



Prison quality, moral performance and outcomes

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Appreciative Inquiry

- Creative, qualitative, concerned with 'lived experience'. A supplement to 'problem-oriented' methodology; a shift from deficits to accomplishments; What *is*, rather than what is not; what gives staff life and energy?; what are the establishment's best memories?
- Generative questions (few, generate *emotion* as well as experience, narrative, based on real examples)
- 'Tell me a story about when life is at its best here'..
- Can you describe a time in this prison where you have felt treated with respect? How did that feel?
- 'Can you describe for me, in as much detail as you like, the day you remember as the best day of your life as a prison officer'?
- 'Tell me a story about life in a prison when everyone has 'got it right' between staff and prisoners'.

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- ‘A scientific concept must remain in intimate relation with empirical fact and achieve its character through [this] interaction’ (Blumer 1969 *Symbolic Interactionism*: 177).
 - ‘[T]he essential nature of the work of the scientist consists of making a proper translation from phenomena to concepts’ (Lewin 1951: 160).
 - *‘It’s getting rather deep, this!’* (Prison Officer)

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**PRISONS AND
THEIR MORAL
PERFORMANCE**

*A Study of Values, Quality,
and Prison Life*

Alison Liebling
Assisted by Helen Arnold

Revised dimensions measuring the moral quality of prison life (2011)

■ **Harmony**

- Entry into custody
- Respect/courtesy
- Staff-Prisoner relationships
- Humanity
- Decency
- Care for the vulnerable
- Help and assistance

■ **Professionalism**

- Staff professionalism
- Bureaucratic legitimacy
- Fairness
- Organisation and consistency

■ **Security**

- Policing and security
- Prisoner safety
- [Prisoner adaptation]
- [Drugs and exploitation]

■ **Conditions and Family Contact**

- Regime decency
- Family contact

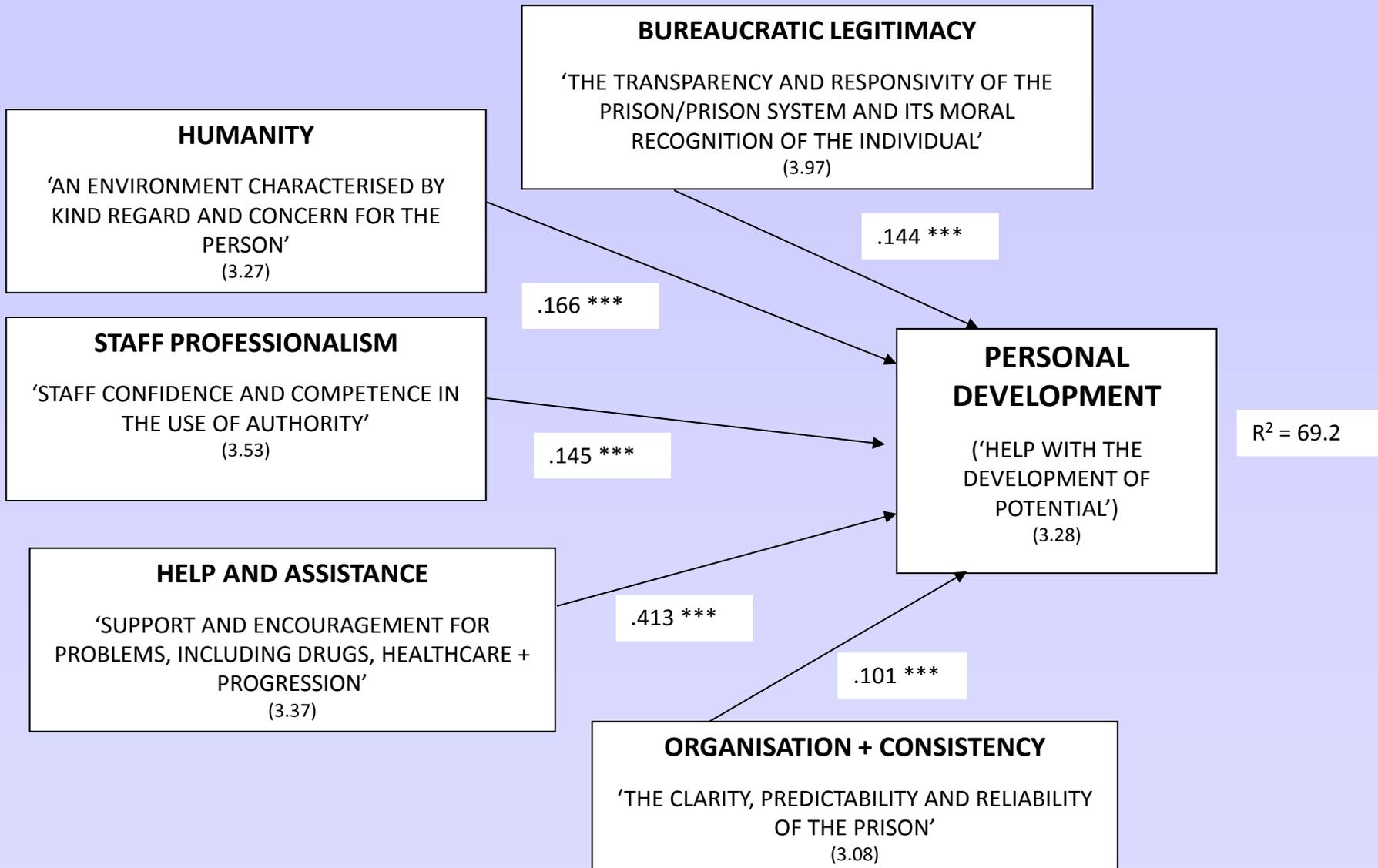
■ **Wellbeing and Development**

- Personal development
- Personal autonomy
- [Wellbeing]
- [Distress]

Examples of links with outcomes

- Recently in Manchester prison: '*Where did you get these questions from? Every one of them is spot on!*' (Prisoner, October 2013).
- **Suicides** (Liebling et al 2005); distress (Liebling et al 2005)
- **Disorder** – (Holme House, in Liebling, with Arnold 2004),
- **Escapes** (Doncaster, in Liebling, with Arnold 2004)
- **A hostage taking?** (Full Sutton, March 2013)/The **conditions for radicalisation** (Liebling et al 2011)
- **Torture:** Dubrava prison, Kosovo: high correlation between low MQPL scores and exposure to physical and psychological violence among prisoners (<http://dignityinstitute.org/programmes>). (August 2013).
- **Personal development/reconviction**
- 'MQPL data might act as a kind of *barometer*, exposing underlying tensions and poor practices (akin to the 'conditions for a revolutionary situation', in prisons, and on some wings in particular. Whilst not strictly predictive, such data, properly interpreted, can warn of such conditions and explain their significance, as well as suggest ameliorative action' (Liebling, in press).

Personal Development: An in-prison model¹

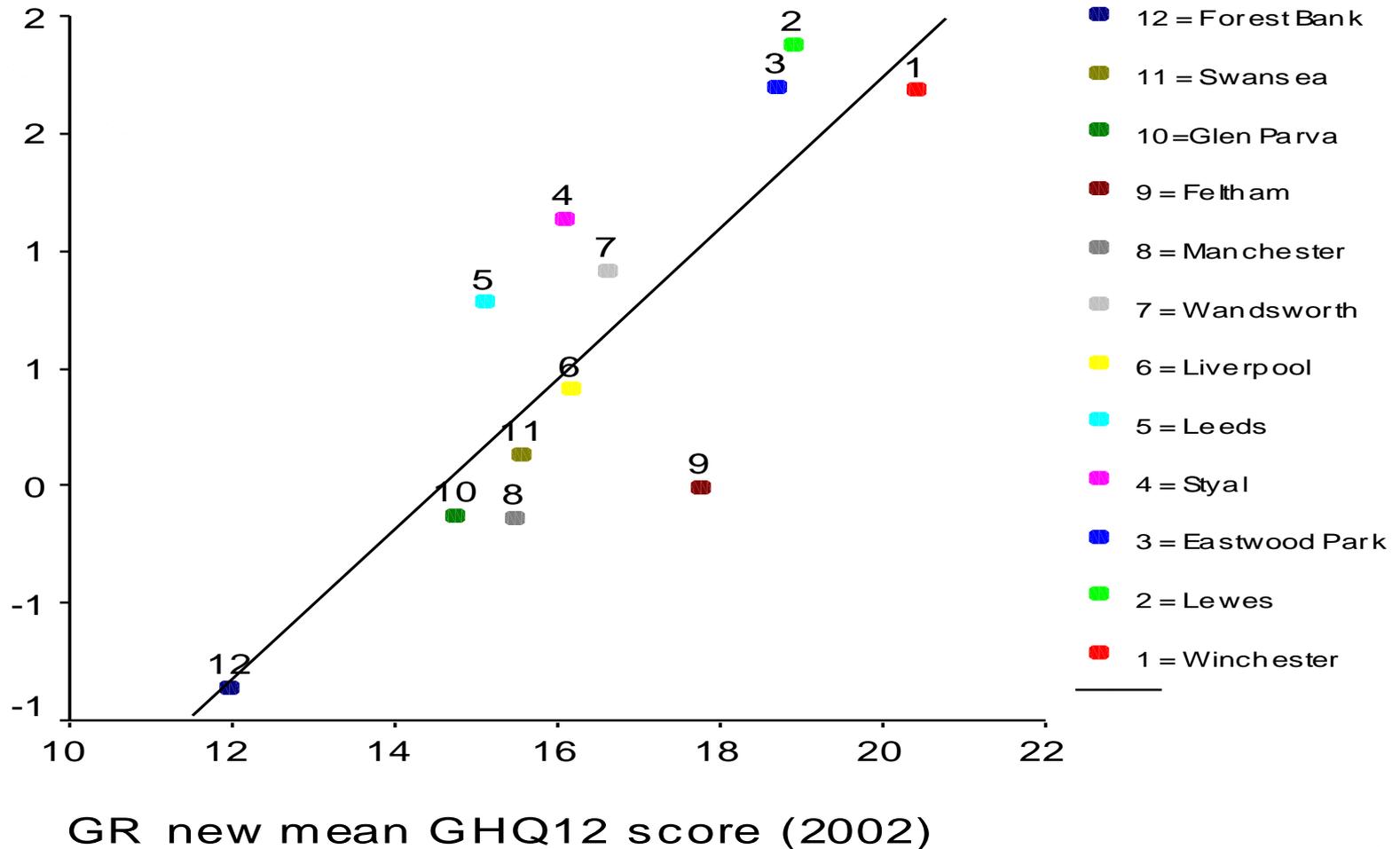


¹ Controlling for function, + public/private ownership/management

AI and the *Power of the Unconditional Positive Question*, Cont.

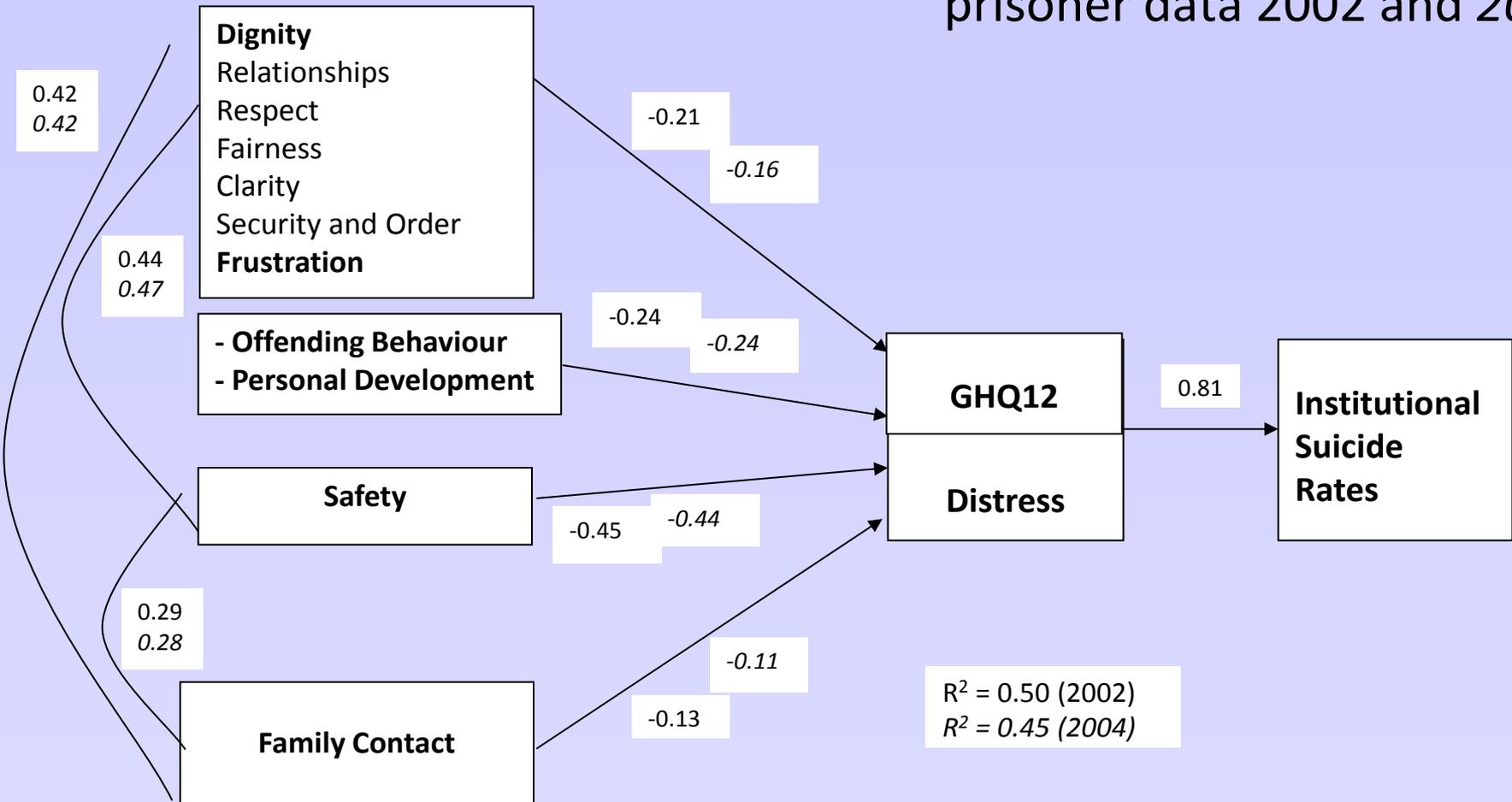
- A collaborative and respectful form of engagement ... invoking sentiments.
- Identifies 'the positive core' and the values ('ultimate concerns') underlying experience.
- The language of the inquiry has important outcomes' embedded in it.
- Asking such questions can 'significantly influence the destiny of ... our social theory' (Ludema et al 2001: 189).
- ... Ignites 'transformative dialogue and action'

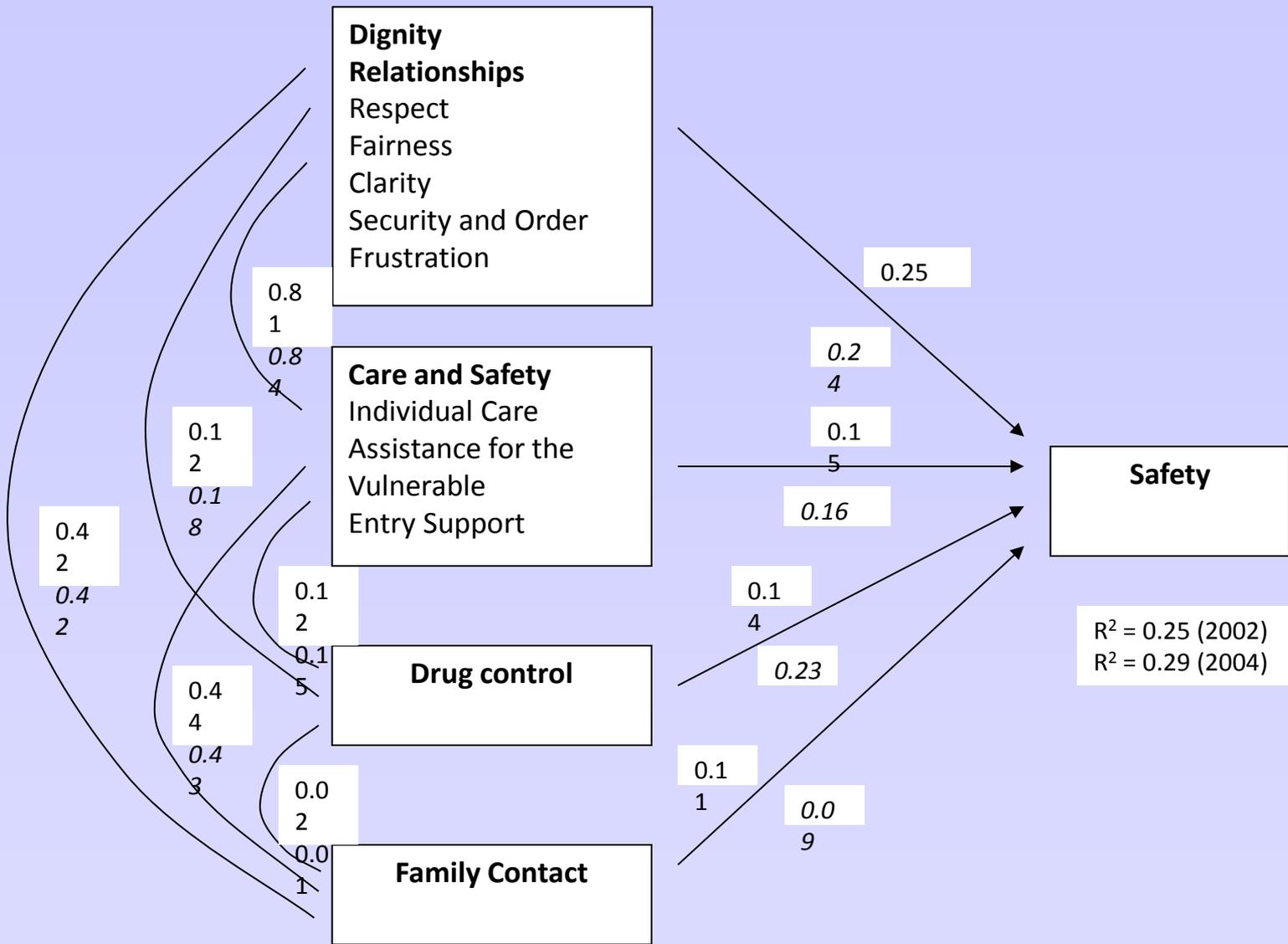
Relationship between moving average suicide rates and mean GHQ12 score (2002) [r=0.83]



Modelling overall distress and GHQ12:

prisoner data 2002 and 2004





A – ‘Poor’		B – ‘Average’	C – ‘Good’		D – ‘Very Good’	
<i>Private Trainer</i>	<i>Private Trainer</i>	<i>Private Local</i>	<i>Public Local</i>	<i>Public Trainer</i>	<i>Private Trainer</i>	<i>Private Local</i>
Dovegate	Rye Hill	Forest Bank	Bullingdon	Garth	Lowdham Grange	Altcourse
Respect/courtesy 3.01 Prisoner safety 3.24	Respect/courtesy 3.07 Care for the vulnerable 3.01 Prisoner safety 3.32 Drugs and exploitation 3.02	Respect/courtesy 3.18 Staff-prisoner relationships 3.10 Care for the vulnerable 3.10 Staff professionalism 3.18 Prisoner safety 3.32	Respect/courtesy 3.24 Staff-prisoner relationships 3.15 Care for the vulnerable 3.27 Help and assistance 3.22 Staff professionalism 3.24 Policing and security 3.35 Prisoner safety 3.46	Respect/courtesy 3.29 Staff-prisoner relationships 3.17 Humanity 3.08 Care for the vulnerable 3.15 Help and assistance 3.05 Staff professionalism 3.25 Policing and security 3.26 Prisoner safety 3.36 Personal development 3.04 Personal autonomy 3.04	Entry into custody 3.21 Respect/courtesy 3.47 Staff-prisoner relationships 3.27 Humanity 3.17 Decency 3.30 Care for the vulnerable 3.24 Help and assistance 3.20 Staff professionalism 3.27 Policing and security 3.22 Prisoner safety 3.57 Drugs and exploitation 3.22 Personal development 3.07	Entry into custody 3.10 Respect/courtesy 3.48 Staff-prisoner relationships 3.45 Humanity 3.27 Decency 3.38 Care for the vulnerable 3.44 Help and assistance 3.37 Staff professionalism 3.53 Fairness 3.15 Organisation and consistency 3.08 Policing and security 3.27 Prisoner safety 3.48

Personal Development ($\alpha = .875$).

An environment that helps prisoners with offending behaviour, preparation for release and the development of their potential.

Item no	Item	Corr.
rq25	My needs are being addressed in this prison.	.690
rq87	I am encouraged to work towards goals/targets in this prison.	.689
rq17	I am being helped to lead a law-abiding life on release in the community.	.683
rq146	Every effort is made by this prison to stop offenders committing offences on release from custody.	.660
rq133	The regime in this prison is constructive.	.650
rq114	My time here seems like a chance to change.	.655
rq46	This regime encourages me to think about and plan for my release.	.592
qq65	On the whole I am doing time rather than using time. <i>(removal $\alpha = .877$)</i>	.477

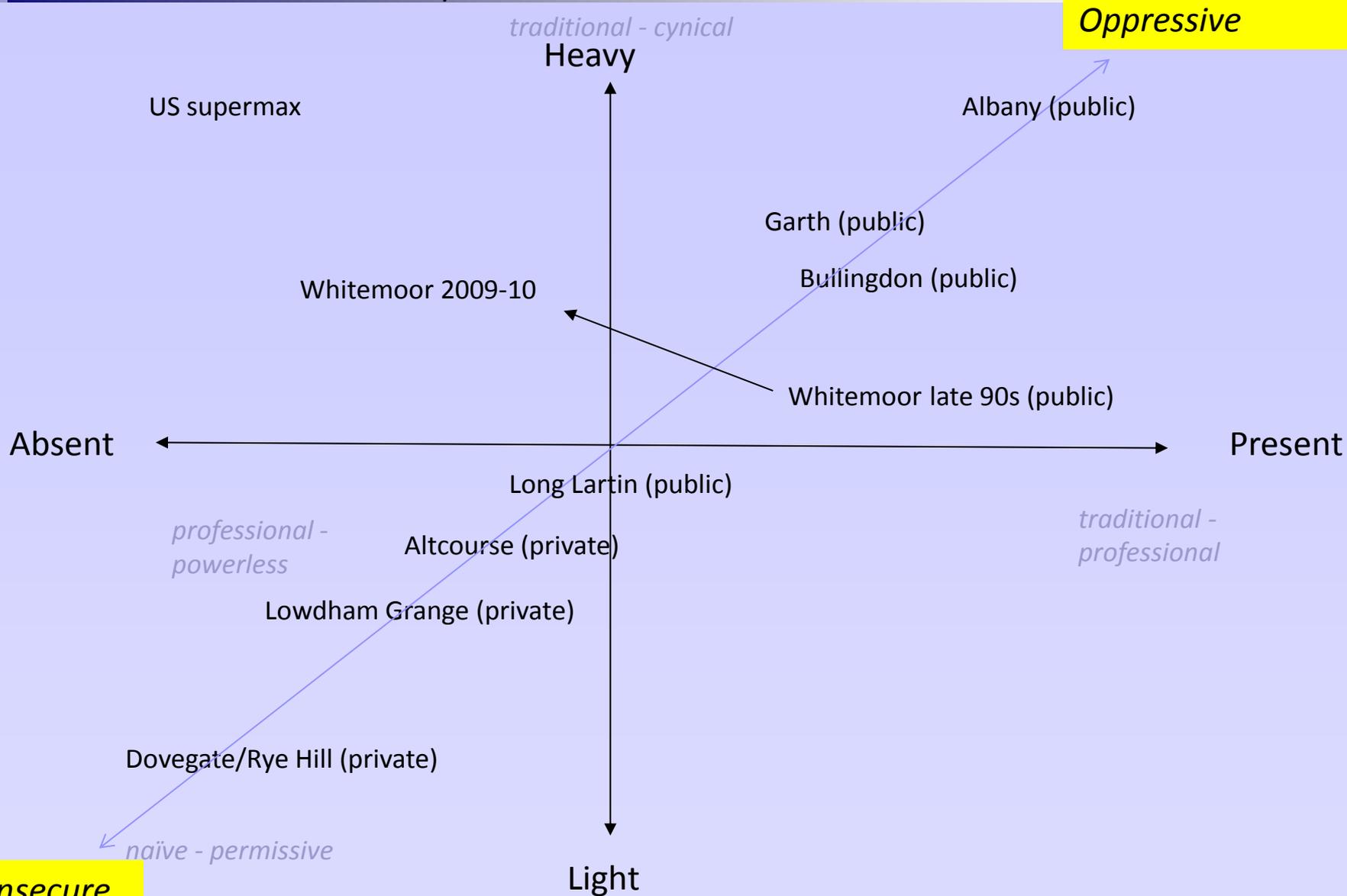
The dimensions with the **lowest scores**

Organisation and consistency) (p)	2.23 - 3.08	.85
Bureaucratic legitimacy (p)	2.35 - 3.97	.62
Fairness	2.46 - 3.15	.69
Well being (w)	2.57 - 3.19	.62
Personal development (w)	2.69 - 3.28	.59
Entry into custody (h)	2.78 - 3.21	.43
Humanity (h)	2.79 - 3.27	.48

Dimensions with the **most significant variation** between prisons

Staff professionalism (p)	2.62 - 3.53	.91
Organisation and consistency) (p)	2.23 - 3.08	.85
Staff-prisoner relationships (h)	2.74 - 3.45	.71
Fairness	2.46 - 3.15	.69
Decency	2.72 - 3.38	.66
Help and assistance (h)	2.74 - 3.37	.63
Bureaucratic legitimacy (p)	2.35 - 3.97	.62
Well being (w)	2.57 - 3.19	.62
Personal development (w)	2.69 - 3.28	.59

HEAVY/LIGHT ABSENT-PRESENT



HMP High Security Dimension Means

	N=19	N=22	N=19	N=19	N=23	N=23	N=9	N=2	N=7
	A	B	C	D	E	F	G	Healthcare	Seg
Entry into custody	2.90	2.64	3.19	2.60	2.73	2.65	2.87	2.80	2.67
Respect/courtesy	2.87	3.01	3.35	2.94	2.58	3.05	3.35	3.13	3.07
Staff-prisoner relationships	2.75	2.92	3.22	2.63	2.38	2.76	3.03	2.79	2.69
Humanity	2.82	2.70	3.15	2.59	2.44	2.75	2.93	2.94	2.60
Decency	2.79	2.73	3.16	2.65	2.46	2.70	2.76	2.20	2.73
Care for the vulnerable	2.95	3.02	3.32	3.21	2.88	2.87	3.18	3.10	2.93
Help and assistance	2.91	3.02	3.41	3.12	2.61	2.80	3.22	3.33	2.97
Staff professionalism	2.88	2.87	3.19	2.84	2.65	2.95	3.24	2.89	2.86
Bureaucratic legitimacy	2.12	2.15	2.54	2.36	2.01	2.28	2.16	2.79	2.22
Fairness	2.55	2.63	2.89	2.55	2.35	2.57	2.65	2.42	2.47
Organisation and consistency	2.72	2.82	3.31	2.85	2.67	2.72	2.74	2.67	2.62
Policing and security	3.52	3.47	3.62	3.54	3.57	3.75	3.31	3.67	3.65
Prisoner safety	3.05	3.18	3.76	3.18	3.25	3.21	3.18	3.32	2.85
Prisoner adaptation	3.42	2.63	4.26	3.77	3.51	3.35	3.26	3.83	3.39
Drugs and exploitation	3.10	2.98	3.39	3.09	3.26	3.35	2.62	3.50	2.65
Conditions	3.55	3.84	4.20	3.71	3.69	3.79	3.94	4.00	3.42
Family contact	2.70	2.94	3.22	3.09	2.81	2.65	2.96	2.17	2.11
Personal development	2.63	2.72	3.13	2.89	3.44	2.68	2.89	2.83	2.35
Personal autonomy	2.86	2.67	3.28	2.68	2.74	2.72	2.90	2.88	2.79
Wellbeing	2.60	2.55	3.13	2.51	2.39	2.74	2.44	2.75	2.38
Distress	3.68	3.33	3.66	3.62	3.70	3.54	3.41	3.33	3.02
Quality of life score (1-10) mean	4.53	5.40	6.69	4.78	4.14	5.05	5.13	3.00	6.00

Figure 1: Towards a 'Failed State' Theory of Prison Effects

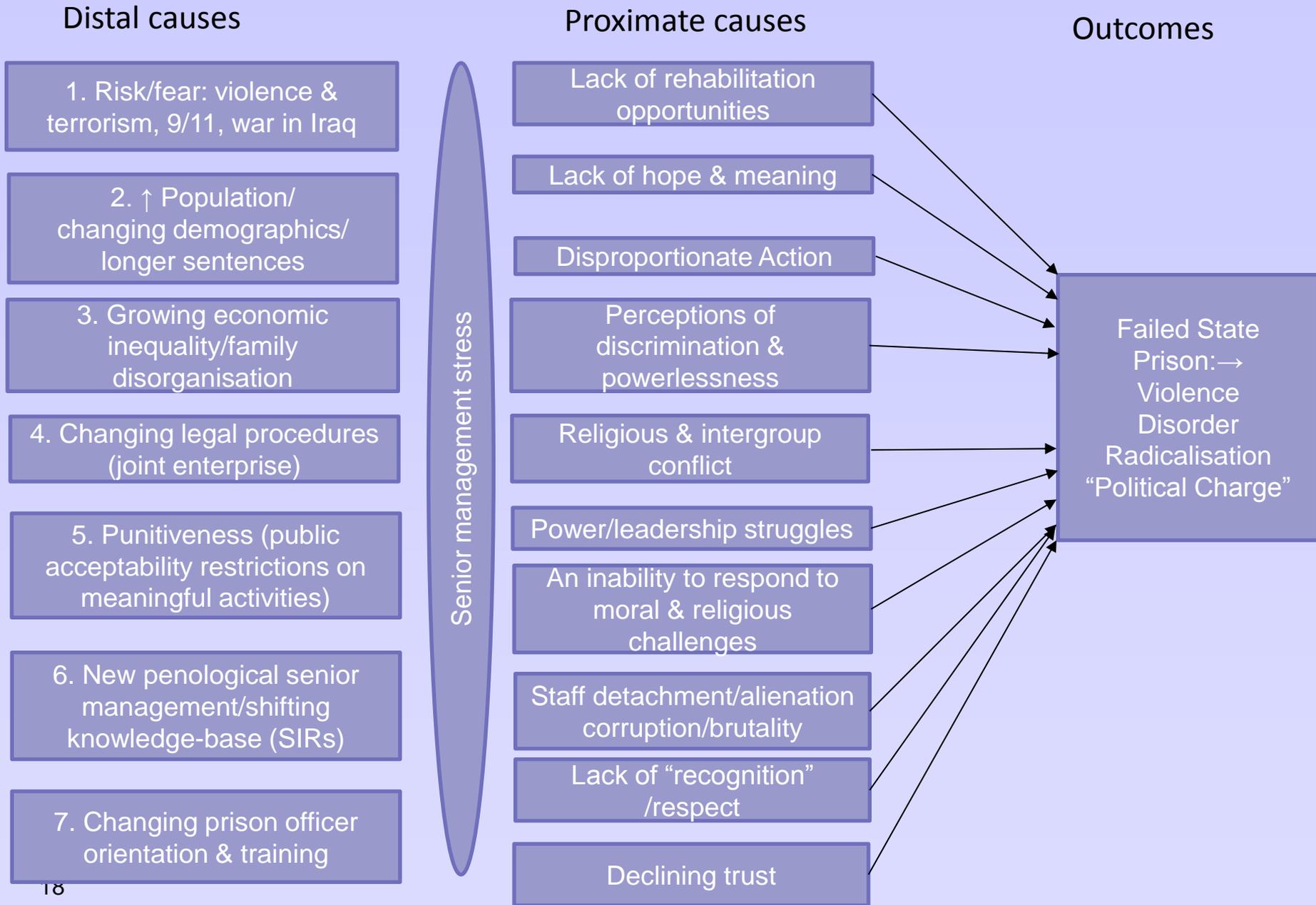
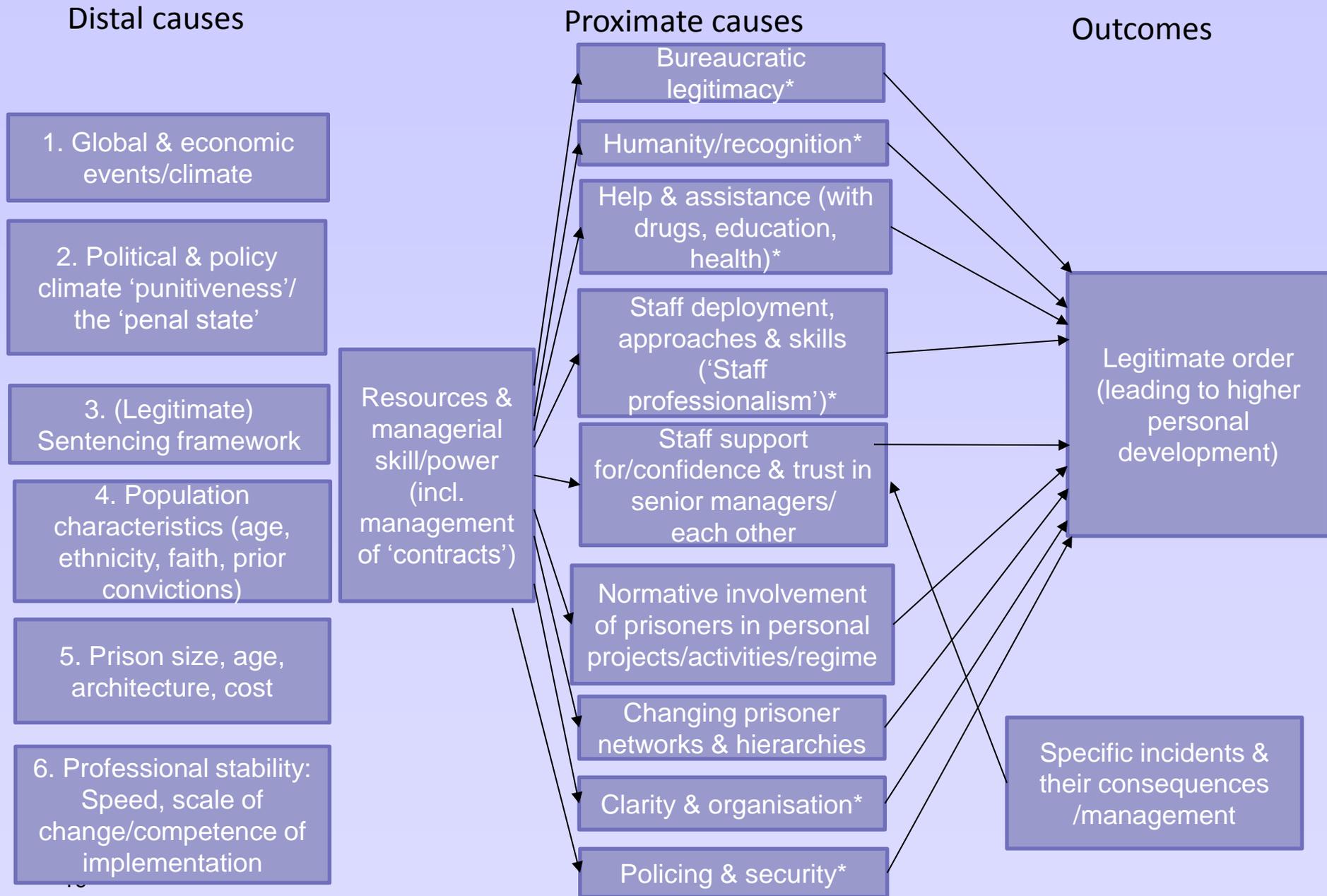


Figure 2: A Grounded Generative Theory of Legitimate Penal Order



Further reading

- Liebling, A; assisted by Arnold, H (2004) *Prisons and their Moral Performance: A Study of Values, Quality and Prison Life* Oxford: Clarendon Press.
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