



**Annual Report**  
of the  
**Independent Monitoring Board**  
at

**HMP/YOI Eastwood Park**

for Reporting Year  
November 2015 to October 2016

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*Monitoring fairness and respect for people in custody*

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## **1 STATUTORY ROLE OF THE IMB**

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State 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 its 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.

## **2 EXECUTIVE SUMMARY**

This report presents the findings of the Independent Monitoring Board at HMP/YOI Eastwood Park for the period 1 November 2015 to 31 October 2016. IMB evidence comes from observations made on 374 visits to the establishment by Board members. In addition members have scrutinised records, reviewed data and drawn conclusions from much interaction with prisoners and staff.

### **2.1 Main Judgments**

The Boards principal concern over this year has been the low level of staffing and the impact this had on both prisoners and staff. Fewer staff on duty meant less meaningful interaction with prisoners and in the Boards view a negative impact on the regime and treatment of prisoners. (See Section 4)

Levels of violence and self harm continue to be a major concern. (See Section 4)

The Deaths in Custody during the year were tragic and the Board is concerned that the planned changes to address these take place promptly. (See Section 4)

### **2.2 Fairness**

Overall prisoners were treated fairly at EWP. Observations of adjudications, segregation reviews and everyday activity on the wings supported this view. There were some exceptions - much of the regime was determined by standards based on male prisoners and as a result women prisoners are treated unfairly. The Board was also concerned about the significant rise in the number of Applications concerning discrimination from 3 to 12. The majority of these concerned race and ethnicity. (See Sections 5 and 7).

The Board was concerned about attendance at Good Order or Discipline Reviews. As a result of their unpredictability Board members attended relatively few. It was therefore difficult to fully determine their fairness although those that were attended were well done. (See Section 6)

### **2.3 Humane Treatment**

Board members observations over the year were that prisoners at EWP were treated humanely and with compassion by staff, sometimes in very challenging circumstances. (See Sections 4, 5, 6 and 8)

The medical treatment of transgender prisoners, specifically the continuity of medication, was a concern. (See Sections 5 and 8)

There was a worrying rise in the number of Applications relating to Health. (See Section 8)

## **2.4 Preparation for Release**

The Board was concerned that resettlement services for some prisoners were inadequate - prisoners going out homeless, without work and without the opportunity to maintain or re-establish links with their families. (See Sections 9 and 10)

## **Main Areas for Development**

### **TO THE MINISTER**

Will the Minister ensure that the rise in deaths in custody is reviewed and steps taken right across the justice and health systems to reduce their likelihood?

Will the Minister ensure that the planned uplift in staffing at Eastwood Park is achieved without delay?

### **TO THE PRISON SERVICE**

Will the Prison Service ensure that the treatment and facilities for women prisoners are based on their needs and not those of male prisoners?

### **TO THE GOVERNOR**

Will the Governor ensure that it is made possible for the IMB to attend more segregation reviews?

### **IMPROVEMENTS**

There have been improvements since last year's Annual Report. These include:

- Transfers to hospital for mentally ill prisoners has improved.
- The significantly delayed opening of the newly refurbished wings happened in April and July- 2016.

### **3 DESCRIPTION OF THE PRISON**

- 3.1 HMP/YOI Eastwood Park is a female closed local prison situated mid-way between Gloucester and Bristol by the village of Falfield, South Gloucestershire.
- 3.2 The Operational Capacity of Eastwood Park is 442 prisoners - an increase of 79 places since last year. Based on a snapshot - just over 70% of the prisoners were sentenced, over 30% were sentenced to less than 12 months, 27% to between 12 months and less than 4 years, 19% to 4 years or more, none on indeterminate sentences and just over 7% had been recalled.
- 3.3 Eastwood Park has 10 residential wings. They include a Mother and Baby Unit (although this wing was out of commission due to flooding at the end of the reporting year), 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.
- 3.4 The prison is moving towards becoming a resettlement prison and has reconfigured the purpose of many of the wings over the last year.
- 3.5 Eastwood Park also takes remand and sentenced prisoners from 'local' courts covering a wide catchment area extending over South Wales, the South, the Southwest, and the Midlands. Eastwood Park is the 'local' prison to 79 courts. During the year between a third and a half of prisoners came from Wales.
- 3.6 Health Care is provided by Inspire Better Health and Education by Weston College.

## 4 SAFETY

- 4.1 A senior manager is Head of Safer Custody and Equality. During the year there have been two Custodial Managers covering safer custody and two administrative officers, with extra projects also being undertaken by senior staff as a result of the sequence of deaths in custody.
- 4.2 The Safer Custody meeting took place once a month, chaired by a governor and received reports and statistics on incidences of self-harm, violence, anti-social behaviour and related issues. The first part of the meeting was attended by Listeners and safer custody orderlies who presented a report about the issues they had encountered. The violence diagnostic tool which was developed at national level was used to review information from the national system, presented as a “dashboard”-type summary. However it was still sometimes difficult to reconcile the national data with statistics collected and provided locally.
- 4.3 There were seven Deaths in Custody (DIC) in 2016, with another 3 post-release (2 within 14 days, one outside the 14 day period but still counted as a DIC by the NHS). Apart from one, all the DICs were women on Residential 8 and all were under investigation by the Prison and Probation Ombudsman. After the first 3 deaths the Governor commissioned an internal review to analyse processes on Residential 8 and identify any lessons which could be learned. It was also to identify any innovative practices that could be adopted. In addition NHS England visited Residential 8 and made recommendations about psychosocial support and peer mentors. An external interdisciplinary review was set up by the Governor, with outside experts, which was still to report. As at November 2016 no dates had been set for any of the inquests.
- 4.4 The levels of self-harm continued to increase (see statistics on the next page). In 2015 we reported an increase in incidents of self-harm over the previous year. The upward trend has continued again in 2016. During the whole of 2015 there were 1305 incidents of self-harm; in 2016 this number had already been exceeded by August (1478 recorded incidents during the eight month period January - August 2016).
- 4.5 In autumn 2016 HMP Eastwood Park was allocated £85K of government money set aside for prison safety and a custodial manager was tasked to make recommendations on how this should be deployed. The IMB considers this to be a relatively small amount of money given the high levels of self-harm and the numbers of deaths in custody during 2016. As reported previously in 2015, the combination of lower staffing levels and higher numbers of prisoners at risk has meant that it is an ongoing challenge to maintain acceptable levels of safe working. In addition Eastwood Park usually has a small number of women who self-harm regularly. Despite their best efforts, staff have limited time to undertake ACCT monitoring duties and provide individual support to vulnerable women.

- 4.6 One issue identified during the various reviews was that participation in ACCT reviews was low – often just the Case Manager, prisoner and someone from the Chaplaincy. Health care staff were only likely to attend if they were doing in-depth work with the prisoner concerned. Measures were put in place to improve attendance, and particularly to ensure that the first case review had as many participants as possible. However this was likely to prove difficult due to staffing and time limitations.
- 4.7 The number of ACCT (self-harm) files open at any one time tended to be high. It went up to 52 on 22 July 2016 (please see statistics on the next page). Staff reported that it sometimes proved difficult to close ACCTs – women may not want them closed due to emotional needs rather than actual risks of self-harm. Most women self-harming were unemployed and there was more self-harm at the weekend. Eastwood Park was part of a national project looking at amendments to the ACCT system.
- 4.8 The Listeners scheme provided valuable support to prisoners during the year and women were able to request a Listener to attend an ACCT review. Listeners started walking certain wings on Saturday mornings to offer support and this was well received. Unfortunately the Listener scheme was again suspended for part of the year due to lack of Listeners. Three recruitment and training exercises were undertaken during the year. When new wings were opened (Residential 1 & 3) no Samaritans phones were installed although this was addressed within weeks. Pending allocation of funding to resolve this issue, risk assessments were done to take prisoners out of cell when they need use a phone.

	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct
Total reported self-harm incidents*	95	119	215	248	177	161	202	175	178	122	126	99
Total number of offenders involved	29	34	34	38	34	29	34	36	36	31	29	31
Total offenders presenting prolific self-harm (at least 20 incidents)	0	1	3	2	1	1	2	2	3	2	2	0
Total incidents requiring outside hospital admittance	2	4	1	5	0	4	1	1	1	1	2	1
Total S/H incidents where an ACCT was not open but subsequently opened	6	7	10	13	9	11	10	14	8	4	5	11
Number of ACCT documents opened throughout the month	36	50	32	49	38	49	59	55	48	54	56	73
Number of ACCTs closed on assessment	8	5	6	6	4	8	14	18	15	11	14	28
Total incidents involving YO's (18-20yrs)	22	41	64	20	19	19	24	53	9	2	3	20

Total number of YO's self-harming	3	2	2	2	3	1	3	3	3	2	2	2
Total no of new receptions self-harming (1 <sup>st</sup> month of custody)	12	14	10	13	9	14	16	12	14	11	16	6
Resuscitations	0	0	0	0	0	3	1	0	0	1	1	0
Enhanced care offenders	0	0	1	1	2	2	2	0	1	2	2	0
Crisis Intervention (formerly known as Constant Supervision)	0	0	0	2	1	2	2	0	0	1	1	0
Death in custody	0	0	0	0	0	0	2	1	0	2	1	1

4.9 Levels of violence continue at unacceptably high levels. During the reporting year there were 54 assaults on staff (6 classified as serious) and 112 assaults on prisoners (7 classified as serious). Due to an increase in staff assaults (in April-October 2016 compared with October 2015–March 2016) the prison has been given an amber rating (previously green) in terms of the Reduce Violence Performance Measure.

4.10 During visits IMB members noticed an increase in mentions of bullying and believe that there is also a level of violence and intimidation that goes unreported. There was a small number of applications from prisoners complaining about bullying and sometimes that they felt this was not handled well by the prison.

## Concerns

4.11 The Board's main concern over the year has been the unprecedented number of deaths in custody. All except one of these deaths occurred on one wing. The wing houses women with substance misuse problems many of whom have a significant level of mental health and physical health problems. The Governor commissioned a review of the wing and steps are being taken to make changes. It is the Board's concern that these changes address all the recommendations arising from the Ombudsman's reports into the deaths.

4.12 The levels of violence against both prisoners and staff has risen. The Board considers the staffing levels at Eastwood Park to be one of the underlying reasons. Fewer staff means less interaction with prisoners and less ability to deescalate problems before they start.

## 5 EQUALITY AND FAIRNESS

- 5.1 Equality and Diversity was the specific responsibility of a senior manager and 2 officers who shared the portfolio. Although 34 hours per month were allocated to this responsibility it was common for the Equality Officers to be redeployed on other duties and so it was often less than 10 hours.
- 5.2 The Diversity and Equality Action Team (DEAT) was chaired by the Governor and membership included a range of senior managers and other staff, representatives from health, education, Chaplaincy and IMB plus prisoner representatives.
- 5.3 The following information is drawn partly from the Equalities Officer Report August 2016:

**Foreign National Prisoners** - there were 19 FNPs in EWP in August 2016 - less than 5% of the Operational Capacity. There were 12 nationalities with the biggest group coming from Eastern Europe, totaling 7 women. The Home Office representative visited once a month and women had access to translation services through a phone based translator. There were no specialist voluntary organisations providing advice and guidance - this was a significant gap. The prison had been unable to commission a service because of the cost.

**Older Prisoners** - there were 4 prisoners over 70, 11 aged between 60 and 69 and 32 aged between 50 and 59. This was more than 10% of the population. A group called The Rubies ran frequent groups for women over 50 and during the year increased the provision to meet the growth in demand. The Board has been impressed by the dedication of staff running this service.

**Religion** - there were 189 prisoners out of 379 stating a religion; of these 154 identified themselves as Christian and 13 as Muslim. The Chaplaincy was very active in the prison and each month have between 700 and more than 900 recorded contacts with prisoners. The Chaplaincy did not receive an uplift in staffing to reflect the increase in prisoners and also had a new expectation that they see all prisoners on an ACCT once a week. During the year the IMB had a small number of complaints about prisoners being unable to attend Church services because it clashed with medication distribution.

**Disabled Prisoners** - the largest group of disabled prisoners were those with a mental health problem - in August 2016 this was 162 prisoners. Others included 36 with reduced mobility, 39 with learning difficulties and 27 with hearing impairment. EWP staff try to make sure those with a disability are catered for despite the difficult nature of some of the campus for those with mobility problems.

**Lesbian, Bisexual and Transgender Prisoners** - the main issue during the year was the treatment of Transgender prisoners. EWP had up to 5 Transgender prisoners at any one time during the year and they were at various stages of transition. The prison system has struggled to decide the preferred way to manage

these prisoners balancing their needs against those of other prisoners. Transgender prisoners can feel discriminated against if, for instance, they are placed on the wing for women with complex needs. The IMB had a small but significant number of Applications from Transgender prisoners specifically because of the failure in continuity of treatment medication. This caused considerable distress for those concerned. The Chaplaincy ran a successful focus group for Transgender prisoners.

**Young Offenders** - there were 21 prisoners in the age-range 18-21 years - around 5% of the Operational Capacity. The only specific activity for these prisoners was a group run by the Chaplaincy. In last year's report we raised this issue and there has been little progress.

**Gypsy and Traveller Prisoners** - there were 8 Gypsy/Traveller prisoners. During the year some focus groups were held and reported as extremely constructive. It is likely that the numbers of prisoners is under-reported.

There was an increase in the number of Applications this year from 3 in 2014/15 to 12 in 2015/6. Four concerned racism and how it was dealt with, four were from foreign national prisoners about their immigration issues, two concerned disability and access issues, one was about access to religious services and one about the difficulty in submitting a complaint about discrimination through the prison system.

## **Concerns**

- 5.4 There was an increase in the number of Applications concerning equality and diversity issues.
- 5.5 The Board was concerned that there was no specific independent support for foreign national prisoners.
- 5.6 The treatment of transgender prisoners was a concern during the year. Specifically the lack of continuity of medical treatment to support those in transition. The Board regarded some of the treatment as inhumane.

## 6 SEGREGATION

- 6.1 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.
- 6.2 This arrangement has advantages because women feel less cut off from other prisoners who will often talk to the prisoner through the cell door hatch. On the other hand this occasionally results in some disruption on the wing.
- 6.3 On balance the IMB considers this arrangement less distressing for a prisoner which is especially important in a female prison because of the high number of women with mental health problems.
- 6.4 The duty IMB member was contacted well within the 24 hour notification period for new segregations. As part of normal rota visits every prisoner on GOoD / CC was seen by the IMB and in the majority of cases they were satisfied with their treatment. All segregation paperwork was checked and was normally found to have been completed properly.
- 6.5 Unlike prisons with Segregation units there was no formal structure to the timing of Review Boards at Eastwood Park. They tended to take place at a time convenient to Management and whilst Review Boards were held within the prescribed time limits the IMB rarely had advance notice of when they were to take place.
- 6.6 This meant that the IMB did not normally have the opportunity to attend and monitor the process let alone sign the paperwork to indicate whether they agreed or disagreed with continued segregation. The few Review Boards attended by the IMB were well managed with Healthcare specialists in attendance.
- 6.7 A Segregation and Use of Force Review Committee was held quarterly. This was chaired by the Head of Residence and the Deputy Governor together with representatives from across the establishment including Healthcare, the Mental Health Team, Chaplaincy and the Independent Monitoring Board were in attendance.
- 6.8 Segregation data was presented as part of a quarterly report to the Committee. The latest report available indicated that 103 women were segregated during August, September and October 2016. This represented an increase of 35 over the previous quarter and covered the period when the overall prison population increased following the opening of two new residential wings.

6.9 The number of women segregated during this quarter was:-

Rule 53/58 – 49

Cellular Confinement – 35

GOoD – 18

6.10 The number of days spent in Segregation ranged from 1 to 15 days.

6.11 Reasons given for Segregation during August, September and October 2016 were – Assaults on staff, Assaults on other prisoners, Fighting, Threats to Staff, Threats to Prisoners, Security Intelligence, and to prevent further acts of violence.

### **Concerns**

6.12 The Board was concerned about their lack of presence at the GOoD Reviews and was in discussion with senior staff about how this might be improved.

## 7 ACCOMMODATION

- 7.1 Eastwood Park is a complex campus of buildings many of which are showing signs of age and a meagre programme of maintenance. There were a number of concerns raised by the Board during the year, for example:
- water damage from a leaking window that took months to be addressed and caused significant damage;
  - cells blocked due to the length of time taken to find specialist contractors;
  - problems with communal showers that also took time to fix;
  - badly fitting doors and windows;
  - poor visibility and communication into cells through poorly designed doors;
  - cells not designed to afford proper privacy in the toilet/shower area including lack of shower curtains.
- 7.2 The Mother and Baby Unit was subject to catastrophic water damage causing its closure. This has meant that for some prisoners with small children their only option was to be a very long way from their home area - making family contact more difficult.
- 7.3 There have been concerns raised by the Board about the Reception facilities at Eastwood Park. With the uplift in numbers the space available for storing property has become insufficient.
- 7.4 The Board carried out a small survey of new prisoners during the year and found a high level of satisfaction with their entry to the prison. Both new and returning prisoners described being treated well by Reception staff. There has been a consistent level of Applications concerning property and the Board was concerned about the number where property appeared to go missing. This was sometimes because of poor recording of property received.
- 7.5 There continues to be a problem arising from prison standards based on the needs of male prisoners but applied to the Female Estate e.g. trainers cannot be provided in smaller sizes, a high carbohydrate diet, no additional budget for providing sanitary items.
- 7.6 The lack of policy direction on meeting the needs of pregnant prisoners was a concern. There were concerns about their additional nutritional needs.
- 7.7 There were relatively few Applications complaining about the quality of food. There were concerns about the lack of fresh vegetables and the quality of some meat products but overall there were few concerns raised with the IMB.
- 7.8 The Board has been concerned about the rise in number of Applications concerning relationships with staff. There was no specific trend in the type of Application but it was the Boards view that lower staffing levels would inevitably lead to a reduction in the quality of communication between staff and prisoners. One exception to this was the impressive level and quality of

communication with prisoners after the deaths in custody where all prisoners were spoken to by a senior member of staff.

### **Concerns**

- 7.9 Staffing levels were at minimum levels for much of the year. This has put strain on staff and has in the Board's opinion led to a reduction in the amount and quality of interaction between staff and prisoners.
- 7.10 Some prison standards relating to Food and Clothing are based on the needs of male prisoners. They do not fit the needs of women.
- 7.11 The lack of policy direction on meeting the needs of pregnant prisoners.
- 7.12 The standard and timeliness of maintenance of prison buildings was disappointing and sometimes compromised the health and safety of the prisoners.

## 8 HEALTHCARE

- 8.1 There are four main healthcare providers in Eastwood Park: Bristol Community Health (BCH) provides medicine management, planned care, urgent care 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, and Administration staff. BCH supplies and delivers the medication. NHS England Health and Justice Commissioners commission BCH and other health providers such as Dentist (Time for Teeth), Optician, (Homecare Opticians), Midwives (North Bristol NHS Trust) and Sonographer (GP Care).
- 8.2 Since April 2016 the health provision is under the umbrella of Inspire Better Health which should provide a better integrated service with all users having access to System 1 and a single point of contact.
- 8.3 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.
- 8.4 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.

### Substance Misuse

- 8.5 Many of the women entering Eastwood Park have substance misuse problems ranging from years of chronic usage resulting in significant health needs to those more lightly exposed to drug and alcohol misuse.
- 8.6 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.
- 8.7 A separate wing contains a Drug Recovery Community (DRC) 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.

- 8.8 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.
- 8.9 Prisoners were encouraged to complete a Client Evaluation of Self on Intake (CESI) which collected instant information on the person's general motivation, treatment readiness and psychological and social functioning. This should be followed up by a similar questionnaire - Client Evaluation of Self during Treatment (CEST) - which included 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. Due to staff shortages CESI had not been completed.
- 8.10 Data collated at Eastwood Park did not support the national criticism that prisons over prescribe drugs such as Pregabalin, Tramadol and Gabapentin. Locally collected data showed that, with two exceptions, prisoners arrived with existing prescriptions for these medications.
- 8.11 Over a four month period data from the Service Exit Questionnaires showed that the percentage of those who completed the questionnaire and who would recommend the service to others was between 90% - 98%.
- 8.12 Data also showed that service users felt their chances of getting job/accessing to education/voluntary work on release had improved, their health had improved and approximately 78% of respondents completed their treatment and left the establishment drug/alcohol free. Inspire Better Health was developing a new questionnaire to be implemented in 2017.
- 8.13 Despite all of this it was unfortunately the case that illicit prescription drugs, especially Subutex and Buscopan, Heroin (use of this had resurfaced), Pregabalin, Spice and Lofexidine found their way into the prison and at times staff struggled to control this. There were also concerns around the way these drugs were being used i.e. smoking Buscopan.
- 8.14 When Inspire Better Health took up the contract to provide Healthcare all agencies were put on System 1 (a national IT system) which provided

closer links between clinical and mental health staff and assessment times were shorter.

- 8.15 Well Being groups for Kinnon Unit prisoners commenced in October 2016 with an emphasis on drug awareness, Into the DRC, Peer-led Smart Recovery, Recovery Champions and Orderlies. This was supervised by a Psychologist from the Mental Health Team. The Orderlies were able to study for a Peer Mentoring qualification.
- 8.16 Inside Recovery groups ran as a 2 week programme covering coping mechanisms, triggers, recovery, myth busting and health matters.
- 8.17 Naloxone was again being provided for women as they left the prison. Training on tolerance and overdose awareness was done at assessment with a refresher at release planning. Naltrexone - an opioid blocker- was being provided to women who had detoxed to keep them safe as they could not then overdose on opiates.

## **Mental Health**

- 8.18 Since April 2016 the new health contract 'Inspire Better Health' focused on greater integration between the different health providers to ensure that the women receive the right care at the right place and right time. The intention was to forge much stronger working links with mental health and substance misuse psycho-social services.
- 8.19 During the year there were 901 referrals - an increase of 218 from the previous year. There were 26 Mental Health Act Transfers and 5 Section 117 of the Mental Health Act returns to custody.
- 8.20 Eastwood Park has a specialist Unit for women with complex needs. The majority of these relate to mental health. The Unit operated a fully integrated model of providing care with prison and health staff working together. There were service user centered management plans written jointly by the keyworkers. Each service user was allocated a keyworker and had a plan addressing their needs. They were reviewed on at least a weekly basis.
- 8.21 In addition to one to one work there were also a number of groups. These included:

In The Present Moment - a group to engage the 5 senses through practical activities. This was to help with lots of negative thoughts and painful emotions. It was designed to help manage depression, anxiety, improve memory and concentration. Service users who had attended the group gave positive feed-back about the usefulness of this intervention such as "In the present moment has thought me to keep calm and feel more relaxed" and "this group has helped me learn coping skills that I will use in the community to manage better".

Shared Reading Group - a group that ran weekly. The aim of the group was to be a safe and calm space. Some people reported a new interest in reading and an improvement in literacy skills and confidence.

Other groups were being planned.

- 8.22 Psychological interventions for women with Mental Health difficulties within EWP continued to be delivered both at individual and at a group level.
- 8.23 The service had developed a stabilization group intervention to enable women to manage Complex Post Traumatic Stress Disorder. In addition an individual therapy intervention to enable women to process traumatic experiences in a safe way commenced. Both interventions gained positive feed-back. An example of the documented feedback was:
  - 8.24 "Safety First gave me an understanding of the experiences that I had as a child and throughout my life. To recognise triggers, the importance of keeping safe, physically, psychologically, socially and morally, the resources that I had and how to use them, to understand the cycles that we in my life and how to cope when situations became too much".
- 8.25 The Community Mental Health Trust began providing a bespoke Dialectical Behaviour Therapy (DBT) programme for women who had difficulties as the result of a personality disorder but might not be in prison long enough to engage the DBT Group work offered through Nexus - the Personality Disorder Unit. The programme aimed to enable them to learn ways to deal with their emotions, relationships and reduce self harm.
- 8.26 As part of the new model the mental health team worked closely with the Psycho-social substance misuse team to produce an integrated group work model for the women at EWP, building on their existing list of interventions and the underpinning trauma focused model.
- 8.27 Coping with Anxiety- a group which provided women with some basic information on anxiety, introduced them to the Cognitive Behavioural Therapy(CBT) Model and helped them to work towards more structured CBT interventions whether in prison or in the community.
- 8.28 Administration and booking was helped by a centralised system.
- 8.29 During the year the team provided Learning Disability Awareness to prison and healthcare staff. Mental Health Awareness was provided to CRC colleagues and was planned for prison staff.
- 8.30 During the year the IMB visited the specialist Unit each week. There were many situations observed where staff were dealing with women with very challenging behaviours driven by their mental health problems. Our observation was that women were treated with compassion and humanity.

- 8.31 There were some Applications to the IMB and discussions with some prisoners that indicated demand for mental health was unmet or delayed.
- 8.32 The problem with delays in transfer to hospital for women with serious mental health problems appeared to improve over the year.
- 8.33 Eastwood Park has a specialist Unit for women with a Personality Disorder. Nexus is 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. There are 16 places on a residential wing but the service also offers Outreach treatment to up to 8 more prisoners. The basic referral criterion is women managed by the National Probation Service who are likely to have a Personality Disorder, aspects of which are considered to be linked to their offending.
- 8.34 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 and trauma.
  - A Pre-treatment PIPE (Psychologically Informed Planned Environment) with 19 places was due to open on Residential 3 in 2016. However, there have been barriers to this service becoming operational, which relate to the environment and staffing.
- 8.35 During 2016 there were around 12 releases into the community of women who had contact with the service, the majority of whom did not return to prison - this was unusual for people with Personality Disorder. This lower number than the previous year reflected the fact that the typical woman had a longer sentence than the initial cohort of women who were accepted by Nexus.
- 8.36 Nexus had a pre-release planning meeting and tried to refer to relevant services and link into the Offender Personality Disorder Pathway team in the woman's home area. This year, a job role to support women being released to Wales was being piloted to improve resettlement and release planning for women who have worked with Nexus.
- 8.37 Overall there was 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 felt that they had an experience that was 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.
- 8.38 The future design of the Nexus Service was being reviewed with the intention of delivering all aspects of the OPD Pathway, from Preparation, through Treatment, to Progression and Resettlement and this is planned to go live

from 1<sup>st</sup> April 2017. Nexus women and staff will be involved in consultation for this adjusted service.

### **Health Concerns**

- 8.39 During the year the Board received around 20% more Applications focused on health. This fluctuated through the year but was of concern to the Board. Discussions took place with the Governor and Health managers as a result.

### **Primary Care Concerns**

- 8.40 During the year there were chronic staff shortages though recruitment took place and numbers have improved towards the end of the reporting period. Staff retention was also a concern.
- 8.41 Due to the re-organised contract the Pain Management Clinic was lost and Health Care Assistant numbers were reduced.
- 8.42 With the opening of two wings this year Pathways has experienced greater patient numbers but has had no increase in clinical rooms. NHS England was to fund the refurbishment and re-commissioning of one room by January 2017 but more space is needed.
- 8.43 Unfortunately, due to IT incompatibility between the scanner in the prison and Southmead hospital the sonographer could only do foetal dating scans and therefore other ante-natal scanning required a hospital appointment necessitating more escorts. This problem had not been addressed due to the lack of a functional head of Healthcare for much of the period.

### **Substance Misuse Concerns**

- 8.44 During the year SMPT staffing fell to 50%, losing a number of key staff at a time when reception numbers increased due to Eastwood Park's expansion.
- 8.45 A significant number of women came to Eastwood Park for very short sentences or on licence recall and in such a short time very little useful work could be done regarding a package of care or interventions.
- 8.46 Our main general concern was the continuing high number of applications to the IMB asking us to look into issues concerning health services. The two most frequent concerns were 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.

### **Mental Health Concerns**

- 8.47 Our main concern was that there was insufficient availability of mental health services for all prisoners to receive prompt treatment.

## 9 EDUCATION, WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 9.1 Considerable progress was made this year in both education and purposeful activity. An increase in education courses and links with external partnerships was welcomed. Managers were innovative and enterprising in their drive to provide opportunities that would be attractive and purposeful for the women while in prison and upon release. Charities and trusts have been approached to augment the current provision. The county High Sheriff offered the women a weekly book group and contributes to the WI meetings.
- 9.2 Up to 100 women were offered education opportunities every day. Approximately 198 work place were available for women including orderlies and externally sourced work.
- 9.3 There is a well-equipped and popular gym with dedicated staff and the target of 2.5 hours per prisoner per week was met.
- 9.4 There was a planned increased focus on improving opportunities for learning in education and also work place projects with particularly emphasis on embedding English and Maths in all areas of activities. The provision of these basic skills was insufficient to meet the identified needs of the prison population outside of education.
- 9.5 The performance data for Education for June and July 2016 showed:

	June 2016	July 2016
Average attendance with authorised absences	98%	99%
Average attendance without authorised absences	77%	81%
Refusals	10	4
Medical appointments/sick notes (averaged a week)	26	15

- 9.6 Managers were seeking to broaden the curriculum to provide the women with opportunities to achieve accredited qualification that would contribute to their resettlement and job prospects. An aspiration was that accredited courses in horticulture and budgeting would be offered next year along with an increase in longer learning opportunities.
- 9.7 There was a cumulative need for extra staff, classrooms and workshops to accommodate the additional 70+ prisoners. All available space was used for education or activities, including a dining room. A new designated education and activity block would provide consolidation and opportunities to expand potential achievement.
- 9.8 Work-based activities included:

Purple Futures – a local charity making handbags out of recyclable materials. Sewing Machines to be fitted in August and based in the IT Africa Workshop). Linked to Purple Futures is the CEO of the Soap Kitchen, with strong links to major retailers.

Jormeapourri – an industry in partnership with EWP, producing citrus wreath and dried fruit/spiced decorations. Started of small, initially with three women, expanded and employed 10 women. Producing high quality products, Jormeapourri was very pleased. It brought in an income of £500-800 per month which was invested back into Activities (recent purchases were air conditioning units for classrooms, sewing machines for the purple futures workshop and a plan to purchase games/activities for the residential units).

Printfolio – a Bristol based company commissioned EWP to produce lanyards and information booklets for the Glastonbury Festival. The women produced 19,000 items and recovered £336 in fees. More work was planned to follow due to the success.

IT Africa – Refurbishing computer workshop was being set up. The workshop was planned to employ 5 women to start with though it was hoped to develop this over time.

- 9.9 There was a very well received activity based group for the over 50's called 'The Rubies'. Due to the increase in numbers of older prisoners Rubies increased the number of groups being run. They also received a Platinum award from the Koestler Trust for a beautiful quilt.
- 9.10 EWP faced the challenge of placing suitable women into roles that carry high levels of responsibility. The idea of 'Open Conditions' in a local prison was not yet achieved as EWP continued to have a complex and transient population.

## **Concerns**

- 9.11 The Boards main concern is the ability of the prison to provide suitable education, training and work places for the increased number of women at EWP given the limited accommodation and workshop space.

## **10. RESETTLEMENT PREPARATION**

- 10.1 The majority of prisoners at Eastwood Park receive resettlement services from a new Community Rehabilitation Company (CRC) for the South West and Wales - under contract with Working Links. Resettlement services in Eastwood Park are provided mainly by Safer Wales under a sub-contract to Working Links. The National Probation Service provides resettlement services for prisoners who present higher risk of harm.
- 10.2 The average length of stay at EWP was 65 days, with many prisoners spending considerably less time. This made meaningful and thorough resettlement preparation difficult to achieve for many.
- 10.3 During the year there was a turnover of staff in the CRC and as a result it took some time for the team to establish itself. In the early part of the year the communication between CRC and Probation staff was described as poor.
- 10.4 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 in the final weeks of their sentence.
- 10.5 Resettlement activity focuses on accommodation, contact with family, employment and making links with external services such as substance misuse.
- 10.6 During the year, in order to improve attendance at activities, the Activities Hub introduced a "Refusals/Absence" book which lists women who have refused to attend Education. The Activities Orderly then interviewed the women to try and find out the reasons for the refusal. An Activity Board could then be held to discuss the best way forward for that individual.
- 10.7 EWP applied for an additional member of staff to enable the delivery of qualifications within prison industries. This had been a gap.
- 10.8 In relation to accommodation it was an unsettled year with the target of 90% released to settled accommodation not being met in some months. The reasons for this were thought to be the increase in recalls and 'revolving door' cases and possible issues with the data collection. Managers were looking in to the needs of the 'revolving door' cases and if there were differences between those released to Wales and England. The attitude of local authorities to prisoners differed and with it the possibility of stable, secure and suitable accommodation.
- 10.9 The focus on employment needs was disappointing with a minority of prisoners receiving meaningful assistance in finding employment post-release. In future the National Careers Service planned to deliver a new

Inspiration in Custody Programme for women who were looking to go back to work. The project intends to provide mock interviews, CV's and links to employers in their home area.

- 10.10 During the year the IMB carried out a small survey of prisoners being released in one week and it was disappointing that none of them could recall activities designed to help them stop re-offending. Work done by the substance misuse and mental health teams to establish links with external agencies and ensure suitable accommodation were well reported.
- 10.11 In relation to Offender Management (OM) the IMB continues to be concerned at the understaffing of the OM Unit. This has significant knock-on effects on the prisoners, for example, during the year the IMB received a high number of Applications in relation to Home Detention Curfew (HDC), mainly concerning delays. In discussion with senior managers it was apparent that the OMU could not keep pace with demand. A triage process was introduced and priority given to those cases where a successful outcome was more likely and where there was sufficient time to process. This appeared to work as the number of Applications to the IMB reduced considerably. However it is still of concern to the IMB that there were prisoners who were eligible to apply for HDC who in reality stood no chance of being successful because the system was failing.
- 10.12 In addition to HDC we also received a number of Applications from women who said they had had no contact with their Offender Supervisor. It was the Boards view that the OMU was understaffed for the demand in EWP.
- 10.13 The establishment increased ROTL opportunities for offenders and the number of offenders working in the community increased and 5 of these offenders continued their paid employment on release. There was also an increase in the amount of RDR and ROR being granted to enable offenders to maintain family ties and reintegrate into the community - there were no reported temporary release failures during this period.

## Concerns

- 10.14 The following were concerns raised in last year's report and continue to be the case despite the best efforts of managers and staff:
- The OMU was under considerable pressure during the year and as a result struggled to provide a timely service - this was apparent in the comments the Board had from prisoners waiting for answers to their applications. This may also reflect external services struggling to respond in a timely fashion.
  - The resettlement service appeared to be stronger for women returning to Wales and the focus on employment was weak.

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

## THE WORK OF THE BOARD

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	<b>13</b>
Number of Board members at the start of the reporting period	<b>9</b>
Number of Board members at the end of the reporting period	<b>7</b>
Total number of visits to the Establishment	<b>374</b>
Total number of segregation reviews attended	<b>N/A</b>

During the year there has been a significant reduction in membership of the Board due to resignations and members coming to the end of their tenure. The process of inducting new members was lengthy resulting in considerable pressure on the remaining members to meet the requirements of the Board in an expanding prison.

## APPLICATIONS TO THE BOARD

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	25	20
B	Discipline including adjudications, IEP, sanctions	5	2
C	Equality	12	3
D	Purposeful Activity including education, work, training, library, regime, time out of cell	15	9
E 1	Letters, visits, phones, public protection restrictions	26	24
E 2	Finance including pay, private monies, spends	7	13
F	Food and kitchens	9	10
G	Health including physical, mental, social care	55	45
H 1	Property within this establishment	13	21
H 2	Property during transfer or in another establishment or location	8	4
H 3	Canteen, facility list, catalogue(s)	1	5
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	29	30
J	Staff/prisoner concerns including bullying	49	42
K	Transfers	0	3
	<b>Total number of IMB applications</b>	<b>262</b>	<b>243</b>

### Applications by Month

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
14/15	18	18	13	11	20	19	17	26	28	27	23	23
15/16	13	10	18	16	30	24	31	16	22	30	20	24

## Time Taken to Deal with Applications

	Same Day	Within 1 Week	Longer than a week
2014/15	32%	55%	13%
2015/16	27%	50%	23%

## Analysis of Applications

There was a rise in Applications in 15/16 which in part reflected the rise in the Operational Capacity of the prison. However there were some significant changes in the distribution of Applications. There were increases in Applications relating to Equality/Diversity, Education and Employment and Health. There were decreases relating to Finance/Pay and Property within the Institution. There was also a disappointing downturn in the IMBs efficiency with a large increase in those Applications taking longer than a week. This in part reflected the reduction in Board members but also the complexity of some of the applications and the length of time it sometimes took to get a response from others.

## What Do IMB Members Do with Applications?

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.

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.