

# **HMIPS Pre-Inspection Survey Findings**

**HMP & YOI Stirling  
January 2024**

# HMIPS Pre-Inspection Survey Findings HMP & YOI Stirling, January 2024

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# Executive Summary

## Background

This document reports on the findings of the HMIPS pre-inspection questionnaire conducted in HMP & YOI Stirling on 10 to 11 January 2024. In total, 87 people were held in HMP & YOI Stirling on 10 January. The questionnaire was distributed to 82 prisoners held in HMP & YOI Stirling on the first day of data collection – five people were not offered the survey, either because they had just arrived or were being transferred while the data collection was taking place. The response rate was 71% (60 responses).

The data is presented according to the HMIPS inspection standards. Standard 8 (Organisational effectiveness) is omitted as this is not addressed in the prisoner survey.

### Standard 1: Lawful and transparent custody

- The majority (71%) said they were treated well on arrival at HMP & YOI Stirling, but less than half of respondents (48%) said they were offered an induction on arrival.

### Standard 2: Decency

- Most respondents said the quality of food was good (84%) and that they always or usually received enough to eat at mealtimes (55%).
- Almost all respondents reported being able to shower every day (97%) and having their clothes washed at least once a week (95%).

### Standard 3: Personal safety

- Most respondents (80%) reported feeling safe all or most of the time.
- Just over one quarter (27%) reported that they had witnessed staff abusing, bullying, threatening or assaulting other prisoners, and 19% said staff had done this to them.
- Just over a quarter (27%) reported that they had been abused, bullied, threatened or assaulted by other prisoners.

### Standard 4: Effective, courteous and humane use of authority

- Just over half of respondents (56%) said they were given a reasonable explanation either every time or most times they or their cell was searched.
- Less than half of respondents (46%) said the system for accessing their personal property worked well.

### Standard 5: Respect, autonomy and protection against mistreatment

- The majority of respondents said that they were treated with respect by prison staff all or most of the time (73%).

- Half of respondents (50%) felt that the complaints system worked well, and half felt it worked badly.
- Just over half (52%) of respondents said they had a personal officer, including 88% of convicted respondents.
- Of those who said they had a personal officer, most (72%) said that their personal officer was helpful. No one reported that their personal officer was unhelpful.

### **Standard 6: Purposeful activity**

- A minority of respondents said that it was easy to access education (42%) and skills training (32%). Just over half (51%) said it was easy to access prison jobs.
- Less than two thirds of respondents (61%) said they were able to spend at least one hour outdoors in the fresh air every day.
- Most respondents said they had the opportunity to access the gym or play sports at least twice a week (79%) although less than half (39%) were able to access the library at least once a week.
- Most respondents (83%) said that they were able to spend at least two hours out of their cell during the previous weekday, including more than a third (36%) who were out of their cells for more than five hours.
- The majority (70%) reported being able to spend at least two hours out of their cells on the previous Saturday.
- Most respondents said they had been given weekly opportunities for in-person visits (69%) and video visits (58%).
- Most said that their visitors were treated with respect by staff all or most of the time (81%).

### **Standard 9: Health and wellbeing**

- Almost all respondents said they knew how to access healthcare (98%).
- The majority of respondents reported that it was easy to access a nurse/nurse practitioner (65%); a pharmacist (64%); and prison-based social work (67%); and half (50%) said that it was easy to access addictions services.
- The majority of respondents said that it was difficult to access a doctor (74%); dental services (70%); mental healthcare (54%); and medical appointments outside the prison (58%).
- The quality of most healthcare services was rated as good by most of respondents. Just over half (54%) reported the service provided by the doctor/s as good; 73% rated the service from nurses as good; 61% rated mental healthcare as good; 58% rated addictions services as good; 67% rated the pharmacy service as good; and 61% rated prison-based social work services as good.
- Dental services were rated as good by less than half of respondents (45%).
- Of those who reported having a disability or long-term health condition, 35% reported that they were well supported by the prison to manage their condition.
- Of those who said they had needed support for alcohol use, 48% said they had received support which had been helpful.
- Of those who said they had needed support for drug use, 62% said they had received support which had been helpful.

- Of those who said they had needed support for their mental health, 42% said they had received support which had been helpful.
- Most respondents (78%) reported that the prison gave them access to all the female hygiene products that they needed.

## **Introduction**

This document reports on the findings of the HMIPS pre-inspection questionnaire conducted in HMP & YOI Stirling on 10 to 11 January 2024.

In total, 87 people held in HMP & YOI Stirling on the first day of data collection were asked to complete the survey. Of these, 82 were asked to complete the survey (five were not offered the questionnaire as they had just arrived or were just leaving the establishment). Of these, 60 completed and returned the questionnaire, providing a 71% response rate.

The data is presented according to the HMIPS inspection standards. There are no results for Standard 8 as there are no questions relating to this standard in the prisoner survey.

## **Method and limitations**

The survey was managed by the HMIPS senior researcher and conducted by HMIPS staff. The day before the survey took place, HMIPS requested a full list of prisoners held in HMP & YOI Stirling, including their cell location. This was used to distribute and collect the surveys.

Anonymous data on the characteristics of the prisoner population (including age group, ethnicity, sentence type, citizenship and gender) was also requested from the prison in order to understand how closely the sample of survey respondents matched those of the overall prison population (see "Participant Profile").

HMIPS staff sought to speak to each selected participant, to explain the survey and ask if they wished to take part. Those who wanted to take part were given a paper copy of the questionnaire along with a privacy notice, a pen and an envelope. They were also asked if they would need assistance to complete the questionnaire and provided with this assistance later in the day if required. Those who did not wish to take part were not given the questionnaire. Respondents were asked to complete the questionnaire, seal it in the envelope provided and to hand it back to HMIPS staff when they returned later in the day. Staff returned to each hall several times throughout the day, and the following day, to collect completed questionnaires.

The responses to each completed questionnaire were entered into a digital version of the same survey by HMIPS staff on site, and these results were analysed.

All digital data generated during the pre-inspection surveys is stored securely on HMIPS secure servers, and hard-copies of completed surveys are securely held according to Scottish Government data protection guidelines. Hard-copies of the surveys are destroyed after the inspection has been completed.

As with all survey data, the findings reported here are limited by a number of factors, including non-response and response bias.

### **Note on presentation of data**

For each question in the following report, any non-responses or invalid responses have been excluded from the analysis. When conducting the data entry, responses were marked as invalid where a respondent had ticked two or more answers, or where it was not clear which answer they had selected. Where any other type of response has been excluded in this analysis, this is explained in the text.

Each chart gives a figure (N = X) to show how many responses are included in the analysis.



## **Participant Profile**

### **Demographic information**

The survey asked a series of demographic questions, the results of which are summarised below, excluding those who did not disclose their demographic information.

A small minority of respondents were aged under 30 (13%). Almost half of respondents were aged between 31 to 40 (48%), and 27% were aged 41 to 50; 13% were over the age of 50.

The majority of respondents reported being white (91%) and holding UK citizenship (93%). Most reported having a religion (66%), with the most common being Church of Scotland (24%) and Roman Catholic (22%).

Convicted prisoners made up 57% of the sample of respondents, with 43% on remand. Those serving short-term sentences (under four years) made up 32% of respondents, 20% were serving more than four years, and 5% were on an Order for Lifelong Restriction (OLR).

Over half of respondents said they had a disability or long-term health condition (61%), more than two in five said they had been in care under the age of 18 (42%), and one third (33%) had children under the age of 18.

### **Sample representativeness**

HMIPS requested an anonymous breakdown of the prisoner population in HMP & YOI Stirling the day before data collection for the survey took place. This included information on age group, gender, ethnic group, citizenship and sentence type. The table below shows how this data from the whole population of HMP & YOI Stirling compares with the sample of prisoners who responded to the survey.

As the table below shows, overall, the respondent population closely matched the characteristics of the whole population of the prison, particularly in relation to age and citizenship. Those held on remand were slightly under-represented, while those serving sentences were slightly over-represented. Those who reported being a non-white ethnicity were also over-represented in comparison with the whole population.

**Characteristics of sample population compared to characteristics of whole population of HMP & YOI Stirling (%)<sup>1</sup>**

	Sample population*	Whole population
<b>Age group</b>		
Under 21	7%	6%
21-30	5%	8%
31-40	48%	48%
41-50	27%	26%
51 or over	13%	13%
<b>Total</b>	<b>100%</b>	<b>100%</b>
<b>Ethnicity</b>		
White	91%	96%
Non-white	9%	4%
<b>Total</b>	<b>100%</b>	<b>100%</b>
<b>Citizenship</b>		
UK	93%	93%
Non-UK	7%	7%
<b>Total</b>	<b>100%</b>	<b>100%</b>
<b>Prisoner type</b>		
Remand	43%	54%
Short-term	32%	25%
Long-term/life/life recall/OLR	25%	21%
<b>Total</b>	<b>100%</b>	<b>100%</b>

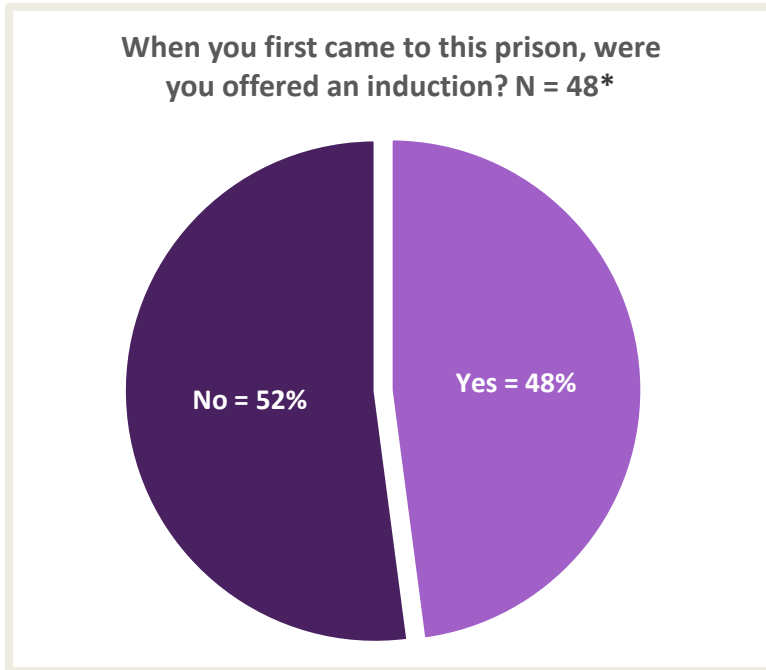
*\*Excluding those who did not disclose their demographic information (5% of all respondents)*

<sup>1</sup> Due to rounding, totals do not always sum precisely to 100%

## Standard 1: Lawful and Transparent Custody

### Induction

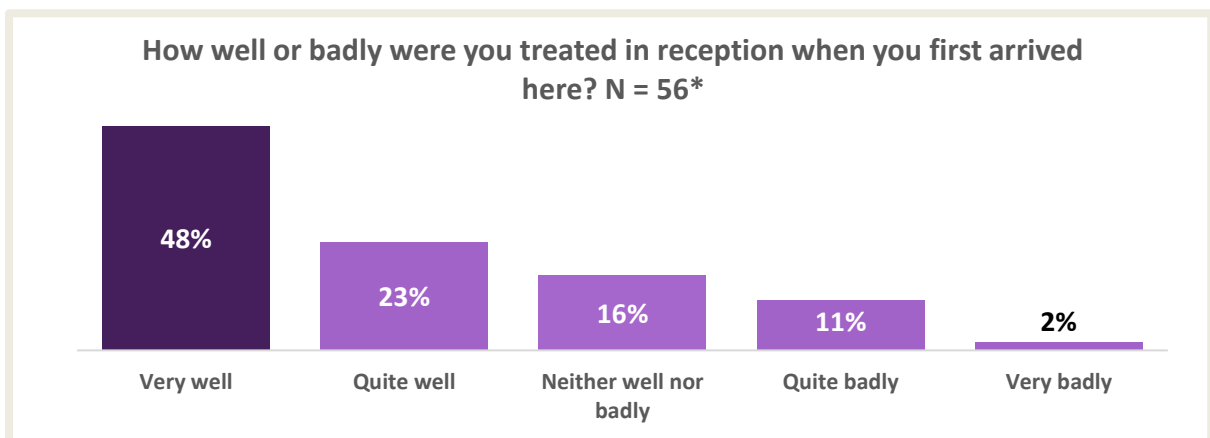
Of those who said they could remember, just under half (48%) of respondents said they were offered an induction on arrival at HMP & YOI Stirling.



\*Excluding "don't remember"

### Treatment in reception

Most respondents (71%) reported being treated well on arrival at HMP & YOI Stirling, while 13% reported being treated badly.

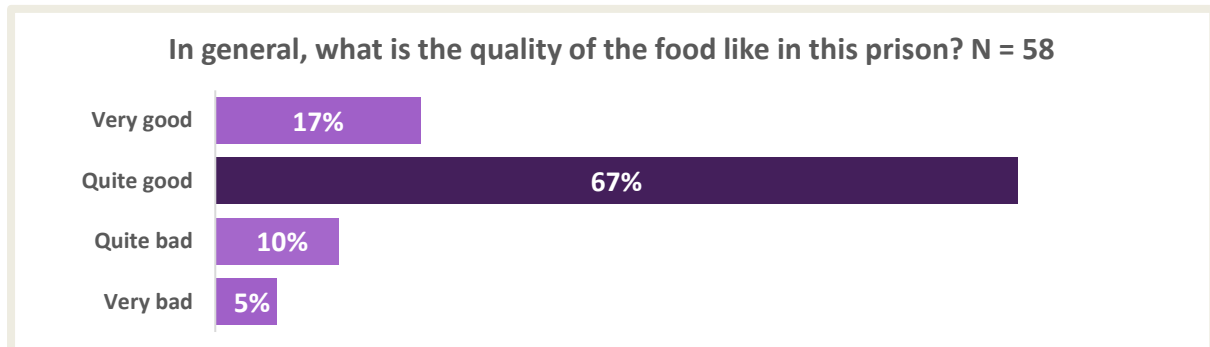


\*Excluding "don't remember"

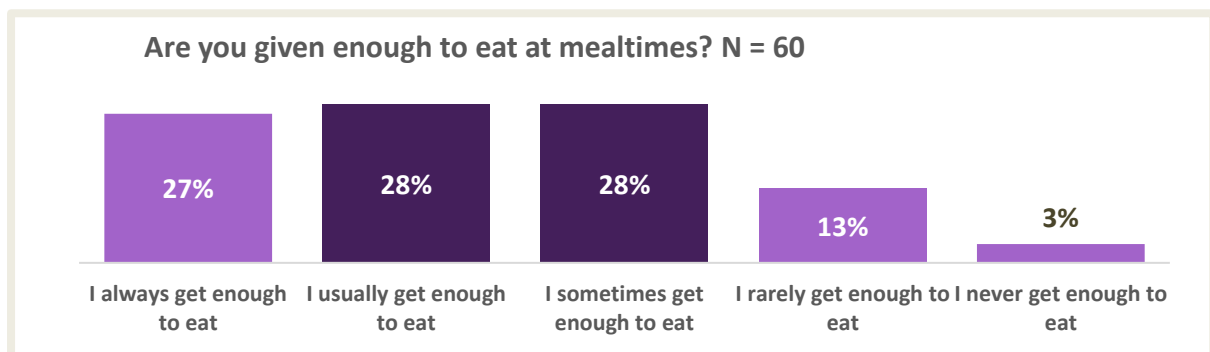
## Standard 2: Decency

### Food

Overall, respondents were generally positive about the quality of food available at HMP & YOI Stirling, with 84% rating it as good or very good.

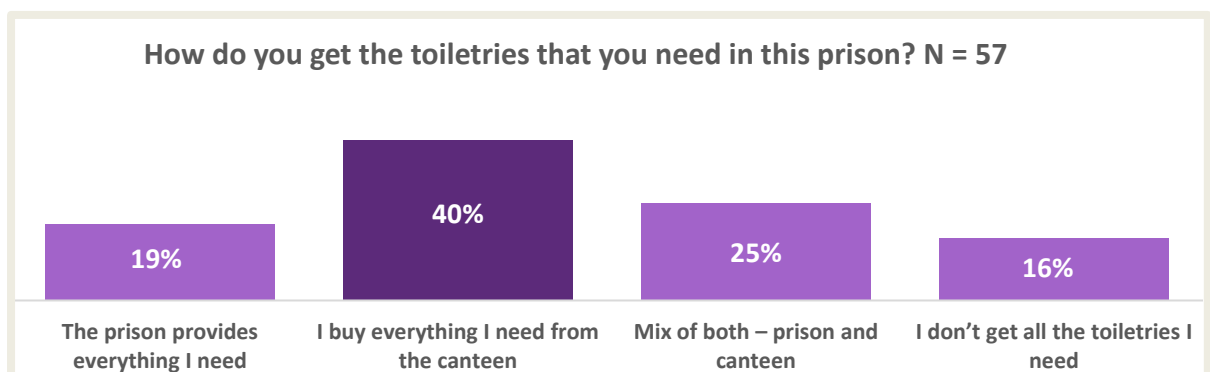


Just over half of respondents said that they always or usually get enough to eat at mealtimes (55%), while 16% said they rarely or never get enough to eat.

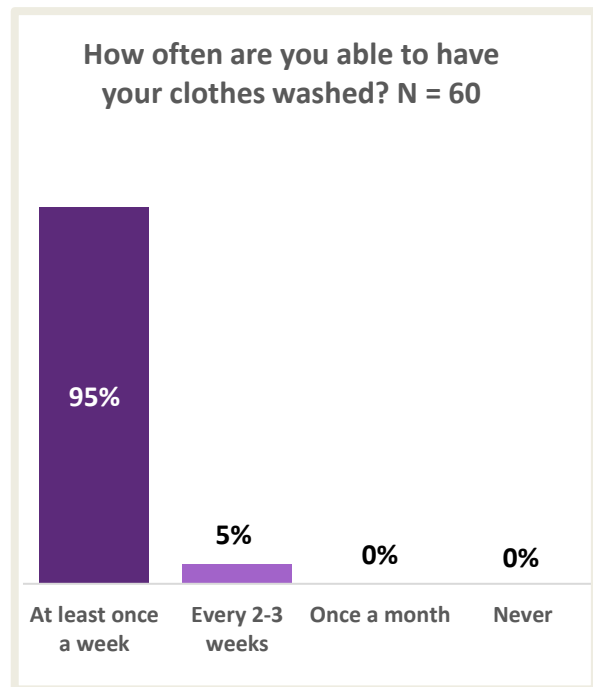
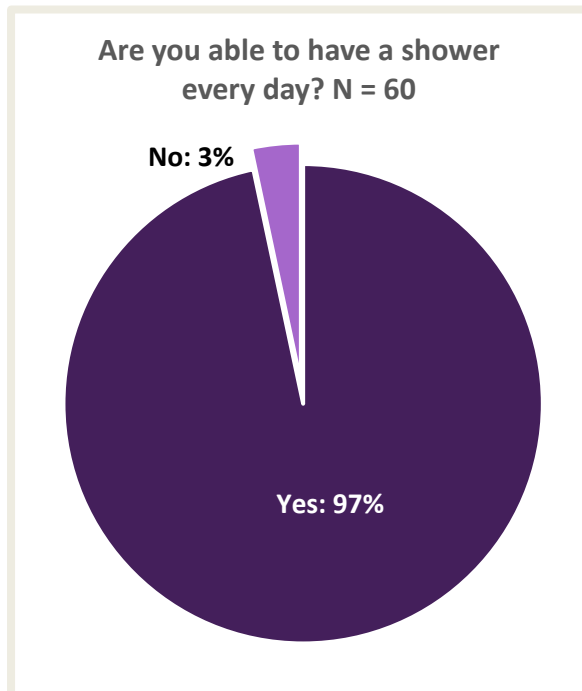


### Toiletries, showering and laundry

Just under one in five (19%) respondents reported that the prison provides all the toiletries that they need, while 65% reported relying on the canteen for some or all of the toiletries they needed, and 16% reported not being able to access all the toiletries they needed.



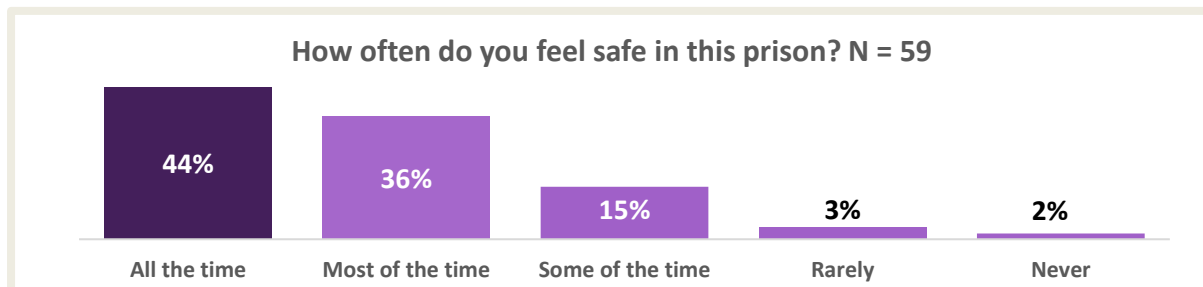
The majority of respondents said they were able to have a shower every day (97%) and that they were able to have their clothes washed at least once a week (95%).



## Standard 3: Personal Safety

### Perception of safety

The majority of respondents (80%) reported feeling safe all or most of the time in HMP & YOI Stirling, while 5% reported rarely or never feeling safe.

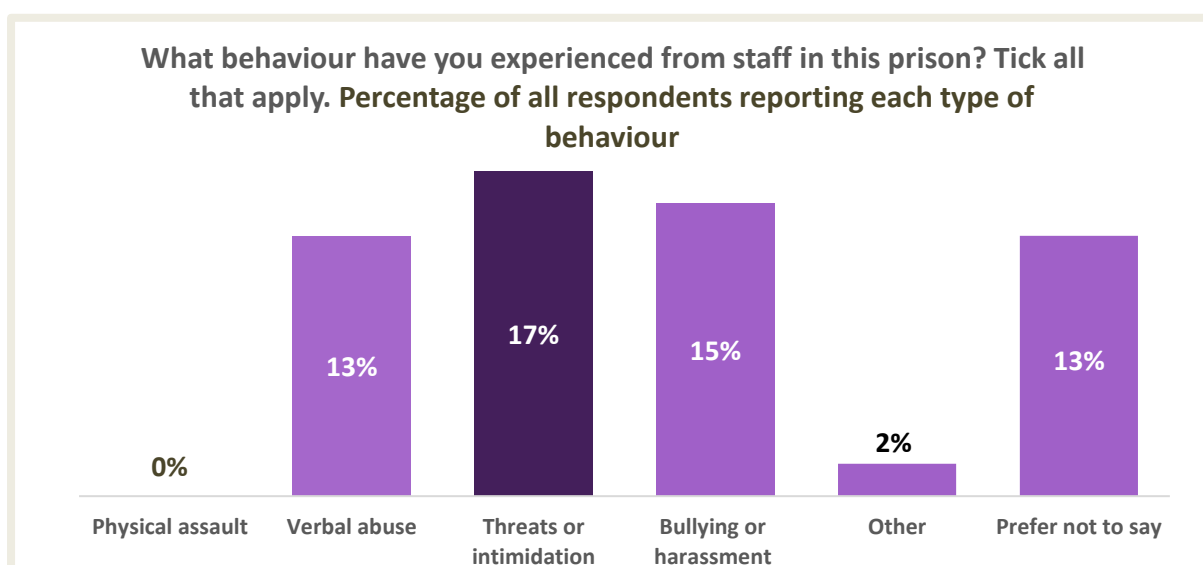


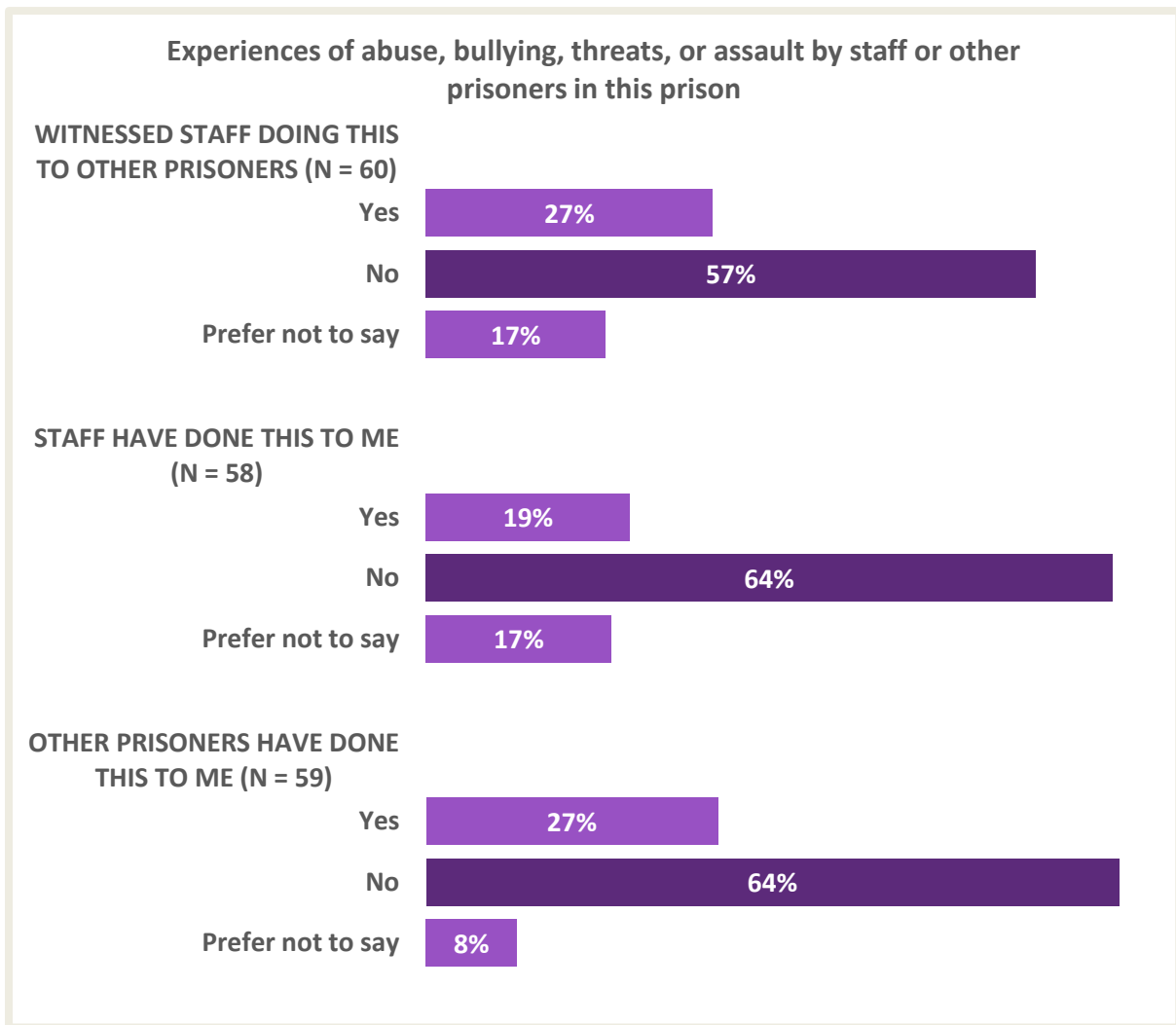
### Abuse, threats, bullying or assault by staff or other prisoners

Just over a quarter of respondents (27%) reported that they had witnessed staff members abusing, bullying, threatening or assaulting a fellow prisoner, and 17% used the “prefer not to say” option. Over half of respondents (57%) reported never having witnessed this behaviour by staff in HMP & YOI Stirling.

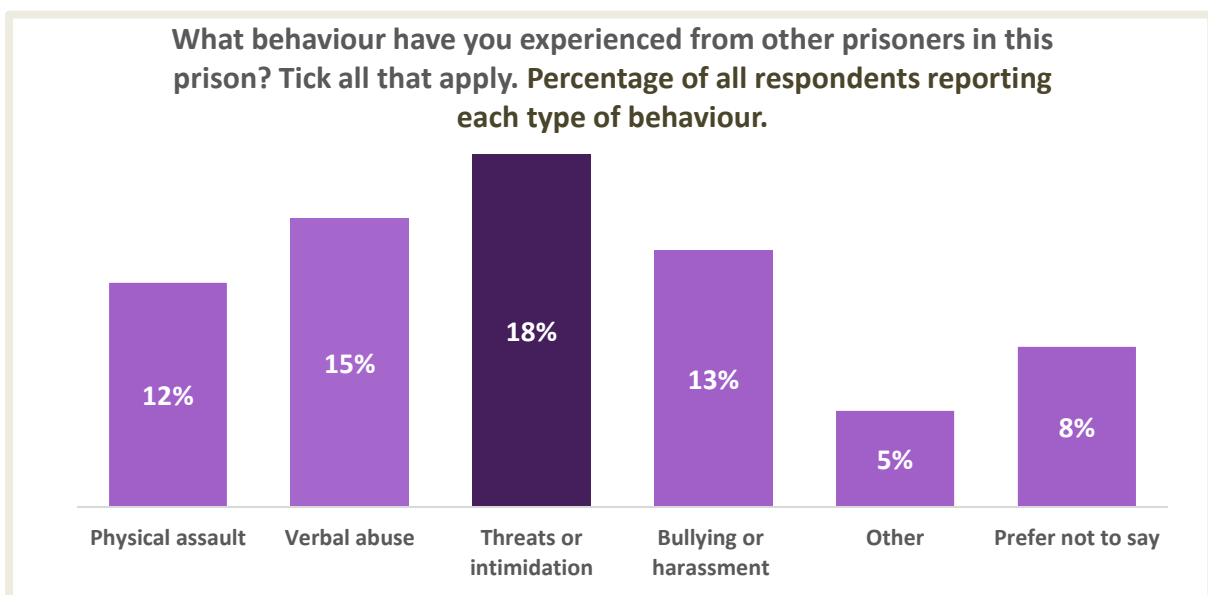
Just under one in five respondents (19%) reported that they had been abused, threatened, bullied or assaulted by a staff member, with a further 17% using the “prefer not to say” option.

When asked what type of negative behaviour they themselves had experienced from staff members, the most common responses were: threats or intimidation (17%) and bullying or harassment (15%). A further 13% reported verbal abuse. No respondents reported having been physically assaulted by staff.



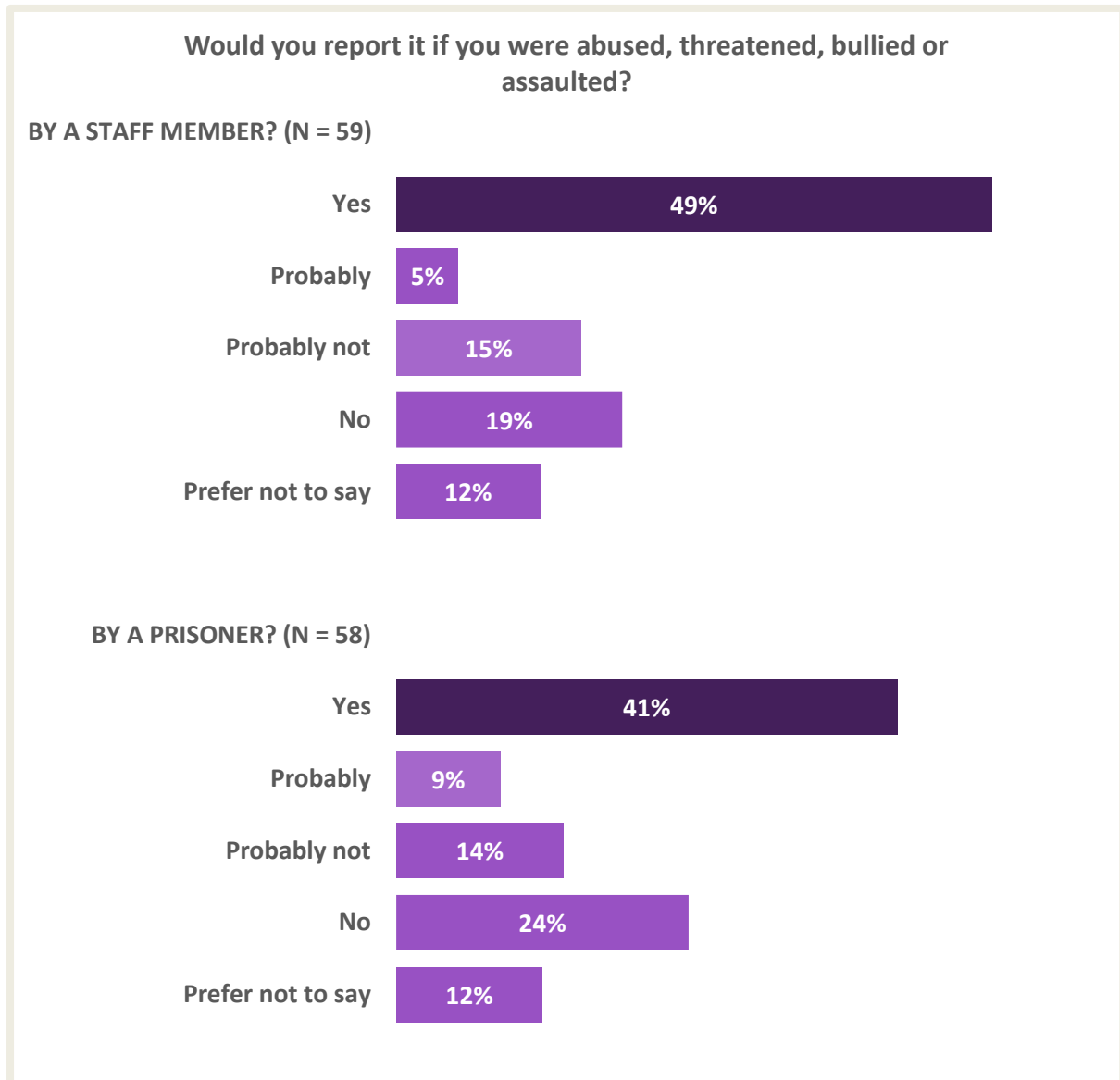


When asked about the types of behaviour they themselves had experienced from other prisoners, the most common responses were: threats or intimidation (18%); verbal abuse (15%); bullying or harassment (13%); and physical assault (12%).



## Reporting abuse, threats, bullying or assault

Just over half of respondents (54%) said that they would or probably would report abuse, threats, bullying or assault by staff members, and half (50%) said they would report the same behaviour by other prisoners.

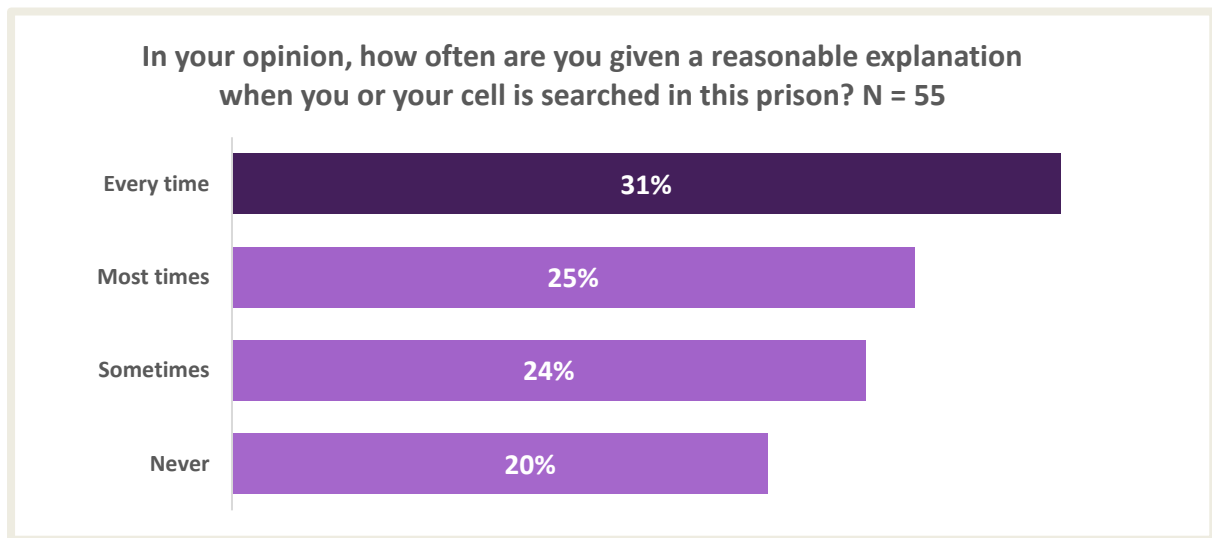




## Standard 4: Effective, Courteous and Humane Use of Authority

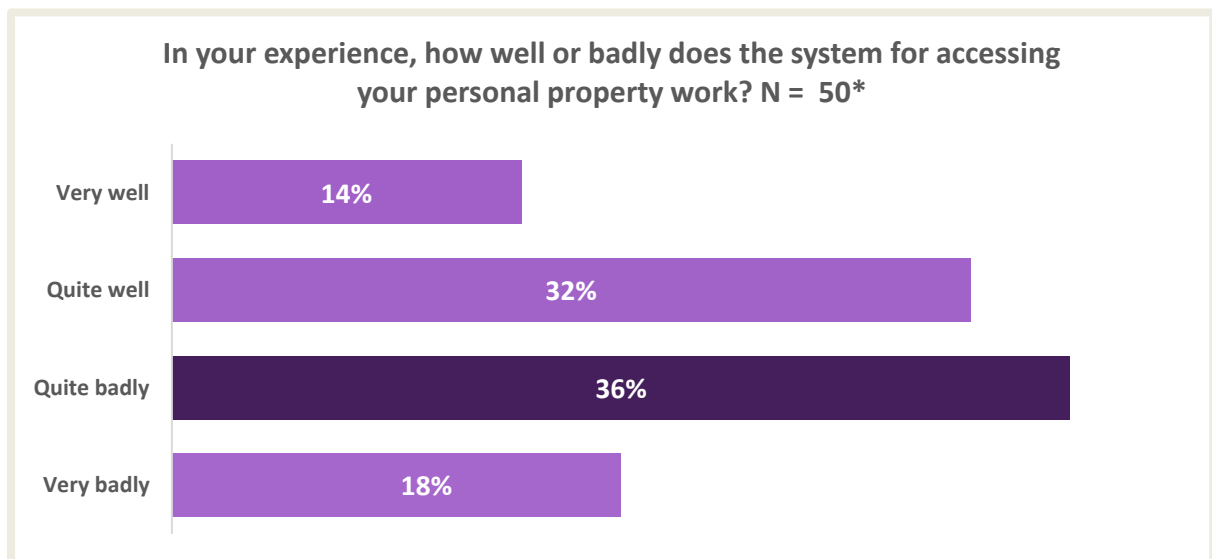
### Searching

More than half of respondents (56%) reported that they were given a reasonable explanation either every time or most times they or their cell was searched. One in five (20%) reported that they were never given a reasonable explanation for searches.



### Accessing personal property

Less than half (46%) of respondents thought that the system for accessing their personal property worked well, while 54% felt it worked badly.

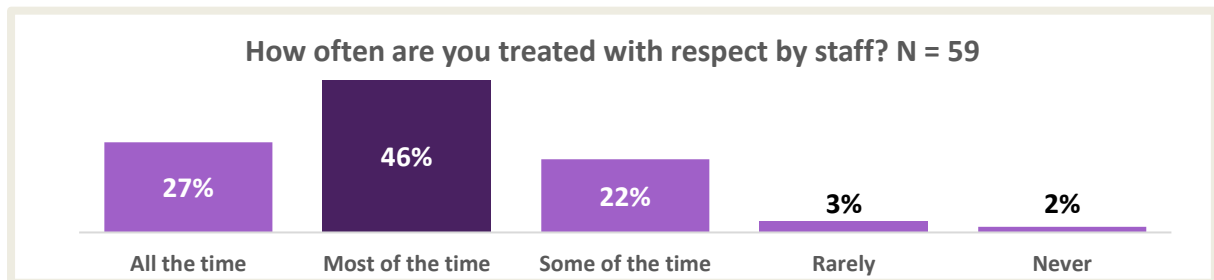


\*Excludes "don't know"

## Standard 5: Respect, Autonomy and Protection against Mistreatment

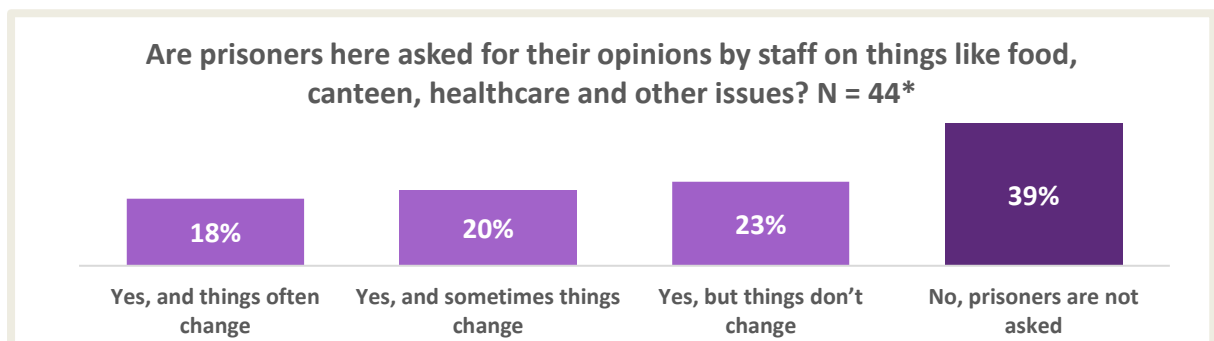
### Respect

The majority of respondents said that they were treated with respect by prison staff all or most of the time (73%), while 5% said that they were rarely or never treated with respect by staff.



### Consultation with prisoners

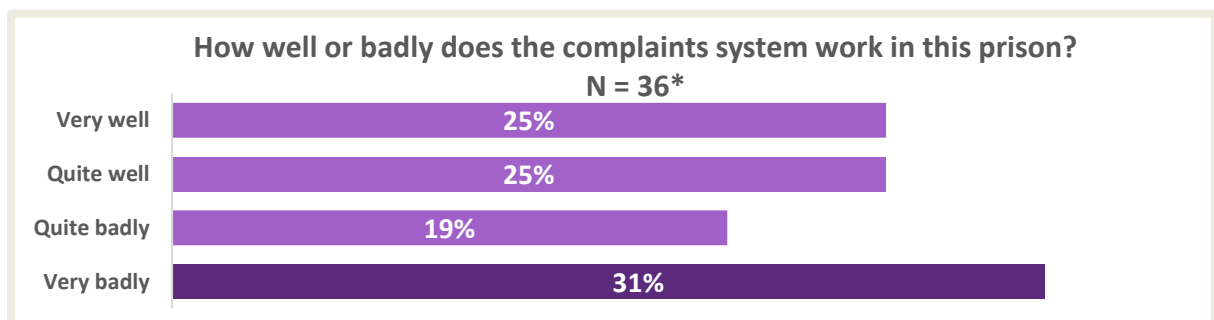
Less than two in five respondents (38%) reported that prisoners are asked for their opinions on issues affecting them in the prison, and that things sometimes or often changed as a result of this consultation. The most common response (39%) was that prisoners were not consulted.



\*Excludes "don't know"

### Complaints

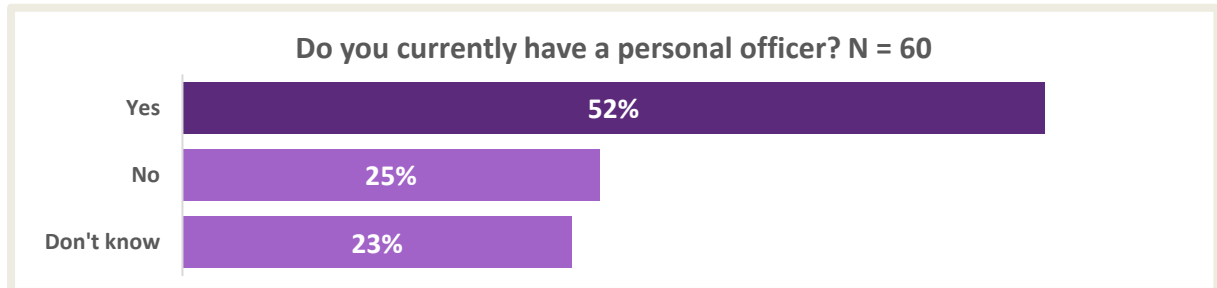
Excluding those who said they did not know, half of respondents (50%) felt that the complaints system worked well, and half felt that it worked badly.



\*Excluding "don't know"

## Personal officers

Just over half of respondents (52%) said they had a personal officer, while 25% said they did not, and 23% did not know. The percentage of those reporting that they had a personal officer rose to 88% for convicted respondents and dropped to 12% for those on remand.



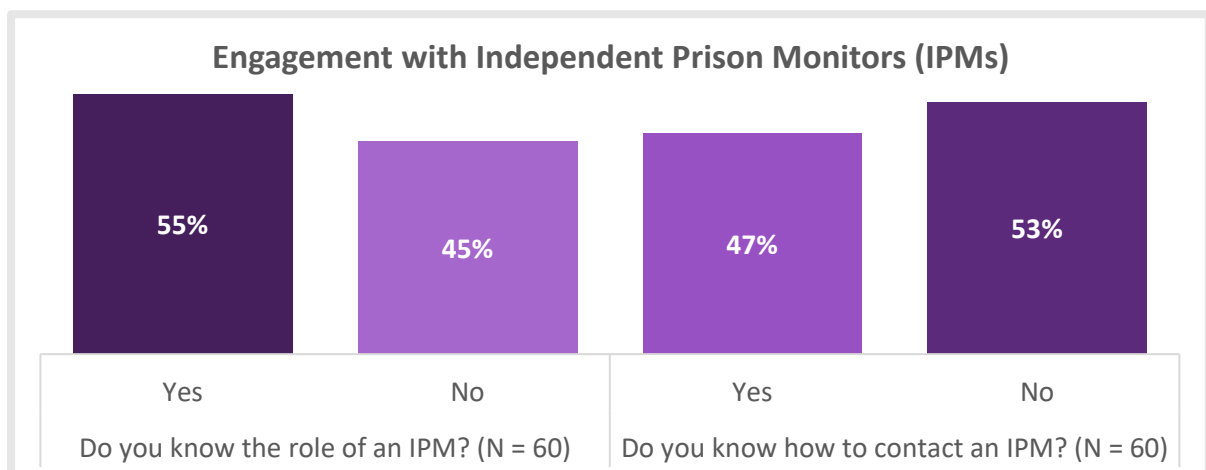
Of those who said they had a personal officer, the majority (72%) reported that their personal officer was helpful. No one reported that their personal officer was unhelpful.



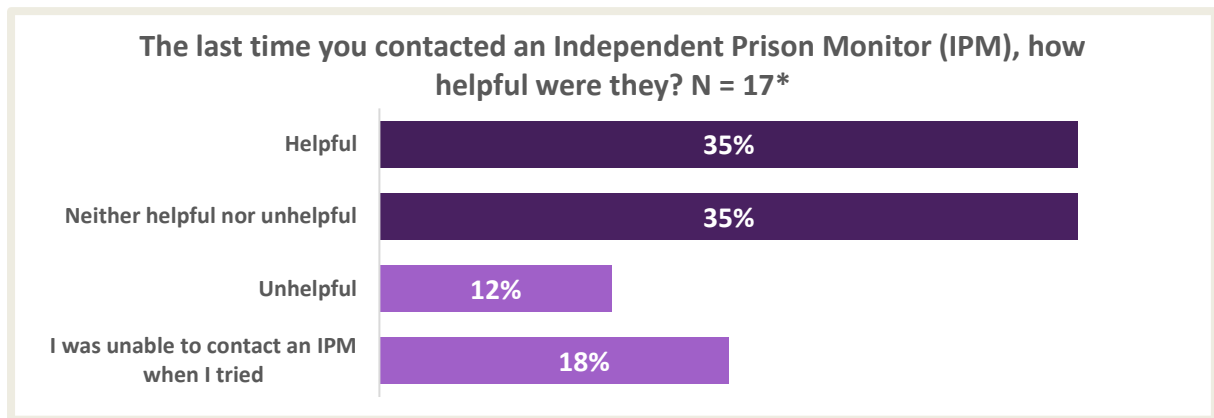
\*Responses from those who said they had a personal officer

## Engagement with Independent Prison Monitors (IPMs)

Just over half (55%) of respondents said they knew what the role of an Independent Prison Monitor (IPM) was, although just under half (47%) said they knew how to contact an IPM.



Of those who had tried to contact an IPM (17 respondents), just over a third (35%) found the experience helpful, and a further 35% found the experience “neither helpful nor unhelpful”. In total, 30% said they found the experience unhelpful or that they were unable to reach an IPM when they tried.

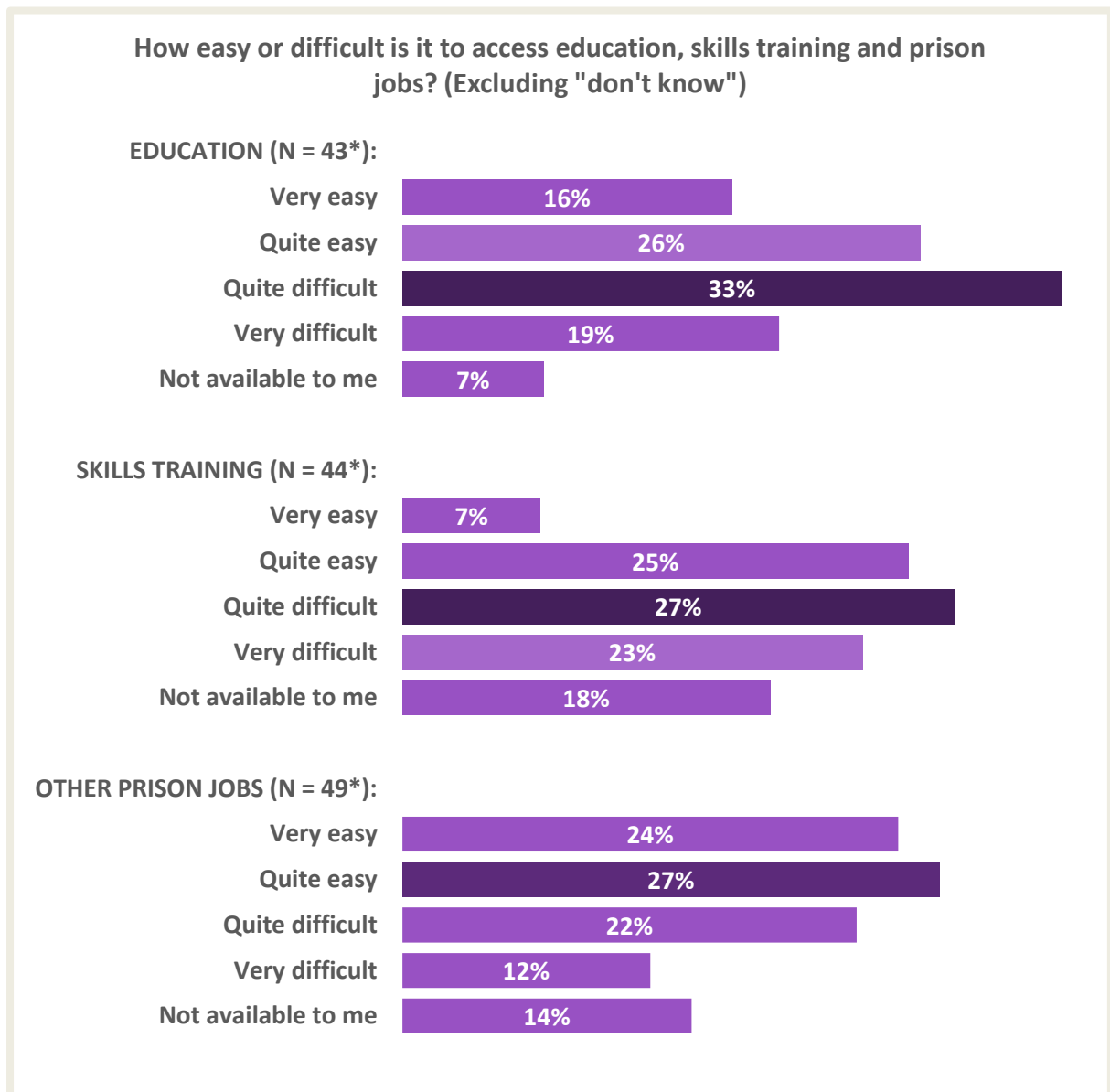


*\*Excluding those who had not tried to contact an IPM*

## Standard 6: Purposeful Activity

### Access to education, training and work

Excluding those who did not know the answer to the question, fewer than half of respondents (42%) said that it was easy to access education. Fewer than a third (32%) said it was easy to access skills training. However, just over half said it was easy to access prison jobs (51%).



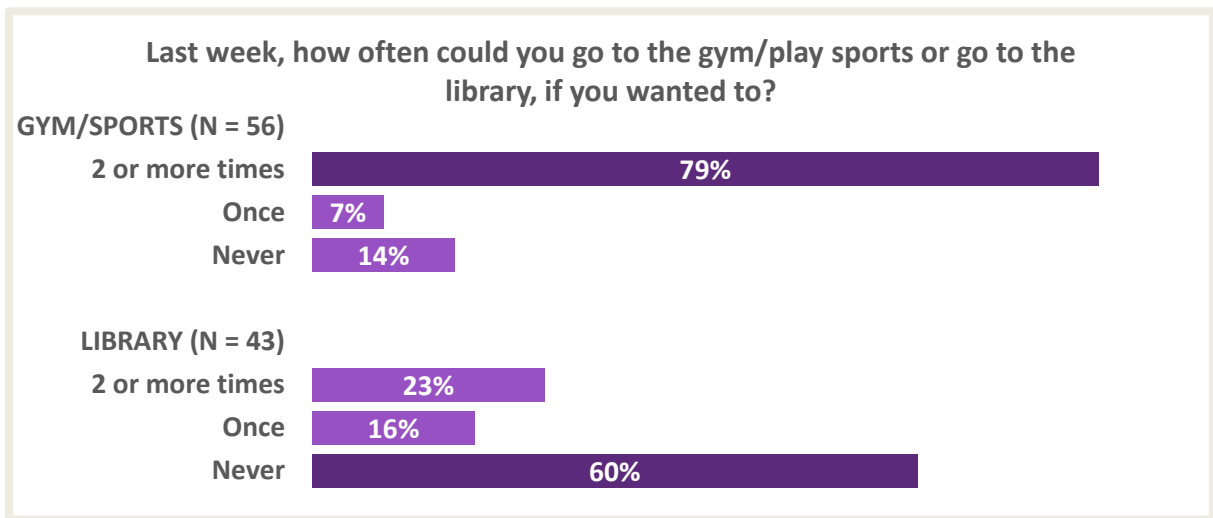
*\*Excluding "don't know"*

### Fresh air, gym/sports and library access

Fewer than two thirds of respondents (61%) said they were able to spend at least one hour outdoors in the fresh air every day. Over a third (39%) said that they were not able to spend an hour outdoors every day, including 8% who said they never had the opportunity for this.

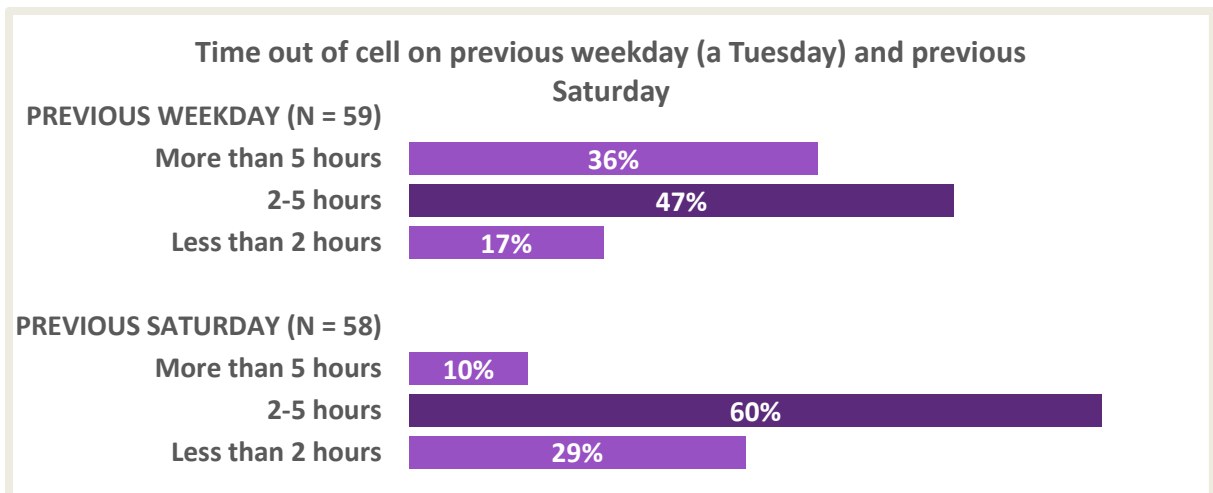


Most respondents reported being able to go to the gym or play sports at least twice during the previous week (79%), although less than half (39%) said they were able to go to the library at least once in the previous week.



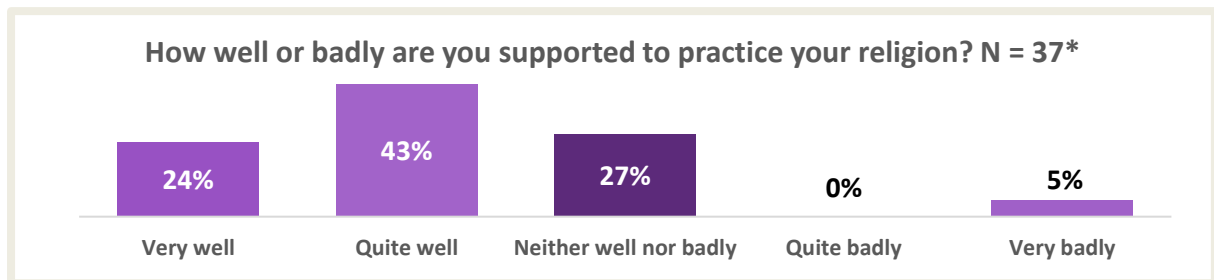
**Time out of cell**

Most respondents (83%) said that they were able to spend at least two hours out of their cell during the previous weekday, including more than a third (36%) who were out of their cells for more than five hours. The majority (70%) also reported being able to spend at least two hours out of their cells on the previous Saturday.



## Religious practice

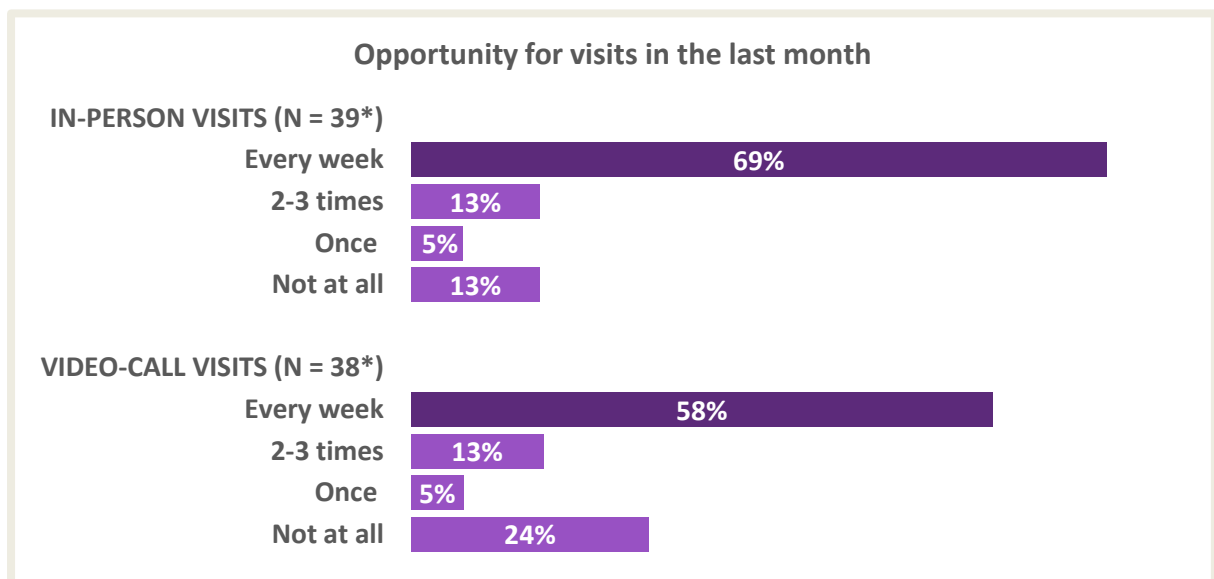
Overall, the majority of those who said they practiced a religion felt that they were well supported to do so (67%), while 5% felt poorly supported.



\*Excluding "I don't practice a religion"

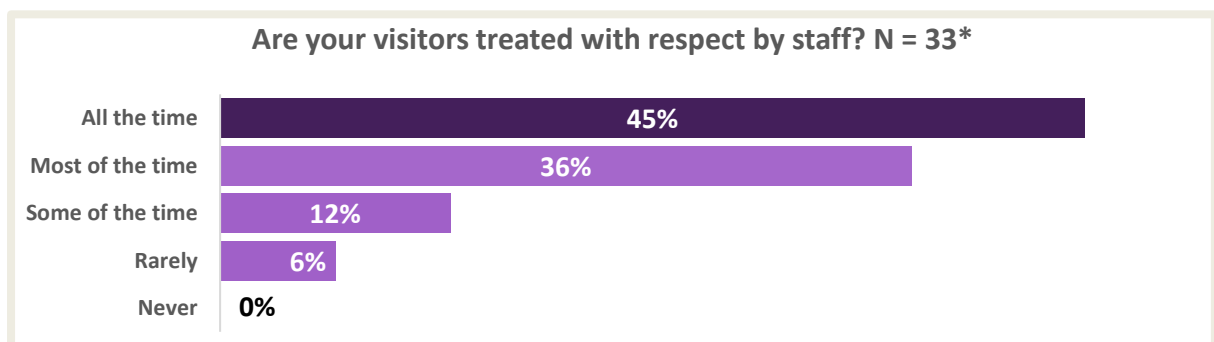
## Visits

Of those who were aware of the availability of in-person and video visits, the majority reported that the prison gave them access to in-person visits every week (69%) and weekly video visits (58%).



\*Excluding "don't know"

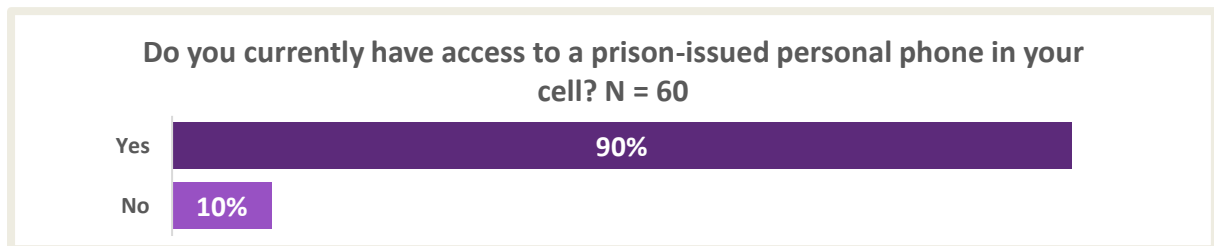
Of those who received visits, the majority said that their visitors were treated with respect by staff all or most of the time (81%).



\*Excluding "Not applicable - I don't have visits"

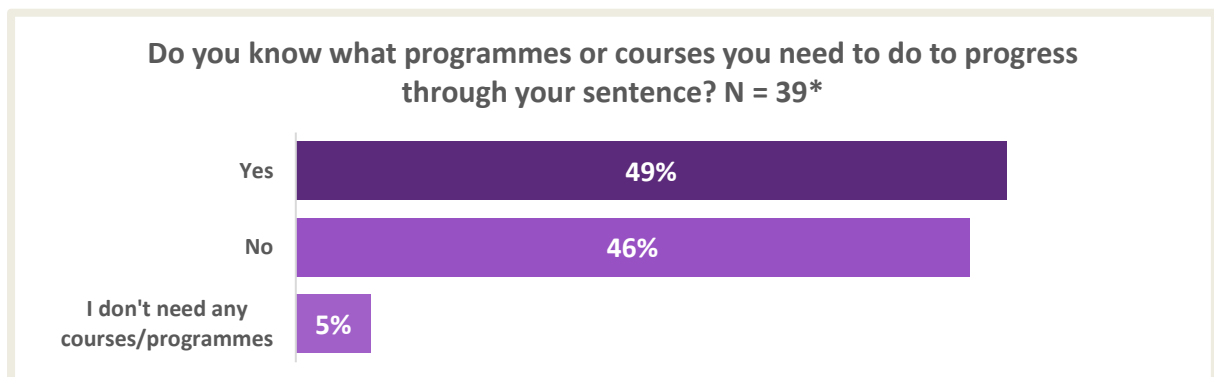
## Phones

The majority of respondents (90%) noted that they have access to a prison-issued personal phone in their cell.



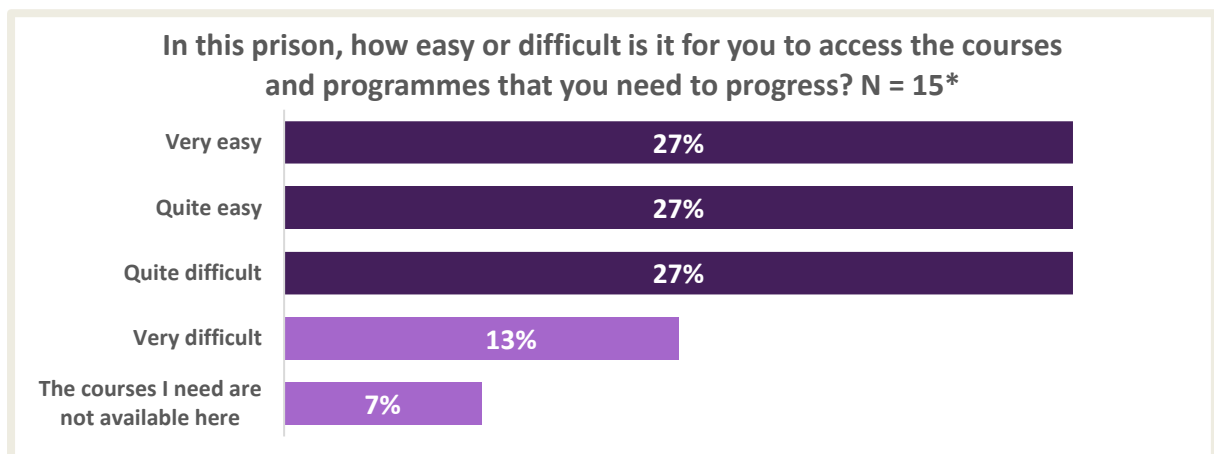
## Progression and case management support

All those serving a sentence were asked whether they knew what courses or programmes they needed to undertake to progress through their sentences. Of these, just under half (49%) reported that they knew what courses they needed to complete.



\*Convicted only

Of those who knew what courses/programmes they needed to undertake to progress through their sentences (15 respondents), 54% said it was very or quite easy to access their courses. Meanwhile, 40% said it was difficult to access their courses, and 7% said the courses they needed to undertake were not available.



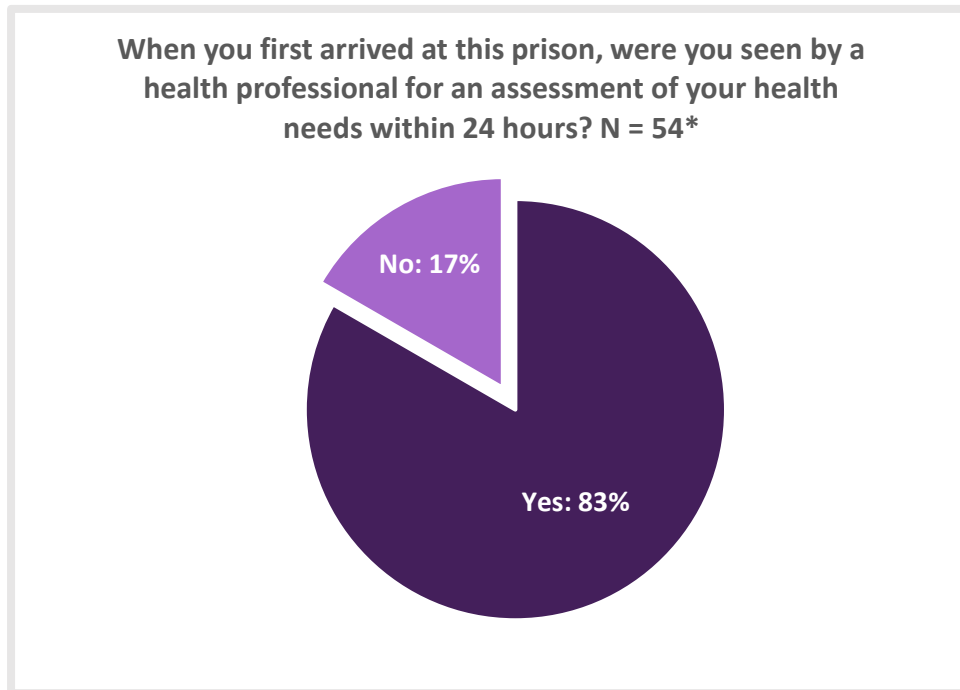
\*Only convicted respondents who knew what courses they needed to progress



## Standard 9: Health and Wellbeing

### Health assessment on arrival

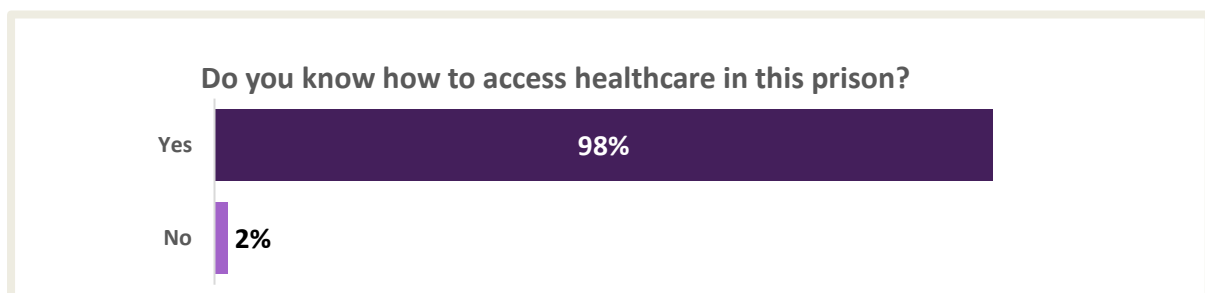
Most respondents (83%) reported that they were seen by a health professional within 24 hours of arriving at HMP & YOI Stirling for an assessment of their health needs.



\*Excluding "don't remember"

### Access to health services

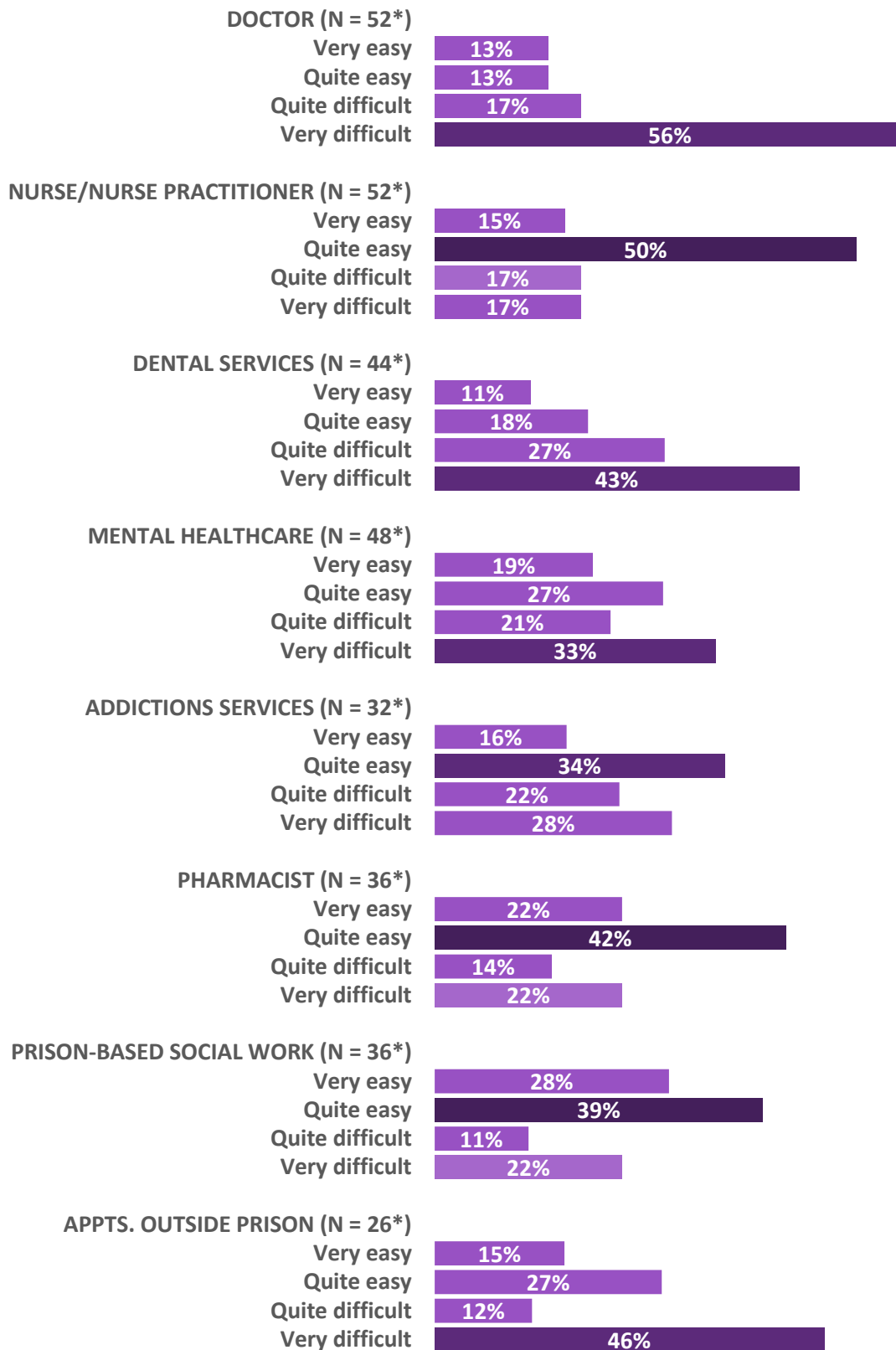
Almost all respondents (98%) said that they knew how to access healthcare in HMP & YOI Stirling.



Overall, the majority of respondents reported that it was easy to access a nurse/nurse practitioner (65%); a pharmacist (64%); and prison-based social work (67%); and half (50%) said that it was easy to access addictions services.

However, the majority of respondents said that it was difficult to access a doctor (74%); dental services (70%); mental healthcare (54%); and medical appointments outside the prison (58%).

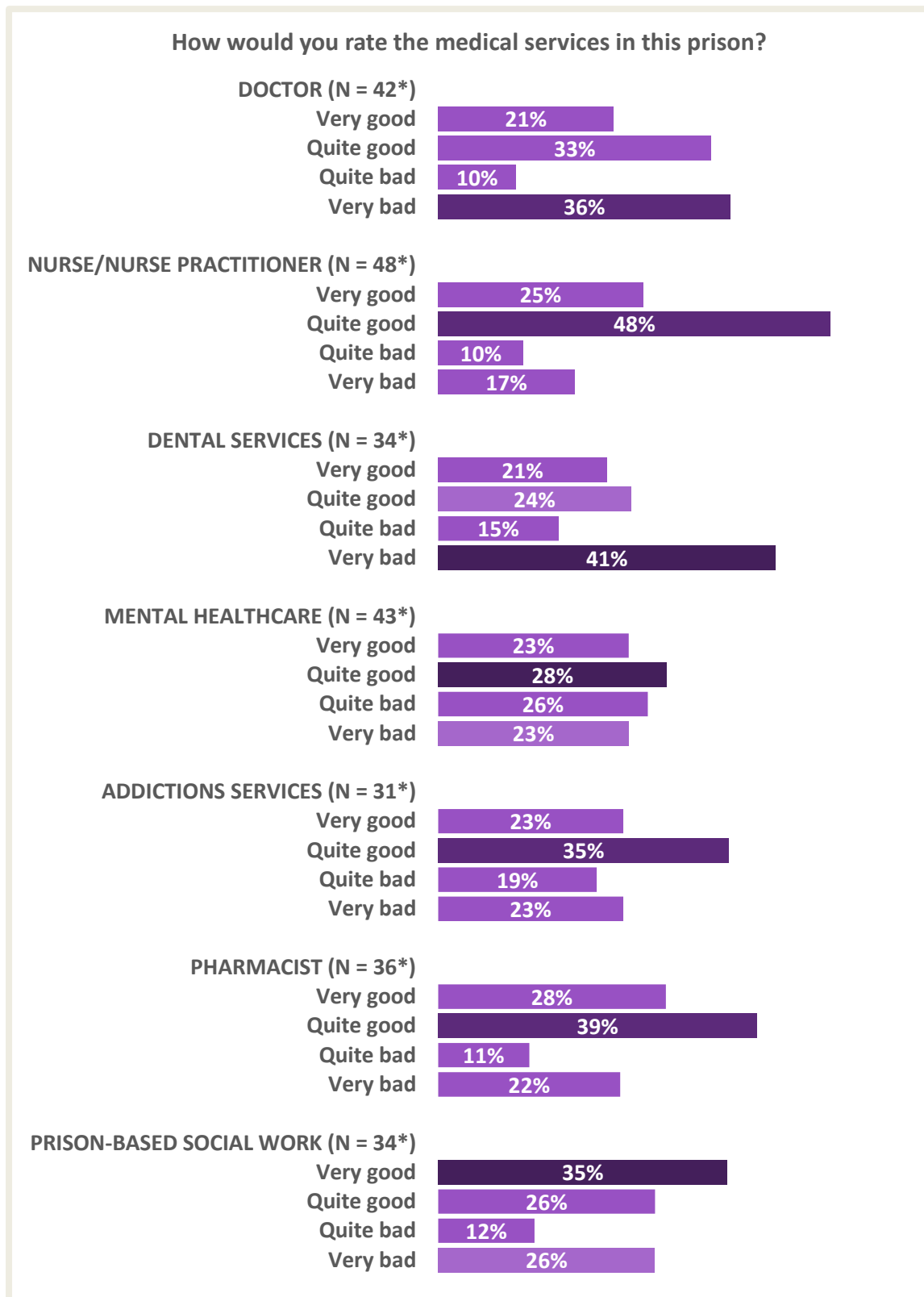
How easy or difficult is it to access health services in this prison?



\*Excluding "don't know"

## Quality of health services

The chart below shows the responses to the questions about the quality of medical services at HMP & YOI Stirling.



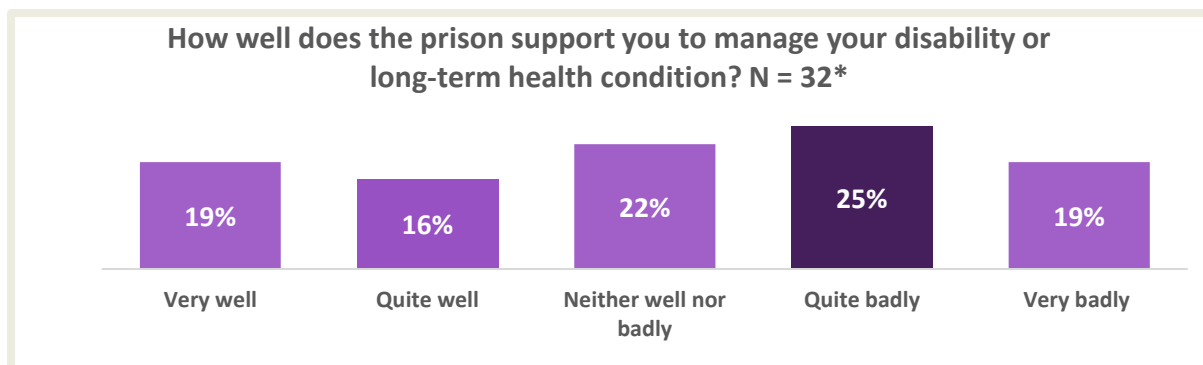
\*Excluding "don't know"

The quality of almost all healthcare services included in the survey were rated as good by at least half of respondents. Just over half (54%) reported the service provided by the doctor/s as good; 73% rated the service from nurses as good; 61% rated mental healthcare as good; 58% rated addictions services as good; 67% rated the pharmacy service as good; and 61% rated prison-based social work services as good.

Dental services were rated as good by just under half of respondents (45%).

### **Support for disabilities and long-term health conditions**

Just over half of respondents reported having a disability or long-term health condition. Of these, just over a third (35%) reported that they were well supported by the prison to manage their condition, while 44% said they were poorly supported.



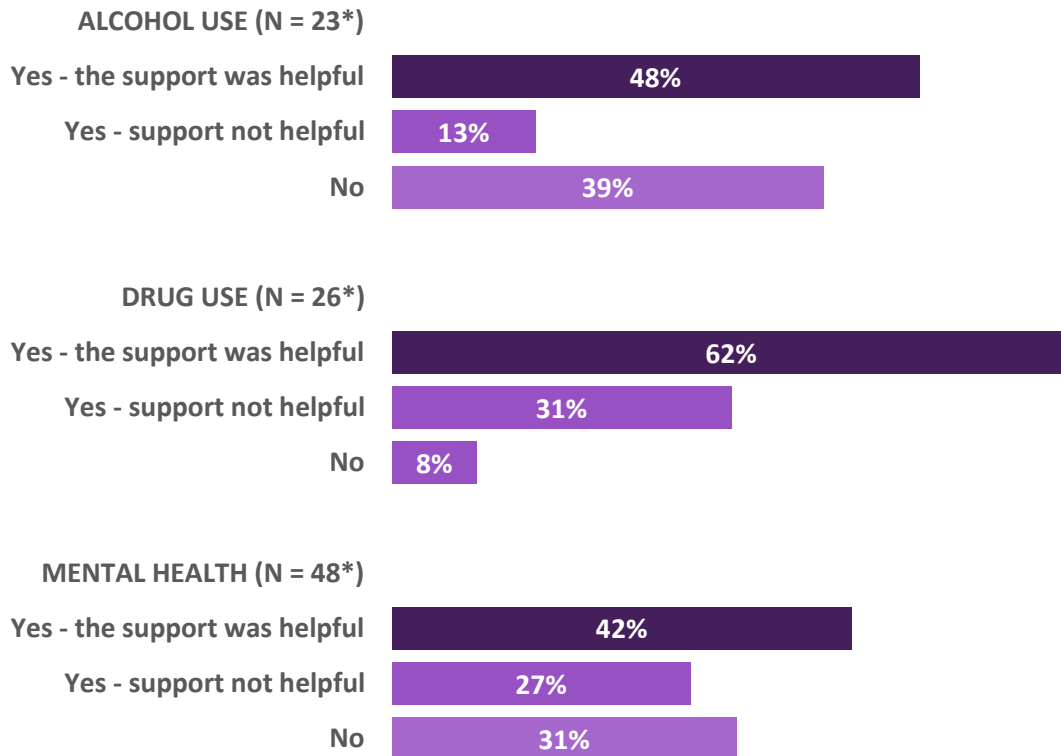
### **Support for issues relating to alcohol, drugs and mental health**

The survey asked about the support provided to those who needed help with alcohol use, drug use, and mental health issues. Of those who said they had needed support for alcohol use, almost half (48%) said they had received support which had been helpful, while a further 13% reported having received support that had not helped. Almost two in five (39%) reported not having been given any support.

Of those who said they had needed support for drug use, 62% said they had received support that had been helpful, and a further 31% said they had been given support which had not been helpful. A small minority (8%) said they had not received any support.

Of those who said they had needed support for their mental health, 42% said they had received support which had been helpful, and a further 27% said they had received support that had not helped. Almost one third (31%) said they had not received any support.

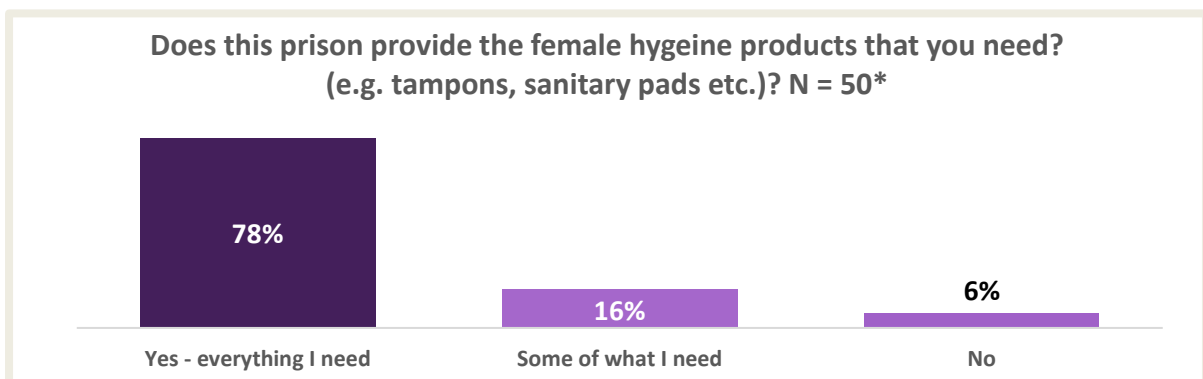
If needed, have you received support for issues relating to alcohol use, drug use and/or mental health?



\*Excluding "I have not needed this support"

### Access to female hygiene products

The majority of respondents (78%) reported that the prison provided all the female hygiene products that they needed, and a further 16% said it provided some of what they needed.



\*Excluding "not applicable"

## **Open Question (General Comments): Thematic Analysis**

Almost half (47%) of respondents left comments in the final section of the survey, in which they were invited to provide any comments about the prison. The most common topics raised were: Health (10 comments); general environment (10); relationships with staff (9); regime (5); and food (5).

### **Health**

The most common issue (10 responses) raised in the comments was health and healthcare. Some respondents noted difficulties and delays in accessing health services, including dentists, opticians, doctors and mental health professionals. Some also reported issues with medication, including struggling to access the medication they needed; feeling that they were being given the wrong medication; and being taken off medication that they had been prescribed in the community; and medication bullying occurring on the halls.

Some reported that they were struggling with their mental health, that they felt their mental health was worsening in prison, and/or that they were not getting the support they felt they needed to manage this.

### **General Environment**

Several respondents (10) commented on the general environment within the prison. Some of these comments were positive, for example noting the comfortable facilities. However, others commented that they did not feel that the environment was trauma-informed or as relaxed as they had expected, noting that they felt there was a strict regime with rules constantly changing and poor communication. Others felt they lacked support for issues such as addictions or support from social work.

### **Relationships with Staff**

Relationships with staff were mentioned by nine respondents. Some of these comments were positive, with two respondents reporting, for example, “The staff in this hall are great”; and “Everyone here is very supportive and provides appropriate guidance ... it is not easy being in prison but these guys [staff members] try to make it comfortable as much as they can”. In particular, those held in convicted halls were positive about staff, while those who were untried were less positive. As one respondent explained:

“I was in [the] convicted hall when the new HMP Stirling opened, Iris Hall, prisoners were treated with utter respect, staff fantastic. However, now [I am] in untried and... staff in this hall are very unhelpful... the difference between halls is unbelievable.”

A few comments also highlighted alleged disrespectful behaviour by staff. For example, respondents described “prisoners not being treated like human beings at times” and feeling threatened and belittled by male staff members.

## **Regime**

Some respondents (5) commented on the regime, with all comments referring to a lack of activities available to prisoners, and not having enough to do to keep them busy. As one respondent summarised:

“There are no activities outside the hall to go to and we only get education once a week. Also there are not a lot of work parties so we are in the hall most of the time. Also there are no programmes up and running. This is very annoying because you are not getting the chance to progress”.

Some noted that the lack of activity leads to tension in the halls, as one respondent summarised:

“The lack of routine and access to activities is poor. The lack of routine causes arguments. The prison would be great if it had more routine structure.”

## **Food**

While some of the five comments about food were positive about the quality of food, a few respondents noted that they must go a long time without food after being locked up in the evening at 5pm (and 4pm on weekends) and that there was a poor choice for those with specific dietary requirements.

## **Other**

Several other issues were raised by fewer than five respondents. Some respondents highlighted issues with mandatory drug testing, with respondents alleging there had been incidents in which prisoners were punished for failed drug tests before receiving clean results. Some respondents also highlighted that phone calls were expensive and that canteen prices had been rising without a corresponding rise in wages, making it more difficult to access the phone calls and essential items.

## Annex: HMP & YOI Stirling in Comparison with Other Closed Female Populations in the Scottish Prison Estate

The table below shows a comparison between HMP & YOI Stirling (January 2024), and all other closed female populations surveyed in the period between March 2022 and January 2024 (two female populations in the comparator group: HMP Greenock (2023) and HMP & YOI Polmont (2023)). Where results are shown as statistically significant, it is highly unlikely that the difference between HMP & YOI Stirling and the rest of the estate is down to chance.

A chi-square test of independence was used to test for statistical significance in each result. Please note that due to the large number of measures tested, there is an increased risk of at least one false positive among the results.

The responses from all prisons were weighted by population size to give a representative reflection of the responses of the group of prisons included in this comparative analysis. As the pre-inspection survey has not yet run in all prisons, the comparator group does not provide a representative picture of the entire female prison population.

### Colour coding:

**No colour** - no statistically significant difference between HMP & YOI Stirling and the rest of the closed female estate

**Orange** – HMP & YOI Stirling is significantly more negative than the rest of the female estate

**Green** – HMP & YOI Stirling is significantly more positive than the rest of the female estate

	Question	HMP & YOI Stirling	Comparator Group	Statistically significant?
1.1.	Was offered an induction	48%	86%	Yes
1.2.	Was treated well/neutrally in reception	88%	98%	Yes
2.1.	Able to shower every day	97%	96%	No
2.2.	Quality of food is good/very good	85%	67%	Yes
2.1.	Always get enough to eat at mealtimes	27%	32%	No
2.2.	Can have clothes washed at least once a week	95%	91%	No
3.1.	Feel safe all/most of the time	80%	84%	No
3.2.	Have witnessed staff abusing, threatening, bullying or assaulting another prisoner in this prison	32%	31%	No
3.4.	Have been abused, threatened, bullied or assaulted by staff member	23%	19%	No
3.6.	Would/probably would report abuse, etc, by staff	62%	57%	No



3.7.	Have been abused, threatened, bullied or assaulted by another prisoner	30%	31%	No
3.9.	Would/probably would report abuse, etc, by other prisoners	57%	46%	No
4.1.	Given a reasonable explanation every time/most times you or your cell is searched	56%	44%	No
4.2.	System for accessing personal property works well	46%	57%	No
5.1.	Treated with respect by staff all/most of the time	73%	85%	No
5.2.	Complaints system works well	50%	42%	No
5.3.	Have a Personal officer	52%	61%	No
5.4.	Personal officer is helpful	71%	77%	No
5.5.	Prisoners are consulted about canteen, etc, and things can change as a result	39%	33%	No
5.6.	Know the role of an IPM	55%	61%	No
5.7.	Know how to contact an IPM	47%	52%	No
6.1.	Easy to access education	42%	84%	Yes
6.2.	Easy to access skills training	32%	65%	Yes
6.3.	Easy to access other prison jobs	51%	68%	No
6.4.	Able to go to the gym/play sports at least once last week	86%	87%	No
6.5.	Able to go to the library at least once last week	40%	53%	No
6.6.	Able to spend at least one hour every day exercising in the fresh air last week	61%	83%	Yes
6.7.	Able to spend more than 2 hours out of cell on previous weekday	83%	63%	Yes
6.8.	Able to spend more than 2 hours out of cell on previous Saturday	71%	43%	Yes
6.11.	Able to have an in-person visit every week in last month	69%	72%	No
6.12.	Visitors treated with respect by staff all/most of the time	82%	68%	No
6.13.	Able to have video visit every week in last month	58%	54%	No
6.14.	Access to prison-issued personal phone in cell	90%	75%	Yes

6.15	Know what courses need to undertake for progression (convicted only)	51%	50%	No
9.1.	Seen by a health professional within 24 hours of arrival	83%	93%	No
9.2.	Know how to access healthcare	98%	96%	No
9.3.	Easy to access a doctor	27%	43%	No
9.4.	Easy to access a nurse/nurse practitioner	65%	69%	No
9.5.	Easy to access a dentist	30%	38%	No
9.6.	Easy to access mental healthcare	46%	58%	No
9.7.	Easy to access addictions services	50%	75%	Yes
9.8.	Easy to access pharmacist	64%	59%	No
9.9.	Easy to access prison-based social work	67%	56%	No
9.10.	Easy to access medical appointments outside the prison	42%	38%	No
9.11.	Good quality service from doctors	55%	53%	No
9.12.	Good quality service from nurses/nurse practitioners	73%	74%	No
9.13.	Good quality dental services	44%	59%	No
9.14.	Good quality mental health services	51%	61%	No
9.15.	Good quality addictions services	58%	82%	Yes
9.16.	Good quality pharmacy services	67%	67%	No
9.17.	Good quality prison-based social work service	62%	60%	No
9.23.	Received helpful support for mental health (only those who said they needed it)	42%	50%	No