

INDEPENDENT MONITORING BOARD



HMP/YOI Eastwood Park

ANNUAL REPORT

1 November 2012 – 31 October 2013

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 a Mother and Baby Unit and a Substance Misuse Unit which holds 85 prisoners. The Mary Carpenter Unit which could hold up to 16 young women aged 17 was closed as a juvenile unit on 22nd July 2013. The unit is now used to house low risk non-smoking prisoners and there are plans to reopen it as a Personality Disorder unit in summer 2014. Res2 opened as a Drug Recovery Community in 2013.
- 1.2 The site was originally 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.
- 1.3 Eastwood Park is a "Local" prison which covers a wide catchment area extending over South Wales, the South, the Southwest, and the Midlands. It is the 'local' prison to 72 courts. Up to 50% of its prisoners come from Wales. The majority of prisoners are in Eastwood Park for acquisitive crimes.
- 1.4 The Operational Capacity of Eastwood Park is 363 prisoner places with the Certified Normal Allocation of 315 places. There are 293 adult places, 58 young offender places, and 12 places for mothers and up to 13 babies. The average prison population in the last year at any one time has been approximately between 300 > 310 with the average stay being approximately 39 days, similar to the previous year. 59% of prisoners were at Eastwood Park for less than 2 months and 25% were at the prison between 1 and 14 days. The churn of prisoners is very high with the Prison effectively changing its population approximately 5.5 > 6 times a year. The population was approximately 312 > 320 last year and three years ago it was approximately 303.
- 1.5 There has been approximately a 70:30 split between sentenced and remand prisoners over the last two years. Three years ago the split was approximately a 65:35 and the year before that there was a 50:50 split.
- 1.6 A high percentage of women have continued to be admitted with mild to severe mental health problems. There were 699 referrals to Mental Health in the reporting year, about 55 a month. Typically, at any one time 30-45 women (i.e. around 8 -15 % or more of the prison's population) may be at risk of self-harming and were placed on an Assessment Care in Custody Teamwork (ACCT)
- 1.7 Around 65% of prisoners received into Eastwood Park have received support and interventions for substance misuse (drug and alcohol misuse).
- 1.8 There are nearly 40 organisations that provide support and assistance to prisoners. Twenty five of them come into the prison to work directly with the women on a regular basis. Intervention Fayres, which take place quarterly, enable prisoners to make contact with organisations which may help them on release. (See the Appendix on page 20 for a list of some of the Organisations which work with the women).

- 1.9 The Education providers are Weston College, who took over in August 2012. Tribal are the providers of National Career service.
- 1.10 Healthcare providers are Bristol Community Health (BCH), which provides medicine management and nursing cover. Avon & Wiltshire Partnership Trust (AWP) are responsible for mental health and substance misuse interventions and administrative support. 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.
- 1.11 There is no Segregation/Separation & Care Unit. Those on Good Order or Discipline (GOOD) are located in their cells on the wings.
- 1.12 Res 1 & Res 3 have been closed for several years but they are expected to be refurbished and reopened in the spring of 2015, increasing prisoner places by 80. All female prisons are moving towards becoming Resettlement prisons. If it is to be implemented, Eastwood Park will be one of three prisons in the Southwest which will pilot becoming a smoke free prison.
- 1.13 The Juvenile unit (Res10) which closed in July 2013 is expected to re-open as a Personality Disorder unit in 2014.
- 1.14 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 by 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 range of resettlement provision. A soap making enterprise was set up in the year.
- 1.15 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 and a second machine was installed in May.
- 1.16 A number of staff took the voluntary Early Departure Scheme (VEDS) during the year and the prison appears to have coped with this better than anticipated. The establishment implemented the "New ways of working" policy during the year. In March 2013 HMP Gloucester closed and many of the staff transferred over to HMP Eastwood Park. The Board are pleased to report that both sets of staff have integrated really well and note the very good work by the senior management team to make that happen. The changes to the new National core day which started in May were implemented smoothly. New changes to the National Incentives, Earnings and Privileges (IEP) scheme came in just after the end of the reporting year.

2 Executive Summary

- 2.1 The Board are pleased to report on a number of positive changes at Eastwood Park during the reporting year. These include the opening of the Drug Recovery Community (7.21); the opening of the Kings Fund Therapeutic garden; the opening of a soap making enterprise; changes in the Chaplaincy team and it's increasing contribution to the prison; The re-opening of Res10 as a non smoking unit; A curtain making workshop for the prison; The reclassification of several Res units as "Cat C units", giving prisoners more freedom and access to self-catering; Greater use of video-link; improvements in Reception; Refurbishment of the gatelodge; A new pharmacy on Res 5/6; a new violence reduction protocol; increased use of peer support systems such as e.g. Violence reduction rep; Increase in the Mental Health provision and increase use of Release on Temporary license.
- 2.2 There was a full inspection by Her Majesty's Inspector of Prisons (HMIP) just outside this reporting year in November 2013. Assuming that the briefing report does not change Eastwood Park was given high scores; 4 for Safety, 4 for Respect, 3 for Purposeful Activity, and 3 for Resettlement. (At the time of writing in January 2014 the final report is yet to be published). HMP Eastwood Park is now a level four prison, a top performing prison, one of only ten in the Country.
- 2.3 The Education Department has been excellent with very high retention and success rates (see 6.8).
- 2.4 The Psycho-social team that delivers support and interventions to substance misuse prisoners is very good.
- 2.5 We have seen improvement in the quality of the ACCT process during the year. Levels of self-harm have risen but levels of anti-social behaviour have decreased. (See 10.4 & 10.6)
- 2.6 The Board received 201 recorded applications during the year, which is a small reduction on last year's figure of 214 applications. Health related applications have reduced from 26 to 20, visits & family related applications rose from 17 to 23. (See *page 19*).
- 2.7 The Board are impressed with the amount of charity fund raising carried out by staff during the year. Some of which was for a local woman's refuge. During the year there has been effective use of Full staff meetings and better communication between the staff and the senior management team. Staff sickness levels have been low during the reporting period.
- 2.8 The Board are generally satisfied that prisoners at HMP Eastwood Park are treated fairly and decently by staff.
- 2.9 **There has been progress on several of the issues highlighted in last year's report. These are;**
- Workable lockable in-cell safes.

- The method of dispensing of meds late at night on Res5/6 is much improved.
- The issue of purchasing disability aids has now been improved. (There is ongoing work to establish funding streams).
- The lack of Special Educational Needs Coordinator (SENCO) has partially been addressed by the employment of a learning support tutor and a learning disabilities nurse.
- The Board have received fewer complaints this year about the weekend tea packs.
- Res4 Shower/wet room floor has been fixed.

2.10 **Issues that remain same as reported in last years or previous reports.**

- 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. (As mentioned in the last two reports). We look forward to seeing the hoped for results of the Governments Transforming Rehabilitation agenda whereby those prisoners having received less than 12 months sentences will receive support in the community.
- The lack of Healthcare attendance at GOOD reviews continues to be a concern.
- The Board find it hard to attend GOOD case reviews as the advertised time is often changed due to operational reasons.
- Funding restrictions and potential cuts (as reported in the last two reports) continue to be of concern. Future funding cuts, particularly for voluntary organisations are likely to impact on work with prisoners and their families.
- Lack of CCTV cameras in Pathways, the Doctors surgery. (This has largely been mitigated by the Healthcare Receptionists carrying radios).
- Lack of Foreign National TV.
- Limited counselling services – there are no counselling psychologists. However because of the very short time many prisoners stay at Eastwood Park this may not be practical.
- Lack of sentence plans for those sentenced to less than 12 months.
- Lack of provision of Naloxone or something similar for the women when they leave Eastwood Park. (A National issue).

2.11 **New concerns from this reporting year are;**

- Lack of funding has resulted in the loss of Hibiscus which supported Foreign Nationals Prisoners. Other Organisations such as RECOOP and Citizens Advice are under threat and their funding runs out in March.
- Tight staffing levels.

3 Issues for the Secretary of State

- 3.1 The Board are concerned that the proposed smoking cessation to be introduced some time in the future may be too big a burden for some prisoners to take. A number of prisoners come in to Eastwood Park with drug, alcohol and smoking addictions. Some of whom may also have mental health issues. Debt problems, eviction and childcare

issues are also difficulties for some of the prisoners. Expecting these prisoners to cease smoking, in effect asking them to carry out three detoxes at the same time, may carry a degree of risk.

Can the Minister ensure that if and when the smoking cessation is brought in, it is done in a safe, appropriate and decent way?

- 3.2 The Board would encourage the Minister and NOMS to introduce the use of Skype for Foreign National prisoners.
- 3.3 There appears to be conflicting data regarding the need for accommodation for prisoners released into the community. (See 9.11).

Could the Minister impress upon Local Authorities the need to supply suitable accommodation, particularly for women?

We appreciate the Minister's reply to this question raised in our previous reports but the issue regarding accommodation still remains a concern.

4 Operational issues for NOMS

- 4.1 Eastwood Park is generally a very good prison. There are some notable funding challenges - for example more showers are needed on Res6.
- 4.2 With the planned opening of Res1 & 3 (an addition of 80 more prisoner places), will NOMS ensure that there is enough capacity in the key areas of the prison to cope? E.g. Kitchens, Healthcare, Education and car parking spaces for visitors.
- 4.3 A lack of uniformed staffing has at times impacted on the regime such as the cancellation of hospital appointments, etc. The Board are also concerned that some Res units seem at times to be struggling because of periods of minimum staffing levels.
- 4.4 Healthcare to attend GOOD case reviews.

5. Equalities & Inclusion

- 5.1 Equalities is well managed and taken seriously at Eastwood Park with DEAT meetings generally very well attended and currently chaired by the Deputy Governor, with prisoner representatives in attendance.
- 5.2 The national training package, Challenge It, Change It, has been withdrawn by NOMS and replaced by an online e-learning package.
- 5.3 There are approximately 30 Foreign Nationals (FNPs) at any one time, approximately 10 of whom do not speak English. Translation services are regularly used.
- 5.4 Ethnic monitoring indicates that about 16% 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. Basic and improvers E-SOL courses are available for FNPs.
- 5.6 There have been approximately 15 sentenced-expired FNPs in the past year. There are three in Eastwood Park at the end of October 2013.
- 5.7 About 5% of the prison population is aged over 50. Plans to open the old G wing for older/disabled prisoners have been abandoned.
- 5.8 During the year two cells on Res. 6 have been converted to semi-disabled cells and a disability cell has been re-opened on Res 10. At any one time approximately one third of the prison population is recorded as having a disability.
- 5.9 This year one Disability Orderly has been appointed to assist disabled prisoners.
- 5.10 The Board monitor all Discrimination Incident Reporting Forms (DIRFs) is satisfied that the incidents are investigated and responded to consistently.
- 5.11 Concerns over procurement of suitable disability aids (as reported last year) have been addressed. Aids are now ordered as required.
- 5.12 Board recruited locally and via national websites during the reporting year. Sadly, there continues to be no visible ethnic minority representation on the Board.
- 5.13 Because of staff shortages, staffing hours available for Diversity have been reduced. There is currently no Disabled Assist officer. (This was reported in previous years' reports). However, 8 members of staff around the Prison have been identified as Equalities Champions. There is a disabilities orderly who helps disabled prisoners.

Concerns

- 5.14 There is still a shortage of accommodation for prisoners with disabilities on Res 5 & 6. There are places on Res 8. (If Res1 and Res 3 are reopened there are plans to have a disabled cell on Res1).
- 5.15 FNPs cannot watch foreign language television channels. (Mentioned in previous reports).
- 5.16 Funding for Hibiscus, the women's Foreign National Charity, was withdrawn in March. Hibiscus provided useful services such as facilitating the sending of money back to home countries, contact with families overseas, personal support and clothing etc.

6 Education, Learning and Skills

- 6.1 The Education Department is responsible for a large part of purposeful activity at Eastwood Park. Weston College is the provider of Education at Eastwood Park.
- 6.2 A Soap making enterprise was set up on the 1st May this year to teach women how to make and market soap. It is a collaboration between the charity The Shaw Trust and Weston College.
- 6.3 Prisoners are assessed for their basic literacy and numeracy skills when they come into Eastwood Park. There is no SENCO to help those with special needs. However the Board are pleased to note that a full time learning support tutor was appointed this year who has been a great asset to the prisoners.
- 6.4 The new education contract OLASS4, along with the new National Career service came into effect in August 2012. Weston College won the Education contract.
- 6.5 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.
- 6.6 Stand alone English and Maths courses were introduced in 2012.
- 6.7 The Library is well stocked. There is an evening Book Club which is run by prison service staff and supported by the library by providing the books. It meets weekly, is very popular and has a waiting list. This year 30 women completed the Six Book Challenge. Next year's target is 50.
- 6.8 Classroom attendance was up compared to last year. It was over 90% since March to October. The success and accreditation rate is 95% and the retention rate is 99%.
- 6.9 Accreditation rates (nationally recognised qualifications) remained high for those remaining in custody. The main reasons for non-accreditation were transfers or release from custody.

- 6.10 There were 2239 certifications this year. 2353 prisoners actually completed their courses but did not satisfy internal and external moderation.
- 6.11 Eastwood Park has achieved top Koestler awards during the last five years. This year 12 awards were given covering music, writing and art.
- 6.12 There appears to be a good working relationship between tutors and prisoners and there is a very positive atmosphere in Education in general.
- 6.13 Virtual Campus is being used but not to its full capacity.
- 6.14 There was a good report from the OFSTED follow-up inspection, which took place in February 2012. There was also another OFSTED inspection just outside the reporting period (November 2013) which was also very good.
- 6.15 The Toe by Toe reading scheme has been reintroduced this year and is supported by The Shannon Trust and is facilitated by prisoners.
- 6.16 Customer Services evening classes commenced in October.
- 6.17 The Board has been impressed by an excellent "Business Enterprise" class which teaches women how to set up and run their own small businesses.

Concerns

- 6.18 Only prisoners who are sentenced to over 12 months and Young Offenders sentenced to over 4 months receive sentence plans which include Education courses.

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 is open Monday to Friday and operates up to 8 clinics simultaneously seeing between 60 and 70 prisoners a day.
- 7.3 Approximately 1200 medications are taken daily in the prison. Of which approximately 380 items are in possession medications and over 800 supervised items. Approximately 50% of the women receiving medication now have their drugs "in possession".
- 7.4 The Prisoners 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. There are several women Doctors who work in Pathways, the Primary Care Centre and there is a female psychiatrist who comes into Eastwood Park on a weekly basis.

- 7.5 There has been a resolution of the problem of dispensing of medications at night on Res 5/6 resulting in a much more dignified and safer system. We have received no further complaints regarding this issue.
- 7.6 Patient care is tailored to clinical need, including escorts and bed watches to outside hospitals, although low staffing levels have led to appointments for Physiotherapy being cancelled in the last quarter of the reporting year. We understand that there is a plan to explore the possibility of a Physiotherapist coming in to the prison to deliver the treatments in-house. Ultrasound scans are performed by GT Care in the prison. Sadly, the equipment the prison has is not suitable for the more advanced nuchal and cardiac scanning of fetuses and so those women will still have to be escorted to hospital for these tests.
- 7.7 The women are informed by “Pathways” how to complain directly to the NHS, if they wish to make a complaint.

Concerns

- 7.8 There is still no overall head of Healthcare although there is little evidence that this has impacted on prisoner health. The lack of CCTV cameras in Pathways has been a concern but this year reception staff have been provided with radios. There is not always an officer present in Pathways to supervise prisoners and support reception staff. (As reported last year.)
- 7.9 There is a long waiting list to see the dentist (5-6 weeks) and the optician (12 weeks). However we understand that the prison is looking to increase the number of optician appointments. There is no budget to supply podiatry, physiotherapy or audiology.
- 7.10 Towards the end of the reporting year some prisoners had appointments to see outside physiotherapists cancelled due to lack of escort staff.

Mental Health

- 7.11 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.
- 7.12 There were 699 referrals to Mental Health in the reporting year, about 55 a month. There are on average about two Mental Health transfers to hospital a month.
- 7.13 “Pathfinders” have been funded by NOMS as a pilot project which has brought additional mental health staff to Eastwood Park. The team are primarily involved in working with prisoners with complex needs and are involved in staff consultation/needs analysis and training. The team include a clinical psychologist, a trainee psychologist, and a community psychiatric nurse. They also carry out one to one and group work with the prisoners.

- 7.14 Towards the end of the reporting year a number of short courses were started or about to start to help the prisoners manage their mental/emotional health. E.g. Mindfulness training etc.
- 7.15 A MIND Advocate visits Eastwood Park on a regular basis.

Concerns

- 7.16 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. (This was reported in last years report).
- 7.17 There are no Counselling Psychologists in Eastwood Park. (As reported in last year's report). However we understand that many of the Prisoners are not at Eastwood Park long enough to engage in the standard six session model of counselling.

Substance Misuse Psychosocial Team (SMPT)

- 7.18 The Board are of the opinion that Eastwood Park has a very good psycho-social team.
- 7.19 The SMPT support all women with substance misuse needs at point of reception including harm minimisation, maintenance and detoxification. It is a recovery and abstinence based treatment model. This 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 system is better able to address the changing profile of drug use presenting in the prison, including Benzodiazepine misuse, alcohol use and legal highs.
- 7.20 Res 8 (Previously known as the Kinnon Unit) opened in March 2010. It is an 85 bed unit accommodating all new receptions with a substance misuse problems. Approximately 65% of prisoners received into Eastwood Park go to Res 8.
- 7.21 In April 2013 A Drug Recovery Community (DRC) was opened on Res 2. It is an abstinence based programme underpinned by the 12 Step philosophy. It offers support for women about to be released. Its aim is the safe re-integration of the prisoners back into the community through mutual aid, peer support and links with community mentoring. The DRC unit is a "Cat C" unit allowing the prisoners to be unlocked for longer and they are also able to do some self-catering. It is a good unit but unfortunately the numbers on the programme have been low.
- 7.22 A Therapeutic Garden (funded by the King's Fund) attached to the DRC was opened in January 2013.
- 7.23 The results of the Mandatory Drug Testing were very good for several months in the latter part of the reporting year. This has been due in part to the good work done by the Security department during the year. The Security department scored very highly when it was audited during the year.

Concerns

- 7.24 It is regrettable that some women engaged on the DRC programme are unable to complete the course owing to their release or transfer to another establishment.
- 7.25 As reported last year, women are not being supplied with Naloxone upon their release.

8 Purposeful activity (includes work).

- 8.1 A large percentage of purposeful activity is provided through Education.
- 8.2 The women are encouraged to engage in purposeful activity. 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).
- 8.4 Res 2, 7 and 10 are "Cat C" wings and as such the prisoners spend a much greater amount of time out of their cells.

9 Resettlement

- 9.1 Job Centre Plus continues 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 (St Giles trust) via telephones on the wings. There is a list of National helplines next to all the telephones on the wings.
- 9.3 A Resettlement Fayre takes place for prisoners on a quarterly basis. This gives prisoners a chance to meet outside agencies that may be of help to them on release.
- 9.4 Over 25 partnership organisations come into Eastwood Park to work with the prisoners. Many of them, such as RECOOP who work with the over 50's, do an incredible job. (List on page 20.)
- 9.5 There are increasing requests for debt advice and the women see the Citizens Advice Bureau which has been instrumental in restructuring debt and getting debt written off. At the time of writing we understand that funding for this provision will end in March 2014.
- 9.6 There is now an internal phone line that prisoners can use to find out about matters regarding their release. This service is provided by an orderly and it is hoped to increase the provision and to include other areas of prison life.
- 9.7 There has been a big increase in Release on Temporary license (ROTL) over the last year. In the reporting period there were 361 ROTL events for a total of 44 Prisoners. In the previous reporting period there were 91 ROTL events for a total of 26 prisoners.

- 9.8 Eastwood Park has also piloted a huge increase in the use of Video-link during the year. This has cut down on the significant amount of travelling time prisoners have to take to reach courts. Eastwood Park is “local” to 72 courts which cover a wide geographical area.

Concerns

- 9.9 Eastwood Park has one Housing Officer at present, which is insufficient to deal with the workload even with support. There are 2 housing orderlies who help.
- 9.10 Although outside the remit of the Board the number of prisoners being evicted from housing (possibly due to changes in the tenancy law and housing benefits) has increased over the last year.
- 9.11 Approximately between 30>39% of prisoners claim to be of no fixed abode (NFA) on arrival at Reception. This is a steady increase over the last two years. There is very little accommodation on offer for women leaving custody and places are only allocated on the day a prisoner turns up for an appointment with the local Housing authority. We understand that many of the women do not turn up to appointments with the local housing authorities when they leave Eastwood Park. In an ideal world the women would be told where they are staying before they leave but we understand that the hostels don't hold beds open and each bed is allocated on the day. We understand however over 80% of prisoners supply an address to Reception staff on discharge.
- 9.12 The Board continues to be concerned over the potential loss of funding for the voluntary organisations that come into Eastwood Park. Prisoner Advice and Care Trust (PACT), and Citizen Advice Bureau, and RECOOP for example, are under threat from such cuts. We understand that alternative funding streams are being investigated.
- 9.13 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. We understand that where courses are required for sentenced prisoners they are transferred. However, without addressing behavioural issues the justice system is simply recycling the same prisoners. (At the time of writing the Sycamore Trust is planning to do some restorative Justice work in Eastwood Park). Victim awareness courses are run occasionally.

10 Safer Custody

- 10.1 Sadly just outside of the reporting period in November 2013 there was a Death in Custody. At the time of writing an inquest is still to be held. There was a death in Eastwood Park in April 2010 which was from natural causes. The last self inflicted death in Eastwood Park was in 2007.
- 10.2 Listeners, Insiders and Safer Prison and Violence Reduction reps attend the first part of the monthly Safer Prisons meetings. Prisoners find the Insiders very helpful. The Safer Prisons team have worked incredibly hard to keep the prisoners safe whilst at Eastwood Park.
- 10.3 This year about 8-15% of the population had been put on an open Assessment Care in Custody Teamwork document (ACCT).

- 10.4 The total number of self harm incidents from January to December 2013 was up on the previous year to 952 recorded incidents in 2013 and only 727 incidents in 2012, which was the lowest recorded in over 5 years. The increase in self-harm in 2013 maybe due to an increase in the number of prolific self-harmers. There was only 1 prolific self-harmer in 2012 but 6 during the 2013 calendar year. Cutting and ligaturing make up 79% of self-harm. The level of violence in the year has decreased.
- 10.5 There has been increased peer to peer support made available, such as Safer prisons orderlies and violence reduction reps.
- 10.6 From January to December 2013 there were 269 reported Anti-social behaviour incidents which is down on the previous year. This could be due in part to the “zero tolerance to violence” policy that has been enacted. New violence reduction protocol came into place in August 2013 which allows officers to lock a prisoner behind her cell door for a short period of time for anti-social behaviour.
- 10.7 Cellular confinement has been “reintroduced” by the Prison this year as an adjudication award. Prisoners who behave in an anti-social way are not considered eligible for ROTL.
- 10.8 Since October 2013 healthcare staff record in the ACCT document, whether or not any healthcare interventions have taken place that day.
- 10.9 The issue of broken “in-cell safes”, as reported last year, has now been rectified.

Concerns

- 10.10 Healthcare do not always attend ACCT case reviews. As we understand they only attend if invited. We do know on some occasions they submit a written report for the review.

11 Segregation & Complex Needs Unit

- 11.1 There is no Segregation Unit 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 Over the last year the Prison has started using Cellular Confinement as an Adjudication award.
- 11.4 The Board are normally notified within 24 hours when a prisoner is placed on GOOD.
- 11.5 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.

- 11.6 The unit has had some exceptionally demanding prisoners during the past year and the Board commend the staff for the excellent work they continue to do to keep the prisoners safe. Officers have received training in working with prisoners with Personality Disorders.
- 11.7 Since adjudications no longer take place on Res 4 the regime there has greatly improved.
- 11.8 The problem with the shower/wet room on Res4, as reported last year, has now been rectified

Concerns

- 11.9 The Board note the lack of Healthcare attendance at GOOD reviews. Healthcare is apparently not told in advance of when the reviews are taking place.
- 11.10 The Board attend only a small number of GOOD case reviews as the advertised time of reviews are often changed, apparently for operational reasons.

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.
- 12.3 A new and better Visiting Order has been produced.
- 12.4 Prisoners have begun to produce home-made refreshments for visitors to purchase.

Concerns

- 12.5 The drug dogs, a major deterrent, are not always available (as mentioned last year).
- 12.6 Eastwood Park is not an easy place to get to by public transport. On Sundays there is very little public transport.

Chaplaincy

- 12.7 The Chaplaincy team has been very proactive and dynamic this year and has been involved in running short courses for the prisoners. The team is very good at attending ACCT case reviews.

The Gym

- 12.8 There are currently three Physical Education Instructors (PEIs) to staff the gym. A very successful sports day took place in July with 90>95% of the prisoners attending. The Gym has been delivering first aid courses this year with approximately 40 prisoners completing them.

Kitchen/Catering

- 12.9 The Catering Manager faces a great challenge to feed the women with a food budget is £1.97 per prisoner. The Kitchen scored highly on Hygiene standards when inspected in September.
- 12.10 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. Most of the food comments we get tend to be about small portion sizes rather than the cooking or ingredients.
- 12.11 The number of written applications to the Board about catering this year has increased from 14 to 20.
- 12.12 At the end of the reporting year a cooked breakfast (beans on toast) was introduced on Saturday mornings.
- 12.13 Women on Res 2, 7 and 10 (Cat "C" areas) now have the opportunity to self cater some of their meals, having purchased their own supplies. Prisoners on these units can also use the eggs laid by the chickens at HMP Eastwood Park.

Res 5 & 6

- 12.14 Res 5 & 6 showers were refurbished last year which was a great improvement. However, ideally there should be more showers available to deal with demand at peak times. For example on Res6 there are 6 showers and 1 bath for potentially 109 prisoners. However because of the changes in the regime the prisoners are unlocked more often and they have greater opportunity to use the showers.

Res 10 previously known as the Mary Carpenter Unit

- 12.15 The numbers of young women coming onto the unit decreased between November 2012 and July 2013 and in early July 2013 the unit was closed as a young person's unit. Key staff were redeployed and the education staff were made redundant which has resulted in the loss of a wealth of experience and good practice.
- 12.16 The Board were impressed by the excellent way in which staff on the unit dealt with the young women. Several young women benefited from well organised Release on Temporary Licence (ROTL).
- 12.17 The Board are sad to see all that accumulated knowledge and expertise lost when the unit closed. It is not clear what mechanisms were in place to capture the accumulated knowledge. The unit was one of the best of its kind in the country.

- 12.18 The unit was re–opened on 29th July as a non-smoking, enhanced residence which tends to house older prisoners. Between 15>16 women are normally housed on the unit.
- 12.19 The Board have received few complaints from the prisoners on the unit. Those that it did receive were regarding food provision and the timings of medication.
- 12.20 Res10 is to become a specialist unit, housing prisoners with Personality Disorders in the summer of 2014.

Mother and Baby Unit (Res 9)

- 12.21 A non-smoking unit. An excellent environment where mothers and babies thrive. There have been between four and eight sets of mothers and babies on the unit during the year at any one time.

Concerns

- 12.22 Because of the design of the building it is not possible to maintain a suitable temperature in extreme weather (mentioned in previous years). During the last year it has not been an issue because of the mild summer. On a few occasions the unit has been understaffed at weekends, occasionally impacting on the prisoner’s ability to attend Chapel.

Reception

- 12.23 An extremely busy area, well organised with dedicated staff who have made great efforts to make reception a more welcoming place such as adding settees, fish tanks etc and the board commend them for this. The Body Orifice Scanning chair is being used when necessary. There are now five reception orderlies and five Insiders who work in Reception and make a valuable contribution. The CCTV cameras have been replaced. A Doctor comes in on the evenings during the week to see the new Receptions.

13 The Work of the Independent Monitoring Board

BOARD STATISTICS	09/10	10/11	11/12	12/13
Recommended Complement of Board Members	13	13	13	13
Number of Board members at the start of the reporting period	10	12	10	12
Number of Board members at the end of the reporting period	12	10	11	11
Number of new members joining within the reporting period	2	0	1	3
Number of members leaving within reporting period	0	2	0	1
Total number of Board meetings during reporting period	12	12	12	12
Total number of visits to the prison (including all meetings)	643	546	603	591
Total number of segregation reviews held	n/a	n/a	n/a	n/a
Total number of segregation reviews attended	n/a	n/a	n/a	n/a
Date of Annual Team Performance Review	08/02/10	14/01/11	27/02/12	11/03/13

Applications to the Board (1st Nov to 31st Oct)

Code	Subject	2008/09	2009/10	2010/11	2011/12	2012/13
A	Accommodation	15	19	6	9	16
B	Adjudications	1	6	2	2	0
C	Equality & Diversity	4	5	3	7	2
D	Education/employment inc IEP	8	9	7	8	11
E1	Family/visits inc. mail & phone	16	34	8	17	23
E2	*Finance pay					1
F	Food/Kitchen related	9	12	19	14	20
G	Health related	25	32	17	26	20
H1	Property	35	23	21	31	18
I	Sentence related (inc. HDC/ROTL etc)	17	13	9	6	14
J	Staff/prisoner concerns inc bullying	23	18	18	33	24
K	Transfers	8	4	5	4	4
L	Miscellaneous	41	35	32	57	48
	Total number of IMB Applications.	202	210	147	214	201
M	Of total: number of IMB Confidential Access was:				17	12

14. Appendix – List of Community Sector Groups.

NAME	SERVICE	WHEN DO THEY COME IN?	HOW ARE THEY ACCESSED / REFERRED?
Alcoholics Anonymous	<i>Support for people with issues around alcohol use</i>	<i>Visit the prison every Saturday alternating between Kinnon Unit and Res 2</i>	<i>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.</i>
Anawim	<i>A women's community project in Birmingham, supporting all women involved in the Criminal Justice System, and also has specialist support for sex workers</i>	<i>Anawim representatives visit the prison once a month/in response to referrals. Project worker will visit women on the wing</i>	<i>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.</i>
Asha Women's Centre	<i>The Asha Centre is a women's community project based in Worcester</i>	<i>Visit the prison in response to referrals, attends the 'Support For You' Fayres</i>	<i>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</i>
Bristol Mind	<i>Advocacy - supporting women with issues they feel they can not address themselves</i>	<i>Advocacy Worker visits the prison on Monday, Tuesdays and Wednesdays. Attends 'Support For You' Fayres</i>	<i>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</i>
Changing Tunes	<i>Music Education and concerts</i>	<i>3 sessions per week – Wednesday AM and PM, Friday AM</i>	<i>Applications via the Chapel. (There is usually a waiting list)</i>
Cocaine Anonymous			
Cooperative Bank accounts			<i>Via referral forms – there has not been a large uptake of this service. Many prisoners are not eligible. Notices on the wings.</i>
Eden House	<i>Provides day and outreach service who have been involved in the</i>	<i>Visit women in group sessions and/or via legal visits. Attends 'Support For</i>	<i>Prison/Probation staff referral required. Women can be identified for</i>

	<i>criminal justice system and returning to Bristol</i>	<i>You' Fayres</i>	<i>the project via the 'Preparation for Release' referral form. Information available in the Activities Hub</i>
Footprints Project	<i>Provides mentoring for ex-offenders returning to Bournemouth, Poole, Dorset and South Somerset</i>	<i>Volunteer project workers visit the prison fortnightly seeing new receptions on the wings. Attends 'Support For You' Fayres</i>	<i>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</i>
Gloucester Citizens Advice Bureau	<i>One to one debt advice, including court fines, credit cards, loans, utility bills, mobile phone bills.</i>	<i>Debt advisor based in the prison every Monday.</i>	<i>Staff can make referrals, and women can make self referrals using the 'Preparation for Release' referral form which are available on the wings.</i>
Going Home Project	<i>A mentoring service for prisoners from Wales</i>	<i>They visit fortnightly</i>	<i>Via the prison referral system.</i>
Gibran UK – Going Home Project	<i>A mentoring support service for women returning to Wales who are not dependent on drugs or alcohol. They offer help and guidance to meet prisoner's needs and give opportunities to become peer mentors and help other women.</i>	<i>Visit the prison fortnightly, appointments with women in the Activities Hub Attend 'Support For You' Fayres</i>	<i>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</i>
Gwalia	<i>Accommodation assistance for homeless women returning to Wales</i>	<i>Visits the prison once a week, and will see women on the wings. Attend 'Support For You' Fayre</i>	<i>Women are identified by the Accommodation Liaison Officer, however women can self refer via the 'Preparation for Release' referral form</i>
Hafal	<i>Provides support and resettlement service for women returning to Wales with significant mental health problems such as schizophrenia, bipolar and psychosis</i>	<i>Visit the prison bi monthly visiting women on the wings. Attend 'Support For You' Fayres</i>	<i>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</i>
ISIS	<i>Support, guide and empower women in Gloucestershire</i>	<i>Visits the prison Fortnightly seeing new receptions from Gloucester on the wings. Attend 'Support For You' Fayres</i>	<i>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</i>

Jobcentre Plus	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.
Narcotics Anonymous	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.
One25Ltd	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.
Opening Doors	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.
Story Tapes for Mums	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.
Pets As Therapy	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.
Prisoner Advice and Care Trust (PACT)	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

			<i>Activities Hub</i>
RECOOP	<i>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 and education.</i>	<i>Project Officer based in the prison Monday, Wednesday and Friday afternoons</i>	<i>All women aged 50+ are automatically invited to attend the group sessions. 1:1 sessions on Res 4 available on request from staff</i>
Samaritans	<i>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</i>	<i>A portable Samaritans phone is available on all wings.</i>	<i>Women can request a Listener or the Samaritans phone via a Wing Officer.</i>
SSAFA	<i>Support for women who have been abused or raped or domestic violence or prostitution</i>		
Transitional Support scheme (TSS)	<i>Working with ex offenders serving under 12 month sentence with substance/alcohol misuse.</i>	<i>Visits the prison in response to referrals, appointments arranged by the Accommodation Liaison Officer</i>	<i>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</i>
Victory Outreach UK			
Watkins Solicitors	<i>Family Law Advisors</i>	<i>Visit the prison every Thursday, and attends ‘Support for You’ Fayre</i>	<i>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</i>
Willow Tree Centre	<i>Counselling for women who have experienced loss of a baby through miscarriage, adoption, fostering, death</i>	<i>Visits women referred to the counselling during Legal Visits. Attends the ‘Support for You Fayre’</i>	<i>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</i>
Women’s Turnaround Project	<i>Provide support for women returning to Wales who are vulnerable and who have difficulties affecting their lives which may result in or has resulted in</i>	<i>Project Worker based in the Activities Hub 20 hours per week. Attends the ‘Support For You’ Fayre</i>	<i>Staff can make referrals, and women can make self referrals using the ‘Preparation for Release’ referral form which are available on the</i>

	<i>them breaking the law. It will assess and identify need and provide support to help achieve personal goals</i>		<i>wings. Information available in the Activities Hub</i>
<i>Women In Prison</i>	<i>Able to fund women at EWP a percentage of an education course that is not offered in the prison</i>	<i>Visit the women in response to referrals, attend the 'Support for you Fayre'</i>	<i>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</i>