Annual Report
of the
Independent Monitoring Board
at
HMP/YOI Eastwood Park

for Reporting Year
November 2016 to October 2017

Published
March 2018

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 2016 to 31 October 2017. IMB evidence comes from observations made on 379 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.

The Board has been consistently impressed by the professional and caring approach of the managers and staff at Eastwood Park. The Board’s main concerns relate to problems with the system rather than the running of the prison.

Main judgements

The low levels of staffing and the impact of this on the regime were again the Board’s principal concern. The requirement to staff constant watches and bedwatches has reduced staffing on the wings to a bare minimum and occasionally to unsafe levels. Whilst the Governor and her staff work hard to avoid this, the Board found that the staffing establishment was insufficiently flexible to deal with fluctuations in the availability of staff. (See sections 4, 5, 7, 9)

Levels of self-harm and violence continued to be high. (See section 4)

The slow action taken nationally on refurbishing the Mother and Baby Unit and on developing a female Offender Management Model have held back Eastwood Park. (See sections 7 and 10)

Are prisoners treated fairly?

Overall prisoners were treated fairly at Eastwood Park. Observations of adjudications, segregation reviews and everyday activity on the wings supported this view.

There were some exceptions. It is challenging to be a disabled prisoner and the building access issues make it more so. It has taken too long to start the process of addressing this. (see section 5)

The Board was again concerned about attendance at Good Order and Discipline Reviews. As a result of their unpredictability, Board members attended relatively few. It was therefore difficult to determine fully their fairness albeit those attended were well managed. (see section 6)

Are prisoners treated humanely?

Board members’ observations over the year were that prisoners at Eastwood Park were treated humanely and with compassion by staff, sometimes in very challenging circumstances.

The introduction of the no smoking policy into the prison was particularly well managed. (see section 7)
The Board was concerned throughout the year at the high number of segregated prisoners and the lack of planned action taken to address the behaviours leading to the segregation. (see section 6)

The design and availability of safer clothing was a concern. (see section 4)

The fabric of the prison was noticeably deteriorating. This meant that the living environment was sometimes unacceptable. The Facilities Management contract did not seem fit for purpose. (see section 7)

The length of time it took to prescribe medicine after reception was sometimes too long and therefore distressing for prisoners. (see section 8)

**Are prisoners prepared well for their release?**

There was a lack of coordinated resettlement planning and the availability of suitable housing options in the community was a concern. (see section 10)

**Main Areas for Development**

**TO THE MINISTER**

Will the Minister review prison resourcing to ensure that it is possible to staff the prison safely at all times?

**TO THE PRISON SERVICE**

Will HMPPS ensure the speedy delivery of a female Offender Management Model?

Will HMPPS ensure that the failures of the current Facilities Management contract are addressed?

**TO THE GOVERNOR**

Will the Governor ensure that arrangements are made to make it possible for IMB members to attend more GOoD Reviews?

Will the Governor ensure that there is a coordinated resettlement plan for each sentenced prisoner?

Will the Governor review the effectiveness of the system for dealing with prisoner property?

**Improvements**

This year there has been a reduction in the number of Applications to the IMB on equality and diversity and on mental health.

There were no deaths in custody this year and many actions were taken to address the underlying issues behind last year’s tragic cases.
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. Based on a snapshot - 80% of the prisoners were sentenced - an increase of 10% on last year, 33% were sentenced to less than 12 months, 30% to between 12 months and less than 4 years, 13% to 4 years or more - a reduction on last year, 3% on indeterminate sentences and 5% 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 since May 2016), two wings specialising in dealing with substance misusers, a Personality Disorder Unit (Nexus, opened in January 2015), an induction wing for new prisoners, a semi-open wing for those on an enhanced regime and a wing for prisoners with complex needs requiring significant mental health and other input.

3.4 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 for 72 courts. Around 40% of its prisoners came from Wales.

3.5 Health Care is provided by Inspire Better Health and Education by Weston College.

3.6 In March 2017, HM Inspectorate of Prisons published an inspection report which reported that, 'Overall, we still considered Eastwood Park to be a well-led, generally safe and decent prison, but an institution that was showing signs of being under strain'.
B Evidence sections 4 – 11

4 SAFETY

4.1 Last year, the IMB reported that there had been seven deaths in custody. This year there were no deaths, albeit the levels of self-harming in the prison were still very high and a serious concern. The Governor and her staff continued to investigate the underlying causes and search for actions that might improve the situation.

**Management Structure of Safer Custody**

4.2 Safer Custody meetings took place monthly, chaired by a Governor. They received reports and statistics about incidents of violence, anti-social behaviour and self-harm, and these data were examined and discussed in detail. The head of Safer Prisons and Equalities showed a consistently detailed knowledge of and concern for the individuals involved in these incidents.

4.3 From March self-harm and violence data from the previous 24 hours was looked at daily by senior management at morning meeting (rather than weekly), and circulated to all relevant staff.

4.4 Two safer custody newsletters are produced each month by the Safer Custody department - one for staff and one for prisoners.

**Listeners and Safer Custody Orderlies**

4.5 The number of Listeners varied between 5-9, with new applicants being processed every 3-4 months. Staff reported some problems getting hold of Listeners promptly. The HMIP recommendation to introduce a Listener Suite has not been implemented. Action was hampered by lack of available space.

4.6 Safer Custody Orderlies played an increasingly prominent role within the prison, particularly on the wing where prisoners were held at the beginning of their sentences. Safer Custody Orderlies consistently reported receiving good support from staff in carrying out their role.

4.7 Prisoners reported to IMB members that they valued the Listener service and the Listeners themselves told us how much they gained from undertaking the role.

4.8 In their inspection report published in January 2017, HMIP recommended that the prison should keep records of information provided by safer custody peer workers - this was implemented in July 2017. Both Safer Custody orderly reports and exit surveys were now recorded and accessible to staff.
Violence Diagnostic Tool (VDT) and Self-Harm Diagnostic Tool (SHDT)

4.9 The VDT was used to collate and present information, and to compare data from Eastwood Park with other prisons. It was noticed that although incidents of violence were recorded, the reasons for those incidents were not being adequately recorded (Feb-Mar 75%, April 70%, July 60%, Aug 64%).

4.10 Senior staff appeared to find some aspects of the SHDT unhelpful:

- it did not separate prolific self-harmers from the general population
- incidents of self-harm committed by women on Res 4 (where the most complex and high-need women are located) were not differentiated from the general population
- among incidents of self-harm amongst “new prisoners” (those within the first 30 days of custody), women who had previously experienced custody were not differentiated from those for whom this was their first time in prison.

4.11 As of Oct 2017 there had been no formal staff training in the VDT.

Levels of self-harm

4.12 The total number of incidents of self-harm between Nov-Sept 2016 was 1,818. During the same period in 2017 the total was 1,531. Though the total number has reduced, clearly the high incidence of self-harm remains concerning.

<table>
<thead>
<tr>
<th></th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
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<th>June</th>
<th>July</th>
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<tr>
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<td>102</td>
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<tr>
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<td>0</td>
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<tr>
<td>Cases where no ACCT open at time of incident, but opened subsequently</td>
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<td>8</td>
<td>7</td>
<td>7</td>
<td>3</td>
<td>8</td>
<td>14</td>
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<td>3</td>
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4.13 Revised Suicide and Self Harm (SASH) training was held twice a month. Eight officers within Eastwood Park were trained to deliver this 6-module course.

4.14 In August and September Eastwood Park had almost twice the national average for ligaturing, and half the national average for cutting. As any evidence of ligaturing (including making a ligature without using it) is recorded as self-harm, and as all ligature events are recorded as severe, this influenced Eastwood Park’s self-harm figures overall. During the year the IMB observed a number of occasions when the prompt actions of staff saved lives.

4.15 Except for two months during 2017 (Feb and June) there were consistently more Assessment, Care in Custody and Teamwork (ACCT) cases opened than during the corresponding months in 2016. A total of 526 ACCTs were opened between Nov 2015-Sept 2016; during the same period between 2016-2017 the number was 632. The governor has conducted a review as to why this number was almost twice the national average. The review concluded that the number of ACCT documents was proportionate to the risk of self-harm presented by the population.

4.16 As a result of recommendations by the Prison and Probation Ombudsman (PPO), a quality assurance of the ACCT process was carried out from March 2017 and is continuing. Ensuring that health care teams were involved at first reviews was prioritised. Other concerns noted were lack of family engagement, and care maps not completed or accurately reflecting issues noted in the assessment itself.

4.17 Focussed monitoring of ACCT management by the IMB in September suggested that although the required number of contacts were being scrupulously carried out, the level of engagement and meaningfulness of conversation was sometimes lacking. This probably also reflects the high number of open ACCTS being managed at one time and the difficulty of managing high numbers with lower staffing levels.

4.18 All ACCT case managers received refresher training in April/May, and ongoing national training is advertised monthly. In Oct there were 20 trained assessors within the prison. Those on ACCTs interviewed by the IMB as part of monitoring were usually very positive about the support of their case managers.
Deaths in custody

4.19 There have been no deaths in custody during 2017. From Oct 2016 to September 2017 31 women required outside hospitalisation after self-harm, and 3 required resuscitation. IMB observed two of those resuscitations (one on Res 4 and one on Res 8), both described as “excellently handled”.

4.20 There were seven deaths in custody during 2016, all of which were investigated by the Prisons and Probation Ombudsman.

4.21 The PPO recommendations were prioritised and monitored, and made available to staff on the internal prison system. These focussed in particular on: greater use of constant watch; carrying out all observations as specified on an ACCT; mental health to attend all first case reviews; use of enhanced case review process when appropriate; ACCT care plans to reflect more accurately the issues identified in the initial assessment.

4.22 The governor also instigated a joint review between HMPPS HQ, NHS England and internal prison staff. As a result of that inter-disciplinary review 34 recommendations were made, many pertaining to the wing where six of the seven deaths occurred. The former Head of Residence was appointed as Change Implementation Manager to oversee those changes, which were scheduled to take place between February and Nov 2017. All of these actions were completed by October.

4.23 Governors and staff appear to have been diligent in implementing changes in line with PPO recommendations. Inquests have also been held in relation to four of those deaths; three have yet to be held. Whilst the first three inquests made recommendations in relation to health care, the latest inquest (held in September 2017), made no further recommendations, holding that the changes that that had been implemented by the prison since the death were sufficient to meet the issues raised.

4.24 Prison staff were offered support in the wake of the deaths in 2016, particularly when called as witnesses to inquests.

Levels of violence

4.25 From Nov 2016 – Sept 2017 there were 55 assaults on staff (4 recorded as serious). There were 104 assaults by prisoners on prisoners during this period (again 4 recorded as serious). All incidents were discussed at a weekly meeting, and profiles of the prisoners concerned were prepared.

4.26 The prison pursued a “zero tolerance” approach to violence, managing such incidents by curtailment of regime (basic) and/or the GOOD/CC process.
4.27 IMB monitoring observations indicate that good order was more difficult to achieve when staffing levels were low, staff being moved around so they did not necessarily know the prisoners on the wing and a higher proportion of less experienced staff.

**Staffing issues**

4.28 Staffing numbers have been a concern throughout the year, leading to intermittent but fairly frequent regime curtailment. In a night visit in August the IMB noticed that there was a very high ratio of newly trained staff to experienced staff on duty at this time.

4.29 In the monthly exit reports women often commented that more contact with staff, particularly one-to-one, would be beneficial in helping them to feel safer.

4.30 As part of the Safer Prisons continuous Action Plan for 2017 a psychologist was appointed specifically to work with women who self-harm.

**Building issues**

4.31 There were no cells in Eastwood Park that met the specification for “safe cells”. The resuscitation in March followed ligature from a fixed tap in the woman's cell. The IMB raised these issues with the Governor.

4.32 In June and July IMB noticed that women confined to their cells on Res 1-3 became very hot and were distressed as a result of poor ventilation.

**Use of Complex Needs Unit**

4.33 Throughout the year the IMB witnessed consistently excellent care and support by staff on this Unit, particularly during May and June when there was an exceptionally high number of women requiring constant watch. As explained above, the Unit accommodates women with difficult, complex and demanding behaviour in terms of health, self-harm and discipline. A review was underway as to whether those elements could be better met by specialist units across the prison. The IMB would support women with predominantly health needs being cared for separately.

4.34 On occasion women on this Unit have to be placed in clothing and given bedding that cannot be used for ligaturing. This safer clothing is important for their safety. The IMB has been concerned that there is no underwear in this clothing range. In addition there has occasionally been an insufficient supply of bedding to enable frequent enough changes. It seemed that the supply process could not cope with fluctuations in demand.
Concerns

4.35 Self-harm levels were of serious concern this year. Although there were no deaths in custody, the IMB was of the opinion that the Governor and her staff were taking appropriate action to address this. However, the low staffing levels and the poor mix of experienced and newer staff sometimes have had a detrimental effect.

4.36 The levels of violence were also a concern and similarly the impact of the number and detailing of staff.

4.37 Access to Listeners was sometimes difficult.

4.38 The design and supply of safer clothing and bedding was a concern.
5.1 Equality and Diversity was the specific responsibility of a senior manager and two 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 dedicated to this role. This had an adverse effect of what could be achieved.

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 October 2017 and the Chaplaincy Report of November 2017:

Foreign National Prisoners - there were 15 FNPs in Eastwood Park - a further reduction from last year. The biggest group was from Europe, totaling 8 women. The Home Office representative was due to visit once a month but there were occasions when this service was delayed. There were no specialist voluntary organisations providing advice and guidance - this was still a significant gap. The prison had been unable to commission a service because of the cost. During the year the IMB carried out a focused monitoring exercise and found that all the FNPs were positive about their experience at Eastwood Park.

Race - during the year the prison hosted the Anne Frank project - an exhibition focusing on racial discrimination and tolerance. On several detailed exhibition boards it showed the history of the struggle against discrimination. Several prisoners were trained as guides and many prisoners and staff attended.

Older Prisoners - there were two prisoners over 70, six aged between 60 and 69 and 41 aged between 50 and 59. This was more than 10% of the population. A well regarded 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 continues to be impressed by the dedication of staff running this service. The popularity of the group meant that the room in use struggled to cope with the numbers. Plans were in place to find a larger space. This group also had the opportunity to attend the Women’s Institute branch run at the prison.

Religion - out of 420 prisoners, 175 identified themselves as Christian and 15 as Muslim. The Chaplaincy was very active in the prison and frequently had more than 900 recorded contacts with prisoners per month. The Chaplaincy did not receive an uplift in staffing to reflect the increase in prisoners last year and also had a new expectation that they see all prisoners on an ACCT once a week. The IMB has observed the Chaplains sometimes struggling to meet their challenging workload.

Disabled Prisoners - the largest group of disabled prisoners was those with a mental health problem - this was lower than last year at 139 prisoners. The IMB had fewer Applications this year complaining about access to mental health
services. Eastwood Park staff tries to make sure those with a disability are catered for despite the difficult nature of some of the campus for those with mobility problems. Prisoners in wheelchairs do not have access to certain parts of the prison and this has meant a lack of equal treatment. The Governor has recognised that adjustments could be made. However it has taken a considerable time to prepare a business case because the Equality Officers have had their time reduced to do other duties.

Lesbian, Bisexual and Transgender Prisoners - the main issue last year was the continuity of medication for transgender prisoners. There have been no complaints during the year and we are pleased to report that the IMB received one comment from a prisoner that they had been given more help to transition at Eastwood Park than they had received in the community.

Young Offenders - there were 23 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. We raised this issue in the two previous reports and there has been little progress.

Gypsy and Traveller Prisoners - there were 4 Gypsy/Traveller prisoners. During the year some focus groups were held and reported as extremely constructive. It is likely that the number of prisoners is under-reported.

There was a decrease in the number of equality related Applications this year from 12 in 2015/6 to 4 in 2016/17 - returning to previous levels. They concerned disability (2), race(1) and gender orientation (1).

The IMB monitored a sample of Discrimination Information Report Forms and found that they had been appropriately investigated and dealt with.

**Concerns**

5.4 The Board continued to be concerned that there was no specific independent support for foreign national prisoners.

5.5 The delays in addressing access issues for those in wheelchairs was worrying.

5.6 The understaffing of the Chaplaincy team was a concern.
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 prisoners feel less cut off from their peers – 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 with the majority of prisoners being locked up whilst those segregated have exercise. This has been particularly noticeable in the second half of this reporting period when Residential Units 1 to 4 have held some very challenging prisoners and there have been incidents of concerted indiscipline.

6.3 During the overall reporting period there were 500 prisoners segregated under Rule 53/58, GOOD or cellular confinement with a noticeable increase during the last six months. 201 of those prisoners segregated had open ACCTs. Segregation periods were normally between 1 and 16 days, however there was one instance of 40 days and another of 42 days which was referred to the Director of Women’s Prisons for authorisation.

6.4 The Governor has formed an internal multi-disciplinary group to review Behaviour Management procedures at Eastwood Park. An IMB representative attends review group meetings and a report is due to be finalised for the Governor’s consideration by the end of 2017.

6.5 Board members visit every prisoner on CC/GOOD when they are in the prison and in the majority of cases no complaints are made about their confinement. The Board is always informed within 24 hours of confinement. Whilst generally the paperwork is of an acceptable standard, there have been a number of instances where we have informed the Governor that prisoners have not been given written notice of the reasons for their segregation and entitlements during this period.

6.6 Once again it is regrettable to report that IMB members have been unable to attend the majority of segregation review panels as advance notification of these meetings has been the exception. This meant that we were unable to monitor the process or sign the paperwork to indicate whether we agreed or disagreed with continued segregation. Those review panels that we did attend were conducted well and with sensitivity.

6.7 Adjudications have increased on average by 50% when compared to our previous annual report. There were 1,179 adjudications held during the reporting period of which 987 were proven, 151 were dismissed and 115 not pursued. The IMB observes adjudications as part of our routine monitoring. All adjudications attended have been conducted fairly by a Senior Manager.
6.8 A total of 139 cases were referred to an Independent Adjudicator which resulted in the award of 1094 added days of which 83 days were suspended and 457 days were prospective. 14 charges were dismissed.

6.9 There were 177 prisoner on prisoner assaults and 80 prisoner on staff assaults during the reporting period.

6.10 Use of Force is sometimes necessary in a prison. There were 316 instances during the reporting period, which is a 10% increase on the previous year. The most common reason was non-compliance and the next most common was 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.

Concerns

6.11 The Board has been concerned throughout the year at the high number of segregated prisoners and the lack of planned action taken to address the behaviours leading to the segregation.

6.12 This concern also extends to the impact that the high numbers have on other prisoners because they are locked in during the GOoD/CC prisoners exercise.
7 ACCOMODATION

7.1 The Board’s main concern throughout the year has been inadequate staffing levels. On many occasions the regime has been suspended and prisoners have spent most of the day in their cells. They have been unable to attend education, health appointments and other activities. The staffing levels were affected by a high number of bed watches and constant watches which took officers out of the normal duty rota and meant that for safety reasons the prison was on lockdown.

7.2 The occasional regime curtailment is not problematic but when this happens continually it is a serious problem and there should be arrangements in place to ensure that staffing can be supplemented to enable the regime to operate.

7.3 It was good news that there was to be an increase in staffing and that new officers were to be appointed. Whilst it is acknowledged that the new staff need experience, there were occasions when IMB members observed new staff on duty without sufficient support from experienced colleagues.

7.4 Eastwood Park is a complex campus of buildings, many of which are showing signs of age and this reflects the meagre programme of maintenance. Year on year the problems get worse. This year the problem was exacerbated by lack of cleaning on wings and common areas due to the frequent regime curtailment. There were a number of concerns raised by the Board during the year, for example:
- water damage from a leak reported by the IMB in last year’s report was addressed part way through the year but the problem persists;
- poor visibility and communication through poorly designed cell doors;
- cells not designed for proper privacy in the shower/toilet area;
- limited access to some parts of the prison for those in wheelchairs, for example a prisoner in a wheelchair with enhanced status was not able to live on an enhanced wing because of access issues;
- a fire escape on one wing that has taken 18 months to refurbish despite being inadequately fixed;
- lack of attention to rotting wood on one wing resulting in more serious problems;
- rotten floor in a disabled cell that took months to address.

7.5 The Mother and Baby Unit suffered catastrophic water damage and has been closed since May 2016. It is shameful that the Ministry of Justice has taken so long to commission the refurbishment. By the end of October 2017 work had not started. The nearest Mother and Baby Unit is at Bronzefield, near London.

7.6 One of the most significant developments during the year was an in-depth review of the Kinnon wing. Last year there was a high number of deaths in custody on the wing and the Governor commissioned a review with proposals for change. As a result changes were made to the function of this and other wings. Kinnon became an induction wing for all prisoners as well as retaining the induction detox unit for substance misusing new prisoners.

7.7 The changes were managed well, albeit it took some time for the wings affected to settle. Although there have been no deaths, the levels of self harm do not seem to
have reduced as a result of the changes. It was clear to the IMB that the Governor and her staff had made a lot of effort to address some of the issues. This is ongoing because the underlying issues are complex and not easily addressed and some were not yet understood.

7.8 With the changes in the purpose of some of the wings, the design shortcomings of Wings 1-3 were made evident. The wings are served by narrow corridors that mean both staff and prisoners have little room to move around. There are decency issues because prisoners can be seen showering or sitting on the toilet if the cell hatch is open. The supply of shower and window curtains is a perennial problem. The office space available is not fit for purpose. Even in the larger of the three wing offices all available desk space was taken up by ACCT files. There is inadequate overall storage space resulting in frustration and difficulty in maintaining a supply of basic items.

7.9 There was an increase in applications to the IMB relating to property matters. Often prisoners had made an application to have clothes brought in or to swap clothes in their stored property (they are allowed a limited amount in their cell). Prisoners could wait several weeks for this to be actioned. The problem was exacerbated by staffing levels because property issues are dealt with at the weekend by staff in Reception but they had repeatedly been reassigned to fill gaps in staffing on wings.

7.10 During the year the prison went smoke-free. A lot of thought and effort went in to managing this successfully. There was excellent communication with prisoners and the changeover went very smoothly.

7.11 As the women's prison population increased some prisons had to close their doors to new prisoners. This resulted in an increase in late arrivals - some in the early hours of the morning - as prison vans had to drive long distances to find a prison with a vacancy. The late arrivals often had to leave early in the morning to get back for a court appearance. This situation generated considerable anxiety and was not humane.

7.12 On the positive side, on a number of occasions the IMB has monitored new prisoners who were all very complimentary about their entry into the prison and in particular the attitude and helpfulness of the Reception staff. The one negative comment was the time it has taken for them to be able to telephone their families or solicitors, which can take some time to authorise.

7.13 One of the issues which the IMB has raised persistently for 2-3 years is the cleanliness of the visits room, specifically the area for small children. On numerous occasions the area and the toys in it have been dirty. Responsibility for and a system for ensuring cleanliness has been and remains unclear.

7.14 The IMB receives relatively few complaints about food at Eastwood Park. Given the very limited budget for feeding prisoners this is a credit to the catering staff. There were complaints about the proportion of carbohydrates in the diet, especially at times when access to exercise options were limited by lockdowns.
Concerns

7.15 Staffing levels to ensure an active regime were the main concern for the IMB.

7.16 The cleanliness of the children’s area in the Visits hall was an enduring problem.

7.17 The fabric of the prison is getting worse due to the meagre programme of maintenance to the point that prisoner safety is being compromised.

7.18 The delay in dealing with prisoner property Applications due to low staffing levels was a concern.
8 HEALTHCARE

8.1 The partnership of Inspire Better Health is the main healthcare provider in Eastwood Park. The partnership includes Bristol Community Health (BCH) providing 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 and Administrative support.

8.2 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.

8.3 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.

8.4 The Head of Healthcare met regularly with the IMB Board which has helped to resolve many of the issues raised in Applications.

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. This is one of the underlying causes of ‘revolving door’ prisoners. More recently newer forms of psychoactive drugs have been affecting new receptions and occasionally those who have taken substances smuggled into the prison.

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.

8.7 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. Their services start within 24 hours of reception into Eastwood Park with induction and familiarisation with the services on offer. Each prisoner is allocated a SMPT worker.

8.8 In one 3-month period the SMPT provided 1425 one-to-one sessions, 732 key sessions, 424 group sessions and 2461 prisoner groupwork sessions.

8.9 They run the Inside Recovery Programme consisting of ten 2.5-hour sessions and aims to help prisoners identify recovery pathways. It gives them tools and strategies for remaining drug free on release. The SMPT also runs a Wellbeing
group focussing on healthy living and reducing risk, a set of lower level interventions for those who have progressed through detox, much valued Peer Support groupwork sessions.

8.10 Each wing has dedicated drug workers who spend 5 afternoons per week working with prisoners. This enables the team to respond to reports of illicit drug use.

8.11 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. 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.

8.12 The Women’s Alcohol Violence Educational Programme (WAVE) - the first of its kind nationally - was delivered this year. The programme aims to educate prisoners about the links between alcohol and violence and strategies for managing their lives better. It is too early to comment on its effectiveness but the IMB welcomes initiatives like this that are specifically designed for women.

8.13 There are weekly Narcotics Anonymous peer led groups on each wing.

8.14 Since July 2017 there have been brief structured interventions delivered in groups on the wings for alcohol misusing prisoners.

8.15 Upon release for detoxed prisoners who go back to taking drugs, the possibility of overdose is a significant problem. To tackle this prisoners are trained in the use of Naloxone - a drug that once administered will neutralise the risk. They will then be issued with a Naloxone kit upon release. From November 2016 to March 2017 376 prisoners were given this training.

8.16 There has been a focus on improving communication between Primary Care, Substance Misuse and Mental Health staff. In addition the team has developed a range of written materials for prisoners and their families.

8.17 One of the issues that reduces the effectiveness of the good work done in Eastwood Park is the extent of services available in prisoners’ home communities. They vary and are delivered by a large range of providers. The SMPT liaises with commissioners and providers. Some voluntary agencies, such as the Bristol based Addiction Recovery Agency, provide housing options and support for substance misusers and visit the prison regularly to see individual prisoners prior to release.

8.18 The IMB has observed that prisoners leaving Eastwood Park have had good support to establish links with organisations in their home area. However it has also been observed that many prisoners struggle to find suitable accommodation on release and in the last few days before release there can be a scramble to find something.
Mental Health

8.19 Since April 2016 the health contract ‘Inspire Better Health’ (IBH) 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. IBH provides a stepped model of care using a trauma-informed model.

8.20 During the year there were 984 referrals - an increase of 83 from the previous year. There were 30 Mental Health Act Transfers and 3 Section 117 of the Mental Health Act returns to custody.

8.21 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 from both prison and health staff and had a plan addressing their needs. They were reviewed on at least a weekly basis. The IMB attended many of these reviews throughout the year. We observed that they were conducted in a professional and caring manner although there were times when key staff could have come to the meetings better prepared to contribute information to the review.

8.22 The prisoners on this unit are the most challenging to deal with. There were often multiple self harm incidents and it is a credit to the staff that they have saved the lives of many women. Some of the more challenging behaviours - violence against staff, dirty protests, spitting at staff and targeting specific staff in an unpleasant way - are dealt with professionally and with care.

8.23 During the year there has been a higher than usual number of constant watches where prisoners are determined to seriously harm themselves whenever left alone. This is a strain on individual staff and has a detrimental effect on the running of the prison because of the high number of staff needed.

8.24 There have been occasions during the year when the unit has been full and difficult decisions have had to be made about who should be allocated a place.

8.25 In order to encourage prisoners to reintegrate, the mental health team runs a Wellbeing 4 You group. This includes social interaction, group tasks and problem solving, basic cookery skills and a sensory focus.

8.26 In the rest of the prison there are a number of options for those with mental health problems:
  • Compassionate Self-Soothing - targeting those on the complex needs unit or awaiting a place;
  • Compassionate Living - a new intervention for women with mental health and/or substance misuse difficulties;
- Dialectical Behaviour Therapy - a long running group that continues to run well and gives women strategies for coping on release; the intervention was further enhanced this year with a new module focusing on abstinence and peer mentoring;
- A stabilisation group/individual intervention for those with Complex Post Traumatic Stress Disorder; EMDR - a group/individual intervention aimed at enabling women to process trauma in a safe way; both of these have had positive feedback from women;
- Occupational Therapy is delivered on an individual and group basis. They particularly work with those who have experienced loss of roles, interest, purpose or meaning in their day to day life; a service is also offered to prisoners on the DRC aimed at improving their confidence and self-esteem and increase their readiness for release;

8.27 The team has continued to offer training for health and prison staff on Learning Disability Awareness.

8.28 The mental health service has developed an integrated records management and referral system within System 1 which means that it is now the only recording system. This has meant that referral system between healthcare providers has improved; more efficient management of groups and waiting lists has taken place.

8.29 The mental health service was given a positive inspection report by HM Inspectorate of Prisons and the Care Quality Commission.

**Personality Disorder**

8.30 Eastwood Park has a specialist Unit for women with a Personality Disorder. Nexus is co-commissioned by the NHS and HMPPS 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 and is currently working with around 40 cases, with the intention to increase this to up to 60 women in 2018.

8.31 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.

8.32 The service was reviewed at the beginning of 2017 and a new model launched in April 2017. The service includes:

- A day service based that provides assessment, formulation and 1:1 and group therapy for all needs relating to offending including "personality" issues such as emotion regulation, relationships and trauma.
- A Provision PIPE (Psychologically Informed Planned Environment) with 16 places, which focuses on relationships, problem solving skills, and embedding skills gained from treatment. The PIPE was awarded an Enabling Environments award.
• An outreach service to the wider prison. This includes consultation to professionals on complex cases and 1:1 work with women who are not ready or suitable to engage with the day service. This aspect of the service also includes offering input to women who have made progress through their sentence, to help them practise and consolidate the skills they have gained. For example, a mindfulness group was delivered on one wing.

8.33 During 2017 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.

8.34 Nexus facilitated pre-release planning meetings for women on their caseload and aims to refer to relevant services and link into the Offender Personality Disorder Pathway team in the woman’s home area. In 2017 a new job role to support women being released to Wales was piloted to improve resettlement and release planning for women who have worked with Nexus. As the service continues to expand the intention is to offer follow-up/resettlement work to a larger number of cases.

8.35 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 empathetic 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 about the service.

Concerns

8.36 During the year the Board continued to receive a high number of Applications focused on health. The Applications were mostly focused on the continuity of medication between community and prison and access to or quality of treatment. Discussions took place with the Governor and Health managers as a result.

8.37 The IMB was concerned at the time it seemed to take for some prisoners to receive the appropriate medication or treatment. The IMB investigated each Application and there was often a valid explanation but even so we took the view that this should be improved.

8.38 One key problem during the year was the limited number of places available for daily triage. This meant delays in treatment for some women.

8.39 Social Care is supplied by an external provider and during the year in relation to one case the IMB had cause to make a complaint about the quality of the service.

8.40 The Healthcare service experienced a significant volume of computer connectivity issues due to the capacity of the internet cabling. During periods of ‘down time’
the electronic healthcare record was inaccessible onsite. The impact on clinical decision-making and medicine administration was kept to a minimum by accessing records offsite and or printing records and there was no harm to patients as a result. The delay in administration of non-critical medications caused distress to some prisoners. The internet cable was replaced. As a result of these events work has been done to improve communication between health and prison staff and with prisoners should this occur again.
Learning and Skills

9.1 An Ofsted Inspection took place in November 2016. All categories received a ‘Good’ judgement reflecting the continued progress made in this area. Key recommendations were that:

- Leaders should formalise strategic vision
- Achievement rates in courses, particularly English and Maths, are raised to an excellent level
- Leaders should ensure the learning and skills provision fully meets the needs of the changing population.

These recommendations have been monitored by IMB.

9.2 The strategic vision centred on achieving the best outcomes for all the women, many of whom had complex needs. A priority was to raise English and Maths levels. Inductions focussed on encouraging women to engage in these subjects before they were able to undertake the other opportunities that higher level learners could access. Increasing learner levels focussing on English and Maths aimed to equip women with increased employability skills and contribute to reduce re-offending. The lack of a Maths tutor for much of the year prevented some aims being met.

9.3 Lower level learners were supported by peers in small groups and on a one-to-one basis to give opportunities to achieve their full potential. IT tests at Induction with diagnostic tests for English and Maths were administered. Prisoners who were below Level 2 in English attended ‘Turning Pages’ - a reading programme with additional mentor support from other prisoners. Additional functional skills courses to raise literacy and numeracy levels were offered with a view to enhancing opportunities on release. Open University and distance learning were made available. Over 30 prisoners pursued advanced courses, degrees from OU or vocational qualifications aiming at career enhancement on release.

In terms of outcomes:

- The success rate for all courses was outstanding at 97%
- Prisoner feedback from courses was good, items raised were addressed through the quarterly Quality Improvement Group (QIG) and included on the Quality Improvement Plan (QIP)

9.4 The majority of prisoners appreciated the opportunities available to them and the potential skills and qualification that they could achieve. Many admitted they did not flourish in formal education and saw this as a second chance to achieve their potential. For some, it was seen as a key to helping their own children’s education when they returned home.
9.5 Each month representatives from Weston College and the Activities Hub met to review the mix of prisoners, activities and learning opportunities and identified changes to the curriculum in order to meet need. Weston College had appointed a Learning Difficulties tutor.

9.6 The IMB observed that improvements had been made in reducing refusals to attend education. Attendance levels were at 98% although the actual attendance through the year was hampered by the high number of lock downs.

**Work, Vocational Training and Employment**

9.7 Opportunities to pursue work related vocational qualifications had increased, making some links into resettlement regimes leading to Release On Temporary Licence (ROTL). This had enabled women to work in paid positions in the community and secure permanent employment on release. The IMB noted in our weekly reports the increase in the number of prisoners on ROTL.

9.8 Additional NVQs were offered in Customer Service, Cleaning and Support services and Food and Beverage. Some jobs required English Level 2 as a condition of entry. This was a motivator for prisoners to improve their basic skills.

9.9 A National Careers Service course on preparation for employment was showing some promising results.

9.10 There were workshop activities that involved packing items for large stores, refurbishing computers for a charity and making jewellery. There were other activities in development such as a cafe where prisoners could learn Barista skills and a charity shop where prisoners could learn retail skills. Some of the job placements were available outside the prison, for instance, at a bakery, conference centre, charity shop.

9.11 Cleaning and servery orderlies provided more than 60 jobs within the prison. These were popular and highly valued posts. Some women realised they were gaining skills and self-discipline for working life as well as specific vocational skills.

**Concerns**

9.12 As stated last year, the lack of classroom, workshop and specialist staff were restricting diverse learning and opportunities. The facilities had not kept pace with the expansion of the prison population. There were up to 40 women unemployed each day with no spaces to put them in.

9.13 Painting and decorating courses had been postponed due to lack of suitable specific teaching space as the Offender Management Unit occupied the workshop space due to the faulty roof on their building.

9.14 There had been no tutor for the Industrial cleaning courses.

9.15 On occasions when there were lock downs in the prison regime mainly due to shortage of staff many hours of education were lost. This situation appeared to be
getting worse. Lock downs also caused problems with work deadlines for outside contractors as well as loss of earnings for the women.
10  RESETTLEMENT PREPARATION

Preparation for Release

10.1 The majority of prisoners at Eastwood Park received resettlement services from a Community Rehabilitation Company (CRC) for the South West and Wales - under contract with Working Links. The National Probation Service provided resettlement services for prisoners who presented higher risk of harm.

10.2 The average length of stay at Eastwood Park was 72 days. The overall figure is skewed by a small number of longer term prisoners, with many prisoners spending considerably less time. This made a meaningful and thorough resettlement preparation difficult to achieve for many.

10.3 Resettlement activity focused on accommodation, contact with family, preparation for employment and making links with external services such as substance misuse and mental health.

10.4 The HMIP report included a number of recommendations on resettlement focusing on improving:
- accommodation services
- family contact
- offender supervisor contact with prisoners
- setting up phone contact for prisoners.

10.5 The report also cited the Visiting Mum project for women from South Wales as good practice. The materials the team had developed to help make visits less stressful for children were excellent. It was a shame that this service was only available to some women at Eastwood Park.

10.6 PACT, a voluntary organisation, offers services to help the women and especially mothers in custody, maintain contact with their families. These include special PACT child friendly visits for the families, which are held in the main visits hall. PACT visits are held every weekday morning. There are no other prisoners present and the mother can move around and play in the play area.

10.7 PACT also facilitates phone calls such as those to carers, children in foster care and also professionals such as social workers and family solicitors.

10.8 As well as a range of other family contact work PACT also supports the women whose children are undergoing adoption proceedings. This is a vital service as this process can be made more difficult by the woman being in custody.

10.9 The CRC has struggled with staffing throughout the year and this has meant they have struggled to hit targets. 93% of resettlement plans were completed by the CRC within 5 working days.
10.10 There was a very small number of prisoners held at Eastwood Park on indeterminate prison sentences. The IMB monitored these cases and were of the view that in one case there was a prisoner trapped in the system.

Offender Management

10.11 The Offender Management Unit had to cope during the year with building issues. They were housed in an old Portacabin which had a leaky roof that gave up completely. Half the team had to be relocated elsewhere in the prison in a space not designed as an administration office.

10.12 Applications to the IMB were similar to last year but there were some differences - fewer relating to HDC and more relating to ROTL and lack of housing on release which continued to be the most complained about in Applications relating to Resettlement.

10.13 Nationally the development of a new Offender Management Model for women has been glacial. There was still no agreed model at the end of the reporting year.

10.14 The IMB has commented in the past on the low number of ROTLs so was pleased to observe the increase in numbers during the year.

Concerns

10.15 The IMB focussed on resettlement preparation at regular points during the year and were disappointed at the lack of communication between departments, coordinated planning and the inability to ensure that every prisoner left Eastwood Park with suitable accommodation to go to (27% leave Eastwood Park without). It was clear from our monitoring that housing was the main focus for the CRC but they were hampered by the lack of options in the community especially for some of the more difficult cases.

10.16 The lack of a new Offender Management Model for women prisoners was a matter of concern.

10.17 The lack of suitable housing options for prisoners was a serious concern.

10.18 The coordination between the CRC, Probation, Education, Activities, Interventions, Substance Misuse and Mental Health needed improving.
During the year there has been some change in membership of the Board with three new members and two longstanding members leaving. Another member has taken a Sabbatical. Sadly two of the new members decided that the IMB role was not for them and left.
## D  Section - Applications

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<th>Code</th>
<th>Subject</th>
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<td>B</td>
<td>Discipline including adjudications, IEP, sanctions</td>
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<td>C</td>
<td>Equality</td>
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<td>D</td>
<td>Purposeful Activity including education, work, training, library, regime, time out of cell</td>
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Applications by Month

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Time Taken to Deal with Applications

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<td>2016/17</td>
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Analysis of Applications
There has been little change in the volume of Applications to the IMB. There have been some changes to the distribution of Applications. The profile of applications has remained relatively unchanged except for a big increase in property related applications. There were drops in Applications relating to Equality and Finance, although these were based on relatively small numbers.

Numbers of Applications per month went up and down and based on comparison with previous years there do not appear to be seasonally based fluctuations.

It was pleasing that Board Members were able to resolve quickly a higher percentage of applications than in previous years.

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.