you offered?		
	Nicotine replacement (including vapes)	74%	90%
	Toiletries	61%	54%
	A shower	13%	18%
	A free phone call	17%	49%
	Something to eat	85%	82%
	The chance to talk to a Listener or Samaritans	22%	30%
	Support from another prisoner (e.g. Insider or prisoner rep)	13%	45%
3.2	On your first night in this prison, was your cell very/quite clean?	42%	41%
3.3	Did you feel safe on your first night here?	73%	72%
3.4	Did you have numbers put on your PIN phone within 24 hours?	6%	17%
3.5	In your first few days here, did you get?		

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

	Items from the prison shop/canteen	48%	21%
	Access to clean clothing that fitted you	72%	68%
	PIN phone credit	55%	64%
	Your personal property	50%	49%
3.6	Have you had an induction at this prison?	85%	88%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	43%	52%
<b>ON THE WING</b>			
4.1	Are you in a cell on your own?	15%	17%
4.2	Is your cell call bell normally answered within 5 minutes?	33%	25%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	55%	60%
	Can you have a shower every day if you want one?	100%	91%
	Can you get clean bedding every week if you want it?	85%	77%
	Can you get cell cleaning materials every week if you want them?	63%	69%
	Can you get your stored property promptly, if you need it?	16%	22%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	53%	44%
	At night?	66%	63%

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
<b>33</b>	<b>137</b>

<b>4.5</b>	Normally, are these communal areas of your wing or houseblock very/quite clean?		
	Landings and stairs	<b>85%</b>	<b>79%</b>
	Association areas	<b>87%</b>	<b>83%</b>
	Servery	<b>90%</b>	<b>82%</b>
	Showers	<b>67%</b>	<b>58%</b>
	Exercise yard	<b>84%</b>	<b>71%</b>
<b>4.6</b>	Have you been on an ACCT in this prison?	<b>38%</b>	<b>32%</b>
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	<b>36%</b>	<b>27%</b>
<b>4.7</b>	Is it very/quite easy for you to speak to a Listener if you need to?	<b>56%</b>	<b>44%</b>
<b>FOOD AND CANTEEN</b>			
<b>5.1</b>	Is the quality of the food in this prison very/quite good?	<b>38%</b>	<b>19%</b>
<b>5.2</b>	Do you get enough to eat at mealtimes always/most of the time?	<b>28%</b>	<b>13%</b>
<b>5.3</b>	Does the shop/canteen sell the things that you need?	<b>67%</b>	<b>59%</b>
<b>5.4</b>	Can you use catalogues/other providers to buy the things you need?	<b>58%</b>	<b>52%</b>
<b>RELATIONSHIPS WITH STAFF</b>			
<b>6.1</b>	Do most staff here treat you with respect?	<b>75%</b>	<b>67%</b>
<b>6.2</b>	Are there any staff here you could turn to if you had a problem?	<b>91%</b>	<b>68%</b>
<b>6.3</b>	In the last week, has any member of staff talked to you about how you are getting on?	<b>24%</b>	<b>31%</b>

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

6.4	Do you have a named officer (key worker)?	53%	52%
	<i>For those who have a named officer (key worker):</i>		
	Is your named officer (key worker) very/quite helpful?	69%	53%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	36%	38%
	If so, do things sometimes change?	50%	37%
6.6	If you want to, can you talk to managers, governors or directors in this prison?	18%	29%
6.7	Have you shared a problem with a manager, governor or director?	32%	46%
	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	30%	37%
<b>FAITH</b>			
7.1	Have you spoken to the Chaplaincy team in this prison?	76%	66%
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	58%	65%
7.3	Do you have a religion?	64%	68%
	<i>For those who have a religion:</i>		
7.4	Are you able to attend religious services, if you want to?	90%	87%
7.5	Are your religious beliefs respected here?	57%	77%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.1	Have you been able to see your family and friends more than once in the last month:		
	In person (prison visit)?	29%	43%

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

	Using video calling?	0%	13%
8.2	Do visits usually start and finish on time?	5%	26%
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	50%	64%
8.4	Is it very/quite easy for your family and friends to get here?	31%	41%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	29%	27%
8.6	Have you had any problems with sending or receiving?		
	Emails	31%	39%
	Letters	48%	36%
	Parcels	32%	46%
8.7	Are you able to use a phone every day (if you have credit)?	94%	88%
<b>TIME OUT OF CELL</b>			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	82%	80%
	<i>For those who know what the unlock and lock-up times are supposed to be:</i>		
	Are these times usually kept to?	59%	57%
9.2	Do you usually spend less than 2 hours out of your cell each day on Monday - Fridays?	36%	44%
	Do you usually spend 10 hours or more out of your cell each day on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	53%	60%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	How many times in a normal week can you complete domestic tasks?		

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
<b>33</b>	<b>137</b>

	Once or more	73%	78%
	Three times or more	40%	52%
	More than five times	27%	27%
	How many times in a normal week can you get association?		
	Once or more	97%	90%
	Three times or more	84%	81%
	More than five times	68%	62%
	How many times in a normal week can you get exercise outside?		
	Once or more	97%	92%
	Three times or more	84%	78%
	More than five times	68%	53%
	How many times in a normal week can you go to the gym or play sports?		
	Once or more	94%	76%
	Three times or more	19%	23%
	More than five times	6%	4%
9.4	At the weekend, are you able to?		
	Complete domestic tasks	72%	72%
	Get association	91%	89%

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

	Exercise outside	94%	92%
	Go to the gym or play sports	75%	48%
9.5	Are you able to visit the library once a week or more?	61%	35%
	Are you able to borrow library items kept on the wing once a week or more?	33%	25%
	Are you able to get things from the library delivered to the wing once a week or more?	21%	16%
9.6	Does the library have a wide enough range of materials to meet your needs?	53%	38%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	64%	56%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	53%	49%
	Within 7 days?	22%	36%
10.3	Is it easy for you to make a complaint?	45%	45%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	29%	21%
	Within 7 days?	29%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	39%	35%
10.6	Do you know how to contact the following organisations?		
	Independent Prisoner Complaint Investigations	27%	24%
	Independent Monitoring Board (IMB)	21%	27%

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

	<i>For those who need it, is it easy to?</i>		
10.7	Communicate with your solicitor or legal representative	43%	37%
	Attend legal visits	43%	45%
10.8	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	63%	70%
	<i>For those who have had legal letters opened when they were not present:</i>		
	Were you told why?	25%	24%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	60%	62%
	Your outside medical appointments	39%	46%
	Your agreed social care package	36%	46%
11.2	Is it very/quite easy to see?		
	Doctor	20%	24%
	Nurse	37%	45%
	Dentist	7%	8%
	Pharmacist	48%	36%
	Mental health worker	35%	26%
	Substance misuse worker	10%	35%
11.3	Do you think the quality of the health service is very/quite good from?		

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

	Doctor	48%	37%
	Nurse	63%	50%
	Dentist	16%	19%
	Pharmacist	50%	42%
	Mental health worker	34%	28%
	Substance misuse worker	13%	35%
11.4	Do you think the overall quality of the health services here is very/quite good?	58%	37%
	<i>For those who are due to be released in the next month:</i>		
11.5	Are you confident there are adequate plans to continue your health care?	50%	49%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	31%	33%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	59%	40%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need in this prison?	25%	19%
12.3	Do you have any mental health problems?	66%	56%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	38%	24%
12.5	Has your mental health got better since arriving at this prison?	7%	10%
<b>ALCOHOL AND DRUGS</b>			

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

13.1	Do you have a drug or alcohol problem?	16%	41%
<i>For those who have a drug or alcohol problem:</i>			
13.2	Have you told staff about your drug or alcohol problem?	100%	92%
<i>For those who have told staff:</i>			
	Have you received help to manage it?	80%	51%
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	3%	24%
<i>For those who have developed a drug or alcohol problem in this prison:</i>			
	Have you received help to manage your drug or alcohol problem (including medication not prescribed to you)?	0%	35%
<i>For those who have a drug or alcohol problem and are due to be released in the next month:</i>			
13.4	Do you know who to contact for support for your drug or alcohol problem when you leave this prison?	100%	77%
13.5	In this prison, is it easy/very easy to get?		
	Illicit drugs	31%	40%
	Alcohol	22%	31%
	Medication not prescribed to you	31%	41%
<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	53%	47%
14.2	Do you feel unsafe now?	13%	20%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	53%	25%
	Staff?	50%	31%

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<b>33</b>	<b>137</b>

<b>14.4</b>	Have you been bullied/victimised in this prison by other prisoners?	<b>47%</b>	<b>26%</b>
<b>14.5</b>	Have you experienced the following bullying/victimisation by other prisoners:		
	Verbal abuse?	<b>44%</b>	<b>17%</b>
	Threats or intimidation?	<b>38%</b>	<b>16%</b>
	Physical assault?	<b>22%</b>	<b>12%</b>
	Sexual assault?	<b>6%</b>	<b>3%</b>
	Theft of canteen or property?	<b>25%</b>	<b>18%</b>
	Other bullying/victimisation?	<b>16%</b>	<b>13%</b>
<b>14.4</b>	Have you been bullied/victimised in this prison by staff?	<b>53%</b>	<b>39%</b>
<b>14.5</b>	Have you experienced the following bullying/victimisation by staff:		
	Verbal abuse?	<b>44%</b>	<b>28%</b>
	Threats or intimidation?	<b>31%</b>	<b>26%</b>
	Physical assault?	<b>13%</b>	<b>11%</b>
	Sexual assault?	<b>3%</b>	<b>4%</b>
	Theft of canteen or property?	<b>6%</b>	<b>12%</b>
	Other bullying/victimisation?	<b>31%</b>	<b>20%</b>
<b>BEHAVIOUR MANAGEMENT</b>			
<b>15.1</b>	Does this prison:		

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33	137

	Reward good behaviour fairly?	6%	19%
	Deal with bad behaviour fairly?	22%	18%
15.2	Are there opportunities and rewards to motivate people in this prison?	6%	20%
	<i>For those who know that there are opportunities and rewards are:</i>		
15.3	Do the opportunities and rewards in this prison motivate you to behave well?	100%	85%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	13%	20%
15.5	Have you been restrained by staff in this prison in the last 6 months?	13%	28%
	<i>For those who have been restrained in the last 6 months:</i>		
	Did anyone come and talk to you about it afterwards?	0%	17%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	16%	18%
	<i>For those who have spent one or more nights in the segregation unit in this prison in the last 6 months:</i>		
	Were you treated well by segregation staff?	80%	62%
	Could you shower every day?	75%	73%
	Could you go outside for exercise every day?	80%	67%
	Could you use the phone every day (if you had credit)?	60%	67%
<b>EDUCATION, SKILLS AND WORK</b>			
16.1	Have you needed support with reading needs in this prison?	59%	55%
	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	68%	49%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	34%	32%

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33	137

	<i>For those who have learning difficulties:</i>		
16.3	Have you received help and support from education staff for your learning difficulties?	18%	21%
16.4	In this prison, have you done the following activities?		
	Education	56%	74%
	Vocational or skills training	40%	61%
	Prison job	84%	72%
	Work outside of the prison	29%	41%
	<i>For those who have done the following activities while in this prison, do you think they will help you when you are released?</i>		
	Education	61%	49%
	Vocational or skills training	58%	49%
	Prison job	38%	48%
	Work outside of the prison	44%	41%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	46%	30%
16.6	Do wing staff encourage you to go to education, training or work?	46%	38%
<b>SENTENCE PLAN</b>			
17.1	Do you have a sentence plan?	18%	24%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	50%	92%
	<i>For those who know what their objectives or targets are:</i>		

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Vulnerable prisoner unit (Houseblock 1)	Rest of the establishment
33	137

	Do you understand what you need to do to achieve your objectives or targets?	100%	82%
	Are any staff here supporting you to achieve the objectives or targets?	0%	73%
	Have you been involved in setting the objectives or targets?	0%	64%
<b>RETURNING TO THE COMMUNITY</b>			
18.1	Do you expect to be released in the next 3 months?	12%	37%
	<i>For those who expect to be released in the next 3 months:</i>		
18.2	Is this prison very/quite near to your home area or the address you will be released to?	67%	47%
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	50%	43%
18.4	Do you need help to sort out the following for when you are released?		
	Finding accommodation	50%	61%
	Getting employment	50%	56%
	Sorting out benefits	25%	64%
	Finances and debt	75%	56%
	Opening a bank account	0%	47%
	Getting photo ID	25%	56%
18.4	Are you getting help to sort out the following for when you are released, if you need it?		
	Finding accommodation	0%	18%
	Getting employment	0%	28%
	Sorting out benefits	100%	45%

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33	137

	Finances and debt	33%	21%
	Opening a bank account		19%
	Getting photo ID	0%	17%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	58%	48%

## HMP Hewell 2025

### Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who are under 25 are compared to those who are 25 and over.  
Please note that these analyses are based on summary data from selected survey questions only.

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	Under 25	25 and over
Number of completed questionnaires returned	19	152

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	5%	
	Are you 70 years of age or older?		2%
1.3	Are you from an ethnic group other than white?	58%	28%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	0%	3%
7.3	Are you Muslim?	44%	13%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	25%	47%
12.3	Do you have any mental health problems?	44%	61%
19.2	Are you a foreign national?	35%	9%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	35%	22%
19.5	Is your gender female, non-binary or other?	0%	1%
19.6	Do you identify as transgender or trans?	6%	3%
19.7	Are you homosexual, bisexual or other sexual orientation?	6%	6%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	84%	77%
2.3	Overall, were you treated very/quite well in reception?	89%	75%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	58%	66%
	Feeling suicidal	8%	23%
	Needing protection from other prisoners	8%	18%

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Number of completed questionnaires returned

Under 25	25 and over
19	152

	For those who had the following problems, did staff help you with?:		
	Feeling depressed	45%	34%
	Feeling suicidal	100%	28%
	Needing protection from other prisoners	100%	42%
2.5	Were you able to talk to a member of staff in private?	57%	32%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	63%	74%
3.6	Have you had an induction at this prison?	94%	87%
	For those who have had an induction:		
	Did your induction cover everything you needed to know about this prison?	59%	49%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	22%	28%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	59%	59%
	Can you have access to a shower every day?	88%	94%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	61%	45%
	At night?	71%	63%
4.6	Have you been on an ACCT in this prison?	28%	33%
	For those who have been on an ACCT:		
	Did you feel cared for by staff?	40%	28%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	33%	21%
5.2	Do you get enough to eat at mealtimes always/most of the time?	22%	15%
5.3	Does the shop/canteen sell the things that you need?	67%	61%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	56%	71%

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Under 25	25 and over
19	152

6.2	Are there any staff here you could turn to if you had a problem?	63%	74%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	26%	31%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	63%	35%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	26%	27%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	20%	39%
<b>FAITH</b>			
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	42%	66%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	77%	90%
7.5	Are your religious beliefs respected here?	77%	73%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	57%	64%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	26%	28%
8.7	Are you able to use a phone every day (if you have credit)?	72%	91%
<b>TIME OUT OF CELL</b>			
9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	50%	41%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	53%	59%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	69%	55%
	Go to the gym or play sports	0%	5%
9.6	Does the library have a wide enough range of materials to meet your needs?	44%	42%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	63%	58%
	<i>For those who have made an application are they usually dealt with:</i>		

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Under 25	25 and over
19	152

10.2	Fairly?	50%	50%
10.3	Is it easy for you to make a complaint?	33%	47%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	29%	22%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	44%	36%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	36%	65%
	Your outside medical appointments	20%	49%
	Your agreed social care package	30%	49%
11.2	Is it very/quite easy to see?:		
	Doctor	43%	21%
	Nurse	47%	43%
	Dentist	14%	7%
	Pharmacist	36%	38%
	Mental health worker	36%	27%
	Substance misuse worker	29%	30%
11.4	Do you think the overall quality of the health services here is very/quite good?	56%	39%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	40%	32%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	25%	47%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	50%	20%
12.3	Do you have any mental health problems?	44%	61%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	29%	29%
12.5	Has your mental health got better since arriving at this prison?	13%	9%

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

Under 25	25 and over
19	152

ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	13%	21%
SAFETY			
14.1	Have you ever felt unsafe here?	44%	49%
14.2	Do you feel unsafe now?	13%	20%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	33%	32%
	Staff?	27%	36%
14.4	Have you been bullied/victimised in this prison by other prisoners?	29%	30%
	Have you been bullied/victimised in this prison by staff?	38%	41%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	14%	18%
	Deal with bad behaviour fairly?	13%	20%
	<i>For those who know that there are opportunities and rewards:</i>		
15.3	Do the opportunities and rewards motivate you to behave well?	100%	85%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	31%	17%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	27%	24%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	13%	18%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	67%	51%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	31%	32%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	36%	32%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	22%	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
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	Grey shading indicates that we have no valid data for this question

*\* less than 1% probability that the difference is due to chance*

	Under 25	25 and over
<b>Number of completed questionnaires returned</b>	<b>19</b>	<b>152</b>

	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	50%	92%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	100%	67%
<b>RETURNING TO THE COMMUNITY</b>			
	<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	20%	46%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	65%	50%

## HMP Hewell 2025

### Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who are 50 and over are compared to those who are under 50.  
Please note that these analyses are based on summary data from selected survey questions only.

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
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	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

	50 and over	Under 50
Number of completed questionnaires returned	22	149

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?		13%
	Are you 70 years of age or older?	14%	
1.3	Are you from an ethnic group other than white?	27%	32%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	9%	2%
7.3	Are you Muslim?	5%	19%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	52%	43%
12.3	Do you have any mental health problems?	55%	59%
19.2	Are you a foreign national?	0%	13%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	16%	25%
19.5	Is your gender female, non-binary or other?	0%	1%
19.6	Do you identify as transgender or trans?	0%	4%
19.7	Are you homosexual, bisexual or other sexual orientation?	5%	7%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	95%	76%
2.3	Overall, were you treated very/quite well in reception?	86%	76%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	53%	67%
	Feeling suicidal	23%	21%
	Needing protection from other prisoners	9%	18%

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	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

	50 and over	Under 50
	22	149

	For those who had the following problems, did staff help you with?:		
	Feeling depressed	50%	34%
	Feeling suicidal	100%	22%
	Needing protection from other prisoners	100%	42%
2.5	Were you able to talk to a member of staff in private?	45%	32%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	95%	70%
3.6	Have you had an induction at this prison?	73%	90%
	For those who have had an induction:		
	Did your induction cover everything you needed to know about this prison?	50%	50%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	23%	28%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	64%	58%
	Can you have access to a shower every day?	95%	93%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	50%	46%
	At night?	71%	63%
4.6	Have you been on an ACCT in this prison?	22%	34%
	For those who have been on an ACCT:		
	Did you feel cared for by staff?	50%	27%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	27%	22%
5.2	Do you get enough to eat at mealtimes always/most of the time?	27%	14%
5.3	Does the shop/canteen sell the things that you need?	55%	63%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	77%	68%

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\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

50 and over	Under 50
22	149

6.2	Are there any staff here you could turn to if you had a problem?	86%	71%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	45%	29%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	23%	40%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	14%	29%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	50%	36%
<b>FAITH</b>			
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	71%	62%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	87%	88%
7.5	Are your religious beliefs respected here?	87%	72%
<b>CONTACT WITH FAMILY AND FRIENDS</b>			
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	80%	61%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	40%	27%
8.7	Are you able to use a phone every day (if you have credit)?	95%	88%
<b>TIME OUT OF CELL</b>			
9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	36%	43%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	62%	58%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	50%	58%
	Go to the gym or play sports	5%	4%
9.6	Does the library have a wide enough range of materials to meet your needs?	44%	42%
<b>APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS</b>			
10.1	Is it easy for you to make an application?	70%	57%
	<i>For those who have made an application are they usually dealt with:</i>		

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\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	50 and over	Under 50
	22	149

10.2	Fairly?	71%	47%
10.3	Is it easy for you to make a complaint?	43%	46%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	40%	21%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	18%	39%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	41%	66%
	Your outside medical appointments	33%	48%
	Your agreed social care package	30%	49%
11.2	Is it very/quite easy to see?:		
	Doctor	11%	25%
	Nurse	37%	44%
	Dentist	0%	9%
	Pharmacist	50%	36%
	Mental health worker	16%	29%
	Substance misuse worker	28%	30%
11.4	Do you think the overall quality of the health services here is very/quite good?	33%	42%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	33%	33%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	52%	43%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	36%	19%
12.3	Do you have any mental health problems?	55%	59%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	27%	29%
12.5	Has your mental health got better since arriving at this prison?	6%	10%

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\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

50 and over	Under 50
22	149

ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	10%	22%
SAFETY			
14.1	Have you ever felt unsafe here?	38%	50%
14.2	Do you feel unsafe now?	10%	21%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	43%	30%
	Staff?	40%	35%
14.4	Have you been bullied/victimised in this prison by other prisoners?	20%	31%
	Have you been bullied/victimised in this prison by staff?	19%	44%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	10%	19%
	Deal with bad behaviour fairly?	20%	20%
	<i>For those who know that there are opportunities and rewards:</i>		
15.3	Do the opportunities and rewards motivate you to behave well?	60%	91%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	19%	19%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	10%	26%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	10%	18%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	36%	56%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	20%	34%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	40%	32%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	36%	21%

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*\* less than 1% probability that the difference is due to chance*

	50 and over	
	Under 50	
<b>Number of completed questionnaires returned</b>	<b>22</b>	<b>149</b>

	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	67%	92%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	50%	73%
<b>RETURNING TO THE COMMUNITY</b>			
	<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	67%	42%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	67%	49%

## HMP Hewell 2025

### Comparison of survey responses between sub-populations of prisoners

In this table responses of all other ethnic groups combined are compared with those of white prisoners.  
Please note that these analyses are based on summary data from selected survey questions only.

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
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\* less than 1% probability that the difference is due to chance

	All other ethnic groups combined	White prisoners
<b>Number of completed questionnaires returned</b>	<b>54</b>	<b>117</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	20%	7%
	Are you 50 years of age or older?	11%	14%
1.3	Are you from an ethnic group other than white?		
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?		5%
7.3	Are you Muslim?	48%	2%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	18%	56%
12.3	Do you have any mental health problems?	38%	68%
19.2	Are you a foreign national?	16%	10%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	18%	26%
19.5	Is your gender female, non-binary or other?	2%	1%
19.6	Do you identify as transgender or trans?	2%	4%
19.7	Are you homosexual, bisexual or other sexual orientation?	10%	5%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	66%	84%
2.3	Overall, were you treated very/quite well in reception?	72%	78%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	62%	67%
	Feeling suicidal	13%	26%
	Needing protection from other prisoners	23%	15%

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	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

All other ethnic groups combined	White prisoners
54	117

	For those who had the following problems, did staff help you with?:		
	Feeling depressed	33%	35%
	Feeling suicidal	20%	32%
	Needing protection from other prisoners	33%	50%
2.5	Were you able to talk to a member of staff in private?	25%	37%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	58%	79%
3.6	Have you had an induction at this prison?	84%	89%
	For those who have had an induction:		
	Did your induction cover everything you needed to know about this prison?	37%	55%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	32%	24%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	58%	58%
	Can you have access to a shower every day?	89%	95%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	47%	45%
	At night?	65%	63%
4.6	Have you been on an ACCT in this prison?	23%	37%
	For those who have been on an ACCT:		
	Did you feel cared for by staff?	9%	34%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	17%	25%
5.2	Do you get enough to eat at mealtimes always/most of the time?	13%	17%
5.3	Does the shop/canteen sell the things that you need?	44%	68%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	58%	73%

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
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\* less than 1% probability that the difference is due to chance

		All other ethnic groups combined	White prisoners
Number of completed questionnaires returned		54	117

6.2	Are there any staff here you could turn to if you had a problem?	60%	78%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	25%	33%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	40%	37%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	19%	29%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	20%	44%

#### FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	56%	66%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	86%	88%
7.5	Are your religious beliefs respected here?	73%	73%

#### CONTACT WITH FAMILY AND FRIENDS

8.3	Are your visitors usually treated respectfully by staff all/most of the time?	56%	66%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	24%	29%
8.7	Are you able to use a phone every day (if you have credit)?	88%	89%

#### TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	45%	40%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	65%	55%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	49%	60%
	Go to the gym or play sports	2%	6%
9.6	Does the library have a wide enough range of materials to meet your needs?	20%	54%

#### APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

10.1	Is it easy for you to make an application?	53%	61%
	<i>For those who have made an application are they usually dealt with:</i>		

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	Blue shading shows results that are significantly more negative than the comparator
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	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

	All other ethnic groups combined	White prisoners
Number of completed questionnaires returned	54	117

10.2	Fairly?	38%	54%
10.3	Is it easy for you to make a complaint?	38%	49%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	21%	21%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	36%	37%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	69%	60%
	Your outside medical appointments	52%	44%
	Your agreed social care package	55%	42%
11.2	Is it very/quite easy to see?:		
	Doctor	17%	25%
	Nurse	38%	45%
	Dentist	6%	8%
	Pharmacist	34%	39%
	Mental health worker	19%	31%
	Substance misuse worker	21%	33%
11.4	Do you think the overall quality of the health services here is very/quite good?	35%	43%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	21%	37%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	18%	56%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	25%	21%
12.3	Do you have any mental health problems?	38%	68%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	22%	30%
12.5	Has your mental health got better since arriving at this prison?	5%	11%

Shading is used to indicate statistical significance\*, as follows:

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	Blue shading shows results that are significantly more negative than the comparator
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	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

	All other ethnic groups combined	White prisoners
Number of completed questionnaires returned	54	117

ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	14%	23%
SAFETY			
14.1	Have you ever felt unsafe here?	54%	46%
14.2	Do you feel unsafe now?	24%	17%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	30%	32%
	Staff?	35%	35%
14.4	Have you been bullied/victimised in this prison by other prisoners?	26%	32%
	Have you been bullied/victimised in this prison by staff?	48%	39%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	18%	17%
	Deal with bad behaviour fairly?	13%	23%
	<i>For those who know that there are opportunities and rewards:</i>		
15.3	Do the opportunities and rewards motivate you to behave well?	100%	80%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	20%	17%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	28%	23%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	16%	18%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	52%	53%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	26%	35%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	33%	31%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	19%	25%

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	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

	All other ethnic groups combined	White prisoners
Number of completed questionnaires returned	54	117

	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	33%	100%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	100%	67%
<b>RETURNING TO THE COMMUNITY</b>			
	<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	29%	49%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	61%	46%

## HMP Hewell 2025

### Comparison of survey responses between sub-populations of prisoners

In this table responses of foreign national prisoners are compared with those of UK / British national prisoners.  
Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance\*, as follows:

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\* less than 1% probability that the difference is due to chance

	Foreign national	UK / British national
Number of completed questionnaires returned	20	141

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	32%	8%
	Are you 50 years of age or older?	0%	13%
1.3	Are you from an ethnic group other than white?	42%	29%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	5%	2%
7.3	Are you Muslim?	42%	14%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	20%	47%
12.3	Do you have any mental health problems?	35%	63%
19.2	Are you a foreign national?		
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	10%	26%
19.5	Is your gender female, non-binary or other?	5%	1%
19.6	Do you identify as transgender or trans?	6%	3%
19.7	Are you homosexual, bisexual or other sexual orientation?	19%	6%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	70%	79%
2.3	Overall, were you treated very/quite well in reception?	79%	77%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	65%	65%
	Feeling suicidal	30%	21%
	Needing protection from other prisoners	27%	18%

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\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Foreign national	UK / British national
20	141

	<i>For those who had the following problems, did staff help you with?:</i>	
	Feeling depressed	31% 36%
	Feeling suicidal	0% 35%
	Needing protection from other prisoners	33% 44%
2.5	Were you able to talk to a member of staff in private?	18% 38%
<b>FIRST NIGHT AND INDUCTION</b>		
3.3	Did you feel safe on your first night here?	55% 77%
3.6	Have you had an induction at this prison?	79% 88%
	<i>For those who have had an induction:</i>	
	Did your induction cover everything you needed to know about this prison?	47% 50%
<b>ON THE WING</b>		
4.2	Is your cell call bell normally answered within 5 minutes?	35% 27%
4.3	On the wing or houseblock you are currently living on:	
	Do you normally have enough clean clothing that fits you?	63% 59%
	Can you have access to a shower every day?	84% 96%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:	
	During the day?	58% 43%
	At night?	53% 63%
4.6	Have you been on an ACCT in this prison?	32% 33%
	<i>For those who have been on an ACCT:</i>	
	Did you feel cared for by staff?	33% 30%
<b>FOOD AND CANTEEN</b>		
5.1	Is the quality of the food in this prison very/quite good?	25% 22%
5.2	Do you get enough to eat at mealtimes always/most of the time?	15% 15%
5.3	Does the shop/canteen sell the things that you need?	40% 64%
<b>RELATIONSHIPS WITH STAFF</b>		
6.1	Do most staff here treat you with respect?	60% 72%

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\* less than 1% probability that the difference is due to chance

		Foreign national	UK / British national
Number of completed questionnaires returned		20	141

6.2	Are there any staff here you could turn to if you had a problem?	70%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	25%	31%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	45%	37%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	35%	26%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	33%	39%

#### FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	50%	65%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	76%	90%
7.5	Are your religious beliefs respected here?	59%	75%

#### CONTACT WITH FAMILY AND FRIENDS

8.3	Are your visitors usually treated respectfully by staff all/most of the time?	64%	64%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	28%	28%
8.7	Are you able to use a phone every day (if you have credit)?	88%	89%

#### TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	39%	41%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	50%	59%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	65%	55%
	Go to the gym or play sports	6%	5%
9.6	Does the library have a wide enough range of materials to meet your needs?	25%	43%

#### APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

10.1	Is it easy for you to make an application?	30%	64%
	<i>For those who have made an application are they usually dealt with:</i>		

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\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Foreign national	UK / British national
20	141

10.2	Fairly?	62%	48%
10.3	Is it easy for you to make a complaint?	28%	48%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	60%	21%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	20%	38%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	38%	66%
	Your outside medical appointments	40%	47%
	Your agreed social care package	20%	49%
11.2	Is it very/quite easy to see?:		
	Doctor	44%	21%
	Nurse	47%	43%
	Dentist	20%	7%
	Pharmacist	67%	35%
	Mental health worker	60%	25%
	Substance misuse worker	33%	29%
11.4	Do you think the overall quality of the health services here is very/quite good?	50%	40%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	44%	32%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	20%	47%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	33%	18%
12.3	Do you have any mental health problems?	35%	63%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	57%	26%
12.5	Has your mental health got better since arriving at this prison?	12%	9%

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\* less than 1% probability that the difference is due to chance

	Foreign national	UK / British national
Number of completed questionnaires returned	20	141

ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	10%	22%
SAFETY			
14.1	Have you ever felt unsafe here?	65%	46%
14.2	Do you feel unsafe now?	15%	20%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	29%	31%
	Staff?	39%	34%
14.4	Have you been bullied/victimised in this prison by other prisoners?	35%	29%
	Have you been bullied/victimised in this prison by staff?	45%	41%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	6%	19%
	Deal with bad behaviour fairly?	13%	20%
	<i>For those who know that there are opportunities and rewards:</i>		
15.3	Do the opportunities and rewards motivate you to behave well?		85%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	35%	15%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	32%	23%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	20%	18%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	80%	46%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	21%	34%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	40%	30%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	20%	23%

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\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Foreign national	UK / British national
20	141

	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	100%	86%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	100%	67%
<b>RETURNING TO THE COMMUNITY</b>			
	<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	25%	46%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	61%	49%

## HMP Hewell 2025

### Comparison of survey responses between sub-populations of prisoners

In this table responses of Muslim prisoners are compared with those of non-Muslim prisoners.  
Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance\*, as follows:

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\* less than 1% probability that the difference is due to chance

	Muslim	Non-Muslim
<b>Number of completed questionnaires returned</b>	<b>28</b>	<b>140</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	29%	7%
	Are you 50 years of age or older?	4%	15%
1.3	Are you from an ethnic group other than white?	93%	19%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	0%	4%
7.3	Are you Muslim?		
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	26%	48%
12.3	Do you have any mental health problems?	38%	63%
19.2	Are you a foreign national?	30%	8%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	15%	25%
19.5	Is your gender female, non-binary or other?	0%	2%
19.6	Do you identify as transgender or trans?	0%	4%
19.7	Are you homosexual, bisexual or other sexual orientation?	4%	8%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	68%	80%
2.3	Overall, were you treated very/quite well in reception?	74%	78%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	68%	64%
	Feeling suicidal	16%	22%
	Needing protection from other prisoners	21%	18%

Shading is used to indicate statistical significance\*, as follows:

	Green shading shows results that are significantly more positive than the comparator
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\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Muslim	Non-Muslim
28	140

	For those who had the following problems, did staff help you with?:		
	Feeling depressed	47%	30%
	Feeling suicidal	0%	30%
	Needing protection from other prisoners	25%	47%
2.5	Were you able to talk to a member of staff in private?	15%	36%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	56%	77%
3.6	Have you had an induction at this prison?	78%	90%
	For those who have had an induction:		
	Did your induction cover everything you needed to know about this prison?	48%	51%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	33%	25%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	74%	56%
	Can you have access to a shower every day?	85%	94%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	56%	44%
	At night?	67%	62%
4.6	Have you been on an ACCT in this prison?	21%	35%
	For those who have been on an ACCT:		
	Did you feel cared for by staff?	0%	33%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	19%	23%
5.2	Do you get enough to eat at mealtimes always/most of the time?	15%	16%
5.3	Does the shop/canteen sell the things that you need?	41%	66%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	57%	71%

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Number of completed questionnaires returned

Muslim	Non-Muslim
28	140

6.2	Are there any staff here you could turn to if you had a problem?	64%	75%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	18%	33%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	43%	36%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	21%	28%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	15%	40%

#### FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	70%	62%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	93%	86%
7.5	Are your religious beliefs respected here?	82%	70%

#### CONTACT WITH FAMILY AND FRIENDS

8.3	Are your visitors usually treated respectfully by staff all/most of the time?	73%	61%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	27%	29%
8.7	Are you able to use a phone every day (if you have credit)?	96%	88%

#### TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	54%	40%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	64%	58%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	46%	59%
	Go to the gym or play sports	0%	5%
9.6	Does the library have a wide enough range of materials to meet your needs?	33%	43%

#### APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

10.1	Is it easy for you to make an application?	59%	58%
	<i>For those who have made an application are they usually dealt with:</i>		

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\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Muslim	Non-Muslim
28	140

10.2	Fairly?	45%	51%
10.3	Is it easy for you to make a complaint?	37%	48%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	40%	18%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	29%	38%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	65%	61%
	Your outside medical appointments	50%	44%
	Your agreed social care package	44%	46%
11.2	Is it very/quite easy to see?:		
	Doctor	31%	21%
	Nurse	46%	43%
	Dentist	12%	7%
	Pharmacist	42%	37%
	Mental health worker	38%	26%
	Substance misuse worker	35%	29%
11.4	Do you think the overall quality of the health services here is very/quite good?	42%	41%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	32%	32%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	26%	48%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	50%	19%
12.3	Do you have any mental health problems?	38%	63%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	20%	30%
12.5	Has your mental health got better since arriving at this prison?	8%	9%

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Number of completed questionnaires returned

d	<b>Muslim</b>	<b>28</b>
	<b>Non-Muslim</b>	<b>140</b>

<b>ALCOHOL AND DRUGS</b>			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	7%	23%
<b>SAFETY</b>			
14.1	Have you ever felt unsafe here?	54%	47%
14.2	Do you feel unsafe now?	26%	18%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	36%	31%
	Staff?	36%	35%
14.4	Have you been bullied/victimised in this prison by other prisoners?	26%	31%
	Have you been bullied/victimised in this prison by staff?	48%	41%
<b>BEHAVIOUR MANAGEMENT</b>			
15.1	Does this prison:		
	Reward good behaviour fairly?	12%	18%
	Deal with bad behaviour fairly?	21%	20%
	<i>For those who know that there are opportunities and rewards:</i>		
15.3	Do the opportunities and rewards motivate you to behave well?	100%	83%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	24%	17%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	35%	21%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	20%	17%
<b>EDUCATION, SKILLS AND WORK</b>			
16.1	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	59%	52%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	20%	34%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	41%	31%
<b>SENTENCE PLAN</b>			
17.1	Do you have a sentence plan?	13%	25%

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*\* less than 1% probability that the difference is due to chance*

**Number of completed questionnaires returned**

Muslim	Non-Muslim
28	140

	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	0%	93%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?		69%
<b>RETURNING TO THE COMMUNITY</b>			
	<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	44%	44%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	50%	50%

## HMP Hewell 2025

### Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who reported that they had a disability are compared with those who did not.  
Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance\*, as follows:

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	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

	Have a disability	Do not have a disability
<b>Number of completed questionnaires returned</b>	<b>72</b>	<b>91</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	6%	13%
	Are you 50 years of age or older?	15%	11%
1.3	Are you from an ethnic group other than white?	13%	44%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	6%	1%
7.3	Are you Muslim?	10%	22%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?		
12.3	Do you have any mental health problems?	91%	33%
19.2	Are you a foreign national?	6%	18%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	31%	18%
19.5	Is your gender female, non-binary or other?	1%	1%
19.6	Do you identify as transgender or trans?	5%	2%
19.7	Are you homosexual, bisexual or other sexual orientation?	6%	8%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	82%	74%
2.3	Overall, were you treated very/quite well in reception?	79%	77%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	76%	56%
	Feeling suicidal	33%	13%
	Needing protection from other prisoners	23%	15%

Shading is used to indicate statistical significance\*, as follows:

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	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

Have a disability	Do not have a disability
72	91

	For those who had the following problems, did staff help you with?:		
	Feeling depressed	33%	38%
	Feeling suicidal	39%	13%
	Needing protection from other prisoners	55%	30%
2.5	Were you able to talk to a member of staff in private?	40%	29%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	69%	79%
3.6	Have you had an induction at this prison?	90%	85%
	For those who have had an induction:		
	Did your induction cover everything you needed to know about this prison?	50%	49%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	25%	30%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	56%	63%
	Can you have access to a shower every day?	92%	97%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	34%	55%
	At night?	51%	70%
4.6	Have you been on an ACCT in this prison?	42%	26%
	For those who have been on an ACCT:		
	Did you feel cared for by staff?	32%	27%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	16%	28%
5.2	Do you get enough to eat at mealtimes always/most of the time?	17%	14%
5.3	Does the shop/canteen sell the things that you need?	61%	61%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	70%	70%

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\* less than 1% probability that the difference is due to chance

		Have a disability	Do not have a disability
Number of completed questionnaires returned		72	91

6.2	Are there any staff here you could turn to if you had a problem?	76%	74%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	30%	32%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	37%	40%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	24%	31%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	47%	29%

#### FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	66%	62%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	89%	87%
7.5	Are your religious beliefs respected here?	73%	72%

#### CONTACT WITH FAMILY AND FRIENDS

8.3	Are your visitors usually treated respectfully by staff all/ most of the time?	61%	69%
8.5	Have staff here encouraged you to keep in touch with your family/friends?	26%	31%
8.7	Are you able to use a phone every day (if you have credit)?	90%	88%

#### TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	37%	44%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	58%	57%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	54%	60%
	Go to the gym or play sports	5%	5%
9.6	Does the library have a wide enough range of materials to meet your needs?	50%	36%

#### APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

10.1	Is it easy for you to make an application?	61%	58%
	<i>For those who have made an application are they usually dealt with:</i>		

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\* less than 1% probability that the difference is due to chance

	Have a disability	Do not have a disability
Number of completed questionnaires returned	72	91

10.2	Fairly?	44%	57%
10.3	Is it easy for you to make a complaint?	46%	46%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	19%	30%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	48%	22%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison, have you experienced any delays accessing?:		
	Your medication	72%	52%
	Your outside medical appointments	55%	37%
	Your agreed social care package	52%	42%
11.2	Is it very/quite easy to see?:		
	Doctor	20%	26%
	Nurse	37%	48%
	Dentist	7%	8%
	Pharmacist	41%	36%
	Mental health worker	24%	31%
	Substance misuse worker	26%	32%
11.4	Do you think the overall quality of the health services here is very/quite good?	38%	45%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	27%	38%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?		
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	22%	
12.3	Do you have any mental health problems?	91%	33%
	<i>For those who have needed help with their mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	27%	31%
12.5	Has your mental health got better since arriving at this prison?	8%	10%

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	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

	Have a disability	Do not have a disability
Number of completed questionnaires returned	72	91

ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	21%	19%
SAFETY			
14.1	Have you ever felt unsafe here?	54%	42%
14.2	Do you feel unsafe now?	24%	16%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	35%	29%
	Staff?	33%	37%
14.4	Have you been bullied/victimised in this prison by other prisoners?	39%	22%
	Have you been bullied/victimised in this prison by staff?	44%	38%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	15%	20%
	Deal with bad behaviour fairly?	21%	19%
	<i>For those who know that there are opportunities and rewards:</i>		
15.3	Do the opportunities and rewards motivate you to behave well?	83%	87%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	15%	21%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	28%	20%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	21%	16%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	52%	54%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	55%	13%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	28%	37%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	20%	26%

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*\* less than 1% probability that the difference is due to chance*

	Have a disability	Do not have a disability
Number of completed questionnaires returned	72	91

	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	100%	80%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	80%	63%
<b>RETURNING TO THE COMMUNITY</b>			
	<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	59%	36%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	46%	55%

## HMP Hewell 2025

### Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who reported that they had mental health problems are compared with those who did not.  
Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance\*, as follows:

	Green shading shows results that are significantly more positive than the comparator
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\* less than 1% probability that the difference is due to chance

	Have mental health problems	Do not have mental health problems
<b>Number of completed questionnaires returned</b>	<b>93</b>	<b>66</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	8%	14%
	Are you 50 years of age or older?	12%	14%
1.3	Are you from an ethnic group other than white?	19%	46%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	2%	5%
7.3	Are you Muslim?	11%	25%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	69%	9%
12.3	Do you have any mental health problems?		
19.2	Are you a foreign national?	8%	21%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?	28%	14%
19.5	Is your gender female, non-binary or other?	1%	2%
19.6	Do you identify as transgender or trans?	2%	5%
19.7	Are you homosexual, bisexual or other sexual orientation?	4%	11%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	80%	75%
2.3	Overall, were you treated very/quite well in reception?	76%	80%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	75%	52%
	Feeling suicidal	29%	11%
	Needing protection from other prisoners	21%	17%

Shading is used to indicate statistical significance\*, as follows:

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	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

	Have mental health problems	Do not have mental health problems
Number of completed questionnaires returned	93	66

	For those who had the following problems, did staff help you with?:		
	Feeling depressed	35%	38%
	Feeling suicidal	40%	0%
	Needing protection from other prisoners	46%	38%
2.5	Were you able to talk to a member of staff in private?	35%	36%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	71%	78%
3.6	Have you had an induction at this prison?	88%	85%
	For those who have had an induction:		
	Did your induction cover everything you needed to know about this prison?	49%	51%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	23%	35%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	57%	64%
	Can you have access to a shower every day?	93%	95%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	37%	58%
	At night?	52%	78%
4.6	Have you been on an ACCT in this prison?	39%	24%
	For those who have been on an ACCT:		
	Did you feel cared for by staff?	29%	36%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	16%	31%
5.2	Do you get enough to eat at mealtimes always/most of the time?	14%	19%
5.3	Does the shop/canteen sell the things that you need?	67%	54%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	71%	70%

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\* less than 1% probability that the difference is due to chance

		Have mental health problems	Do not have mental health problems
	Number of completed questionnaires returned	93	66

6.2	Are there any staff here you could turn to if you had a problem?	77%	69%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	33%	29%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	38%	38%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	26%	29%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	41%	32%

#### FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	61%	65%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	89%	84%
7.5	Are your religious beliefs respected here?	76%	70%

#### CONTACT WITH FAMILY AND FRIENDS

8.3	Are your visitors usually treated respectfully by staff all/most of the time?	65%	66%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	26%	33%
8.7	Are you able to use a phone every day (if you have credit)?	90%	88%

#### TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	39%	44%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	60%	57%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	56%	60%
	Go to the gym or play sports	4%	3%
9.6	Does the library have a wide enough range of materials to meet your needs?	45%	40%

#### APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

10.1	Is it easy for you to make an application?	60%	57%
	<i>For those who have made an application are they usually dealt with:</i>		

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\* less than 1% probability that the difference is due to chance

	Have mental health problems	Do not have mental health problems
Number of completed questionnaires returned	93	66

10.2	Fairly?	45%	60%
10.3	Is it easy for you to make a complaint?	43%	48%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	18%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	45%	13%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	69%	49%
	Your outside medical appointments	51%	37%
	Your agreed social care package	48%	44%
11.2	Is it very/quite easy to see?:		
	Doctor	24%	23%
	Nurse	45%	42%
	Dentist	8%	8%
	Pharmacist	44%	33%
	Mental health worker	26%	34%
	Substance misuse worker	28%	32%
11.4	Do you think the overall quality of the health services here is very/quite good?	39%	48%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	27%	41%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	69%	9%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	19%	50%
12.3	Do you have any mental health problems?		
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	29%	
12.5	Has your mental health got better since arriving at this prison?	11%	5%

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	Grey shading indicates that we have no valid data for this question

\* less than 1% probability that the difference is due to chance

	Have mental health problems	Do not have mental health problems
Number of completed questionnaires returned	93	66

ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	21%	17%
SAFETY			
14.1	Have you ever felt unsafe here?	56%	36%
14.2	Do you feel unsafe now?	24%	14%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	35%	27%
	Staff?	35%	36%
14.4	Have you been bullied/victimised in this prison by other prisoners?	40%	17%
	Have you been bullied/victimised in this prison by staff?	51%	28%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	16%	21%
	Deal with bad behaviour fairly?	20%	20%
	<i>For those who know that there are opportunities and rewards:</i>		
15.3	Do the opportunities and rewards motivate you to behave well?	87%	82%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	13%	27%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	26%	22%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	19%	18%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	49%	60%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	43%	16%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	28%	40%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	16%	30%

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\* less than 1% probability that the difference is due to chance

	Have mental health problems	Do not have mental health problems
Number of completed questionnaires returned	93	66

	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	100%	71%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	67%	80%
<b>RETURNING TO THE COMMUNITY</b>			
	<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	53%	28%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	45%	62%

## HMP Hewell 2025

### Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who have been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while under 18 years old) are compared with those who have not.  
Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance\*, as follows:

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\* less than 1% probability that the difference is due to chance

	Been in local authority care	Not been in local authority care
<b>Number of completed questionnaires returned</b>	<b>38</b>	<b>124</b>

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	16%	9%
	Are you 50 years of age or older?	8%	13%
1.3	Are you from an ethnic group other than white?	24%	33%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	0%	3%
7.3	Are you Muslim?	11%	19%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	58%	39%
12.3	Do you have any mental health problems?	74%	55%
19.2	Are you a foreign national?	5%	15%
19.3	Have you ever been in local authority care (e.g. lived with foster parents or in a children's home, or had a social worker, while you were under 18 years old)?		
19.5	Is your gender female, non-binary or other?	3%	1%
19.6	Do you identify as transgender or trans?	5%	3%
19.7	Are you homosexual, bisexual or other sexual orientation?	11%	6%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	64%	82%
2.3	Overall, were you treated very/quite well in reception?	68%	80%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	78%	61%
	Feeling suicidal	20%	22%
	Needing protection from other prisoners	21%	18%

Shading is used to indicate statistical significance\*, as follows:

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\* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

Been in local authority care	Not been in local authority care
38	124

	For those who had the following problems, did staff help you with?:		
	Feeling depressed	24%	40%
	Feeling suicidal	20%	33%
	Needing protection from other prisoners	20%	50%
2.5	Were you able to talk to a member of staff in private?	29%	37%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	70%	75%
3.6	Have you had an induction at this prison?	83%	88%
	For those who have had an induction:		
	Did your induction cover everything you needed to know about this prison?	43%	50%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	24%	28%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	65%	57%
	Can you have access to a shower every day?	100%	93%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	36%	48%
	At night?	56%	64%
4.6	Have you been on an ACCT in this prison?	35%	32%
	For those who have been on an ACCT:		
	Did you feel cared for by staff?	8%	38%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	22%	22%
5.2	Do you get enough to eat at mealtimes always/most of the time?	18%	14%
5.3	Does the shop/canteen sell the things that you need?	58%	62%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	71%	70%

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6.2	Are there any staff here you could turn to if you had a problem?	76%	74%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	34%	29%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	39%	37%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	29%	27%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	44%	37%

#### FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	61%	63%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	93%	86%
7.5	Are your religious beliefs respected here?	64%	75%

#### CONTACT WITH FAMILY AND FRIENDS

8.3	Are your visitors usually treated respectfully by staff all/most of the time?	65%	64%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	27%	28%
8.7	Are you able to use a phone every day (if you have credit)?	84%	91%

#### TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	32%	43%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	0%	0%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	46%	61%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	50%	58%
	Go to the gym or play sports	3%	5%
9.6	Does the library have a wide enough range of materials to meet your needs?	48%	39%

#### APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

10.1	Is it easy for you to make an application?	58%	59%
	<i>For those who have made an application are they usually dealt with:</i>		

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38	124

10.2	Fairly?	39%	53%
10.3	Is it easy for you to make a complaint?	39%	48%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	11%	28%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	50%	31%
<b>HEALTH CARE</b>			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	80%	57%
	Your outside medical appointments	48%	46%
	Your agreed social care package	58%	45%
11.2	Is it very/quite easy to see?:		
	Doctor	20%	24%
	Nurse	34%	46%
	Dentist	6%	9%
	Pharmacist	28%	41%
	Mental health worker	22%	30%
	Substance misuse worker	31%	29%
11.4	Do you think the overall quality of the health services here is very/quite good?	32%	43%
11.6	Are you able to lead a healthy lifestyle here (in relation to your physical, mental, dietary needs, emotional and social well-being) always/most of the time?	27%	34%
<b>OTHER SUPPORT NEEDS</b>			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	58%	39%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	19%	19%
12.3	Do you have any mental health problems?	74%	55%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	24%	30%
12.5	Has your mental health got better since arriving at this prison?	8%	9%

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ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	42%	13%
SAFETY			
14.1	Have you ever felt unsafe here?	47%	48%
14.2	Do you feel unsafe now?	22%	19%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	32%	31%
	Staff?	29%	36%
14.4	Have you been bullied/victimised in this prison by other prisoners?	29%	30%
	Have you been bullied/victimised in this prison by staff?	45%	40%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	17%	17%
	Deal with bad behaviour fairly?	24%	18%
	<i>For those who know that there are opportunities and rewards:</i>		
15.3	Do the opportunities and rewards motivate you to behave well?	75%	86%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	16%	18%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	27%	23%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	14%	19%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	36%	58%
16.2	Do you have any learning difficulties (dyslexia or any other conditions that affect on your learning)?	49%	28%
16.5	Has the prison allocated you to the education, training or work that will help you when you are released?	26%	33%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	12%	26%

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	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	100%	85%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	50%	73%
<b>RETURNING TO THE COMMUNITY</b>			
	<i>For those who expect to be released in the next 3 months:</i>		
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	18%	51%
<b>FINAL QUESTIONS ABOUT THIS PRISON</b>			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	41%	53%