

INDEPENDENT MONITORING BOARD



HMP/YOI Eastwood Park

ANNUAL REPORT

1 November 2014 – 31 October 2015

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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 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 with whom it interacts, with respect and fairness regardless of such factors as race, colour, ethnicity, religion, belief, national origin, gender, age, marital status, gender reassignment, sexual orientation or disability.

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.
- 1.2. The Operational Capacity of Eastwood Park is 363 prisoners - based on a snapshot, these split to around 20:80 remand to sentenced prisoners and of the sentenced prisoners 44% were sentenced to less than 12 months, 34% to between 12 months and less than 4 years, 14% to 4 years or more, less than 2% to indeterminate sentences and 6% had been recalled.
- 1.3. The residential wings include a Mother and Baby Unit, 2 wings specialising in dealing with substance misusers, a Personality Disorder Unit (Nexus, opened in January 2015), an induction wing for new prisoners, a wing for those on an enhanced regime and a wing for prisoners with complex needs requiring significant mental health and other input.
- 1.4. Two refurbished wings were due to open in 2015, increasing the Operational Capacity to 441, an increase of 78 places. The opening had been significantly delayed. Eastwood Park is moving towards becoming a Resettlement prison and is in the process of reconfiguring the residential wings to reflect these changes.
- 1.5. 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. In August 2015 48% of its prisoners come from Wales.

Executive Summary

- 2.1. The Independent Monitoring Board at Eastwood Park considers this prison to be, in general, a safe, secure and decent environment with fair and just treatment of prisoners, in spite of recent staffing constraints and increasing levels of self harm and violence.
- 2.2. A local prison taking up to 363 female prisoners on remand or sentenced, Eastwood Park is in a period of transition to a Resettlement prison.
- 2.3. Equality and Inclusion are taken seriously although hampered this year by frequent changes in key personnel (section 5). Eastwood Park is the best performing prison in the south west for education and skills (section 6).
- 2.4. Mental health services have seen very positive developments with the addition of new staff and a dedicated wing for those with Personality Disorder (section 7). Physical health issues including substance misuse raise the most applications to the IMB with access to timely health care and continuity of medication being the most frequently cited. There have been improvements to kept appointments (section 7).
- 2.5. There are 134 work places for prisoners although a small number of these involve experience in a real work situation (section 8).
- 2.6. Resettlement has seen great change with the new Community Rehabilitation Company, Working Links, taking over most aspects of resettlement. They are still in the process of establishing services. Accommodation, employment and finances remain the main focus and there is a range of voluntary organisations providing assistance (section 9).
- 2.7. Eastwood Park has around 40 prisoners on special measures to prevent self harm at any one time. Board members have noted many incidences of staff dealing with distressing and challenging situations with care and compassion. Despite this there has been a worrying increase in the number of incidents of self harm (section 10).
- 2.8. The IMB has been concerned throughout the year by the increasing number of prisoners confined to their cells for Good Order or Discipline or as a punishment. We believe that this reflects the zero tolerance policy to violent and aggressive behaviour. (section 11).
- 2.9. Plans to expand the capacity of the prison by 78 places have been slow to be implemented due to problems completing the refurbishment. This has put other plans on hold. This has been frustrating for the staff and managers. (section 12).
- 2.10. The main concerns that the IMB wish to highlight in this report are:
- 2.11. The increasing number of self harm incidents at Eastwood Park since last year and lack of detailed analysis of the reasons for this. (section 10).
- 2.12. The delays in completing the refurbishment of the 2 wings and the impact this has had on the prisons ability to move forward on other plans for the regime (section 12).

- 2.13. The small but significant number of women for whom mental health rather than criminality is their main problem and who end up in prison because other parts of the criminal justice and healthcare systems have not provided a safety net (section 7).
- 2.14. The increasing use of segregation is a concern that we also had last year (section 11).
- 2.15. There were concerns mentioned in last year's report that the Board considers are still present. The frequent need to go back to Minimum Staffing Levels has been a feature although the impact this has on regime curtailment seems to have been limited - a credit to those responsible for managing lower staffing levels, fluctuating sickness levels and demands to supply staff to prisons with even lower staffing levels. Some of the facilities on residential wings have been below standard due to an aging prison with the need for frequent maintenance and the sometimes slow response of the new facilities suppliers.

3. Issues for the Secretary of State:

- 3.1. Will the Secretary of State discuss and agree with the Secretary of State for Health how to improve criminal justice and health procedures and facilities to ensure that women with mental health problems are treated appropriately and report on the reduction of their number in prison? (Section 7)

4. Issues for the National Offender Management Service:

- 4.1. Will NOMS ensure that the detailed analysis of the reasons for increases in rates of self harm is improved so that lessons can be learned for future management of prisoners at risk of self harm? (Section 10)
- 4.2. Will NOMS review comparative rates of and reasons for cellular confinement to ensure it is minimised? (Section 11)
- 4.3. Will NOMS ensure that self harm statistics are recorded and reported consistently across all institutions?

5. Equality and Inclusion

5.1. Equality and Inclusion/Diversity are treated seriously at Eastwood Park and are organised as follows:

- A senior manager has responsibility for Equality as part of their portfolio and a senior officer is appointed as the Equality Officer to lead on policy and practical issues.
- The Diversity and Equality Action Team (DEAT) met five times during the year. The team meeting is chaired by the Governor and membership includes a range of senior managers and other staff, representatives from health, education, Chaplaincy and IMB. Also included are prisoner representatives.

5.2. There is a Diversity and Equality Action Plan which is reviewed annually. During the year wing based Equalities Champions were appointed.

5.3. The population profile and activities at Eastwood Park includes the following:

- **Foreign National Prisoners** - during the year numbers ranged from 28 to 14 reducing throughout the year and with greater representation from other European countries than previously. There were as many as 14 nationalities at any one time. Specific services included LanguageLine for interpretation, access to international telephone calls and a visiting Home Office Immigration Officer.
- **Older Prisoners** - there are around 30 to 40 prisoners aged 50 years and above. The Rubies is a specialist group run by Resettlement and Care of ex-Offenders and Prisoners (RECOOP). It runs 3 groups per week, increased this year due to increased numbers. The group provides support, craft and other activities, writing and poetry, visiting speakers and other activities designed to assist the older prisoner. This group is highly valued by older prisoners. The Rubies submitted 3 entries to the Koestler Awards and received one Recommended, one Silver and one Platinum Award (for a beautiful wall hanging made by 12 women aged between 49 and 83 including 5 nationalities).
- **Religion** - around half of prisoners on reception say that they have no religion. Of the rest Christianity in its various forms is by far the largest group. The Chaplaincy is a very important part of the prison providing religious services and support for many religions and pastoral support for all prisoners. For example, in December 2014 to February 2015 there were over 1,000 attendances at the Chapel, 30 in the Islamic Study Circle, 39 at Bible study groups, 38 at a Young Offender group, and 60 at Sycamore Tree (for victim awareness work). In addition Sikh, Pagan, Jehovahs Witness and Mormon activities were recorded. The Chaplaincy has not received an increase in resources to reflect the increase in prisoners expected when the new wings open. This will be a challenge for an already stretched group of Chaplains.
- **Disabled Prisoners** - numbers recorded with at least one disability ranged from 189 to 291. These numbers include mental health, physical disabilities and learning difficulties. Health, Education and other prison departments provide services tailored to the needs of individual prisoners. Prisoners with mobility problems were located in wings where evacuation plans could be put in place.

- **Lesbian, Bisexual and Transgender Prisoners** - during the year issues relating to Transgender prisoners came to the fore. Managing prisoners at different stages of transition posed challenges which Eastwood Park managers and staff considered at length and put procedures in place to ensure a safe and decent environment.
- **Young Offenders** - are small in numbers, usually less than 10% of the population. The Chaplaincy has run a group for these prisoners for part of the year. The Harris Report highlighted the lack of specific services for this group of prisoners in the prison system in general and also with specific issues about the extent to which the IMB connects with this age group.
- **Gypsy and Traveller Prisoners** - it is difficult to know for certain the numbers due to under-reporting. Issues relating to this group are considered routinely at meetings. There have been activities aimed at addressing the needs of this group including a focus group which was very well received. Support is also provided by external voluntary groups.

Discrimination Reporting

- 5.4. An important part of the Equality and Inclusion landscape is the reporting of incidents of discrimination which is done via the Discrimination Incident Reporting Forms (DIRFs). They are considered at each DEAT meeting and during the year have averaged around 6 per meeting - or around 3 per month. Most DIRFs concern allegations between prisoners or incidents and then reported by staff. Each incident is investigated and appropriate action taken. The handling of these incidents demonstrates to prisoners whether discrimination is taken seriously or not.
- 5.5. A prisoner Needs Analysis is done each year to test the extent to which they feel they are discriminated against - or not. Reporting in October 2015 this asked a range of questions relating to prisoners experience of equality, inclusion and discrimination. Findings included:
- 14% of prisoners felt they were not treated with respect by staff;
 - 6% of prisoners felt relationships between prisoners and staff were poor;
 - 4% thought the prison did not encourage them to respect others;
 - 6% thought they were not treated fairly by staff;
 - 4% did not feel safe from discrimination by staff;
 - 8% felt they were not treated equally;
 - 22% did not know what a DIRF was;
 - 5% felt that if they complained about a diversity issue it would not be dealt with promptly, professionally and confidentially
 - 8% did not have access to all the specialist support products/aid they needed.
- 5.6. Overall this survey supported the view that Diversity and Inclusion are treated seriously in Eastwood Park.

Concerns

- 5.7. During the year we have seen a change of Governor (resulting in 3 different Chairs of the DEAT), 3 changes in senior manager responsible for Equalities, 3 different Equalities Officers, and 2 different IMB representatives. This lack of continuity has had an inevitable impact on what has been achieved throughout the year, e.g. although Equalities Champions were appointed, their training had not been offered

promptly and as a result of staff changes development during the year was delayed. In addition the Diversity and Equalities Action Plan had a very low profile.

- 5.8. During the year there has been a reduction in the presence of Home Office Immigration Officer reducing to a monthly visit and even this was intermittent. The reduction in this service resulted in additional complex and time-consuming work for prison staff.
- 5.9. The recording of some categories of prisoner during the reception process has led to some under-reporting. It has been noted particularly in relation to Disability where numbers have fluctuated widely and Gypsy/Traveller prisoners where it is believed there is under-reporting.
- 5.10. The Board is concerned that the proposed increase in capacity has not been reflected in an increase in Chaplaincy resources.
- 5.11. Foreign National Prisoners have very limited access to legal advice. This is a matter of concern to the IMB.
- 5.12. The Prison has few strategies in place to deal with young prisoners (18-21 years) and the IMB will monitor this specifically over the next year.
- 5.13. It is a matter of concern that a large proportion of prisoners were unaware of how to report discrimination.

6. Education, Learning and Skills

- 6.1. The Education Department at Eastwood Park continued to provide a wide range of opportunities for prisoners to improve their education and skills. Weston College has had the contract to provide education since 2012 and this runs until 2016.
- 6.2. There are 14 Full Time Equivalent teaching staff. There are 10 courses with 80 places available each day.
- 6.3. The courses on offer include: Maths (Functional Skills course 32 places), English (pre-entry, entry and Level 1 and 2), Information Technology, Nail Art, Beauty (Manicure), Hospitality and Catering, Food Safety Level 2, Painting and Decorating, Soap Making, English as a Second Language, Employability, Business Enterprise, Lifestyle, Creative Art, Cleaning, Customer Services, and Victim Awareness.
- 6.4. Information Technology has been refreshed by Weston College and 7 Smart Boards introduced - these are a piece of kit that provides interactive IT learning opportunities.
- 6.5. The IMB has monitored classes throughout the year and has been impressed by the engagement of prisoners by teachers.
- 6.6. A new curriculum began on 1st August 2015. Curriculum changes included the awarding body and length of courses to fit with guided learning hours. There was agreement that class length would not change with the new core day because engaging the women for over 3 hours in one lesson would not be conducive to the

learning environment. Also this would have impacted on course length and tutor contact time.

- 6.7. Eastwood Park was the best performing prison for delivery in the South West and delivered 25% in excess of budgeted activities for the year. Initially the department was only allocated £700K but needed £900K to deliver similar performance to last year and retain the same number of teachers. After discussions they were been allocated £904K.
- 6.8. The Department had received support from the Prison Education Trust and the Open University with regard to distance learning. In September 2015 there were 4 prisoners studying for a Degree via student loans and 16 others studying on other various accredited courses such as National Vocational Qualifications (NVQ's).
- 6.9. The Orderly Progression Compact was working well as prisoners taking part saw the benefit of recording their progress as well as having punctuality and reliability documented in preparation for their release.
- 6.10. Nationally, 110 Prisons were entered into the 6 Book Challenge countrywide and Eastwood Park won a Gold Award, one of only 12 throughout the country. The Library organised this challenge and should also be commended. Various posters have been made and posted in the Education corridor to celebrate the achievement.
- 6.11. There has been improved management of movement to and from classes. Those refusing to attend are collected from wings or given sanctions. This has improved attendance rates to around 99%.
- 6.12. The prison values the partnership working with Weston College. Leading up to the Christmas period the college funded and ran workshops in both Chocolate and Beauty for women at pre- entry level or with English as a second language.
- 6.13. Turning Pages and Maths for Prisoners was working well to get very low level learners engaged and to proceed to formal courses. Turning Pages is supported by the Shannon Trust and is a peer-led mentoring scheme. A Shannon Trust volunteer is in the prison each week to give training for mentors.

Concerns

- 6.14. The IMB commends the Education department for the quality of education provided. Our only concern this year has been the department's ability to provide the range of courses needed for women who stay longer at Eastwood Park or who arrive at the prison with higher educational levels. We had a few comments from prisoners who had completed all the courses relevant for their level.

7. Healthcare and Mental Health

Healthcare

- 7.1. There are four main healthcare providers in Eastwood Park: Bristol Community Health (BCH) provides medicine management, primary care, 24-hour nursing cover and clinical substance misuse service. Avon and Wiltshire Trust (AWP) is responsible for mental health and substance misuse service. Hanham Health provides the GP cover, including out of hours for Eastwood Park. Lloyds Pharmacy supplies and delivers the medication. NHS England Health and Justice Commissioners commission other health providers such as Dentist (Somerset Partnership Trust), Optician, (Homecare Opticians), Midwives (North Bristol NHS Trust) and Sonographer (GP Care). The Healthcare contracts were extended until April 2016 when a new contract will commence.
- 7.2. Pathways, the Primary Care Centre which is similar to 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. 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. Prisoners are able to access female clinicians across all specialties. Patient care is tailored to clinical need, including escorts and bed watches to outside hospitals.
- 7.4. Prisoners can make complaints regarding their healthcare either through the prison complaints system or directly to the NHS. A new complaint system was introduced in 2015 with bespoke post boxes on each wing. This process appears to be working well.
- 7.5. Optician services improved last year with a reduction in waiting times this continues to be well managed.
- 7.6. There had been a problem of missed appointments. Action by the health administrative staff resulted in considerable improvement. Appointments were given at short notice rather than with a week's notice. During the year punishments under the Incentives Earnings and Privileges rules were given if appointments were unnecessarily missed. This improved the fail to attend rate.
- 7.7. Eastwood Park now has an almost full ante-natal service that can be delivered at the prison rather than needing to be escorted to external services. Further developments are planned for 2016.
- 7.8. Prisoners report a high degree of courtesy, respect and confidentiality is shown to them by Healthcare staff.

Mental Health

- 7.9. Mental Health care has a high profile at Eastwood Park because of the proportion of prisoners with a mental health problem from depression arising from incarceration to acute conditions. The IMB receives a small but significant number of Applications that relate to mental health services.

- 7.10. Over the last year the mental health service has seen considerable development. Existing services have been increased with the addition of new staff based in the unit dealing with women with complex needs but also offering services to the wider prison population.
- 7.11. There were 683 referrals to Mental Health in the reporting year, about 57 a month. There were on average two Mental Health transfers to hospital a month. This year there were also 3 under Section 117 of the Mental Health Act Remission of Warrants with women returning into custody from hospitals.
- 7.12. One wing specialises in women with complex needs. Most were placed here as a result of mental health needs. On this wing AWP in collaboration with the prison has implemented a joint working model to provide a fully integrated Interventions Unit with 10 residential places and in addition a day service. The operating model is running 365 days of the year. The AWP Team is managed by the Community Mental Health Team Leader with the psychological interventions being co-ordinated by a Clinical Psychologist. The team is made up of mental health nurses, a psychology assistant and support workers alongside the dedicated prison officers.
- 7.13. There is a psychological trauma model which underpins the work that is being undertaken. Specific joint training has been undertaken and there is opportunity for Team Formulations and joint reviews. AWP is also working with Infobuzz, Changing Tunes and PAT Dogs in providing group interventions. Psycho-educational groups - Hearing Voices, Emotional Coping, Mindfulness and Relaxation groups are taking place specifically designed for the women who are in crisis.
- 7.14. Care planning, reviews and risk assessments are being conducted jointly with support being provided to women post crisis when they move back to general population.
- 7.15. The Stepping Stones group intervention service has continued to build upon the groups available whilst providing more involvement for service users. The orderly role has been reviewed and changed to provide more work opportunities for that role.
- 7.16. The Improving Sleep Group has developed a follow on workshop to which the women can self refer. This is providing additional support whilst they are using sleep hygiene techniques which reduce the reliance on medication and promote better mental health.
- 7.17. A Safety First group providing specific ways of dealing with symptoms of trauma - common amongst women prisoners - has been introduced. The group is designed to help the women to be able to have control of these symptoms, experience fewer difficulties with sleep, flashbacks and panic attacks and improved mood.
- 7.18. Communication with prisoners and staff has been improved with a new Stepping Stones leaflet developed in collaboration with women who have attended groups with a view to improving the numbers of self referrals.
- 7.19. Transfers to Hospital - health and prison staff at Eastwood Park have been working to reduce the amount of time it takes for women to be transferred out. As Wales has different systems to purchase beds and fewer placements for women they have met with providers from Low and Medium Secure NHS Services. This has meant that

communication has improved, there is better appreciation of how to work with these systems and identified points of contact to help resolve difficulties.

- 7.20. Historically there have been difficulties with referrals onto community based services. During this last year staff reported a noticeable change within the practice of community services across the catchment area. Eastwood Park is now facilitating more prison visits for care co-ordinators to see their service users when they are remanded into custody and more Discharge planning meetings are taking place.
- 7.21. A Band 6 Senior Practitioner has been appointed and successfully completed the Nurse Prescriber Course. This means that the skills within the Team are increased providing an additional point of expertise for the other staff to refer to and the practitioner has been prescribing medication, reviewing treatment plans with supervision of the Consultant Psychiatrist.
- 7.22. The team has continued to offer learning placements for student nurses, junior doctors and a graduate psychology assistant, believing that it is very important for health practitioners to have the opportunity to be able to practise within the prison environment as many will be meeting women who have had contact with criminal justice services when they are working with generic NHS services whether it be in other community or hospital based locations.
- 7.23. With the Nexus Personality Disorder team AWP provides the medication administration to the Unit. They work closely with Nexus in identifying potential referrals, care planning, crisis management, communication and running the Dialectical Behaviour Therapy Group.
- 7.24. They are closely working with other health providers in identifying and applying learning from clinical incidents, sharing lessons learned at a monthly Clinical Review Meeting and a bi-monthly Prison Governance Meeting. This is additional to the AWP Governance Systems.

Personality Disorder

- 7.25. Nexus is a service specialising in women with Personality Disorders, co-commissioned by the NHS and NOMS and forms part of the National Offender Personality Disorder Pathway. The residential wing opened in January 2015 as a treatment service. The basic referral criterion is higher risk offenders - usually with an offence relating to harm to others such as physical violence/threats of violence, child offences or arson. During the year there have been 21 releases into the community of women who have had contact with the service, the majority of whom have not returned to prison - this is unusual for people with Personality Disorder.
- 7.26. The residential wing differs from other wings. Prisoners can access work where possible in the wider prison but also have a timetable of 1:1 and group sessions. There are social creative activities on the wing (Arts and Crafts, cooking, reading group & others) and Keywork sessions with Officers (who receive extra training and supervision in dealing with people with a Personality Disorder).
- 7.27. The service includes:
- A treatment service delivered 1:1 and via group therapy for all needs relating to offending including "personality" issues such as emotion regulation,

relationships, trauma. All women have psychological formulations related to their offence, and their risk of violence. There are 16 places on a residential wing but the service also offers Outreach treatment to up to 5 more prisoners.

- A pre-treatment PIPE (Psychologically Informed Planned Environment) with 19 places is due to open in 2016. It will be an engagement service for those who are not as ready for "formal treatment" - it will be more officer rather than clinician led, with support from clinical staff. It is regrettable that the opening of this service has been delayed for months because of the failure to complete the refurbishment work on time.

7.29. It is planned that a Progression PIPE (Psychologically Informed Planned Environment), a place for those to consolidate their learning from treatment, will open in 2017.

7.30. The new residential wings have been commissioned to work towards an Enabling Environment approach – where the physical environment and general ethos supports the treatment process.

7.31. Nexus has a pre-release planning meeting for everybody working in prison with the woman and try to refer to relevant services and link into the offender Personality Disorder pathway in her home area.

7.32. Overall there has been very positive feedback through focus groups and questionnaires from the women and the commissioners (who are comparing Nexus to other services at this stage that they have commissioned). The women feel that they have an experience that is very different from other wings such as community feel, lower rates of bullying, more responsive and empathic prison officers, more access to talking about problems rather than acting on them. IMB members visiting the wing have also received positive feedback from women.

7.33. This is an example of feedback from an ex-Nexus Resident reported by a staff member:

Q. What was happening before you came to Nexus?

A. *I was on another wing, using Subutex daily and self-harming quite a lot. I was blocking them out with drugs and isolated myself.*

Q. How have things changed?

A. *I have more confidence because I feel as though I can express myself better. I am learning to identify my emotions and with my feelings. My self harm has decreased.*

Q. What is different about Res 10 compared to other wings?

A. *You can build meaningful relationships with other prisoners and the staff. There is a lot more support from staff. They get to know you and you can trust them.*

Q. To what extent is Nexus helpful in reducing your risk of future re-offending?

A. *It has given me the tools I need to live a more positive life now I'm able to deal with my feelings when I'm in crisis and the likelihood of me re-offending has decreased.*

This woman was released and had engaged with community mental health services and with probation, and was doing well.

Substance Misuse

- 7.34. Many of the women entering Eastwood Park have substance misuse problems from years of chronic usage resulting in significant health needs to those more lightly exposed to drug and alcohol misuse. Substantial numbers of women are received at Eastwood Park with an identified substance misuse problem. Substances ranged from alcohol, opiates and cannabis to novel psycho-active substances ('legal highs') which nevertheless can result in serious physical and mental health problems.
- 7.35. Within the prison there are 2 specialist wings which deal with the substance misuse population. The Kinnon Unit accepts new prisoners requiring detoxification and rapid medical assessment and treatment to stabilise them. The reception section deals with the highest level of medical need and then prisoners who are stabilised but still need medical support can be moved on to a different section within the unit.
- 7.36. A separate wing contains a Drug Recovery Unit. Here a small number of prisoners (up to 12) follow a 12 Step abstinence based programme. The programme consists of pre-admission, core and after-care sections. Prisoners sign a compact agreeing to voluntary drug testing including twice monthly random tests and oral swabs if there are suspicions about a particular prisoner. The aim of the Unit is the safe re-integration of prisoners back into the community through mutual aid, peer support and links with community mentoring. Prisoners on this Unit have additional freedoms within the prison including access to the library and some self catering.
- 7.37. The Substance Misuse Psychosocial Team (SMPT) provides substance misuse services at Eastwood Park as part of an NHS commissioned contract with AWP. The SMPT support all women with substance misuse needs from the point of reception including harm minimisation, maintenance and detoxification through to setting up services for release. It is a recovery and abstinence based treatment model. It uses the International Treatments Effectiveness Project which puts the client at the centre of care using both group and individually tailored interventions to understand the client substance misuse, offending behaviour and map to recovery.
- 7.38. Since May 2015 prisoners have been encouraged to complete a Client Evaluation of Self on Intake (CESI) which collects instant information on the person's general motivation, treatment readiness and psychological and social functioning. This is followed up by a similar questionnaire - Client Evaluation of Self during Treatment (CEST) - which includes additional indicators of therapeutic engagement and expectation of recovery. The system allows all prisoners to identify their treatment needs, record evidence of the interventions offered and the outcomes. This is going well with positive responses from service users and staff.
- 7.39. Data collated at Eastwood Park does not support the national criticism that prisons over prescribe drugs such as Pregabalin, Tramadol and Gabapentin. Locally collected data shows that, with two exceptions, prisoners arrive with existing prescriptions for these medications.
- 7.40. Over a four month period data from the Service Exit Questionnaires show that the percentage of those who completed the questionnaire and who would recommend the service to others is between 90% - 98%

- 7.41. Data also shows that service users felt their chances of getting job/accessing to education/voluntary work on release had improved, their health has improved and approximately 78% of respondents completed their treatment and left the establishment drug/alcohol free.
- 7.42. In May 2015 the SMPT ran an Amnesty/Drug Awareness week which included outside agencies. It was very well received by service users and now aims to roll this out on a quarterly basis as an SMPT MOT day.
- 7.43. The SMPT have developed links with the Nexus unit and joint group work is now jointly facilitated on the NEXUS unit.
- 7.44. SMPT staff and the drug recovery testing coordinator completed an awareness event in July 2015, including the dangers of illicit use in custody, reduced tolerance and overdose awareness, dangers of injecting and sharing equipment, information of support and advice available, risks of injecting crushed subutex, Deep Vein Thrombosis, abscesses and Blood Born Virus awareness and provided all prisoners with information sheet.
- 7.45. Despite all of this it is unfortunately the case that illicit prescription drugs, especially Subutex find their way into the prison and at times staff struggle to control this. Eastwood Park has not been affected by illegal drugs or 'legal highs' in the same way as prisons in the male estate.

Concerns

- 7.46. Our main general concern is the continuing high number of applications to the IMB asking us to look into issues concerning health services. The two most frequent concerns have been about availability of timely medical assessment and treatment and access to the specific medication that was being prescribed before the person was sent to prison.
- 7.47. The IMBs main concern in relation to mental health is the continued sentencing of women whose problem is principally concerned with mental health rather than criminality and, although improving, the time it takes to effect a transfer from prison to hospital.
- 7.48. The IMB has had some minor concerns about whether all staff fully understand the Nexus model. Managers state that it is a work in progress. As an innovation this is inevitable and the IMB is confident that the team is working on these issues.
- 7.49. Another concern has been whether there was sufficient capacity for the demand for the Nexus Unit. There has not been a long waiting time although assessments have proved a bottleneck as staffing is moving toward a full complement.

8. Purposeful activity (including work)

- 8.1. Although Eastwood Park has many prisoners who are there for a short time considerable effort is put in to finding purposeful activities for them to do. These include Orderly roles with a focus on cleaning, waste management, gardening, administrative tasks, education, equalities, laundry, Safer Custody, kitchens,

reception and many others throughout the prison. In October 2015 there were 134 work places of which 123 were allocated.

- 8.2. Prisoners are able to apply for work placements following an application and assessment including risk. The Offender Management Unit tries to allocate work that will contribute to the individual sentence plan.
- 8.3. Work projects within the prison include - IT Africa - recycling computers to send to Africa; waste management - recycling much of the prison waste; the soap making workshop; mushroom production.
- 8.4. In addition there are 5 places at a Bakery which provides on the job training and the prospect of employment on release. A couple of women are also given work as drivers ferrying prisoners and their escorts to work placements. There are up to 10 places with a charity with retail shops who also provide a 12 week training course. There is also a working out cleaning party who take on projects identified by the Parish Council. Sadly, it has been the case that Eastwood Park has been unable to fill many of these places. Sometimes only one prisoner is on daily ROTL.
- 8.5. All of these roles provide purposeful activity, give much needed structure to the day and get prisoners used to a working environment. Many of the roles also allow the prisoners to develop skills and experience that they would be able to use on release. Some prisoners have stated that their work roles have increased their self esteem.
- 8.6. More placements are needed that provide a real work environment, preferably out of the prison setting so that prisoners are able to experience a working life that might allow them to lead a crime free life in future. This is also dependent on there being sufficient prisoners who meet the suitability criteria. This has on occasion been hampered by prisoners being transferred to make room for remand prisoners.
- 8.7. There was a small number of prisoners not engaged with work or education - around 50 out of 345. This included women who refused to engage in purposeful activity for a variety of reasons - laziness, demotivation, lack of confidence and illness. Staff interview refusers individually to assess the validity of their reasons and if considered insufficient, the IEP system is used to try to motivate them.

Concerns

- 8.8. The prison is almost at capacity in relation to activity places and with 2 additional wings due to open in 2016 there is concern about being able to occupy the additional prisoners. The main issue is the lack of space available to support additional projects. The prison has applied for this facility but will struggle if this is not made available.
- 8.9. More placements in real work environments are needed.
- 8.10. Although this is being addressed the low number of ROTL being granted is of concern.

9. Resettlement

- 9.1. During 2015 there have been significant changes in the organisation of resettlement activities. The Probation Service was reduced in size and portfolio and deals with court work and higher risk offenders. The majority of prisoners at Eastwood Park receive resettlement services from a new Community Rehabilitation Company (CRC) for the South West and Wales - run by Working Links. Resettlement services in Eastwood Park are provided mainly by Safer Wales under a sub-contract to Working Links.
- 9.2. In line with the review of the Women's Estate, Eastwood Park has been moving towards becoming a Resettlement prison. Basic assessments are completed by prison staff and the CRC which feed into the sentence plan. For those serving longer sentences, who may spend the middle of their sentence in another prison with longer term prisoners, the plan is for them to return to a prison close to home to facilitate resettlement. A plan to reconfigure the residential wings once 2 new wings are opened will support the rehabilitation and resettlement process.
- 9.3. **Reducing Re-offending Action Plan** - the proposed objectives for the year outline how Eastwood Park intends to better meet the needs of the population. The plan aims to ensure that the priorities and key issues identified are consistent with the approach to reducing reoffending through the nine pathways together with an effective offender management system. The areas of development are based on the findings of the annual Prisoner Needs Analysis, Student Needs Analysis and Pathway group meetings.
- 9.4. **Progress against targets include:**
- Employment on discharge - there is a target of 8% which was being exceeded and in May 2015 saw an increase to 13.79%.
 - Education on discharge - figures for May 2015 were 8.23% against a 6% target.
 - Settled Accommodation – against a target of 83% for settled accommodation upon discharge of 3 months or more Eastwood Park was achieving 82.5% June 2015. The Activities Hub and Offender Management Unit continue to work hard to find suitable accommodation for women who would be homeless in discharge. The enhanced service being provided by the prison including the use of a Housing Orderly has been critical. A Housing Officer post should be funded by the CRC, however this funding has not been made available. The Governor has written to the CRC in the hope of resolving this situation.
- 9.5. Some of the projects aimed at supporting resettlement include:
- **Next Link – Mellow Programme** - work with women with 12 weeks or less to serve. The first successful programme ran in June 2015. There was good feedback from the women. Future funding to deliver more programmes was uncertain.
 - **Forgiveness Project** – this is run by Restore and explores concepts of anger hurt, conflict, revenge, reparation and reconciliation through real lived stories of speakers who have either been harmed or have harmed others - this programme is run over 3 days with a follow on workshop a number of weeks after completion.

- **Talking Money** – this voluntary organisation ran a new two and a half day workshop at Eastwood Park, starting in August and aimed at families and living on a budget.
- **Support Fayre** - is held approximately every 3 months with the last fair taking place in August 2015. The Fair allows offenders to meet and engage with agencies within the community that can offer them appropriate support upon their release.
- **Citizen Advice** reported that between 1 April to end May 2015 there were 53 referrals received for debt advice and of these the 31 prisoners who knew the amount of their debts owed a total of £110,928.

9.6. **Offender Management** work included:

- Completion of Basic Custody Screening Tool (BCST) Part 1 should be completed within 72hrs of arrival). In 2015 Eastwood Park achieved 95.27% against a national target of 90%.
- Oasys (a more detailed assessment tool only used for longer term prisoners) initial assessments for women over 12 months has a backlog although this had been reducing.

9.7. Of those discharged, 80% of relevant prisoners had served the last 12 weeks of their sentence at Eastwood Park. Over 200 women are in the last 12 months of their sentence left to serve. Eastwood Park aims to move people who should be in a different catchment area.

9.8. In 2014-15, 100% of Releases on Temporary Licence were successful. It is acknowledged that the number of prisoners going on ROTL could be increased and work is being done to achieve this, especially for those on an enhanced regime.

9.9. **Pre and Post Release Resettlement Services** are delivered by the CRC. The process starts with the completion of Part 2 of the BCST within 5 days of the completion of Part 1. This provides an individual assessment of resettlement needs. Work is done to retain accommodation if this is possible. Pre-release planning starts 12 weeks before release. The programme for women returning to Wales is more developed than for those returning elsewhere. There is a specific focus on those at risk of domestic violence. There is liaison with external health and voluntary agencies which may be able to help with resettlement. The documents setting out the resettlement process have a strong focus on accommodation but much less on employment and family reintegration.

9.10. Eastwood Park does not offer reducing reoffending accredited programmes. This has been because of the short time spent by prisoners at the prison. This will have to change if women serving longer sentences spend more of their time at the prison.

Concerns

9.11. The OMU has been under considerable pressure during the year and as a result has been struggling to provide timely assessments, sentence plans and responses to applications from prisoners. The Governor was in the process of a review and the Board hopes that this will address these issues.

9.12. The resettlement service appears to be stronger for women returning to Wales and the focus on employment is weak.

9.13. Although it is reported that 82% of prisoners are released to stable accommodation it is of concern that many prisoners are released either with No Fixed Abode or to unsuitable accommodation for their needs. The prison has maintained the accommodation search service with assistance from a regional fund but remains at risk. Loss of this service would be a significant barrier to the successful resettlement of many women.

9.14. The Board is concerned that to fully embrace the role of a resettlement prison and address the needs of an expanded population Eastwood Park needs to extend the current workshop, classroom and other activity facilities

10. Safer Custody

10.1 Within Eastwood Park operations to ensure the safety of prisoners are organised as follows:

- A senior manager is Head of Safer Prisons and Equality. A Custodial Manager is Head of Safer Custody in addition to a temporary additional Safer Custody Custodial Manager. There are 2 Administrative Officers and additional help from a Senior Officer if they are available.
- The Safer Custody meeting takes place once a month, chaired by a governor and receives reports and statistics on incidences of self-harm, violence, anti-social behaviour and related issues (see file in office for minutes and latest statistics). Trends are reviewed and follow-up actions are undertaken as necessary. The first part of the meeting is attended by Listeners (specially selected and trained prisoners), as well as safer custody orderlies (also prisoners), who are given the opportunity to raise issues and contribute to discussions.

10.2. The table below shows self-harm statistics as reported by Eastwood Park prison¹, for January-October 2015. There were substantial increases in self-harm during May, June and July, with a dip in August and rise again later in the year. These figures include known women who had been self-harming on numerous occasions. A small number of women can self-harm several times a day.

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Total
Total reported self-harm incidents	115	71	66	55	131	191	145	70	117	118	1079
Total number of prisoners involved each month	27	26	30	30	38	34	28	31	30	26	
Number of ACCT documents opened during the month	35	39	39	39	49	46	44	36	48	55	430

¹ Eastwood Park Self-Harm reports provided monthly at the Safer Prisons Meeting

Total incidents involving YO's	18	10	11	5	17	10	10	24	45	17	167
Total no of new receptions self-harming (1 st month of custody)	7	7	10	13	19	8	12	12	11	16	100

10.3. The total number of self-harm incidents in the whole of 2014 reported for Eastwood Park in a national publication² was 810. Therefore there has been a considerable increase this year as there have already been 1079 in the 10 months to the end of October 2015. Ligaturing had increased again to 419 incidents in the period January-October 2015 (189 in the whole of 2014 and 415 in 2013). The number of incidents of cutting was also particularly high at 461 during January-October 2015.

10.4. At Eastwood Park it is the Boards view that the prison has an effective system for recording and reporting self-harm. The IMB is concerned that it has been difficult to identify consistent statistics, comparing national and local statistics for this very important area. It is also clear from nationally reported statistics that there is inconsistency between institutions about how self-harm is recorded and reported. The Board is of the view that policy and practice is supported by reliable data.

10.5. A Safer custody review has been in progress, including changing the ACCT process to a "needs led" rather than a "process led" approach. More ACCT assessors were recruited and trained in the early part of the year, but by October numbers were again low and there were plans for further ACCT assessor training. During the year the responsibility for case management of ACCTs moved from custodial managers to senior officers, with additional training provided.

10.6. A monthly safer custody orderlies meeting has been put in place and discusses issues such as good practice in supporting women, improving communications, reviewing and updating materials.

10.7. Group sessions for Young Offenders, run by the Chaplaincy, have taken place on Friday afternoons depending on availability of chaplaincy staff. These have been valued by the young people who have attended them.

10.8. The Listener scheme was suspended in the early part of the year due to lack of Listeners. It was replaced by drop-in sessions on the wings. A recruitment exercise was undertaken in February and selected prisoners were trained during March. The scheme restarted in April. Further recruitment drives for Listeners took place in June/July and were planned for later in 2015.

10.9. Bullying has been considered as part of the Violence Reduction Review. This was triggered by reports that prisoners were reluctant to admit they were being bullied and felt ashamed.

² Safer in Custody Quarterly Update to December 2014 and Annual (30 April 2015) Ministry of Justice and National Offender Management Service

10.10. A new policy on allegations of rape and sexual assault was introduced in July 2015.

10.11. There were no self-inflicted deaths in custody during the reporting period.

10.12. Eastwood Park is a safe prison for most prisoners most of the time. However there are times, due to lower staffing levels combined with higher numbers of those at risk when it is difficult to maintain acceptable levels of safe working. In addition Eastwood Park has a small number of women who self harm on a regular basis. Whilst it is clear to the IMB that the staff go to extraordinary lengths to care for these women it is very challenging.

Concerns

10.13. The increase in self harm incidents is of great concern to the IMB. In trying to pursue reasons for this increase, the Board was disappointed by the lack of analysis.

10.14. The Board is most concerned about the apparent lack of consistency between institutions of recording self-harm incidents.

10.15. The suspension of the Listener service was also a matter of concern as this is greatly valued by some prisoners and complements the efforts of prison staff.

11. Segregation, Care and Separation, Close Supervision

11.1. Eastwood Park does not have a Segregation Unit. If Good Order or Discipline (GOOD) or Cellular Confinement (CC) are awarded then prisoners are confined to their cells on their normal location unless for security or safety reasons a wing move is indicated. During confinement prisoners are allowed out of their cells twice a day for exercise. It is up to the prisoner whether they go outside.

11.2. This arrangement has advantages because prisoners feel less cut off from others – other prisoners will often talk to the prisoner through the cell door. On the other hand it also results in some disruption for the wing, for example when all other prisoners have to be locked in while the segregated prisoner is allowed exercise or a shower.

11.3. On balance the IMB considers this arrangement less distressing for prisoners which is especially important in a female prison because the high number of women with mental health problems..

11.4. Board members visit very prisoner on CC/GOoD on days they are in the prison and in a majority of cases they are content with their confinement. The Board is always informed within 24 hours of confinement and in general the paperwork is of an acceptable standard.

11.5. It is regrettable that IMB members have been unable to attend all GOoD reviews. Notifying us of Review Boards has been somewhat haphazard. For those attended

they have been conducted well although in the early part of the year attendance by health staff was poor.

- 11.6. Adjudications have steadily increased throughout the year with 135 (Jan-Mar 15), 207 (Apr-Jun 15) and 235 (Jul – Sep 15). With a high proportion dismissed or not proceeded with the Board is of the opinion that changes could be made to make the process more efficient.
- 11.7. The awarding of CC rose from 9 (Jan-Mar 15) to 26 (Apr-Jun 15) and back to 17 (Jul – Sep 15) – the latter despite a rise in adjudications. The reasons for awarding CC were related to the seriousness of the infraction and especially if violent or aggressive behaviour was involved. There has been a zero tolerance approach to violence and aggressive behaviour which may be resulting in higher adjudication levels.
- 11.8. IMB members have attended many adjudications through the year. They are conducted by a senior manager and they have been conducted fairly and humanely, giving the prisoner every opportunity to participate. Our main criticism was in relation to the efficiency of the system – there were many adjournments because a witness was not available, the prisoner had not been given access to legal advice, or copies of the papers had not been given to the prisoner in advance.
- 11.9. Use of Force is sometimes necessary in a prison. On average during the year there were 70 incidents per quarter. The most common reason was non-compliance and then preventative action to avoid harm to another prisoner, a member of staff or to the prisoner herself. If this occurs during a rota visit IMB members observe and on these occasions we have not witnessed anything untoward.
- 11.10. Body worn cameras have been introduced and a small number of officers each day wear them. It can have a positive effect on prisoners who realising they will be recorded will tone down their behaviour. It has taken some time for officers to get into the habit of using them and this has not been helped by some technical issues with the technology.
- 11.11. During the year there has been considerable churn of both management and staff. It is the IMBs view that the amount of change has been disruptive and that this, combined with more limited staffing, has meant it has been more difficult for new and existing officers to learn and demonstrate 'prison craft'. This set of skills of engaging with prisoners in a positive and rehabilitative way is crucial to a stable prison environment and a positive prison experience for both prisoners and staff.

Concerns

- 11.12. The IMB is concerned at the rise in number of adjudications and the inefficiencies in the system.

12. Residential services

- 12.1. Eastwood Park has eight residential wings, each with a different function. Currently the prison does not have a wing dedicated solely to remand prisoners.

- 12.2. One wing acts as an induction wing for those newly remanded or sentenced. Another attached to this holds women on short term sentences and on remand. Both of these are traditional prison buildings with 2 levels and open landings. Both were built as single cell accommodation but for many years 47 cells have been doubled up. This has meant that the prison regularly reports overcrowding.
- 12.3. One wing with 2 levels fulfills the same functions but for women with substance misuse problems. One section deal with those needing detoxification or stabilisation who are then able to progress to the other section once this has been achieved. It is helpful that health staff and the Substance Misuse team are based in this wing.
- 12.4. Another wing acts as an Addiction Recovery Unit and is based on an abstinence regime. Some of the women on this wing are part of a 12 step programme. This is covered in greater detail in the health section of this report. This wing has had consistent problems with complaints about overheating, particularly at night. Despite attempts by the IMB to have this addressed it is still a subject of complaint.
- 12.5. There is a small unit for women with complex needs. This has larger cells with a higher staff ratio and specific expertise and it also has a new team of mental health practitioners based there.
- 12.6. A new unit for women with Personality Disorder (Nexus) has been opened and also houses the team of mental health staff working on the unit.
- 12.7. The Mother and Baby Unit has the capacity and facilities to house women and up to 13 babies although it has rarely been more than 4 during the year.
- 12.8. Finally, women on an enhanced regime are housed in a wing with more open facilities and the capacity to do limited self catering.
- 12.9. Maintaining such a large and complex site is problematic and this year has seen the start of a new contract for Facilities Management. There has been a number of cases dealt with by the IMB where what appear to be relatively straightforward maintenance issues have taken an inordinately long time to resolve.
- 12.10. An example to illustrate - a tree that came down on the site albeit outside the secure area but a danger to staff and visitors. A work request was put in as it was an emergency. The contractor sent someone to assess the work but this person was a plumber and had to go away and send someone else. Then followed an exchange about whether the tree, as it was on the site but outside the perimeter, was within the scope of the contract. This approach appears to be an inefficient use of resources, especially staff time.
- 12.11. The number of applications to the Board complaining about food was remarkably low in 2014-15 - at 10 the lowest in the last 5 years. Given the tight budget and that food assumes a very high importance for the prisoners, this has to attract a commendation for the kitchen staff and the prisoners who work in the kitchens.
- 12.12. The IMB members routinely taste the food that is being served and rarely make a negative comment. During the year there had been comments from a small number of prisoners about the lack of a balanced diet with fruit, vegetables and protein. The

kitchen management carried out a survey of prisoners and were in the process of introducing some changes to the menus.

12.13. During the year there has been considerable disruption to the prison as a result of the refurbishment of 2 wings. At times this has made much of the external common areas of the prison look like a building site. This should be resolved with the opening of the new wings in 2016. The opening of these wings has been significantly delayed due to ongoing problems with smoke extraction. This delay has meant that plans for implementing the Women's Estate Review changes. It seems to have taken an inordinate amount of time to identify the problem and resolve it.

Reception

12.14. The Reception area at Eastwood Park is normally welcoming for those arriving at the prison, some for the first time. However there have been times when the front of reception has been treated as a storeroom, the property area had looked disorganised and the shower area in need of a deep clean. On occasion toilets and showers have not been accessible. The new Governor instituted a review and there are steps being taken to improve the Reception. We had a lot applications about property during the year, including lost property and the long time taken for property applications to be responded to. It is to be hoped that these changes will result in a more efficient system and fewer complaints/applications.

Visits

12.15. The Visitors room and associated rooms for waiting, searching and closed visits have been commented on by IMB members throughout the year. The visitors room and specifically the children's area have needed cleaning on a number of occasions and floor covering repaired. This was beginning to be addressed. The waiting area at the Gate which had appeared dirty and badly organised for some time was to be refurbished.

12.16. One issue that has been identified is the lack of account taken in setting the prison budget for prisons in the women's estate is the need to provide sanitary products. This presents an additional cost in providing for women prisoners and therefore is an opportunity cost for spending in other areas of provision.

Concerns

12.17. The amount of time it takes to complete some routine maintenance is of concern to the IMB.

12.18. The delay in opening two refurbished wings has had a negative impact on the prison and it is of concern to the IMB that this matter be resolved.

12.19. Reception continues to be a problem area with the handling of prisoners property in need of urgent improvement.

12.20. On Residential wings 5 and 6 the observation fixed panels are very difficult to see through and hamper communication with the prisoner. This is a safety and security issue.

12.21. Budgets for the female estate should, in the opinion of the IMB, reflect the additional need for sanitary products.

13. The Work of the Independent Monitoring Board

13.1 Applications to the Board (1st Nov 2014 to 31st Oct 2015)

Code	Subject	2010/11	2011/12	2012/13	2013/14	2014/15
A	Accommodation	6	9	16	8	20
B	Adjudications	2	2	0	1	2
C	Equality & Diversity	3	7	2	5	3
D	Education/employment inc IEP	7	8	11	17	9
E1	Family/visits inc. mail & phone	8	17	23	13	24
E2	*Finance pay			1	6	13
F	Food/Kitchen related	19	14	20	15	10
G	Health related	17	26	20	33	45
H1	Property within Institution	21	31	18	16	21
H2	Property during transfer or in another Institution				9	4
H3	Canteen/facilities/catalogue				8	5
I	Sentence related (inc. HDC/ROTL etc)	9	6	14	32	30
J	Staff/prisoner concerns inc bullying	18	33	24	17	42
K	Transfers	5	4	4	3	3
L	Miscellaneous	32	57	48	36	12
	Total number of IMB Applications.	147	214	201	219	243
M	Of total: number of IMB Confidential Access was:		17	12	0	2

13.2 Applications by Month

Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15
18	18	13	11	20	19	17	26	28	27	23	23

13.3 Time Taken to Deal with Applications

Same Day	Within 1 Week	Longer than a week
79 = 32%	133 = 55%	31 13%

13.4 It is regrettable that the number of applications has increased significantly with that rise coming mainly in the second half of the year, showing a worrying upwards trend. Between 1 November 2014 and 31 October 2015 the Board received 243 applications. In the first half of the year the average per month was 16.5 and in the second half 24.

- 13.5 The most frequent issue was concerned with Health (45 out of 243). These included problems concerning the type of medication being prescribed and timely access to services.
- 13.6 The next most frequent application concerned staff/prisoner concerns including bullying (42 out of 243). These included problems concerning perceived mistreatment and unfairness and the management of bullying allegations.
- 13.7 Problems with residential accommodation, family contact, property and sentence related issues all had 20 or more applications. These included issues with heating, access to family especially in the first few days in prison, missing property and access to information about sentence including Home Detention Curfew decisions.
- 13.8 It is notable that there were very few applications concerning equality and diversity and adjudications and a reduced and relatively low number about food.
- 13.9 The wing specialising in substance misuse generated 91 out of 243 of the applications; the general and most populous wing generated 72 out of 243; the reception wing generated 33 out of 243 and the rest between 5 and 14 applications each over the whole year.

What Do IMB Members Do with Applications?

- 13.10 Every prisoner has access to the IMB via an Application process - this is an important part of upholding the rights and decent conditions of the prisoner. Each wing in the prison has a locked box into which prisoners can post an application to the IMB. They can also stop us at any time and ask to make an application verbally or we can help them write one.
- 13.11 Every Monday we collect the applications from the previous week. We usually speak to the applicant before we start looking into it to ensure we understand what they are hoping for. We then investigate the issues. This often involves speaking to staff in various departments. If there has been a mistake or oversight we are able to prompt this being addressed. Sometimes there is little we can do to help. In either case we then go back to the prisoner and explain what we have done and what the outcome has been.

Membership of the Board

BOARD STATISTICS	11/12	12/13	13/14	14/15
<i>Recommended Complement of Board Members</i>	13	13	13	13
<i>Number of Board members at the start of the reporting period</i>	10	12	13	12
<i>Number of Board members at the end of the reporting period</i>	11	11	7	7
<i>Number of new members joining within the reporting period</i>	1	3	3	0
<i>Number of members leaving within reporting period</i>	0	1	5	5
<i>Total number of Board meetings during reporting period</i>	12	12	12	12
<i>Total number of visits to the prison (including all meetings)</i>	603	591	504	410

<i>Total number of segregation reviews held</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
<i>Total number of segregation reviews attended</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
<i>Date of Annual Team Performance Review</i>	27/02/12	11/03/13	03/03/14	19/2/15

13.12 During 2014-15 the IMB has seen several resignations of members. This reduction in membership had an inevitable effect on the capacity of the Board. Recruitment processes for the Board have been very slow - candidates interviewed at the beginning September 15 had not started by the end of December 2015. This has been of great concern to the Board.

Appendix 1

Voluntary Organisations

NAME	SERVICE	WHEN DO THEY COME IN?	HOW ARE THEY ACCESSED / REFERRED?
Alcoholics Anonymous	Support for people with issues around alcohol use	Visit the prison every Saturday alternating between Kinnon Unit and the Drug Recovery Unit	Rotas are displayed on the wings and advertised through the SMPT. Women interested in attending just need to let an Officer know and they can join the group on the day.
Anawim	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 responds to referrals and will visit before release	The CRC can make referrals, and women can make self referrals
Asha Women's Centre	The Asha Centre is a women's community project based in Worcester	Visit the prison in response to referrals	The CRC can make referrals, and women can make self referrals
Changing Tunes	Music Education and concerts	3 sessions per week – Wednesday AM and PM, Friday AM	Applications via the Chapel. (There is usually a waiting list)
Eden House	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.	The CRC can make referrals
Footprints Project	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.	The CRC can make referrals
Gloucester Citizens Advice Bureau	One to one debt advice, including court fines, credit cards, loans, utility bills, mobile phone bills.	Debt advisor based in the prison every Monday.	The CRC can make referrals, and women can make self referrals through general applications
Going Home Project	A mentoring service for prisoners from Wales	They visit fortnightly	Via the CRC referral system.

Gwalia	Accommodation assistance for homeless women returning to Wales	Visits the prison once a week, and will see women on the wings.	Women are identified by the Accommodation Liaison Officer, however women can self refer via a general application
Hafal	Provides support and resettlement service for women returning to Wales with significant mental health problems such as schizophrenia, bipolar and psychosis	Visit the prison bi monthly visiting women on the wings.	The CRC can make referrals, and women can make self referrals via a general application
InfoBuzz	Provide therapeutic and creative weekend activity for women on Residential 4.	Visit the prison four weekly	Staff can make a referral
ISIS	Support, guide and empower women in Gloucestershire	Visits the prison Fortnightly seeing new receptions from Gloucester on the wings.	The CRC can make referrals, and women can make self referrals via a general application
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 a general application
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 SMPT 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	The CRC can make referrals, and women can make self referrals via a general application

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 a general application 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, Residential Units 4, 2 and 7. Spontaneous visits to Residential Units 5 & 6	Women can request to spend time with the PAT dog via the general application 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 based in the prison	The CRC and other staff can make referrals, and women can make self referrals via a general application
RECOOP	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.	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 the Complex Needs Unit available on request from staff
Samaritans	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.
SSAFA	Support for women who have been in the Armed Forces	Visit the prison in response to referrals	The CRC can make referrals, and women can make self referrals via a general application

Willow Tree Centre	Counselling for women who have experienced loss of a baby through miscarriage, adoption, fostering, death	Visits women referred to the counselling during Legal Visits.	Staff can make referrals, and women can make self referrals using the general application forms which are available on the wings.
Women In Prison	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	CRC and staff can make referrals, and women can make self referrals using the general application forms available on the wings

ACCT	Assessment and Care in Custody Teamwork
AWP	Avon and Wiltshire Partnership
BCH	Bristol Community Health
BCST	Basic Custody Screening Tool
CC	Cellular Confinement
CMHT	Community Mental Health Team
CRC	Community Rehabilitation Company
DBT	Dialectical Behaviour Therapy
DEAT	Diversity and Equality Action Team
DIRF	Discrimination Incident Reporting Form
GOoD	Good Order or Discipline
GP	General Practitioner
HMP	Her Majesty's Prison
IMB	Independent Monitoring Board
NHS	National Health Service
NOMS	National Offender Management Service
NVQ	National Vocational Qualification
OMU	Offender Management Unit
PCT	Primary Care Trust
ROTL	Release on Temporary Licence
SMPT	Substance Misuse Psychosocial Team
YO	Young Offender
YOI	Young Offender Institution