



Annual Report
of the
Independent Monitoring Board
at

HMP & YOI Downview

**for reporting Year
to 30 April 2018**

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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.

Main judgements

Are prisoners treated fairly?

Overall prisoners do receive fair treatment. Whilst the number of work opportunities have improved currently there is still insufficient occupation for all women. This means some are unemployed and are therefore confined to their cells or wings. There is a shortage of occupations for higher risk prisoners whose opportunities are restricted because their risk status excludes them from certain facilities (see 10.1, 10.2, & 10.3 below).

Are prisoners treated humanely?

We are satisfied that HMP & YOI Downview has treated prisoners humanely and justly during this reporting period.

Are prisoners prepared well for their release?

The range of activities has improved and around 12 women a week from D Wing are now going out to work on Release on Temporary Licence (ROTL). The new Multi Skills workshop and Clink kitchen, once open, will make a valuable contribution. The average stay in Downview is under a year which limits the time available for preparation for release (see 3.53.3, 10.1, 10.2 & 11.3 below).

Despite some encouraging initiatives, more needs to be done to encourage women into education. At present it appears that around 35% of the prison population is not engaged in education at all (see 9.1 below).

There were on average 30-40 women released each month during the reporting year. Of these, around 1 or 2 women each month were released with employment. The majority go out on benefits. Generally, most of the women are not ready for, or focused on employment at the point of release as they have other priorities and preoccupations such as sustainable housing, dealing with substance misuse, mental health issues, family reunions, custody of children, and so on (see 11.5 below).

Main Areas for Development

TO THE MINISTER

The consequences of the short preparation time allocated ahead of re-opening Downview continue to be apparent with still more meaningful occupation and skills-based activities required (see 10.1 below). Some of the planned activities, such as the Clink catering kitchen facility, have been continually delayed (see 2017 Annual Report, also 10.1 below). The short preparation time for opening continues to have a knock-on effect on the facilities available in the prison, with inadequate electrical supply for kettles in cells, and the Fire and General Alarms update remaining undone (see 7.4 below; also noted in the main judgments addressed to the Prison Service).

The average length of stay at Downview is under a year which has serious negative impacts on the opportunity for rehabilitation and resettlement work (see 11.2 below).

As highlighted in the previous Annual Report, Downview education and activities staff do not receive London weighting on salaries and the prison continues to be disadvantaged compared to local competition when recruiting to teaching posts. It appears this is also now causing problems for healthcare recruitment. When staff are recruited and trained it is difficult to retain them when they can go to HMP High Down or other nearby facilities for more money (see 8.3b and 9.4 below).

TO THE PRISON SERVICE

Loss of, or damage to prisoners' property during transfer to Downview from other establishments continues to be a time-consuming problem and an upsetting one for the individuals concerned. These issues are hampered by difficulties in communication with the private local prison whence most Downview prisoners come. Around 20% of IMB applications relate to property, of which only 16% relate to property issues within Downview, and 62% relate to property issues in, or during transfer from, Bronzefield. The level of applications regarding property in/from Bronzefield has remained steady throughout the reporting year (see 7.3 below). A tool, such as a digital tracking tool, should be considered to ensure that property can be efficiently tracked and traced.

Due to various works not being completed prior to re-opening, there remains an inadequate electrical supply for kettles in cells, and the Fire and General Alarms update remains undone (see 7.4 below).

Alongside the need for further skills-based activity places, there is also a place for some low skilled routine occupations for those for whom this would be easier and perhaps their first venture into work (section 10.3 below).

TO THE GOVERNOR

Since last year there has been some progress with identifying the needs of groups of prisoners with protected characteristics. However, as noted in the Board's 2017 Annual Report, there is still no equality policy, nor is there an Equalities or Foreign National Officer to support women (see 5.1 below).

The induction process has remained unsatisfactory for the entire reporting year, with newly arrived prisoners relying on other women for information about Downview and the regime. The Board welcomes the appointment of a new Custodial Manager with responsibility for induction and will monitor the rollout of changes and improvements over the next reporting year. The allocation of Personal Officers (POs) should be prioritised. At the end of this reporting year, most of the women seem to be unaware of who their PO is (see 7.1 below).

Both healthcare and education continue to report problems with clashes between activities scheduled for the same time for the same individual. At times this means women are unable to access short healthcare and rehabilitative courses that would address specific needs; at other times it means that places on education courses are given to women who are unable to complete the course due to other sentence plan requirements, thereby depriving another woman of the educational opportunity. Further emphasis is needed on individual planning and scheduling, to ensure that women are able to engage with all the necessary courses and rehabilitative activities on offer at the

appropriate time, and that places on courses are offered at a point where a woman will be able to fully engage and complete the course (see 8.5 and 9.8 below).

TO THE PROVIDER OF EDUCATION

Despite some encouraging initiatives, more needs to be done to encourage women into education. At present it appears that around 35% of the prison population is not engaged in education at all (see 9.1 below).

As highlighted in the previous Annual Report, Downview education and activities staff do not receive London weighting on salaries and the prison continues to be disadvantaged compared to local competition when recruiting to teaching posts. When staff are recruited and trained it is difficult to retain them when they can go to HMP High Down or other nearby facilities for more money (see 9.4 below).

Improvements

Several of the main judgments made by the IMB in 2017 have now been addressed. These include the availability of basic provisions such as towels, and modesty and window curtains, the availability of arts activities, and clinical cleaning. Some have been addressed in part, such as the availability of support to bereaved prisoners.

A number of judgments have been carried forward into this report, for example judgments in relation to property losses, the need for the development of an equality policy and the lack of appropriate London salary weighting for education and activities staff.

Some of the carried forward judgments stem from the inadequate time given to the prison to prepare for re-opening in 2016. For example, the Board has noted the continuing need for new activities places (noting the improvement over the last year). The requirement to upgrade the electrical supply and the Fire and General Alarms system (the latter now impacting the opening of the Clink catering unit) also dates from the lack of time for the prison to prepare for re-opening.

3 DESCRIPTION OF THE PRISON

- 3.1 HMP &YOI Downview is a closed prison for sentenced adult women and young offenders which reopened on 3 May 2016 following a non-operational period of 30 months. The majority of prisoners are adult women, with only a few young offenders.
- 3.2 The Board notes that the rapid re-opening of HMP & YOI Downview in May 2016 continues to have an impact on the operation of the prison and especially on the provision of activities. As noted in the previous Annual Report, Downview ceased operating on 28 October 2013 and at that time it was planned that the prison was to be re-opened to accommodate a mix of Category C and Category D adult male prisoners. These plans were reviewed early in 2016 because of the consequential pressure on accommodation within the female estate following the decision to close down HMP Holloway. As a result it was announced that HMP & YOI Downview would re-open as a closed prison for women, with a potential occupation date of August 2016. This was subsequently brought forward to May 2016, to accommodate the expedited closure of HMP Holloway. As noted in the previous Annual Report, the prison staff teams and facilities had to be re-developed and operationalised very quickly, drawing on previous Downview staff and new recruits. There was a change of Governor shortly after re-opening. Much of the accommodation required extensive refurbishment, and the prison increased its prisoner roll quickly. As a result of these multiple pressures, many aspects of the regime had to be developed whilst the prison was taking in women.
- 3.3 The prison's Operational Capacity was 340 at the end of the reporting period. Of the current population, approximately 45 are Foreign National prisoners. Most of the accommodation is Victorian, built in 1872, (the prison used to be the nurses' accommodation for Banstead Hospital), but all blocks have been upgraded and accommodation is exclusively one prisoner per cell. Wings have been dedicated to specific functions including induction, methadone treatment, employed/unemployed prisoners and an enhanced category floor on one of the main Wings. D Wing is currently dedicated to prisoners who are suitable for open conditions. E Wing, a purpose-built block to accommodate young offenders, is being used as a Recruitment Assessment Day centre for prison officers pending re-development as a Community Health and Wellbeing Centre.
- 3.4 As at the end of the reporting period, the prison population consisted largely of sentenced women, with 12 on recall. 14 of the 320-strong population were young offenders. Around 40% of the total population were serving sentences of between 4 and 10 years, with a further third serving sentences of 1 – 4 years. Fewer than 10% were serving sentences of under 1 year. Around 10% were serving sentences of over 10 years and 21 individuals were serving life sentences (of whom 14 were serving IPP sentences). These figures are broadly similar to those set out in the HMCIP report following the August inspection, with the exception of the number of women recorded as serving life or IPP sentences, which was lower in the HMCIP report.
- 3.5 The length of stay at HMP Downview is varied, with an average of 7 months. Table 1 on the following page sets out prison statistics on the length of stay at Downview for women in residence around the end of the reporting year. These figures are broadly in line with those given in the report of the August 2017 HMCIP inspection. Whilst it may be material that the prison has only been reopened for 2 years, this does highlight the difficulty for the prison in supporting women who may only be in the prison for a relatively short time.

Table 1: length of stay at Downview

Length of stay	18 - 20 yr olds	%	21 and over	%
Less than 1 month	2	0.6%	29	9.0%
1 month to 3 months	2	0.6%	64	19.9%
3 months to 6 months	4	1.2%	56	17.4%
6 months to 1 year	5	1.6%	74	23.0%
1 year to 2 years	1	0.3%	71	22.0%
2 years to 4 years	0	0.0%	13	4.0%
4 years or more	0	0.0%	0	0.0%
Total	14	4.3%	307	95.3%

3.6 The majority of women at Downview at the end of the reporting year between 21 and 39 years old, with a little over 10% of the population over 50. At the end of the reporting period, prison statistics recorded around two thirds of women identifying as White, with 17% identifying as Black or Black British, 7% as mixed and a similar proportion identifying as Asian or Asian British. Again, these figures are similar to those reported following the August 2017 HMCIP inspection.

3.7 Works and maintenance at the prison are carried out by Gov Facility Services Limited, following the collapse of Carillion. Healthcare is provided by Central and North West London NHS Foundation Trust, with drug and addiction treatment by Forward. Education facilities are provided by Novus. Resettlement support is provided through the London Community Rehabilitation Company, and the local Job Centre supports employment. A number of charities offer support services within Downview, including PACT, Women in Prison, Working Chance, Shannon Trust, Storybook Mums, the Women's Institute, the Samaritans (Listener Scheme), Koestler Trust, Hibiscus, Fine Cell Work, the Shaw Trust, Reflex and St. Mungo's.

B Evidence sections 4 – 11

4 SAFETY

- 4.1 The Listener scheme remains active; new members are recruited when the numbers reduce due to transfer or release, and they are well trained and supported by the Samaritans.
- 4.2 The shortage of suitably situated women's prison places means that women are often confined many miles from their families. This makes it all the more difficult to maintain family ties, which are so very important in providing stability on release. Around a quarter of women are released to areas outside the London and South-East regions and those who are released outside the region have fewer support options available to them (see 11.7 below).
- 4.3 The Board continues to inspect ACCT documents for the quality of entries and the reviews. These require a high level of involvement from staff, especially where observations are required on an hourly, or more frequent, basis. During the reporting period there were 378 incidents of self-harm only one of which resulted in treatment at hospital. There was one death in custody during the year. Significant dates or occurrences are noted in women's ACCT files such as anniversaries of the deaths of family members, adoption of a child, or scheduled parole or family conference hearings. ACCT reviews do not, however, always take place with the full multi-disciplinary team in attendance; for example the Board notes that the number of open ACCTS and the demands on the healthcare team during the working day mean that the relevant healthcare staff are not always able to attend.
- 4.4 The Board notes that, on the whole, wing staff know the women well, and take particular note of those prisoners they consider to be more vulnerable.
- 4.5 Most staff have undertaken Suicide and Self-Harm Prevention (SASH) training which is longer and more in-depth than the previous two-hour ACCT training.
- 4.6 Bereavement counselling is not yet available for individuals as the local CRUSE group does not have sufficient numbers or expertise to support this. However, trauma-informed training has been undertaken by many officers who have reported it being very helpful in their dealings with prisoners. A private family room is available for women receiving bad news during visits.
- 4.7 Mandatory drug testing results in positive findings at a level lower than the 4.2% target. However, incidents involving evident drug misuse do occur.
- 4.8 The Board notes a number of areas of good practice. During the reporting period the prison managed a very successful process to become a non-smoking establishment. Initially staff and officers went 'smoke-free' in August 2017 and a month later the prisoners were no longer able to smoke anywhere in the prison. Tobacco and smoking materials were removed from the canteen list and vaping kits were available. There was a very carefully devised programme of preparation, with information available and guidance regarding the acceptable alternative of vaping (in cells only). Those who wished to quit entirely were given the support of healthcare and supplied with nicotine patches. In principal there were few problems though the expense of vaping is considerable in comparison to the possibility of using very small quantities of tobacco at one time.

- 4.9 The Safer Custody team continues to provide distraction materials for women to work on in their cells. Some are craft items, others mind exercises such as puzzles. Each prisoner is entitled to a new item of work each month, if she has completed the previous one. The products may be handed out as gifts to family or friends, if they wish.
- 4.10 The Women's Institute group is a resounding success and the women have held open afternoons where they offer their crafts for sale and serve tea and cakes to staff and members of the public. The money raised is channelled back into the provision of materials for craft and items for inclusion in the 'distraction' packs. There are a number of choirs operating in the prison. On Saturday mornings an 'over 50s' group meets in the gym classroom; women can listen to music and enjoy quizzes as well as having a chat over a cup of tea or coffee. The atmosphere is generally very relaxed and convivial.
- 4.11 The 'Glad Ragz' shop continues to offer women the opportunity to acquire cheap clothing (often donated) as seasons change. A Governor regularly purchases inexpensive items such as underwear, nightwear and other new clothing for women to buy. As last year, knitting materials are available for women to make items for themselves, as gifts or to help each other to knit. A selection of greetings cards is also available and a broad range of cosmetics and toiletries.

5 EQUALITY AND FAIRNESS

- 5.1 No progress has been made on the production of an equality policy which should underpin the work of the Equality Action Team. No Foreign Nationals or Equalities Officer had been appointed during the reporting period due to lack of officer hours, although subsequently an Equalities Officer has been appointed. Women are often only given short notice of a Home Office deportation/immigration decision. The Board has been unable to access statistics on the number of women who were deported on release during this reporting year, as the Home Office policy is not to provide such information to external agencies.
- 5.2 Three Equality Action Team meetings have been held during the period which is an improvement on last year. This year there has been comparison of Downview data with that of other prisons using the equalities management tool. The very small numbers involved under many categories make comparison between prisons difficult but there does not appear to be any reason for concern. It should also be noted that data on certain outcomes, for example, use of segregation for women with certain protected characteristics, can easily be skewed by one or two individuals recurring within the figures.
- 5.3 An Equality Impact Assessment (EIA) was carried out in respect of the prison becoming a non-smoking establishment but no other EIAs have been carried out this year.
- 5.4 The various function heads that attend Equality Action Team meetings all understand the important role they play in ensuring equality of treatment. However it feels that they have not been welded together as a team to work together to this end. This is not say that prisoners are treated unfairly, they are not. Progress has been made in establishing groups for recognised protected characteristics and Equality Wing Reps have now been recruited.
- 5.5 Thirteen discrimination incident reporting forms have been received during the year; each has been thoroughly investigated and appropriate action taken. Four IMB applications have been received in the past year citing equality/diversity as an issue. None raised major concerns.
- 5.6 The prison complaint system shows room for improvement with 47.5% of complaints answered within the time limit. 10% of complaints are checked by the Senior Management Team each month; the team instruct a chase for response if the complaint has not been answered. The introduction of "interim answers" takes the pressure off prompt and complete resolution of prisoners' complaints, and the Board receives occasional apps regarding complaints made to Downview or HMP & YOI Bronzefield (whence many women come) that have not received a response several months after the original complaint (see also section 7.3 below on IMB property applications).

6 SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 Women who are confined to the Segregation unit are kept there as short a time as possible. They are reviewed at very frequent intervals, which can make it difficult for Board members to monitor reviews. However, the practice of returning women as speedily as possible to normal location is commended.
- 6.2 Board members visit Segregation on every rota visit and the majority of other visits, and speak to all the prisoners.
- 6.3 Downview continues to make appropriate use of the Segregation Unit. Only the most difficult prisoners are located there or those whose presence on the wings may cause conflict. Due to the very open regime, with women on free-flow most of the time, it is not practical to separate women on normal location. Anyone who falls into this category, or the 'other party', may be removed to another prison.
- 6.4 Although Board members make every effort to attend reviews, it is not always practical due to short notice or unavailability of members. The period between reviews is often as short as two days in order that the prisoner's situation can be closely monitored. Rota members are usually in the prison on two days in any week and there may be others attending for meetings. However, although we cannot always ensure a member attends each review, those we do observe are held in a fair and open fashion and the prisoner is given every opportunity to express her concerns and discuss her progress.
- 6.5 During the reporting period Segregation Monitoring and Review Group meetings have not been regular.
- 6.6 It has not been possible to access all the statistics we would have liked in relation to adjudications. Over a sample six consecutive months during the reporting period, for which we have figures, there were 272 adjudications of which 73 were dismissed or not proceeded with. The following is a sample of the most common charges.

Rule 51(1) Assault	16
Rule 51(4) Fights	9
Rule 51(5) Endangering Health & Safety	10
Rule 51(9) & (10) Controlled Drugs and Alcohol	37
Rule 51(12) & (13) Unauthorised Article	81
Rule 51(20) Threatening/Abusive	41
Rule 51(22) Disobey Lawful Order	40

There were 24 referrals to the independent adjudicator (two women twice, one woman three times); of these two were dismissed and the others punished by up to 34 added days. Four prisoners were referred to the police for the investigation of alleged serious charges. There were 62 uses of Segregation, and on 16 occasions in the period Segregation prisoners were on open ACCT documents, two women three times, one twice, the others once each.

7 ACCOMMODATION (including communication)

- 7.1 The Induction process has remained unsatisfactory for the entire reporting year, with newly arrived prisoners relying on other women for information about Downview and the regime. However, a new Custodial Manager assumed responsibility towards the end of the reporting year and changes implemented to date have been welcomed by many. The Board notes the importance of the peer supporter programme especially in the first few days after arrival at the prison. This programme has become effective this year. The allocation of Personal Officers (POs) should be prioritised. At the end of this reporting year, most of the women seem to be unaware of who their PO is.
- 7.2 Communication of Incentives and Earned Privileges (IEPs) remains a concern. Staff are instructed to issue a slip of paper to the prisoner when an IEP is given. This is not done consistently and some women are not informed verbally or in writing.
- 7.3 Property loss remains a real issue for women arriving at HMP Downview. The majority of issues are for women arriving from HMP & YOI Bronzefield. This proves time consuming for staff, and distressing for the prisoners. Just over 15% of prison complaints relate to property. Around 20% of IMB applications relate to property, of which only 16% relate to property issues within Downview. 62% relates to property issues in, or in transfer from, Bronzefield. The level of applications regarding property in/from Bronzefield has remained steady throughout the reporting year.
- 7.4 The Board notes the continuing reliance on thermos flasks for hot water provision overnight. HMCIP in the 2017 August inspection report noted that this provides insufficient water for drinks and that water does not stay hot overnight. At present the prison has inadequate electrical supply to support kettles in rooms: this problem could have been rectified before the prison was re-opened if sufficient time had been given to prepare.
- 7.5 The prison lacks in-cell phones, which would provide significantly greater privacy for personal calls than the current communal set up, and could enable women to call their children at bedtime – an important aspect of maintaining family contact.

8 HEALTHCARE (including mental health and social care)

- 8.1 The standard of service provision and care have been consistently very good overall throughout the reporting period. The comparator standard is the service provided in the community, which Downview meets and often exceeds. For example, Downview has access to a prison-based Fibroscan (which scans for liver inflammation) and a broad range of prison clinics tailored to women's needs. In addition, access to diagnosis/treatment via GP appointment in the prison is speeded up through a triage system whereby prisoners can receive immediate treatment from a Nurse Practitioner or be referred straight away to the GP. Dentist waiting times are similar to, or shorter than those in the community.
- 8.2 The prison has little specialist accommodation/provision for physically disabled prisoners. Thus far, this has not been a problem but with an ageing population it is likely that such provision will be required, suggesting that planning might need to take place now.
- 8.3 Healthcare has experienced difficulties in recruiting to vacant posts during the period. The problem is twofold:
- a. The lengthy and very bureaucratic process of vetting, once the job has been offered conditionally. The long delay prompts candidates to take other jobs that have a much earlier confirmation date. The bureaucratic nature of the task can mean that a small error on the form halts its process while the problem is not necessarily referred back for correction.
 - b. Because Downview is deemed to fall outside the London Weighting area for salaries, would-be candidates can be lost to HMP High Down, which is deemed to be inside the area despite being located on the same site. This problem also occurs in education (see 9.4 below).
- 8.4 There is active and regular consultation with prisoners through the 'Health Council', chaired by User Voice and attended by a Governor, representative healthcare professionals, a GP and the IMB.
- 8.5 Forward have provided substance misuse services for this reporting period; they have not been fully staffed during this time and long term sickness has further reduced man power. At any one time they have between 50 and 66% of the prison population registered for support services. The staff have worked well together as a team however there has been some shortfall in services. For example, the six week rehabilitative Bridge course has only run twice instead of four times in the past year; it is due to run again shortly. Over the past year they have worked more closely with OMU to ensure essential drug strategy work is included as part of prisoners' sentence plans. This helps to minimise the conflict with other activities. However there remain issues with clashes between healthcare, education and other appointments which can cause difficulties getting prisoners on some shorter courses or workshops (see 9.8 below).
- 8.6 C1 & C2 South have been designated as the Drug Recovery Wing. A timetable of varied activities and improved communications with wing staff are making this venture successful. Prisoners on this wing rate the support they receive very highly in comparison with other prisons they have experienced.
- 8.7 Forward have struggled to engage Cocaine and Crack Anonymous and Alcoholics Anonymous volunteers from the community to establish support groups in Downview. A postal version is available but the group meetings are more popular and tend to be more effective.

8.8 A Smart Recovery group has been run once with good success in B wing. Staff changes now require further on-line training to take place to enable this to continue. Smart Recovery works on a model based on behaviour change through reflection and thinking skills. It is important to have a range of drug strategies available so that prisoners can select the one most appropriate for them.

9 EDUCATION AND OTHER ACTIVITIES

- 9.1 Around 65% of the prison population are engaged with education in some form at present. Education includes functional skills (English, maths and ICT) and vocational pathways. All vocational training has embedded functional skills requirements; these vary depending on the vocation but often require a higher level of English than maths.
- 9.2 Based on information provided by Novus, a little under half of women at Downview have English skills at the level necessary to access most vocational training. Around 4% of the population have English skills requiring English for Speakers of Other Languages provision. The remaining women fall in between. A little over 40% of women have been assessed as having maths skills at the level required to access much of the vocational training, with 18% falling below this level.
- 9.3 Despite some encouraging initiatives, more needs to be done to ensure full take-up of education provision. Enrolment in the most basic functional skills courses appears to be low, with the exception of English for Speakers of Other Languages. A number of women require resits on each course. Forecast success rates for English and maths courses were in the low 80% at the end of the reporting period (against a benchmark of 85%); forecast success rates for vocational courses are consistently higher. Data has not been available on the standards attained by the point at which prisoners are released.
- 9.4 Recruitment to teaching posts – highlighted in the previous Annual Report – remains an issue because the posts do not attract London weighting, and are therefore not locally competitive. This is also a problem for healthcare: see 8.3b above. The IMB understands that positions at both HMP High Down (on the same site as Downview), HMP & YOI Bronzefield (not near to Downview but similarly located on the outskirts of London) and the local further education college do attract outer London weighting. This has led to the loss of seven teaching staff during the reporting period: four teachers who left Downview employment for a higher salary locally, and three who found a higher-paying role during the Downview recruitment process. During this reporting period, four unsuccessful recruitment campaigns have been run for one catering teaching post, and recruitment agencies have also been unable to identify a suitable candidate.
- 9.5 The previous Annual Report highlighted the absence of therapeutic art, music or drama. There are now a number of choral groups run by the Chaplaincy and outside providers and a theatre course has taken place.
- 9.6 The library continues to show very good practice running popular author visits, making over 900 loans in April 2018 and hosting over 1000 prisoner visits in that month.
- 9.7 The Board notes the current absence of vocational gym courses, due to staff shortages.
- 9.8 Both healthcare and education continue to report problems with clashes between activities scheduled for the same time for the same individual (see 8.4 above). At times this means women are unable to access short healthcare and rehabilitative courses that would address specific needs; at other times it means that places on education courses are given to women who are unable to complete the course due to other sentence plan requirements, thereby depriving another woman of the educational opportunity. Further emphasis is needed on individual planning and scheduling, to ensure that women are able to engage with all the necessary courses and rehabilitative activities on offer at the appropriate time, and that places on courses are offered at a point where a woman will be able to fully engage and complete the course. Work is ongoing to ensure that women who have a valid need to miss education or work (for example, for a one-off healthcare

appointment) return to their education or activity (not their wing) after their healthcare appointment, to avoid unnecessary loss of contact time.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1 The provision of worthwhile and meaningful work and vocational placements has increased during this reporting period, though not as swiftly as the Board would have liked. It remains 25% below the target of 100%. A popular call centre opened on 1 November 2017 but closed in February 2018 because the operating company wanted to concentrate on larger centres. The Clink 'outside' catering production unit has been significantly delayed for reasons outside of the prison's control. This delay was noted by the Board in the last Annual Report and has continued throughout this reporting period. The unit remains unused due to delay in upgrading the Fire and General Alarms systems.
- 10.2 Other planned workshops including basic DIY training ('Multi Skills') are also yet to open. The Board hopes the Multi Skills training will support women's independence on release, by giving them the confidence to deal with minor decorating, plumbing and electrical problems in their own homes and deal with tradespeople on release. Other provision including work in industrial cleaning has been held up by a lack of funding causing delays in providing essential cleaning facilities.
- 10.3 The Board would like to see some provision for basic, piecework-type work for women who are not yet at a point of being able to engage with more structured or challenging work activities, or for women who assessed as higher risk and are therefore unable to access many of the vocational opportunities within Downview. At present many of these women are unoccupied or confined to wing work such as cleaning and painting.
- 10.4 Alongside the issues with scheduling and timetabling activities outlined at 9.8 above, there has also been an increase in reluctance to participate in activities by some women, often those with mental health issues and anxiety. The Activities Department has been seeing women one-to-one to encourage take-up of work places.
- 10.5 The prison is rolling out a Work and Employability Record book for every woman to keep. This summarises the work skills and learning achieved in prison. There is now also information for the women about all the training and activities on offer.
- 10.6 There has been an increase in work ROTL places available with an average of 12 women out each week.

11 RESETTLEMENT PREPARATION

- 11.1 Rehabilitation is about giving the women opportunities to change. Everyone in the prison has a role to play in this, not just the Reducing Re-Offending team. Positive relationships between staff and prisoners, as is largely the case at Downview, make rehabilitative activities and programmes more likely to be effective. Particularly worthy of mention is that trauma-informed training is being delivered in the prison with the majority of staff having been trained in the reporting year. This training raises staff awareness of how small actions or changes can make a difference to someone's behaviour and reactions to events. A version of this training may be developed for the prisoners.
- 11.2 The average length of stay at Downview is under a year (see 3.5 above). This is expected to reduce further following the changes to the criteria for release on Home Detention Curfew (HDC) as from 3rd January 2018. The more transient the population, the harder it is to reduce the likelihood of offending.
- 11.3 There is now a wide range of diverse resettlement agencies and charities in the prison – around 20 at the last count. A recent initiative is a folder on every wing with information on these organisations which is very welcome although the situation can still be confusing. Communication between these organisations, although patchy, is slowly improving but there are frequent changes and the folder has to be updated every 3 months.
- 11.4 The referral process for courses and programmes is not clear to all, particularly new service providers. There is a risk of duplication of services and a lack of co-ordination; for example debt advice and support is provided by the Community Rehabilitation Company (CRC), "Reflex" runs money courses and, most recently, the Shaw Trust now funds a part-time debt adviser. Communication between partner agencies has improved over the year however.
- 11.5 During the reporting period an average of 30-40 women were released each month. Of these, around 1 or 2 women each month were released with employment. The majority go out on benefits. Generally, most of the women are not ready for, or focused on employment at the point of release as they have other priorities and preoccupations such as sustainable housing, dealing with substance misuse, mental health issues, family reunions, custody of children, and so on.
- 11.6 The CRC provides good advice and assistance to the women especially within 12 weeks of release using Basic Custody Screening Part 3 (the resettlement plan). On average, over the last year around 90% of women had accommodation for the first night after release. The number leaving with longer term accommodation fluctuated but on average was 86-88%. The CRC enabled 70 women to open bank accounts over the last year.
- 11.7 However, through the gate support is patchy with different funding and criteria for different organisations. Just over 50% of releases are to the London area where more ongoing support services are available. 23% of women released go to Hants/Isle of Wight and Surrey/Sussex/Kent areas. The rest go further afield where there are fewer organisations able to provide continuing support.
- 11.8 Job Centre Plus take the initiative to see every prisoner (around 140 interviews a month), despite not being fully staffed during the reporting period. They continue to provide their services after release; the majority of these relate to benefits. The prison contract with the National Careers Service ended on 31st March 2018. There are no plans to renew this at present.

C Section – Work of Board

The Board meets monthly. Whenever possible, the Governor or a Deputy Governor attends to inform the Board of developments in the prison and respond to observations the Board has made during rota visits.

During this reporting period, the Board has conducted rota visits weekly. Rota visits cover all aspects of prison life. They involve visiting core areas and interacting with both prisoners and staff. Board members each have special interest areas and attend meetings to support this function. Applications are taken once a week. They are received in writing, and prisoners are always seen.

The Board attends Segregation reviews and adjudications as far as is possible.

The Board has lost two highly experienced members in this reporting period, and is now significantly under-complement. A recruitment campaign has been launched.

Board members receive some training at Board meetings when prison staff attend to discuss specific issues. Members also attend national IMB training courses, and have attended prison training courses on Suicide and Self-Harm Prevention (SASH) and trauma-informed care during this reporting year. A number of planned attendances did not happen when training was cancelled at late notice.

The Board visited HMP & YOI East Sutton Park during the reporting period. HMP & YOI East Sutton Park shares a Governor with HMP Downview, and the visit enabled the Board to understand the planned progression pathway for women from closed conditions to greater personal responsibility on D wing to open conditions.

BOARD STATISTICS	
Recommended Complement of Board Members	14
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	7
Total number of visits to the Establishment	272
Total number of segregation reviews attended	18

Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	5	4
B	Discipline including adjudications, IEP, sanctions	4	0
C	Equality	4	1
D	Purposeful Activity including education, work, training, library, regime, time out of cell	4	4
E 1	Letters, visits, phones, public protection restrictions	16	9
E 2	Finance including pay, private monies, spends	22	12
F	Food and kitchens	1	2
G	Health including physical, mental, social care	26	14
H 1	Property within this establishment	6	13
H 2	Property during transfer or in another establishment or location	31	23
H 3	Canteen, facility list, catalogue(s)	4	0
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	27	9
J	Staff/prisoner concerns including bullying	24	5
K	Transfers	13	5
	Miscellaneous [one seeking information on the IMB, one was not specified on the form but was resolved by the time the Board spoke to the prisoner]	2	-
	Total number of IMB applications	189	101