



Brook House Safer Community Survey 2017

Issued Questionnaires - ? Number of completed and returned – 140 (??%)

Section 1: General Information

1	How old are you? <i>99% response to this question</i>	
	18-20	1
	21-25	23
	26-30	35
	31- 35	30
	36- 40	21
	41- 45	15
	46-50	3
	51 plus	10
2	What is your Nationality? <i>67% response to this question</i>	
	Albania	3
	Angola	1
	Bahamas	1
	Bangladesh	9
	Cameroon	1
	Congo	1
	Egypt	1
	Estonia	1
	Ghana	6
	Grenada	1
	India	17
	Iran	3
	Iraq	1
	Italy	1
	Ivory Coast	1
	Jamaica	1
	Malaysia	1
	Mauritius	1
	Morocco	2
	Nepal	1
	Nigeria	5
	Pakistan	10
	Poland	5
	Portugal	1

	Romania	5
	Russia	1
	Slovakia	2
	Somalia	2
	Spain	1
	Sri Lanka	3
	Syria	2
	Togo	1
	Turkey	1
	Zimbabwe	1
	<i>Undeclared</i>	46

3	What is your ethnic background? <i>95% response to this question</i>	
	Indian	22
	Pakistani	14
	Bangladeshi	9
	Asian Other	10
	Black/Caribbean	6
	Black/African	25
	Black/Other	3
	Mixed White/Caribbean	1
	Mixed White/Asian	2
	Mixed White/Black	6
	Chinese	0
	Oriental/Other	2
	White/Other	33
4	Have you completed a Wing Induction? <i>91% response to this question</i>	
	Yes	96 - 69%
	No	31 - 22%
5	What is your religion? <i>91% response to this question</i>	
	No Religion	9
	Anglican	1
	Buddhist	5
	Hindu	10
	Muslim	53
	Other Christian Religion	12
	Orthodox (Greek/Russian)	3
	Pentecostal	6
	Roman Catholic	8
	Sikh	11
	Other:	9

Section 2: General Information					
6	How safe do you feel in Brook House? <i>93% response to this question</i>				
	Very safe			22 – 16%	
	Safe			63 – 45%	
	Unsafe			26 – 19%	
	Very unsafe			19 – 13%	
7	In the table below please state how safe you feel in the following areas <i>% shown in columns below relate to each individual response line</i>				
	Area	Very Unsafe	Unsafe	Safe	Very safe
	In your own room <i>Response 127 – 91%</i>	17 – 12%	11 – 8%	62 – 44%	37 – 26%
	On the wing <i>Response 121 – 86%</i>	12 – 9%	20 – 14%	69 – 49%	20 – 14%
	General association areas <i>Response 124 – 89%</i>	11 – 8%	25 – 18%	71 – 51%	17 – 12%
	In the showers <i>Response 126 – 90%</i>	17 – 7%	18 – 13%	73 – 52%	18 – 13%
	On reception <i>Response 119 – 85%</i>	7 – 5%	8 – 6%	80 – 57%	24 – 17%
	At visits <i>Response 114 – 81%</i>	6 – 4%	8 – 6%	72 – 51%	28 – 20%
	Meal times on wings <i>Response 125 - 89%</i>	17 – 12%	33 – 24%	53 – 38%	22 – 16%
	On exercise yard <i>Response 114 – 81%</i>	13 – 9%	31 – 22%	54 – 39%	16 – 11%
	In education/activities <i>Response 118 – 84%</i>	10 – 7%	17 – 12%	67 – 48%	24 – 17%
	In the gym <i>Response 120 - 86%</i>	14 – 10%	27 – 19%	61 – 44%	18 – 13%
	In the library <i>Response 122 – 87%</i>	8 – 6%	21 – 15%	71 – 51%	22 – 16%
	In healthcare <i>Response 122 -87%</i>	13 – 9%	24 – 17%	62 – 44%	23 – 17%
	Exchanging laundry <i>Response 117 – 84%</i>	13 – 9%	20 – 14%	66 – 47%	18 – 13%
	In the Chapel/Mosque/Multi-faith room <i>Response 105 – 75%</i>	6 – 4%	9 – 6%	58 – 41%	32 – 23%
	Any other areas	4	1	15	5
8	What do you think are unacceptable behaviours?				
	Comments included: bullying, verbal and racial abuse, stealing, drug use and disturbing others whilst resting.				

Section 3: Violence		
9	Have you ever been a victim of violence whilst in detention in Brook House? <i>91% response to this question</i>	
	Yes	28 – 20%
	No	100 – 71%
10	Have you witnessed a detainee threatening another with violence? <i>90% response to this question</i>	
	Yes	48 – 34%
	No	79 – 56%
11	Do you know what to do if you were a victim of violence or witnessed an act of violence? <i>91% response to this question</i>	
	Yes	69 – 49%
	No	59 – 42%
12	Is there a particular group of detainee who are likely to be involved in 'violence'? <i>87% response to this question</i>	
	Yes - <i>Some comments added to this question by responding: Jamaicans, Albanians.</i>	15 – 11%
	No	23 – 16%
	Don't know	84 – 60%
13	Is there a particular group of detainee who are likely to be victim of violence? <i>86% response to this question</i>	
	Yes	14 - 10%
	No	19 – 14%
	Don't know	87 – 62%
14	How often do problems with <u>letters/parcels</u> cause detainees to become angry or verbally or physically aggressive to staff or other detainees? <i>88% response to this question</i>	
	Never	13 - 9%
	Sometimes	41 – 29%
	Almost always	13 - 9%
	Always	9 – 6%
	Don't know	49 – 35%

15	How often do problems with food service cause detainees to become angry or verbally or physically aggressive towards staff or to other detainees? <i>88% response to this question</i>	
	Never	12 - 9%
	Sometimes	45 – 32%
	Almost always	21 – 15%
	Always	18 – 13%
	Don't know	27 – 19%
16	How often do problems with the shop cause detainees to become angry or verbally or physically aggressive towards staff or to other detainees? <i>86% response to this question</i>	
	Never	18 - 13%
	Sometimes	48 – 34%
	Almost always	13 – 9%
	Always	9 – 6%
	Don't know	34 – 24%
17	How often do problems with replies to applications/complaints cause detainees to become angry or verbally or physically aggressive towards staff or to other detainees? <i>87% response to this question</i>	
	Never	12 – 9%
	Sometimes	47 – 33%
	Almost always	16 – 11%
	Always	15 – 10%
	Don't know	35 – 25%
18	How often do problems with visits cause detainees to become angry or verbally or physically aggressive towards staff or to other detainees? <i>87% response to this question</i>	
	Never	19 – 14%
	Sometimes	34 – 24%
	Almost always	9 – 6%
	Always	5 – 4%
	Don't know	54 – 39%

19	How often do problems with <u>telephone calls</u> cause detainees to become angry or verbally or physically aggressive towards staff or to other detainees? <i>85% response to this question</i>	
	Never	20 – 14%
	Sometimes	39 – 28%
	Almost always	7 – 5%
	Always	6 – 4%
	Don't know	47 – 34%
20	How often do problems with Home Office cause detainees to become angry or verbally or physically aggressive towards staff or to other detainees? <i>83% response to this question</i>	
	Never	13 – 9%
	Sometimes	19 – 14%
	Almost always	24 – 17%
	Always	27 – 19%
	Don't know	34 – 24%
Section 4: Bullying		
21	Have you ever been bullied whilst in detention in Brook House? <i>86% response to this question</i>	
	Yes	28 – 20%
	No	93 – 66%
22	Are you aware of any bullying taking place in this centre? <i>86% response to this question</i>	
	Yes	38 – 27%
	No	82 - 59%
23	Do you know what to do if you were bullied or witnessed bullying? <i>86% response to this question</i>	
	Yes	63 - 45%
	No	57 – 41%

24	Is there a particular group of detainees who are likely to be victims of Bullying? <i>85% response to this question</i>	
	Yes	20 – 14%
	No	17 – 12%
	Don't know	82 -59%
25	Do you feel victims of bullying would get all the help they need to cope in this centre? <i>85% response to this question</i>	
	Yes	24 – 17%
	No	36 – 26%
	Don't know	59 – 42%
26	Please indicate your opinion about the following statements	
a)	Everyone in detention gets bullied at one time or another <i>87% response to this statement</i>	
	Agree	33 -24%
	Disagree	34 – 25%
	Don't know	53 – 38%
b)	The best way to stop bullying is to punish bullies severely <i>84% response to this statement</i>	
	Agree	63 – 45%
	Disagree	21 – 15%
	Don't know	34 – 24%
c)	The best way to stop bullying is to educate detainees (bullies) out of their behaviour <i>82% response to this statement</i>	
	Agree	84 – 60%
	Disagree	9 – 6%
	Don't know	23 – 16%

d)	Bullying is a serious problem in detention <i>86% response to this statement</i>	
	Agree	71 - 51%
	Disagree	16 – 11%
	Don't know	33 - 24%
e)	Bullying can be prevented <i>82% response to this statement</i>	
	Agree	67 - 48%
	Disagree	11 – 8%
	Don't know	36 – 26%
f)	If you are being bullied it is better to go to other detainees for help, rather than to a member of staff <i>83% response to this statement</i>	
	Agree	25 – 18%
	Disagree	64 – 46%
	Don't know	27 – 19%
27	How often have you heard any detainee calling other detainees hurtful names or making insulting /racial remarks? <i>78% response to this question</i>	
	Never	52 - 37%
	Once or twice	21 – 15%
	Occasionally (once or twice a week)	22 - 16%
	Regularly (almost everyday)	14 – 10%
28	Do you know what to do if you hear any detainees calling other detainees hurtful names or making insulting /racial remarks? <i>84% response to this question</i>	
	Yes	53 – 38%
	No	64 - 46%

29	Have you witnessed detainees trying to stop other detainees joining in activities? <i>82% response to this question</i>	
	Never	80 - 57%
	Once or twice	20 – 14%
	Occasionally (once or twice a week)	9 – 6%
	Regularly (almost everyday)	8 – 5%
30	Have you observed detainees giving other detainees items they have bought from the shop? <i>81% response to this question</i>	
	Never	39 - 28%
	Once or twice	21 – 15%
	Occasionally (once or twice a week)	28 – 20%
	Regularly (almost everyday)	25 – 18%
31	Do you think staff in Tinsley House takes challenging bullying behaviour seriously? <i>83% response to this question</i>	
	Yes	39 – 28%
	No	21 – 15%
	Don't know	56 – 40%
Section 5: Staff		
32	How often do you feel you are treated fairly by staff in Tinsley House? <i>83% response to this question</i>	
	Never	18 – 13%
	Sometimes	46 – 33%
	Almost Always	31 – 22%
	Always	21 – 15%
33	Have you ever felt bullied or threatened by staff at Tinsley House? <i>80% response to this question</i>	
	Yes	19 – 14%
	No	93 – 66%

34	How approachable are your wing staff? <i>82% response to this question</i>	
	All my wing staff are approachable	44 – 31%
	Most of my wing staff are approachable	39 – 28%
	Some of my wing staff are approachable	31 – 22%
	None of my wing staff are approachable	1 – 1%
35	Have you ever made a complaint to an officer about violence or bullying? <i>85% response to this question</i>	
	Yes	11 – 8%
	No	108 – 77%
36	If NO why have you not made a complaint? <i>64 responded as NO (some replied with multiple ticks to this question)</i>	
	No need, because it has never happened to me	74
	No, because I was not the victim	22
	Centre staff do not care	13
	Centre staff could not do anything	9
	Centre staff would not do anything	5
	I could not prove it	8
	It was not serious enough to report	7
	I did not want to be seen as a grass	9

Detainees were asked for extra comments on how to improve safety:

“More staff needed”

“Detainees with serious criminal history should be separate”

“More effort in stopping drugs getting in”

“More regular patrols by staff”