

***INDEPENDENT MONITORING BOARD***



***HMP/YOI Eastwood Park***

***ANNUAL REPORT***

***1 November 2011 – 31 October 2012***

## **Preface**

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

The Prisons Act 1952 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 it interacts 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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# 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 mainly on remand or serving short sentences. Eastwood Park also includes the Mary Carpenter Unit which can hold up to 16 young women aged 17 years; a Mother and Baby Unit and a Substance Misuse Unit, known as the Kinnon 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 The Operational Capacity of Eastwood Park is 364 prisoner places with the Certified Normal Allocation (of 326 places. The average prison population in the last year at any one time has been approximately 312>320 with the average stay being 38 days. The population was approximately 303 last year and in 2009/10 it was 292. There are 288 adult places, 58 young offender places, 16 juvenile places and places for 12 mothers and up to 13 babies.
- 1.4 There has been a 70:30 split between sentenced and remand prisoners over the last year. The previous year it was approximately a 65:35 split and the year before a 50:50 split between sentenced and on remand.
- 1.5 The Education providers, Strode College and A4e, lost the contract to Weston College, which took over in August 2012. Tribal are the providers of National Career service. Norton Radstock College are the education providers for the Mary Carpenter Unit.
- 1.6 Healthcare providers are Bristol Community Health (BCH), which provides medicine management and nursing cover. Avon & Wiltshire Partnership Trust are responsible for mental health and substance misuse interventions. Hanham Health provides the GP cover for Eastwood Park. Lloyds Pharmacy provides the medication. South Gloucestershire PCT commissions separately the services of dentist, optician, midwives, and sonographer, etc.
- 1.7 There are nearly 60 organisations that provide support and assistance to prisoners. Thirty five of them come into the prison to work directly with the women. Intervention Fayres, which take place quarterly, enable prisoners to make contact with organisations which may help them on their release. *(See the Appendix on page 17 for a list of some of the Organisations which work with the women).*
- 1.8 There is no Segregation/Separation & Care Unit. Those on Good Order or Discipline (GOOD) are located in their cells on the wings.

- 1.9 A and C Wings (now known as Res 1 & Res 3), which have been closed for several years, may be refurbished and reopened in the future, potentially increasing prisoner places by 80.
- 1.10 As a 'local' prison, Eastwood Park receives prisoners from a wide catchment area extending over South Wales, the South, the Southwest, and the Midlands. It is the 'local' prison to 72 courts.
- 1.11 The regime at Eastwood Park is diverse and offers a variety of activities. These include housing, gym, education and interventions orderlies, diversity orderlies, reception orderlies, purposeful activity on the wings and a basic PE programme. The Education Department offers basic skills, wider key skills, Industrial cleaning, cooking, Introduction to Hair and Beauty, Nail Art and Make Up, Painting & Decorating, Peer Mentoring, Office IT Skills and Business Enterprise. There is an "Information, Advice and Guidance" service provided the National Career Service. An Activities 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.
- 1.12 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 30-50 women (i.e. around 10-15 % or more of the prison's population) may be at risk of self-harming and placed on an Assessment Care in Custody Teamwork (ACCT)
- 1.13 Around 70% of prisoners received into Eastwood Park have been admitted onto the Kinnon Unit as poly drug users for their first two weeks in custody. Of these 10% have committed alcohol related crimes.
- 1.14 Eastwood Park recycles much of its waste and has acted to reduce the amount of waste produced. "Big Hannah", a food digester, turns the food waste into compost.
- 1.15 The Wings have all been renamed this year and are now known as Residential Units, e.g. Res1, Res2, etc.

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## 2 Executive Summary

- 2.1 The prison was one of three prisons to pilot and implement “Fair and Sustainable”, the new prison service management structure, in 2012. A huge amount of work was required to deliver these changes which were undertaken in an efficient and professional manner. In February 2012 a new Governor was appointed, who has brought a new impetus to the “Decency” agenda.
- 2.2 There has been progress on many of the issues highlighted in last year’s report, such as the refurbishment of the showers on Res5/6, a new TV system, the refurbishment of Pathways, an improvement in the quality of ACCTs reviews, the cessation of early teas and a return to visitors being able to hand in property at weekends.
- 2.3 The Education Department has been excellent. Olass4, which started in August 2012, was awaited with apprehension; however, thus far all appears to be working better than expected. (6.12).
- 2.4 The Mary Carpenter Unit received a very good report by HM Inspectors of Prisons (HMIP) from their unannounced full follow-up inspection.(12.8)
- 2.5 There was a full follow-up inspection of the main prison by HMIP in February 2012. The Board was impressed by the quick response of the Senior Management Team to put in place an action plan to tackle the issues highlighted in a generally very good report.
- 2.6 The quality of the ACCT documentation and case reviews has improved and the levels of self harm have reduced again this year. (10.3)
- 2.7 The Board received 214 recorded applications during the year, which is significantly higher on last year’s figure of 147 applications. Health related applications have risen (from 17 to 26) as have visits & family related applications (from 8 to 17). (see page16)
- 2.8 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, in their absence the criminal justice system is likely to continue to recycle prisoners. (Reported in last year’s report).
- 2.9 There is no provision for a Special Educational Needs Coordinator (SENCO) in the adult education contract. (Reported in previous reports).
- 2.10 The lack of Healthcare attendance at GOOD reviews is a concern.
- 2.11 Funding restrictions and potential cuts (as reported last year) continue to be of concern. For example, they have prevented the provision of a suitable shower on Res 4 (11.8) and CCTV cameras (12.7) in various locations. Future funding cuts, particularly for voluntary organisations that work with the women, are likely to impact on work with families, the provision of debt advice (9.8) and “Toe by Toe” (6.19). The food budget will be similarly impacted.

- 2.12 The Board is satisfied that prisoners at HMP Eastwood Park are treated fairly and humanely by a dedicated staff. The prison has a good atmosphere and generally feels safe and calm.

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

- 3.1 Although strictly speaking it is outside the Board's remit, it is, none the less, concerned about the lack of accommodation for prisoners when they leave prison. Approximately 25% of prisoners coming into Eastwood Park claim to have no fixed abode. Local Authorities throughout the South West have reduced their services. It is increasingly difficult to find suitable accommodation for prisoners when they leave prison, as reported last year. However, 82% of prisoners do leave with offers of accommodation.

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

We appreciate the Minister's reply to this question raised in our last Annual Report. However, the Board need to alert the Minister to the fact that the situation does not appear to have improved.

### **4 Operational issues for NOMS**

- 4.1 The lack of functional in-cell safes for prisoner's property.
- 4.2 That a proper shower be put in place for the prisoners on Res 4. A level floor and proper drainage are needed.
- 4.3 Healthcare is not attending GOOD case reviews.
- 4.4 Could a set time for GOOD case reviews allow a more multi-disciplinary attendance? (11.7)
- 4.5 The lack of CCTV cameras in Pathways waiting room and Reception.
- 4.6 Concern over the quality of food at times and the quantity of food in the tea packs, particularly at weekends.
- 4.7 There is a lack of suitable wheelchairs and it appears that this is not going to be resolved until 2015 (5.14).
- 4.8 The Board are concerned about the method of dispensing medication on Res5/6 late at night. (See 7.11).

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## **5. Equalities & Inclusion**

- 5.1 Equalities is well managed and taken seriously at Eastwood Park with DEAT meetings generally very well attended and chaired by the Governor, with prisoner representatives in attendance.
- 5.2 The national training package, *Challenge It, Change It*, has been well received with all the staff having been on the course. However, many staff are now due for a refresher but there is no refresher course (a national decision).
- 5.3 There are approximately 30 Foreign Nationals (FNPs) at any one time, some of whom do not speak English. Translation services are regularly used.
- 5.4 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 FNPs. (the same as in previous years).
- 5.5 Eastern Europeans, Africans and Asians make up the majority of FNPs. There are language barriers despite greater use of the telephone translation service, ALS, and the translation of forms and information on procedures. An E-SOL course is available for FNPs.
- 5.6 There have been approximately 12 sentenced-expired FNPs in the past year. There is none in Eastwood Park at the time of writing.
- 5.7 There are plans to open the old G wing in 2013 for older/disabled prisoners.
- 5.8 There has been additional funding for partially converting several cells to semi-disabled cells.
- 5.9 IMB Recruitment. The Board has contacted BME groups in the local community and surrounding area in order to increase the diversity of the Board's membership. Although the Board received some interest from these groups, no BME person applied to join the Board.

### **Concerns**

- 5.10 There is a shortage of accommodation for prisoners with disabilities on Res 5 & 6. There are places on the Kinnon Unit. (If Res1 and Res3 are to be reopened, there are plans to have a disabled cell on Res1).
- 5.11 Because of staff shortages, staffing hours available for Diversity have been reduced. There is rarely a Disabled Assist officer on duty. (This was reported in previous years' reports. However, at the time of writing, this issue had been addressed).
- 5.12 FNPs cannot watch foreign language television channels. (mentioned in previous reports).
- 5.13 There is a lack of suitable wheel chairs. There has been confusion over who is responsible for providing disability equipment.



## **6 Education, Learning and Skills**

- 6.1 The Education Department is responsible for a large part of purposeful activity at Eastwood Park.
- 6.2 Prisoners are assessed for their basic literacy and numeracy skills when they come into Eastwood Park. However, there is no SENCO to help those with special needs.
- 6.3 The new education contract OLASS4, along with the new National Career service came into effect in August 2012. Weston College won the Education contract.
- 6.4 OLASS4 is very different in terms of the curriculum and payment. Payment is now based on results. It is therefore critical to the prison that the women turn up for and complete their courses; otherwise funding is withdrawn by the Skills Funding Agency.
- 6.5 Stand alone English and Maths courses were introduced in 2012
- 6.6 A new librarian has been appointed and the library was redecorated in the year. A new "Working in..." section has been set up so that women can get an idea of what it is like to work in certain industries.
- 6.7 Classroom attendance was up compared to last year. It was 85-86% each month compared to 84-85% in 2010/11. On some courses it was as high as 93%.
- 6.8 Retention rates were excellent on the majority of courses, ranging from 76% to 100% despite the high turnover of the prison population.
- 6.9 Accreditation rates (nationally recognised qualifications) remained high for those remaining in custody long enough. The main reasons for non-accreditation were transfers or release from custody.
- 6.10 2203 accreditations were achieved in the year against an internal target of 1519 accreditations. This was an increase of 13% in completion rates compared to last year. 85% in 2011/12 compared to 75% in 2010/11.
- 6.11 Eastwood Park has achieved top Koestler awards in Nail Art for the last four years.
- 6.12 Feedback questionnaires completed by learners at the end of courses indicate that they enjoy the courses. There also appears to be a good working relationship between tutors and prisoners and there is a very positive atmosphere in Education.
- 6.13 The delivery of teaching hours by both Strode College and A4e was excellent. A4E delivered 3397 hours of the 3462 hours it was contracted to deliver. Strode College delivered 8674 against the 9010 contracted hours under Olass3.
- 6.14 Many of the classrooms were repainted in the year (a need highlighted in last year's report). The Art department has painted some murals on the walls of the Education Corridor.
- 6.15 Virtual Campus has moved from the Library and is now being used.

- 6.16 G wing, which reopened as an activities centre for Voluntary Community Sector groups and educational courses last year. G wing may close and be reopened as a residential unit for disabled older prisoners in 2013.
- 6.17 There was a good report from the OFSTED follow-up inspection, which took place in February 2012.
- 6.18 There is close cooperation between the Offender Management Unit and the Education department.

### **Concerns**

- 6.19 The “Toe by Toe” mentoring scheme, which started in 2011, may close because of it is not funded under OLASS4. *(At the time of writing, it has been stopped).*
- 6.20 Prisoners who are sentenced to over 12 months and Young Offenders sentenced to over 4 months receive sentence plans which include Education courses.
- 6.21 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.
- 6.22 There is no provision for a SENCO in the adult education contract. (as reported in previous years’ reports).

## **7 Healthcare and Mental Health**

### **Healthcare**

- 7.1 There are four health care providers in Eastwood Park; Hanham Health, BCH, AWP and Lloyds Pharmacy.
- 7.2 Pathways, the Primary Care Centre, which replicates a GP practice in the community, has been refurbished to a high standard. 1050 medications are delivered in the prison on an average day. Healthcare delivery is at least as good as in the community.
- 7.3 The women are seen within 24 hours of arrival at Eastwood Park by Healthcare. There is 24 hour nursing care in Eastwood Park and 24 hour on call GP cover.
- 7.4 Health promotion competitions are run regularly to improve health education. There was also a health fayre in June, attended by outside organisations.
- 7.5 Patient care is tailored to clinical need, including escorts and bed watches to outside hospitals.
- 7.6 The women are informed by “Pathways” how to complain directly to the NHS, if they wish to make a complaint.

- 7.7 Prisoners were surveyed between August and September by Bristol Community Health. The feedback from the survey was generally good. Women felt they were treated with dignity and respect. Over 80% of women felt their treatment plan was tailored to their needs. The women did however express concern over their ability to manage their own health.
- 7.8 The Healthcare department has secured funding for a Therapeutic Garden funded by the Kings fund. (At the time of writing, January 2013, it has just been opened).

### **Concerns**

- 7.9 There is no overall head of Healthcare. Pathways waiting area is believed to be a drug trading area and the lack of CCTV cameras there is a concern. There is not always an officer present in Pathways to supervise prisoners and support reception staff.
- 7.10 There has been a long waiting list to see the dentist, in part due to the refurbishment of Pathways. (At the time of writing, the waiting list has been reduced from over 60 patients to about 40. This, however, represents about a month's waiting list.).
- 7.11 The Board are concerned about the dispensing of medication late at night on Res5/6. It has come to our attention that tablets are sometimes passed under cell doors on a piece of paper by Healthcare staff. (*There are no hatches in the cell doors on Res5/6*).

### **Mental Health**

- 7.12 Avon & Wiltshire Partnership (AWP) provides the mental health cover in Eastwood Park. This year a Clinical Psychologist, an assistant Clinical Psychologist and a student Forensic Psychologist on placement. New courses have been implemented following a needs analysis. "Stepping Stones" continues to deliver activities for vulnerable prisoners and self harmers. (see 11.2)

### **Concerns**

- 7.13 There are discrepancies across the country in how Community Mental Health Services are delivered and also in the eligibility criteria used for referrals. These have impacted on the ability to continue and consolidate the work that the women have done at Eastwood Park.
- 7.14 There are no Counselling Psychologists in Eastwood Park. (as reported in last year's report).

### **Substance Misuse Psychosocial Team (SMPT) (*previously known as CARATS*).**

- 7.15 The SMPT support a recovery and abstinence based treatment model. The treatment model uses the International Treatments Effectiveness Project (ITEP) which puts the client at the centre of care using both group and individually tailored interventions to understand their substance misuse, offending behaviour and map their recovery. This

- 7.16 The Kinnon Unit opened in March 2010. It is an 85 bed unit accommodating all new receptions with a substance misuse problems. Approximately 70% of prisoners received into Eastwood Park go to the Kinnon Unit.
- 7.17 This year "System One" has been adopted. This enables the tracking of prison health records between establishments. This year there has been some difficulty with the system at Eastwood Park following the departure of an experienced operator. (now resolved).

### **Concerns**

- 7.18 As reported last year, women are not being supplied with Naloxone on their release because of cost.

## **8 Purposeful activity (includes work).**

- 8.1 A large part of purposeful activity is through Education. However, there are in total about 176 work placements across 3 pay bands. Work placements include kitchen workers, servery workers, wing cleaners, gardeners, window cleaners, painting parties and the recycling centre; prisoner orderlies (Chaplaincy, education, gym, library, activities, reception, housing, etc). As yet Eastwood Park does not have any workshops.
- 8.2 The women are encouraged to engage in purposeful activity and in this reporting year in-cell electricity has been turned off during the day for prisoners who are able to work.

## **9 Resettlement**

- 9.1 Job Centre Plus is now helping prisoners with their benefit paperwork. This has reduced the anxiety for some prisoners when leaving prison.
- 9.2 Prisoners now have access to a peer to peer advice system which operates out of HMP Send via telephones on the wings.
- 9.3 A Resettlement Fayre takes place for prisoners on a quarterly basis. Prisoners meet outside agencies which may be of help to them on release.
- 9.4 There are many requests for debt advice and the women see the Citizens Advice Bureau in the prison.

### **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. There are between 3 to 4 housing orderlies who help.

- 9.6 Approximately 25% of prisoners claim to be of no fixed abode when they come into Eastwood Park and this figure appears to be rising. Local Authorities have cut back on the service provided. There is very little accommodation on offer for women leaving custody.
- 9.7 The Board are concerned with the potential loss of funding for the voluntary organisations that come into Eastwood Park. Prisoner Advice and Care Trust (PACT), and Citizen Advice Bureau, for example, are under threat from such cuts. (At the time of writing, there has been a cut in funding).
- 9.8 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 may be impractical. However, without it the justice system is simply recycling the same prisoners time after time.

## **10 Safer Custody**

- 10.1 The last death in Eastwood Park was in April 2010. It was from natural causes. The last self inflicted death in Eastwood Park was about six years ago.
- 10.2 This year 8-15% of the population had been put on an open ACCT.
- 10.3 The total number of self harm incidents from January to September 2012 was down by more than half the previous year's figure: 434 incidents compared to 959 for the same period last year.
- 10.4 A new national version of the ACCT document was introduced in April 2012. Entries in these documents have improved and ACCT reviews are now, in the main, multidisciplinary reviews, an improvement on last year.
- 10.5 Listeners, Insiders and a Safer Prison and Violence Reduction reps attend the first part of the monthly Safer Prisons meetings. Prisoners find the Insiders, recently reintroduced, very helpful.
- 10.6 From January 2012 to October 2012 there were 276 reported incidents of anti-social behaviour in the prison compared to 301 in the same period last year.

### **Concerns**

- 10.7 Healthcare attendance is sometimes missing at ACCT case reviews, although it appears to have improved since last year.
- 10.8 The prison is not undertaking periodical checks of prisoner's next of Kin.
- 10.9 The security of prisoners' property is a problem, particularly on Kinnon Unit, where in-cell safes are not functional.

## **11 Segregation & Complex Needs Unit**

- 11.1 There is no Segregation Unit as such at Eastwood Park. All prisoners who are put on Good Order or Discipline (GOOD) remain in their cells in their normal location.
- 11.2 The Board are satisfied that those on GOOD are seen by Healthcare. We also note that the Safety Algorithms are completed in a timely fashion.
- 11.3 The Board are notified within 24 hours when a prisoner is placed on GOOD.
- 11.4 There is a Complex Needs Unit, known as Res4, which accommodates prisoners with acute mental or emotional needs who require a high level of staff support. Many Res 4 residents are likely to require substantial mental health input. The Unit is funded by the NHS.
- 11.5 The unit has had some exceptionally demanding prisoners during the past year and the Board commend the staff for the excellent work they do to keep the prisoners safe.

### **Concerns**

- 11.6 The Board note the lack of Healthcare attendance at GOOD reviews.
- 11.7 The Board find it hard to attend GOOD case reviews as the advertised time of reviews is often changed, for, apparently, operational reasons.
- 11.8 The unit has one shower/wet room. The water from the shower floods into the corridor because the drain is in the wrong place and the floor level runs in the wrong direction (mentioned in last year's report).
- 11.9 Adjudications take place on the unit. While these have been carried out, prisoners on the unit have been locked in their cells. *(At the time of writing, adjudications have been moved off the unit for prisoners located on other Res units).*

## **12 Residential services**

### **Booked visits & Visits**

- 12.1 Booked Visits runs efficiently with few complaints from visitors.
- 12.2 The Family Visits Centre is well run by Officer Support Grade Staff (OSGs) but is not accessible for wheelchair users.

### **Concerns**

- 12.3 We are concerned about the low staffing levels in the visits room. The drug dogs, a major deterrent, are not always available.

- 12.4 Eastwood Park is not an easy place to get to by public transport. On Sundays there is very little public transport.

### **The Gym**

- 12.5 There is only 1 full time qualified instructor and 2 full time assistants to staff the gym. As a result the women have only the minimum time in the gym. The Board is impressed by the efforts made by gym staff to deliver the best service possible in these circumstances, including sports days and competitions. However, there is no gym at the weekends because of staff shortages.

### **Kitchen**

- 12.6 Diminishing resources mean that the Catering Manager faces a great challenge to feed the women. The food budget is to be reduced to £1.86 per person per day.
- 12.7 The Board has received mixed comments about food. The Board do taste the food on a regular basis and generally find it to be acceptable. The poor quality of some of the meat, however, and the small quantity of food in the tea time packs are of particular concern. The number of written applications to the Board about catering this year has declined. However, the number of negative comments that the Board have received particularly about the tea packs, has increased. (as reported in last year's report).

### **Mary Carpenter Unit (for 17 year olds)**

- 12.8 This is a well-run unit. It received a very good report from the HMIP Inspection in January 2011 and received a good report on the follow-up inspection in August 2012. The number of young women on the unit has been quite low, 4 to 9 at any one time during the year.
- 12.9 We have received few formal complaints from the unit this year. The issues raised were mainly regarding dissatisfaction with the food.

### **Concerns**

- 12.10 Many young women come to the unit without any information having been passed on about their substance misuse or mental health history. (as mentioned in last year's report). Sometimes young women arrive very late – one arrived at midnight in July.
- 12.11 YOT or social workers tend not to visit as often as best practice would require. Some of them have to come long distances for relatively short meetings and so they tend not to attend. Attempts have been made to use video-link but these have been unsuccessful as the system used by the prison for the courts is not compatible with other systems. It makes the meetings very impersonal at a time when young women need to build and maintain relationships with the outside world in preparation for their release.
- 12.12 During the year the unit did not have a part-time social worker. (However, at the time of writing, one has been appointed).

12.13 A number of families have to travel long distances to visit the young women, but sadly, many of the young women don't receive any visits from their families.

**Mother and Baby Unit**

12.14 An excellent unit where mothers and babies thrive. It is a non-smoking unit. The average weekly occupancy of mothers and babies on the unit has been 7 during the year.

**Concerns**

12.15 The building appears to have inadequate temperature control - at times being too hot and at others too cold.

**Reception**

12.16 An extremely busy area, well organised with dedicated staff. The Body Orifice Scanning chair is being used routinely. The prison has re-started the insider scheme.

**Concerns**

12.17 The CCTV system has been condemned and there is no funding for replacements.

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### 13 The Work of the Independent Monitoring Board

<b>BOARD STATISTICS</b>	<b>09/10</b>	<b>10/11</b>	<b>11/12</b>
Recommended Complement of Board Members	13	13	13
Number of Board members at the start of the reporting period	10	12	10
Number of Board members at the end of the reporting period	12	10	11
Number of new members joining within the reporting period	2	0	1
Number of members leaving within reporting period	0	2	0
Total number of Board meetings during reporting period	12	12	12
Total number of visits to the prison (including all meetings)	643	546	603
Total number of segregation reviews held	n/a	n/a	n/a
Total number of segregation reviews attended	n/a	n/a	n/a
Date of Annual Team Performance Review	08/02/10	14/01/11	27/2/12

#### 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>	<b>2011/12</b>
A	Accommodation	15	19	6	9
B	Adjudications	1	6	2	2
C	Equality & Diversity	4	5	3	7
D	Education/employment inc IEP	8	9	7	8
E1	Family/visits inc. mail & phone	16	34	8	17
E2	*Finance pay				
F	Food/Kitchen related	9	12	19	14
G	Health related	25	32	17	26
H1	Property	35	23	21	31
I	Sentence related (inc. HDC/ROTL etc)	17	13	9	6
J	Staff/prisoner concerns inc bullying	23	18	18	33
K	Transfers	8	4	5	4
L	Miscellaneous	41	35	32	57
	<b>Total number of IMB Applications.</b>	<b>202</b>	<b>210</b>	<b>147</b>	<b>214</b>
M	Of total: number of IMB Confidential Access was:				17

There were 17 confidential access applications in 2011/12 (5 from 1 prisoner).

## 14. Appendix – List of Community Sector Groups.

<b>NAME</b>	<b>SERVICE</b>	<b>WHEN DO THEY COME IN?</b>	<b>HOW ARE THEY ACCESSED / REFERRED?</b>
<b>Alcoholics Anonymous</b>	Support for people with issues around alcohol use	Visit the prison every Saturday alternating between Kinnon Unit and Res 2	Rotas are displayed on the wings and advertised through the SMU Team. Women interested in attending just need to let an Officer know and they can join the group on the day.
<b>Anawim</b>	A women's community project in Birmingham, supporting all women involved in the Criminal Justice System, and also has specialist support for sex workers	Anawim representatives visit the prison once a month/in response to referrals. Project worker will visit women on the wing	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub.
<b>Asha Women's Centre</b>	The Asha Centre is a women's community project based in Worcester	Visit the prison in response to referrals, attends the 'Support For You' Fayres	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>Bristol Mind</b>	Advocacy - supporting women with issues they feel they can not address themselves	Advocacy Worker visits the prison on Monday, Tuesdays and Wednesdays. Attends 'Support For You' Fayres	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>Changing Tunes</b>	Music Education and concerts	3 sessions per week – Wednesday AM and PM, Friday AM	Applications via the Chapel. (There is usually a waiting list)
<b>Creativity Works</b>	Art and craft sessions for vulnerable women	Has ran programmes in the main prison, MBU and MCU. Now looking to run two block sessions (one in November one early 2013), locations to be confirmed.	Women will be invited to attend the sessions as and when they are run.

<b>Eden House</b>	Provides day and outreach service who have been involved in the criminal justice system and returning to Bristol	Visit women in group sessions and/or via legal visits. Attends 'Support For You' Fayres	Prison/Probation staff referral required. Women can be identified for the project via the 'Preparation for Release' referral form. Information available in the Activities Hub
<b>Footprints Project</b>	Provides mentoring for ex-offenders returning to Bournemouth, Poole, Dorset and South Somerset	Volunteer project workers visit the prison fortnightly seeing new receptions on the wings. Attends 'Support For You' Fayres	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>Freedom Programme</b>	Programme for women who have suffered domestic abuse. Developing ways of thinking and behaving to protect themselves and children from harm	The 12 week programme will take place on a Thursday afternoon in the Activity Centre, facilitated by Eden House.	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Referrals via the Pathway 8 & 9 subgroup.
<b>Gloucester Citizens Advice Bureau</b>	One to one debt advice, including court fines, credit cards, loans, utility bills, mobile phone bills.	Debt advisor based in the prison every Monday.	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings.
<b>Gibran UK – Going Home Project</b>	A mentoring support service for women returning to Wales who are not dependent on drugs or alcohol. They offer help and guidance to meet prisoners needs and give opportunities to become peer mentors and help other women.	Visit the prison fortnightly, appointments with women in the Activities Hub Attend 'Support For You' Fayres	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>Gwalia</b>	Accommodation assistance for homeless women returning to Wales	Visits the prison once a week, and will see women on the wings. Attend 'Support For You' Fayre	Women are identified by the Accommodation Liaison Officer, however women can self refer via the 'Preparation for Release' referral form
<b>Hafal</b>	Provides support and resettlement service for women returning to Wales with significant mental	Visit the prison bi monthly visiting women on the wings. Attend 'Support For You' Fayres	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information

	health problems such as schizophrenia, bipolar and psychosis		available in the Activities Hub
<b>Hibiscus</b>	Support for Foreign National prisoners. Liaise with Social Services, can contact families, solicitors to arrange legal visits, liaises with Immigration Services and attend monthly Foreign National Meetings.	Visits the prison once a fortnight, visiting all new receptions and women in need	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>ISIS</b>	Support, guide and empower women in Gloucestershire	Visits the prison Fortnightly seeing new receptions from Gloucester on the wings. Attend "Support For You" Fayres	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>Jobcentre Plus</b>	Assist with benefits and employment interviews on release. Assist with the closure of benefit claims and claiming arrears.	Based in the Activities Hub Monday - Friday	All women are contacted prior to release to advise on benefits and offer signing up to the 'Work Programme'. Staff can then make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings.
<b>Narcotics Anonymous</b>	Support for those whom narcotics have become a problem	Currently running one session per month – will increase to two once enough volunteers have received security clearance	Rotas are displayed on the wings and advertised through the SMU Team. Women interested in attending just need to let an Officer know and they can join the group on the day.
<b>New Futures (TRIBAL)</b>	ETE Support for women returning to the South West, specialising in women returning to the Wiltshire, Somerset and Devon areas	Visits the prison fortnightly on a Monday. Appointments with women on the wings	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub.
<b>One25Ltd</b>	Support for Bristol Sex Workers, Also has Naomi House for women and their children	Visits the prison weekly, visiting women on the wings and seeing them via legal visits offering resettlement support, attend the 'Support For You' Fayres	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information

			available in the Activities Hub.
<b>Opening Doors</b>	Mentoring support for women sentenced 12 months and over, and returning to the Swindon/Wiltshire area	Visits women via legal visits in response to referrals	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub.
<b>Story Tapes for Mums</b>	Women can apply to record story tapes to send to children in the community accompanied by hand made cards.	Jointly facilitated by PACT and the Library. Story Tape sessions one morning per week – women added to a waiting list and notified of next available space	Referrals via the library, staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings.
<b>Pets As Therapy</b>	Provide a therapeutic through contact with PAT dogs	Two volunteers with PAT dogs visit the prison weekly, attend stepping stones, Res 4, 2 and 7. Spontaneous visits to Res 5 & 6	Women can request to spend time with the PAT dog via the 'Preparation for Release' referral form which is available on the wings.
<b>Prisoner Advice and Care Trust (PACT)</b>	Support for women and their families while in custody, and improve visits and visiting facilities	Full time Integrated Family Support Worker and part time Play Coordinator based in the Activities Hub	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>Promise</b>	Support service for women returning to Plymouth	Video Link assessments with women who need support on release – attend 'Support for You' Fayre	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>RECOOP</b>	Supporting older women prisoners – Aged 50+. A part time RECOOP project worker has been funded by the Lankelly Trust. The group known as 'RUBIES' have sessions on a Wednesday morning and Friday afternoon. There are also 1:1 sessions for women who do not want to partake in group activity, or in work	Project Officer based in the prison Monday, Wednesday and Friday afternoons	All women aged 50+ are automatically invited to attend the group sessions. 1:1 sessions on Res 4 available on request from staff

	and education.		
<b>Samaritans</b>	Provide 24 hour confidential emotional support to those who have feelings of distress, including those which may lead to self harm or suicide. Provides Listener training	A portable Samaritans phone is available on all wings.	Women can request a Listener or the Samaritans phone via a Wing Officer.
<b>The Horse Course</b>	A short intense course delivered using horses to provide motivation, feedback and structure. The course focuses on building fundamental emotional and mental skills, developing responsibilities and creating confidence as a learner	1 week courses ran intermittently	Referrals via Offender Supervisors
<b>TSS</b>	Working with ex offenders serving under 12 month sentence with substance/alcohol misuse	Visits the prison in response to referrals, appointments arranged by the Accommodation Liaison Officer	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>Watkins Solicitors</b>	Family Law Advisors	Visit the prison every Thursday, and attends 'Support for You' Fayre	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>Willow Tree Centre</b>	Counselling for women who have experienced loss of a baby through miscarriage, adoption, fostering, death	Visits women referred to the counselling during Legal Visits. Attends the 'Support for You Fayre'	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>Womens Turnaround Project</b>	Provide support for women returning to Wales who are vulnerable and who have difficulties affecting their lives which may result in or	Project Worker based in the Activities Hub 20 hours per week. Attends the 'Support For You' Fayre	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub

	has resulted in them breaking the law. It will assess and identify need and provide support to help achieve personal goals		
<b>Women In Prison</b>	Able to fund women at EWP a percentage of an education course that is not offered in the prison	Visit the women in response to referrals, attend the 'Support for you Fayre'	Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings. Information available in the Activities Hub
<b>YMCA</b>	Programme developing awareness and skills in emotional well being and interpersonal relationships.	Available to women on a waiting list for work or education	Women are selected by the Wing Officers to attend.