

HMP Feltham B 2025 Survey Results

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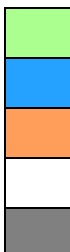
Feltham B 2025

Survey responses compared with those from other HMIP surveys of category C training prisons

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

- Summary statistics from surveys of category C training prisons conducted since the introduction of the new questionnaire in November 2023 (19 prisons). Please note that this does not include all category C training prisons.

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Number of completed questionnaires returned	158
	3,258

n=number of valid responses to question (Feltham B 2025)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION				
1.2	Are you under 21 years of age?	<i>n=157</i>	15%	4%
	Are you under 25 years of age?	<i>n=157</i>	45%	13%
	Are you 50 years of age or older?	<i>n=157</i>	5%	18%
	Are you 70 years of age or older?	<i>n=157</i>	1%	2%
1.3	Are you from an ethnic group other than white?	<i>n=157</i>	71%	25%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	<i>n=157</i>	4%	3%
1.4	Have you been in this prison for less than 6 months?	<i>n=158</i>	39%	33%
1.5	Are you currently serving a sentence?	<i>n=155</i>	99%	99%
	Are you on recall?	<i>n=155</i>	15%	22%
1.6	Is your sentence less than 12 months?	<i>n=155</i>	17%	10%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=155</i>	1%	5%
7.3	Are you Muslim?	<i>n=151</i>	37%	14%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?	<i>n=145</i>	47%	48%
12.3	Do you have any mental health problems?	<i>n=145</i>	63%	60%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	<i>n=144</i>	50%	42%
19.1	Do you have children under the age of 18?	<i>n=142</i>	35%	47%

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19.2	Are you a foreign national?	<i>n</i> =141	4%	5%
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</i> =142	38%	27%
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	<i>n</i> =142	1%	5%
19.5	Is your gender female, non-binary or other?	<i>n</i> =142	0%	2%
19.6	Do you identify as transgender or trans?	<i>n</i> =139	1%	2%
19.7	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =142	1%	5%
ARRIVAL AND RECEPTION				
2.1	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =156	53%	41%
2.2	Were you searched in reception?	<i>n</i> =156	98%	94%
	<i>For those who were searched:</i>			
	Was this done in a respectful way?	<i>n</i> =153	79%	82%
2.3	Overall, were you treated very/quite well in reception?	<i>n</i> =157	82%	83%
2.4	When you first arrived, did you have problems with?			
	Feeling depressed	<i>n</i> =146	42%	41%
	Feeling suicidal	<i>n</i> =114	11%	15%
	Needing protection from other prisoners	<i>n</i> =120	16%	12%
	<i>For those who had the following problems, did staff help you with?</i>			
	Feeling depressed	<i>n</i> =62	31%	31%
	Feeling suicidal	<i>n</i> =12	25%	29%
	Needing protection from other prisoners	<i>n</i> =19	21%	32%
	<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</i> =95	61%	48%
2.6	Did you see someone from health care in reception?	<i>n</i> =157	86%	85%

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FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night here, were you offered?		
	Nicotine replacement (including vapes)	<i>n=155</i>	84% 79%
	Toiletries	<i>n=152</i>	73% 63%
	A shower	<i>n=151</i>	62% 51%
	A free phone call	<i>n=153</i>	73% 47%
	Something to eat	<i>n=154</i>	90% 83%
	The chance to talk to a Listener or Samaritans	<i>n=153</i>	25% 31%
	Support from another prisoner (e.g. Insider or prisoner rep)	<i>n=153</i>	27% 34%
3.2	On your first night in this prison, was your cell very/quite clean?	<i>n=157</i>	62% 43%
3.3	Did you feel safe on your first night here?	<i>n=156</i>	76% 78%
3.4	Did you have numbers put on your PIN phone within 24 hours?	<i>n=155</i>	35% 41%
3.5	In your first few days here, did you get?		
	Items from the prison shop/ canteen	<i>n=154</i>	64% 59%
	Access to clean clothing that fitted you	<i>n=151</i>	58% 49%
	PIN phone credit	<i>n=155</i>	59% 63%
	Your personal property	<i>n=154</i>	67% 76%
3.6	Have you had an induction at this prison?	<i>n=155</i>	88% 91%
	For those who have had an induction:		
	Did your induction cover everything you needed to know about this prison?	<i>n=137</i>	53% 58%
ON THE WING			
4.1	Are you in a cell on your own?	<i>n=156</i>	44% 68%

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4.2	Is your cell call bell normally answered within 5 minutes?	<i>n=156</i>	37%	29%
4.3	On the wing or houseblock you are currently living on:			
	Do you normally have enough clean clothing that fits you?	<i>n=154</i>	58%	67%
	Can you have a shower every day if you want one?	<i>n=155</i>	47%	90%
	Can you get clean bedding every week if you want it?	<i>n=154</i>	35%	58%
	Can you get cell cleaning materials every week if you want them?	<i>n=155</i>	70%	64%
	Can you get your stored property promptly, if you need it?	<i>n=155</i>	26%	20%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:			
	During the day?	<i>n=151</i>	49%	58%
	At night?	<i>n=149</i>	77%	74%
4.5	Normally, are these communal areas of your wing or houseblock very/quite clean?			
	Landings and stairs	<i>n=155</i>	82%	73%
	Association areas	<i>n=153</i>	80%	74%
	Servery	<i>n=151</i>	75%	81%
	Showers	<i>n=148</i>	32%	64%
	Exercise yard	<i>n=153</i>	80%	75%
4.6	Have you been on an ACCT in this prison?	<i>n=152</i>	28%	31%
	For those who have been on an ACCT:			
	Did you feel cared for by staff?	<i>n=42</i>	29%	34%
4.7	Is it very/quite easy for you to speak to a Listener if you need to?	<i>n=155</i>	23%	38%
FOOD AND CANTEEN				
5.1	Is the quality of the food in this prison very/quite good?	<i>n=154</i>	39%	35%

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5.2	Do you get enough to eat at mealtimes always/most of the time?	<i>n=156</i>	38%	31%
5.3	Does the shop/canteen sell the things that you need?	<i>n=153</i>	56%	60%
5.4	Can you use catalogues/other providers to buy the things you need?	<i>n=154</i>	40%	69%
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	<i>n=152</i>	61%	71%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n=151</i>	61%	71%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n=154</i>	38%	38%
6.4	Do you have a named officer (key worker)?	<i>n=150</i>	79%	75%
	<i>For those who have a named officer (key worker):</i>			
	Is your named officer (key worker) very/quite helpful?	<i>n=118</i>	58%	59%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	<i>n=151</i>	57%	47%
	If so, do things sometimes change?	<i>n=86</i>	40%	36%
6.6	If you want to, can you talk to managers, governors or directors in this prison?	<i>n=151</i>	30%	30%
6.7	Have you shared a problem with a manager, governor or director?	<i>n=153</i>	63%	58%
	<i>For those who have shared a problem with a manager, governor or director:</i>			
	Did they try to help you?	<i>n=96</i>	39%	38%
FAITH				
7.1	Have you spoken to the Chaplaincy team in this prison?	<i>n=152</i>	87%	69%
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	<i>n=153</i>	73%	63%
7.3	Do you have a religion?	<i>n=151</i>	82%	68%
	<i>For those who have a religion:</i>			
7.4	Are you able to attend religious services, if you want to?	<i>n=122</i>	93%	85%
7.5	Are your religious beliefs respected here?	<i>n=120</i>	74%	67%

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CONTACT WITH FAMILY AND FRIENDS				
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>	34%	34%
	Using video calling?	<i>n=74</i>	15%	15%
8.2	Do visits usually start and finish on time?	<i>n=131</i>	48%	36%
8.3	Are your visitors usually treated respectfully by staff all/ most of the time?	<i>n=100</i>	66%	68%
8.4	Is it very/quite easy for your family and friends to get here?	<i>n=126</i>	37%	36%
8.5	Have staff here encouraged you to keep in touch with your family/friends?	<i>n=152</i>	29%	35%
8.6	Have you had any problems with sending or receiving?			
	Emails	<i>n=142</i>	29%	40%
	Letters	<i>n=142</i>	27%	46%
	Parcels	<i>n=143</i>	44%	44%
8.7	Are you able to use a phone every day (if you have credit)?	<i>n=149</i>	84%	94%
TIME OUT OF CELL				
9.1	Do you know what the unlock and lock-up times are supposed to be here?			
		<i>n=147</i>	91%	91%
	For those who know what the unlock and lock-up times are supposed to be:			
	Are these times usually kept to?	<i>n=134</i>	45%	52%
9.2	Do you usually spend less than 2 hours out of your cell each day on Monday - Fridays?	<i>n=150</i>	28%	25%
	Do you usually spend 10 hours or more out of your cell each day on Monday - Fridays?	<i>n=150</i>	5%	8%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	<i>n=135</i>	68%	30%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	<i>n=135</i>	1%	4%
9.3	How many times in a normal week can you complete domestic tasks?			

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	Once or more	<i>n</i> =146	77%	86%
	Three times or more	<i>n</i> =146	36%	59%
	More than five times	<i>n</i> =146	18%	39%
	How many times in a normal week can you get association?			
	Once or more	<i>n</i> =147	92%	95%
	Three times or more	<i>n</i> =147	78%	78%
	More than five times	<i>n</i> =147	39%	56%
	How many times in a normal week can you get exercise outside?			
	Once or more	<i>n</i> =147	94%	94%
	Three times or more	<i>n</i> =147	80%	78%
	More than five times	<i>n</i> =147	65%	59%
	How many times in a normal week can you go to the gym or play sports?			
	Once or more	<i>n</i> =144	82%	83%
	Three times or more	<i>n</i> =144	39%	41%
	More than five times	<i>n</i> =144	10%	14%
9.4	At the weekend, are you able to?			
	Complete domestic tasks	<i>n</i> =140	53%	77%
	Get association	<i>n</i> =141	68%	92%
	Exercise outside	<i>n</i> =144	90%	90%
	Go to the gym or play sports	<i>n</i> =146	67%	62%
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</i> =147	54%	54%
	Are you able to borrow library materials kept on the wing once a week or more?	<i>n</i> =140	55%	45%

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	Are you able to get things from the library delivered to the wing once a week or more?	<i>n=142</i>	61%	31%
9.6	Does the library have a wide enough range of materials to meet your needs?	<i>n=122</i>	54%	57%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	<i>n=149</i>	66%	68%
	<i>For those who have made an application are they usually dealt with:</i>			
10.2	Fairly?	<i>n=118</i>	56%	51%
	Within 7 days?	<i>n=110</i>	46%	37%
10.3	Is it easy for you to make a complaint?	<i>n=148</i>	64%	61%
	<i>For those who have made a complaint are they usually dealt with:</i>			
10.4	Fairly?	<i>n=91</i>	37%	31%
	Within 7 days?	<i>n=87</i>	26%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n=113</i>	45%	34%
10.6	Do you know how to contact the following organisations?			
	The Independent Prisoner Complaint Investigations	<i>n=143</i>	33%	41%
	The Independent Monitoring Board	<i>n=140</i>	51%	56%
	<i>For those who need it, is it easy to?</i>			
10.7	Communicate with your solicitor or legal representative	<i>n=128</i>	44%	47%
	Attend legal visits	<i>n=124</i>	42%	44%
10.8	Have staff opened letters from your solicitor or legal representative when you were not present?	<i>n=143</i>	55%	59%
	<i>For those who have had legal letters opened when they were not present:</i>			
	Did staff tell you why?	<i>n=78</i>	28%	29%
HEALTH CARE				
11.1	Since arriving in this prison, have you experienced any delays accessing?			
	Your medication	<i>n=118</i>	58%	67%

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	Your outside medical appointments	<i>n</i> =101	49%	53%
	Your agreed social care package	<i>n</i> =81	35%	50%
11.2	Is it very/quite easy to see?			
	Doctor	<i>n</i> =146	51%	26%
	Nurse	<i>n</i> =145	61%	44%
	Dentist	<i>n</i> =144	15%	18%
	Pharmacist	<i>n</i> =141	46%	35%
	Mental health worker	<i>n</i> =145	39%	28%
	Substance misuse worker	<i>n</i> =142	35%	34%
11.3	Do you think the quality of the health service is very/quite good from?			
	Doctor	<i>n</i> =145	63%	41%
	Nurse	<i>n</i> =145	60%	50%
	Dentist	<i>n</i> =142	33%	34%
	Pharmacist	<i>n</i> =141	50%	39%
	Mental health worker	<i>n</i> =144	47%	31%
	Substance misuse worker	<i>n</i> =144	41%	34%
11.4	Do you think the overall quality of the health services here is very/quite good?	<i>n</i> =142	57%	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?	<i>n</i> =42	33%	31%
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> =144	44%	40%
OTHER SUPPORT NEEDS				
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs)?	<i>n</i> =145	47%	48%
	<i>For those who have a disability:</i>			

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12.2	Are you getting the support you need in this prison?	<i>n</i> =62	27%	32%
12.3	Do you have any mental health problems?	<i>n</i> =145	63%	60%
<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</i> =88	51%	38%
12.5	Has your mental health got better since arriving at this prison?	<i>n</i> =142	15%	14%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	<i>n</i> =144	50%	
<i>For those who are neurodivergent:</i>				
12.7	Are you getting the support you need in this prison?	<i>n</i> =67	33%	
ALCOHOL AND DRUGS				
13.1	Do you have a drug or alcohol problem?	<i>n</i> =144	28%	25%
<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> =41	95%	88%
<i>For those who have told staff:</i>				
	Have you received help to manage it?	<i>n</i> =39	62%	60%
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	<i>n</i> =144	19%	15%
<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> =27	48%	36%
<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> =14	50%	73%
13.5	In this prison, is it easy/ very easy to get?			
	Illicit drugs	<i>n</i> =142	32%	50%
	Alcohol	<i>n</i> =141	20%	38%
	Medication not prescribed to you	<i>n</i> =142	25%	45%
SAFETY				
14.1	Have you ever felt unsafe here?	<i>n</i> =148	48%	44%

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14.2	Do you feel unsafe now?	<i>n=145</i>	23%	21%
14.3	Would you report it if you were being bullied/ victimised in this prison by:			
	Other prisoners?	<i>n=140</i>	29%	34%
	Staff?	<i>n=142</i>	39%	39%
14.4	Have you been bullied/ victimised in this prison by other prisoners?	<i>n=139</i>	24%	30%
14.5	Have you experienced the following bullying/victimisation by other prisoners:			
	Verbal abuse?	<i>n=139</i>	17%	21%
	Threats or intimidation?	<i>n=139</i>	14%	20%
	Physical assault?	<i>n=139</i>	9%	11%
	Sexual assault?	<i>n=139</i>	3%	2%
	Theft of canteen or property?	<i>n=139</i>	11%	16%
	Other bullying/victimisation?	<i>n=139</i>	9%	13%
14.4	Have you been bullied/ victimised in this prison by staff?	<i>n=141</i>	36%	35%
14.5	Have you experienced the following bullying/victimisation by staff:			
	Verbal abuse?	<i>n=141</i>	27%	24%
	Threats or intimidation?	<i>n=141</i>	23%	18%
	Physical assault?	<i>n=141</i>	11%	8%
	Sexual assault?	<i>n=141</i>	2%	3%
	Theft of canteen or property?	<i>n=141</i>	6%	9%
	Other bullying/victimisation?	<i>n=141</i>	16%	18%
BEHAVIOUR MANAGEMENT				
15.1	Does this prison:			

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	Reward good behaviour fairly?	<i>n=141</i>	23%	21%
	Deal with bad behaviour fairly?	<i>n=143</i>	20%	20%
15.2	Are there opportunities to motivate people in this prison?	<i>n=142</i>	25%	24%
	<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=36</i>	86%	80%
15.4	Do you think the culture within this prison encourages prisoners to behave well?	<i>n=144</i>	19%	21%
15.5	Have you been restrained by staff in this prison in the last 6 months?	<i>n=143</i>	38%	25%
	<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=54</i>	56%	22%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	<i>n=142</i>	36%	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?	<i>n=51</i>	53%	50%
	Could you shower every day?	<i>n=50</i>	26%	65%
	Could you go outside for exercise every day?	<i>n=50</i>	78%	66%
	Could you use the phone every day (if you had credit)?	<i>n=49</i>	69%	63%
EDUCATION, SKILLS AND WORK				
16.1	Have you needed support with reading needs in this prison?	<i>n=145</i>	41%	44%
	<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=59</i>	39%	57%
16.2	In this prison, have you done the following activities?			
	Education	<i>n=141</i>	79%	69%
	Vocational or skills training	<i>n=138</i>	66%	60%
	Prison job	<i>n=137</i>	78%	77%

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	Work outside of the prison	<i>n</i> =134	46%	39%
	<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</i> =112	50%	63%
	Vocational or skills training	<i>n</i> =91	52%	66%
	Prison job	<i>n</i> =107	45%	51%
	Work outside of the prison	<i>n</i> =61	52%	56%
16.3	Has the prison allocated you to the education, training or work that will benefit you when you are released?	<i>n</i> =124	47%	41%
16.4	Do wing staff encourage you to attend education, training or work?	<i>n</i> =126	61%	50%
SENTENCE PLAN				
17.1	Do you have a sentence plan?	<i>n</i> =139	46%	60%
	<i>For those who have a sentence plan:</i>			
17.2	Do you know what your objectives or targets are?	<i>n</i> =64	89%	88%
	<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</i> =55	85%	89%
	Are any staff here supporting you to achieve the objectives or targets?	<i>n</i> =57	44%	48%
	Have you been involved in setting the objectives or targets?	<i>n</i> =55	49%	53%
RETURNING TO THE COMMUNITY				
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =140	37%	24%
	<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</i> =50	36%	38%
18.3	Is anybody helping you to get ready for your release (e.g. Prison or Community Offender Manager)?	<i>n</i> =51	51%	57%
18.4	Do you need help to sort out the following for when you are released?			
	Finding accommodation	<i>n</i> =51	76%	69%

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	Getting employment	<i>n=50</i>	76%	60%
	Sorting out benefits	<i>n=49</i>	88%	78%
	Finances and debt	<i>n=48</i>	63%	53%
	Opening a bank account	<i>n=50</i>	66%	55%
	Getting photo ID?	<i>n=50</i>	68%	61%
18.4	Are you getting help to sort out the following for when you are released, if you need it?			
	Finding accommodation	<i>n=39</i>	41%	41%
	Getting employment	<i>n=38</i>	26%	36%
	Sorting out benefits	<i>n=43</i>	28%	42%
	Finances and debt	<i>n=30</i>	27%	30%
	Opening a bank account	<i>n=33</i>	55%	54%
	Getting photo ID	<i>n=34</i>	44%	41%
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=143</i>	54%	51%

Feltham B 2025

Survey responses compared with those from the previous survey

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

- Summary statistics from Feltham B in 2023.

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

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158	107

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=157</i>	15%	80%
	Are you under 25 years of age?	<i>n=157</i>	45%	
	Are you 50 years of age or older?	<i>n=157</i>	5%	0%
	Are you 70 years of age or older?	<i>n=157</i>	1%	0%
1.3	Are you from an ethnic group other than white?	<i>n=157</i>	71%	63%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	<i>n=157</i>	4%	6%
1.4	Have you been in this prison for less than 6 months?	<i>n=158</i>	39%	36%
1.5	Are you currently serving a sentence?	<i>n=155</i>	99%	100%
	Are you on recall?	<i>n=155</i>	15%	7%
1.6	Is your sentence less than 12 months?	<i>n=155</i>	17%	12%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=155</i>	1%	0%
7.3	Are you Muslim?	<i>n=151</i>	37%	41%
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=145</i>	47%	32%
12.3	Do you have any mental health problems?	<i>n=145</i>	63%	53%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	<i>n=144</i>	50%	

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19.1	Do you have children under the age of 18?	<i>n=142</i>	35%	16%
19.2	Are you a foreign national?	<i>n=141</i>	4%	19%
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=142</i>	38%	46%
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	<i>n=142</i>	1%	2%
19.5	Is your gender female, non-binary or other?	<i>n=142</i>	0%	1%
19.6	Do you identify as transgender or trans?	<i>n=139</i>	1%	3%
19.7	Are you homosexual, bisexual or other sexual orientation?	<i>n=142</i>	1%	3%
ARRIVAL AND RECEPTION				
2.1	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=156</i>	53%	66%
2.2	Were you searched in reception?	<i>n=156</i>	98%	
	<i>For those who were searched:</i>			
	Was this done in a respectful way?	<i>n=153</i>	79%	
2.3	Overall, were you treated very/quite well in reception?	<i>n=157</i>	82%	81%
2.4	When you first arrived, did you have problems with?			
	Feeling depressed	<i>n=146</i>	42%	
	Feeling suicidal	<i>n=114</i>	11%	
	Needing protection from other prisoners	<i>n=120</i>	16%	
	<i>For those who had the following problems, did staff help you with?</i>			
	Feeling depressed	<i>n=62</i>	31%	
	Feeling suicidal	<i>n=12</i>	25%	
	Needing protection from other prisoners	<i>n=19</i>	21%	
	<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=95</i>	61%	

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d	158	Feltham B 2025
	107	Feltham 2023

2.6	Did you see someone from health care in reception?	<i>n</i> =157	86%	
FIRST NIGHT AND INDUCTION				
3.1	Before you were locked up on your first night here, were you offered?			
	Nicotine replacement (including vapes)	<i>n</i> =155	84%	
	Toiletries	<i>n</i> =152	73%	
	A shower	<i>n</i> =151	62%	
	A free phone call	<i>n</i> =153	73%	
	Something to eat	<i>n</i> =154	90%	
	The chance to talk to a Listener or Samaritans	<i>n</i> =153	25%	
	Support from another prisoner (e.g. Insider or prisoner rep)	<i>n</i> =153	27%	
3.2	On your first night in this prison, was your cell very/quite clean?	<i>n</i> =157	62%	66%
3.3	Did you feel safe on your first night here?	<i>n</i> =156	76%	74%
3.4	Did you have numbers put on your PIN phone within 24 hours?	<i>n</i> =155	35%	24%
3.5	In your first few days here, did you get?			
	Items from the prison shop/canteen	<i>n</i> =154	64%	
	Access to clean clothing that fitted you	<i>n</i> =151	58%	
	PIN phone credit	<i>n</i> =155	59%	
	Your personal property	<i>n</i> =154	67%	
3.6	Have you had an induction at this prison?	<i>n</i> =155	88%	100%
	<i>For those who have had an induction:</i>			
	Did your induction cover everything you needed to know about this prison?	<i>n</i> =137	53%	55%
ON THE WING				

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4.1	Are you in a cell on your own?	<i>n=156</i>	44%	51%
4.2	Is your cell call bell normally answered within 5 minutes?	<i>n=156</i>	37%	25%
4.3	On the wing or houseblock you are currently living on:			
	Do you normally have enough clean clothing that fits you?	<i>n=154</i>	58%	
	Can you have a shower every day if you want one?	<i>n=155</i>	47%	78%
	Can you get clean bedding every week if you want it?	<i>n=154</i>	35%	65%
	Can you get cell cleaning materials every week if you want them?	<i>n=155</i>	70%	65%
	Can you get your stored property promptly, if you need it?	<i>n=155</i>	26%	18%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:			
	During the day?	<i>n=151</i>	49%	
	At night?	<i>n=149</i>	77%	
4.5	Normally, are these communal areas of your wing or houseblock very/quite clean?			
	Landings and stairs	<i>n=155</i>	82%	
	Association areas	<i>n=153</i>	80%	
	Servery	<i>n=151</i>	75%	
	Showers	<i>n=148</i>	32%	
	Exercise yard	<i>n=153</i>	80%	
4.6	Have you been on an ACCT in this prison?	<i>n=152</i>	28%	17%
	For those who have been on an ACCT:			
	Did you feel cared for by staff?	<i>n=42</i>	29%	50%
4.7	Is it very/quite easy for you to speak to a Listener if you need to?	<i>n=155</i>	23%	23%
FOOD AND CANTEEN				

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5.1	Is the quality of the food in this prison very/quite good?	<i>n=154</i>	39%	62%
5.2	Do you get enough to eat at mealtimes always/most of the time?	<i>n=156</i>	38%	62%
5.3	Does the shop/canteen sell the things that you need?	<i>n=153</i>	56%	40%
5.4	Can you use catalogues/other providers to buy the things you need?	<i>n=154</i>	40%	
RELATIONSHIPS WITH STAFF				
6.1	Do most staff here treat you with respect?	<i>n=152</i>	61%	72%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n=151</i>	61%	58%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n=154</i>	38%	44%
6.4	Do you have a named officer (key worker)?	<i>n=150</i>	79%	95%
	<i>For those who have a named officer (key worker):</i>			
	Is your named officer (key worker) very/quite helpful?	<i>n=118</i>	58%	68%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	<i>n=151</i>	57%	64%
	If so, do things sometimes change?	<i>n=86</i>	40%	27%
6.6	If you want to, can you talk to managers, governors or directors in this prison?	<i>n=151</i>	30%	27%
6.7	Have you shared a problem with a manager, governor or director?	<i>n=153</i>	63%	65%
	<i>For those who have shared a problem with a manager, governor or director:</i>			
	Did they try to help you?	<i>n=96</i>	39%	33%
FAITH				
7.1	Have you spoken to the Chaplaincy team in this prison?	<i>n=152</i>	87%	
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	<i>n=153</i>	73%	
7.3	Do you have a religion?	<i>n=151</i>	82%	93%
	<i>For those who have a religion:</i>			
7.4	Are you able to attend religious services, if you want to?	<i>n=122</i>	93%	85%

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	107	Feltham 2023

7.5	Are your religious beliefs respected here?	<i>n</i> =120	74%	86%
CONTACT WITH FAMILY AND FRIENDS				
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</i> =122	34%	
	Using video calling?	<i>n</i> =74	15%	
8.2	Do visits usually start and finish on time?	<i>n</i> =131	48%	
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	<i>n</i> =100	66%	
8.4	Is it very/quite easy for your family and friends to get here?	<i>n</i> =126	37%	
8.5	Have staff here encouraged you to keep in touch with your family and friends?	<i>n</i> =152	29%	37%
8.6	Have you had any problems with sending or receiving?			
	Emails	<i>n</i> =142	29%	37%
	Letters	<i>n</i> =142	27%	44%
	Parcels	<i>n</i> =143	44%	57%
8.7	Are you able to use a phone every day (if you have credit)?	<i>n</i> =149	84%	95%
TIME OUT OF CELL				
9.1	Do you know what the unlock and lock-up times are supposed to be here?	<i>n</i> =147	91%	88%
	<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</i> =134	45%	52%
9.2	Do you usually spend less than 2 hours out of your cell each day on Monday - Fridays?	<i>n</i> =150	28%	37%
	Do you usually spend 10 hours or more out of your cell each day on Monday - Fridays?	<i>n</i> =150	5%	2%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	<i>n</i> =135	68%	65%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	<i>n</i> =135	1%	0%

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9.3	How many times in a normal week can you complete domestic tasks?		
	Once or more	<i>n</i> =146	77%
	Three times or more	<i>n</i> =146	36%
	More than five times	<i>n</i> =146	18%
	How many times in a normal week can you get association?		
	Once or more	<i>n</i> =147	92%
	Three times or more	<i>n</i> =147	78%
	More than five times	<i>n</i> =147	39%
	How many times in a normal week can you get exercise outside?		
	Once or more	<i>n</i> =147	94%
	Three times or more	<i>n</i> =147	80%
	More than five times	<i>n</i> =147	65%
	How many times in a normal week can you go to the gym or play sports?		
	Once or more	<i>n</i> =144	82%
	Three times or more	<i>n</i> =144	39%
	More than five times	<i>n</i> =144	10%
9.4	At the weekend, are you able to?		
	Complete domestic tasks	<i>n</i> =140	53%
	Get association	<i>n</i> =141	68%
	Exercise outside	<i>n</i> =144	90%
9.5	Go to the gym or play sports	<i>n</i> =146	67%
	Are you able to visit the library once a week or more?	<i>n</i> =147	54%

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	107	Feltham 2023

11. Number of valid responses to question 9 (Prison 1999)				
	Are you able to borrow library items kept on the wing once a week or more?	<i>n</i> =140	55%	
	Are you able to get things from the library delivered to the wing once a week or more?	<i>n</i> =142	61%	68%
9.6	Does the library have a wide enough range of materials to meet your needs?	<i>n</i> =122	54%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS				
10.1	Is it easy for you to make an application?	<i>n</i> =149	66%	57%
	<i>For those who have made an application are they usually dealt with:</i>			
10.2	Fairly?	<i>n</i> =118	56%	51%
	Within 7 days?	<i>n</i> =110	46%	34%
10.3	Is it easy for you to make a complaint?	<i>n</i> =148	64%	56%
	<i>For those who have made a complaint are they usually dealt with:</i>			
10.4	Fairly?	<i>n</i> =91	37%	33%
	Within 7 days?	<i>n</i> =87	26%	25%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	<i>n</i> =113	45%	40%
10.6	Do you know how to contact the following organisations?			
	Independent Prisoner Complaint Investigations	<i>n</i> =143	33%	
	Independent Monitoring Board (IMB)	<i>n</i> =140	51%	
	<i>For those who need it, is it easy to?</i>			
10.7	Communicate with your solicitor or legal representative	<i>n</i> =128	44%	50%
	Attend legal visits	<i>n</i> =124	42%	53%
10.8	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n</i> =143	55%	
	<i>For those who have had legal letters opened when they were not present:</i>			
	Were you told why?	<i>n</i> =78	28%	
HEALTH CARE				

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11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	<i>n=118</i>	58%
	Your outside medical appointments	<i>n=101</i>	49%
	Your agreed social care package	<i>n=81</i>	35%
11.2	Is it very/quite easy to see?		
	Doctor	<i>n=146</i>	51%
	Nurse	<i>n=145</i>	61%
	Dentist	<i>n=144</i>	15%
	Pharmacist	<i>n=141</i>	46%
	Mental health worker	<i>n=145</i>	39%
	Substance misuse worker	<i>n=142</i>	35%
11.3	Do you think the quality of the health service is very/quite good from?		
	Doctor	<i>n=145</i>	63%
	Nurse	<i>n=145</i>	60%
	Dentist	<i>n=142</i>	33%
	Pharmacist	<i>n=141</i>	50%
	Mental health worker	<i>n=144</i>	47%
	Substance misuse worker	<i>n=144</i>	41%
11.4	Do you think the overall quality of the health services here is very/quite good?	<i>n=142</i>	57%
<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=42</i>	33%
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=144</i>	44%

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OTHER SUPPORT NEEDS				
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</i> =145	47%	32%
<i>For those who have a disability:</i>				
12.2	Are you getting the support you need in this prison?	<i>n</i> =62	27%	39%
12.3	Do you have any mental health problems?	<i>n</i> =145	63%	53%
<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</i> =88	51%	
12.5	Has your mental health got better since arriving at this prison?	<i>n</i> =142	15%	18%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	<i>n</i> =144	50%	
<i>For those who are neurodivergent:</i>				
12.7	Are you getting the support you need in this prison?	<i>n</i> =67	33%	
ALCOHOL AND DRUGS				
13.1	Do you have a drug or alcohol problem?	<i>n</i> =144	28%	
<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> =41	95%	
<i>For those who have told staff:</i>				
	Have you received help to manage it?	<i>n</i> =39	62%	
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	<i>n</i> =144	19%	
<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> =27	48%	
<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> =14	50%	
13.5	In this prison, is it easy/very easy to get?			
	Illicit drugs	<i>n</i> =142	32%	7%
	Alcohol	<i>n</i> =141	20%	8%

A vertical bar chart consisting of five stacked rectangular segments. From top to bottom, the colors are green, blue, orange, white, and grey. The segments are separated by thin black lines, and the entire bar is outlined in black.

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	Feltham 2023	107

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n=number of valid responses to question (February 2025)				
	Medication not prescribed to you	n=142	25%	
SAFETY				
14.1	Have you ever felt unsafe here?	n=148	48%	54%
14.2	Do you feel unsafe now?	n=145	23%	27%
14.3	Would you report it if you were being bullied/victimised in this prison by:			
	Other prisoners?	n=140	29%	
	Staff?	n=142	39%	
14.4	Have you been bullied/victimised in this prison by other prisoners?	n=139	24%	
14.5	Have you experienced the following bullying/victimisation by other prisoners:			
	Verbal abuse?	n=139	17%	
	Threats or intimidation?	n=139	14%	
	Physical assault?	n=139	9%	
	Sexual assault?	n=139	3%	
	Theft of canteen or property?	n=139	11%	
	Other bullying/victimisation?	n=139	9%	
14.4	Have you been bullied/victimised in this prison by staff?	n=141	36%	
14.5	Have you experienced the following bullying/victimisation by staff:			
	Verbal abuse?	n=141	27%	
	Threats or intimidation?	n=141	23%	
	Physical assault?	n=141	11%	
	Sexual assault?	n=141	2%	
	Theft of canteen or property?	n=141	6%	

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	107	Feltham 2023

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n=number of valid responses to question (Pentland 2020)				
	Other bullying/victimisation?	n=141	16%	
BEHAVIOUR MANAGEMENT				
15.1	Does this prison:			
	Reward good behaviour fairly?	n=141	23%	
	Deal with bad behaviour fairly?	n=143	20%	
15.2	Are there opportunities and rewards to motivate people in this prison?	n=142	25%	
<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?	n=36	86%	
15.4	Do you think the culture in this prison encourages prisoners to behave well?	n=144	19%	
15.5	Have you been restrained by staff in this prison in the last 6 months?	n=143	38%	32%
	<i>For those who have been restrained in the last 6 months:</i>			
	Did anyone come and talk to you about it afterwards?	n=54	56%	68%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=142	36%	
	<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?	n=51	53%	37%
	Could you shower every day?	n=50	26%	69%
	Could you go outside for exercise every day?	n=50	78%	74%
	Could you use the phone every day (if you had credit)?	n=49	69%	74%
EDUCATION, SKILLS AND WORK				
16.1	Have you needed support with reading needs in this prison?	n=145	41%	
	<i>For those who have needed support:</i>			
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	n=59	39%	
16.2	In this prison, have you done the following activities?			

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	Education	<i>n=141</i>	79%	90%
	Vocational or skills training	<i>n=138</i>	66%	68%
	Prison job	<i>n=137</i>	78%	70%
	Work outside of the prison	<i>n=134</i>	46%	
	<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>	50%	54%
	Vocational or skills training	<i>n=91</i>	52%	57%
	Prison job	<i>n=107</i>	45%	44%
	Work outside of the prison	<i>n=61</i>	52%	
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	<i>n=124</i>	47%	
16.4	Do wing staff encourage you to go to education, training or work?	<i>n=126</i>	61%	80%
SENTENCE PLAN				
17.1	Do you have a sentence plan?	<i>n=139</i>	46%	
	<i>For those who have a sentence plan:</i>			
17.2	Do you know what your objectives or targets are?	<i>n=64</i>	89%	
	<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=55</i>	85%	
	Are any staff here supporting you to achieve the objectives or targets?	<i>n=57</i>	44%	
	Have you been involved in setting the objectives or targets?	<i>n=55</i>	49%	
RETURNING TO THE COMMUNITY				
18.1	Do you expect to be released in the next 3 months?	<i>n=140</i>	37%	33%
	<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>	36%	37%

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18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	<i>n=51</i>	51%	50%
18.4	Do you need help to sort out the following for when you are released?			
	Finding accommodation	<i>n=51</i>	76%	57%
	Getting employment	<i>n=50</i>	76%	68%
	Sorting out benefits	<i>n=49</i>	88%	57%
	Finances and debt	<i>n=48</i>	63%	43%
	Opening a bank account	<i>n=50</i>	66%	
	Getting photo ID	<i>n=50</i>	68%	
18.4	Are you getting help to sort out the following for when you are released, if you need it?			
	Finding accommodation	<i>n=39</i>	41%	50%
	Getting employment	<i>n=38</i>	26%	16%
	Sorting out benefits	<i>n=43</i>	28%	31%
	Finances and debt	<i>n=30</i>	27%	25%
	Opening a bank account	<i>n=33</i>	55%	
	Getting photo ID	<i>n=34</i>	44%	
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=143</i>	54%	60%

Feltham 2025

Comparison of survey responses from different residential locations

In this table responses from Raven and Swallow wings are compared with those from the rest of the establishment.

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Raven and Swallow	Rest of the establishment
36	121

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	20%	14%
	Are you under 25 years of age?	51%	43%
	Are you 50 years of age or older?	11%	3%
	Are you 70 years of age or older?	3%	0%
1.3	Are you from an ethnic group other than white?	78%	68%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	0%	5%
1.4	Have you been in this prison for less than 6 months?	50%	36%
1.5	Are you currently serving a sentence?	97%	100%
	Are you on recall?	14%	15%
1.6	Is your sentence less than 12 months?	22%	16%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	1%
7.3	Are you Muslim?	42%	36%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	53%	45%

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Raven and Swallow	Rest of the establishment
36	121

12.3	Do you have any mental health problems?	68%	62%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	50%	50%
19.1	Do you have children under the age of 18?	25%	38%
19.2	Are you a foreign national?	6%	4%
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)?	34%	39%
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	0%	2%
19.5	Is your gender female, non-binary or other?	0%	0%
19.6	Do you identify as transgender or trans?	0%	2%
19.7	Are you homosexual, bisexual or other sexual orientation?	0%	2%
ARRIVAL AND RECEPTION			
2.1	When you arrived at this prison, did you spend less than 2 hours in reception?	47%	55%
2.2	Were you searched in reception?	100%	97%
	<i>For those who were searched:</i>		
	Was this done in a respectful way?	89%	77%
2.3	Overall, were you treated very/quite well in reception?	86%	81%
2.4	When you first arrived, did you have problems with?		
	Feeling depressed	38%	44%
	Feeling suicidal	12%	10%
	Needing protection from other prisoners	15%	16%

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Raven and Swallow	Rest of the establishment
36	121

<i>For those who had the following problems, did staff help you with?</i>			
	Feeling depressed	31%	31%
	Feeling suicidal	0%	33%
	Needing protection from other prisoners	25%	20%
<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?	57%	62%
2.6	Did you see someone from health care in reception?	83%	88%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night here, were you offered?		
	Nicotine replacement (including vapes)	92%	82%
	Toiletries	62%	77%
	A shower	61%	63%
	A free phone call	66%	75%
	Something to eat	81%	92%
	The chance to talk to a Listener or Samaritans	24%	25%
	Support from another prisoner (e.g. Insider or prisoner rep)	24%	29%
3.2	On your first night in this prison, was your cell very/quite clean?	67%	62%
3.3	Did you feel safe on your first night here?	86%	73%
3.4	Did you have numbers put on your PIN phone within 24 hours?	31%	36%

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Raven and Swallow	Rest of the establishment
36	121

3.5	In your first few days here, did you get?		
	Items from the prison shop/canteen	59%	66%
	Access to clean clothing that fitted you	52%	60%
	PIN phone credit	49%	63%
	Your personal property	79%	64%
3.6	Have you had an induction at this prison?	86%	89%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	52%	53%
ON THE WING			
4.1	Are you in a cell on your own?	36%	46%
4.2	Is your cell call bell normally answered within 5 minutes?	36%	37%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	54%	60%
	Can you have a shower every day if you want one?	36%	51%
	Can you get clean bedding every week if you want it?	22%	38%
	Can you get cell cleaning materials every week if you want them?	44%	78%
	Can you get your stored property promptly, if you need it?	14%	31%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	36%	53%

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36	121

	At night?	71%	80%
4.5	Normally, are these communal areas of your wing or houseblock very/quite clean?		
	Landings and stairs	74%	84%
	Association areas	77%	81%
	Servery	83%	73%
	Showers	20%	37%
	Exercise yard	59%	86%
4.6	Have you been on an ACCT in this prison?	24%	29%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	0%	35%
4.7	Is it very/quite easy for you to speak to a Listener if you need to?	19%	25%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	39%	38%
5.2	Do you get enough to eat at mealtimes always/most of the time?	47%	35%
5.3	Does the shop/canteen sell the things that you need?	61%	55%
5.4	Can you use catalogues/other providers to buy the things you need?	36%	41%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	50%	64%
6.2	Are there any staff here you could turn to if you had a problem?	54%	63%

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36	121

6.3	In the last week, has any member of staff talked to you about how you are getting on?	28%	41%
6.4	Do you have a named officer (key worker)?	71%	81%
	<i>For those who have a named officer (key worker):</i>		
	Is your named officer (key worker) very/quite helpful?	38%	64%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	42%	62%
	If so, do things sometimes change?	33%	41%
6.6	If you want to, can you talk to managers, governors or directors in this prison?	31%	30%
6.7	Have you shared a problem with a manager, governor or director?	61%	63%
	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	18%	45%
FAITH			
7.1	Have you spoken to the Chaplaincy team in this prison?	92%	85%
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	72%	73%
7.3	Do you have a religion?	83%	82%
	<i>For those who have a religion:</i>		
7.4	Are you able to attend religious services, if you want to?	97%	92%
7.5	Are your religious beliefs respected here?	62%	78%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have you been able to see your family and friends more than once in the last month:		

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Raven and Swallow	Rest of the establishment
36	121

	In person (prison visit)?	31%	35%
	Using video calling?	12%	16%
8.2	Do visits usually start and finish on time?	45%	49%
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	58%	68%
8.4	Is it very/quite easy for your family and friends to get here?	30%	40%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	14%	34%
8.6	Have you had any problems with sending or receiving?		
	Emails	30%	28%
	Letters	24%	29%
	Parcels	47%	43%
8.7	Are you able to use a phone every day (if you have credit)?	60%	91%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	88%	92%
	<i>For those who know what the unlock and lock-up times are supposed to be:</i>		
	Are these times usually kept to?	33%	48%
9.2	Do you usually spend less than 2 hours out of your cell each day on Monday - Fridays?	28%	28%
	Do you usually spend 10 hours or more out of your cell each day on Monday - Fridays?	3%	5%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	85%	62%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	1%

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9.3	How many times in a normal week can you complete domestic tasks?	
	Once or more	64% 81%
	Three times or more	22% 41%
	More than five times	3% 24%
	How many times in a normal week can you get association?	
	Once or more	91% 92%
	Three times or more	77% 79%
	More than five times	23% 45%
	How many times in a normal week can you get exercise outside?	
	Once or more	89% 96%
	Three times or more	71% 83%
	More than five times	60% 67%
	How many times in a normal week can you go to the gym or play sports?	
	Once or more	80% 83%
	Three times or more	26% 43%
	More than five times	3% 13%
9.4	At the weekend, are you able to?	
	Complete domestic tasks	35% 58%

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36	Raven and Swallow
121	Rest of the establishment

	Get association	60%	71%
	Exercise outside	88%	91%
	Go to the gym or play sports	58%	70%
9.5	Are you able to visit the library once a week or more?	14%	66%
	Are you able to borrow library items kept on the wing once a week or more?	28%	63%
	Are you able to get things from the library delivered to the wing once a week or more?	25%	71%
9.6	Does the library have a wide enough range of materials to meet your needs?	46%	56%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	40%	74%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	52%	57%
	Within 7 days?	48%	46%
10.3	Is it easy for you to make a complaint?	49%	69%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	37%	38%
	Within 7 days?	20%	28%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	58%	41%
10.6	Do you know how to contact the following organisations?		
	Independent Prisoner Complaint Investigations	23%	36%

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Raven and Swallow	Rest of the establishment
36	121

	Independent Monitoring Board (IMB)	48%	51%
	<i>For those who need it, is it easy to?</i>		
10.7	Communicate with your solicitor or legal representative	41%	44%
	Attend legal visits	38%	43%
10.8	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	53%	55%
	<i>For those who have had legal letters opened when they were not present:</i>		
	Were you told why?	22%	30%
HEALTH CARE			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	58%	59%
	Your outside medical appointments	52%	48%
	Your agreed social care package	50%	30%
11.2	Is it very/quite easy to see?		
	Doctor	52%	51%
	Nurse	58%	63%
	Dentist	12%	15%
	Pharmacist	43%	47%
	Mental health worker	36%	40%
	Substance misuse worker	27%	38%

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Raven and Swallow	Rest of the establishment
36	121

11.3	Do you think the quality of the health service is very/quite good from?		
	Doctor	55%	65%
	Nurse	55%	62%
	Dentist	22%	36%
	Pharmacist	34%	54%
	Mental health worker	27%	52%
	Substance misuse worker	18%	48%
11.4	Do you think the overall quality of the health services here is very/quite good?	59%	56%
	<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?	27%	35%
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?	45%	43%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	53%	45%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need in this prison?	13%	33%
12.3	Do you have any mental health problems?	68%	62%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	35%	57%
12.5	Has your mental health got better since arriving at this prison?	6%	18%

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Raven and Swallow	Rest of the establishment
36	121

12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	50%	50%
<i>For those who are neurodivergent:</i>			
12.7	Are you getting the support you need in this prison?	14%	38%
ALCOHOL AND DRUGS			
13.1	Do you have a drug or alcohol problem?	38%	25%
<i>For those who have a drug or alcohol problem:</i>			
13.2	Have you told staff about your drug or alcohol problem?	92%	96%
<i>For those who have told staff:</i>			
	Have you received help to manage it?	33%	74%
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	24%	17%
<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)?	25%	58%
<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?	33%	55%
13.5	In this prison, is it easy/very easy to get?		
	Illicit drugs	31%	32%
	Alcohol	13%	22%
	Medication not prescribed to you	21%	27%
SAFETY			
14.1	Have you ever felt unsafe here?	38%	51%

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Raven and Swallow	Rest of the establishment
36	121

14.2	Do you feel unsafe now?	24%	23%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	31%	28%
	Staff?	34%	41%
14.4	Have you been bullied/victimised in this prison by other prisoners?	23%	25%
14.5	Have you experienced the following bullying/victimisation by other prisoners:		
	Verbal abuse?	17%	17%
	Threats or intimidation?	10%	15%
	Physical assault?	7%	9%
	Sexual assault?	0%	4%
	Theft of canteen or property?	10%	11%
	Other bullying/victimisation?	10%	9%
14.4	Have you been bullied/victimised in this prison by staff?	48%	33%
14.5	Have you experienced the following bullying/victimisation by staff:		
	Verbal abuse?	39%	24%
	Threats or intimidation?	35%	19%
	Physical assault?	26%	7%
	Sexual assault?	6%	1%

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Raven and Swallow	Rest of the establishment
36	121

	Theft of canteen or property?	10%	5%
	Other bullying/victimisation?	29%	13%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	28%	22%
	Deal with bad behaviour fairly?	25%	19%
15.2	Are there opportunities and rewards to motivate people in this prison?	21%	27%
	<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?	86%	86%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	15%	20%
15.5	Have you been restrained by staff in this prison in the last 6 months?	31%	40%
	<i>For those who have been restrained in the last 6 months:</i>		
	Did anyone come and talk to you about it afterwards?	60%	55%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	31%	37%
	<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?	60%	51%
	Could you shower every day?	33%	24%
	Could you go outside for exercise every day?	90%	75%
	Could you use the phone every day (if you had credit)?	80%	67%

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Raven and Swallow	Rest of the establishment
36	121

EDUCATION, SKILLS AND WORK			
16.1	Have you needed support with reading needs in this prison?	36%	42%
	<i>For those who have needed support:</i>		
	Have you been supported (this could include education or wing staff, peer support or anyone else)?	8%	47%
16.2	In this prison, have you done the following activities?		
	Education	75%	81%
	Vocational or skills training	50%	71%
	Prison job	63%	83%
	Work outside of the prison	39%	48%
	<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	58%	48%
	Vocational or skills training	38%	55%
	Prison job	40%	46%
	Work outside of the prison	54%	52%
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	22%	55%
16.4	Do wing staff encourage you to go to education, training or work?	42%	67%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	35%	49%
	<i>For those who have a sentence plan:</i>		

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Raven and Swallow	Rest of the establishment
36	121

17.2	Do you know what your objectives or targets are?	82%	91%
	<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?	67%	89%
	Are any staff here supporting you to achieve the objectives or targets?	0%	52%
	Have you been involved in setting the objectives or targets?	33%	52%
RETURNING TO THE COMMUNITY			
18.1	Do you expect to be released in the next 3 months?	42%	36%
	<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?	25%	39%
18.3	Is anybody helping you to get ready for your release (people like Prison or Community Offender Managers)?	42%	54%
18.4	Do you need help to sort out the following for when you are released?		
	Finding accommodation	67%	79%
	Getting employment	55%	82%
	Sorting out benefits	91%	87%
	Finances and debt	45%	68%
	Opening a bank account	45%	72%
	Getting photo ID	55%	72%
18.4	Are you getting help to sort out the following for when you are released, if you need it?		
	Finding accommodation	25%	45%

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Raven and Swallow	Rest of the establishment
36	121

	Getting employment	0%	31%
	Sorting out benefits	10%	33%
	Finances and debt	0%	32%
	Opening a bank account	60%	54%
	Getting photo ID	50%	43%
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?	42%	57%

Feltham B 2025

Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who are under 21 are compared to those who are 21 and over.
Please note that these analyses are based on summary data from selected survey questions only.

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	Under 21	21 and over
Number of completed questionnaires returned	24	133

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?		35%
	Are you 50 years of age or older?		6%
1.3	Are you from an ethnic group other than white?	71%	71%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	0%	5%
7.3	Are you Muslim?	39%	37%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	40%	48%
12.3	Do you have any mental health problems?	50%	65%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	60%	49%
19.2	Are you a foreign national?	10%	3%
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)?	60%	35%
19.5	Is your gender female, non-binary or other?	0%	0%
19.6	Do you identify as transgender or trans?	5%	1%
19.7	Are you homosexual, bisexual or other sexual orientation?	0%	2%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	68%	81%
2.3	Overall, were you treated very/quite well in reception?	79%	82%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	25%	45%
	Feeling suicidal	6%	11%

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Number of completed questionnaires returned

Under 21	21 and over
24	133

	Needing protection from other prisoners	21%	15%
	<i>For those who had the following problems, did staff help you with?:</i>		
	Feeling depressed	0%	32%
	Feeling suicidal	0%	27%
	Needing protection from other prisoners	25%	20%
2.5	Were you able to talk to a member of staff in private?	57%	62%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	63%	79%
3.6	Have you had an induction at this prison?	83%	89%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	47%	54%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	25%	39%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	54%	59%
	Can you have access to a shower every day?	17%	53%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	41%	50%
	At night?	95%	74%
4.6	Have you been on an ACCT in this prison?	14%	30%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	0%	31%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	25%	41%
5.2	Do you get enough to eat at mealtimes always/most of the time?	29%	39%
5.3	Does the shop/canteen sell the things that you need?	57%	56%
RELATIONSHIPS WITH STAFF			

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Number of completed questionnaires returned

Under 21	21 and over
24	133

6.1	Do most staff here treat you with respect?	45%	63%
6.2	Are there any staff here you could turn to if you had a problem?	52%	62%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	17%	42%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	43%	59%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	21%	32%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	42%	38%

FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	65%	74%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	100%	92%
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?	63%	67%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	18%	31%
8.7	Are you able to use a phone every day (if you have credit)?	76%	85%

TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	32%	28%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	5%	5%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	86%	65%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	1%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	77%	63%
	Go to the gym or play sports	14%	10%
9.6	Does the library have a wide enough range of materials to meet your needs?	63%	52%

APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

10.1	Is it easy for you to make an application?	81%	63%
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Number of completed questionnaires returned

Under 21	21 and over
24	133

	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	47%	57%
10.3	Is it easy for you to make a complaint?	67%	63%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	33%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	60%	43%
HEALTH CARE			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	53%	59%
	Your outside medical appointments	50%	48%
	Your agreed social care package	25%	36%
11.2	Is it very/quite easy to see?:		
	Doctor	35%	54%
	Nurse	55%	62%
	Dentist	15%	15%
	Pharmacist	44%	46%
	Mental health worker	60%	36%
	Substance misuse worker	42%	34%
11.4	Do you think the overall quality of the health services here is very/quite good?	37%	60%
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?	20%	47%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	40%	48%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	0%	31%
12.3	Do you have any mental health problems?	50%	65%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	50%	51%
12.5	Has your mental health got better since arriving at this prison?	10%	16%

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		Under 21	21 and over
Number of completed questionnaires returned		24	133

12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	60%	49%
<i>For those who are neurodivergent:</i>			
12.7	Are you getting the support you need in this prison?	36%	32%
ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	15%	20%
SAFETY			
14.1	Have you ever felt unsafe here?	68%	45%
14.2	Do you feel unsafe now?	35%	21%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	20%	29%
	Staff?	19%	43%
14.4	Have you been bullied/victimised in this prison by other prisoners?	33%	23%
	Have you been bullied/victimised in this prison by staff?	56%	34%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	10%	26%
	Deal with bad behaviour fairly?	15%	21%
<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?	5%	21%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	60%	34%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	58%	33%
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)?	17%	42%
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	38%	49%
SENTENCE PLAN			

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Number of completed questionnaires returned

Under 21	21 and over
24	133

17.1	Do you have a sentence plan?	47%	46%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	67%	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?	17%	47%
RETURNING TO THE COMMUNITY			
	<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)?	100%	48%
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?	40%	57%

Feltham B 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.
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	Under 25	25 and over
Number of completed questionnaires returned	71	86

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	34%	
	Are you 70 years of age or older?		1%
1.3	Are you from an ethnic group other than white?	77%	66%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	4%	4%
7.3	Are you Muslim?	48%	29%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	43%	50%
12.3	Do you have any mental health problems?	65%	62%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	58%	45%
19.2	Are you a foreign national?	5%	4%
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)?	49%	30%
19.5	Is your gender female, non-binary or other?	0%	0%
19.6	Do you identify as transgender or trans?	2%	1%
19.7	Are you homosexual, bisexual or other sexual orientation?	0%	2%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	65%	90%
2.3	Overall, were you treated very/quite well in reception?	75%	87%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	40%	44%
	Feeling suicidal	8%	13%

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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

Number of completed questionnaires returned

	Under 25	25 and over
	71	86

	Needing protection from other prisoners	16%	15%
	<i>For those who had the following problems, did staff help you with?:</i>		
	Feeling depressed	27%	31%
	Feeling suicidal	25%	25%
	Needing protection from other prisoners	33%	10%
2.5	Were you able to talk to a member of staff in private?	60%	62%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	72%	80%
3.6	Have you had an induction at this prison?	86%	90%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	50%	55%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	27%	45%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	62%	55%
	Can you have access to a shower every day?	36%	56%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	46%	51%
	At night?	80%	75%
4.6	Have you been on an ACCT in this prison?	25%	30%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	41%	20%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	28%	48%
5.2	Do you get enough to eat at mealtimes always/most of the time?	33%	41%
5.3	Does the shop/canteen sell the things that you need?	59%	54%
RELATIONSHIPS WITH STAFF			

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Number of completed questionnaires returned

Under 25	25 and over
71	86

6.1	Do most staff here treat you with respect?	53%	66%
6.2	Are there any staff here you could turn to if you had a problem?	52%	68%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	30%	44%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	62%	52%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	24%	35%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	36%	40%
FAITH			
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	76%	71%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	93%	94%
7.5	Are your religious beliefs respected here?	70%	77%
CONTACT WITH FAMILY AND FRIENDS			
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	62%	71%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	25%	33%
8.7	Are you able to use a phone every day (if you have credit)?	86%	82%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	26%	30%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	2%	7%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	76%	62%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	1%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	61%	68%
	Go to the gym or play sports	10%	11%
9.6	Does the library have a wide enough range of materials to meet your needs?	51%	56%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	73%	60%

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

Number of completed questionnaires returned

	Under 25	25 and over
	71	86

	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	51%	59%
10.3	Is it easy for you to make a complaint?	73%	57%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	38%	37%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	49%	42%
HEALTH CARE			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	64%	54%
	Your outside medical appointments	53%	45%
	Your agreed social care package	34%	35%
11.2	Is it very/quite easy to see?:		
	Doctor	51%	51%
	Nurse	65%	58%
	Dentist	23%	8%
	Pharmacist	52%	41%
	Mental health worker	51%	31%
	Substance misuse worker	36%	35%
11.4	Do you think the overall quality of the health services here is very/quite good?	50%	61%
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?	36%	49%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	43%	50%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	17%	34%
12.3	Do you have any mental health problems?	65%	62%
	<i>For those who have any mental health problems:</i>		
12.4	Have you been helped with your mental health problems in this prison?	59%	44%
12.5	Has your mental health got better since arriving at this prison?	14%	16%

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

		Under 25	25 and over
Number of completed questionnaires returned		71	86

12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	58%	45%
<i>For those who are neurodivergent:</i>			
12.7	Are you getting the support you need in this prison?	34%	31%
ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	18%	19%
SAFETY			
14.1	Have you ever felt unsafe here?	59%	40%
14.2	Do you feel unsafe now?	23%	23%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	19%	35%
	Staff?	28%	47%
14.4	Have you been bullied/victimised in this prison by other prisoners?	25%	24%
	Have you been bullied/victimised in this prison by staff?	50%	27%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	15%	30%
	Deal with bad behaviour fairly?	18%	22%
<i>For those who know that there are opportunities and rewards:</i>			
15.3	Do the opportunities and rewards motivate you to behave well?	90%	85%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	13%	23%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	55%	26%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	59%	20%
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)?	38%	39%
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	49%	46%
SENTENCE PLAN			

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Number of completed questionnaires returned

Under 25	25 and over
71	86

17.1	Do you have a sentence plan?	61%	36%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	89%	90%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	35%	54%
RETURNING TO THE COMMUNITY			
	<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)?	62%	47%
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?	62%	49%

Feltham B 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.

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	All other ethnic groups combined	White prisoners
Number of completed questionnaires returned	111	46

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	50%	36%
	Are you 50 years of age or older?	4%	9%
1.3	Are you from an ethnic group other than white?		
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?		13%
7.3	Are you Muslim?	52%	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)?	44%	53%
12.3	Do you have any mental health problems?	59%	73%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	50%	51%
19.2	Are you a foreign national?	6%	0%
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)?	38%	39%
19.5	Is your gender female, non-binary or other?	0%	0%
19.6	Do you identify as transgender or trans?	1%	2%
19.7	Are you homosexual, bisexual or other sexual orientation?	0%	5%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	79%	80%
2.3	Overall, were you treated very/quite well in reception?	79%	87%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	41%	44%
	Feeling suicidal	10%	12%

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		All other ethnic groups combined	White prisoners
Number of completed questionnaires returned		111	46
	Needing protection from other prisoners	19%	6%
	<i>For those who had the following problems, did staff help you with?:</i>		
	Feeling depressed	28%	39%
	Feeling suicidal	13%	50%
	Needing protection from other prisoners	19%	50%
2.5	Were you able to talk to a member of staff in private?	57%	71%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	74%	80%
3.6	Have you had an induction at this prison?	89%	87%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	48%	65%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	30%	53%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	56%	64%
	Can you have access to a shower every day?	45%	52%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	46%	57%
	At night?	78%	76%
4.6	Have you been on an ACCT in this prison?	26%	33%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	30%	27%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	34%	51%
5.2	Do you get enough to eat at mealtimes always/most of the time?	34%	48%
5.3	Does the shop/canteen sell the things that you need?	57%	54%
RELATIONSHIPS WITH STAFF			

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Number of completed questionnaires returned

All other ethnic groups combined	White prisoners
111	46

6.1	Do most staff here treat you with respect?	59%	65%
6.2	Are there any staff here you could turn to if you had a problem?	56%	74%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	33%	50%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	57%	59%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	28%	37%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	40%	36%
FAITH			
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	73%	71%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	95%	90%
7.5	Are your religious beliefs respected here?	71%	82%
CONTACT WITH FAMILY AND FRIENDS			
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	67%	67%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	29%	29%
8.7	Are you able to use a phone every day (if you have credit)?	83%	87%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	30%	24%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	3%	9%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	72%	58%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	3%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	62%	71%
	Go to the gym or play sports	7%	18%
9.6	Does the library have a wide enough range of materials to meet your needs?	52%	61%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			

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	All other ethnic groups combined	White prisoners
Number of completed questionnaires returned	111	46

10.1	Is it easy for you to make an application?	66%	64%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	53%	64%
10.3	Is it easy for you to make a complaint?	60%	73%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	39%	36%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	48%	38%
HEALTH CARE			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	54%	66%
	Your outside medical appointments	48%	47%
	Your agreed social care package	33%	35%
11.2	Is it very/quite easy to see?:		
	Doctor	49%	58%
	Nurse	60%	64%
	Dentist	15%	13%
	Pharmacist	43%	51%
	Mental health worker	35%	47%
	Substance misuse worker	32%	40%
11.4	Do you think the overall quality of the health services here is very/quite good?	56%	61%
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?	41%	50%
OTHER SUPPORT NEEDS			
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%	53%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	15%	48%
12.3	Do you have any mental health problems?	59%	73%
	<i>For those who have any mental health problems:</i>		

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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	111	46

12.4	Have you been helped with your mental health problems in this prison?	39%	74%
12.5	Has your mental health got better since arriving at this prison?	6%	34%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	50%	51%
<i>For those who are neurodivergent:</i>			
12.7	Are you getting the support you need in this prison?	20%	57%
ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	13%	30%
SAFETY			
14.1	Have you ever felt unsafe here?	50%	42%
14.2	Do you feel unsafe now?	26%	13%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	22%	42%
	Staff?	33%	55%
14.4	Have you been bullied/victimised in this prison by other prisoners?	24%	27%
	Have you been bullied/victimised in this prison by staff?	39%	29%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	23%	25%
	Deal with bad behaviour fairly?	23%	16%
<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%	92%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	17%	22%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	46%	18%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	39%	29%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		

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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	111	46

	Have you been supported (this could include education or wing staff, peer support or anyone else)?	31%	52%
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	46%	50%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	46%	48%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	86%	95%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	38%	55%
RETURNING TO THE COMMUNITY			
	<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)?	48%	56%
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?	54%	55%

Feltham B 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.

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

	Muslim	Non-Muslim
Number of completed questionnaires returned	56	95

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	55%	36%
	Are you 50 years of age or older?	0%	9%
1.3	Are you from an ethnic group other than white?	98%	54%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	0%	6%
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)?	47%	48%
12.3	Do you have any mental health problems?	70%	60%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	56%	46%
19.2	Are you a foreign national?	4%	4%
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)?	40%	36%
19.5	Is your gender female, non-binary or other?	0%	0%
19.6	Do you identify as transgender or trans?	2%	1%
19.7	Are you homosexual, bisexual or other sexual orientation?	0%	2%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	83%	79%
2.3	Overall, were you treated very/quite well in reception?	82%	85%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	46%	40%
	Feeling suicidal	5%	14%

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

Number of completed questionnaires returned

Muslim	Non-Muslim
56	95

	Needing protection from other prisoners	17%	14%
	<i>For those who had the following problems, did staff help you with?:</i>		
	Feeling depressed	32%	32%
	Feeling suicidal	50%	20%
	Needing protection from other prisoners	29%	10%
2.5	Were you able to talk to a member of staff in private?	61%	63%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	76%	79%
3.6	Have you had an induction at this prison?	85%	90%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	51%	55%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	34%	37%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	61%	57%
	Can you have access to a shower every day?	50%	47%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	54%	48%
	At night?	81%	77%
4.6	Have you been on an ACCT in this prison?	32%	23%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	33%	24%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	34%	41%
5.2	Do you get enough to eat at mealtimes always/most of the time?	39%	38%
5.3	Does the shop/canteen sell the things that you need?	53%	59%
RELATIONSHIPS WITH STAFF			

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

Number of completed questionnaires returned

Muslim	Non-Muslim
56	95

6.1	Do most staff here treat you with respect?	58%	63%
6.2	Are there any staff here you could turn to if you had a problem?	55%	65%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	39%	36%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	64%	54%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	40%	26%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	50%	32%

FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	80%	68%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	93%	94%
7.5	Are your religious beliefs respected here?	73%	75%

CONTACT WITH FAMILY AND FRIENDS

8.3	Are your visitors usually treated respectfully by staff all/most of the time?	63%	69%
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)?	90%	81%

TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	28%	27%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	4%	5%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	70%	66%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	1%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	67%	65%
	Go to the gym or play sports	10%	11%
9.6	Does the library have a wide enough range of materials to meet your needs?	47%	59%

APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

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

Number of completed questionnaires returned

Muslim	Non-Muslim
56	95

10.1	Is it easy for you to make an application?	69%	63%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	52%	58%
10.3	Is it easy for you to make a complaint?	65%	64%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	38%	38%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	49%	43%
HEALTH CARE			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	52%	62%
	Your outside medical appointments	42%	52%
	Your agreed social care package	35%	34%
11.2	Is it very/quite easy to see?:		
	Doctor	56%	49%
	Nurse	64%	59%
	Dentist	13%	15%
	Pharmacist	47%	46%
	Mental health worker	39%	40%
	Substance misuse worker	35%	36%
11.4	Do you think the overall quality of the health services here is very/quite good?	56%	58%
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%	46%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	47%	48%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	18%	33%
12.3	Do you have any mental health problems?	70%	60%
	<i>For those who have any mental health problems:</i>		

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Number of completed questionnaires returned

Muslim	Non-Muslim
56	95

12.4	Have you been helped with your mental health problems in this prison?	43%	56%
12.5	Has your mental health got better since arriving at this prison?	10%	18%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	56%	46%
<i>For those who are neurodivergent:</i>			
12.7	Are you getting the support you need in this prison?	22%	42%
ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	15%	20%
SAFETY			
14.1	Have you ever felt unsafe here?	50%	45%
14.2	Do you feel unsafe now?	26%	20%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	18%	34%
	Staff?	30%	45%
14.4	Have you been bullied/victimised in this prison by other prisoners?	20%	28%
	Have you been bullied/victimised in this prison by staff?	41%	33%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	23%	24%
	Deal with bad behaviour fairly?	25%	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?	100%	81%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	21%	18%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	51%	31%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	45%	29%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		

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

	Muslim	Non-Muslim
Number of completed questionnaires returned	56	95

	Have you been supported (this could include education or wing staff, peer support or anyone else)?	36%	42%
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	50%	45%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	49%	44%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	88%	90%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	38%	46%
RETURNING TO THE COMMUNITY			
	<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%	56%
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?	52%	55%

Feltham B 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:

	Green shading shows results that are significantly more positive than the comparator
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	Have a disability	Do not have a disability
Number of completed questionnaires returned	68	77

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	38%	45%
	Are you 50 years of age or older?	4%	7%
1.3	Are you from an ethnic group other than white?	65%	72%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	7%	1%
7.3	Are you Muslim?	37%	37%
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?	90%	40%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	70%	32%
19.2	Are you a foreign national?	3%	5%
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)?	53%	25%
19.5	Is your gender female, non-binary or other?	0%	0%
19.6	Do you identify as transgender or trans?	0%	3%
19.7	Are you homosexual, bisexual or other sexual orientation?	2%	1%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	82%	81%
2.3	Overall, were you treated very/quite well in reception?	81%	88%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	56%	29%
	Feeling suicidal	18%	2%

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	Have a disability	Do not have a disability
Number of completed questionnaires returned	68	77

	Needing protection from other prisoners	28%	5%
	<i>For those who had the following problems, did staff help you with?:</i>		
	Feeling depressed	33%	32%
	Feeling suicidal	25%	0%
	Needing protection from other prisoners	21%	0%
2.5	Were you able to talk to a member of staff in private?	61%	63%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	73%	83%
3.6	Have you had an induction at this prison?	89%	91%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	58%	50%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	30%	43%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	51%	67%
	Can you have access to a shower every day?	46%	49%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	48%	53%
	At night?	72%	83%
4.6	Have you been on an ACCT in this prison?	39%	17%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	35%	8%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	34%	43%
5.2	Do you get enough to eat at mealtimes always/most of the time?	32%	44%
5.3	Does the shop/canteen sell the things that you need?	50%	61%
RELATIONSHIPS WITH STAFF			

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

Number of completed questionnaires returned

Have a disability	Do not have a disability
68	77

6.1	Do most staff here treat you with respect?	51%	68%
6.2	Are there any staff here you could turn to if you had a problem?	60%	64%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	38%	39%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	62%	54%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	30%	31%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	36%	39%

FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	78%	68%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	91%	95%
7.5	Are your religious beliefs respected here?	64%	85%

CONTACT WITH FAMILY AND FRIENDS

8.3	Are your visitors usually treated respectfully by staff all/ most of the time?	56%	73%
8.5	Have staff here encouraged you to keep in touch with your family/friends?	25%	31%
8.7	Are you able to use a phone every day (if you have credit)?	82%	85%

TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	33%	25%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	3%	7%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	78%	61%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	0%	1%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	58%	71%
	Go to the gym or play sports	8%	13%
9.6	Does the library have a wide enough range of materials to meet your needs?	53%	52%

APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

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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	68	77

10.1	Is it easy for you to make an application?	56%	74%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	40%	71%
10.3	Is it easy for you to make a complaint?	55%	71%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	23%	48%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	60%	33%
HEALTH CARE			
11.1	Since arriving in this prison, have you experienced any delays accessing?:		
	Your medication	66%	51%
	Your outside medical appointments	45%	52%
	Your agreed social care package	43%	24%
11.2	Is it very/quite easy to see?:		
	Doctor	54%	49%
	Nurse	58%	65%
	Dentist	11%	18%
	Pharmacist	45%	47%
	Mental health worker	38%	40%
	Substance misuse worker	42%	29%
11.4	Do you think the overall quality of the health services here is very/quite good?	58%	58%
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%	54%
OTHER SUPPORT NEEDS			
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?	27%	
12.3	Do you have any mental health problems?	90%	40%
	<i>For those who have any mental health problems:</i>		

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

Number of completed questionnaires returned

Have a disability	Do not have a disability
68	77

12.4	Have you been helped with your mental health problems in this prison?	50%	55%
12.5	Has your mental health got better since arriving at this prison?	18%	12%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	70%	32%
<i>For those who are neurodivergent:</i>			
12.7	Are you getting the support you need in this prison?	28%	43%
ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	31%	9%
SAFETY			
14.1	Have you ever felt unsafe here?	62%	32%
14.2	Do you feel unsafe now?	36%	10%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	34%	24%
	Staff?	41%	38%
14.4	Have you been bullied/victimised in this prison by other prisoners?	40%	11%
	Have you been bullied/victimised in this prison by staff?	48%	26%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	33%	16%
	Deal with bad behaviour fairly?	26%	14%
<i>For those who know that there are opportunities and rewards:</i>			
15.3	Do the opportunities and rewards motivate you to behave well?	88%	85%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	22%	17%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	47%	29%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	43%	29%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</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	68	77

	Have you been supported (this could include education or wing staff, peer support or anyone else)?	38%	43%
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	39%	54%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	43%	49%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	89%	89%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	54%	38%
RETURNING TO THE COMMUNITY			
	<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)?	58%	44%
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?	49%	58%

Feltham B 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:

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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	92	53

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	43%	40%
	Are you 50 years of age or older?	4%	8%
1.3	Are you from an ethnic group other than white?	64%	77%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	5%	2%
7.3	Are you Muslim?	41%	31%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	66%	13%
12.3	Do you have any mental health problems?		
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	63%	26%
19.2	Are you a foreign national?	1%	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)?	46%	26%
19.5	Is your gender female, non-binary or other?	0%	0%
19.6	Do you identify as transgender or trans?	1%	2%
19.7	Are you homosexual, bisexual or other sexual orientation?	1%	2%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	82%	81%
2.3	Overall, were you treated very/quite well in reception?	84%	87%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	58%	13%
	Feeling suicidal	14%	0%

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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	92	53

	Needing protection from other prisoners	22%	2%
	<i>For those who had the following problems, did staff help you with?:</i>		
	Feeling depressed	31%	43%
	Feeling suicidal	22%	
	Needing protection from other prisoners	20%	0%
2.5	Were you able to talk to a member of staff in private?	56%	77%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	75%	85%
3.6	Have you had an induction at this prison?	91%	88%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	54%	50%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	36%	40%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	52%	72%
	Can you have access to a shower every day?	52%	43%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	49%	53%
	At night?	74%	86%
4.6	Have you been on an ACCT in this prison?	37%	13%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	30%	0%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	32%	50%
5.2	Do you get enough to eat at mealtimes always/most of the time?	36%	43%
5.3	Does the shop/canteen sell the things that you need?	50%	66%
RELATIONSHIPS WITH STAFF			

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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	92	53

6.1	Do most staff here treat you with respect?	54%	69%
6.2	Are there any staff here you could turn to if you had a problem?	61%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	38%	38%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	63%	47%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	33%	25%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	41%	31%

FAITH

7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	77%	64%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	92%	98%
7.5	Are your religious beliefs respected here?	74%	80%

CONTACT WITH FAMILY AND FRIENDS

8.3	Are your visitors usually treated respectfully by staff all/most of the time?	60%	75%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	24%	36%
8.7	Are you able to use a phone every day (if you have credit)?	84%	84%

TIME OUT OF CELL

9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	26%	33%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	5%	4%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	68%	69%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	1%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	62%	69%
	Go to the gym or play sports	11%	10%
9.6	Does the library have a wide enough range of materials to meet your needs?	47%	64%

APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS

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
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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	92	53

10.1	Is it easy for you to make an application?	62%	70%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	50%	69%
10.3	Is it easy for you to make a complaint?	64%	62%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	31%	50%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	53%	32%
HEALTH CARE			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	67%	38%
	Your outside medical appointments	53%	37%
	Your agreed social care package	44%	13%
11.2	Is it very/quite easy to see?:		
	Doctor	54%	47%
	Nurse	63%	58%
	Dentist	14%	15%
	Pharmacist	49%	41%
	Mental health worker	43%	33%
	Substance misuse worker	39%	29%
11.4	Do you think the overall quality of the health services here is very/quite good?	53%	67%
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?	38%	55%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	66%	13%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	31%	0%
12.3	Do you have any mental health problems?		
	<i>For those who have any mental health problems:</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	92	53

12.4	Have you been helped with your mental health problems in this prison?	51%	
12.5	Has your mental health got better since arriving at this prison?	21%	4%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	63%	26%
<i>For those who are neurodivergent:</i>			
12.7	Are you getting the support you need in this prison?	36%	23%
ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	26%	8%
SAFETY			
14.1	Have you ever felt unsafe here?	56%	28%
14.2	Do you feel unsafe now?	28%	13%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	30%	26%
	Staff?	41%	36%
14.4	Have you been bullied/victimised in this prison by other prisoners?	30%	12%
	Have you been bullied/victimised in this prison by staff?	43%	25%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	29%	15%
	Deal with bad behaviour fairly?	22%	17%
<i>For those who know that there are opportunities and rewards:</i>			
15.3	Do the opportunities and rewards motivate you to behave well?	88%	83%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	17%	23%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	40%	34%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	40%	29%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		

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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	92	53

	Have you been supported (this could include education or wing staff, peer support or anyone else)?	48%	8%
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	47%	45%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	50%	38%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	90%	90%
	<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%	33%
RETURNING TO THE COMMUNITY			
	<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)?	58%	40%
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?	53%	55%

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Comparison of survey responses between sub-populations of prisoners

In this table responses of prisoners who considered themselves to be neurodivergent are compared to 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
	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

	Consider themselves neurodivergent	Do not consider themselves neurodivergent
Number of completed questionnaires returned	72	72

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	47%	35%
	Are you 50 years of age or older?	4%	7%
1.3	Are you from an ethnic group other than white?	68%	69%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	3%	6%
7.3	Are you Muslim?	41%	32%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	66%	28%
12.3	Do you have any mental health problems?	80%	46%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?		
19.2	Are you a foreign national?	1%	7%
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)?	58%	20%
19.5	Is your gender female, non-binary or other?	0%	0%
19.6	Do you identify as transgender or trans?	1%	1%
19.7	Are you homosexual, bisexual or other sexual orientation?	1%	1%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	81%	81%
2.3	Overall, were you treated very/quite well in reception?	81%	89%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	50%	33%
	Feeling suicidal	8%	9%

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

		Consider themselves neurodivergent	Do not consider themselves neurodivergent
	Number of completed questionnaires returned	72	72

	Needing protection from other prisoners	25%	7%
	<i>For those who had the following problems, did staff help you with?:</i>		
	Feeling depressed	34%	30%
	Feeling suicidal	25%	20%
	Needing protection from other prisoners	15%	25%
2.5	Were you able to talk to a member of staff in private?	65%	59%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	79%	76%
3.6	Have you had an induction at this prison?	91%	89%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	55%	53%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	29%	46%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	55%	63%
	Can you have access to a shower every day?	38%	58%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	48%	53%
	At night?	74%	81%
4.6	Have you been on an ACCT in this prison?	43%	14%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	27%	20%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	35%	42%
5.2	Do you get enough to eat at mealtimes always/most of the time?	32%	44%
5.3	Does the shop/canteen sell the things that you need?	50%	63%
RELATIONSHIPS WITH STAFF			

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

		Consider themselves neurodivergent	Do not consider themselves neurodivergent
Number of completed questionnaires returned		72	72
6.1	Do most staff here treat you with respect?	49%	70%
6.2	Are there any staff here you could turn to if you had a problem?	62%	63%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	40%	38%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	59%	55%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	25%	34%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	35%	39%
FAITH			
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	72%	72%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	89%	97%
7.5	Are your religious beliefs respected here?	67%	85%
CONTACT WITH FAMILY AND FRIENDS			
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	59%	71%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	24%	33%
8.7	Are you able to use a phone every day (if you have credit)?	81%	86%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	34%	24%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	3%	7%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	82%	56%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	1%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	64%	67%
	Go to the gym or play sports	8%	14%
9.6	Does the library have a wide enough range of materials to meet your needs?	49%	59%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			

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

		Consider themselves neurodivergent	Do not consider themselves neurodivergent
Number of completed questionnaires returned		72	72
10.1	Is it easy for you to make an application?	60%	71%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	38%	74%
10.3	Is it easy for you to make a complaint?	58%	69%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	21%	53%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	55%	36%
HEALTH CARE			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	65%	53%
	Your outside medical appointments	48%	50%
	Your agreed social care package	41%	26%
11.2	Is it very/quite easy to see?:		
	Doctor	52%	50%
	Nurse	59%	64%
	Dentist	14%	15%
	Pharmacist	41%	50%
	Mental health worker	33%	46%
	Substance misuse worker	32%	38%
11.4	Do you think the overall quality of the health services here is very/quite good?	53%	62%
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?	39%	50%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	66%	28%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	23%	41%
12.3	Do you have any mental health problems?	80%	46%
	<i>For those who have any mental health problems:</i>		

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

		Consider themselves neurodivergent	Do not consider themselves neurodivergent
Number of completed questionnaires returned		72	72
12.4	Have you been helped with your mental health problems in this prison?	51%	53%
12.5	Has your mental health got better since arriving at this prison?	21%	9%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?		
<i>For those who are neurodivergent:</i>			
12.7	Are you getting the support you need in this prison?	33%	
ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	23%	15%
SAFETY			
14.1	Have you ever felt unsafe here?	51%	40%
14.2	Do you feel unsafe now?	30%	17%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	26%	32%
	Staff?	35%	43%
14.4	Have you been bullied/victimised in this prison by other prisoners?	29%	19%
	Have you been bullied/victimised in this prison by staff?	42%	29%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	17%	30%
	Deal with bad behaviour fairly?	28%	13%
<i>For those who know that there are opportunities and rewards:</i>			
15.3	Do the opportunities and rewards motivate you to behave well?	77%	91%
15.4	Do you think the culture in this prison encourages prisoners to behave well?	11%	27%
15.5	Have you been physically restrained by staff in this prison in the last 6 months?	48%	27%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	46%	25%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		

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

	Consider themselves neurodivergent	Do not consider themselves neurodivergent
Number of completed questionnaires returned	72	72

	Have you been supported (this could include education or wing staff, peer support or anyone else)?	40%	38%
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	39%	53%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	45%	46%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	81%	97%
	<i>For those who know what their objectives or targets are:</i>		
	Are any staff here supporting you to achieve the objectives or targets?	44%	47%
RETURNING TO THE COMMUNITY			
	<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)?	42%	59%
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?	43%	64%

Feltham B 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.

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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
Number of completed questionnaires returned	54	88

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	54%	34%
	Are you 50 years of age or older?	2%	8%
1.3	Are you from an ethnic group other than white?	69%	69%
	Are you from a white Gypsy or Irish Traveller or Roma ethnic group?	6%	3%
7.3	Are you Muslim?	38%	34%
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	64%	34%
12.3	Do you have any mental health problems?	74%	55%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	74%	34%
19.2	Are you a foreign national?	4%	5%
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?	0%	0%
19.6	Do you identify as transgender or trans?	0%	2%
19.7	Are you homosexual, bisexual or other sexual orientation?	0%	2%
ARRIVAL AND RECEPTION			
2.2	When you were searched in reception, was this done in a respectful way?	80%	81%
2.3	Overall, were you treated very/quite well in reception?	81%	89%
2.4	When you first arrived, did you have problems with?:		
	Feeling depressed	46%	38%
	Feeling suicidal	11%	9%

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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
	Number of completed questionnaires returned	54	88

	Needing protection from other prisoners	19%	15%
	<i>For those who had the following problems, did staff help you with?:</i>		
	Feeling depressed	32%	31%
	Feeling suicidal	25%	17%
	Needing protection from other prisoners	13%	20%
2.5	Were you able to talk to a member of staff in private?	53%	65%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	72%	80%
3.6	Have you had an induction at this prison?	89%	92%
	<i>For those who have had an induction:</i>		
	Did your induction cover everything you needed to know about this prison?	53%	53%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	23%	46%
4.3	On the wing or houseblock you are currently living on:		
	Do you normally have enough clean clothing that fits you?	55%	62%
	Can you have access to a shower every day?	40%	52%
4.4	Is it normally quiet enough on the wing or houseblock for you to relax:		
	During the day?	45%	53%
	At night?	84%	76%
4.6	Have you been on an ACCT in this prison?	46%	14%
	<i>For those who have been on an ACCT:</i>		
	Did you feel cared for by staff?	28%	17%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very/quite good?	28%	45%
5.2	Do you get enough to eat at mealtimes always/most of the time?	31%	42%
5.3	Does the shop/canteen sell the things that you need?	54%	59%
RELATIONSHIPS WITH STAFF			

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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
Number of completed questionnaires returned		54	88
6.1	Do most staff here treat you with respect?	42%	71%
6.2	Are there any staff here you could turn to if you had a problem?	58%	67%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	43%	36%
6.5	Are prisoners here consulted about things like food, canteen or wing issues?	58%	55%
6.6	If you wanted to, can you talk to managers, governors or directors in this prison?	29%	30%
6.7	<i>For those who have shared a problem with a manager, governor or director:</i>		
	Did they try to help you?	36%	39%
FAITH			
7.2	Are you able to speak to the Chaplaincy team in private, if you want to?	78%	70%
	<i>For those who have a religion:</i>		
7.4	Are you able to go to religious services, if you want to?	93%	93%
7.5	Are your religious beliefs respected here?	67%	83%
CONTACT WITH FAMILY AND FRIENDS			
8.3	Are your visitors usually treated respectfully by staff all/most of the time?	59%	70%
8.5	Have staff here encouraged you to keep in touch with your family and friends?	20%	33%
8.7	Are you able to use a phone every day (if you have credit)?	85%	83%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on Monday - Fridays?	26%	29%
	Do you usually spend 10 hours or more out of your cell on Monday - Fridays?	4%	6%
	Do you usually spend less than 2 hours out of your cell each day on Saturday - Sundays?	84%	59%
	Do you usually spend 10 hours or more out of your cell each day on Saturday - Sundays?	2%	0%
9.3	Are you able to do the following more than 5 days in a normal week?		
	Exercise outside	75%	62%
	Go to the gym or play sports	8%	11%
9.6	Does the library have a wide enough range of materials to meet your needs?	60%	50%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			

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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
54	88

10.1	Is it easy for you to make an application?	67%	66%
	<i>For those who have made an application are they usually dealt with:</i>		
10.2	Fairly?	51%	60%
10.3	Is it easy for you to make a complaint?	64%	66%
	<i>For those who have made a complaint are they usually dealt with:</i>		
10.4	Fairly?	27%	46%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	52%	38%
HEALTH CARE			
11.1	Since arriving in this prison have you experienced any delays getting these things?		
	Your medication	64%	52%
	Your outside medical appointments	36%	57%
	Your agreed social care package	32%	35%
11.2	Is it very/quite easy to see?:		
	Doctor	48%	54%
	Nurse	63%	62%
	Dentist	15%	15%
	Pharmacist	49%	46%
	Mental health worker	39%	42%
	Substance misuse worker	40%	35%
11.4	Do you think the overall quality of the health services here is very/quite good?	58%	57%
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?	39%	46%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	64%	34%
	<i>For those who have a disability:</i>		
12.2	Are you getting the support you need?	23%	31%
12.3	Do you have any mental health problems?	74%	55%
	<i>For those who have any mental health problems:</i>		

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

		Been in local authority care	Not been in local authority care
	Number of completed questionnaires returned	54	88

12.4	Have you been helped with your mental health problems in this prison?	54%	47%
12.5	Has your mental health got better since arriving at this prison?	17%	12%
12.6	Do you consider yourself to be neurodivergent (this includes any neurological or brain difference that impacts your daily life, for example, ADHD, Autism or an Acquired Brain Injury)?	74%	34%
<i>For those who are neurodivergent:</i>			
12.7	Are you getting the support you need in this prison?	34%	27%
ALCOHOL AND DRUGS			
13.3	Have you developed a drug or alcohol problem in this prison (including medication not prescribed to you)?	21%	16%
SAFETY			
14.1	Have you ever felt unsafe here?	54%	42%
14.2	Do you feel unsafe now?	28%	19%
14.3	Would you report it if you were being bullied/victimised in this prison by:		
	Other prisoners?	15%	37%
	Staff?	23%	50%
14.4	Have you been bullied/victimised in this prison by other prisoners?	33%	19%
	Have you been bullied/victimised in this prison by staff?	50%	27%
BEHAVIOUR MANAGEMENT			
15.1	Does this prison:		
	Reward good behaviour fairly?	17%	27%
	Deal with bad behaviour fairly?	24%	16%
<i>For those who know that there are opportunities and rewards:</i>			
15.3	Do the opportunities and rewards motivate you to behave well?	92%	83%
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?	56%	26%
15.6	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	55%	23%
EDUCATION, SKILLS AND WORK			
16.1	<i>For those who have needed support:</i>		

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	Been in local authority care	Not been in local authority care
Number of completed questionnaires returned	54	88

	Have you been supported (this could include education or wing staff, peer support or anyone else)?	34%	41%
16.3	Has the prison allocated you to the education, training or work that will help you when you are released?	44%	48%
SENTENCE PLAN			
17.1	Do you have a sentence plan?	49%	44%
	<i>For those who have a sentence plan:</i>		
17.2	Do you know what your objectives or targets are?	85%	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?	41%	46%
RETURNING TO THE COMMUNITY			
	<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)?	56%	48%
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?	44%	60%