



# **Annual Report of the Independent Monitoring Board at HMP Eastwood Park**

**For reporting year  
1 November 2023 to 31 October 2024**

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## Introductory sections 1 – 3

### 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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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.
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has.
- 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 to the prison's records.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

## 2. Description of the establishment

HMP/YOI Eastwood Park is a closed local prison and young offender institution for women aged 18 and over, situated midway between Gloucester and Bristol, by the village of Falfield in south Gloucestershire.

Eastwood Park's operational capacity (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime) is 430 prisoners<sup>1</sup>. This includes 43 spaces following the reopening of residential unit 2, after dampness remediation and refurbishment of 23 cells in April 2024. A total of 20 first-floor cells on residential unit 7 are unoccupied, due to fire safety concerns, and are not included in the overall operational capacity.

The table below shows the overall population and breakdown of sentences:

Year end 31 October	Total sentenced	Total remand/ unsentenced	Those sentenced to less than 12 months	Those sentenced to between 12 months and 4 years	Those sentenced to 4 years or more
2024 (366)	256	110	48	73	77
2023 (348)	242	106	48	71	73

At the end of the reporting period, there were 12 prisoners serving indeterminate sentences (which do not have a fixed length of time), one less than in 2023. The number of recalls, at 46, is higher than the 36 recorded for the previous year.

A total of 131 prisoners were released during September and October 2024, under the Government's SDS40 early release provisions (these allow certain prisoners serving a 'standard determinate sentence' to be released at the 40% point of their sentence, subject to eligibility criteria), 22 of whom have been recalled to prison due to licence breaches. At the end of the reporting period, Eastwood Park had spare capacity to accommodate 57 prisoners. This comprised 48 regular spaces, seven on the mother and baby unit and two on the Cherry Blossom unit.

Eastwood Park has 10 residential wings. They include a mother and baby unit (MBU), one wing for prisoners with substance misuse, a unit for those with personality disorders, a wing for women suitable for open conditions, a wing for prisoners with complex needs requiring significant mental health input (CBU) and five for the general population.

The prison also takes remand and sentenced prisoners from local courts, covering a wide catchment area extending over south Wales, the south and southwest of England and the Midlands. Eastwood Park is the local prison for 77 courts. In the reporting period, around a third of its prisoners came from Wales.

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<sup>1</sup> Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

### **3. Key points**

The IMB conducted a wellbeing survey in April 2024 (please see the questionnaire in Annex B, below), with 96 respondents, so is not wholly representative. It offers a snapshot of prisoners' experiences and opinions on a broad aspect of prison life, such as food, exercise, medical care and safety.

#### **3.1 Main findings**

##### **Safety**

- Throughout the reporting year, the Board has been deeply concerned about the levels of self-harm. Eastwood Park accounted for 38% of all prolific incidents in the women's estate, where seven of the most prolific individuals were responsible for 4,204 incidents. In September, there were 599 incidents of self-harm at Eastwood Park, 569 of which were carried out by individuals who prolifically self-harm. This accounted for 95% of the total number of incidents. One prisoner was responsible for over 25% of the incidents. In stark contrast, individual incidents ranged from four to nine per month. The management of those who prolifically self-harm impacted on the remaining prison population, staff and regime.
- There were 1039 use of force incidents in the reporting year, which is deeply concerning, double the number in the previous reporting year.
- Despite the complex profiles of many prisoners and the severity of self-harm, from the Board's observations, the Governor and their senior team endeavoured to keep the prison population generally safe. However, due to minimum staffing levels and, on occasions, multiple constant supervisions and bed-watches, this was an uphill struggle.

##### **Fair and humane treatment**

- In the Board's view, staff and prisoners' relationships were strained, due to the demands created by self-harm incidents, as well as the need for constant supervision and bed-watches. These had frequently curtailed activities for the majority of prisoners on the wings, who resented the lost time out of their cells.
- Staff compassion burnout/injuries and attacks from prisoners during restraints seemed to have affected the overall goodwill of some staff.
- Similarly, in one example, the prisoners became resentful when they were locked in while a segregated prisoner had their hour out of cell.
- However, some excellent examples of empathy and de-escalation techniques were observed by the Board during pressurised and volatile situations.

##### **Health and wellbeing**

- In the Board's view, there were fluctuating levels of service from the health professionals.
- Staff training commenced to enable awareness and appropriate support of those who were diagnosed as being on the autistic spectrum or were neurodivergent.
- Long delays remained for some of those identified for transfer to mental health units and their move to different locations.
- There were challenges for women with multifaceted social care needs, as the prison has no dedicated unit. Officers appeared to do their best, but did not have the specialist skills required.

## **Progression and resettlement**

- An activity building opened in June 2023, providing three additional workshops/training facilities. The workshops continued to be under-used and were not operating as originally intended in the reporting year.
- The charity, Prison Advice and Care Trust (PACT), was a valuable support for prisoners and families. Their initiatives expanded opportunities to include more activities, but these were then curtailed due to the resignation of the manager at the end of the reporting year.
- The appointment of housing and employment specialists was beneficial.
- There was a concerted drive from mid-year to increase attendance in education, with the Board noting an improvement.

## **3.2 Main areas for development**

### **TO THE MINISTER**

- The Board would like to draw the Minister's attention to the unprecedented number of individuals who prolifically self-harm in the prison. In the Board's view, it is to the credit of the prison staff and the healthcare team that there were no deaths in custody during the reporting period.
- It is essential that individuals who prolifically self-harm are more evenly distributed throughout the women's estate to help reduce the adverse pressure on the regime and staff in a single prison. How – and when – will the Minister address this serious issue?

### **TO THE PRISON SERVICE**

- Could the Prison Service confirm when a decision will be made about future expansion of Eastwood Park?
- When will proposals to replace residential unit 7 be finalised and will the replacement building be subject to a feasibility study/whole-life costing? We would like an assurance that a permanent building with a gender-specific, trauma-informed design will be provided in accordance with the Female Offender Strategy Delivery Plan 2022-2025.
- Prisoners are still subject to lengthy journeys to appear in court. When is the proposed video conferencing centre due to become operational?
- There were 1039 use of force incidents in the reporting year, double that of last year. What will the Prison Service do to reduce the number?
- Staff compassion burnout, injuries and attacks from prisoners during restraints appear to have had an impact on the goodwill of some staff. When will the Prison Service address this serious issue?
- The Board is concerned about the impact on the running of the prison of low staffing levels and the high number of inexperienced staff.

### **TO THE GOVERNOR**

- When will the activity centre be fully operational?
- The IMB noted the excellent work by officers and staff across the prison to enable prisoners to be released during September and October under the Government's early release scheme. On implementation day, all prisoners were released in an orderly manner to appropriate accommodation.

### 3.3 Response to the last report

Issue raised	Response given	Progress
We asked for progress in the development of the first residential women's centre.	It was confirmed that some funding had been made available.	Premises have been purchased in Swansea for conversion into a residential women's centre and planning permission obtained. The programme to convert/open this facility is unknown.
We drew attention to dampness on residential unit 2.	Following a survey of residential unit 2, it was deemed unfit for habitation and closed in July 2022. Tenders were obtained for dampness remediation and refurbishment works.	Works were initially due to be undertaken by January 2023. Due to delays in commencing these works, residential unit 2 did not reopen until April 2024.
We asked about the planned expansion of the prison, due by 2025.	The Ministry of Justice advised that good progress was being made with developing designs for gender-specific, trauma-informed accommodation.	Planning permission has been obtained for two closed blocks, but the overall project has been paused due to a national review of the capital programme.

## **Evidence sections 4 – 7**

### **4. Safety**

#### **4.1 Reception and induction**

The Board monitored reception and release of prisoners regularly. The reception area was consistently clean and tidy. Staff appeared to be attentive and thorough when explaining the reception process to prisoners, some of whom arrived from the courts late in the evening.

The Board received 25 applications (prisoners' written representations) related to reception, the majority about delayed or missing parcels, often due to backlogs. This situation improved after the implementation of a new system, which allowed prisoners to receive one parcel every three months.

During hot weather, the Board observed that some prisoners were held inside prison vans for unacceptable periods of time, often following long journeys, whilst staff took statutory breaks. This was reported to Governors and the issue was addressed.

New prisoners are frequently overwhelmed by the challenges of entering custody. Most have to address problems with drug or alcohol addiction, experiences of trauma, domestic violence, loss of children and family contact, and community support services.

A new functional head for early days in custody (EDiC) was appointed in summer 2024 and convened a multi-agency group across the prison to focus on achieving the Women's Group objectives. The Board monitored meetings, which targeted speeding up and improving the range and quality of assessments during the first days and weeks in prison. One significant step taken was identifying the lack of neurodiversity training for staff, which is especially important for early identification and support for these often vulnerable prisoners. An early days service is provided by the prison and supported by the women's estate psychology team, which delivers the HOPE programme.

The Board hopes to see improvements over the next year.

#### **4.2 Suicide and self-harm, deaths in custody**

There were deeply concerning levels of self-harm. Eastwood Park accounted for 38% of all prolific incidents in the women's estate, where seven of the most prolific individuals were responsible for 4,204 incidents. In September, there were 599 incidents of self-harm, of which 569 were carried out by individuals who prolifically self-harm. This accounted for 95% of the total number of incidents. One prisoner accounted for over 25% of the incidents. In stark contrast, individual incidents ranged from four to nine per month. Last year, there were 502 incidents of self-harm, 85% of which were carried out by prolific self-harmers.

The management of those who prolifically self-harmed impacted on the remaining prison population, staff and regime. Constant supervision numbers were high; in one case, involved two officers at any one time. Due to the severity of the self-harm incidents, special accommodation (where items such as furniture, bedding and sanitation are removed in the interests of safety) was used in the most extreme cases to preserve life. Ligature points were removed from cells and high mirrors were installed to improve the observation of vulnerable prisoners on the constant supervision unit.



Staff were observed employing excellent verbal de-escalation practice in extremely challenging situations. The safer razor blade pilot scheme, introduced last year to help reduce self-inflicted cutting, seems to have had little impact on the overall self-harm figures, as those who self-harm prolifically mainly use ligature.

There were no deaths in custody during the reporting period. Avon Coroner's Court inquest concluded that a death in July 2021 was due to natural causes. Reporting on a death in July 2022, the Coroner concluded that neglect by the prison contributed to the death of the prisoner and recommended training in relation to neurodiversity needs.

4.2.1 The IMB pursued an in-depth monitoring of ligaturing with J-cloths. There were concerns about prisoners' access to cleaning cloths, which could be used as ligatures, whilst on constant supervision unit. Over a five week period, one prisoner on CS used the cloths as ligatures in excess of 80 times (14 times on one day).

### **4.3 Violence and violence reduction, self-isolation**

In the first half of the year, Eastwood Park was operating with minimum staffing levels (MSL). Officers were stretched and exhausted, resulting in low morale. Staff assaults, prisoner fights and bullying increased. The inconsistent regime and minimum staffing levels meant the prisoners spent more time locked up, which created a fractious and resentful atmosphere. The Board was concerned about the safety and stability of the prison. Some respondents to the IMB 2024 survey (see Annex B) reported the feeling of a lack of control by staff.

The increased number of both complex prisoners and those who prolifically self-harm impacted on staff assaults. The assaults occurred when prisoners refused to relocate/return to cell or during the 'preservation of life', although the number fell slightly in the latter part of the reporting year. According to the safety meeting, which the Board observed, the drivers for violence included bullying, debt and drugs.

The Board observed some examples of good de-escalation practice, where officers talked down volatile situations, whilst under pressure, where potentially an assault might have occurred. Strategies used to manage and reduce violence included challenge, support and intervention plans (CSIPs), along with weekly multi-disciplinary safety intervention meeting (SIMs).

The new core day introduced in May saw an increased attendance in education and work, but there remained too many prisoners on the wings, unlocked and with no purposeful occupation, which resulted in increased fights and bullying. Voluble arguing made some prisoners feel unsafe and not want to come out of their cells. It created a tense atmosphere, which was challenging for prisoners with neurodiverse needs.

In the IMB survey, 54% of respondents said they would report bullying to staff and 23% they did not feel safe to make a report.

### **4.4 Use of force**

The Board has been deeply concerned about use of force (UoF) incidents, which numbered 1039 in the reporting year. This is double that of the previous year (517) and nearly triple that of the 2021-2022 reporting period (398). The key factor appeared to have been a small number of very troubled prisoners who were intent on serious self-

harm and required restraint to keep them safe. In September 2024, one prisoner was subject to 45 interventions and six prisoners accounted for 67% of all UoF incidents.

New measures to identify the causes and reduce the instances of UoF were having a limited impact on numbers, but there were significant benefits for prisoner wellbeing. The reduction in forced change into safer clothing (which is difficult to rip to make ligatures) avoided confrontation and trauma for prisoners and staff.

The other common reasons for UoF were refusals to return to cell and assaults on staff. There were 44 assaults on staff.

Nearly 84% of UoF incidents were captured on body worn video cameras (BWVCs). The Board observed a number of weekly UoF meetings, where BWVC and CCTV footage of incidents was reviewed and learning points followed up. Effective de-escalation videos were saved for training purposes.

The Board monitored some planned and unplanned UoF and the actions of staff were judged as proportionate and humane.

The prison was very aware of the need to reduce UoF and allocated significant resources to determining the cause, staff training and changing the culture.

Eastwood Park continued to have some of the highest UoF numbers in the women's estate. The Board believes that UoF could be reduced if more women with complex trauma, neurodiversity or serious mental health issues were diverted from the prison system.

#### **4.5 Preventing illicit items**

The IMB observed monthly multi-disciplinary group meetings that reviewed various aspects of security in Eastwood Park.

All vehicles entering and leaving the prison were subject to effective searches and an assurance system was in place, where details were recorded. Covert vehicle checks were undertaken, all of which passed. Newly arrived prisoners were searched and a body orifice security scanner (BOSS) chair in reception checked for concealed items. Drug-detection dogs made frequent checks on the wings and of prisoners walking to and from work/education.

The majority of drugs being illicitly used in the establishment were prescribed medication, and additional training was being given to staff who monitored dispensing on the wings.

Section 6.6 of this report, on drug and alcohol rehabilitation, covers mandatory drug testing and the recently introduced new adjudication procedures for those whose tests were positive.

As part of the local security strategy, nine staff searches were undertaken, which was more than double the minimum requirement per annum, but no illicit items were found. These searches included staff entering and leaving the establishment at different times of day.

The local operating policy of photocopying social mail for issue to prisoners continued in line with prisoner communications policy (PSI 149/2011) and the communications controls and interception policy framework. The decision to continue photocopying of social mail was reviewed quarterly by the head of security and feedback given to prisoners through the prison council.

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

#### **Accommodation**

The number of prisoner applications to the IMB about accommodation halved this year. Random inspections were made of cells awaiting occupation and they were generally to an acceptable standard.

The Board raised concerns about the poor decoration of some occupied cells, in particular on residential units 5 and 6. A rolling programme of redecoration and replacement flooring on these wings was proposed, once fire detection and cell call installations are complete. The phased refurbishment of bathrooms and showers on residential units 3, 4, 5 and 6 was in progress but well behind schedule.

A net zero project, to change from oil heating to air source heat pumps, was proposed. Advance works, including cavity wall insulation and window replacements, were undertaken. The number of outstanding minor maintenance jobs with Gov Facility Services Limited (GFSL) fell from 181 to 148 at the end of the reporting period.

#### **Clothing**

All prisoners entering Eastwood Park without their possessions were provided with clothing. There were occasional shortages in certain sizes and accessing the full range of items. A change of clothing supplier improved provision. This seemed to contribute to a significant reduction in clothing-related applications to the Board, from 46 (2023) to seven (out of the 23 shown in the applications table, below) during the reporting period.

#### **Food**

The food budget rose from £2.70 to £3.01 to provide three meals per prisoner, per day. The Board noted the challenge in providing nutritious, healthy diets on this amount.

The Board received 13 applications relating to food. Issues ranged from concerns about the quality of meals and unmet specialist dietary needs to an allegation of certain prisoners receiving preferential treatment. Following the appointment of a new head of catering in July 2024, the Board received no further applications regarding food, which suggests an overall improvement in standards.

The new menus were updated every four weeks and catered for a wide range of dietary requirements. Fresh fruit and vegetables were offered at every meal. Hot meals were routinely served in the evenings, which was generally popular with the prisoners. Religious festivals were generally well catered for.

Some requested foods, such as tofu, were unavailable due to limited options on the prison ordering system. Faulty kitchen equipment took a considerable amount of time to be repaired or replaced, affecting preparation.

Eligible prisoners had the opportunity to work in the kitchen, where they gained qualifications, basic culinary skills for use on release, and experience in teamwork.

### **5.2 Segregation**

Eastwood Park does not have a care and separation unit, where prisoners would be segregated, and there appear to be no plans to introduce one.

Segregation was not taken lightly, and the 232 segregations were authorised from 1,315 adjudications. Most were authorised following concerns for the safety of the prisoner, staff or others in the prison.

Segregated prisoners were confined to their cells on their normal location unless, for security or safety reasons, a wing move was indicated. Whenever possible during confinement, prisoners were allowed out of their cells for a maximum of an hour a day with an officer, when they could choose to exercise, shower or use communal phones.

Frustration was expressed to the Board when prisoners had to be locked in whilst segregated prisoners were given their time out of cell.

Board members observed adjudications regularly and visited segregated prisoners to check on their welfare. In most cases, prisoners had no complaints about confinement. The Board was usually informed within 24 hours of a prisoner's initial segregation. Contrary to the requirements of PSO 1700, the Board was not routinely invited to monitor the majority of segregation review panels (where it is determined if the prisoner should remain segregated). However, when they were able to monitor them, they found them to be conducted fairly and with sensitivity.

Segregation was usually for between one and 28 days (generally for short periods). There was one instance in excess of 42 days (the limit allowed without external authorisation), which was referred to the head of the women's estate for authorisation. This was granted, pending transfer to a secure hospital.

### **5.3 Staff and prisoner relationships, key worker**

At beginning of the reporting period, the prison was operating at a minimum staffing level (MSL). The regime was constantly disrupted, due to the management of a high number of complex prisoners and individuals who prolifically self-harm. Keeping the prisoners safe with stretched resources impacted on staff morale and resulted in restricted unlock and little or no key work. At the latter end of the reporting year, key work had been prioritised, which helped to drive down the number of self-harm incidents.

Despite the strain on staff, the IMB observed some examples of good practice. In the IMB survey, it was reported that self-isolation was overlooked and that there was a lack of control by staff on the wings, which created a volatile atmosphere and an unsafe environment.

The IMB observed a build-up of resentment in the general prison population, as they spent more time in their cells because staff time was taken up by prisoners who self-harm. The Board was also concerned about compassion fatigue among staff, but none was observed and, on numerous occasions, we saw excellent practice and prompt action by staff, which saved lives.

The reduction in the use of safer clothing from June resulted in officers being observed using excellent practice when engaging with and supporting prisoners in crisis.

The IMB received an increased number of applications regarding staff and prisoner concerns, alleging staff bullying, verbal abuse and feeling unsafe.

## **5.4 Equality and diversity**

It is implicit in this report that the IMB is committed to upholding humane and just treatment of all prisoners and ensuring proper standards of care and decency are maintained.

The Board monitored diversity and equality action team (DEAT) meetings and reviewed 10% (24) of discrimination incident reporting forms (DIRFs) submitted in the year to March 2024. The standard of response was generally good. However, too many were ineligible, as they did not relate to one of the protected characteristics (including, among others, race, religion, disability and age, which it is unlawful to discriminate against). The Board recommended that more guidance should be given to prisoners.

Some 109 DIRFs were submitted in the reporting period. The highest numbers were from prisoners on residential unit 8 (32), unit 3 (22), unit 5 (26, many of which were from same prisoner) and unit 6 (13).

Results from the 'equality' section on the IMB survey found that prisoners felt they could speak to officers about their needs. Disability was, by far the largest protected characteristics group. The Board was concerned that staff disability training was limited, resulting in assumptions being made about prisoners from lack of knowledge.

A Welsh orderly was appointed and Welsh language signs were starting to appear. Efforts to get a Welsh speaking group up and running were ongoing.

Library and equality staff organised several events to celebrate Black History Month.

There were four trans prisoners, who identified as male by the end of the reporting period. A prisoners' guide to trans rights was available at reception. To be more inclusive, prison staff and the IMB agreed to use the word 'prisoners' instead of 'women'.

## **5.5 Faith and pastoral support**

The chaplaincy at Eastwood Park was made up of a dedicated team who were an essential part of the prison's support system. They offered spiritual guidance and support to prisoners from a multitude of faith backgrounds. They also provided daily assistance to prisoners who had been segregated to ensure their needs were being met by the Prison Service.

Attendance at chapel services had fluctuated. Several factors contributed to this, such as scheduling conflicts with other essential activities, including work and education commitments, and wing staff who failed to notify attendees of services. As a result, some prisoners found it challenging to attend chapel services. The IMB received an application regarding this issue.

The 'Stretch' group was introduced by chaplaincy. It offered a monthly space for prisoners on extended sentences to discuss their unique needs and concerns. These were well received, resulting in the prisoners being granted additional family visits in the prison's women's centre. Unfortunately, these meetings were discontinued shortly after their introduction, due to the unavailability of staff to facilitate them.

## **5.6 Incentives schemes**

For the first four months of the year, it was a difficult and frustrating time for both staff and prisoners, in that many of the benefits of incentives scheme could not be delivered, due to the wider issues of staffing in the prison.

Improvement was made in late spring when a new incentives scheme was introduced, although it was heavily dependent on staff being available, which was not always the case. The majority of prisoners who were on the standard (middle) level of the scheme were having more time out of cell and association time.

Prisoners on the enhanced(top) level of the scheme welcomed the benefits and increasingly had more time out of cell. Evening association was appreciated when the regime was well staffed. Frustration was palpable when this was restricted due to low staffing and incidents on the wing. Additional access to the gym for enhanced prisoners was valued and very well received.

It was noted that, during the reporting period, the number of prisoners on the basic (bottom) level, which had previously been maintained at low levels, peaked at a record high of 17 prisoners in August.

The Board had very few complaints or applications regarding the incentives scheme.

## **5.7 Complaints**

During the reporting period, the Board monitored a quarterly sample of over 10% of submissions made under the formal prisoner complaints and appeals system (COMP1/1A). The vast majority of complaints monitored were responded to well within the required timescale. In most cases, prisoners were spoken to face to face by the reviewer and the tone of the response letters was respectful, clearly worded and helpful.

Whilst many complaints were not upheld, in most instances the reviewers clearly took a problem-solving approach, which generally led to positive outcomes. Most responses made prisoners aware of the appeals procedure. Our observations were fed back to the prison's business hub manager.

## **5.8 Property**

The management and delivery of property, including clothing, was working very well, with few complaints from prisoners. During the reporting year, the Board received 25 applications, compared with 46 last year. In the Board's view, good leadership, processes and attention to detail were producing an efficient system.

Many of the applications the IMB received were due to impatience whilst a parcel was processed; others reflected a lack of understanding of what items were allowed/not permitted and questions regarding property swaps. One application was received regarding property lost or misplaced during transfer from court.

## **6. Health and wellbeing**

### **6.1 Healthcare general**

Practice Plus Group continued as the primary provider of health services, in partnership with Avon and Wiltshire Mental Health Partnership NHS Trust (AWP).

The reporting year saw fluctuating levels of service, especially overnight, when locums often had to be used. This was expensive and there were, sometimes, problems with covering shifts. There had been successful recruitment so that, by the end of October 2024, overnight nursing was provided in-house, giving better continuity of care. Recruitment of two general practitioners meant that GP services were available 9am-9pm during the week and 2pm-6pm on Saturdays. Non-medical prescribers were available at other times.

The head of healthcare had monthly meetings with Governors and sub-contractors who provided dental services, podiatry, physiotherapy, a fortnightly optician's clinic, audiology (six-weekly), and a three-monthly ultrasound clinic for abdominal issues/'lumps and bumps'.

There were sometimes delays securing health records from GPs in south Wales, as the healthcare team could not access records directly, whereas direct access was available for prisoners registered with GPs in England. This caused frustrations when prisoners had to be given interim treatment before their history and prescription record was available.

The Board received a similar number of applications relating to health matters as in the previous year (2022-2023: 71 applications; 2023-2024: 65 applications). Many related to challenges to GP decisions about medication in the first night centre. The IMB survey recorded that a third of respondents were unhappy with access to GPs, which may partly reflect pent-up demand due to the lack of access in the community.

### **6.2 Physical healthcare**

On a typical Monday in October 2024, there were 75 appointments in the prison clinic, Pathways, for GPs, nurses, health care assistants, physiotherapy, mental health and dental care. When waiting areas were monitored, they were clean and welcoming. Reception staff were efficient and polite towards prisoners. Clinical staff were helpful to the IMB across the year in responding to applications.

The service was prioritising vaccinations for prisoners in reception and the first night centre, where there was the opportunity to review immunisation histories and catch up on missed childhood immunisations. Hepatitis B vaccination was offered to all and Hepatitis A to those living in hostels or homeless before admission. A programme of Covid/Flu vaccinations for 147 prisoners was in place by the end of October 2024.

There were challenges across the prison in dealing with prisoners on the autistic spectrum, who found prison particularly frightening, noisy and traumatising. This sometimes led to frequent self-harm. A speech and language therapist was focusing on work with these prisoners, but there was a vacancy for a neurodiversity strategic lead post for much of the year. This role was being recruited in October 2024.

The healthcare unit was also focusing on health promotion, with a wellbeing team of three non-clinical staff starting to develop small groups on wings. The aim was to be more

approachable and proactive around, for example, breast cancer awareness and more day-to-day health issues such as diet and exercise.

### **6.2.1 Perinatal care and mother and baby unit (MBU)**

The midwifery service was available 8am-6pm seven days a week in the prison. The IMB monitored some of the monthly perinatal pathways meetings of health visitors, midwives, prison officers, nurses, perinatal mental health specialists and the psychology service, with the head of function for the prison. These reviewed and planned improvements to services.

Specialist pregnancy, mother and baby liaison officers worked alongside health colleagues to screen and assess prisoners on admission who were pregnant, or had recently been pregnant, to ensure they received follow-up care. The prison aimed to place pregnant women on the smaller wings and concentrating staff expertise there.

The mother and baby unit could hold an average of six mothers and babies in the reporting year, with an on-site kitchen, living area and nursery. A rigorous application process with multi-agency representation aimed to make safe decisions about babies remaining with their mothers in prison.

Release on temporary licence (ROTL) was sometimes used to maintain contact with children in the community, where mothers were likely to resume their care in a reasonable period of time and for settling babies with relatives where separation (due to the length of the mother's sentence) was unavoidable.

A range of antenatal and parenting sessions were provided. An unexpected birth in October 2024 was well-managed on the unit, with a swift transfer of mother and baby to hospital. Prisoner satisfaction with the MBU seemed to be good. Where there were conflicts between prisoners, these were observed to be infrequent and well managed.

## **6.3 Mental health**

Referrals to the mental health team have increased over the year. Recall rates were high, amounting to 24% of August admissions, 12 of whom were recalled within two weeks of release. Frequent, short sentences were disrupting care and treatment in the community while leading to repeated assessments in custody.

Problems with delayed hospital transfers continued. A shortage of beds and delays in the assessment process were significant issues in transfers to medium-secure hospital provision. There were particular delays in relation to some health trusts in south Wales.

There were 21 referrals for transfer to hospitals between April and October, nine to medium-secure hospitals and 12 to psychiatric intensive care units (PICUs). Both sentenced and remand prisoners were referred.

Some 11 prisoners were transferred in that period, with the average time to transfer, from date of the referral, being 37.5 days. The shortest wait was 13 days but the longest was 71 days – over ten weeks, during which time the prisoner was almost always segregated due to her assaults on staff and prisoners. Some eight referrals were refused by hospital trusts, as the prisoner did not appear to meet their admission criteria.

AWP brings together mental health and substance misuse teams. Feedback from prisoners was positive on the latter. AWP is developing services further for prisoners with a personality disorder (PD) through an enhanced support service of a specialist prison



officer, a specialist nurse and a psychologist from the Nexus PD service in the prison, as well as a dialectical behaviour therapy programme.

#### **6.4 Social care**

From the Board's observations, social care provision was generally good. Social care services were provided through South Gloucestershire Council by a dedicated team made up of a senior practitioner, an occupational therapist, a social worker and a social care assistant. The senior practitioner usually attended the prison safety meetings on Thursdays to pick up on new or developing social care concerns.

The team carried out brief assessments and worked at some level with 30-40 cases at one time. Many of these required advice, signposting to other services or relatively minor assistance with daily functioning.

Some cases needed full social care assessments and complex packages of care. These typically involved prisoners with severe psychological difficulties overlaying problems in daily living for which they required practical aids and adjustments as well as personal care.

#### **6.5 Time out of cell, regime**

The beginning of the reporting period saw chronically low staffing levels strained by the numbers of complex prisoners, constant supervisions and prolific self-harmers. This impacted the regime and restricted time out of cell and exercise, creating resentment and fractious behaviour in the prison population. Prisoners also complained to the Board that they missed exercise due to queuing for medication. The IMB received a few applications from kitchen workers who complained that they missed exercise due to their working hours.

Unlock was facilitated at a minimum staffing level. The staff became increasingly pressured and tired to the point of burnout. The Board was concerned about the stability and safety of Eastwood Park, despite their best efforts.

By May, the pressure on staffing resource improved. A new core day was implemented, which increased more regular time out of cell, facilitating exercise, education and work. Prisoners on the enhanced level of the incentive scheme remained under the same regime as the general population, with no extra time out of cell. The gym staff were proactive, introducing initiatives to encourage prisoners of all capabilities into the gym, with positive results. Fitness for Life introduced prisoners to exercise who would have otherwise stayed away from the gym. The prisoners made many positive comments to the Board about the gym.

Despite a more stabilised regime, the management of constant supervisions, complex prisoners and individuals who prolifically self-harm continued to impact time out of cell, education and work. The regime was recorded daily and discussed at the daily operations meetings and discussed in order to track and maximise outcomes.

#### **6.6 Drugs and alcohol rehabilitation**

Prisoners with complex drug-related health needs had access to the drug recovery community (DRC), which had a 12-week programme to promote abstinence, based on the ethos of the 12 steps of Alcoholics Anonymous. This rolling programme was open to

prisoners who had 12 weeks left of their sentence or 12 weeks prior to any court date for those on remand.

Prisoners were required to demonstrate good behaviour, commit fully to engage daily, complete weekly assignment work with one-to-one support and sign up to drug testing. A total of 34 prisoners passed through this programme, with 23 graduating, 13 of whom successfully detoxed whilst on the programme.

Weekly meetings were held with Alcoholics Anonymous, Narcotics Anonymous and Cocaine Anonymous, which other prisoners can attend. On average, 20 prisoners a week attended these meetings.

The IMB received positive feedback from prisoners about in-reach drug and alcohol workers who attended the prison to see prisoners nearing release to discuss their options for prescriptions, housing and related matters. They also attended discharge boards to link with the prison.

Eastwood Park met the monthly level for mandatory drug testing (MDT). In the last quarter of the reporting year (August to October), there were 8.03% positives, down from 9.7% previously (May to July). Those found guilty at adjudication, following a confirmed positive MDT outcome, had the option to work with the DRC. A weekly report was issued to the procedural justice team, and if they engaged for three weeks no further action was required. If prisoners did not engage, a further adjudication was held to activate the original award of 12 days' cellular confinement.

## **6.7 Soft skills**

In the previous reporting year, it was reported that the Rubies, a group for prisoners aged over 50, had lost its base room, due to building work. After ongoing requests, a shared room became available for three afternoons a week for crochet and knitting activities. The Rubies won various Koestler Awards (for arts in criminal justice) and had their work displayed in the Festival Hall, London. On release, two prisoners started a crochet and knitting business.

Bereavement counselling was offered for six-and-a-half hours per week. In addition, art therapy, wing book groups, Changing Tunes, 'Stretch' (a group for those serving life sentences), Listeners' training (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) and one-to-one sessions regarding domestic abuse and anger management were delivered by the Nelson Trust.

Disappointment was expressed when the 'therapy dog' scheme ended, due to a change in policy from the provider.

Information for all the above was displayed on wings and noticeboards, with additional encouragement from the safer custody orderlies (trusted prisoners who take on work to provide services that contribute to the running of the prison).

## **7. Progression and resettlement**

### **7.1 Education, library**

Educational attendance improved to an average of 88% against allocation, an increase of 4% from 2023. During the reporting year, the focus moved towards blending functional learning, with work-based skills. This was well planned, delivered via different paths and well received by prisoners.

Course achievements included English entry, Levels 1 and 2 (94.3%); maths entry, Levels 1 and 2 (65.3%); and essential digital skills (74.3%).

A refined education-induction diagnostic facility provided first-stage screening for learning styles and basic needs. A Shannon Trust facilitator supported women with low literacy.

To assist prisoners on short sentences (noted as 42 days), a series of English and maths modules were designed to be taken individually, accumulated and recorded over time to cover a total course. This offered prisoners the flexibility to accumulate and achieve.

Mobility and progression pathways (MaPs) were introduced, allowing prisoners to build on their experience and knowledge and to prepare for employment on release.

The University of the West of England delivered empowerment and education workshops for young offenders, focusing on education, and practical skill-building for reintegration into society through higher education.

In the reporting year, there were 22 distance learners, six of whom completed their courses, while 13 were still in the process and the remainder had been released or transferred. There were nine Open University learners.

The IMB survey generated these comments:

- *‘Long-term prisoners would like to see a wider range of subjects/courses to study.’*
- *‘Remand prisoners do not have the same access to education as convicted prisoners.’*

#### **7.1.2 Library**

The library was open every weekday throughout the year. All wings had access, with an average attendance rate of 65%, which was similar to the previous year's figure of 64%.

A charity, Beyond the Book, provided a range of books for women to send to their children at Christmas. The author of one of the books available, Katie Fforde, held an interactive session in the library. Wing ‘champions’ ran reading groups and worked closely with the library.

The IMB survey recorded an appreciative comment about the library, noting the willingness of staff to obtain books not held on site.

### **7.2 Vocational training, work**

The innovation to blend functional skills with work-based skills (see 7.1) was well planned and trialled with English and nail art. This proved successful, was enjoyed by the prisoners and was a model for development.

Vocational courses included art, business administration, catering, customer services, hospitality, industrial cleaning, resource management and PAT testing.

The recycling unit functioned but was impeded by two long-term broken plastic and cardboard balers. This caused an accumulation of items on the floor of the unit.

The new Pye Activities Building (2023) did not reach full working capacity. Planning for the three workshops changed, but could not sustain the intended functions, partly due to building work issues. A new furniture restoration project had positive potential. A request for sanitary bins for the workshop toilets began in April and was achieved in October.

The survey asked: 'Do you have access to meaningful activity/work?' A cogent reply was: 'Pye Building is not used, there are still no courses run to gain access to employment from there.'

During the reporting year, the information, advice and guidance (IAG) service interviewed 588 prisoners, an increase of 46% on the previous year's figure of 403.

A total of 20 prisoners gained release on temporary licences (ROTLs) to work in four local businesses, with five gaining full-time employment on release (see 7.3).

### **7.3 Offender management, progression**

The implementation of offender management and, specifically, the key work element has been a challenge at Eastwood Park. The targets for the number of key work sessions have rarely been met. Key work sessions were often curtailed or reduced, due to the requirements for staff attending bed-watches, escorts and constant supervision. Managers have tried to encourage staff to prioritise key work because of the positive impact it has on reducing levels of self-harm.

Applications from prisoners and IMB observations of the offender management process have been mixed. Much effort was put into the arrangements for a few women who had complex needs and those under the early release scheme arrangements. These went very well and the prison showed what could be achieved. However, other prisoners complained about the lack of information, the inability to get hold of prison offender managers (POMs) and the resultant anxiety this caused prior to release. There were a small number of applications complaining about the POM but these were balanced with other, positive comments about the support being given by the POM.

Although infrequent, some prisoners complained about the parole process. They were upset when parole hearings were cancelled or delayed and they also felt they were not given sufficient information.

### **7.4 Family contact**

The IMB received 16 applications regarding concerns with family contact. The issues raised included cancelled social visits, the failure to receive contact, technical issues and prison staff taking too long to resolve problems. Disrupted and disconnected in-cell phones were an ongoing issue throughout the establishment.

Student workers and volunteers from Prison Advice and Care Trust (PACT) provided invaluable support to prisoners and their families, including support during social visits. In addition to facilitating 'letterbox' contact between prisoners and their children (who had been adopted), they offered support on events such as family days (which bring together women and their families outside of their statutory entitlement to social visits, usually in more informal settings). A total of 14 family days were held in the reporting year, exceeding the contracted target of 10.

In the reporting period, PACT had launched several initiatives to support prisoners and their families. These included resettlement programmes that offered one-to-one and financial support to those in need. In addition, The Together a Chance project employed a children's social worker to work with prisoners whose children had significant local authority involvement and those going through family court.

PACT also relaunched the Storybook Mums project. This allowed mothers to read and record bedtime stories on DVD to send to their child, encouraging connection between mothers and their children.

From the Board's observations, PACT worked tirelessly to support families and were a trusted source of support to prisoners, despite fluctuating staffing levels. The family engagement manager left the service at the end of the reporting period.

## **7.5 Resettlement planning**

In the IMB survey, 45% of prisoners were happy with the support provided approaching release, whereas 55% were unhappy. Respondents complained about the uncertainty and lack of information. The IMB also carried out a focused monitoring exercise, similar to previous years. The overall finding was that there had been improvements since our last report. The appointment of housing and employment specialists was proving successful. In October 2024, 88.4% of those released had accommodation for their first night. Relationships with local employers improved, with some notable examples of prisoners turning their lives around with good prison support.

Each week, a discharge board took place for those being released the following week. It enabled all the organisations contributing to the release plans to explain processes and procedures. This allowed any last-minute concerns to be raised. It should be noted that for prisoners on short sentences and recalls, it was often difficult to put plans in place quickly enough. It was disappointing that prisoners, although scheduled to attend, had been unable to do so because of short staffing on the wings. The impact of the new national approach to rehabilitation and resettlement and a whole system approach remains to be seen.

Gaps in provision remain for programmes to address offending behaviour, with a view to reducing re-offending.

There had been improvements in the finance and benefit provision, with JobCentre Plus playing a major role in setting up benefit appointments. Access to personal identification documents and the ability to set up a bank account, pre-release, were also available.

## 8. The work of the IMB

### Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	9
Total number of visits to the establishment	383

### Applications to the IMB

Cod e	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	53	26
B	Discipline, including adjudications, incentives schemes, sanctions	6	5
C	Equality	6	6
D	Purposeful activity, including education, work, training, library, time out of cell	13	14
E1	Letters, visits, telephones, public protection restrictions	25	16
E2	Finance, including pay, private monies, spends	8	13
F	Food and kitchens	10	3
G	Health, including physical, mental, social care	71	65
H1	Property within this establishment	46	23
H2	Property during transfer or in another facility	0	2
H3	Canteen, facility list, catalogues	8	5
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, re-categorisation	15	25
J	Staff/prisoner concerns, including bullying	28	38
K	Transfers	2	1
L	Miscellaneous	8	13
	<b>Total number of applications</b>	<b>299</b>	<b>255</b>

## **Annex A**

### **Service providers**

- Building maintenance: Gov Facility Services Limited (GSFL)
- Healthcare and pharmacy: Pathways, Inspire Better Health, Hanham Secure Health, Practice Plus Group
- Mental health: Nexus - Avon and Wiltshire Mental Health Partnership NHS Trust
- Social care: South Gloucestershire Local Authority
- Substance misuse programme: Avon and Wiltshire Mental Health Partnership NHS Trust
- Education: Weston College
- Escort contractor: Serco
- Visitors' centre: PACT
- Probation: HMPPS
- Library: South Gloucester Council.
- Commissioned rehabilitative services: Nelson Trust

## Annex B



Independent  
Monitoring  
Board  
HMP Eastwood  
Park  
April 2024

### EWP Prisoners' Questionnaire – please put in the black IMB box by Monday – thank you!









IMB members are the eyes and ears of the public, monitoring whether individuals held in prisons are being treated fairly and humanely and whether they are being given the support they need to turn their lives around. We value your opinion and ask you to complete this survey which is being sent to all prisoners at Eastwood Park. Your reply will be anonymous, but it helps if we know:

**Your Residential Wing:** \_\_\_\_\_

**Are you:**    **On Remand** ☐    **Convicted** ☐

Please tick your answers		
<b>SAFETY</b>		Comment below about 'Safety'
1) How safe do you feel at Eastwood Park?		
2) How safe do you feel during association time / out of cell?		
3) Do you feel confident you could report bullying (by staff / prisoners)?		
<b>FAIR &amp; HUMANE TREATMENT</b>		Comment below about 'Fair and Humane Treatment'
4) Do you have enough to eat?		
5) Do you get enough exercise?		



6) Are you happy talking to Wing Staff, do they listen to you?		
<b>HEALTH &amp; WELLBEING</b>		Comment below about 'Health & Wellbeing'
7) Do you have access to Drug Reduction Community or behaviour programmes (if needed)?		
8) Do you have enough access to GP or Dentist Services?		
9) Do you have enough access to Mental Health services?		
<b>PROGRESSION &amp; RESETTLEMENT</b>		Comment below about 'Progression & Resettlement'
10) Do you have enough access to education opportunities?		
11) Do you have enough access to meaningful activity / work?		
12) Do you have enough support approaching release?		
13) Are you confident you can talk to someone from the IMB?		
14) Had you heard of the IMB before you received this questionnaire?	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	

THANK YOU for your time completing this survey. Please return it in the black IMB box on your wing.

To raise a personal issue please complete a yellow IMB App and post in the black box. They are usually emptied on Mondays.

## Eastwood Park IMB Prisoners' Survey Report

April 2024

The IMB has conducted a prisoners' questionnaire annually since February 2021. EWP provided the IMB with fulsome daily reports on activity throughout the prison. This questionnaire's aim was to hear directly from the prisoners their opinions on a broad aspects of prison life such as food, exercise, medical care and safety. There were 96 respondents.

The questionnaire comprised one double sided sheet of A4 paper. It was explained that all submitted answers would be anonymous. Prisoners were asked to state on which Wing they resided.

Owing to the wide cross section of the prison population's literacy levels and to cover any women whose mother tongue is not English, four emojis – as seen below – were used so that the respondents could tick which emoji best expressed their answer.



The questions covered the IMB's remit of monitoring the residents' health, welfare and safety. The questions were kept concise for ease of understanding. The 14 questions were divided under four headings to make the questions clear to encourage a higher response. There were boxes at the end of each set of questions for any further comments. The prisoner's responses have been precised in this report with their original responses available in an addendum.

It is to be noted that there were no respondents from Res 4 to this survey. There were 3 questionnaires submitted from unknown residences.

The questions asked are as below:

- 1) How safe do you feel at Eastwood Park?
- 2) How safe do you feel during association time / out of cell?
- 3) Do you feel confident you could report bullying (by staff / prisoners)?
- 4) Do you have enough to eat?
- 5) Do you get enough exercise?
- 6) Are you happy talking to Wing Staff, do they listen to you?
- 7) Do you have access to Drug Reduction Community or behaviour programmes (if needed)?
- 8) Do you have enough access to GP or Dentist Services?
- 9) Do you have enough access to Mental Health services?
- 10) Do you have enough access to education opportunities?

- 11) Do you have enough access to meaningful activity/work?
- 12) Do you have enough support approaching release?
- 13) Are you confident you can talk to someone from the IMB?
- 14) Had you heard of the IMB before you received this questionnaire?

## Responses

Note percentages shown are of those who responded.

### Question 1

#### How safe do you feel at Eastwood Park?



Percentage	8%	17%	48%	27%
Respondents	8	16	46	26

All 96 respondents to the questionnaire answered this question. The following issues were raised:

- Lack of control by staff on the wings.
- Wing rules are not enforced.
- Those who self-harm receive more attention.
- Self-isolation is overlooked.
- Lack of safety to report bullying therefore self-isolating.
- Cell sharing.
- Bullying and discrimination.
- Volatility of other prisoners breeds an unsafe environment.

### Question 2

#### How safe do you feel during association time/out of cell?



Percentage	6%	15%	43%	36%
Respondents	6	14	41	34

95 respondents answered this question with the following comments:

- Voluble arguing makes some prisoners feel unsafe and not want to come out of their cell. It creates a tense atmosphere which is challenging for prisoners with neurodiverse needs.
- Lack of control by staff and wing rules not enforced.
- Staff do not pay enough attention to what is going on.

- Wing staff not listening to or looking after prisoners.
- Prisoners who self-harm taking up too much staff time.
- Self-isolating to avoid trouble.
- Bullying by gangs makes the wing feel unsafe.
- Not enough care selecting cell sharing prisoners.
- Prisoners come together to help and support each other.

### Question 3

**Do you feel confident to report bullying (by staff/prisoners)?**



Percentages	23%	23%	20%	34%
Respondents	21	21	19	32

There were 93 respondents:

- Lack of confidentiality prevents reporting. Would report if anonymity could be guaranteed.
- Wings staff are polite and helpful.
- Staff need to be more aware of those less confident to report problems.
- Some wing staff appear unapproachable giving the impression of disinterest.
- Would not tell staff but deal with it themselves.
- Would not report bullying due to possible repercussions.
- Would not report as no action is taken.
- Would only report an extremely serious case.
- Pointless reporting to staff as they will only take action if they have witnessed it.
- A prisoner who is subject to bullying said that it has improved this year.
- Difficulty in talking to staff as they claim they are too busy and do not follow up as promised.
- Instances of staff bullying.
- Some officers would benefit from de-escalation training.
- Prisoners need to know how to report instances of bullying.

### Question 4

**Do you have enough to eat?**



Percentages	22%	20%	29%	28%
Respondents	21	19	28	27

There were 95 respondents:

- The food choice has improved but the quality is poor. It is sometimes uncooked.
- Not enough vegetables/fruit. Too many carbohydrates.
- Food runs out.
- Only one Halal option. Need a selection for Muslims.
- Do not get enough food.
- It needs to be healthier.
- Portions sizes are too small.
- Extra milk would be appreciated.
- Not enough protein.
- Difficult to eat well and gain weight.
- Servery workers help themselves.
- The food is fine and the portions as good.
- Gluten-free dietary needs are catered for.

### Question 5

**Do you get enough exercise?**



Percentages	42%	27%	20%	11%
Respondents	40	26	19	11

There were 96 respondents:

- The gym has too many people and only caters for those who are used to a gym.
- Not enough time out of cell to get exercise even for enhance prisoners.
- No time to go outside when you attend gym.
- Workers miss exercise.
- Suggestions of afternoon exercise.
- Due to low staffing prisoners spend too much time in their cells and cannot facilitate exercise.
- Miss exercise due to queuing for meds.
- Only have 30 minutes in the yard in the morning.
- Exercise is too early.
- Can only get access to the gym 3 times/week.
- Do not get enough exercise.
- Anxiety/large groups prevent some prisoners from getting exercise.

### Question 6

**Are you happy talking to Wing Staff, do they listen to you?**



Percentages	20%	28%	26%	25%
Respondents	19	27	25	24

There were 95 respondents:

- Prisoners are treated unequally by staff. A blind eye is turned to poor behaviour in some cases and not others.
- Some staff do not listen.
- Some staff listen and follow through, but others fail to do so.
- Wing staff are polite and helpful.
- Some staff are arrogant and show favouritism.
- The louder prisoners and self-harmers are given the most attention.
- Quiet, well-behaved prisoners feel overlooked.
- Some staff are praised for their excellence, but others fail the prisoners.
- Fairness is an issue.
- Staff do not have enough time to listen as they are so busy.
- In some cases there is a failure to follow through on promised actions.
- Getting any things done takes a long time.
- Lack of notice prior to court appearances/video link.
- Some staff do not understand neurodiversity.

#### Question 7

**Do you have access to Drug Reduction Community or behaviour programmes (if needed)?**



Percentages	19%	19%	27%	34%
Respondents	13	13	18	23

There were 67 respondents to this question:

- DRC is excellent.
- Some prisoners do not know how to access help.
- Some prisoners struggle to reduce their methadone to qualify for DRC.
- The information about the process of DRC at EWP is unclear. Prisoners have to seek help from other prisoners.
- Remand prisoners cannot access DRC which is viewed as unfair.
- Rehabilitation for remand prisoners is poor.
- A prisoner waited 8 weeks before seeing the CRISIS team.

#### Question 8

**Do you have enough access to GP or Dentist Services?**



Percentages	36%	31%	17%	16%
Respondents	35	30	16	15

There were 96 respondents:

- Some prisoners are struggling to access services.
- A prisoner had to wait over a year to see a dentist.
- Can access GP but it is difficult to get a dental appointment.
- Appointments with GP are subject to cancellations.
- It takes too long to get meds sorted.
- Some prisoners have had a quick response to healthcare apps and their issues were sorted.
- There is difficulty in accessing help from healthcare.
- Waiting time to see the GP is too long.
- Delays in being given drugs.
- A prisoner was left for 2 days without Methadone despite having a community prescription.
- No following up after a prescribing appointment on arrival at EWP.
- Pathways are accommodating and helpful.
- Some prisoners feel neglected by both GP and dentist.

#### Question 9

**Do you have enough access to Mental Health services?**



Percentages	27%	23%	32%	18%
Respondents	24	21	29	16

There were 90 respondents:

- No.
- Very good at listening and provide support and help.
- Cases of a long wait prior to access help.
- Mental Health do not always dispense the correct meds. There are also delays in accessing meds.
- Some prisoners find MH ineffective.
- When being helped by Nexus, MH care diminishes.
- Remand and short-tariff prisoners get restricted MH care.
- There is some positive feedback for MH/Nexus but CRISIS support is poor.

#### Question 10

### Do you have access to enough Education opportunities?



Percentages	18%	19%	28%	35%
Respondents	17	18	26	33

There were 94 respondents:

- The Pye Building is not used and there are still no courses run to gain access to employment.
- Education clashes with DRC.
- Education induction was good.
- Difficulty/delays in accessing education/courses.
- Some of the Education staff are helpful on and off the wings.
- Delay in accessing education delays the prospect of a job.
- It would be helpful to have access to level 3 education.
- Prisoners arrive late to education or work due to low staffing levels.
- Long-term prisoners would like to see a wider range of subjects/courses to study.
- Remand prisoners do not have the same access to education as convicted prisoners.

### Question 11

### Do you have enough access to meaningful activity/work?



Percentages	18%	28%	23%	31%
Respondents	17	26	21	29

There were 93 respondents:

- Although many activities clash most can be adjusted if requested.
- Not when attending DRC.
- Once assigned prisoners complain they are forgotten about.
- Would like courses which would give meaningful qualifications for accessing a job on release.
- A prisoner has been at EWP for 2 months and still awaiting education induction.
- Prison activities are poorly run.
- A booklet with instructions for those starting jobs would ensure consistent standard across the prison.
- There are not enough jobs. Incentives are low. Education orderlies are paid less than those attending education.
- More opportunities should be given.



- The waiting time for education/job allocation is too long.
- Meaningful in-cell activity is curtailed as there is a ban on creative craft items being sent in.

### Question 12

#### Do you have enough support approaching release?



Percentages	24%	32%	28%	17%
Respondents	17	23	20	12

There were 72 respondents:

- Prisoners report anxiety around uncertainty and lack of information.
- Complaints about the lack of support on release.
- A prisoner is due for release in a month and has not seen anyone nor had any information.
- Support is left to the last minute and there is little information.
- A prisoner is due for release and has nowhere to go until she meets up with probation prior to her leaving EWP.
- High levels of anxiety as unable to make any plans.
- It would be helpful to have more regular contact with a POM to discuss ROTL and possible employment outside prison.
- Some prisoners feel there is no support nearing/on release.

### Question 13

#### Are you confident you can talk to someone from the IMB?



Percentages	13	28	27	32
Respondents	13	27	26	31

There were 96 respondents:

- They only talk to a select few prisoners.
- Some prisoners feel 100% confident to talk to the IMB.
- Some do not know who or what the IMB does.
- The questionnaire does not address racism, sexism and discrimination.
- Some prisoners feel the IMB does nothing.
- Have lost confidence in the IMB as complaints are not looked into thoroughly.
- IMB were praised for their care visiting a CC.

- IMB too rushed to hear a complaint properly.
- Anecdotal evidence that the IMB are helpful.
- Some inductions make prisoners aware of the IMB.
- A prisoner said she had great support.

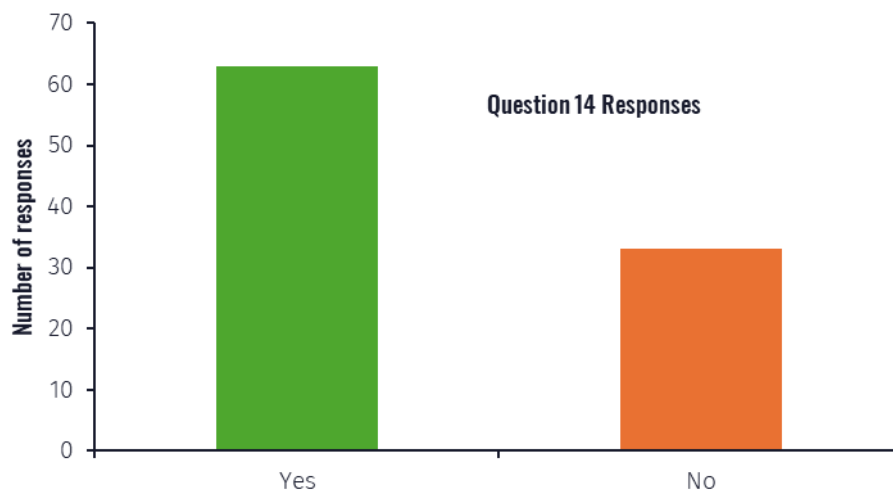
#### Question 14

#### Had you heard of the IMB before you received this questionnaire?

This was a Yes/No tick box question.

	Yes	No
Percentage	66%	34%
Respondents	63	33

There were 96 responses



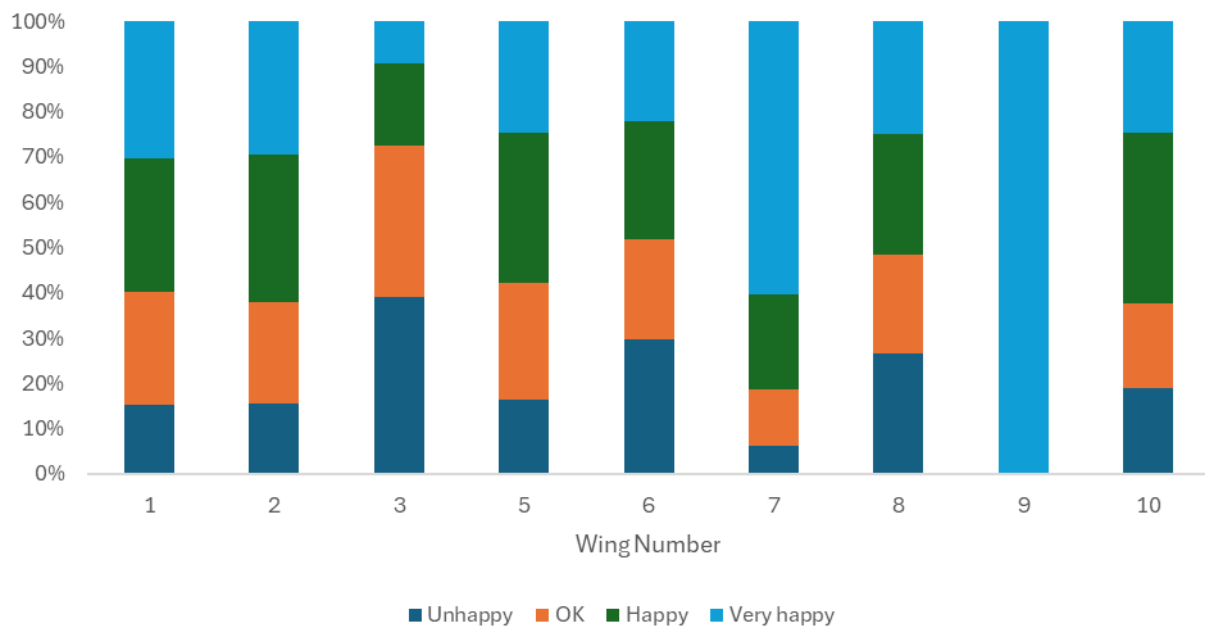
#### Summary

- 96 prisoners (27%) answered the questionnaire out of a total prison population of 355.

#### Conclusion

It has been a helpful exercise carrying out the questionnaire in establishing the residents' opinions on a broad range of subjects. It is for consideration by the Board that this should be a regular exercise.

## Wing Feedback





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