

**INDEPENDENT MONITORING BOARD**



**HMP/YOI Eastwood Park**

***ANNUAL REPORT***

**1 November 2010 – 31 October 2011**

## **Preface**

### **Statutory Role of the IMB**

The Prisons Act and the Immigration and Asylum Act 1999 require every prison to be monitored by an independent Board appointed by the Secretary of State for Justice from members of the community in which the prison or centre is situated.

The Board is specifically charged to

1. Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release;
2. Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has;
3. Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in custody.

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.

The Independent Monitoring Board at Eastwood Park is committed to treating all those we interact with respect and fairness regardless of such factors as race, colour, ethnicity, religion, belief, national origin, gender, age, marital status, sexual orientation or disability.

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\* *these reports are mandatory*

# **1 Description of HMP/YOI Eastwood Park**

- 1.1 HMP/YOI Eastwood Park is a female closed local prison situated mid-way between Gloucester and Bristol by the village of Falfield, South Gloucestershire. It can hold approximately 360 prisoners - adult and young adult (18 – 21yr old) offenders - on remand or serving mainly short sentences. Eastwood Park also includes the Mary Carpenter Unit – for young women aged up to 18; a Mother and Baby Unit and an Integrated Drugs Treatment System (IDTS) unit which holds 85 prisoners.
- 1.2 The site was opened as a male Junior Detention Centre in 1964. From 1989 to 1993 it served as a male Young Offender Institution. It was finally converted into a closed women’s prison in March 1996. Since that date the women’s prison population in England and Wales has more than doubled and HMP/YOI Eastwood Park’s capacity has expanded as a result.
- 1.3 There is no Segregation/Separation & Care Unit. Those on Good Order or Discipline (GOOD) are located on the wings in their cells.
- 1.4 A and C Wings which are closed at present may be refurbished and reopened in 2013, increasing prisoner places by 80.
- 1.5 As a ‘local’ prison, Eastwood Park receives prisoners from a wide catchment area extending over South Wales, the South, Southwest, and the Midlands. It is the ‘local’ prison to 73 courts. Only around 26% of prisoners reside within 50 miles of the prison, 22% between 50 and 100 miles away, 32% live between 100 and 150 miles away and a further 20% or more live over 150 miles away. This can make it difficult for families to visit. It can mean long and delayed journeys to Eastwood Park for prisoners coming to and from court.
- 1.6 The regime at Eastwood Park is diverse and offers a variety of activities. These include housing, gym, education and interventions orderlies, purposeful activity on the wings and a basic PE programme. The Education Department offers basic skills, wider key skills, IT, cookery, diversity, salon services, preparation for work, drug and alcohol awareness and industrial cleaning. There is an “Information, Advice and Guidance” service. An Interventions Team works with key stakeholders to reduce re-offending: these include education, offender management, health (including mental health) services, and children and family support. Voluntary and community sector organisations work in the prison to meet the complex and individual needs of the prisoners and to offer them a comprehensive range of resettlement provision. There are also Resettlement Fayres which enable women to access services available to them both inside and outside of the prison.

- 1.7 One third of women are in Eastwood Park for just two weeks during 2009/10. Over the course of 2009/10 the average length of stay of around 93% of the population has dropped from 49 to 29 days. Between February and April 2011 the average length of stay was 37 days and 50% of the prisoners were in Eastwood Park for only a month.
- 1.8 The annual turn-over of prisoners is about 7 times the prison's population.
- 1.9 Approximately 65% of prisoners are sentenced and 35% on remand. Last year it was approximately 50:50 sentenced and on remand.
- 1.10 The average population for the year as a whole was 303, in contrast with 292 in 2009/10.
- 1.11 A high percentage of women have continued to be admitted with mild to severe mental health problems (around 60% or more on average) and, typically, at any one time 40-50 women (i.e. around 10-15 % or more of the prison's population) may be serious self-harmers and on ACCT documents.
- 1.12 The Needs Analysis conducted in Autumn 2010 revealed that 52.9% (48.1% 2009) of those canvassed had left school prematurely before the official school leaving age and only 14.7% (20.00% 2009) had attended any form of education beyond the age of 16. 58.9% (56.7% 2009) had no academic qualifications.
- 1.13 Around 80% of prisoners have been admitted onto the Kinnon Unit as poly drug users for their first two weeks in custody.
- 1.14 Eastwood Park is now a non-smoking site for staff.
- 1.15 The prison is to become one of the first to pilot and implement "Fair and Sustainable", the new prison service management structure, in 2012.
- 1.16 Eastwood Park recycles much of its waste and has acted to reduce the waste produced. "Big Hannah", a food digester, is now running and turns the food waste into compost.

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## **2 Executive Summary**

- 2.1 The Board is satisfied that prisoners at HMP Eastwood Park are treated fairly and humanely. The prison has a good atmosphere and feels safe and calm. The prison is fortunate to have so many dedicated members of staff.
- 2.2 The future cuts in the prison's budget are awaited with apprehension. Eastwood Park already appears to be an under funded prison according to the Prison services own model Budget which recently put Eastwood Park as 36% under funded. An alternative view is that Eastwood Park is a very efficient prison.
- 2.3 The Education Department has been excellent. It has put on some very good Personal Development courses for prisoners. The proposed Olass4, which starts in August 2012, is awaited with apprehension.
- 2.4 The Board is pleased to see a marked improvement for families being able to book visits over the last year.
- 2.5 The Board is also pleased to see a continued reduction in reported Discrimination incident reports. (see 5.2 )
- 2.6 The Mary Carpenter Unit received a very good report from HM Inspectors of Prisons who inspected the unit in January 2011. (see 9.11 +)
- 2.7 The Board received 147 recorded applications during the year, which is significantly down on last year's figure of 210 applications. Health related applications have gone down as has visits & family related applications. Surprisingly, applications about housing have gone down given that more women are claiming to have no fixed abode. Prisoners are now interviewed more thoroughly when coming into prison and so these issues are picked up and dealt with sooner. More women are reporting problems with rent arrears and threats of eviction.
- 2.8 The prison continues to need more Officers and Officer Support grades as reported in last year's report. These shortages have had an impact on the regime. It has lead to "early teas" for part of the year resulting in a reduction in available education hours. It has also prevented visitors from being able to hand in property on some weekends.
- 2.9 Two Foreign National children are at Eastwood Park. They came to Eastwood Park at the end of June/July 2010. As at the 9<sup>th</sup> January 2012 they were still at Eastwood Park. (see 5.11)

- 2.10 There are no accredited behaviour change programmes at Eastwood Park. The Board recognises that the high turnover and short stay of many of the prisoners may make long length courses impractical. However, without them the Justice System is likely to continue to recycle prisoners.
- 2.11 There is no provision for a Special Educational Needs Coordinator (SENCO) in the adult education contract. *(Reported in previous reports).*
- 2.12 There is a need for an additional part-time Housing Officer. *(Reported in last years report).*

### **3 Issues for the Secretary of state**

- 3.1 The Board is apprehensive about the new Olass4 Education proposals. First, the Board is concerned that the educational courses will not be appropriate for women who are in custody for relatively short periods of time. Secondly, the types of courses that are being proposed are not in many cases appropriate. Vocational courses would be much more useful for many of these women. There are also no workshops in Eastwood Park in which the Women can be employed, which is a key part of Olass4.

**Will the Minister see that proposed Olass4 is adjusted so that it is appropriate and suitable for the Women's Estate; particularly local female remand prisons?**

- 3.2 The Board is concerned that the proposed Prison Service funding cuts are likely to have an impact on the safety and well-being of the prisoners at Eastwood Park. There has been no replacement for the "Carousel" self-harm reduction programme. There is no longer a clinical psychologist or counselling psychologists in the prison. Thankfully, the amount of self-harm has gone down this year. (See 8.3).

**The Board's chief concern is prisoners' safety. Could the Minister make more resources available?**

- 3.3 The Board would like to see more help for those with diagnosed Borderline Personality Disorders. Prisoners with these health issues should be moved to more appropriate accommodation. **But failing that could the Minister make more resources available in prisons to help with the treatment of prisoners with these types of mental health issues?**

- 3.4 Without accredited behavioural change programmes available in prison, prisoners are likely to be continually recycled through the Justice system. There are no such programmes in Eastwood Park.

**Could the Minister see that more accredited Behavioural Change courses are made available?**

- 3.5 Although strictly speaking it is outside the Board's remit, it is however concerned about the lack of accommodation for prisoners when they leave prison. Approximately between 26% and 30% of prisoners coming into Eastwood Park claim to have no fixed abode. Local authorities throughout the Southwest are reducing their services. It is increasingly difficult to find suitable accommodation for prisoners when they leave prison.

**Could the Minister impress upon Local Authorities the need to supply suitable accommodation?**

**4 Issues for the Governor**

- 4.1 Improvement in the quality of ACCT entries and more staff attendance or contributions made to ACCT case reviews.
- 4.2 Prisoners and Wing staff on Res4 feel that there is a lack of support at times from Mental Health staff.
- 4.3 That Stepping Stones is opened more frequently.
- 4.4 That a proper shower be put in place for the prisoners on Res 4. A level floor and proper drainage are needed.
- 4.5 Procurement of a new television system. There have been problems with the television system in Eastwood Park.
- 4.6 Redecoration of Res 1 association area.
- 4.7 More Officer Support Grades to staff the gate at weekends.
- 4.8 The shower areas on Res 2 could be improved. *(work has started on this in November 2011)*

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## **5 Equalities**

- 5.1 Equalities is managed by the Race Equality Action Team (REAT), chaired by the Governor. There is a full time Equalities Officer and a part-time assistant.
- 5.2 The number of Discrimination Incident Reports is down this year and is the lowest for four years. It is down by approximately 15% on last year.
- 5.3 Staffing hours available for Diversity have been reduced because of staffing shortages. There is very rarely a Disabled assist officer on duty.
- 5.4 The national training package, *Challenge It, Change It* has been well received with 100% of the staff having been on the course over the last two years. There is now refresher training.
- 5.5 There are approximately 30 - 40 Foreign Nationals (FNPs) at any one time, some of whom do not speak English and some have mental health problems.
- 5.6 Ethnic monitoring indicates that about 20% of prisoners come from Black and Minority Ethnic (BME) groups. Data indicate that no ethnic group is unfairly treated or denied access to facilities. Close to half of all BME prisoners are Foreign Nationals. (The same as last year).
- 5.7 Eastern Europeans, Africans and Asians make up the majority of Foreign National Prisoners (FNPs). There are language barriers despite greater use of the telephone translation service, *Big Word*, and the translation of forms and information on procedures. An E-SOL course is available for FNPs.
- 5.8 There have been over twenty sentenced-expired FNPs in the past year. There are three in Eastwood Park at the time of writing.
- 5.9 Equalities at Eastwood Park is well managed. The Equalities officer has received the Butler Trust Certificate Award for Foreign National and Equalities work.
- 5.10 The lack of cosmetics for BME prisoners has been addressed over the last year.

## **Concerns**

- 5.11 Two Foreign National child prisoners are held at Eastwood Park under an adult warrant. Whilst they were at Eastwood Park they were aged assessed by a specialist as being approximately 15 and 16. The children came to Eastwood Park at the end of June beginning of July 2011. As at 9<sup>th</sup> January 2012 they are still at Eastwood Park. The prison has taken steps to get them aged assessed and removed to more suitable accommodation.
- 5.12 There is a shortage of accommodation for prisoners with disabilities on Res 2. There are places on the new Kinnon Unit. (If A and C wings are to be reopened there are plans to have a disabled cell on A wing).
- 5.13 FNPs cannot watch foreign language television channels. (Mentioned in last years' report).
- 5.14 There has been reduced staffing time available to monitor equality issues. In particular, disability is of concern. (In last years' report).

## **6 Learning and Skills**

- 6.1 The Education Department is responsible for a large part of purposeful activity at Eastwood Park.
- 6.2 The Education Department has put on some very good personal development courses, which has increased women's self-esteem and confidence. These types of courses appear to have been beneficial to prisoners who otherwise may not have felt confident enough to look for work.
- 6.3 In-cell electricity has been turned off during the working day to encourage prisoners to take up education. Average class sizes rose from 5 at the beginning of the year to 5.9 by the end of the year.
- 6.4 Classroom attendance is over 90% on many courses.
- 6.5 Monthly attendance levels for adults dropped slightly in 2011 to 82 -84%.
- 6.6 A total of 2098 qualifications have been achieved in adult/YO Education department. 16.23% over target. The number of qualifications gained in 2009/10 was 2036, which is broadly in line with 2008/09.
- 6.7 Prisoners tend not to take courses that could increase their employability.
- 6.8 The "Toe by Toe" mentoring scheme has taken off in the last year.

- 6.9 The prisoners' toilets next to the Education corridor were refurbished during the year. Several of the classrooms, however are in need of redecoration and better ventilation.
- 6.10 Some courses were affected because of "early teas", which were caused by a shortage of Officers between March and July.
- 6.11 The Library does not have a librarian and has been closed at times due to staff sickness.
- 6.12 Virtual Campus has been installed but due to concerns over funding has not been activated and it is looking doubtful whether it will be.
- 6.13 G wing reopened as an activities centre. A painting and decorating course has been set up. An industrial cleaning course also takes place.

### **Concerns**

- 6.14 The Head of Learning and skills left at the end of the reporting year (31<sup>st</sup> October 2011). A Governor is to be in charge of Education.
- 6.15 40% to 60% of the Education budget should be spent on building up women's confidence and self-esteem, namely vocational courses. The Women are not interested in engaging in formal education and many of them are not in the prison long enough to make any meaningful progress on the more traditional courses.
- 6.16 The new Olass4 Education policy due to come into effect in August 2012 appears to be aimed at male prisons and not at small local female remand prisons with high population turnovers. The proposed new policy would see a possible 60-70% reduction in vocational courses at Eastwood Park.
- 6.17 The women tend not to rate their employability or likelihood of employment as a high priority, given that housing, medical issues and regaining the custody of their children are often paramount in their minds.
- 6.18 There is no provision for a SENCO in the adult education contract. (as reported in last year's report).
- 6.19 It would be useful if prisoners were provided with weekly timetables. PNomis, the prison computer system does not do this.
- 6.20 A shortage of Officers has reduced the availability of evening courses and has led to early teas for several months, reducing the hours available for education. Some women could not complete their courses.

## **7 Healthcare and Mental Health**

### **Healthcare**

- 7.1 There are five health care providers in Eastwood Park. There has been an improvement since last year in the coordination of all the providers. This year a manager has been put in overall charge.

### **Concerns**

- 7.2 There is insufficient room in *Pathways*, the outpatient clinic. Space for treatment is very limited, as is storage. The unit is also in need of refurbishment. (Plans are in place for refurbishment in 2012).

### **Mental Health**

- 7.3 Avon Wiltshire Partnership (AWP) provides the mental health cover in Eastwood Park.

### **Concerns**

- 7.4 “Stepping Stones” has been closed for much of the latter part of the year due to staffing issues. Stepping stones is where some of the more vulnerable prisoners and self-harmers go during the day to get out of their cells and engage in very simple non-threatening activities. It is run by the Mental Health team.

### **Res 4.**

- 7.5 Res. 4 accommodates prisoners with acute mental or emotional needs, who require a high level of staff support.
- 7.6 Officers have had some very demanding prisoners during the past year and have dealt with them in a caring manner.

### **Concerns**

- 7.7 The unit has one shower/wet room. The water from the shower floods into the corridor. The drain is in the wrong place and the floor level runs in the wrong direction.
- 7.8 There is no psychology support for prisoners on Res 4. (Reported in last years' report).

- 7.9 Both wing staff and prisoners at times have expressed disappointment with the lack of Mental Health support.

**Counselling, Assessment, Referral, Advice and Through care Scheme (CARATS)**

- 7.10 The largest numbers of interventions are heroin related. However there are an increasing number of women who have alcohol related issues and as a result, a new two week group programme has been introduced. One week dealing with drug issues and the next alcohol issues.
- 7.11 CARATS have started providing family liaison sessions in the visits room and visits centre.

**Integrated Drug Treatment System (IDTS)**

- 7.12 The new IDTS Kinnon Unit opened in March 2010. It is an 85 bed unit accommodating all new receptions with a substance misuse issue.

**Concerns**

- 7.13 The Short Drug programme (SDP) is no longer running. It was an accredited behaviour change programme.
- 7.14 Proposed changes to the level of drug testing in the prison may impact on any support and follow up for those who are still using drugs.
- 7.15 Due to funding issues women are no longer supplied with an emergency kit/injection such as Nalaxone when they leave prison to reduce fatalities from overdosing. Last year it was stopped because of supply issues, this year it is down to cost.

**8 Safer Prisons**

- 8.1 The last death in Eastwood Park was in April 2010 from natural causes.
- 8.2 There can be 30 to 40 open "Assessment Care in Custody Teamwork" files (ACCTs) a week for 10-15% of the prison's population. Listeners attend the first part of the monthly Safer Prisons meeting.
- 8.3 From January to September 2011 there have been 959 incidents of self-harm, which is lower than last year. Last year's to date figure in September 2010 was 1027 self-harm incidents. For the year ending September 2009 there were 921 incidents.

### **Concerns**

- 8.4 Too few staff attend multi-disciplinary ACCT case reviews or submit reports.
- 8.5 The quality of some of the entries in the ACCTS could be improved.
- 8.6 The reducing self-harming programme, “Carousel”, has stopped and has not been replaced. It is unclear if there are any plans to replace it.
- 8.7 All the counselling psychologists at Eastwood Park have left due to funding issues. At the time of writing there is no clinical psychologist.
- 8.8 As mentioned before, “Stepping Stones” has been closed for much of the latter part of the year due to staffing issues.
- 8.9 There have been a lot more Antisocial behaviour incidents reported over the last year. From January to October 2010 there were 301 reported incidents. But in the same reporting period in 2011 there were 394 reported incidents.

## **9 Other Areas of the Prison**

### **Visits & Booked visits**

- 9.1 The staffing of booked visits has been resolved this year and as a result there have been fewer reported problems booking visits. Applications to the Board concerning family & visits are down from 34 to 8 during the reporting year.

### **Concerns**

- 9.2 On a number of weekends there has been a shortage of gate staff which has prevented visitors from handing in property for prisoners.
- 9.3 Eastwood Park is not an easy place to get to by public transport. On Sundays there is very little public transport.

### **Resettlement**

- 9.4 The Welsh Assembly has earmarked funding for the resettlement of Welsh prisoners to be targeted more effectively.

### **Concerns**

- 9.5 Eastwood Park has one Housing Officer at present, which is insufficient to deal with the workload even with support. An additional part-time Housing Officer (18 hours per week) is needed.
- 9.6 Approximately 26% to 30% of prisoners claim to be of no fixed abode when they come into Eastwood Park. Local Authorities are also cutting back on the service provided. There is very little accommodation on offer for women leaving custody.
- 9.7 There is very little, if any, accredited behavioural work done at Eastwood Park to reduce re-offending. Given the length of time that many prisoners are at Eastwood Park, its provision is often impractical. However, without it the justice system is simply recycling the same prisoners time after time.

### **Mother and Baby Unit**

- 9.8 An excellent unit where mothers and babies thrive. The average numbers of mothers and babies has been approximately between 8 and 9.
- 9.9 The Mother and Baby Unit is now a non-smoking unit.

### **Reception**

- 9.10 An extremely busy area, well organised with dedicated staff. The Healthcare area of Reception was refurbished during the year which has been a great improvement.

### **Mary Carpenter Unit (for up to 18 year olds)**

- 9.11 A well-run unit. The unit received a very good report from the HMIP Inspection in January 2011. There were some concerns with regard to safeguarding procedures which have now been addressed. Overall a very good report.
- 9.12 The young women now go to the main prison to see the Doctor. In previous years a Doctor visited the unit.

- 9.13 The young women coming onto the unit now tend to be sentenced for longer and for more serious crimes than in previous years. The Education Department has adapted to the longer length of stay and has put on longer courses.
- 9.14 A record accreditation year on unit. A total of 308 qualifications were achieved, 9.22% over target.

**Concerns**

- 9.15 Many young women come to the unit without any information having been passed on about their substance misuse or mental health history.
- 9.16 YOT or social workers tend not to visit as often as best practice dictates. We understand that some of them have to come long distances for relatively short meetings and so they tend not to attend.
- 9.17 The unit does not as yet have a part time social worker.
- 9.18 A number of families have to travel long distances to visit the young Women.

**The Gym**

- 9.19 The gym has had only two qualified staff since October 2010. Two more staff had been expected to be recruited but because of proposed funding cuts those posts are not to be filled. As a result the women have only the minimum time in the gym.
- 9.20 The Board has been impressed by the hard work done by the two members of gym staff to keep it all going.

**Kitchen**

- 9.23 The quality of food supplied to the prison has been on occasion very poor this year. Prisoners have complained about the food produced by the kitchens and the lack of items and quantity of food in the evening and weekend packs.

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## 9.24 Adjudications (Nov – Oct)

	<b>08/09</b>	<b>09/10</b>	<b>10/11</b>
November	62	69	54
December	85	62	45
January	93	54	62
February	67	86	26
March	78	47	80
April	76	51	59
May	55	35	44
June	52	47	51
July	100	30	65
August	66	74	68
September	86	57	39
October	83	52	53
<b>Total</b>	<b>903</b>	<b>664</b>	<b>646</b>

## 10 The Work of the Independent Monitoring Board

<b>BOARD STATISTICS</b>	<b>09/10</b>	<b>10/11</b>
Recommended Complement of Board Members	13	13
Number of Board members at the start of the reporting period	10	12
Number of Board members at the end of the reporting period	12	10
Number of new members joining within the reporting period	2	0
Number of members leaving within reporting period	0	2
Total number of Board meetings during reporting period	12	12
Average number of attendances at Board meetings during reporting period	9	9.5
Number of attendances at meetings other than Board meetings	51	69
Total number of visits to the prison (including all meetings)	643	546
Total number of applications received	210	147
Total number of segregation reviews held	n/a	n/a
Total number of segregation reviews attended	n/a	n/a

## Applications to the Board (1<sup>st</sup> Nov to 31<sup>st</sup> Oct)

<b>Code</b>	<b>Subject</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
A	Accommodation	15	19	6
B	Adjudications	1	6	2
C	Diversity related	4	5	3
D	Education/employment/training	8	9	7
E	Family/visits	16	34	8
F	Food/kitchen related	9	12	19
G	Health related	25	32	17
H	Property	35	23	21
I	Sentence related	17	13	9
J	Staff/prisoner/detainee related	23	18	18
K	Transfers	8	4	5
L	Miscellaneous	41	35	32
<b>Total number of applications</b>		<b>202</b>	<b>210</b>	<b>147</b>