



Report on an unannounced inspection of

HMP Eastwood Park

3 – 17 May 2019

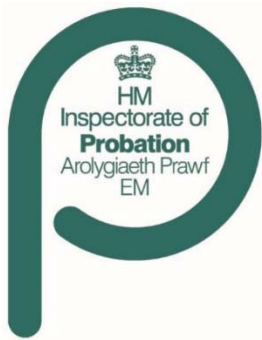
Report on an unannounced inspection of

HMP Eastwood Park

by HM Chief Inspector of Prisons

3–17 May 2019

This inspection was carried out with assistance from colleagues at the General Pharmaceutical Council and in partnership with the following bodies:



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Glossary of terms

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at: <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Introduction

HMP Eastwood Park is a closed women's prison situated in a semi-rural area to the north of Bristol. At the time of this inspection, it held slightly fewer than 400 prisoners. It was last inspected in November 2016. At this inspection our findings resulted in similar gradings to 2016, with the exception of 'Resettlement' where the outcomes had declined from being 'reasonably good' to 'not sufficiently good'. It is notable that Eastwood Park has a huge catchment area, including much of Wales. Consequently, half the women were being held more than 50 miles from home, and over one-third never received any visits. As with all women's prisons, the population included many with very complex needs, and many who had been victimised in a variety of ways before coming into custody. Overall, we found that Eastwood Park remained a safe, respectful and purposeful prison.

In terms of safety, there was a need for the prison to think very carefully about the arrangements for those women being segregated for extended periods, and indeed whether it was necessary to do so. More attention needed to be given to planning for reintegrating such women back into the mainstream of the prison. The practice of segregating women on residential wings also had a detrimental knock-on effect on the regime of the rest of the prisoners who were not in segregation.

Despite the fact the use of force by staff had declined since the last inspection, we had concerns about its oversight. Although we had to alert the prison to an incident that had some worrying aspects, it is important to note that this did not have any influence on the grade awarded for 'Safety' as it had yet to be fully investigated. Nevertheless, the incident was only going to be properly investigated after inspectors brought it to the attention of senior managers, and so was perhaps symptomatic of our broader concerns over the governance of the use of force.

As in other women's prisons, the complexity and vulnerability of many of the prisoners meant that there were a high number of women subject to assessment, care and casework teamwork (ACCT) documents. However, we formed a clear view that far more attention needed to be paid to the documents' quality, although we found the actual levels of care received by women was good.

Although, by and large, living conditions in the prison were good, the accommodation provided on Units 1-3 were completely inappropriate for a women's prison. These units were poor in comparison with the rest of the prison. Women were locked in their cells for far too long, and there was a backlog of repair jobs to bring the decaying fabric back up to acceptable standards. On entering these units, I was immediately struck by the sight of rows of women's faces pressed against the open observation hatches of their locked doors, peering out into the narrow, dark, cell block corridor. It was as if they were waiting for something or indeed anything to happen, however mundane, to relieve the monotony of their existence. It is my belief that unless something radical can be done to improve the conditions on these units, then serious consideration should be given to closing them. At present they are simply not fit for purpose.

Most prisoners told us that staff treated them with respect, increasingly they were being consulted about their experiences in the prison, and we saw many positive interactions with staff. It was noticeable that the number of complaints had significantly decreased since the last inspection.

The details of why our judgement for 'resettlement' had declined are set out in the report, and the complexity of the population clearly has an impact on the provision of effective offender management and resettlement services. For instance, 73% of prisoners told us they had mental health problems, and around half had problems with illicit drug use. These issues were compounded by the fact that many women were serving short sentences of less than six months, reducing the opportunity for effective interventions. Of particular concern was the fact that in the months leading up to the inspection, about a half of women had been released homeless and were left either to live on the streets or to go to temporary emergency accommodation. I spoke to several prisoners who had previously experienced this and had either re-offended or felt it was inevitable that they would do so

if released again in similar circumstances. In many ways this is an issue that is beyond the control of the prison, but more support does need to be given before release.

Finally, I would encourage the leadership to look very carefully at the recommendations contained in this report. On the last occasion we made 48 recommendations, of which only 19 were fully achieved. Although we neither reward nor penalise prisons for their success or failure to implement inspection recommendations, it remains the fact that it is possible to see a correlation between achievement of recommendations and performance.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

July 2019

Fact page

Task of the establishment

HMP Eastwood Park is a closed women's resettlement prison.

Certified normal accommodation and operational capacity¹

Prisoners held at the time of inspection: 388

Baseline certified normal capacity: 430

In-use certified normal capacity: 430

Operational capacity: 430

Notable features from this inspection

Eastwood Park received prisoners from many courts, covering a wide geographical area, including South and West Wales.

49% of prisoners were located more than 50 miles from home and over a third of prisoners did not receive any visits.

43% of prisoners were in custody for the first time, and 33% had served five sentences or more.

36% of prisoners had been at the prison for less than three months.

73% of prisoners in our survey said that they had mental health issues, and 48% that they had problems with drugs.

15% of prisoners had been assessed as presenting a high risk of harm to others.

Prison status (public or private) and key providers

Public

Physical health provider: InspireBetterHealth

Mental health provider: Avon and Wiltshire Partnership

Substance misuse provider: Avon and Wiltshire Partnership

Learning and skills provider: Weston College

Community rehabilitation company (CRC): Safer Wales

Escort contractor: GEO Amey

Prison group/Department

Women's Estate

Brief history

Eastwood Park opened as a women's prison in March 1996, admitting prisoners from HMP

Pucklechurch. The prison opened a mother and baby unit in 2004 and the Mary Carpenter Unit for

¹ Baseline CNA is the sum total of all certified accommodation in an establishment except cells in segregation units, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

17-year-old girls in 2005. The Mary Carpenter Unit closed in 2013 and reopened as the Nexus Programme Unit in 2015. The Kinnon Unit, a substance use unit, opened in 2009.

Short description of residential units

Residential 1 – Closed prisoners

Residential 2 – Closed prisoners

Residential 3 – Closed prisoners

Residential 4 – Mental health/crisis intervention unit

Residential 5 – Drug recovery and transition unit

Residential 6 – Transition unit

Residential 7 – Open environment

Residential 8 – First night induction unit for all prisoners, including those requiring detoxification for substance use

Residential 9 – Mother and baby unit

Residential 10 – Nexus programme unit (personality disorder unit)

Name of governor/director and date in post

Suzy Dymond-White (September 2015)

Independent Monitoring Board chair

Di Askwith

Date of last full inspection

7–18 November 2016

About this inspection and report

A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

Safety	prisoners, particularly the most vulnerable, are held safely
Respect	prisoners are treated with respect for their human dignity
Purposeful activity	prisoners are able, and expected, to engage in activity that is likely to benefit them
Resettlement	prisoners are prepared for their release into the community and effectively helped to reduce the likelihood of reoffending.

A4 The 2010 'Bangkok Rules'² sets out internationally agreed standards that should govern the treatment of women in prison. These standards are directly applicable to women's prisons in England and Wales. Since September 2014 we have Expectations which specifically address the outcomes we expect for women in prison.

A5 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by Her Majesty's Prison and Probation Service.

- **Outcomes for prisoners are good.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **Outcomes for prisoners are reasonably good.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **Outcomes for prisoners are not sufficiently good.**
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to their well-being. Problems/concerns, if left unattended, are likely to become areas of serious concern.

² United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders.

- **Outcomes for prisoners are poor.**
There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.
- A6 Our assessments might result in one of the following:
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
 - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.
- A7 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A8 Since April 2013, all our inspections have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow up recommendations from the last full inspection.
- A9 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

- A10 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follows five sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for women in prisons*. The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 6 collates all recommendations, housekeeping points and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A11 Details of the inspection team and the prison population profile can be found in Appendices I and III respectively.
- A12 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in Appendix IV of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.³

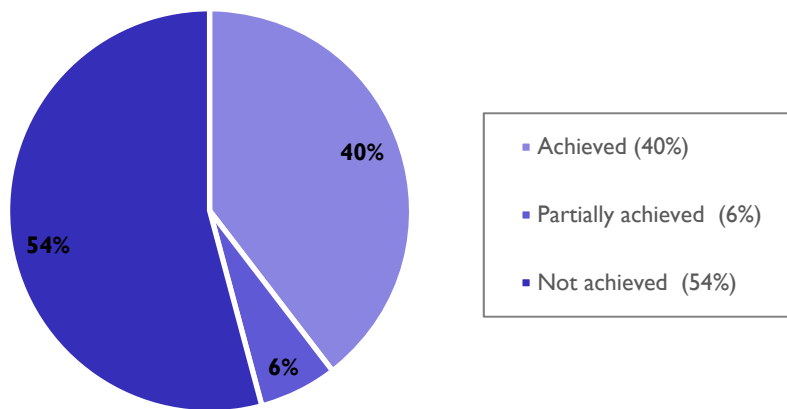
³ The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

S1 We last inspected HMP Eastwood Park in 2016 and made 48 recommendations overall. The prison fully accepted 39 of the recommendations and partially (or subject to resources) accepted seven. It rejected two of the recommendations.

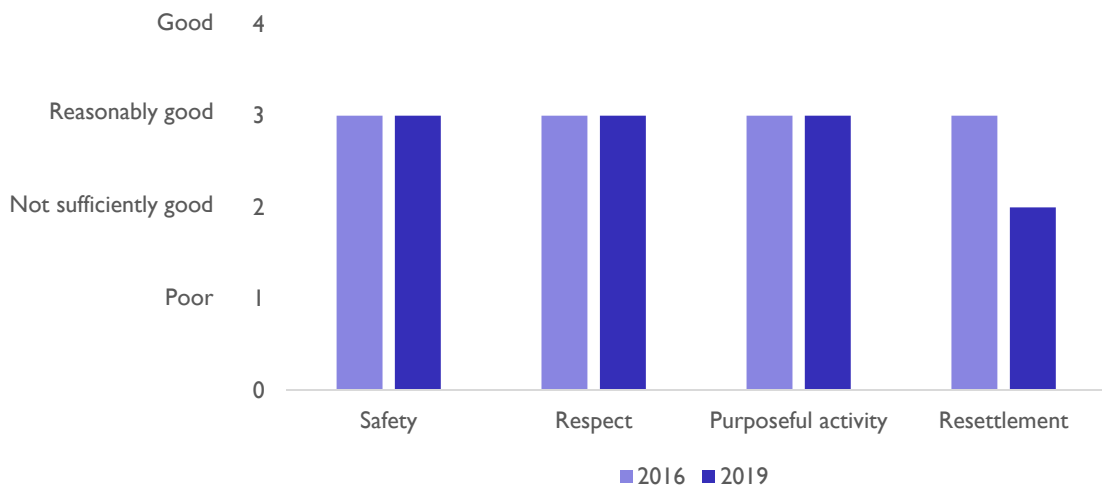
S2 At this follow up inspection, we found that the prison had achieved 19 of those recommendations, partially achieved three recommendations and not achieved 26 recommendations.

S3 Figure 1: HMP Eastwood Park progress on recommendations from last inspection (n=48)



S1 Since our last inspection, outcomes for prisoners stayed the same in all healthy prison areas apart from Resettlement, which had declined. Outcomes were reasonably good in each healthy prison area, except for Resettlement, where outcomes were not sufficiently good.

Figure 2: HMP Eastwood Park healthy prison outcomes 2016 and 2019.



Safety

- S2** *First night support was reasonably good overall. Few prisoners felt unsafe at the time of the inspection, and violence between individuals was rarely serious. The management of perpetrators was developing, and victims received good support. The incentives and earned privileges scheme was mainly ineffective. The levels of self-harm had reduced considerably and support was good, but was undermined by weak recording in assessment, care in custody and teamwork (ACCT) documents. Residential unit 4 provided good support for some of the most vulnerable prisoners, but we had concerns about the impact of long-term segregation on individuals managed on the main units. Use of force lacked management oversight and we were particularly concerned about one incident that required immediate investigation. Security arrangements were generally proportionate. Support for prisoners with substance use problems was good. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S3** *At the last inspection in 2016, we found that outcomes for prisoners in Eastwood Park were reasonably good against this healthy prison test. We made nine recommendations in the area of safety. At this follow-up inspection, we found that three of the recommendations had been achieved, two had been partially achieved and four had not been achieved.*
- S4** Many prisoners were held at court for far too long after their hearing and, as a result of the large catchment area, often arrived at the prison late in the day or evening, which limited the provision of first night support.
- S5** In our survey, more prisoners than at similar prisons said that they had been treated well in reception. Reception processes and interviews were good, including checks on safety and welfare, but they were not always completed in a private room.
- S6** Most prisoners in our survey said that they had felt safe on their first night. Although first night cells were reasonably well prepared, those we looked at contained graffiti, some of which was offensive. There were no additional safety checks on new receptions during their first night in custody, which was a concern, given that almost half were in prison for the first time and most reported having had personal problems on arrival. Induction was comprehensive, and included a prisoner-led session and a tour of the prison.
- S7** Most prisoners said that they felt safe at the time of the inspection. Data provided by the prison suggested that the number of assaults had increased substantially since the previous inspection, with 120 incidents in the previous six months. However, most assaults were minor and some incidents against staff had been recorded inaccurately, as they had not been actual assaults, which made the levels of violence appear much higher than they actually were. The analysis of incidents was good, but this was not used sufficiently to develop the violence reduction strategy. The Challenge Support Intervention Plan (CSIP) had very recently been implemented and, although there had been some good investigations by the safer custody team, it had yet to be embedded across the prison. There was good support for victims of bullying and violence, including positive peer support. The incentives and earned privileges scheme was not used effectively and there were few differences between the levels.
- S8** There had been no self-inflicted deaths since the last inspection. However, the Prisons and Probation Ombudsman recommendations from three reports published shortly after that inspection had been only partially achieved. Levels of self-harm had decreased considerably since the previous inspection, and a small number of prisoners accounted for over half of the incidents over the last three months. Data analysis was good but had not yet been used to develop the safer custody strategy. Prisoners in crisis received good care, including excellent

peer support, but the quality of recording in assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm was not sufficiently good. The Listener scheme (whereby prisoners trained by the Samaritans provided confidential emotional support to fellow prisoners) was reasonably well developed, and 'Time to Talk' (a prisoner-led support scheme) was used effectively.

- S9 There was good support for prisoners with complex personal needs, including mental health problems, who lived on residential unit 4. There was a comprehensive safeguarding policy, and a representative from the prison regularly attended the local adult safeguarding board. However, there was no local safeguarding training for staff.
- S10 Security arrangements were generally proportionate, with the use of handcuffs during escorts outside of the prison based on an individual risk assessment and intelligence-led strip-searching. The recent increase in the collator and analyst roles within the security department had improved the processing of intelligence reports and there was no current backlog. There was too little focus on illicit drug supply reduction, and too many prisoners on residential units 1, 2 and 3 said that it was easy to get drugs at the prison, and that they had developed a drug problem since arriving. Actions generated from the analysis of intelligence reports relating to drug use were not always completed, and in the last quarter only 17% of requested suspicion drug tests had been carried out.
- S11 The number of adjudications had increased since the previous inspection but was comparable with that at similar prisons. The punishments given were proportionate in most of the cases we looked at.
- S12 Levels of use of force had declined since the previous inspection and were lower than at comparator sites. However, there was a worrying lack of management oversight and quality assurance, to protect prisoners and learn lessons. We were particularly concerned about the recent use of force by, and the involvement of, male officers in the restraint and strip-searching of a vulnerable young adult, and asked the prison to undertake a full and thorough investigation.
- S13 The number of prisoners segregated had risen sharply since the previous inspection, and was much higher than at comparator prisons. The segregation of prisoners on the residential units made it difficult to deliver a full regime to others. The management of the few long-term segregated prisoners was far too limited.
- S14 The substance use policy document was out of date but a demand reduction plan had been developed and there was good partnership working.
- S15 The need for drug and alcohol services was high. Drug- and alcohol-dependent prisoners were managed safely on a dedicated unit. Substance use support had improved but was mainly focused on the stabilisation unit and the drug recovery community.

Respect

S16 *Living conditions, with the exception of residential units 1, 2 and 3, were good. Staff did not always respond adequately to cell call bells. The application process needed further improvement, but the management of complaints was better than previously. Overall, staff–prisoner relationships were positive, but perceptions were far more negative on units 1, 2 and 3. Prisoner consultation was developing. Equality and diversity work was reasonably good, as was faith provision. Support for legal rights was poor. Health care provision was positive. Most prisoners had negative views about the food provided but were positive about the prison shop. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S17 *At the last inspection in 2016, we found that outcomes for prisoners in Eastwood Park were reasonably good against this healthy prison test. We made 15 recommendations in the area of respect.⁴ At this follow-up inspection, we found that six of the recommendations had been achieved and nine had not been achieved.*

S18 Living conditions were good, except on residential units 1, 2 and 3, where they were poor. Prisoner accommodation and communal areas were clean and outside areas were pleasant. Overall, cells were adequately furnished but there was graffiti in some. In-cell telephones had been installed in most cells, and were highly appreciated by prisoners. Emergency cell call bells were not always responded to promptly by staff, and there was still no system to monitor response times. Prisoners experienced delays in gaining access to their stored property.

S19 A recent review of the applications process had taken place, but management oversight and monitoring were not sufficiently robust. Too few prisoners said that their applications were dealt with promptly.

S20 Most prisoners said that staff treated them respectfully and that there was someone they could turn to if they had a problem. We saw staff interacting in positive and considerate ways with prisoners, including when dealing with very challenging behaviour. However, in our survey less than half of respondents said that a member of staff had talked to them in the last week to see how they were getting on. Far fewer prisoners on residential units 1, 2 and 3 than those living elsewhere said that staff treated them respectfully, that they had someone they could turn to if they had a problem and that they would tell staff if they were being bullied.

S21 Consultation with prisoners had improved but too many prisoners we spoke to were unaware of the prisoner consultative committee.

S22 Reasonable progress had been made in developing equality and diversity work, and managers were aware of the areas in which further improvement was needed. Good oversight was provided by the diversity and equality action team meetings but there was scope to improve data analysis.

S23 The number of discrimination incident report forms submitted had increased substantially since the previous inspection. The quality of investigations was reasonably good, and external scrutiny of responses had been arranged very recently.

⁴ This included recommendations about the incentives and earned privileges scheme which, in our updated Expectations (Version 4, 2012), now appear under the healthy prison area of safety.

- S24 Overall, good individual support was provided to prisoners with protected characteristics but there were no prisoner representatives for the different groups. Most prisoners from protected characteristic groups, including the black and minority ethnic population, raised issues that were common across the prison's population. However, support for foreign national prisoners was too limited, and the negative perceptions of prisoners with disabilities needed further investigation. There was good support for older prisoners but more needed to be done to develop a strategy for the small number of young prisoners.
- S25 The mother and baby unit was a good facility, and the mothers we spoke to were positive about the service provided.
- S26 The chaplaincy was well integrated across the prison, and faith provision met the needs of the population. However, vacancies within the team hindered plans to develop the range of support offered. The team had retained a good level of involvement from community volunteers.
- S27 The number of complaints submitted had decreased considerably since the previous inspection. Most of the replies we looked at were reasonable, and regular quality assurance was in place.
- S28 There was little support for prisoners' legal rights, including bail information.
- S29 In our survey, more prisoners than at comparable prisons were positive about the overall quality of health services, and we found the provision to be good. Health services were well integrated with the rest of the prison, and governance arrangements were robust. Health promotion formed an integral part of the prison's well-being strategy, and initiatives were well advertised. Individualised fitness programmes for specialist needs represented good practice. A wing triage service enabled prisoners to have prompt access to nursing staff, and those with long-term conditions were well managed. The range of primary care services was good, including specific women's services. The management of medicines was robust. Prisoners waited too long for routine dental appointments but there were plans to address this. There was a high level of mental health need, and the service provided a responsive and good level of intervention, with further service enhancements planned. Social care arrangements were good, with effective links with the local authority.
- S30 Prisoners were very negative about the quality and quantity of the food provided, and consultation was limited. Supervision by staff during mealtimes was adequate but the temperature of hot food was not routinely checked before being served.
- S31 In our survey, prisoners were positive about the choice of items available from the prison shop. They could not buy clothes and were unable to order newspapers and magazines.

Purposeful activity

S32 *The amount of time out of cell was good for most prisoners but those living on residential units 1, 2 and 3 had a much more negative experience, with more time locked up and regular curtailments to their planned regime. Ofsted judged that learning, skills and work were good overall. The number of activity places met the needs of most prisoners but the opportunities offered for those serving longer sentences required improvement. For the prisoners engaging in learning, skills and work, the quality of provision was good, with high attendance rates and positive behaviour by prisoners. However, prison work provided too few qualifications. Library and PE provision were both good. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S33 *At the last inspection in 2016, we found that outcomes for prisoners in Eastwood Park were reasonably good against this healthy prison test. We made 12 recommendations in the area of purposeful activity. At this follow-up inspection, we found that six of the recommendations had been achieved, one had been partially achieved and five had not been achieved.*

S34 The amount of time out of cell for prisoners involved in purposeful activity was good, at over 10 hours a day during the week. However, those living on residential units 1, 2 and 3 had a far worse experience. For example, in our spot checks 61% were locked in their cells during the working day. In the previous three months, the daily regime had been curtailed regularly, and this tended to happen more often on residential units 1, 2 and 3.

S35 Relationships between college and prison managers were excellent, resulting in a range of improvements to the quality of provision. The college's performance management and quality improvement arrangements were effective. Managers made good use of data to monitor performance.

S36 Prison leaders provided enough activity places to meet the needs of most of the population. However, there were insufficient educational and vocational training opportunities for prisoners serving sentences longer than 12 months. Plans to expand the range of vocational training courses to encompass more non-traditional job choices for women were at an advanced stage.

S37 The quality of teaching, learning and assessment in education and vocational training was good. Tutors made effective use of qualified prisoner classroom assistants to promote learning in classes and workshops. Prisoners made good progress in developing their practical and employability skills. Tutors promoted equality and diversity well, with appropriate attention to body image, diet and health. Not all prisoners with special educational needs received appropriate support.

S38 Prisoners' behaviour during activities was good and attendance was high. They enjoyed learning sessions and were well motivated. They developed confidence, as well as personal and vocational skills. The prison offered limited opportunities for prisoners engaged in prison work to gain a qualification.

S39 Qualification achievement rates were high on most courses, including in English, mathematics, and information and communications technology. Outcomes in mathematics at level 2 required improvement.

S40 Most prisoners were active members of the library. Library use was monitored but there was no analysis of why some prisoners did not access the service. The library stock was large and varied, including an impressive range of books in different languages.

- S41 PE provision was good, with all prisoners being able to access the gym daily. The fitness suite facilities were impressive. Prisoners could not gain qualifications from the gym.

Resettlement

S42 *Although the strategic management of resettlement was good, the needs analysis was not comprehensive. Release on temporary licence was underused. Some prisoners did not have an up-to-date offender assessment system (OASys) assessment. The quality of pre-release assessment and planning was not always adequate. Offender management unit work was far too reactive and often lacked meaningful engagement with prisoners. The identification and application of contact restrictions were robust. The community rehabilitation company provision had been very limited for a long time. Although there were some signs of improvement, it was far too early to see the impact of this on improving outcomes for prisoners. Resettlement pathway work was variable. The number of prisoners released homeless was too high. The Nexus unit provided excellent support for a small number of prisoners with personality disorders. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S43 *At the last inspection in 2016, we found that outcomes for prisoners in Eastwood Park were reasonably good against this healthy prison test. We made 12 recommendations in the area of resettlement. At this follow-up inspection, we found that four of the recommendations had been achieved and eight had not been achieved.*

S44 The prison population was complex. In our survey, 73% said that they had mental health problems and just under half had had problems with illicit drug use before coming to the prison. About one in five prisoners were serving very short sentences of less than six months and just over a third had been at the establishment for less than three months, which made the delivery of resettlement services particularly challenging.

S45 The strategic management of resettlement was good but the needs analysis was not comprehensive and did not explore the specific needs of the different groups of prisoners held. Release on temporary licence (ROTL) was underused, although funding had been secured to develop this work. Work between offender management, case administration and the community rehabilitation company (CRC) was disjointed, resulting in a lack of cohesion in planning for prisoner releases.

S46 Too many prisoners did not have an up-to-date offender assessment system (OASys) assessment but offender management unit (OMU) staff were working hard to address this. Staff shortages in the OMU and ongoing cross-deployment of uniformed offender supervisors led to a mainly reactive approach to offender management. Contact levels varied too much and much of the work focused on the completion of processes rather than on meaningful engagement with prisoners. For example, too few prisoners were actively engaged in the development and delivery of their sentence plan and there was little scope to deliver one-to-one work aimed at reducing risk or promoting progression.

S47 The number of prisoners released on home detention curfew was much lower than we normally see. ROTL risk assessments were not prioritised and were therefore often delayed, which caused some prisoners frustration. In some cases, it was difficult to transfer prisoners to other establishments, which further hindered their progression.

S48 At the time of the inspection, 15% of prisoners had been assessed as presenting a high risk of harm to others, and 30% would be managed under multi-agency public protection arrangements (MAPPA) on release. Procedures to manage prisoners posing a continuing risk

to children or others, including the use of contact restrictions, were robust. A third of prisoners due for release in the next three months did not have a confirmed MAPPA management level, which potentially undermined pre-release risk management planning.

- S49 The demand for resettlement help was high, with about 120 releases each month. The number of prisoners released beyond the prison's three main contract package areas had increased, and the delivery of resettlement help to those from further afield was more difficult. Most prisoners had a resettlement plan, which was reviewed before release. Up until very recently the CRC resettlement provision had been far too limited. Although there were some signs of improvement – for example, more staff in post, the introduction of discharge boards and the delivery of some group work – it was too early to see the impact of these on improving outcomes.
- S50 Interventions to support prisoners in maintaining contact with their children and families were reasonably good. The visits booking line was inefficient and some visitors waited too long to access visits. The reception and waiting areas for visitors were very limited. Over a third of prisoners had not received a visit during their time at the prison, and the reasons for this had not been explored. Risk-assessed prisoners could receive visits with their children in the mother and baby unit, and children would soon be able to stay overnight with them.
- S51 Support for prisoners who had experienced abuse, been involved in sex work or been trafficked was not well developed. The CRC had recently recruited an independent domestic violence adviser, who had started to support a small number of victims.
- S52 Almost half of prisoners discharged in recent months had been released either homeless or to very temporary/emergency accommodation, including some high-risk prisoners. Too little support was given to prisoners to either sustain or obtain accommodation.
- S53 Outcomes for those released were not tracked, so it was impossible to establish how many went into education, training or employment.
- S54 Release and transfer arrangements for health care, including effective liaison with community services, were good. Continuity of services into the community for substance use issues was positive.
- S55 There was an appropriate range of practical help for prisoners to manage their money and address their debts.
- S56 There had been no comprehensive needs analysis to evidence the type of offence-focused interventions needed for the different types of prisoner at the establishment, and in practice there were very few opportunities for prisoners to undertake offending behaviour work.
- S57 The Nexus unit, an enabling environment for prisoners with personality disorders, promoted a sense of belonging and empowerment for the psychologically informed planned environment (PIPE) residents through a wide range of psychological support. Day and outreach services were also available to suitable prisoners living on the main residential units, and provided good individualised treatment. The unit also provided a useful range of offence-focused work to help prisoners to reduce their risk of harm.

Main concerns and recommendations

S58 Concern: The procedural documents to manage and support prisoners who were in crisis were poor. We found ACCTs in which triggers had not been identified or recorded, and care maps that lacked meaningful actions. Actions identified in care maps had not always been completed and, more concerningly, we saw examples where some care maps had been left blank, and with no quality assurance processes in place.

Recommendation: All assessment, care in custody and teamwork (ACCT) documents should be completed fully, and an effective quality assurance process implemented.

S59 Concern: Use of force lacked management and independent oversight, and there was no regular quality assurance of video footage of the use of force. This prevented lessons being learned and unacceptable practices being challenged.

Recommendation: The prison should ensure that a robust quality assurance process is in place, with senior management oversight including the routine reviewal of video footage of the use of force.

S60 Concern: The management of the few long-term segregated prisoners was far too limited, with little focus on progression planning.

Recommendation: The prison should ensure that long-term segregated prisoners have access to a purposeful regime that allows time for work, education and association with peers. All prisoners should have an individualised plan that allows them to progress, with support from all departments.

S61 Concern: Living conditions on residential units 1, 2 and 3 were far worse than in the rest of the establishment. The cells and corridors had damp patches and peeling paint. Despite monthly meetings with the maintenance contractor, driven by the governor, there remained a large backlog of outstanding repairs. In our survey, prisoners on residential units 1, 2 and 3 were far more negative than those living elsewhere about their living conditions.

Recommendation: Living conditions on residential units 1, 2 and 3 should be improved and in line with those in the rest of the establishment.

S62 Concern: Prisoners living on residential units 1, 2 and 3 did not have enough time out of their cells. They were often unnecessarily locked in their cells during parts of the working day while prisoners segregated on these units were allowed access to domestic time and exercise.

Recommendation: All prisoners living on residential units 1, 2 and 3 should have equitable access to the published regime.

S63 Concern: Most educational and vocational courses were delivered over one to five weeks and designed for prisoners serving short sentences to achieve a qualification before their release date. The prison offered little educational or vocational training to meet the needs of those serving longer sentences. As a result, too many prisoners in this category were either unemployed or engaged in prison work, without an opportunity to further their educational or vocational skills.

Recommendation: Prison managers should provide more opportunities for prisoners serving longer sentences to participate in educational and vocational

training. They should also offer prisoners engaged in a prison job more opportunities to study for a qualification related to their job role.

- S64 Concern: There were serious shortages in both prison and probation offender supervisors, and this had been the case for some time. The impact of this was a backlog of OASys reviews, delays in completing ROTL risk assessments, and too little ongoing contact between prisoners and offender supervisors. As a result, prisoners did not feel included in their sentence plan, and in some cases reported not having one.

Recommendation: All offender management assessments and plans should be up to date, and ongoing contact between offender supervisors and prisoners should be regular and meaningful, aimed at promoting engagement and progression.

- S65 Concern: Resettlement plans were too reliant on the prisoner's view of the help that they needed, and resettlement support provided by the CRC was far too limited and often simply involved signposting rather than proactive casework.

Recommendation: The CRC should provide proactive resettlement support to all prisoners, both on and after release, to help them to address their problems.

- S66 Concern: In many cases, too little proactive support was given to maintaining or finding accommodation on release. In the previous six months, nearly half of the prisoners released had been either homeless or had only very temporary/emergency accommodation.

Recommendation: Case work should be more proactive, with better links with community-based providers, to prevent prisoners from being released homeless or with only temporary/emergency accommodation.

- S67 Concern: The analysis of offending-related needs did not explore those of the different types of prisoner held at the establishment. Provision to address offending behaviour was far too limited, particularly for those presenting a high risk of harm or serving a long custodial sentence. As a result, they found it difficult to demonstrate progression, and this was compounded by difficulties in being moved on to a prison where they could access offending behaviour programmes.

Recommendation: A comprehensive analysis of the offending-related needs of the diverse population, including those serving long sentences, should be completed and regularly reviewed. This should be used to develop a strategy for the provision of offending behaviour work at Eastwood Park, and to develop clear progression routes to other prisons.

Section 1. Safety

Courts, escorts and transfers

Expected outcomes:

Prisoners transferring to and from the prison are treated safely, decently and efficiently.

- I.1 Prisoners said that they had been treated well by escort staff but some of the vehicles contained graffiti. Female prisoners were often transported with male prisoners, which was not appropriate.
- I.2 Many prisoners were held at court for too long after their hearing before being brought to the prison. In some cases, prisoners had had to wait up to five hours for transport. As a result of the prison's large catchment area, many prisoners arrived at the prison late in the day. This meant that first night procedures were often rushed or shortened, reducing the amount of time that the prisoner had to settle in before being locked in their cell for the night.

Early days in custody

Expected outcomes:

Prisoners are treated with respect and feel safe on their arrival into prison and for the first few days in custody. Prisoners' individual needs are identified and addressed, and they feel supported on their first night. During a prisoner's induction they are made aware of the prison routines, how to access available services and how to cope with imprisonment.

- I.3 The reception area was clean and bright. There were two holding rooms, with useful information displayed in them. All prisoners were seen on arrival by the Insiders (prisoners who introduce new arrivals to prison life) and were offered a hot drink and a meal. The Insiders were welcoming and provided new prisoners with basic information about the prison. In our survey, far more prisoners than at similar prisons said that they had been treated well in reception.
- I.4 Reception staff were compassionate to prisoners' needs and we witnessed some good interactions. Reception processes and interviews were effective, including checks on safety and welfare, but they were not always completed in a private room, where prisoners could disclose personal information if they needed to. The time spent in reception varied, depending on the time of arrival, and in some cases was too long.
- I.5 The induction programme was comprehensive, covered most aspects of prison life and included a prisoner-led session and a tour of the prison. The prison now used a spreadsheet to record who had undergone this programme, so were able to track completions; in our survey, almost all (89%) respondents said that they had completed it.
- I.6 In our survey, 70% of respondents said that they had felt safe on their first night. Prisoners had access to basic items, such as flasks and toiletries, and first night cells were reasonably well prepared. However, the first night cells we looked at contained graffiti, some of which was offensive. Night staff did not undertake additional checks on new arrivals, which was a concern, given that almost half of the prison population was in custody for the first time, and in our survey 87% of respondents said that they had had personal problems on arrival.

Recommendation

- 1.7 The prison should ensure that all new receptions are regularly checked on during their first night in custody.**

Safe and supportive relationships

Expected outcomes:

Safe and supportive relationships are encouraged. Everyone feels and is safe from victimisation (which includes verbal and racial abuse, theft, violence and assault or threats). Prisoners are protected from victimisation through active and fair systems known to staff, prisoners and visitors, and which inform all aspects of the regime. Any sanctions on behaviour are applied fairly, transparently and consistently.

- 1.8** Data provided by the prison suggested that the number of assaults had increased substantially since the previous inspection, with 120 incidents in the previous six months. In our survey, 50% of prisoners said that they had felt unsafe in the prison at some time, but only 16% said that they currently felt unsafe. Violence between prisoners was rarely serious. Most assaults were minor and some incidents against staff had been recorded inaccurately, as they had not been actual assaults, which made the levels of violence appear higher than they actually were.
- 1.9** There was good analysis of violent incidents, but this was not used sufficiently to develop the violence reduction strategy. The weekly safety intervention meeting was well attended and discussed the needs of prisoners with more complex needs. In addition, residential unit 4 provided good support for some of the most vulnerable prisoners. Staff on this unit conducted weekly multidisciplinary reviews, with some good mental and physical health care support, and produced an individualised plan to help staff in the support of these prisoners.
- 1.10** The management of perpetrators of violence and bullying was developing and victims received good support. The Challenge Support Intervention Plan (CSIP) had very recently been implemented. At the time of the inspection, there were seven prisoners being managed by this process and, although there were some good investigations by the safer custody team, it had yet to be embedded across the prison. We found that residential staff were unsure of their role in the process and did not know how to contribute beyond the initial referral. The process lacked multidisciplinary involvement, being managed mostly in isolation by the safer custody team. We met one prisoner who had been subject to CSIP for three weeks but was unaware of the process and what it was used for.
- 1.11** The safer custody team provided good, regular support, implemented by either staff or safer custody peers, to victims of bullying and violence. Support plans were individualised, based on the prisoner's needs, and were tailored to their request. There were no prisoners self-isolating at the time of the inspection.
- 1.12** There had been a recent consultation with prisoners and staff on the incentives and earned privileges (IEP) scheme, and a subsequent review. However, we found that the scheme was not used effectively, and that there were few differences between the levels. It was particularly unfair that, following sentencing, prisoners who had been at the establishment on remand were returned to the entry level of the scheme, and this needed to be corrected. In our survey, fewer prisoners on residential units 1, 2 and 3 than in the rest of the prison said that the IEP scheme encouraged them to behave well. The scheme was largely ineffective for most prisoners, with entries in paperwork missing or sparse. Prisoners were not always involved in their IEP reviews, which meant that in many cases staff missed a vital opportunity to engage, support and challenge prisoners.

Self-harm and suicide prevention

Expected outcomes:

The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. Vulnerable prisoners are identified at an early stage and given the necessary support. All staff are aware of and alert to vulnerability issues, are appropriately trained and have access to proper equipment and support.

- I.13 There had been no self-inflicted deaths since the last inspection. However, the Prisons and Probation Ombudsman recommendations from three reports published shortly after that inspection had been only partially achieved.
- I.14 There had been 578 incidents of self-harm in the previous six months, which was far fewer than at the time of the previous inspection. A small number of complex prisoners (seven) accounted for over half of the self-harm incidents in the last three months. The prison had identified these prisoners and monitored them well at the weekly safety intervention meeting.
- I.15 Prisoners in need of support received good care, including some excellent peer support from the five safer custody representatives. The Listener scheme (whereby prisoners trained by the Samaritans provided confidential emotional support to fellow prisoners) was now well developed but there were no facilities for high-risk prisoners to talk to Listeners in private. 'Time to Talk' was a good scheme, led by prisoners. It was held on different residential units weekly and enabled the safer custody peer representatives to talk to prisoners about various subjects, such as debt management. It also allowed the safer custody representatives to engage with prisoners and discuss emerging issues.
- I.16 Staff on the residential units knew prisoners on assessment, care in custody and teamwork (ACCT) case management plans well, and we saw some positive interactions. However, we were concerned about the quality of ACCTs; triggers were not always recorded, care maps lacked meaningful actions, and not all actions that were identified in care maps had been completed. In some cases, ACCTs had been opened following a self-harm incident, but care maps had been left blank. The prison had no quality assurance system for monitoring the quality of ACCT documents (see main recommendation S58).
- I.17 The safer custody team produced a detailed monthly analysis of self-harm incidents. This included lots of useful breakdowns – for example, a heat map which highlighted where and when most incidents occurred. The prison had a safer custody strategy but did not use the data collected to develop it.

Safeguarding (protection of adults at risk) and prisoners with complex needs

Expected outcomes:

The prison promotes the welfare of all prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.⁵

- I.18** There was a comprehensive safeguarding policy, and the head of residence and safety regularly attended the local adult safeguarding board. The prison had made one referral in the previous six months, and this had not resulted in any external involvement.
- I.19** We saw evidence of multidisciplinary meetings to discuss potential safeguarding referrals. However, most staff we spoke to were not aware of the safeguarding policy and there was no local training for staff.
- I.20** Prisoners with complex personal needs, including mental health problems, who lived on residential unit 4 received good support (see also paragraph I.9).

Recommendation

- I.21 All staff should be trained in safeguarding procedures.**

Security

Expected outcomes:

Physical and procedural security measures are specific to the risks in a women's prison. Security and good order are underpinned by effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance misuse while in prison.

- I.22** Security arrangements were generally proportionate. Handcuffs were only used during external escorts when an individual risk assessment deemed them necessary, and strip-searching was intelligence led. Cell searches were conducted only when intelligence was received and, overall, these proved to be reliable, resulting in illicit items being found. Most cell searching requests were carried out in a timely manner.
- I.23** In the previous six months, 1,874 intelligence reports had been submitted, which was fewer than in the same period at the time of the previous inspection. The recent increase in the collator and analyst roles had improved the processing of these reports, and there was no current backlog.
- I.24** However, there was too little focus on illicit drug supply reduction. In our survey, 47% of prisoners on residential units 1, 2 and 3 said that it was easy to get drugs at the prison, and one in five that they had developed a drug problem while at the establishment. There was also evidence of prisoners taking medication that had not been prescribed to them; in our survey, 32% of respondents on residential units 1,2 and 3 said that they had developed a problem with taking medication which had not been prescribed to them since being at the prison.

⁵ We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

- I.25** Actions generated from the analysis of intelligence reports relating to drug use were not always completed, and in the previous quarter only 17% of requested suspicion drug tests had been carried out. At the time of the inspection, the mandatory drug testing positive rate was 6.2%, against a target of 5.7%.
- I.26** The prison had recently started holding a monthly combined safety, security and drugs meeting but it was too early to assess the effectiveness of this new format. Individual departments collated some good information on the main security issues (drugs, violence and bullying), but this had yet to inform a whole-prison approach to tackling the issues.
- I.27** Regional support, in the form of a dedicated search team and provision of drugs dogs, was good and the prison reported feeling well supported by these resources.

Recommendation

- I.28** **The availability of illicit drugs should be reduced through an action plan that is well coordinated and delivered, including the completion of all suspicion drug tests.**

Disciplinary procedures

Expected outcomes:

Disciplinary procedures are applied fairly and for good reason. Prisoners understand why they are being disciplined and can appeal against any sanctions imposed on them.

Disciplinary procedures

- I.29** There had been 659 adjudications in the previous six months, representing an increase since the previous inspection, although this number was now comparable with that at similar prisons.
- I.30** The use of adjudications was appropriate. The punishments given had been proportionate in most of the cases we looked at, and only the most serious offences were referred to the independent adjudicator.
- I.31** The standard of adjudication paperwork was adequate in most cases, but lacked sufficient detail in some. There had been few adjourned adjudications, and these had been delayed for appropriate reasons, such as a confirmation drug test. Time scales for adjournment were kept to a minimum in most of the cases we viewed.
- I.32** Data on adjudications were reasonably well recorded. A quarterly adjudication standardisation meeting tracked data, such as the number of black and minority ethnic prisoners and those with other protected characteristics undergoing adjudication, to determine if these groups were disproportionately targeted, and this did not appear to be the case.

The use of force

- I.33** Despite the rise in violence, the number of uses of force had declined since the previous inspection, with 104 in the previous six months, which was lower than at comparator sites.

- I.34** There was a process to ensure that use of force paperwork was submitted and that any missing paperwork was chased for completion. However, there was a worrying lack of management oversight and quality assurance, to protect prisoners and learn lessons. At the time of the inspection, the prison had no regular quality assurance of closed-circuit television (CCTV) or body-worn camera footage for use of force incidents (see main recommendation S59).
- I.35** We were particularly concerned about the recent use of force by, and the involvement of, male officers in the restraint, strip-searching and full relocation of a vulnerable young adult, and asked the prison to undertake a full and thorough investigation.
- I.36** The prison had recorded no uses of special accommodation in the previous six months; however, on reviewing CCTV footage of use of force, we saw an incident where a prisoner had been placed in anti-ligature clothing and their belongings removed from their cell, which should have been included in these figures.
- I.37** The overall governance of use of force was weak, and analysis of data required improvement.

Segregation

- I.38** The prison did not have a dedicated segregation unit, so all segregations were conducted on the residential units.
- I.39** The number of prisoners segregated had risen sharply and was much higher than at comparator prisons, with 245 in the last six months. A large proportion of these involved prisoners being segregated pending adjudication. The mixture of segregated and non-segregated prisoners on the same units caused confusion; it was difficult to deliver a full regime to non-segregated individuals, and often had an impact on the amount of time that they had out of their cell, especially at weekends. The prison needed to review the use of segregation pending adjudication, to ensure a standardised approach and check necessity.
- I.40** The management of the few long-term segregated prisoners was far too limited, with little focus on progression planning. We had serious concerns about the impact of long-term segregation on individuals managed on the main units. In one case, a young adult had been segregated for 80 days, only being allowed out of their cell for one hour a day (see main recommendation S60).

Substance misuse

Expected outcomes:

Prisoners with drug and/or alcohol problems are identified at reception and receive effective treatment and support throughout their stay in custody.

- I.41** The safety, security and drugs meetings had been combined three months earlier, to improve attendance and information sharing (see also paragraph I.26). The substance use policy document was out of date but an action plan had been developed, and there was evidence of joint interdepartmental initiatives to reduce harm relating to injecting drug use.
- I.42** The Avon and Wiltshire Partnership NHS trust (AWP) provided psychosocial support services. Staffing had improved since the previous inspection and, although there were still vacancies, in our survey 80% of those with a drug problem said that they had been helped at the prison, and more respondents than at comparator prisons said that they had received help with an alcohol problem (88% versus 68%). However, on residential units 1, 2 and 3,

where 84% of prisoners reported drug problems on arrival, compared with 46% elsewhere, fewer reported receiving help.

- I.43** Harm reduction advice and service information were given at induction. Residential unit drop-in sessions had increased accessibility, and assessments were completed within 72 hours. Currently, the service worked with 225 prisoners (58% of the population), but group work was mainly focused on the stabilisation unit (Kinnon 2) and the drug recovery community (DRC). The DRC, a rolling eight-week abstinence-based programme located on unit 5, provided a high level of structured support and peer mentoring to 11 participants. Mutual aid (Alcoholics Anonymous, Narcotics Anonymous and Cocaine Anonymous groups) was only available on units 5 and 6.
- I.44** Bristol Community Health provided clinical substance use services, and demand was high. In the previous six months, 152 women had undergone alcohol detoxification, and currently 153 were prescribed opiate substitute treatment. Clinical management was safe, treatment on arrival was prompt, and the location on Kinnon 2 ensured 24-hour observation and monitoring.
- I.45** Controlled drug administration was well supervised. Identity checks had been strengthened and unit officers worked closely with drug and alcohol practitioners to provide a caring environment.
- I.46** Weekly multi-agency meetings facilitated the care of patients with complex needs. A designated dual-diagnosis practitioner, based with AWP's mental health team, supported those with severe substance use and mental health problems, and a specialist midwife was involved in the care coordination for pregnant women.
- I.47** Although information sharing between substance use services had improved, teams were not yet fully integrated. Clinical and psychosocial substance use teams did not complete prescribing reviews jointly, and this was a missed opportunity to coordinate treatment and maximise support.

Recommendation

- I.48** **Substance misuse services should be fully integrated, and a range of group work and mutual aid support should be available to prisoners, independent of location.**

Section 2. Respect

Residential units

Expected outcomes:

Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions. Prisoners are aware of the rules and routines of the prison which encourage responsible behaviour.

- 2.1** There were 10 residential units in use at the time of the inspection. Overall, most of the units were clean, tidy and well kept. Following the previous inspection, prisoner housekeepers had been appointed on each of the residential units to oversee cleaning. In addition, monthly assurance visits had been introduced in January 2019, carried out by the head of function and custody managers, to assess cleanliness, general decor and identify any outstanding repairs.
- 2.2** Living conditions on residential units 1, 2 and 3 were far worse than in the rest of the establishment (see main recommendation S61). On units 1 and 2, the cells and corridors had damp patches and peeling paint, although a bid had been submitted to improve these. Water tanks in residential units 1 and 3 needed replacing, and there had been delays in completing the necessary work to ensure the efficiency of the water supply. Despite monthly meetings with the maintenance contractor, driven by the governor, there remained a large backlog of outstanding repairs.
- 2.3** In our survey, prisoners living on residential units 1, 2 and 3 were far more negative than those residing elsewhere about a range of indicators relating to their living conditions. Fewer respondents on these units said that they normally had enough clean, suitable clothes or clean sheets for the week and only 46% (versus 78% elsewhere) said that it was normally quiet enough for them to relax or sleep at night.
- 2.4** Communal areas on most of the residential units were in good decorative order. Showers and baths were clean, and landings were bright and well maintained. The outside areas were pleasant, with green spaces and gardens maintained to a high standard by a group of seven prisoners.
- 2.5** Most cells were in good condition, clean and adequately furnished. A programme to install new lockable storage in all cells was almost complete. Most cells had showers, which were in good working order. There was too much graffiti in the cells on residential unit 8, which included the first night centre (see also paragraph 1.6).
- 2.6** In-cell telephones had been installed in all cells, with the exception of those on residential unit 4, and the prisoners we spoke to appreciated these.
- 2.7** In our survey, only 31% of respondents (compared with 42% at similar prisons) said that their emergency cell call bell was normally answered within five minutes. During the inspection, we saw staff mute a call bell in the office, without going to the cell to speak to the prisoner, which was poor practice. Although a review of the cell call bell system had been undertaken since the previous inspection, there was still no monitoring or management oversight of staff response times.
- 2.8** Under a third of respondents to our survey said that they could access their stored property if they needed it, and most prisoners we spoke to said that there were long delays in using the property swap system, which allowed prisoners to hand in items currently in possession

and swap them for others stored in reception. We found a backlog of property applications in reception, and the system for organising prisoners' property was inconsistent and inefficient.

- 2.9** There had been a review of the prisoner applications system in the previous six months. In our survey, although 72% of respondents said that it was easy to make an application, only 40% said that their applications were dealt with within seven days. Although there were plans to improve the system, there was still no regular management oversight or quality assurance to monitor the timeliness or fairness of staff responses to prisoner applications.

Recommendation

- 2.10 Responses to emergency cell call bells should be monitored, to ensure that they are answered within a reasonable time.** (Repeated recommendation 2.9)

Staff-prisoner relationships

Expected outcomes:

Prisoners are treated with respect by staff throughout the duration of their time in custody, and are encouraged to take responsibility for their own actions and decisions.

- 2.11** Staff–prisoner relationships remained a strength. Prisoners we spoke to said that staff were supportive, and in our survey far more respondents than at similar prisons said that most staff treated them respectfully. Eighty-seven per cent of prisoners said that there was a staff member they could turn to if they had a problem. However, in our survey, far fewer prisoners on residential units 1, 2 and 3 than those living elsewhere said that staff treated them respectfully, that they had someone they could turn to if they had a problem and that they would tell staff if they were being bullied or victimised by staff.
- 2.12** Throughout the inspection, we observed mostly positive and meaningful interactions between prisoners and staff. Staff were knowledgeable about the prisoners in their care and responded confidently and appropriately to those in crisis and when addressing challenging behaviour displayed by prisoners (see also paragraph 1.16).
- 2.13** There was still no personal officer scheme, and the new key worker system had not been fully implemented at the time of the inspection. In our survey, less than half of the respondents said that they had a personal officer and that a member of staff had checked on them in the last week. In the sample of electronic prisoner case notes we inspected, staff had not made enough positive entries about prisoners to record progress.
- 2.14** Consultation with prisoners had improved since the previous inspection. A refreshed prisoner consultative committee, with new members, met monthly. The meetings were well attended, and chaired by the head of residence. However, the committee was not well enough promoted around the prison, and some prisoners we spoke to were unaware of it.

Equality and diversity

Expected outcomes:

The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic⁶ are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.

Strategic management

- 2.15** The prison had made reasonable progress in its delivery of equality and diversity work, and managers were aware of the areas in which further improvement was needed. The policy was up to date, and diversity and equality action team meetings took place every other month, chaired by the governor or deputy governor, and provided good oversight. Prisoner representatives attended, but attendance by other members of the senior management team was inconsistent. The meeting considered a range of information provided by the equality officer about the protected characteristic groups within the prison's population. There were plans to improve the analysis of this, and of other monitoring data collected. Actions from the meeting informed the prison's equality and diversity action plan, and progress was reviewed at subsequent meetings. This helped to keep work on track but did not set out a coherent programme of work for the year, based on the needs of the population.
- 2.16** A full-time equality officer carried out much of the work. He was no longer cross-deployed to other duties, and was well known by prisoners and staff. Overall, good individual support was available to prisoners with protected characteristics.
- 2.17** A proactive equality and diversity prisoner orderly offered advice and support to prisoners. This orderly organised protected characteristic forums on an ad hoc basis, and there was some evidence of these leading to changes. A 'care' orderly had responsibility for supporting prisoners with disabilities with day-to-day tasks and sharing any unmet needs with the equality officer. A monthly newsletter included relevant information for prisoners and staff, including feedback from forums held during that month.
- 2.18** The good work identified at the previous inspection for some protected characteristic groups was still in place, but for other groups more development was needed. Each senior management team member was soon to take on responsibility for a protected characteristic, which would increase their active involvement in promoting equality and diversity. There were no specifically assigned prisoner representatives for each of the protected characteristic groups.
- 2.19** Discrimination incident report forms (DIRFs) were accessible to prisoners on the residential units. The number of DIRFs submitted over a six-month period had increased substantially since the previous inspection; the prison attributed much of this to a few prisoners who were repeatedly the subject of complaints or submitted numerous complaints, and records seemed to support this. Few DIRFs were submitted by staff. Many of the 59 DIRFs submitted over the previous six months concerned the use of inappropriate language by prisoners, and just over half had been upheld. Investigations completed by the equality officer had been

⁶ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

reasonably good, and prisoners had been involved for the first time in quality-assuring redacted DIRFs. An external organisation was soon to start scrutiny of DIRFs.

Protected characteristics

- 2.20** Approximately 10% of the population were from a black and minority ethnic background. During the inspection, the issues that they raised were mostly common across the prison's population, although some mentioned a lack of cultural awareness from some staff and prisoners. The most recent consultation had informed changes to the national prison shop list, increasing the range of skin and hair products available for black and minority ethnic prisoners. There was no formal support for the small number of prisoners from a Gypsy, Romany or Traveller background.
- 2.21** Five per cent of the population were foreign nationals. At the time of the inspection, none were being held solely on immigration grounds. An immigration official visited regularly, but prisoners no longer had access to independent advice and were signposted to a list of solicitors who could help with immigration matters. There was little prison information available in languages other than English. Although professional telephone interpreting services were available, we were not confident that they were always used during prisoners' first days at the prison. Staff who could assist with interpreting were known, and used, around the prison. Classes in English as a second language were provided and the library had a good stock of books in languages other than English. Checks were in place to make sure that foreign national prisoners who did not receive a visit had the free telephone calls they were entitled to.
- 2.22** There was effective screening to identify prisoners with disabilities on admission, and the prison was aware of over 200 prisoners who said that they had a disability. Those we spoke to were generally positive about the prison's response to meeting their needs. In our survey, 46% of respondents (76 prisoners) said that they had a disability, and nearly all of them (91%) said that they had mental health problems. The survey revealed these prisoners to have some negative perceptions, including about feelings of safety, and these needed to be explored further. Staff were aware of the nine personal emergency evacuation plans in place at the time of the inspection. Mobility and other aids were provided to prisoners. A small number of adapted cells were available and two prisoners were receiving support from visiting carers.
- 2.23** Older prisoners (aged over 50) were appreciative of the support provided by the four-times-weekly RECOOP (Resettlement and care for older ex-offenders and prisoners) 'Rubies' groups. The 10 prisoners who were under 21 could attend a weekly group run by a chaplain. There was no strategy for their management or developmental needs. Monitoring data suggested that they had been over-represented in the use of formal disciplinary procedures for several months, but the reasons for this were not known.
- 2.24** In our survey, 21% of prisoners identified themselves as gay, bisexual or other sexual orientation, which equated to around 80 prisoners. This was far more than had identified themselves to the prison. The views of these prisoners about their treatment were mostly similar to those of others. The prison held two transgender prisoners at the time of the inspection. They received good support, and a community helpline had been sourced since the previous inspection.
- 2.25** The mother and baby unit was a large, bright and well-equipped facility. There were two mothers and a newborn baby living on the unit at the time of the inspection, and both women were positive about the care and support they received from staff. All staff working on the unit were trained in paediatric first aid, and trained nursery nurses provided care for

the babies and children living on the unit, so that mothers could attend work and other activities.

- 2.26** Mothers living on the unit could buy and prepare food for their babies in the kitchen. Midwives and health services staff visited the unit regularly and provided appropriate clinical care and support comparable with community-based provision.
- 2.27** The unit was used for authorised family visits, where family members and carers could bring children in for the day to spend time with their mother.

Faith and religious activity

Expected outcomes:

All prisoners are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and resettlement.

- 2.28** The full-time managing chaplain was relatively newly appointed. He was part of the prison's senior management team and attended other strategic committees. He was the only full-time chaplain, and was assisted by part-time and sessional staff and a committed group of volunteers. The team was carrying some vacancies, and plans to enhance the range of support it offered were dependent on successful recruitment.
- 2.29** The team carried out its statutory responsibilities effectively. This included seeing new prisoners on the day after they arrived, visits to prisoners on cellular confinement and supporting those who had received bad news. There was a well-equipped chapel, a multi-faith room and a chaplaincy office, all of which were suitable to meet needs.
- 2.30** In our survey, 78% of prisoners said that their religious beliefs were respected, 79% that they could speak to a chaplain in private and 91% that they could attend religious services if they wanted to. Regular worship and groups took place for the faiths represented at the prison, and all major religious festivals were celebrated.
- 2.31** A group of over 20 volunteer prison visitors was coordinated by a chaplain (see also paragraph 4.32), and another chaplain ran a weekly group for younger prisoners. Visits from community faith leaders to individual members of their faith had been arranged for some prisoners.

Complaints

Expected outcomes:

Effective complaints procedures are in place for prisoners, which are easy to access, easy to use and provide timely responses. Prisoners feel safe from repercussions when using these procedures and are aware of an appeal procedure.

- 2.32** The number of complaints submitted had decreased considerably since the previous inspection, with an average of just over 70 a month over the previous six months, and complaint forms were available on the residential units. However, of concern, in our survey far more prisoners who identified as having a disability than their peers (43% versus 15%) said that they had been prevented from making a complaint, and this warranted further investigation.

- 2.33** Submitted complaints were managed and tracked efficiently. Managers reviewed trends in complaints each month, to identify issues or themes.
- 2.34** Just under a quarter of complaints were upheld. The complaint responses that we looked at were mostly timely, polite and dealt with the issues raised. Managers had provided guidance to staff involved in responding to complaints, and carried out quality assurance on 10 responses each month. This helped to ensure consistency in the quality of responses.

Legal rights

Expected outcomes:

Prisoners are fully aware of, and understand their sentence or remand, both on arrival and release. Prisoners are supported by the prison staff to freely exercise their legal rights.

- 2.35** There were no dedicated prison staff to support prisoners with legal issues, so provision was limited. Arrangements for legal visits and legal mail were satisfactory, although over a third (39%) of prisoners in our survey said that their legal mail had been opened without them being present. However, post room staff recorded these occasions, and the number of times that this had happened was, in fact, far lower than the survey suggested; the gap between this and prisoners' perceptions needed investigation.
- 2.36** The library held legal texts and Prison Service Instructions and rules, for prisoners to consult.
- 2.37** There was no information about, or help with, bail; there were no sources of free legal advice; and there was nothing to promote eligible prisoners' right to vote.

Recommendation

- 2.38** Prisoners should have access to support to exercise their legal rights.

Health services

Expected outcomes:

Prisoners are cared for by a health service that assesses and meets their health needs while in prison and which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which prisoners could expect to receive elsewhere in the community.

- 2.39** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)⁷ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.

Governance arrangements

- 2.40** The CQC found no breaches of the relevant regulations.

⁷ CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.41** NHS England directly commission Bristol Community Health Community Interest Company (BCH) to provide health care services, under a prime provider model. BCH provided primary care services and sub-contracted elements of health care services to other providers, working as a partnership called InspireBetterHealth. This contract started in April 2016.
- 2.42** A series of well-attended strategic and local governance meetings, regular contract review meetings and scrutiny of data demonstrated robust oversight of the contract and effective partnership working. A refresh of the health needs assessment in 2017 had informed service delivery, and a new one was scheduled for September 2019.
- 2.43** Effective patient engagement, with regular health improvement groups and surveys, had influenced service delivery improvements. Lessons learned from adverse incidents, a wide range of audits, and complaints had also led to service developments.
- 2.44** The service was well led, supported by skilled clinical leads, and we observed conscientious staff who knew their patients well. There was an appropriate skill mix of staff in all teams, and nurses were available 24 hours a day. Mandatory training was well managed, and professional development was identified and encouraged through regular managerial and clinical supervision and appraisals.
- 2.45** In our survey, 54% of prisoners said that the overall quality of health services was good, which was better than at comparable prisons.
- 2.46** The health centre operated similarly to a community practice, with a reception desk and an open waiting room, and was a welcoming area. Wing-based medication administration rooms had been refurbished since the previous inspection and were clean. Clinical areas met infection control standards, and actions to address any minor deficits were being addressed.
- 2.47** Health services staff we spoke to were aware of their safeguarding responsibilities and had received relevant safeguarding training. Consent to share medical information was sought routinely.
- 2.48** Health services staff responded to all emergencies and had received life support training. Emergency resuscitation equipment was in good order, monitored effectively, stored appropriately and easily accessed. Officers we spoke to were familiar with the emergency code protocol, and first-aid-trained staff were always on duty. Ambulances were called promptly in an emergency.
- 2.49** Prisoners had access to a secure separate health care complaints system. Sampled responses were respectful in tone and fully addressed the issues highlighted. However, response times and oversight were not managed well enough, as some fell outside of the recommended timescales. Compliments received were shared with staff.
- 2.50** Health promotion formed an integral part of the prison's well-being strategy, and local and national well-being initiatives were well advertised. Prisoners with specific health issues were encouraged to participate in well-advertised fitness programmes, which were tailored to meet individual needs.
- 2.51** Prisoners had access to disease prevention and screening programmes, including breast screening, where there had been delays. Systems to prevent and manage communicable diseases were robust.
- 2.52** Blood-borne virus screening was undertaken, and a visiting hepatitis specialist nurse provided hepatitis C treatment. Smoking cessation support was available for those who wished to stop nicotine vaping, but uptake was low.

Good practice

- 2.53** *Prisoners with specific health issues were encouraged to participate in well-advertised fitness programmes which were tailored to meet individual needs.*

Delivery of care (physical health)

- 2.54** New arrivals received a comprehensive initial health screen with a nurse, focusing on risks and immediate needs, including those relating to substance use withdrawal, pregnancy, mental health and self-harm. Secondary health screenings were booked promptly, to identify and address prisoners' health needs immediately. Good liaison with community services helped to ensure continuity of care.
- 2.55** Prisoners had good access to a range of primary care services. Waiting times were short, with a three- to four-day wait for a routine GP appointment, and urgent appointments facilitated on the same day. There was good access to both male and female GPs. Out-of-hours GP cover was provided to the same level as in the community. A wing triage service enabled prisoners to have prompt access to nursing staff.
- 2.56** Patients with long-term conditions were seen by suitably qualified and experienced staff through a mixture of nurse- and GP-led clinics. With the exception of wound care management, there were no individual care plans to support the continuity of care. Pathways to support the management of long-term conditions based on national clinical guidance and comprehensive care plans were being developed but had not yet been implemented.
- 2.57** A weekly multidisciplinary complex case meeting was effective at ensuring that concerns were identified and discussed, and solutions explored to maintain well-being.
- 2.58** Regular women's health clinics covered contraception, cervical smears and sexual health screening. Barrier protection was freely available, well advertised and also offered pre-release.
- 2.59** Pregnant women had good access to community midwifery services. Community-equivalent care, including health visitor and midwifery involvement, was also available on the mother and baby unit, provided by a local GP surgery (see also section on protected characteristics).
- 2.60** A dedicated member of staff managed external hospital appointments well. Patients were referred promptly to secondary health services. Additional appointments had recently been facilitated, and been successful at reducing a backlog. Few appointments were cancelled owing to a lack of prison escort staff.

Recommendation

- 2.61** **Those with complex health needs should have recorded care plans that are reviewed regularly.**

Pharmacy

- 2.62** A dedicated medicines management team, made up mainly of pharmacy technicians, was responsible for medication administration and medicines management. HMP Bristol supplied medicines every weekday, along with patient information leaflets, and urgent medicines were delivered on the same day.

- 2.63** Stock control was well managed, with a minimum and maximum level adhered to. Most medication was delivered on a patient-named basis and some commonly used medicines were administered from stock.
- 2.64** Medicines were prescribed and recorded on SystmOne (the electronic clinical record). Medicines administration took place three times a day at suitable times, and night-time medication was facilitated. Missed doses were recorded and followed up as necessary.
- 2.65** During the inspection, only around 25% of prisoners prescribed medication received it in-possession, following an appropriate risk assessment. This relatively low level of in-possession medication led to particularly busy morning and evening administration sessions. This was partially due to a lack of secure in-cell storage, which the prison was addressing (see paragraph 2.5).
- 2.66** Administration was completed competently, and the team had a good rapport with prisoners, answering medication queries and booking patients in for nurse triage appointments. Photograph identification checks for the safe administration of all medicines had improved. We observed officers managing queues effectively during medication administration. Patients who received medication in-possession, particularly on the enhanced unit, reordered their prescriptions by handing in a slip to the pharmacy technician.
- 2.67** The recent change in the classification of pregabalin (prescribed to treat neuropathic pain) and gabapentin (an antiepileptic medication) to controlled drugs from April 2019 had caused minimal disruption owing to the proactive approach to the management of pain. The service had introduced a pregabalin reduction programme, which offered support to help prisoners to reduce their dependency gradually, ensuring that they were on clinically appropriate medication.
- 2.68** Drug alerts and medication recalls were well managed. Patients could access pharmacy-led clinics, including medicine use reviews.
- 2.69** There was a wide range of minor aliment treatments and a suitable range of patient group directions (which enable nurses to supply and administer prescription-only medicine).
- 2.70** The team had introduced a 'health bar' – a private purchase list which included creams and was popular with prisoners.
- 2.71** Refrigerator temperatures were recorded well in most treatment rooms but there were some gaps on the unit 5/6 recording sheet. We also found another refrigerator for which the temperatures had not been recorded, which meant that the integrity of the medicines stored within it could not be assured. However, this was addressed during the inspection.
- 2.72** Community-style prescriptions were available for use following an unexpected release from prison if any urgent medication was required.
- 2.73** The drugs and therapeutics committee discussed all relevant issues, including prescribing trends.

Dentistry

- 2.74** Dental appointments were appropriately prioritised according to clinical need, and sessions offered a range of treatment, equivalent to that in the community. Urgent referrals were seen promptly, but waiting times for routine appointments were too long, at around 11 weeks. However, there were plans to address this, including additional dental sessions and an

active review of the waiting list. Oral health promotion was provided verbally during consultations.

- 2.75** The primary care team offered support and pain relief to patients when required, and there was effective communication with the dental team. Patients had access to external orthodontic treatment when necessary.
- 2.76** The dental room met current infection control standards and there was a separate decontamination room. Dental equipment was maintained and serviced regularly, ensuring that a safe service was provided.

Recommendation

- 2.77 Prisoners should have access to routine dental appointments within six weeks.**
(Repeated recommendation 2.69)

Delivery of care (mental health)

- 2.78** Avon and Wiltshire Partnership NHS Trust provided a good and responsive mental health service. Following a restructure in April 2018 to meet the high level of need, the service had divided into three teams, and a few new posts had been created, including a dual diagnosis (for those with co-existing mental health and substance use problems) and a neurodevelopmental practitioner, who were useful additions to the team, providing specialist support to patients.
- 2.79** The teams were based in an open-plan office, which promoted effective communication and integrated work between the physical and mental health care teams. The average number of referrals was approximately 135 per month and the team was currently supporting 152 patients (approximately 40% of the population) via individual and group sessions. At the time of the inspection, 24 patients needed case management under the care programme approach (mental health services for individuals diagnosed with a mental illness), and had been allocated to registered staff across the teams.
- 2.80** Referrals were discussed at weekly multidisciplinary team meetings, which staff from the Nexus unit (see section on units for prisoners with personality disorder) also attended. The team comprised a skilled and conscientious workforce, including good support from two consultant psychiatrists.
- 2.81** A crisis team, made up of registered and support staff, responded promptly to urgent referrals, including attendance at all initial assessment, care in custody and teamwork (ACCT) case management reviews, and worked from 8am to 8pm, seven days a week. The caseload was usually between 30 and 40, including prisoners on residential unit 4, and was actively monitored and reviewed throughout the day. One or more sessions were offered, and referrals to other parts of the service were made, dependent on need.
- 2.82** The primary care mental health team consisted of two experienced registered mental health nurses, who were also non-medical prescribers and held regular clinics. Although the waiting time was at around four weeks, the crisis team offered support, and need was prioritised. Another nurse was due to start, which would shorten this waiting time. A social prescriber, an innovative post which offered additional support and helped prisoners to link with other services, helped to improve health and well-being outcomes. Health monitoring took place for patients prescribed mood stabilisers and antipsychotic medication.

- 2.83** A therapies service provided psychologically informed groups and individual sessions by experienced support staff, supervised by a psychologist. The groups were being extended to cover some issues in more depth, which would enhance the service. A 'Pets as Therapy' dog came in regularly, and Info Buzz, a charity, provided a craft session every Saturday, which prisoners found therapeutic.
- 2.84** The mental health team had provided awareness training about learning disability and personality disorder, but more mental health awareness training was needed to enable officers to recognise and support prisoners with mental health problems.
- 2.85** Twelve patients had been transferred to mental health facilities under the Mental Health Act in the previous six months. The two-week transfer guidance had been exceeded in all but three cases, with the longest wait being six weeks. The team tried to expedite transfers, but external factors, including a lack of appropriate beds, created some delays.

Good practice

- 2.86** *The introduction of the social prescriber role was a positive initiative, providing additional assistance for patients and links with other services promoting health and well-being.*

Social care

- 2.87** There were good links with South Gloucestershire Council, supported by a memorandum of understanding. Prisoners with social care needs were promptly identified, and referrals made. However, a recent change in staffing within the council had had a temporary impact on the timeliness of assessments. Health services staff mitigated this gap by meeting the personal social care needs of prisoners until an assessment took place.
- 2.88** Once an assessment had identified a social care requirement, sufficiently trained social care staff from an external domiciliary care provider delivered personal care. Two prisoners were currently being supported daily. A range of equipment was appropriately supplied to help mobility and promote independence.

Catering

Expected outcomes:

Prisoners are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.

- 2.89** In our survey, only 33% of respondents (against 44% in similar prisons) said that the quality of the food provided was very or quite good, and only 34% said that they had enough food to eat at mealtimes. However, the quantity of the food we saw being served at mealtimes was reasonable.
- 2.90** A four-week rotating menu cycle provided a range of meals, including fresh fruit and a hot meal each day. Vegan, vegetarian and halal options were available. It was Ramadan at the time of the inspection, and this was well organised, with food packs prepared daily for the women who were fasting. Those with special dietary needs were mostly catered for well, and pregnant mothers received extra fruit and milk. Meals were served at acceptable times of the day.

- 2.91** Mealtime supervision by staff was reasonably good, and during the inspection portions were distributed fairly. The temperature of the hot food served on the residential units was not routinely checked, and log books recording this information were not always completed. There were no accredited training courses available to prisoners working in the kitchen or on the serveries.
- 2.92** There was limited consultation with prisoners about the food served. Although a food survey was carried out twice a year, food comments books were not readily available on the serveries. A representative from the catering team did not always attend the monthly prisoner consultative committee.

Purchases

Expected outcomes:

Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.

- 2.93** In our survey, more prisoners than at similar prisons and at the time of the previous inspection were positive about the range of items they could buy from the prison shop. They placed orders weekly, but new arrivals could wait up to 10 days to receive their first full order, which was too long.
- 2.94** Initial grocery and vape packs were offered in reception, with the cost staggered over several weeks, but subsequent packs were only available to prisoners with the money to pay in full. All of this increased the risk of incurring debts with other prisoners.
- 2.95** Other than enhanced prisoners, who had access to Avon catalogues, there was no opportunity to order from catalogues and there were no facilities for prisoners to buy clothing or footwear. They were also unable to order newspapers or magazines themselves, having to rely on family or friends to make arrangements for the order.

Section 3. Purposeful activity

Time out of cell

Expected outcomes:

All prisoners are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.⁸

- 3.1** The amount of time out cell for most prisoners was good, with those who were working having more than 10 hours a day on weekdays. At the weekend, this was reduced to 8.35 hours.
- 3.2** During our inspection roll checks, 19% of prisoners were locked in their cells during the working day. However, a disproportionate number of these were living on residential units 1, 2 and 3, where we found 61% of prisoners locked in their cells (see main recommendation S62). This was partly due to the prison choosing to lock up all other prisoners while they enabled those under segregation or on the basic regime to have access to showers, telephones and exercise. This approach penalised the majority of prisoners (see also section on segregation).
- 3.3** Regime curtailments had occurred more than 40 times in the previous three months. In 30 of these cases, this had included residential units 1, 2 and 3, and this usually took place because of staff shortages.
- 3.4** In our survey, 66% of respondents said that they could go out for exercise more than five days in a typical week, which was considerably better than at similar prisons. Exercise periods were too short, at 30 minutes rather than an hour.

⁸ Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

Learning and skills and work activities

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.

3.5 Ofsted⁹ made the following assessments about the learning and skills and work provision:

Overall effectiveness of learning and skills and work:	Good
<i>Achievements of prisoners engaged in learning and skills and work:</i>	Good
<i>Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment:</i>	Good
<i>Personal development and behaviour:</i>	Good
<i>Leadership and management of learning and skills and work:</i>	Good

Management of learning and skills and work

- 3.6** Managers provided good leadership and a clear focus on maintaining and improving the quality of provision. Relationships between college and prison managers were excellent and had led to improvements in qualification achievement outcomes and to the quality of teaching, learning and assessment. As a result, the overall quality of provision delivered by Weston College was good.
- 3.7** Prison and college managers provided clear direction for staff. They had a well-developed understanding of the challenges facing the establishment, and of the prisoners in their care. Effective joint working between prison and college managers had secured good progress against most of the recommendations made at the last inspection.
- 3.8** A recent curriculum needs analysis demonstrated that managers understood the prison population well. They ensured that the high rate of prisoner turnover at the establishment was reflected in the range, type and duration of courses offered. The curriculum therefore met the needs of most of the population.
- 3.9** There was an extensive range of short, classroom-based courses focusing on English, mathematics and information technology from entry level to level 2. Retention rates and qualification outcomes were high. The proportion of prisoners progressing from a lower to higher level in English and mathematics was particularly good.
- 3.10** The college's recruitment and performance management arrangements were effective. Managers had recently appointed three staff from the prison's uniformed officer grade as trainee teachers, funding their teaching qualification and providing high-quality, individualised

⁹ Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

support. As a result, they had all achieved their teaching qualification, becoming valued members of the college's teaching staff.

- 3.11** Quality improvement arrangements were good. Managers made good use of the results of observations of teaching and learning to identify teachers' strengths and weaknesses, and to help them to improve. Teachers attended regular and frequent training sessions, which developed their confidence and improved the delivery of their training.
- 3.12** The self-assessment report was generally accurate, and the quality improvement plan addressed all the key weaknesses in the provision. This demonstrated that prison and college managers knew their provision well and understood where improvements were needed.
- 3.13** Managers monitored the progress and performance of different groups of prisoners well. The prison's learning and skills manager carried out regular and frequent analysis of retention and achievement rates, to identify any disparities in performance, and took appropriate action where necessary.
- 3.14** Managers had high expectations of prisoners and what they could do while in custody to help them to prepare for resettlement.
- 3.15** Links with local employers, and community and voluntary organisations were limited. As a result, prisoners nearing their release date did not have sufficient opportunities to attend work placements or participate in community and charity work while serving the remainder of their sentence.
- 3.16** Prison managers had actively begun the process of appointing an information, advice and guidance officer to help prisoners with long-term career goals, and strategies for achieving them. However, at the time of the inspection the prison offered only a limited careers advice service.

Provision of activities

- 3.17** There were sufficient activity places to meet the needs of most of the population. Most prisoners were engaged in an appropriate range of full-time purposeful activity.
- 3.18** Leaders rightly prioritised the development of prisoners' English and mathematical skills. Classes in these subjects made up a large proportion of the college's education provision.
- 3.19** The allocations process was fair and equitable. The activities team took suitable account of prisoners' previous experience of custody, educational background, health and security considerations, with appropriate attention to body image, diet and health. This ensured that prisoners were allocated to an activity that met their needs and aspirations, and kept other prisoners safe.
- 3.20** There were good opportunities for prisoners to enrol on distance learning and Open University courses. At the time of the inspection, 26 prisoners were enrolled on these courses, and received good support from college staff to help them to progress and achieve.
- 3.21** Pay rates were fair and equitable, and did not disincentivise prisoners from attending education classes. Following a review of the prison's pay policy after the last inspection, pay rates for prisoners attending education classes had been increased. Prisoners could also now earn a bonus payment for successful completion of a functional skills qualification in English or mathematics.

- 3.22** The prison provided a suitable range of vocational training courses, which included catering, manicure, pedicure, cleaning, customer service and retail. Prisoners made good progress in developing their practical and employability skills. Managers acknowledged the need to offer a wider range of vocational training, especially in less stereotypically female job roles. Their plans to open additional skills workshops providing vocational training in painting and decorating and in multi-skills were at an advanced stage but had yet to be realised.
- 3.23** As prisoners serving short sentences made up most of the population, most educational and vocational courses were delivered over one to five weeks, and designed for these prisoners to achieve a qualification before their release date. As a result, the range of purposeful activity for prisoners serving sentences longer than 12 months was limited, with too many prisoners in this category either unemployed or engaged in prison work, without an opportunity to further their educational or vocational skills.
- 3.24** The prison's working day started at 9.30am, which was much later than in similar establishments. This was because most prisoners required essential medication each morning before they could attend activities. The long process of dispensing medicines had led prison managers to schedule the late start to the day. They acknowledged that this resulted in a shorter working week than in other prisons, which curtailed the amount of purposeful activity that could be scheduled.

Recommendations

- 3.25** **Prison leaders should continue to review the vocational curriculum, to ensure that it reflects the aspirations of prisoners who want to develop careers in less stereotypically female job roles.**
- 3.26** **Prison leaders should provide sufficient full-time activity places, including in education and vocational training, for all prisoners, particularly those serving longer sentences.**

Quality of provision

- 3.27** Teachers had suitably high expectations of prisoners. They used encouragement, positive feedback and a wide range of interactive and engaging activities to help prisoners to progress and achieve. Prisoners spoke highly of the quality of care they received from teachers during learning sessions, which helped them to complete tasks successfully.
- 3.28** Most classroom-based and vocational teaching and learning was effective, as correctly identified in the self-assessment report. Teachers were well qualified, experienced and enthusiastic about their subject. They made learning activities enjoyable and planned sessions well to meet the individual needs of prisoners. As a result, most made good progress against individualised targets.
- 3.29** Teaching rooms were well decorated with motivational slogans, informative articles about women's health, and colourful displays of prisoners' work. Wall displays also included inspirational stories about prisoners who had used their time in custody productively to improve their lives and that of their families and children.
- 3.30** Teachers provided helpful and constructive oral feedback on prisoners' work. Most prisoners knew what they had to do to achieve their qualification and how to improve their work. Most prisoners reported that they had increased their confidence and self-esteem, and

that they understood how learning could help to improve their life chances after release from custody.

- 3.31** Teachers promoted prisoners' skills in mathematics and English well. They encouraged prisoners to maintain a vocabulary workbook, so that they could record the spelling and meaning of new words they had learnt during their studies.
- 3.32** Prisoners in vocational areas developed skills in mathematics – for example, in relation to measuring quantities and volumes of chemicals used in nail and pedicure treatment, and in the manufacture of scented soap. Teachers displayed key technical chemical and industry terms on the whiteboard, to reinforce the correct spelling and use of specialist language.
- 3.33** The prison had made good use of trained and qualified prisoner classroom assistants to help other prisoners during lessons. They provided valuable assistance to the teacher and supported their peers effectively.
- 3.34** Prisoners studying on Open University and distance learning courses had access to the virtual campus (internet access for prisoners to community education, training and employment opportunities) during lunchtimes, so that they could word-process their assignments. College teachers supported distance learners well, ensuring that they could attend scheduled tutorials and that they were making at least the expected progress.
- 3.35** Teachers promoted equality through themed weekly topics such as Armistice Day, Black History, Australia Day and in discussions of influential and inspirational women.
- 3.36** The prison made use of prisoner peer mentors to support classroom and vocational training. However, not all peer mentors were suitably trained. Teachers did not always clearly explain to mentors what they expected of them during the session. As a result, the quality of peer mentors' work was not always consistently good.
- 3.37** Teachers made suitable use of the available information on prisoners' previous experience and attainment to plan learning. They had recently begun to identify and support prisoners with more complex learning needs. Around 16 prisoners were receiving specialist support from the college's special educational needs worker. Teachers acknowledged that they needed to do more to support prisoners whose additional needs had yet to be identified.
- 3.38** Teachers made appropriate use of individual learning plans to record prisoners' learning targets, provide feedback on progress and support qualification achievement. However, most individual learning plans were focused on qualification achievement, with insufficient attention given to the development of wider personal skills and behaviour.

Recommendations

- 3.39** **College managers should continue to identify prisoners with special educational needs and arrange suitable additional support for them.**
- 3.40** **Teachers should ensure that individual learning plans support the development of prisoners' wider personal skills and behaviour, so that they are better prepared for life after custody.**

Personal development and behaviour

- 3.41** Prisoners' behaviour in classrooms, workshops and prison work was very good. They enjoyed learning sessions and displayed courtesy and respect for their fellow prisoners, instructors and visitors. Prisoners' motivation to attend, learn and develop useful skills and behaviour was good, as demonstrated by the high levels of attendance at purposeful activities.
- 3.42** Prisoners generally presented written work neatly. The standard of their practical work in vocational training was good, and it met the requirements of the qualification for which they were studying. For example, prisoners in the retail workshop produced high-quality luxury soap to commercial standards, as demonstrated by orders for those products from Berkley Castle, a historic country home and castle in Gloucestershire.
- 3.43** Prisoners participating in vocational training and those in prison jobs developed behaviour and work skills likely to benefit them when released from custody. For example, those working in the coffee shop (the Busy Bean Café) were able to work with minimal supervision, handle money, prepare coffee and snacks, and interact socially with customers.
- 3.44** Prisoners demonstrated a good understanding of health and safety issues, and of how to keep themselves and others safe when working in vocational workshops or engaged in prison work. They used the correct personal protective equipment and advised visitors to don suitable protective clothing such as gloves and aprons, where necessary – for example, when visiting the soap processing workshop.
- 3.45** For prisoners engaged in prison work, the prison offered few opportunities to achieve a qualification related to their job, which reduced their prospects of securing a job in a similar role after their release (see main recommendation S63).

Education and vocational achievements

- 3.46** Achievement rates for most classroom-based and vocational qualifications were high, with no substantial differences in achievement between different groups. Achievement rates in English and mathematics functional skills, and information and communications technology were particularly high, especially at entry level and level 1, although outcomes in mathematics at level 2 required improvement.
- 3.47** Prison and college managers ensured that prisoners were enrolled on courses that matched the typically short sentences that most prisoners served. As a result, the number of prisoners who stayed to the end of their studies on most courses was high.
- 3.48** Most prisoners made good progress from their varied starting points, with many reporting an increase in their confidence and personal and social skills. They developed good vocational skills, which prepared them well for their next steps. They produced work of a standard consistent with the level of programme they were following.

Library

- 3.49** Library provision was good and most prisoners were enrolled as members. Library use was monitored but there was no analysis of why some prisoners did not access the service.
- 3.50** The library stock was large and varied, including many books in languages other than English and a wide range of legal texts. This positive provision was reflected in our survey, in which

78% of respondents, more than elsewhere, said that the library had a wide enough range of materials to meet their needs. In addition, there was a quick and efficient ordering service, which allowed prisoners to order books that were not already stocked.

- 3.51** The library was open from Monday to Friday, from 9am until 4.30pm, but there was no evening or weekend availability. Prisoners could access the library daily during the free flow to work in both the morning and afternoon, and in addition every residential unit also had twice-weekly sessions.

Physical education and healthy living

Expected outcomes:

All prisoners understand the importance of healthy living, and are encouraged and enabled to participate in physical education in safe and decent surroundings.

- 3.52** The prison had a gym, an outdoor basketball court and an impressive fitness suite, which had recently been renovated. PE provision was good, with all prisoners being able to access the gym daily during the free flow to work in both the morning and afternoon. Some prisoners could access the gym up to three times in a day, including an early morning session before work.
- 3.53** The gym staff had worked hard to respond to prisoners' needs, offering a wide range of classes to suit all fitness abilities. There were individual sessions delivered for prisoners who had health conditions that could be improved by exercise, and the gym staff worked alongside a physiotherapist to support these prisoners.
- 3.54** A dedicated group of gym orderlies supported the gym, although these prisoners could not gain any formal qualifications in this work.

Section 4. Resettlement

Strategic management of resettlement

Expected outcomes:

Planning for a prisoner's release or transfer starts on their arrival at the prison.

Resettlement underpins the work of the whole prison, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need.

Good planning ensures a seamless transition into the community.

- 4.1 On average, 120 prisoners were released from the prison each month. The prison held all categories of prisoner, from remand, short-term sentences and licence recalls to those serving a life sentence. In our survey, 73% of respondents said that they had mental health problems, and just under half had had problems with illicit drug use before coming to the prison. About one in five prisoners were serving sentences of less than six months and just over a third had been at the establishment for less than three months, all of which made the delivery of resettlement services more challenging.
- 4.2 The strategic management of resettlement was good. A well-attended monthly reducing reoffending meeting took place and monitored the prison's reducing reoffending action plan, which was responsive. The reducing reoffending strategy was up to date and appropriately identified areas of weakness, as well as future plans to overcome them. However, the prison did not use quantitative data from offender assessment system (OASys) assessments or other sources to analyse the needs of the many diverse groups of prisoners held, instead relying on prisoner surveys only (see also paragraph 4.47 and main recommendation S67).
- 4.3 Monthly meetings took place between reducing reoffending, offender management and Safer Wales Community Rehabilitation Company (CRC) staff, to try to effect crucial joint working; although this was evident at management level, there remained a lack of integration between teams on the ground.
- 4.4 The CRC had experienced ongoing staff shortages over the previous year, resulting in resettlement provision that had been far too limited (see main recommendation S65). There were also serious staffing issues within the offender management unit (OMU), where the total combined number of prison and probation offender supervisors was almost half of what it should be. This was made worse by the cross-deployment of prison offender supervisors (see main recommendation S64).
- 4.5 Additionally, because of health and safety issues with the offices, CRC, OMU and case administration staff were located in different buildings while waiting for their new offices, where they would be co-located, to be built. The impact of this had been disjointed work between offender management, case administration and CRC staff, resulting in a lack of cohesion in planning for prisoner releases.
- 4.6 Release on temporary licence (ROTL) was underused for a resettlement prison, although this had been identified and funding had been secured to increase staffing to support this area of work.

Offender management and planning

Expected outcomes:

All prisoners have a sentence based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody. Prisoners, together with all relevant staff, are involved in drawing up and reviewing plans.

- 4.7** Probation officer offender supervisors managed high-risk cases, and prison officer offender supervisors managed lower-risk cases, both with a caseload of around 50 each. Until very recently, the senior probation officer's oversight of offender supervisors had been limited by the need for her to undertake other offender management tasks, owing to the staff shortages.
- 4.8** Too many prisoners did not have an up-to-date OASys assessment, although OMU staff were working hard to address this. At the time of the inspection, there was a backlog of 55 OASys assessments, which equated to 28% of the population (see main recommendation S64). In some cases, the assessment of risk did not sufficiently capture offending-related need or the risk of harm posed, and needed to be reviewed internally. As a result of the staffing issues, the quality assurance of OASys assessments had lapsed, and this needed to be addressed at the earliest opportunity.
- 4.9** The prison's own needs analysis showed that 59% of prisoners did not feel involved in their sentence plan. In our survey, only 23% of prisoners said that they had a custody plan, which was far worse than at similar prisons. Prisoner contact with offender supervisors was sporadic, process driven and transactional. There was little time for offender supervisors to meet prisoners on their caseload routinely, to deliver one-to-one work aimed at reducing risk or promoting progression, or for more meaningful proactive contact (see main recommendation S64).
- 4.10** The number of prisoners released on home detention curfew (HDC) was much lower than we normally see. In the previous six months, 316 applications had been made for HDC and only 128 had been approved. HDC decisions were appropriate, but too many prisoners did not have a suitable address to go to, and could not be released (see section on accommodation and main recommendation S66).
- 4.11** In the previous six months, only 14 prisoners had participated in ROTL, on 365 occasions, which was fewer than we normally see in similar prisons. Risk management for ROTL was appropriate and decisions could be justified. However, ROTL risk assessments were not prioritised and were therefore often delayed, and prisoners were not routinely invited to ROTL boards, both of which caused some prisoners frustration.

Public protection

- 4.12** At the time of the inspection, 15% of prisoners had been assessed as presenting a high risk of harm to others, and 30% would be managed under multi-agency public protection arrangements (MAPPA) on release.
- 4.13** The interdepartmental risk management team meeting had a clear rationale and was well attended. The meeting reviewed all MAPPA cases before release. However, a third of prisoners due for release in the next three months did not have a confirmed MAPPA management level, which potentially undermined pre-release risk management planning.

- 4.14** Procedures to manage prisoners posing a continuing risk to children or others were robust. Contact restrictions were applied appropriately on arrival and explained to the prisoners, and applications for contact with named children were suitably processed, with evidence of managerial oversight. Ongoing risk was considered at regular 'monitoring and restrictions' meetings, which were attended by the public protection clerk, senior probation officer and OMU staff. Public protection files were comprehensive and evidenced a good flow of information externally regarding applications for child contact.

Recommendation

- 4.15 Multi-agency public protection arrangements (MAPPA) management levels should be confirmed at least six months before release, to promote the offender management unit's involvement in risk management release plans.**

Allocation

- 4.16** There were 14 prisoners suitable for open conditions at the time of the inspection. These prisoners were housed on the semi-open unit, residential unit 7. In some cases, it was difficult to transfer prisoners to other establishments because of the lack of spaces, which hindered their progression. The OMU managed requests for a transfer effectively, although the process was sometimes undermined by prisoners not wishing to leave Eastwood Park, as suitable open prisoners were located too far from their home.

Indeterminate sentence prisoners

- 4.17** At the time of the inspection, there were 14 life-sentenced prisoners and no prisoners serving indeterminate sentences for public protection.
- 4.18** All potential indeterminate prisoners on remand were allocated a probation offender supervisor as a point of contact. Two of the 14 lifers lived on the Nexus unit (see section on units for prisoners with personality disorder), which provided specialised support, but there were no other support services specifically geared towards the other 12 life-sentenced prisoners. This was exacerbated by the lack of offending behaviour work available (see section on attitudes, thinking and behaviour). Parole assessments were up to date.

Recommendation

- 4.19 Indeterminate sentence prisoners should receive more support through an up-to-date strategy and action plan, based on their needs, including more opportunities to progress.**

Reintegration planning

Expected outcomes:

Prisoners' resettlement needs are addressed prior to release. An effective multi-agency response is used to meet the specific needs of each individual prisoner in order to maximise the likelihood of successful reintegration into the community.

- 4.20** The prison had a huge catchment area, and the number of prisoners released beyond the prison's three main contract package areas had increased. The delivery of resettlement help to those from further afield was more difficult.
- 4.21** Prison staff saw all prisoners on arrival at the prison, and a basic custody screening assessment was carried out to assess their immediate resettlement needs. The CRC completed the resettlement plan over the following five days, and in the previous six months 94% of these had been completed on time. Resettlement support was over-reliant on simply signposting advice, with prisoners trying to take actions for themselves, and did not link with MAPPA in cases where this was required. The objectives in plans pertained only to issues that the prisoner identified that they wanted to work on. As a result, the plans were not sufficiently challenging (see main recommendation S65).
- 4.22** A long period of staff shortages within the CRC had led to very limited resettlement provision. There were now some signs of improvement, although it was too early to see the impact of this on improving outcomes for prisoners. The CRC had recruited an assistant manager, accommodation specialist (see also paragraph 4.37), group worker, independent domestic violence adviser and peer mentor lead to enhance provision (see main recommendation S65).
- 4.23** A new one-week resettlement course had recently been implemented. Two of these courses had been run at the time of the inspection, involving 16 prisoners. Discharge boards had also recently been introduced. These were held two weeks before a prisoner was released, and aimed to ensure that all resettlement needs were identified. Eighty-six prisoners had attended boards in the previous two months. However, as the prison was releasing 120 prisoners each month, this left many prisoners being released each month without receiving the benefits of these services.
- 4.24** CRC staff did not follow up prisoners after release, and therefore did not provide through-the-gate services. The Nelson Trust provided some through-the-gate work but this was currently available only to a small number of prisoners from specific areas (see main recommendation S65).

Recommendation

- 4.25 Resettlement plans should be of a good quality, addressing issues linked to the prisoner's offending behaviour and reducing the risk of harm posed. This should include joint working with the offender supervisor, and MAPPA where relevant.**

Children, families and contact with the outside world

- 4.26** A new family and significant others strategy had been introduced following the previous inspection, with an appropriate focus on supporting prisoners to maintain family ties and improve contact with their children where appropriate.
- 4.27** A range of family interventions was provided by the national charity PACT, which employed three family engagement workers. These workers each carried a caseload of approximately 30 prisoners, meeting them individually and offering support, advice and guidance. They also organised weekly visits for mothers with children under 18 years and monthly visits for those with children aged 1–3 years. In addition, they managed a through-the-gate mentoring programme, 'Beyond Bars', supporting prisoners in the community for up to three months following release. In August and September 2018, PACT had delivered two parenting and relationship courses, for 10 prisoners, on the mother and baby unit. In the previous six months, PACT had also delivered Story DVD Mums (in which prisoners record stories for their children) to six prisoners.
- 4.28** Most visitors and prisoners we spoke to said that the visits booking line was very busy, that it was often difficult to get through to an operator, and that it could take longer than a week to book a visit. During the inspection, we called the booking line and, after waiting 15 minutes for the operator to answer, were told that, for a new visitor whose details were not already recorded on the system, a visit could not be booked for up to three weeks; this was too long.
- 4.29** The visitors cabin outside the prison was small and not adequately equipped to provide services to families travelling long distances with children. Families could leave property for prisoners with staff in the cabin, but some told us that this was not possible as it was not routinely staffed and was often closed before and after the published visiting times. The visitors waiting area inside the prison was small and did not contain up-to-date information.
- 4.30** The visits hall was a bright and clean space. Only 15 tables were available, and prisoners, visitors and staff said that, during busy weekend visits, there was little privacy between tables. A well-run café, employing trained prisoners, offered a wide range of food and snacks during social visits and was appreciated by prisoners and visitors.
- 4.31** Forty-nine per cent of the current population lived more than 50 miles from the prison, and 126 prisoners had not received a visit during their time there. There were some initiatives to support those who did not receive visits, including a well-used volunteer prison visiting scheme run by the chaplaincy. Although 26 volunteers were visiting 33 prisoners at the time of the inspection, further investigation was needed to identify why over a third of the current population had not received a visit during their time at the prison.
- 4.32** The mother and baby unit provided a safe and well-equipped space for risk-assessed family visits. Overnight visits had recently been authorised, with the first due to take place shortly after the inspection.

Victimisation, abuse and vulnerability

- 4.33** The prison's needs analysis showed that 29% of prisoners had reported having been sex workers and 44% as having a mental or physical health problem as a result of sex working. Despite this, there was too little support to help these prisoners or those who had been trafficked or sexually abused.
- 4.34** The CRC had recently recruited an independent domestic violence adviser, who had started to support a small number of high-risk victims with a view to conducting some group work in the future. All CRC staff had been trained in sexual and domestic abuse, to support any one-to-one interventions they were able to deliver.

Recommendation

- 4.35** **An appropriate range of support, based on a comprehensive needs analysis, should be available to prisoners who have experienced abuse, rape or domestic violence, or who have been involved in prostitution or been trafficked.**

Accommodation

- 4.36** In the previous six months, 42% of the prisoners, including some high risk of harm prisoners, had been released either homeless or to very temporary/emergency accommodation. This was a worryingly high percentage, and much higher than at the time of the previous inspection (29%) (see main recommendation S66).
- 4.37** Too little support was given to prisoners to either sustain or obtain accommodation. The CRC had recruited an accommodation specialist in order to try to strengthen links with housing providers outside the CRC's main catchment area, especially as this population of prisoners was increasing (see also paragraph 4.20). However, this specialist still carried a resettlement worker caseload, and was unable to focus full time on supporting women into sustainable accommodation (see main recommendation S66).

Education, training and employment

- 4.38** Prison managers did not gather sufficient data about the work that prisoners took up following their release. This meant that they could not analyse the effectiveness of the prison's training in assisting prisoners to gain sustainable employment or enter further education or training on release.
- 4.39** The virtual campus (prisoner access to community education, training and employment opportunities via the internet) was not systematically used to support learning or provide access to employment opportunities for those being released.

Recommendation

- 4.40** **Prison managers should ensure that they have accurate information on prisoners' training or employment destinations following their release, so that they can evaluate and monitor fully the impact of the curriculum offer.**

Health care

- 4.41** Prisoners attended a pre-discharge health clinic a few weeks before, and on the day of, release, to check their general health and welfare. A GP summary was provided; if the prisoner did not have a GP, they received information about the services available in the area they were being released to. Take-home medication was supplied. Suitable arrangements for patients with palliative or end-of-life needs were facilitated if required, based on individual need, either by linking with local services or transfer to an inpatient facility with 24-hour health care provision.
- 4.42** The mental health team liaised effectively with community mental health teams, and pre-release planning for patients with enduring mental health problems was well managed. There were good links with mental health services in Wales.

Drugs and alcohol

- 4.43** The substance use team contributed to the discharge board, and a continuity of care worker liaised with community prescribers and ensured treatment continuation on release. Naloxone training for relevant prisoners before release, to treat opiate overdose in the community, was well established but the provision of harm reduction information was not systematically recorded and evidenced. A designated through-the-gate worker maintained good links with community teams.

Recommendation

- 4.44** **The substance misuse team should systematically record and evidence the provision of pre-release harm reduction advice and information.**

Finance, benefit and debt

- 4.45** There was an appropriate range of practical help for prisoners to manage their money and address their debts. Prisoners could access support, such as help with opening bank accounts and budgeting on release, through activities and education classes. All prisoners had access to the National Debt Line.
- 4.46** The CRC had offered a signposting service through one-to-one interventions. A module on finance was now included in its new resettlement programme (see also paragraph 4.23), which would be accessible to a small number of prisoners.

Attitudes, thinking and behaviour

- 4.47** There were no formal accredited offending behaviour programmes, and few opportunities for prisoners to complete work to change their attitudes, thinking and behaviour. There had been no comprehensive needs analysis, to evidence the type of offence-focused interventions needed for the different types of prisoner held at the establishment (see also paragraph 4.2 and main recommendation S67).
- 4.48** There were pockets of work, such as victim awareness, run through the Forgiveness Project. Some one-to-one work, such as problem solving and building confidence, was delivered through the Nelson Trust, but the interventions on offer were only accessible to a very small

number of prisoners, and provision did not match the need, particularly for those serving long sentences or presenting a high risk of harm.

- 4.49** The Nexus unit (see section on units for prisoners with personality disorder) provided a valuable outreach and day service. The outreach service functioned in a consultative capacity, working with prisoners and staff to write crisis management plans and help prisoners with complex needs to gain a better understanding of their circumstances. At the time of the inspection, 10 prisoners were accessing the outreach support. The day service provided occupational therapy groups, psychoeducation groups (such as anger management) and therapeutic groups (such as trauma therapy), and 30 were accessing it at the time of the inspection.

Section 5. Specialist units

Units for prisoners with personality disorder

Expected outcomes:

Prisoners undergo assessment and treatment in an environment that is psychologically, emotionally and physically safe, and have a clear understanding of the treatment process.

- 5.1** The establishment offered a psychologically informed planned environment (PIPE), a day service and a developing outreach service (see also paragraph 4.49). The unit was called Nexus and was a provision PIPE, part of the national offender personality disorder pathway strategy. It offered an enabling environment to make changes and progress, and a useful range of offence-focused work to help prisoners to reduce their risk of harm.
- 5.2** The Nexus unit promoted a sense of belonging and empowerment for its 16 residents, through a wide range of psychological support. Day and outreach services were also available, following assessment, to prisoners on the main residential units, and provided good individualised treatment.
- 5.3** Officers on this unit had received additional training to increase their psychological understanding, which enabled them to provide a supportive environment to those living there.
- 5.4** Avon and Wiltshire Partnership NHS Trust provided clinical services offering a range of psychological therapies, including dialectical behaviour therapy. Nexus had received the Enabling Environments Award – a standards-based quality improvement process run by the Royal College of Psychiatrists.
- 5.5** Prisoners on the unit were positive about their experiences there, and we observed mutually respectful interactions between prisoners and all staff. Prisoners were on the PIPE for a minimum of six months and up to two years, and there were clear selection and deselection criteria.

Section 6. Summary of recommendations and good practice

The following is a listing of repeated and new recommendations and examples of good practice included in this report. The reference numbers at the end of each refer to the paragraph location in the main report, and in the previous report where recommendations have been repeated.

Main recommendations

To the governor

- 6.1** All assessment, care in custody and teamwork (ACCT) documents should be completed fully, and an effective quality assurance process implemented. (S58)
- 6.2** The prison should ensure that a robust quality assurance process is in place, with senior management oversight including the routine reviewal of video footage of the use of force. (S59)
- 6.3** The prison should ensure that long-term segregated prisoners have access to a purposeful regime that allows time for work, education and association with peers. All prisoners should have an individualised plan that allows them to progress, with support from all departments. (S60)
- 6.4** Living conditions on residential units 1, 2 and 3 should be improved and in line with those in the rest of the establishment. (S61)
- 6.5** All prisoners living on residential units 1, 2 and 3 should have equitable access to the published regime. (S62)
- 6.6** Prison managers should provide more opportunities for prisoners serving longer sentences to participate in educational and vocational training. They should also offer prisoners engaged in a prison job more opportunities to study for a qualification related to their job role. (S63)
- 6.7** All offender management assessments and plans should be up to date, and ongoing contact between offender supervisors and prisoners should be regular and meaningful, aimed at promoting engagement and progression. (S64)
- 6.8** The CRC should provide proactive resettlement support to all prisoners, both on and after release, to help them to address their problems. (S65)
- 6.9** Case work should be more proactive, with better links with community-based providers, to prevent prisoners from being released homeless or with only temporary/emergency accommodation. (S66)
- 6.10** A comprehensive analysis of the offending-related needs of the diverse population, including those serving long sentences, should be completed and regularly reviewed. This should be used to develop a strategy for the provision of offending behaviour work at Eastwood Park, and to develop clear progression routes to other prisons. (S67)

Recommendations

Early days in custody

- 6.11** The prison should ensure that all new receptions are regularly checked on during their first night in custody. (1.7)

Safeguarding (protection of adults at risk) and prisoners with complex needs

- 6.12** All staff should be trained in safeguarding procedures. (1.21)

Security

- 6.13** The availability of illicit drugs should be reduced through an action plan that is well coordinated and delivered, including the completion of all suspicion drug tests. (1.28)

Substance misuse

- 6.14** Substance misuse services should be fully integrated, and a range of group work and mutual aid support should be available to prisoners, independent of location. (1.48)

Residential units

- 6.15** Responses to emergency cell call bells should be monitored, to ensure that they are answered within a reasonable time. (2.10, repeated recommendation 2.9)

Legal rights

- 6.16** Prisoners should have access to support to exercise their legal rights. (2.38)

Health services

- 6.17** Those with complex health needs should have recorded care plans that are reviewed regularly. (2.61)
- 6.18** Prisoners should have access to routine dental appointments within six weeks. (2.77, repeated recommendation 2.69)

Learning and skills and work activities

- 6.19** Prison leaders should continue to review the vocational curriculum, to ensure that it reflects the aspirations of prisoners who want to develop careers in less stereotypically female job roles. (3.25)
- 6.20** Prison leaders should provide sufficient full-time activity places, including in education and vocational training, for all prisoners, particularly those serving longer sentences. (3.26)
- 6.21** College managers should continue to identify prisoners with special educational needs and arrange suitable additional support for them. (3.39)

- 6.22** Teachers should ensure that individual learning plans support the development of prisoners' wider personal skills and behaviour, so that they are better prepared for life after custody. (3.40)

Offender management and planning

- 6.23** Multi-agency public protection arrangements (MAPPA) management levels should be confirmed at least six months before release, to promote the offender management unit's involvement in risk management release plans. (4.15)
- 6.24** Indeterminate sentence prisoners should receive more support through an up-to-date strategy and action plan, based on their needs, including more opportunities to progress. (4.19)

Reintegration planning

- 6.25** Resettlement plans should be of a good quality, addressing issues linked to the prisoner's offending behaviour and reducing the risk of harm posed. This should include joint working with the offender supervisor, and MAPPA where relevant. (4.25)
- 6.26** An appropriate range of support, based on a comprehensive needs analysis, should be available to prisoners who have experienced abuse, rape or domestic violence, or who have been involved in prostitution or been trafficked. (4.35)
- 6.27** Prison managers should ensure that they have accurate information on prisoners' training or employment destinations following their release, so that they can evaluate and monitor fully the impact of the curriculum offer. (4.40)
- 6.28** The substance misuse team should systematically record and evidence the provision of pre-release harm reduction advice and information. (4.44)

Examples of good practice

Health services

- 6.29** Prisoners with specific health issues were encouraged to participate in well-advertised fitness programmes which were tailored to meet individual needs. (2.53)
- 6.30** The introduction of the social prescriber role was a positive initiative, providing additional assistance for patients and links with other services promoting health and well-being. (2.86)

Section 7. Appendices

Appendix I: Inspection team

Peter Clarke	Chief Inspector
Sandra Fieldhouse	Team leader
Fionnuala Gordon	Inspector
Angela Johnson	Inspector
Emma Sunley	Inspector
Darren Wilkinson	Inspector
Caroline Wright	Inspector
Rebecca Duffield	Researcher
Rachel Duncan	Researcher
Helen Ranns	Researcher
Claudia Vince	Researcher
Maureen Jamison	Health services inspector
Sigrid Engelen	Health services inspector
Gary Turney	Care Quality Commission inspector
Jai Sharda	Ofsted lead inspector
Diane Koppitt	Ofsted inspector
Tony Kirk	HMI Probation Inspector

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2016, delays after court hearings and long journeys to the prison caused women to arrive late and prevented some from settling in. Nevertheless, support on arrival and during women's first night was generally good. Women were more likely than at the last inspection to report feeling unsafe. The number of violent incidents had increased, although most were minor. More needed to be done to tackle antisocial behaviour. Good relationships offset some problems. There had been three self-inflicted deaths since the previous inspection. Support for the many vulnerable women held was generally good, although there were weaknesses in some processes. Security arrangements were appropriate. The number of adjudications was high. Force was used frequently but proportionately. Unit-based segregation was managed well. Substance use support was generally good, although women were less positive than previously. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendations

The prison should ensure that women are safe from victimisation, that they feel supported, that antisocial behaviour is consistently challenged and that investigations into serious incidents involving violence or self-harm identify opportunities for improvement. (S46)

Partially achieved

Recommendations

Women should be held in court cells for the minimum possible period and arrive at the prison with enough time left to settle in on the first night wing. (1.4)

Not achieved

Female and male prisoners should be transported separately. (1.5)

Not achieved

The prison should track who has completed the whole induction programme to ensure all women participate in all relevant elements. (1.13)

Achieved

The prison should keep records of information that safer custody peer workers pass on and ensure all information is processed appropriately. (1.21)

Achieved

Women with complex needs should only be subject to the IEP scheme if it forms part of an individual care plan designed to improve behaviour. (1.22)

Not achieved

Initial ACCT reviews should be carried out by a multidisciplinary team. (1.27)

Achieved

There should be a Listener suite. (1.28)

Not achieved

Substance misuse support should be fully integrated and developed in consultation with service users and there should be timely assessments, regular group work and mutual aid. (1.57)

Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2016, living conditions were reasonably good except in residential unit 8 which had extensive graffiti. The applications process was not effective. Staff-prisoner relationships were very good. Some aspects of equality and diversity work were underdeveloped, although most outcomes appeared equitable. Faith provision was reasonable overall. The management of complaints against staff required attention. Legal rights support was reasonable. Health provision was in transition and some aspects needed to improve. A significant number of women had mental health problems; mental health provision was good. Catering arrangements were reasonable, but options for ordering items from catalogues were limited. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

Conditions in unit 8 should be improved and should include removing graffiti and providing good quality furniture and lockable safes in working order. (2.7)

Not achieved

A tracking system should be introduced to help ensure all applications receive a timely reply. (2.8)

Not achieved

Responses to call bells should be monitored to ensure they are answered within a reasonable time. (2.9)

Not achieved (recommendation repeated, 2.10)

Consultation arrangements should include women from all residential units. (2.15)

Not achieved

The negative perceptions of women with disabilities should be explored and those requiring a PEEP should have one. (2.29)

Not achieved

Women should receive respectful and comprehensive responses to all their complaints. (2.36)

Achieved

Women should have easy access to information about health services and regularly updated health promotion information should be available across the prison. (2.50)

Achieved

Women should receive a secondary health screening within their first seven days in the establishment. (2.57)

Achieved

Patients should have access to health services through a confidential and effective system. (2.58)

Achieved

Those with complex health needs should have recorded care plans that are reviewed regularly. (2.59)

Not achieved

Photographs should be introduced and used to confirm a patient's identity before medicines, including methadone, are supplied or administered. (2.66)

Achieved

Refrigerator temperatures should be recorded daily. Appropriate remedial action should be taken and detailed if they are out of range. (2.67)

Achieved

Women should have access to routine dental appointments within six weeks. (2.69)

Not achieved (recommendation repeated. 2.77)

Servery workers should be adequately trained. (2.82)

Not achieved

All women should be able to order personal items from a good range of catalogues. (2.84)

Not achieved

Purposeful activity

Prisoners are able, and expected, to engage in activity that is likely to benefit them.

At the last inspection, in 2016, time out of cell was reasonably good. Ofsted assessed the learning and skills provision as good overall. There were more activity places than previously and they were sufficient for the population. Prisoners were not allocated to activities quickly enough. Managers had developed a range of provision that met women's needs, although some gaps were still evident. Behaviour was good, although attendance needed to be more consistent. Achievements in most areas were high, but not in English and maths for a small minority. The library and PE provision were both reasonably good. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

Prison leaders should ensure the learning and skills provision fully meets the needs of the changing population. (3.11)

Not achieved

Managers should improve the use of data to strengthen the scrutiny of women's attainment and improve attainment levels. (3.12)

Achieved

The prison should continue to develop the curriculum so it meets the needs of those staying at the prison for longer periods. (3.17)

Not achieved

Women should be allocated to appropriate activities promptly and pay rates should not discourage women from taking up education courses. (3.18)

Achieved

Managers should ensure that all learners with identified learning needs are offered expert advice and support, including a formal diagnosis of their need. (3.24)

Partially achieved

Tutors should identify and record the employment-related skills learners develop and highlight how they could be applied in employment. (3.25)

Not achieved

Managers should ensure that all women attend planned activities and that the skills they develop in work and industries are recognised and recorded. (3.30)

Achieved

Senior managers should ensure that safe working practices are implemented throughout work areas. (3.31)

Achieved

Staff should ensure that library material purchases are coordinated appropriately so they support the education curriculum. (3.39)

Achieved

Managers should ensure that all women have access to the library that does not conflict with their attendance at activities. (3.40)

Not achieved

PE qualifications should be introduced and links made with external sports and fitness organisations to improve prisoners' chances of finding employment and developing their fitness levels. (3.46)

Not achieved

Instructors should develop a different approach to promoting PE activities to ensure those with poor reading skills have access to information. (3.47)

Achieved

Resettlement

Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

At the last inspection, in 2016, the prison had a good understanding of the complexities of the population. Community rehabilitation company (CRC) work had progressed reasonably well and several strong partnerships had been developed. Case management work was not coordinated well enough. Nevertheless, most women had their needs identified through a sentence or resettlement plan, but levels of contact were not sufficient. Public protection work was appropriate. Some reasonable 'through-the-gate' support was offered, although many women in our survey said they did not know whom to approach for help. Women required more support for domestic violence and sex work issues. Children and families work was reasonable overall. The Nexus programme was a promising development for women with serious offending behaviour. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendations

The prison should develop a strategic approach to support women to maintain contact with their families, particularly those far from home. Skype and other technology, all-day visits and flexible accumulated visiting orders should be considered to this end. (S47)

Achieved

NOMS should ensure accommodation services for women at Eastwood Park are sufficient to support women into stable accommodation on release. (S48)

Not achieved

Recommendations

Offender supervisors should have regular and meaningful contact with those on their caseloads and should involve women in sentence and resettlement planning. (4.11)

Not achieved:

The MAPPA level of women due to be released should be clarified at the earliest opportunity. (4.14)

Not achieved

All sentenced women should be held in the prison closest to their home unless they need to go elsewhere temporarily to complete an intervention. (4.18)

Not achieved

The prison should clarify the responsibilities of CRC staff and offender management staff in managing the resettlement needs of women serving over 12 months, and especially those assessed as posing a low or medium risk of harm. (4.24)

Not achieved

The prison should ensure that work undertaken in custody with women both internally and externally is shared with CRC and offender management staff to ensure continuity on release and effective resettlement. (4.25)

Not achieved

The system for checking phone numbers should be streamlined to avoid unnecessary delays for women needing to contact family and lawyers. (4.34)

Achieved

The information for visitors available in the portacabin and waiting area should be up to date. (4.35)
Not achieved

All enhanced women should be allowed access to family visits in the hut. (4.36)
Achieved

The prison should take a whole prison approach to supporting women with experiences of abuse, rape, domestic violence or who had been involved in prostitution or been trafficked. An appropriate and effective range of support services should be developed. (4.39)
Not achieved

Links with local services and a care pathway should be developed to support women with palliative and end-of-life needs. (4.44)
Achieved

Appendix III: Prison population profile

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Status	18–20-year-olds	21 and over	%
Sentenced	7	257	70.2
Recall	1	29	8.0
Convicted unsentenced	2	30	8.5
Remand	0	37	9.8
Civil prisoners	0	1	0.3
Detainees	0	0	0
Indeterminate sentence	0	12	3.2
Total	10	366	100

Sentence	18–20-year-olds	21 and over	%
Unsentenced	2	72	19.7
Less than six months	0	58	15.4
six months to less than 12 months	1	35	9.6
12 months to less than 2 years	1	39	10.6
2 years to less than 4 years	3	87	23.9
4 years to less than 10 years	3	55	15.4
10 years and over (not life)	0	6	1.6
ISPP (indeterminate sentence for public protection)	0	0	0
Life	0	14	3.7
Total	10	366	100

Age	Number of prisoners	%
Please state minimum age here:	18	
Under 21 years	10	2.7
21 years to 29 years	93	24.7
30 years to 39 years	158	42.0
40 years to 49 years	76	20.2
50 years to 59 years	30	8.0
60 years to 69 years	7	1.9
70 plus years	2	0.5
Please state maximum age here:	72	
Total	376	100

Nationality	18–20-year-olds	21 and over	%
British	10	347	94.9
Foreign nationals	0	19	5.1
Total	10	366	100

Security category	18–20-year-olds	21 and over	%
Female closed	4	260	70.2
Female open	0	16	4.3
Unsentenced	6	72	20.7
Other	0	18	4.8
Total	10	366	100

Ethnicity	18–20-year-olds	21 and over	%
White			
British	9	311	85.1
Irish	0	6	1.6
Gypsy/Irish Traveller	0	5	1.3
Other white	1	6	1.9
Mixed			
White and black Caribbean	0	7	1.9
White and black African	0	1	0.3
White and Asian	0	1	0.3
Other mixed	0	2	0.5
Asian or Asian British			
Indian	0	3	0.8
Pakistani	0	0	0
Bangladeshi	0	0	0
Chinese	0	2	0.5
Other Asian	0	4	1.1
Black or black British			
Caribbean	0	8	2.1
African	0	4	1.1
Other black	0	4	1.1
			4.3
Other ethnic group			
Arab	0	0	0
Other ethnic group	0	1	0.3
Not stated	0	1	0.3
Total	10	366	100

Religion	18–20-year-olds	21 and over	%
Baptist	0	0	0
Church of England	1	40	10.9
Roman Catholic	0	64	17.0
Other Christian denominations	3	79	21.8
Muslim	0	13	3.5
Sikh	0	1	0.3
Hindu	0	1	0.3
Buddhist	0	7	1.9
Jewish	0	0	0
Other	0	8	2.1
No religion	6	153	42.3
Total	10	366	100

Other demographics	18–20-year-olds	21 and over	%
Veteran (ex-armed services)			
Total			

Sentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	74	19.7
1 month to 3 months	1	0.3	72	19.1
3 months to six months	2	0.5	45	12.0
six months to 1 year	3	0.8	58	15.4
1 year to 2 years	1	0.3	33	8.8
2 years to 4 years	1	0.3	10	2.7
4 years or more	0	0	2	0.5
Total	8	2.1	294	78.2

Sentenced prisoners only

	18–20-year-olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	0
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions)	0	0	0
Total	0	0	0

Unsentenced prisoners only

Length of stay	18–20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month	0	0	27	7.2
1 month to 3 months	1	0.3	18	4.8
3 months to six months	1	0.3	18	4.8
six months to 1 year	0	0	8	2.1
1 year to 2 years	0	0	1	0.3
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
Total	2	0.5	72	19.1

Main offence	18–20-year-olds	21 and over	%
Violence against the person			
Sexual offences			
Burglary			
Robbery			
Theft and handling			
Fraud and forgery			
Drugs offences			
Other offences			
Civil offences			
Offence not recorded /holding warrant			
Total			

Appendix IV: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

A representative survey of prisoners is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection.

HMIP researchers have developed a self-completion questionnaire to support *HMIP Expectations*. The questionnaire consists of structured questions covering the prisoner ‘journey’ from reception to release together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express in their own words what they find most positive and negative about the prison¹⁰.

The questionnaire is available in 14 languages and can also be administered via a telephone translation service if necessary.

The questionnaire was revised during 2016/17, in consultation with both inspectors and prisoners. The current version has been in use since September 2017.

Sampling

On the day of the survey a stratified random sample is drawn by HMIP researchers from a P-Nomis prisoner population printout ordered by cell location. Using a power calculation, HMIP researchers calculate the minimum sample size required to ensure that the survey findings are representative of the entire population of the establishment.¹¹

Distributing and collecting questionnaires

HMIP researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent¹² to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity. Prisoners are made aware that participation in the survey is voluntary; prisoners who decline to participate are not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 7 May 2019, the prisoner population at HMP Eastwood Park was 390. Using the sampling method described above, questionnaires were distributed to 191 prisoners. We received a total of 169 completed questionnaires, a response rate of 88%. Thirteen prisoners declined to participate in the survey and nine questionnaires were either not returned at all, or returned blank.

¹⁰ Qualitative analysis of these written comments is undertaken by HMIP researchers and used by inspectors.

¹¹ 95% confidence interval with a 7% margin of error. The formula assumes a 75% response rate (65% in open establishments).

¹² For further information about the ethical principles which underpin our survey methodology, please see ‘Ethical principles for research activities’ which can be downloaded from HMIP’s website <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Eastwood Park. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared.¹³ Missing responses have been excluded from all analyses and for some questions, responses from a sub-group of the sample are reported (as indicated in the data).

Full survey results

A full breakdown of responses is provided for every question. Percentages have been rounded and therefore may not add up to 100%.

Responses from HMP Eastwood Park 2019 compared with those from other HMIP surveys¹⁴

- Survey responses from HMP Eastwood Park in 2019 compared with survey responses from all other women's local prisons.
- Survey responses from HMP Eastwood Park in 2019 compared with survey responses from HMP Eastwood Park in 2016.

Comparisons between different residential locations within HMP Eastwood Park 2019

- Responses of prisoners on the low security enhanced unit (residential unit 7) compared with those from the rest of the establishment.
- Responses of prisoners on the transition units (residential units 5 and 6) compared with those from the rest of the establishment.
- Responses of prisoners on the general population units (residential units 1, 2 and 3) compared with those from the rest of the establishment.

Comparisons between self-reported sub-populations of prisoners within HMP Eastwood Park 2019¹⁵

- Responses of prisoners aged 25 and under compared with those over 25.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners who reported that they had mental health problems compared with those who did not.
- Responses of prisoners who reported that they had a disability compared to those who did not.
- Responses of non-heterosexual prisoners compared with heterosexual prisoners.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group.¹⁶

In the comparator analyses, statistically significant¹⁷ differences are indicated by shading. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

¹³ Using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group).

¹⁴ These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

¹⁵ These analyses are carried out on summary data from selected survey questions only.

¹⁶ A minimum of 10 responses which must also represent at least 10% of the total response.

¹⁷ A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the total number of valid responses to the question.

Survey summary

Background information

I.1	What wing or house block are you currently living on?	
	Residential unit 1	15 (9%)
	Residential unit 2	12 (7%)
	Residential unit 3	13 (8%)
	Residential unit 5	23 (14%)
	Residential unit 6	52 (31%)
	Residential unit 7	19 (11%)
	Residential unit 8	26 (15%)
	Residential unit 9 (Mother and baby unit)	1 (1%)
	Residential unit 10 (NEXUS unit)	8 (5%)
I.2	How old are you?	
	Under 21	2 (1%)
	21 - 25	24 (14%)
	26 - 29	20 (12%)
	30 - 39	65 (39%)
	40 - 49	36 (22%)
	50 - 59	12 (7%)
	60 - 69	7 (4%)
	70 or over	1 (1%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	141 (85%)
	White - Irish	2 (1%)
	White - Gypsy or Irish Traveller	4 (2%)
	White - any other White background	4 (2%)
	Mixed - White and Black Caribbean	5 (3%)
	Mixed - White and Black African	1 (1%)
	Mixed - White and Asian	1 (1%)
	Mixed - any other Mixed ethnic background	1 (1%)
	Asian/ Asian British - Indian	0 (0%)
	Asian/ Asian British - Pakistani	1 (1%)
	Asian/ Asian British - Bangladeshi	0 (0%)
	Asian/ Asian British - Chinese	2 (1%)
	Asian - any other Asian Background	1 (1%)
	Black/ Black British - Caribbean	1 (1%)
	Black/ Black British - African	1 (1%)
	Black - any other Black/ African/ Caribbean background	0 (0%)
	Arab	0 (0%)
	Any other ethnic group	0 (0%)
I.4	How long have you been in this prison?	
	Less than 6 months	95 (59%)
	6 months or more	67 (41%)
I.5	Are you currently serving a sentence?	
	Yes	119 (73%)
	Yes - on recall	14 (9%)
	No - on remand or awaiting sentence	29 (18%)
	No - immigration detainee	0 (0%)

1.6	How long is your sentence?	
	Less than 6 months	33 (20%)
	6 months to less than 1 year	26 (16%)
	1 year to less than 4 years	51 (31%)
	4 years to less than 10 years	17 (10%)
	10 years or more	8 (5%)
	IPP (indeterminate sentence for public protection)	1 (1%)
	Life	1 (1%)
	Not currently serving a sentence	29 (17%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	44 (26%)
	No	103 (62%)
	Don't remember	20 (12%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	88 (53%)
	2 hours or more	67 (40%)
	Don't remember	11 (7%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	146 (88%)
	No	10 (6%)
	Don't remember	10 (6%)
2.4	Overall, how were you treated in reception?	
	Very well	78 (47%)
	Quite well	77 (46%)
	Quite badly	6 (4%)
	Very badly	1 (1%)
	Don't remember	4 (2%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	65 (39%)
	Contacting family	57 (34%)
	Arranging care for children or other dependants	10 (6%)
	Contacting employers	5 (3%)
	Money worries	67 (40%)
	Housing worries	62 (37%)
	Feeling depressed	104 (63%)
	Feeling suicidal	56 (34%)
	Other mental health problems	67 (40%)
	Physical health problems	41 (25%)
	Drug or alcohol problems (e.g. withdrawal)	79 (48%)
	Problems getting medication	62 (37%)
	Needing protection from other prisoners	15 (9%)
	Lost or delayed property	24 (14%)
	Other problems	25 (15%)
	Did not have any problems	22 (13%)
2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	66 (41%)
	No	72 (45%)
	Did not have any problems when I first arrived	22 (14%)

First night and induction

3.1	Before you were locked up on your first night here, were you offered any of the following things?			
	Tobacco or nicotine replacement			140 (84%)
	Toiletries / other basic items			133 (80%)
	A shower			106 (64%)
	A free phone call			140 (84%)
	Something to eat			153 (92%)
	The chance to see someone from health care			140 (84%)
	The chance to talk to a Listener or Samaritans			82 (49%)
	Support from another prisoner (e.g. Insider or buddy)			82 (49%)
	Wasn't offered any of these things			2 (1%)
3.2	On your first night in this prison, how clean or dirty was your cell?			
	Very clean			16 (10%)
	Quite clean			73 (44%)
	Quite dirty			56 (34%)
	Very dirty			20 (12%)
	Don't remember			2 (1%)
3.3	Did you feel safe on your first night here?			
	Yes			117 (70%)
	No			42 (25%)
	Don't remember			8 (5%)
3.4	In your first few days here, did you get:			
		Yes	No	Don't remember
	Access to the prison shop / canteen?	53 (33%)	102 (64%)	5 (3%)
	Free PIN phone credit?	103 (64%)	57 (35%)	2 (1%)
	Numbers put on your PIN phone?	74 (47%)	79 (50%)	4 (3%)
3.5	Did your induction cover everything you needed to know about this prison?			
	Yes			87 (53%)
	No			58 (36%)
	Have not had an induction			18 (11%)

On the wing

4.1	Are you in a cell on your own?		
	Yes		101 (60%)
	No, I'm in a shared cell or dormitory		67 (40%)
4.2	Is your cell call bell normally answered within 5 minutes?		
	Yes		51 (31%)
	No		83 (50%)
	Don't know		32 (19%)
	Don't have a cell call bell		0 (0%)

4.3 Please answer the following questions about the wing or houseblock you are currently living on:

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	115 (71%)	43 (27%)	4 (2%)
Can you shower every day?	152 (92%)	14 (8%)	0 (0%)
Do you have clean sheets every week?	132 (80%)	28 (17%)	4 (2%)
Do you get cell cleaning materials every week?	129 (79%)	32 (20%)	2 (1%)
Is it normally quiet enough for you to relax or sleep at night?	114 (71%)	43 (27%)	4 (2%)
Can you get your stored property if you need it?	51 (31%)	74 (45%)	39 (24%)

4.4 Normally, how clean or dirty are the communal / shared areas of your wing or houseblock (landings, stairs, wing showers etc.)?

Very clean			24 (15%)
Quite clean			81 (50%)
Quite dirty			45 (28%)
Very dirty			12 (7%)

Food and canteen

5.1 What is the quality of food like in this prison?

Very good			7 (4%)
Quite good			46 (28%)
Quite bad			59 (36%)
Very bad			51 (31%)

5.2 Do you get enough to eat at mealtimes?

Always			17 (10%)
Most of the time			40 (24%)
Some of the time			72 (43%)
Never			37 (22%)

5.3 Does the shop / canteen sell the things that you need?

Yes			117 (71%)
No			38 (23%)
Don't know			9 (5%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes			145 (87%)
No			22 (13%)

6.2 Are there any staff here you could turn to if you had a problem?

Yes			143 (87%)
No			22 (13%)

6.3 In the last week, has any member of staff talked to you about how you are getting on?

Yes			69 (41%)
No			98 (59%)

6.4	How helpful is your personal or named officer?	
	Very helpful	27 (17%)
	Quite helpful	25 (15%)
	Not very helpful	7 (4%)
	Not at all helpful	4 (2%)
	Don't know	15 (9%)
	Don't have a personal / named officer	85 (52%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	15 (9%)
	Sometimes	28 (17%)
	Hardly ever	98 (59%)
	Don't know	24 (15%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	79 (51%)
	No	76 (49%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	31 (19%)
	Yes, but things don't change	52 (31%)
	No	60 (36%)
	Don't know	23 (14%)

Faith

7.1	What is your religion?	
	No religion	71 (43%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	79 (47%)
	Buddhist	8 (5%)
	Hindu	0 (0%)
	Jewish	0 (0%)
	Muslim	7 (4%)
	Sikh	0 (0%)
	Other	2 (1%)
7.2	Are your religious beliefs respected here?	
	Yes	74 (45%)
	No	13 (8%)
	Don't know	8 (5%)
	Not applicable (no religion)	71 (43%)
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	
	Yes	75 (45%)
	No	7 (4%)
	Don't know	13 (8%)
	Not applicable (no religion)	71 (43%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	86 (52%)
	No	6 (4%)
	Don't know	3 (2%)
	Not applicable (no religion)	71 (43%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	61 (38%)
	No	100 (62%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	62 (38%)
	No	102 (62%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	158 (96%)
	No	6 (4%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	8 (5%)
	Quite easy	43 (26%)
	Quite difficult	48 (29%)
	Very difficult	54 (33%)
	Don't know	13 (8%)
8.5	How often do you have visits from family or friends?	
	More than once a week	1 (1%)
	About once a week	24 (15%)
	Less than once a week	64 (40%)
	Not applicable (don't get visits)	70 (44%)
8.6	Do visits usually start and finish on time?	
	Yes	69 (78%)
	No	19 (22%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	75 (89%)
	No	9 (11%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to	102 (63%)
	Yes, but these times are not usually kept to	47 (29%)
	No	13 (8%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	21 (13%)
	2 to 6 hours	59 (37%)
	6 to 10 hours	55 (34%)
	10 hours or more	11 (7%)
	Don't know	15 (9%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	25 (16%)
	2 to 6 hours	99 (62%)
	6 to 10 hours	17 (11%)
	10 hours or more	7 (4%)
	Don't know	12 (8%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	4 (3%)
	1 or 2	23 (14%)
	3 to 5	20 (13%)
	More than 5	102 (64%)
	Don't know	10 (6%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	4 (3%)
	1 or 2	12 (8%)
	3 to 5	45 (28%)
	More than 5	84 (53%)
	Don't know	13 (8%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	2 (1%)
	1 or 2	15 (9%)
	3 to 5	29 (18%)
	More than 5	106 (66%)
	Don't know	8 (5%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	60 (37%)
	About once a week	17 (11%)
	Less than once a week	20 (12%)
	Never	64 (40%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	18 (11%)
	About once a week	70 (43%)
	Less than once a week	38 (24%)
	Never	35 (22%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	92 (60%)
	No	26 (17%)
	Don't use the library	35 (23%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	116 (72%)
	No	36 (22%)
	Don't know	9 (6%)

10.2	If you have made any applications here, please answer the questions below:				
		Yes	No	Not made any applications	
	Are applications usually dealt with fairly?	83 (58%)	50 (35%)	10 (7%)	
	Are applications usually dealt with within 7 days?	55 (37%)	82 (56%)	10 (7%)	
10.3	Is it easy for you to make a complaint?				
	Yes			107 (66%)	
	No			24 (15%)	
	Don't know			30 (19%)	
10.4	If you have made any complaints here, please answer the questions below:				
		Yes	No	Not made any complaints	
	Are complaints usually dealt with fairly?	37 (25%)	46 (31%)	66 (44%)	
	Are complaints usually dealt with within 7 days?	25 (17%)	55 (38%)	66 (45%)	
10.5	Have you ever been prevented from making a complaint here when you wanted to?				
	Yes			31 (20%)	
	No			77 (50%)	
	Not wanted to make a complaint			47 (30%)	
10.6	In this prison, is it easy or difficult for you to...				
		Easy	Difficult	Don't know	Don't need this
	Communicate with your solicitor or legal representative?	49 (31%)	52 (33%)	31 (19%)	27 (17%)
	Attend legal visits?	72 (46%)	21 (13%)	38 (24%)	27 (17%)
	Get bail information?	13 (8%)	43 (27%)	54 (34%)	47 (30%)
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?				
	Yes			52 (33%)	
	No			82 (52%)	
	Not had any legal letters			23 (15%)	

Health care

11.1	How easy or difficult is it to see the following people?					
		Very easy	Quite easy	Quite difficult	Very difficult	Don't know
	Doctor	11 (7%)	53 (33%)	42 (26%)	45 (28%)	9 (6%)
	Nurse	22 (14%)	83 (52%)	32 (20%)	16 (10%)	7 (4%)
	Dentist	5 (3%)	17 (11%)	40 (25%)	78 (48%)	21 (13%)
	Mental health workers	11 (7%)	35 (22%)	42 (26%)	43 (27%)	28 (18%)
11.2	What do you think of the quality of the health service from the following people?					
		Very good	Quite good	Quite bad	Very bad	Don't know
	Doctor	25 (15%)	69 (42%)	32 (20%)	21 (13%)	17 (10%)
	Nurse	40 (24%)	80 (49%)	18 (11%)	19 (12%)	7 (4%)
	Dentist	21 (13%)	47 (29%)	21 (13%)	29 (18%)	46 (28%)
	Mental health workers	16 (10%)	57 (36%)	27 (17%)	22 (14%)	38 (24%)

11.3	Do you have any mental health problems?	
	Yes	120 (73%)
	No	44 (27%)
11.4	Have you been helped with your mental health problems in this prison?	
	Yes	64 (39%)
	No	57 (35%)
	Don't have any mental health problems	44 (27%)
11.5	What do you think of the overall quality of the health services here?	
	Very good	23 (14%)
	Quite good	66 (40%)
	Quite bad	42 (26%)
	Very bad	28 (17%)
	Don't know	5 (3%)

Other support needs

12.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	76 (46%)
	No	88 (54%)
12.2	If you have a disability, are you getting the support you need?	
	Yes	21 (14%)
	No	45 (29%)
	Don't have a disability	88 (57%)
12.3	Have you been on an ACCT in this prison?	
	Yes	80 (49%)
	No	84 (51%)
12.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	42 (26%)
	No	33 (21%)
	Have not been on an ACCT in this prison	84 (53%)
12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	38 (23%)
	Quite easy	44 (27%)
	Quite difficult	15 (9%)
	Very difficult	10 (6%)
	Don't know	55 (34%)
	No Listeners at this prison	1 (1%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	55 (33%)
	No	110 (67%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	43 (27%)
	No	6 (4%)
	Did not / do not have an alcohol problem	110 (69%)

13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	90 (55%)
	No	75 (45%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	19 (12%)
	No	146 (88%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	22 (13%)
	No	142 (87%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	67 (43%)
	No	17 (11%)
	Did not / do not have a drug problem	73 (46%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	25 (16%)
	Quite easy	36 (23%)
	Quite difficult	18 (11%)
	Very difficult	14 (9%)
	Don't know	66 (42%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	6 (4%)
	Quite easy	8 (5%)
	Quite difficult	9 (6%)
	Very difficult	48 (30%)
	Don't know	89 (56%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	83 (50%)
	No	83 (50%)
14.2	Do you feel unsafe now?	
	Yes	26 (16%)
	No	134 (84%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here? (Please tick all that apply to you.)	
	Verbal abuse	71 (45%)
	Threats or intimidation	67 (42%)
	Physical assault	28 (18%)
	Sexual assault	4 (3%)
	Theft of canteen or property	56 (35%)
	Other bullying / victimisation	46 (29%)
	Not experienced any of these from prisoners here	67 (42%)

14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	91 (58%)
	No	65 (42%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here?	
	Verbal abuse	29 (19%)
	Threats or intimidation	20 (13%)
	Physical assault	8 (5%)
	Sexual assault	0 (0%)
	Theft of canteen or property	8 (5%)
	Other bullying / victimisation	25 (16%)
	Not experienced any of these from staff here	109 (71%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	105 (67%)
	No	52 (33%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?		
	Yes	91 (56%)	
	No	47 (29%)	
	Don't know what the incentives / rewards are	24 (15%)	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?		
	Yes	84 (53%)	
	No	36 (23%)	
	Don't know	21 (13%)	
	Don't know what this is	19 (12%)	
15.3	Have you been physically restrained by staff in this prison in the last 6 months?		
	Yes	12 (7%)	
	No	153 (93%)	
15.4	If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?		
	Yes	3 (2%)	
	No	8 (5%)	
	Don't remember	1 (1%)	
	Not been restrained here in last 6 months	153 (93%)	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?		
	Yes	9 (6%)	
	No	148 (94%)	
15.6	If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:		
		Yes	No
	Were you treated well by segregation staff?	6 (67%)	3 (33%)
	Could you shower every day?	6 (67%)	3 (33%)
	Could you go outside for exercise every day?	6 (67%)	3 (33%)
	Could you use the phone every day (if you had credit)?	8 (89%)	1 (11%)

Education, skills and work**16.1 Is it easy or difficult to get into the following activities in this prison?**

	Easy	Difficult	Don't know	Not available here
Education	69 (45%)	64 (42%)	20 (13%)	1 (1%)
Vocational or skills training	36 (24%)	62 (42%)	45 (30%)	5 (3%)
Prison job	54 (35%)	77 (50%)	22 (14%)	2 (1%)
Voluntary work outside of the prison	4 (3%)	45 (30%)	83 (55%)	19 (13%)
Paid work outside of the prison	5 (3%)	45 (30%)	86 (57%)	15 (10%)

16.2 If you have done any of these activities while in this prison, do you think they will help you on release?

	Yes, will help	No, won't help	Not done this
Education	93 (62%)	25 (17%)	31 (21%)
Vocational or skills training	39 (27%)	20 (14%)	85 (59%)
Prison job	56 (38%)	38 (26%)	53 (36%)
Voluntary work outside of the prison	19 (13%)	14 (10%)	110 (77%)
Paid work outside of the prison	18 (13%)	14 (10%)	109 (77%)

16.3 Do staff encourage you to attend education, training or work?

Yes	92 (58%)
No	59 (37%)
Not applicable (e.g. if you are retired, sick or on remand)	7 (4%)

Planning and progression**17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)**

Yes	35 (23%)
No	118 (77%)

17.2 Do you understand what you need to do to achieve the objectives or targets in your custody plan?

Yes	24 (69%)
No	7 (20%)
Don't know what my objectives or targets are	4 (11%)

17.3 Are staff here supporting you to achieve your objectives or targets?

Yes	21 (64%)
No	8 (24%)
Don't know what my objectives or targets are	4 (12%)

17.4 If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?

	Yes, this helped	No, this didn't help	Not done / don't know
Offending behaviour programmes	14 (44%)	1 (3%)	17 (53%)
Other programmes	13 (42%)	2 (6%)	16 (52%)
One to one work	15 (45%)	2 (6%)	16 (48%)
Being on a specialist unit	10 (31%)	1 (3%)	21 (66%)
ROTL - day or overnight release	4 (13%)	1 (3%)	27 (84%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?		
	Yes		60 (39%)
	No		69 (45%)
	Don't know		25 (16%)
18.2	How close is this prison to your home area or intended release address?		
	Very near		3 (5%)
	Quite near		11 (19%)
	Quite far		21 (36%)
	Very far		24 (41%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?		
	Yes		41 (71%)
	No		17 (29%)
18.4	Are you getting help to sort out the following things for when you are released?		
		Yes, I'm getting help with this	No, but I need help with this
			No, and I don't need help with this
	Finding accommodation	10 (19%)	26 (48%)
	Getting employment	4 (7%)	26 (47%)
	Setting up education or training	4 (8%)	22 (42%)
	Arranging benefits	15 (27%)	30 (54%)
	Sorting out finances	6 (11%)	31 (58%)
	Support for drug or alcohol problems	22 (41%)	14 (26%)
	Health / mental health support	12 (22%)	28 (51%)
	Social care support	7 (13%)	14 (27%)
	Getting back in touch with family or friends	7 (13%)	15 (28%)

More about you

19.1	Do you have children under the age of 18?	
	Yes	90 (59%)
	No	63 (41%)
19.2	Are you a UK / British citizen?	
	Yes	143 (93%)
	No	10 (7%)
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes	6 (4%)
	No	144 (96%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	4 (3%)
	No	148 (97%)
19.5	What is your gender?	
	Male	0 (0%)
	Female	152 (99%)
	Non-binary	0 (0%)
	Other	1 (1%)

19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	116 (79%)
	Gay / lesbian / homosexual	6 (4%)
	Bisexual	22 (15%)
	Other	2 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes	5 (3%)
	No	143 (97%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	11 (7%)
	Less likely to offend	87 (57%)
	Made no difference	54 (36%)

HMP Eastwood Park 2019

Survey responses compared with those from other HMIP surveys of women's local prisons and with those from the previous survey

In this table summary statistics from HMP Eastwood Park 2019 are compared with the following HMIP survey data:

- Summary statistics from surveys of all other women's local prisons (6 prisons).
- Summary statistics from HMP Eastwood Park in 2016. Please note that we do not have comparable data for the new questions introduced in September 2017.

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Number of completed questionnaires returned

HMP Eastwood Park 2019	All other womens' local prisons	HMP Eastwood Park 2019	HMP Eastwood Park 2016
169	905	169	154

n=number of valid responses to question (HMP Eastwood 2019)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n=167</i>	1%	4%	1%	2%
	Are you 25 years of age or younger?	<i>n=167</i>	16%	15%	16%	
	Are you 50 years of age or older?	<i>n=167</i>	12%	11%	12%	13%
	Are you 70 years of age or older?	<i>n=167</i>	1%	1%	1%	1%
1.3	Are you from a minority ethnic group?	<i>n=165</i>	9%	16%	9%	12%
1.4	Have you been in this prison for less than 6 months?	<i>n=162</i>	59%	53%	59%	
1.5	Are you currently serving a sentence?	<i>n=162</i>	82%	82%	82%	86%
	Are you on recall?	<i>n=162</i>	9%	10%	9%	7%
1.6	Is your sentence less than 12 months?	<i>n=166</i>	36%	26%	36%	40%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n=166</i>	1%	2%	1%	1%
7.1	Are you Muslim?	<i>n=167</i>	4%	5%	4%	3%
11.3	Do you have any mental health problems?	<i>n=164</i>	73%	73%	73%	
12.1	Do you consider yourself to have a disability?	<i>n=164</i>	46%	50%	46%	45%
19.1	Do you have any children under the age of 18?	<i>n=153</i>	59%	58%	59%	58%
19.2	Are you a foreign national?	<i>n=153</i>	7%	7%	7%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n=150</i>	4%	8%	4%	3%
19.4	Have you ever been in the armed services?	<i>n=152</i>	3%	2%	3%	1%
19.5	Is your gender male or non-binary?	<i>n=153</i>	1%	1%	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n=146</i>	21%	26%	21%	24%
19.7	Do you identify as transgender or transsexual?	<i>n=148</i>	4%	2%	3%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n=167</i>	26%	18%	26%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n=166</i>	53%	51%	53%	48%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n=166</i>	88%	85%	88%	88%
2.4	Overall, were you treated very / quite well in reception?	<i>n=166</i>	93%	84%	93%	

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2.5	When you first arrived, did you have any problems?	n=166	87%	92%	87%	83%
2.5	Did you have problems with:					
	- Getting phone numbers?	n=166	39%	33%	39%	35%
	- Contacting family?	n=166	34%	33%	34%	30%
	- Arranging care for children or other dependents?	n=166	6%	5%	6%	
	- Contacting employers?	n=166	3%	4%	3%	3%
	- Money worries?	n=166	40%	33%	40%	31%
	- Housing worries?	n=166	37%	33%	37%	31%
	- Feeling depressed?	n=166	63%	62%	63%	
	- Feeling suicidal?	n=166	34%	28%	34%	
	- Other mental health problems?	n=166	40%	45%	40%	
	- Physical health problems?	n=166	25%	27%	25%	27%
	- Drugs or alcohol (e.g. withdrawal)?	n=166	48%	41%	48%	
	- Getting medication?	n=166	37%	45%	37%	
	- Needing protection from other prisoners?	n=166	9%	7%	9%	7%
	- Lost or delayed property?	n=166	15%	18%	15%	11%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	n=138	48%	42%	48%	52%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	n=166	84%	71%	84%	84%
	- Toiletries / other basic items?	n=166	80%	68%	80%	84%
	- A shower?	n=166	64%	45%	64%	36%
	- A free phone call?	n=166	84%	68%	84%	83%
	- Something to eat?	n=166	92%	80%	92%	84%
	- The chance to see someone from health care?	n=166	84%	68%	84%	63%
	- The chance to talk to a Listener or Samaritans?	n=166	49%	36%	49%	43%
	- Support from another prisoner (e.g. Insider or buddy)?	n=166	49%	28%	49%	
	- None of these?	n=166	1%	4%	1%	
3.2	On your first night in this prison, was your cell very / quite clean?	n=167	53%	57%	53%	
3.3	Did you feel safe on your first night here?	n=167	70%	67%	70%	71%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	n=160	33%	36%	33%	29%
	- Free PIN phone credit?	n=162	64%	57%	64%	
	- Numbers put on your PIN phone?	n=157	47%	45%	47%	
3.5	Have you had an induction at this prison?	n=163	89%	86%	89%	82%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	n=145	60%	48%	60%	

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ON THE WING						
4.1	Are you in a cell on your own?	n=168	60%	61%	60%	
4.2	Is your cell call bell normally answered within 5 minutes?	n=166	31%	42%	31%	33%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	n=162	71%	72%	71%	68%
	- Can you shower every day?	n=166	92%	90%	92%	92%
	- Do you have clean sheets every week?	n=164	81%	86%	81%	83%
	- Do you get cell cleaning materials every week?	n=163	79%	77%	79%	85%
	- Is it normally quiet enough for you to relax or sleep at night?	n=161	71%	63%	71%	65%
	- Can you get your stored property if you need it?	n=164	31%	29%	31%	23%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	n=162	65%	73%	65%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	n=163	33%	44%	33%	
5.2	Do you get enough to eat at meal-times always / most of the time?	n=166	34%	40%	34%	
5.3	Does the shop / canteen sell the things that you need?	n=164	71%	57%	71%	53%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	n=167	87%	74%	87%	83%
6.2	Are there any staff here you could turn to if you had a problem?	n=165	87%	81%	87%	80%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	n=167	41%	37%	41%	31%
6.4	Do you have a personal officer?	n=163	48%	81%	48%	
<i>For those who have a personal officer:</i>						
6.4	Is your personal or named officer very / quite helpful?	n=78	67%	51%	67%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	n=165	9%	13%	9%	
6.6	Do you feel that you are treated as an individual in this prison?	n=155	51%	47%	51%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	n=166	50%	57%	50%	
	If so, do things sometimes change?	n=83	37%	35%	37%	
FAITH						
7.1	Do you have a religion?	n=167	58%	69%	58%	53%
<i>For those who have a religion:</i>						
7.2	Are your religious beliefs respected here?	n=95	78%	76%	78%	
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	n=95	79%	77%	79%	
7.4	Are you able to attend religious services, if you want to?	n=95	91%	90%	91%	

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CONTACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=161	38%	37%	38%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=164	38%	50%	38%	40%
8.3	Are you able to use a phone every day (if you have credit)?	n=164	96%	90%	96%	
8.4	Is it very / quite easy for your family and friends to get here?	n=166	31%	36%	31%	
8.5	Do you get visits from family/friends once a week or more?	n=159	16%	20%	16%	
<i>For those who get visits:</i>						
8.6	Do visits usually start and finish on time?	n=88	78%	57%	78%	
8.7	Are your visitors usually treated respectfully by staff?	n=84	89%	78%	89%	
TIME OUT OF CELL						
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=162	92%	92%	92%	
<i>For those who know what the unlock and lock-up times are supposed to be:</i>						
9.1	Are these times usually kept to?	n=149	69%	56%	69%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=161	13%	10%	13%	5%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=161	7%	14%	7%	13%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=160	16%	16%	16%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=160	4%	6%	4%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=159	64%	56%	64%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=158	53%	54%	53%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=160	66%	35%	66%	
9.7	Do you typically go to the gym twice a week or more?	n=161	37%	25%	37%	
9.8	Do you typically go to the library once a week or more?	n=161	55%	47%	55%	36%
<i>For those who use the library:</i>						
9.9	Does the library have a wide enough range of materials to meet your needs?	n=118	78%	58%	78%	70%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	n=161	72%	75%	72%	80%
<i>For those who have made an application:</i>						
10.2	Are applications usually dealt with fairly?	n=133	62%	59%	62%	61%
	Are applications usually dealt with within 7 days?	n=137	40%	42%	40%	37%
10.3	Is it easy for you to make a complaint?	n=161	67%	65%	67%	57%
<i>For those who have made a complaint:</i>						
10.4	Are complaints usually dealt with fairly?	n=83	45%	36%	45%	46%
	Are complaints usually dealt with within 7 days?	n=80	31%	30%	31%	34%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=108	29%	31%	29%	

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Eastwood Park 2019	All other womens' local prisons	HMP Eastwood Park 2019	HMP Eastwood Park 2016
169	905	169	154

n=number of valid responses to question (HMP Eastwood 2019)

For those who need it, is it easy to:						
10.6	Communicate with your solicitor or legal representative?	n=132	37%	43%	37%	
	Attend legal visits?	n=131	55%	59%	55%	
	Get bail information?	n=110	12%	21%	12%	
For those who have had legal letters:						
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	n=134	39%	48%	39%	57%
HEALTH CARE						
11.1	Is it very / quite easy to see:					
	- Doctor?	n=160	40%	20%	40%	
	- Nurse?	n=160	66%	47%	66%	
	- Dentist?	n=161	14%	15%	14%	
	- Mental health workers?	n=159	29%	22%	29%	
11.2	Do you think the quality of the health service is very / quite good from:					
	- Doctor?	n=164	57%	42%	57%	
	- Nurse?	n=164	73%	56%	73%	
	- Dentist?	n=164	42%	38%	42%	
	- Mental health workers?	n=160	46%	34%	46%	
11.3	Do you have any mental health problems?	n=164	73%	73%	73%	
For those who have mental health problems:						
11.4	Have you been helped with your mental health problems in this prison?	n=121	53%	47%	53%	
11.5	Do you think the overall quality of the health services here is very / quite good?	n=164	54%	36%	54%	
OTHER SUPPORT NEEDS						
12.1	Do you consider yourself to have a disability?	n=164	46%	50%	46%	45%
For those who have a disability:						
12.2	Are you getting the support you need?	n=66	32%	33%	32%	
12.3	Have you been on an ACCT in this prison?	n=164	49%	41%	49%	
For those who have been on an ACCT:						
12.4	Did you feel cared for by staff?	n=75	56%	53%	56%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	n=163	50%	45%	50%	
ALCOHOL AND DRUGS						
13.1	Did you have an alcohol problem when you came into this prison?	n=165	33%	28%	33%	37%
For those who had / have an alcohol problem:						
13.2	Have you been helped with your alcohol problem in this prison?	n=49	88%	68%	88%	69%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	n=165	55%	51%	55%	56%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	n=165	12%	15%	12%	6%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	n=164	13%	15%	13%	
For those who had / have a drug problem:						
13.6	Have you been helped with your drug problem in this prison?	n=84	80%	69%	80%	79%
13.7	Is it very / quite easy to get illicit drugs in this prison?	n=159	38%	46%	38%	
13.8	Is it very / quite easy to get alcohol in this prison?	n=160	9%	8%	9%	

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Number of completed questionnaires returned

HMP Eastwood Park 2019	All other womens' local prisons	HMP Eastwood Park 2019	HMP Eastwood Park 2016
169	905	169	154

n=number of valid responses to question (HMP Eastwood 2019)

SAFETY						
14.1	Have you ever felt unsafe here?	n=166	50%	55%	50%	56%
14.2	Do you feel unsafe now?	n=160	16%	20%	16%	19%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=158	45%	46%	45%	
	- Threats or intimidation?	n=158	42%	39%	42%	
	- Physical assault?	n=158	18%	15%	18%	
	- Sexual assault?	n=158	3%	2%	3%	
	- Theft of canteen or property?	n=158	35%	29%	35%	
	- Other bullying / victimisation?	n=158	29%	25%	29%	
	- Not experienced any of these from prisoners here	n=158	42%	39%	42%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=156	58%	49%	58%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=153	19%	30%	19%	
	- Threats or intimidation?	n=153	13%	23%	13%	
	- Physical assault?	n=153	5%	6%	5%	
	- Sexual assault?	n=153	0%	2%	0%	
	- Theft of canteen or property?	n=153	5%	6%	5%	
	- Other bullying / victimisation?	n=153	16%	18%	16%	
	- Not experienced any of these from staff here	n=153	71%	55%	71%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=157	67%	60%	67%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=162	56%	46%	56%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=160	53%	42%	53%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=165	7%	8%	7%	5%
	<i>For those who have been restrained in the last 6 months:</i>					
15.4	Did anyone come and talk to you about it afterwards?	n=12	25%	27%	25%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=157	6%	11%	6%	
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>					
15.6	Were you treated well by segregation staff?	n=9	67%	60%	67%	
	Could you shower every day?	n=9	67%	67%	67%	
	Could you go outside for exercise every day?	n=9	67%	66%	67%	
	Could you use the phone every day (if you had credit)?	n=9	89%	61%	89%	

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Number of completed questionnaires returned

HMP Eastwood Park 2019	All other womens' local prisons	HMP Eastwood Park 2019	HMP Eastwood Park 2016
169	905	169	154

n=number of valid responses to question (HMP Eastwood 2019)

EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	- Education?	n=154	45%	64%	45%
	- Vocational or skills training?	n=148	24%	43%	24%
	- Prison job?	n=155	35%	60%	35%
	- Voluntary work outside of the prison?	n=151	3%	5%	3%
	- Paid work outside of the prison?	n=151	3%	5%	3%
16.2	In this prison, have you done the following activities:				
	- Education?	n=149	79%	84%	79%
	- Vocational or skills training?	n=144	41%	67%	41%
	- Prison job?	n=147	64%	84%	64%
	- Voluntary work outside of the prison?	n=143	23%	32%	23%
	- Paid work outside of the prison?	n=141	23%	32%	23%
	<i>For those who have done the following activities, do you think they will help you on release:</i>				
	- Education?	n=118	79%	72%	79%
	- Vocational or skills training?	n=59	66%	70%	66%
	- Prison job?	n=94	60%	60%	60%
	- Voluntary work outside of the prison?	n=33	58%	63%	58%
	- Paid work outside of the prison?	n=32	56%	63%	56%
16.3	Do staff encourage you to attend education, training or work?	n=151	61%	71%	61%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	n=153	23%	49%	23%
	<i>For those who have a custody plan:</i>				
17.2	Do you understand what you need to do to achieve your objectives or targets?	n=35	69%	81%	69%
17.3	Are staff helping you to achieve your objectives or targets?	n=33	64%	56%	64%
17.4	In this prison, have you done:				
	- Offending behaviour programmes?	n=32	47%	51%	47%
	- Other programmes?	n=31	48%	57%	48%
	- One to one work?	n=33	52%	51%	52%
	- Been on a specialist unit?	n=32	34%	21%	34%
	- ROTL - day or overnight release?	n=32	16%	14%	16%
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>				
	- Offending behaviour programmes?	n=15	93%	84%	93%
	- Other programmes?	n=15	87%	86%	87%
	- One to one work?	n=17	88%	84%	88%
	- Being on a specialist unit?	n=11	91%	57%	91%
	- ROTL - day or overnight release?	n=5	80%	60%	80%

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Number of completed questionnaires returned

HMP Eastwood Park 2019	All other womens' local prisons	HMP Eastwood Park 2019	HMP Eastwood Park 2016
169	905	169	154

n=number of valid responses to question (HMP Eastwood 2019)

PREPARATION FOR RELEASE					
18.1	Do you expect to be released in the next 3 months?	<i>n</i> =154	39%	35%	39%
<i>For those who expect to be released in the next 3 months:</i>					
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n</i> =59	24%	40%	24%
18.3	Is anybody helping you to prepare for your release?	<i>n</i> =58	71%	70%	71%
18.4	Do you need help to sort out the following for when you are released:				
	- Finding accommodation?	<i>n</i> =54	67%	68%	67%
	- Getting employment?	<i>n</i> =55	55%	59%	55%
	- Setting up education or training?	<i>n</i> =52	50%	51%	50%
	- Arranging benefits?	<i>n</i> =56	80%	81%	80%
	- Sorting out finances?	<i>n</i> =53	70%	64%	70%
	- Support for drug or alcohol problems?	<i>n</i> =54	67%	66%	67%
	- Health / mental Health support?	<i>n</i> =55	73%	69%	73%
	- Social care support?	<i>n</i> =52	40%	47%	40%
	- Getting back in touch with family or friends?	<i>n</i> =54	41%	49%	41%
18.4	Are you getting help to sort out the following for when you are released, if you need it:				
	- Finding accommodation?	<i>n</i> =36	28%	41%	28%
	- Getting employment?	<i>n</i> =30	13%	23%	13%
	- Setting up education or training?	<i>n</i> =26	15%	21%	15%
	- Arranging benefits?	<i>n</i> =45	33%	39%	33%
	- Sorting out finances?	<i>n</i> =37	16%	28%	16%
	- Support for drug or alcohol problems?	<i>n</i> =36	61%	62%	61%
	- Health / mental Health support?	<i>n</i> =40	30%	36%	30%
- Social care support?	<i>n</i> =21	33%	29%	33%	
- Getting back in touch with family or friends?	<i>n</i> =22	32%	42%	32%	
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n</i> =152	57%	61%	57%

HMP Eastwood Park 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners who reported that they had a disability compared with those who did not.
- responses of prisoners who reported that they had mental health problems compared with those who did not.

Please note that these analyses are based on summary data from selected survey questions only.

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Number of completed questionnaires returned

	Have a disability		Do not have a disability		Mental health problems		No mental health problems
	76		88		120		44

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	15%	17%	17%	12%
	Are you 50 years of age or older?	13%	11%	8%	26%
1.3	Are you from a minority ethnic group?	11%	7%	8%	12%
7.1	Are you Muslim?	8%	1%	5%	2%
11.3	Do you have any mental health problems?	91%	59%		
12.1	Do you consider yourself to have a disability?			57%	16%
19.2	Are you a foreign national?	1%	11%	3%	17%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	1%	6%	0%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	84%	92%	86%	96%
2.4	Overall, were you treated very / quite well in reception?	91%	97%	92%	100%
2.5	When you first arrived, did you have any problems?	96%	79%	92%	72%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	50%	46%	49%	50%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	61%	77%	67%	82%
3.5	Have you had an induction at this prison?	85%	93%	88%	93%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	51%	67%	58%	70%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	29%	33%	30%	34%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	61%	80%	67%	85%
	- Can you shower every day?	86%	97%	90%	98%
	- Do you have clean sheets every week?	74%	85%	78%	91%
	- Do you get cell cleaning materials every week?	74%	84%	78%	82%
	- Is it normally quiet enough for you to relax or sleep at night?	56%	83%	65%	88%
	- Can you get your stored property if you need it?	20%	40%	23%	54%

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Number of completed questionnaires returned

Have a disability	Do not have a disability
76	88

Mental health problems	No mental health problems
120	44

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	26%	42%
5.3	Does the shop / canteen sell the things that you need?	66%	76%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	81%	94%
6.2	Are there any staff here you could turn to if you had a problem?	84%	91%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	42%	42%
6.6	Do you feel that you are treated as an individual in this prison?	46%	54%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	75%	82%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	75%	84%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	36%	41%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	45%	32%
8.3	Are you able to use a phone every day (if you have credit)?	99%	94%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	84%	93%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	16%	10%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	3%	11%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	75%	81%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	69%	74%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	52%	71%
10.3	Is it easy for you to make a complaint?	61%	71%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	30%	60%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	43%	15%

29%	52%
68%	82%
86%	98%
85%	96%
45%	35%
44%	70%
77%	83%
75%	92%
36%	45%
41%	29%
96%	98%
91%	89%
14%	10%
5%	12%
75%	90%
71%	77%
58%	75%
64%	74%
41%	56%
31%	17%

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Number of completed questionnaires returned

Have a disability	Do not have a disability
76	88

Mental health problems	No mental health problems
120	44

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	29%	48%
	- Nurse?	54%	75%
	- Dentist?	11%	16%
	- Mental health workers?	20%	37%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	56%	48%
11.5	Do you think the overall quality of the health services here is very / quite good?	42%	64%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	32%	
SAFETY			
14.1	Have you ever felt unsafe here?	64%	39%
14.2	Do you feel unsafe now?	28%	7%
14.3	Not experienced bullying / victimisation by other prisoners	29%	54%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	59%	58%
14.5	Not experienced bullying / victimisation by members of staff	64%	77%
14.6	If you were being bullied / victimised by staff here, would you report it?	69%	66%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	53%	58%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	47%	57%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	13%	2%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	11%	1%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	59%	62%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	27%	20%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	71%	56%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	70%	70%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	57%	59%

39%	46%
63%	73%
11%	21%
27%	35%
53%	
49%	68%
31%	43%
59%	23%
19%	7%
34%	70%
52%	74%
65%	90%
63%	79%
52%	67%
50%	61%
8%	5%
8%	0%
54%	79%
26%	15%
56%	100%
74%	65%
54%	63%

HMP Eastwood Park 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - responses of non-heterosexual prisoners are compared with those of heterosexual prisoners
 Please note that these analyses are based on summary data from selected survey questions only.

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Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
30	116

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	23%	14%
	Are you 50 years of age or older?	3%	15%
1.3	Are you from a minority ethnic group?	7%	10%
7.1	Are you Muslim?	7%	4%
11.3	Do you have any mental health problems?	87%	68%
12.1	Do you consider yourself to have a disability?	72%	41%
19.2	Are you a foreign national?	3%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	10%	2%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	90%	88%
2.4	Overall, were you treated very / quite well in reception?	93%	94%
2.5	When you first arrived, did you have any problems?	83%	87%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	61%	47%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	70%	69%
3.5	Have you had an induction at this prison?	93%	90%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	64%	57%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	47%	26%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	77%	71%
	- Can you shower every day?	93%	90%
	- Do you have clean sheets every week?	77%	81%
	- Do you get cell cleaning materials every week?	77%	82%
	- Is it normally quiet enough for you to relax or sleep at night?	69%	72%
	- Can you get your stored property if you need it?	40%	27%

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Number of completed questionnaires returned

Gay/bisexual/other	Heterosexual
30	116

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	27%	36%
5.3	Does the shop / canteen sell the things that you need?	63%	73%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	87%	90%
6.2	Are there any staff here you could turn to if you had a problem?	83%	90%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	53%	41%
6.6	Do you feel that you are treated as an individual in this prison?	43%	51%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	77%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	71%	83%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	50%	36%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	37%	38%
8.3	Are you able to use a phone every day (if you have credit)?	97%	97%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	87%	90%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	7%	13%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	10%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	79%	78%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	77%	69%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	50%	65%
10.3	Is it easy for you to make a complaint?	70%	66%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	30%	47%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	35%	26%

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* less than 1% probability that the difference is due to chance

	Gay/bisexual/other	Heterosexual
Number of completed questionnaires returned	30	116

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	55%	35%
	- Nurse?	80%	60%
	- Dentist?	17%	12%
	- Mental health workers?	38%	25%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	81%	46%
11.5	Do you think the overall quality of the health services here is very / quite good?	50%	56%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	47%	26%
SAFETY			
14.1	Have you ever felt unsafe here?	62%	47%
14.2	Do you feel unsafe now?	28%	15%
14.3	Not experienced bullying / victimisation by other prisoners	35%	42%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	63%	57%
14.5	Not experienced bullying / victimisation by members of staff	66%	72%
14.6	If you were being bullied / victimised by staff here, would you report it?	70%	68%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	53%	58%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	62%	50%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	20%	3%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	10%	3%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	66%	59%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	45%	18%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	82%	50%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	75%	72%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	53%	59%

HMP Eastwood Park 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners aged 25 and under are compared with those of prisoners over 25

- responses of prisoners aged 50 and over are compared with those of prisoners under 50

Please note that these analyses are based on summary data from selected survey questions only.

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Number of completed questionnaires returned

	25 and under	Over 25	50 and over	Under 50	
	26	141	20	147	

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	8%			1%
	Are you 70 years of age or older?		1%	5%	
1.3	Are you from a minority ethnic group?	8%	9%	5%	9%
7.1	Are you Muslim?	4%	4%	0%	5%
11.3	Do you have any mental health problems?	80%	72%	45%	78%
12.1	Do you consider yourself to have a disability?	42%	48%	53%	46%
19.2	Are you a foreign national?	4%	6%	0%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	4%	4%	0%	5%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	92%	87%	100%	86%
2.4	Overall, were you treated very / quite well in reception?	92%	94%	100%	92%
2.5	When you first arrived, did you have any problems?	96%	86%	70%	90%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	40%	50%	46%	48%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	42%	76%	80%	69%
3.5	Have you had an induction at this prison?	88%	89%	95%	88%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	55%	60%	61%	59%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	39%	30%	35%	31%
4.3					
	- Do you normally have enough clean, suitable clothes for the week?	71%	71%	89%	68%
	- Can you shower every day?	88%	92%	95%	91%
	- Do you have clean sheets every week?	72%	82%	85%	80%
	- Do you get cell cleaning materials every week?	74%	80%	70%	80%
	- Is it normally quiet enough for you to relax or sleep at night?	56%	73%	85%	68%
	- Can you get your stored property if you need it?	20%	30%	37%	29%

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Number of completed questionnaires returned

25 and under	Over 25
26	141

50 and over	Under 50
20	147

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	28%	35%
5.3	Does the shop / canteen sell the things that you need?	80%	70%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	92%	86%
6.2	Are there any staff here you could turn to if you had a problem?	76%	88%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	40%	41%
6.6	Do you feel that you are treated as an individual in this prison?	48%	51%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	75%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	83%	78%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	40%	37%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	40%	38%
8.3	Are you able to use a phone every day (if you have credit)?	100%	96%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	100%	87%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	12%	13%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	4%	8%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	75%	78%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	64%	73%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	52%	64%
10.3	Is it easy for you to make a complaint?	60%	67%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	41%	44%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	30%	29%

50%	31%
80%	70%
95%	86%
95%	85%
45%	41%
85%	45%
88%	75%
88%	77%
50%	36%
30%	39%
100%	96%
100%	87%
5%	14%
10%	7%
86%	77%
80%	71%
69%	61%
79%	64%
57%	42%
7%	33%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	25 and under	Over 25	50 and over	Under 50
	26	141	20	147

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	44%	38%	45%	38%
	- Nurse?	72%	64%	65%	65%
	- Dentist?	4%	14%	15%	12%
	- Mental health workers?	44%	26%	25%	29%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	71%	50%	44%	54%
11.5	Do you think the overall quality of the health services here is very / quite good?	42%	56%	70%	51%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	29%	32%	60%	27%
SAFETY					
14.1	Have you ever felt unsafe here?	69%	46%	35%	52%
14.2	Do you feel unsafe now?	16%	17%	15%	17%
14.3	Not experienced bullying / victimisation by other prisoners	42%	43%	65%	39%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	54%	59%	95%	53%
14.5	Not experienced bullying / victimisation by members of staff	63%	73%	90%	68%
14.6	If you were being bullied / victimised by staff here, would you report it?	52%	70%	95%	63%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	48%	57%	90%	51%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	40%	54%	58%	51%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	9%	5%	8%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	8%	5%	0%	7%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	52%	63%	89%	57%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	20%	23%	12%	24%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	100%	57%	100%	60%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	67%	71%	100%	68%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	63%	56%	71%	55%

HMP Eastwood Park 2019

Comparison of survey responses from different residential locations

In this table responses from general population units (residential units 1, 2 & 3) are compared with those from the rest of the establishment.

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General population units (residential units 1, 2 and 3)	Rest of the establishment
40	129

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	2%
	Are you 25 years of age or younger?	15%	16%
	Are you 50 years of age or older?	5%	14%
	Are you 70 years of age or older?	0%	1%
1.3	Are you from a minority ethnic group?	5%	9%
1.4	Have you been in this prison for less than 6 months?	62%	58%
1.5	Are you currently serving a sentence?	72%	85%
	Are you on recall?	14%	7%
1.6	Is your sentence less than 12 months?	40%	34%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	1%
7.1	Are you Muslim?	5%	4%
11.3	Do you have any mental health problems?	95%	66%
12.1	Do you consider yourself to have a disability?	64%	41%
19.1	Do you have any children under the age of 18?	68%	57%
19.2	Are you a foreign national?	3%	7%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	7%	3%
19.4	Have you ever been in the armed services?	0%	3%
19.5	Is your gender male or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	19%	21%
19.7	Do you identify as transgender or transsexual?	0%	4%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	23%	27%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	42%	56%
2.3	When you were searched in reception, was this done in a respectful way?	71%	93%
2.4	Overall, were you treated very / quite well in reception?	82%	97%

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Number of completed questionnaires returned

	General population units (residential units 1, 2 and 3)	Rest of the establishment
Number of completed questionnaires returned	40	129

2.5	When you first arrived, did you have any problems?	95%	84%
2.5	Did you have problems with:		
	- Getting phone numbers?	41%	39%
	- Contacting family?	33%	35%
	- Arranging care for children or other dependents?	8%	6%
	- Contacting employers?	8%	2%
	- Money worries?	64%	33%
	- Housing worries?	51%	33%
	- Feeling depressed?	72%	60%
	- Feeling suicidal?	39%	32%
	- Other mental health problems?	62%	34%
	- Physical health problems?	44%	19%
	- Drugs or alcohol (e.g. withdrawal)?	74%	39%
	- Getting medication?	54%	32%
	- Needing protection from other prisoners?	15%	7%
	- Lost or delayed property?	21%	13%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	31%	53%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	95%	81%
	- Toiletries / other basic items?	76%	81%
	- A shower?	63%	64%
	- A free phone call?	82%	85%
	- Something to eat?	90%	93%
	- The chance to see someone from health care?	79%	86%
	- The chance to talk to a Listener or Samaritans?	47%	50%
	- Support from another prisoner (e.g. Insider or buddy)?	40%	52%
	- None of these?	3%	1%
3.2	On your first night in this prison, was your cell very / quite clean?	40%	57%
3.3	Did you feel safe on your first night here?	61%	73%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	32%	34%
	- Free PIN phone credit?	61%	65%
	- Numbers put on your PIN phone?	36%	50%
3.5	Have you had an induction at this prison?	77%	93%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	50%	63%

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Number of completed questionnaires returned

General population units (residential units 1, 2 and 3)	40	Rest of the establishment	129
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ON THE WING			
4.1	Are you in a cell on your own?	49%	64%
4.2	Is your cell call bell normally answered within 5 minutes?	26%	32%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	47%	78%
	- Can you shower every day?	87%	93%
	- Do you have clean sheets every week?	64%	85%
	- Do you get cell cleaning materials every week?	69%	82%
	- Is it normally quiet enough for you to relax or sleep at night?	46%	78%
	- Can you get your stored property if you need it?	24%	33%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	50%	69%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	39%	31%
5.2	Do you get enough to eat at meal-times always / most of the time?	27%	36%
5.3	Does the shop / canteen sell the things that you need?	67%	73%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	68%	92%
6.2	Are there any staff here you could turn to if you had a problem?	65%	93%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	28%	45%
6.4	Do you have a personal officer?	53%	47%
<i>For those who have a personal officer:</i>			
6.4	Is your personal or named officer very / quite helpful?	44%	73%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	8%	9%
6.6	Do you feel that you are treated as an individual in this prison?	35%	55%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	46%	51%
	If so, do things sometimes change?	35%	38%
FAITH			
7.1	Do you have a religion?	71%	54%
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	74%	79%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	67%	84%
7.4	Are you able to attend religious services, if you want to?	93%	90%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	31%	40%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	50%	34%
8.3	Are you able to use a phone every day (if you have credit)?	94%	97%
8.4	Is it very / quite easy for your family and friends to get here?	16%	35%
8.5	Do you get visits from family/friends once a week or more?	9%	18%
<i>For those who get visits:</i>			
8.6	Do visits usually start and finish on time?	79%	78%
8.7	Are your visitors usually treated respectfully by staff?	75%	92%

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Number of completed questionnaires returned

General population units (residential units 1, 2 and 3)	40	Rest of the establishment	129
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TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	89%	93%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	47%	74%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	34%	7%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	9%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	27%	12%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	6%
9.4	Do you have time to do domestics more than 5 days in a typical week?	38%	71%
9.5	Do you get association more than 5 days in a typical week, if you want it?	23%	62%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	47%	71%
9.7	Do you typically go to the gym twice a week or more?	36%	38%
9.8	Do you typically go to the library once a week or more?	54%	55%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	88%	75%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	63%	75%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	62%	63%
	Are applications usually dealt with within 7 days?	41%	40%
10.3	Is it easy for you to make a complaint?	69%	66%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	48%	43%
	Are complaints usually dealt with within 7 days?	23%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	30%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

General population units (residential units 1, 2 and 3)	40	Rest of the establishment	129
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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	17%	43%
	Attend legal visits?	50%	56%
	Get bail information?	11%	12%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	40%	39%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	27%	44%
	- Nurse?	62%	67%
	- Dentist?	9%	15%
	- Mental health workers?	24%	30%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	50%	60%
	- Nurse?	67%	75%
	- Dentist?	41%	42%
	- Mental health workers?	40%	48%
11.3	Do you have any mental health problems?	95%	66%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	39%	59%
11.5	Do you think the overall quality of the health services here is very / quite good?	38%	59%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	64%	41%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	15%	39%
12.3	Have you been on an ACCT in this prison?	67%	43%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	42%	63%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	47%	51%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	42%	31%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	93%	86%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	84%	46%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	21%	9%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	32%	8%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	72%	84%
13.7	Is it very / quite easy to get illicit drugs in this prison?	47%	36%
13.8	Is it very / quite easy to get alcohol in this prison?	8%	9%

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Number of completed questionnaires returned

General population units (residential units 1, 2 and 3)	Rest of the establishment
40	129

SAFETY			
14.1	Have you ever felt unsafe here?	66%	45%
14.2	Do you feel unsafe now?	24%	14%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	62%	40%
	- Threats or intimidation?	54%	39%
	- Physical assault?	35%	12%
	- Sexual assault?	5%	2%
	- Theft of canteen or property?	54%	30%
	- Other bullying / victimisation?	54%	22%
	- Not experienced any of these from prisoners here	27%	47%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	29%	66%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	34%	15%
	- Threats or intimidation?	25%	10%
	- Physical assault?	19%	2%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	13%	3%
	- Other bullying / victimisation?	31%	12%
	- Not experienced any of these from staff here	50%	77%
14.6	If you were being bullied / victimised by staff here, would you report it?	44%	73%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	33%	63%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	32%	58%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	18%	4%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	14%	40%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	17%	3%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	67%	67%
	Could you shower every day?	50%	100%
	Could you go outside for exercise every day?	67%	67%
	Could you use the phone every day (if you had credit)?	100%	67%

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Number of completed questionnaires returned

General population units (residential units 1, 2 and 3)	40	Rest of the establishment	129
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EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	- Education?	29%	49%
	- Vocational or skills training?	20%	25%
	- Prison job?	18%	39%
	- Voluntary work outside of the prison?	3%	3%
	- Paid work outside of the prison?	3%	3%
16.2	In this prison, have you done the following activities:		
	- Education?	88%	77%
	- Vocational or skills training?	53%	38%
	- Prison job?	61%	65%
	- Voluntary work outside of the prison?	41%	18%
	- Paid work outside of the prison?	37%	19%
<i>For those who have done the following activities, do you think they will help you on release:</i>			
	- Education?	79%	79%
	- Vocational or skills training?	65%	67%
	- Prison job?	55%	61%
	- Voluntary work outside of the prison?	54%	60%
	- Paid work outside of the prison?	46%	62%
16.3	Do staff encourage you to attend education, training or work?		47% 65%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?		18% 24%
<i>For those who have a custody plan:</i>			
17.2	Do you understand what you need to do to achieve your objectives or targets?		50% 72%
17.3	Are staff helping you to achieve your objectives or targets?		50% 67%
17.4	In this prison, have you done:		
	- Offending behaviour programmes?	83%	39%
	- Other programmes?	75%	44%
	- One to one work?	80%	46%
	- Been on a specialist unit?	40%	33%
	- ROTL - day or overnight release?	33%	12%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	100%	90%
	- Other programmes?	67%	92%
	- One to one work?	75%	92%
	- Being on a specialist unit?	50%	100%
	- ROTL - day or overnight release?	50%	100%

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General population units (residential units 1, 2 and 3)	Rest of the establishment
40	129

Number of completed questionnaires returned

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	39%	39%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	8%	28%
18.3	Is anybody helping you to prepare for your release?	55%	75%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	80%	64%
	- Getting employment?	73%	50%
	- Setting up education or training?	73%	44%
	- Arranging benefits?	100%	76%
	- Sorting out finances?	82%	67%
	- Support for drug or alcohol problems?	100%	59%
	- Health / mental Health support?	91%	68%
	- Social care support?	70%	33%
	- Getting back in touch with family or friends?	60%	36%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	38%	25%
	- Getting employment?	13%	14%
	- Setting up education or training?	13%	17%
	- Arranging benefits?	18%	38%
	- Sorting out finances?	11%	18%
	- Support for drug or alcohol problems?	40%	69%
	- Health / mental Health support?	10%	37%
	- Social care support?	14%	43%
	- Getting back in touch with family or friends?	17%	38%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	41%	62%

HMP Eastwood Park 2019

Comparison of survey responses from different residential locations

In this table responses from the transition units (residential units 5 and 6) are compared with those from the rest of the establishment.

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Number of completed questionnaires returned

Transition units (residential units 5 and 6)		Rest of the establishment	
	75		94

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	3%	0%
	Are you 25 years of age or younger?	13%	17%
	Are you 50 years of age or older?	13%	11%
	Are you 70 years of age or older?	1%	0%
1.3	Are you from a minority ethnic group?	7%	10%
1.4	Have you been in this prison for less than 6 months?	59%	58%
1.5	Are you currently serving a sentence?	85%	80%
	Are you on recall?	7%	10%
1.6	Is your sentence less than 12 months?	35%	36%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	1%
7.1	Are you Muslim?	3%	5%
11.3	Do you have any mental health problems?	72%	74%
12.1	Do you consider yourself to have a disability?	49%	44%
19.1	Do you have any children under the age of 18?	54%	63%
19.2	Are you a foreign national?	3%	10%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	2%	6%
19.4	Have you ever been in the armed services?	4%	1%
19.5	Is your gender male or non-binary?	1%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	22%	20%
19.7	Do you identify as transgender or transsexual?	6%	1%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	19%	32%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	57%	50%
2.3	When you were searched in reception, was this done in a respectful way?	91%	86%
2.4	Overall, were you treated very / quite well in reception?	97%	90%

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Number of completed questionnaires returned

Transition units (residential units 5 and 6)	75	Rest of the establishment	94
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2.5	When you first arrived, did you have any problems?	89%	85%
2.5	Did you have problems with:		
	- Getting phone numbers?	40%	39%
	- Contacting family?	33%	36%
	- Arranging care for children or other dependents?	4%	8%
	- Contacting employers?	1%	4%
	- Money worries?	33%	46%
	- Housing worries?	36%	39%
	- Feeling depressed?	67%	59%
	- Feeling suicidal?	32%	36%
	- Other mental health problems?	34%	45%
	- Physical health problems?	21%	28%
	- Drugs or alcohol (e.g. withdrawal)?	44%	51%
	- Getting medication?	34%	40%
	- Needing protection from other prisoners?	8%	10%
	- Lost or delayed property?	4%	23%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	55%	42%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	87%	83%
	- Toiletries / other basic items?	80%	80%
	- A shower?	61%	66%
	- A free phone call?	85%	84%
	- Something to eat?	93%	91%
	- The chance to see someone from health care?	87%	83%
	- The chance to talk to a Listener or Samaritans?	53%	47%
	- Support from another prisoner (e.g. Insider or buddy)?	46%	52%
	- None of these?	1%	1%
3.2	On your first night in this prison, was your cell very / quite clean?	52%	54%
3.3	Did you feel safe on your first night here?	73%	67%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	39%	28%
	- Free PIN phone credit?	64%	63%
	- Numbers put on your PIN phone?	49%	45%
3.5	Have you had an induction at this prison?	93%	85%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	57%	63%

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Transition units (residential units 5 and 6)	75	Rest of the establishment	94
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ON THE WING			
4.1	Are you in a cell on your own?	52%	67%
4.2	Is your cell call bell normally answered within 5 minutes?	27%	34%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	75%	68%
	- Can you shower every day?	89%	94%
	- Do you have clean sheets every week?	81%	80%
	- Do you get cell cleaning materials every week?	88%	72%
	- Is it normally quiet enough for you to relax or sleep at night?	74%	68%
	- Can you get your stored property if you need it?	32%	31%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	53%	75%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	26%	38%
5.2	Do you get enough to eat at meal-times always / most of the time?	33%	35%
5.3	Does the shop / canteen sell the things that you need?	69%	73%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	88%	86%
6.2	Are there any staff here you could turn to if you had a problem?	91%	83%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	39%	44%
6.4	Do you have a personal officer?	44%	51%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	64%	69%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	4%	13%
6.6	Do you feel that you are treated as an individual in this prison?	47%	54%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	39%	59%
	If so, do things sometimes change?	31%	41%
FAITH			
7.1	Do you have a religion?	48%	65%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	78%	78%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	86%	75%
7.4	Are you able to attend religious services, if you want to?	94%	88%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	32%	43%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	36%	40%
8.3	Are you able to use a phone every day (if you have credit)?	97%	96%
8.4	Is it very / quite easy for your family and friends to get here?	37%	26%
8.5	Do you get visits from family/friends once a week or more?	15%	16%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	74%	83%
8.7	Are your visitors usually treated respectfully by staff?	89%	90%

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TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	96%	89%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	74%	63%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	7%	18%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	4%	9%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	15%	16%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	1%	7%
9.4	Do you have time to do domestics more than 5 days in a typical week?	65%	63%
9.5	Do you get association more than 5 days in a typical week, if you want it?	56%	51%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	74%	60%
9.7	Do you typically go to the gym twice a week or more?	36%	38%
9.8	Do you typically go to the library once a week or more?	55%	55%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	69%	86%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	67%	76%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	63%	62%
	Are applications usually dealt with within 7 days?	35%	45%
10.3	Is it easy for you to make a complaint?	58%	74%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	30%	54%
	Are complaints usually dealt with within 7 days?	28%	33%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	33%	26%

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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	39%	36%
	Attend legal visits?	61%	51%
	Get bail information?	6%	16%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	44%	34%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	39%	41%
	- Nurse?	63%	68%
	- Dentist?	13%	15%
	- Mental health workers?	28%	30%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	63%	53%
	- Nurse?	72%	74%
	- Dentist?	44%	40%
	- Mental health workers?	55%	39%
11.3	Do you have any mental health problems?	72%	74%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	60%	47%
11.5	Do you think the overall quality of the health services here is very / quite good?	55%	54%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	49%	44%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	39%	26%
12.3	Have you been on an ACCT in this prison?	44%	52%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	53%	58%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	52%	49%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	33%	34%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	86%	89%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	52%	57%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	10%	13%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	10%	17%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	84%	77%
13.7	Is it very / quite easy to get illicit drugs in this prison?	38%	39%
13.8	Is it very / quite easy to get alcohol in this prison?	8%	9%

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Number of completed questionnaires returned

	Transition units (residential units 5 and 6)	Rest of the establishment
Number of completed questionnaires returned	75	94

SAFETY			
14.1	Have you ever felt unsafe here?	46%	53%
14.2	Do you feel unsafe now?	19%	14%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	47%	43%
	- Threats or intimidation?	46%	40%
	- Physical assault?	13%	21%
	- Sexual assault?	3%	2%
	- Theft of canteen or property?	27%	42%
	- Other bullying / victimisation?	25%	32%
	- Not experienced any of these from prisoners here	40%	44%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	63%	55%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	16%	21%
	- Threats or intimidation?	12%	14%
	- Physical assault?	3%	7%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	1%	8%
	- Other bullying / victimisation?	10%	21%
	- Not experienced any of these from staff here	78%	66%
14.6	If you were being bullied / victimised by staff here, would you report it?	68%	66%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	58%	55%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	55%	51%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	6%	9%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?	50%	13%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	1%	9%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?	100%	63%
	Could you shower every day?	100%	63%
	Could you go outside for exercise every day?	100%	63%
	Could you use the phone every day (if you had credit)?	100%	88%

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Transition units (residential units 5 and 6)	75	Rest of the establishment	94
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EDUCATION, SKILLS AND WORK				
16.1	In this prison, is it easy to get into the following activities:			
	- Education?	57%	35%	
	- Vocational or skills training?	22%	26%	
	- Prison job?	34%	35%	
	- Voluntary work outside of the prison?	0%	5%	
	- Paid work outside of the prison?	0%	6%	
16.2	In this prison, have you done the following activities:			
	- Education?	91%	70%	
	- Vocational or skills training?	38%	43%	
	- Prison job?	68%	61%	
	- Voluntary work outside of the prison?	19%	26%	
	- Paid work outside of the prison?	19%	26%	
<i>For those who have done the following activities, do you think they will help you on release:</i>				
	- Education?	74%	84%	
	- Vocational or skills training?	54%	74%	
	- Prison job?	56%	63%	
	- Voluntary work outside of the prison?	33%	71%	
	- Paid work outside of the prison?	33%	70%	
16.3	Do staff encourage you to attend education, training or work?		63%	59%
PLANNING AND PROGRESSION				
17.1	Do you have a custody plan?		19%	26%
<i>For those who have a custody plan:</i>				
17.2	Do you understand what you need to do to achieve your objectives or targets?		50%	81%
17.3	Are staff helping you to achieve your objectives or targets?		42%	76%
17.4	In this prison, have you done:			
	- Offending behaviour programmes?	31%	58%	
	- Other programmes?	31%	61%	
	- One to one work?	31%	65%	
	- Been on a specialist unit?	15%	47%	
	- ROTL - day or overnight release?	8%	21%	
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>				
	- Offending behaviour programmes?	75%	100%	
	- Other programmes?	75%	91%	
	- One to one work?	75%	92%	
	- Being on a specialist unit?	100%	89%	
	- ROTL - day or overnight release?	100%	75%	

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* less than 1% probability that the difference is due to chance

Transition units (residential units 5 and 6)	Rest of the establishment
75	94

Number of completed questionnaires returned

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	43%	36%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	33%	14%
18.3	Is anybody helping you to prepare for your release?	73%	68%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	75%	58%
	- Getting employment?	52%	57%
	- Setting up education or training?	46%	54%
	- Arranging benefits?	96%	64%
	- Sorting out finances?	76%	64%
	- Support for drug or alcohol problems?	64%	69%
	- Health / mental Health support?	78%	68%
	- Social care support?	39%	42%
	- Getting back in touch with family or friends?	39%	42%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	29%	27%
	- Getting employment?	0%	25%
	- Setting up education or training?	18%	13%
	- Arranging benefits?	41%	22%
	- Sorting out finances?	16%	17%
	- Support for drug or alcohol problems?	67%	56%
	- Health / mental Health support?	38%	21%
	- Social care support?	40%	27%
	- Getting back in touch with family or friends?	27%	36%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	61%	54%

HMP Eastwood Park 2019

Comparison of survey responses from different residential locations

In this table responses from the low security enhanced unit (residential unit 7) are compared with those from rest of the establishment.

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Number of completed questionnaires returned

Low security enhanced unit (residential unit 7)	Rest of the establishment
19	150

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	0%	1%
	Are you 25 years of age or younger?	11%	16%
	Are you 50 years of age or older?	39%	9%
	Are you 70 years of age or older?	0%	1%
1.3	Are you from a minority ethnic group?	12%	8%
1.4	Have you been in this prison for less than 6 months?	28%	63%
1.5	Are you currently serving a sentence?	89%	81%
	Are you on recall?	0%	10%
1.6	Is your sentence less than 12 months?	11%	39%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	1%
7.1	Are you Muslim?	5%	4%
11.3	Do you have any mental health problems?	32%	79%
12.1	Do you consider yourself to have a disability?	16%	50%
19.1	Do you have any children under the age of 18?	47%	60%
19.2	Are you a foreign national?	26%	4%
19.3	Are you from a traveller community? (e.g. Gypsy, Roma, Irish Traveller)	0%	5%
19.4	Have you ever been in the armed services?	0%	3%
19.5	Is your gender male or non-binary?	0%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	6%	23%
19.7	Do you identify as transgender or transsexual?	6%	3%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	26%	26%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	53%	53%
2.3	When you were searched in reception, was this done in a respectful way?	100%	86%
2.4	Overall, were you treated very / quite well in reception?	100%	93%

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Number of completed questionnaires returned

Low security enhanced unit (residential unit 7)	19	Rest of the establishment	150
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2.5	When you first arrived, did you have any problems?	68%	89%
2.5	Did you have problems with:		
	- Getting phone numbers?	16%	42%
	- Contacting family?	32%	35%
	- Arranging care for children or other dependents?	5%	6%
	- Contacting employers?	0%	3%
	- Money worries?	32%	42%
	- Housing worries?	16%	40%
	- Feeling depressed?	26%	67%
	- Feeling suicidal?	11%	37%
	- Other mental health problems?	11%	44%
	- Physical health problems?	26%	25%
	- Drugs or alcohol (e.g. withdrawal)?	5%	53%
	- Getting medication?	21%	40%
	- Needing protection from other prisoners?	11%	9%
	- Lost or delayed property?	16%	14%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	39%	49%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	47%	89%
	- Toiletries / other basic items?	79%	80%
	- A shower?	58%	65%
	- A free phone call?	79%	85%
	- Something to eat?	90%	93%
	- The chance to see someone from health care?	84%	84%
	- The chance to talk to a Listener or Samaritans?	32%	52%
	- Support from another prisoner (e.g. Insider or buddy)?	68%	47%
	- None of these?	0%	1%
3.2	On your first night in this prison, was your cell very / quite clean?	74%	51%
3.3	Did you feel safe on your first night here?	63%	71%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	35%	33%
	- Free PIN phone credit?	56%	65%
	- Numbers put on your PIN phone?	59%	46%
3.5	Have you had an induction at this prison?	100%	88%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	71%	59%

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Low security enhanced unit (residential unit 7)	19	Rest of the establishment	150
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ON THE WING			
4.1	Are you in a cell on your own?	84%	57%
4.2	Is your cell call bell normally answered within 5 minutes?	21%	32%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	90%	69%
	- Can you shower every day?	100%	91%
	- Do you have clean sheets every week?	90%	79%
	- Do you get cell cleaning materials every week?	63%	81%
	- Is it normally quiet enough for you to relax or sleep at night?	100%	67%
	- Can you get your stored property if you need it?	53%	28%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	94%	61%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	37%	32%
5.2	Do you get enough to eat at meal-times always / most of the time?	68%	30%
5.3	Does the shop / canteen sell the things that you need?	84%	70%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	100%	85%
6.2	Are there any staff here you could turn to if you had a problem?	95%	86%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	44%	41%
6.4	Do you have a personal officer?	26%	51%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	100%	64%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	37%	6%
6.6	Do you feel that you are treated as an individual in this prison?	74%	48%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	95%	44%
	If so, do things sometimes change?	44%	35%
FAITH			
7.1	Do you have a religion?	68%	56%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	100%	75%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	92%	77%
7.4	Are you able to attend religious services, if you want to?	92%	90%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	50%	36%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	47%	37%
8.3	Are you able to use a phone every day (if you have credit)?	100%	96%
8.4	Is it very / quite easy for your family and friends to get here?	58%	27%
8.5	Do you get visits from family/friends once a week or more?	32%	14%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	88%	76%
8.7	Are your visitors usually treated respectfully by staff?	94%	88%

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Number of completed questionnaires returned

Low security enhanced unit (residential unit 7)	19	Rest of the establishment	150
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TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	100%	91%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	94%	65%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	0%	15%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	39%	3%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	0%	18%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	33%	1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	84%	61%
9.5	Do you get association more than 5 days in a typical week, if you want it?	94%	48%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	95%	62%
9.7	Do you typically go to the gym twice a week or more?	47%	36%
9.8	Do you typically go to the library once a week or more?	74%	52%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	89%	76%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	89%	70%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	83%	59%
	Are applications usually dealt with within 7 days?	71%	36%
10.3	Is it easy for you to make a complaint?	72%	66%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	73%	40%
	Are complaints usually dealt with within 7 days?	60%	27%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	23%	30%

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Low security enhanced unit (residential unit 7)	Rest of the establishment
19	150

<i>For those who need it, is it easy to:</i>				
10.6	Communicate with your solicitor or legal representative?	59%	34%	
	Attend legal visits?	81%	51%	
	Get bail information?	20%	11%	
<i>For those who have had legal letters:</i>				
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	35%	39%	
HEALTH CARE				
11.1	Is it very / quite easy to see:			
	- Doctor?	42%	40%	
	- Nurse?	79%	64%	
	- Dentist?	21%	13%	
11.2	Do you think the quality of the health service is very / quite good from:			
	- Doctor?	63%	57%	
	- Nurse?	84%	72%	
	- Dentist?	58%	39%	
11.3	Do you have any mental health problems?	32%	79%	
	<i>For those who have mental health problems:</i>			
	11.4	Have you been helped with your mental health problems in this prison?	17%	55%
	11.5	Do you think the overall quality of the health services here is very / quite good?	74%	52%
OTHER SUPPORT NEEDS				
12.1	Do you consider yourself to have a disability?	16%	50%	
<i>For those who have a disability:</i>				
12.2	Are you getting the support you need?	33%	32%	
12.3	Have you been on an ACCT in this prison?	17%	53%	
<i>For those who have been on an ACCT:</i>				
12.4	Did you feel cared for by staff?	67%	56%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	61%	49%	
ALCOHOL AND DRUGS				
13.1	Did you have an alcohol problem when you came into this prison?	0%	38%	
<i>For those who had / have an alcohol problem:</i>				
13.2	Have you been helped with your alcohol problem in this prison?		88%	
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	5%	61%	
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	0%	13%	
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	0%	15%	
<i>For those who had / have a drug problem:</i>				
13.6	Have you been helped with your drug problem in this prison?	100%	80%	
13.7	Is it very / quite easy to get illicit drugs in this prison?	28%	40%	
13.8	Is it very / quite easy to get alcohol in this prison?	0%	10%	

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Number of completed questionnaires returned

	Low security enhanced unit (residential unit 7)	Rest of the establishment
Number of completed questionnaires returned	19	150

SAFETY			
14.1	Have you ever felt unsafe here?	47%	50%
14.2	Do you feel unsafe now?	5%	18%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	26%	48%
	- Threats or intimidation?	21%	45%
	- Physical assault?	0%	20%
	- Sexual assault?	0%	3%
	- Theft of canteen or property?	26%	37%
	- Other bullying / victimisation?	0%	33%
	- Not experienced any of these from prisoners here	63%	40%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	90%	54%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	5%	21%
	- Threats or intimidation?	0%	15%
	- Physical assault?	0%	6%
	- Sexual assault?	0%	0%
	- Theft of canteen or property?	0%	6%
	- Other bullying / victimisation?	5%	18%
	- Not experienced any of these from staff here	90%	69%
14.6	If you were being bullied / victimised by staff here, would you report it?	95%	63%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	90%	52%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	78%	49%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	0%	8%
	<i>For those who have been restrained in the last 6 months:</i>		
15.4	Did anyone come and talk to you about it afterwards?		25%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	7%
	<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>		
15.6	Were you treated well by segregation staff?		67%
	Could you shower every day?		67%
	Could you go outside for exercise every day?		67%
	Could you use the phone every day (if you had credit)?		89%

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Number of completed questionnaires returned

	Low security enhanced unit (residential unit 7)	Rest of the establishment
Number of completed questionnaires returned	19	150

EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	67% 42%
	- Vocational or skills training?	56% 20%
	- Prison job?	84% 28%
	- Voluntary work outside of the prison?	6% 2%
	- Paid work outside of the prison?	11% 2%
16.2	In this prison, have you done the following activities:	
	- Education?	77% 80%
	- Vocational or skills training?	59% 39%
	- Prison job?	94% 60%
	- Voluntary work outside of the prison?	12% 25%
	- Paid work outside of the prison?	22% 23%
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	92% 77%
	- Vocational or skills training?	80% 63%
	- Prison job?	87% 54%
	- Voluntary work outside of the prison?	100% 55%
	- Paid work outside of the prison?	100% 50%
16.3	Do staff encourage you to attend education, training or work?	74% 59%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	29% 22%
<i>For those who have a custody plan:</i>		
17.2	Do you understand what you need to do to achieve your objectives or targets?	80% 67%
17.3	Are staff helping you to achieve your objectives or targets?	80% 61%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	60% 44%
	- Other programmes?	40% 50%
	- One to one work?	40% 54%
	- Been on a specialist unit?	20% 37%
	- ROTL - day or overnight release?	40% 11%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	100% 92%
	- Other programmes?	100% 85%
	- One to one work?	100% 87%
	- Being on a specialist unit?	100% 90%
	- ROTL - day or overnight release?	100% 67%

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Low security enhanced unit (residential unit 7)	Rest of the establishment
19	150

Number of completed questionnaires returned

PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	16%	42%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	50%	23%
18.3	Is anybody helping you to prepare for your release?	100%	70%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	0%	69%
	- Getting employment?	50%	55%
	- Setting up education or training?	0%	52%
	- Arranging benefits?	100%	80%
	- Sorting out finances?	50%	71%
	- Support for drug or alcohol problems?	0%	69%
	- Health / mental Health support?	50%	74%
	- Social care support?	0%	42%
	- Getting back in touch with family or friends?	50%	40%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?		28%
	- Getting employment?	100%	10%
	- Setting up education or training?		15%
	- Arranging benefits?	0%	35%
	- Sorting out finances?	0%	17%
	- Support for drug or alcohol problems?		61%
	- Health / mental Health support?	0%	31%
	- Social care support?		33%
	- Getting back in touch with family or friends?	100%	29%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	53%	58%



HM Inspectorate of Prisons is a member of the UK's National Preventive Mechanism, a group of organisations which independently monitor all places of detention to meet the requirements of international human rights law.

