

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP EASTWOOD PARK

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Unannounced inspection	7-18 November 2016	
Report published	9 March 2017	
Action Plan Submitted	14 June 2017	Attached

ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: EASTWOOD PARK

POSITION AS AT: 14 JUNE 2017

1. Rec. no	2 Recommendation	3. Accepted/ Rejected/ Partially Accepted / Accepted Subject to Resources	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	Main recommendation To HMPPS				
5.1	HMPPS should ensure accommodation services for women at Eastwood Park are sufficient to support women into stable accommodation on release. (S48)	Accepted	<p>The Homelessness Reduction Act (2017) will significantly reform England's homelessness legislation, ensuring that more people receive the necessary support needed to prevent homelessness. The Ministry of Justice will be working collaboratively with Communities and Local Government to develop the necessary enabling secondary legislation to support the effective commencement of this Act, including defining which public bodies will be subject to the new duty to refer someone at risk of being homeless.</p> <p>Local areas are being supported to respond innovatively to the complex circumstances of female offenders, including accommodation needs, by adopting a multi-agency, whole systems (WSA) approach to provide holistic support to women throughout their journey in the criminal justice system. Successful bidders were announced in March 2017 and will receive £800,000 funding to support the development of WSAs until 2020.</p> <p>A comprehensive review of the probation system has been carried out, including 'through the gate services' to improve outcomes for offenders and communities, while making sure public protection remains the top priority. The review is considering all aspects of the probation system, and will set out intentions in further detail in due course.</p> <p>As part of the prison reforms, shared performance measures</p>	Her Majesty's Prison and Probation Service (HMPPS) - Women's Team	Ongoing

			will be introduced, including for accommodation outcomes, for prison governors and probation providers to incentivise collaboration.		
	Main recommendations To the governor				
5.2	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)	Accepted	<p>Prisoner perceptions of victimisation will be explored through focus groups and a questionnaire. Results will be discussed at the safer prisons' meeting and agreed actions incorporated into the continuous action plan.</p> <p>The current systems for the management of anti-social behaviour and violence are under review. The revised systems will ensure robust and timely investigations.</p> <p>Work is being undertaken to identify appropriate interventions that can be delivered to prisoners who regularly display violent and anti-social behaviours. The findings from investigations into serious acts of self-harm and violence will be discussed at the safer prisons' meeting and agreed actions incorporated and monitored through the continuous action plan.</p>	Head of Safer Prisons and Equalities	30 November 2017
5.3	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)	Partially Accepted	<p>A strategic approach will be developed and steps taken to improve the visits service, including better facilities on site, all day and accumulated visits.</p> <p>Skype is not currently recognised on a national basis. There is work taking place to look at video conference options between prisoners and their visitors and, should this work progress, this will look to be implemented from the outset.</p>	Head of Security and Operations	31 September 2017
	Recommendations To HMPPS				
	Courts, escort and transfers				
5.4	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)	Accepted	The contractors are fully aware of their obligations to escort prisoners from court at the earliest opportunity and of the risks posed by late arrivals, with every effort being made to ensure that vehicles arrive within the latest reception time. The current contract established the use of escort vehicles with a separation capability, which allows different types of prisoners (male/female, adult/young people) to be carried on the same vehicle. The change results in more efficient scheduling, with a reduction in prisoner waiting times in addition to significant savings to the Service. However, reducing waiting time is also dependent upon the assistance of other stakeholders, notably HM Courts & Tribunals Service (HMCTS) and also on the	Prisoner Escort and Custody Services (PECS)	Ongoing

			<p>times that their cases have been dealt with by the courts.</p> <p>There may be occasions when traffic conditions, adverse weather or redirections have a detrimental impact on arrival times. In such instances, where a late arrival is unavoidable, the escorts are required to ensure that receiving prisons are informed of delays and agreement is sought in advance for the safe receipt of any late arrivals. Prisoner Escort and Custody Services (PECS) continue to monitor all aspects of the contractors' performance and, where it fails to meet the agreed levels, it is raised with the contractor for improvement.</p> <p>PECS meets with the prison's managers from HMP Eastwood Park through the quarterly HMCTS stakeholder meetings, in addition to communications through email and telephone as required. There is also a monthly review of the return phase data that is reviewed by PECS and the contractor and all late returns are identified and challenged and the findings shared with HMP Eastwood Park. The prison serves a wide geographical court region and as such returns from distant courts at the end of the court day can unfortunately affect the time of the returning escort.</p> <p>The escort contracts are being retendered and will look to include measures to reduce the number of late arrivals at all establishments, including Eastwood Park.</p>		
5.5	Female and male prisoners should be transported separately. (1.5, repeated recommendation 1.6)	Rejected	<p>The current PECS contract allows for both female and male prisoners to be transported on the same escort vehicle. This is because a more flexible fleet configuration has been introduced allowing physical separation on board. In addition to saving costs, the use of such hybrid vehicles provide a more responsive service by allowing female prisoners to be carried on scheduled runs, so reducing waiting times at courts and also reducing the carbon footprint and the environmental impact.</p> <p>The policy to transport female and male prisoners in separate sections of the same escort vehicle was equality impact assessed when it was introduced. This policy will be reviewed when the PECS contract is renewed.</p>	Prisoner Escort and Custody Services (PECS)	
	Offender management and planning				
5.6	All sentenced women should be held in the prison closest to	Accepted Subject to	HMPPS remains committed to making the most effective use of the estate to support prisoners' needs, including by seeking	Prison Estate Transformation	Ongoing

	their home unless they need to go elsewhere temporarily to complete an intervention. (4.18, repeated recommendation 4.24)	Resources	to hold prisoners in the most appropriate security conditions, in prisons that are able to meet the need presented by their individual case and while seeking to maintain family ties. The proposed five small community prisons for women (CPWs) will focus on preparing women for release, in a similar way to resettlement prisons. The areas where there is the strongest demand are being identified. The intention is that CPWs will meet the objectives of holding such women in accessible locations close to their homes, where they can be given the support services they need to help them address what are often multiple and complex needs. No decisions have yet been made on the locations of these CPWs.	Programme / Head of Offender Management Unit	
	Recommendations To the governor				
	Early days in custody				
5.7	The prison should track who has completed the whole induction programme to ensure all women participate in all relevant elements. (1.13)	Accepted	A review of HMP Eastwood Park's 'early days' processes is currently taking place. This will include creating an induction passport to enable the women and staff to keep an accurate track on their progress and ensure that all aspects of the induction programme are met.	Head of Residence and Safety	30 June 2017
	Safe and supportive relationships				
5.8	The prison should keep records of information that safer custody peer workers pass on and ensure all information is processed appropriately. (1.21)	Accepted	The system for the recording and processing of information received by the safer custody orderlies will be reviewed. The revised system will ensure accurate and timely recording and a record of what actions have been taken in relation to the information received.	Head of Safer Prisons and Equalities	31 August 2017
5.9	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)	Accepted	Every prisoner on the Residential 4 Complex Prisoner Unit will be subject to a care plan. One strand of this care plan will be in relation to behaviour management. The care plan reviews will record, including supporting explanation, whether the prisoner is subject to the incentives and earned privileges (IEP) scheme.	Head of Safer Prisons and Equalities	31 July 2017
	Self-harm and suicide prevention				
5.10	Initial ACCT reviews should be carried out by a multidisciplinary team. (1.27)	Accepted	Initial Assessment, Care in Custody and Teamwork (ACCT) reviews are attended by a member of the mental health team, in addition to the chairing case manager, the ACCT assessor and the prisoner. The additional disciplines attend as required by the manager	Head of Safer Prisons and Equalities	Completed

			<p>chairing the first case review.</p> <p>Multi-disciplinary attendance at ACCT Case reviews is monitored as part of a quality assurance process undertaken by the Safer Custody department.</p>		
5.11	There should be a Listener suite. (1.28)	Accepted Subject to Resources	The prison will identify a potential location, obtain quotations and a business case submitted, subject to the logistical and financial viability of a Listener suite.	Head of Safer Prisons and Equalities	30 November 2017
	Substance misuse				
5.12	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)	Accepted	<p>Inside Recovery has been running since October 2016 and the Women's Alcohol Violence Educational (WAVE) programme is fully integrated and running well. This will provide women with appropriate group work to address alcohol and substance misuse issues. As part of any future development of services this will include consultation with service users.</p> <p>Recruitment for the Band seven Bristol Community Health Substance Misuse post for the integrated substance misuse and psychosocial team is now complete, pending clearances.</p> <p>Group work that involves both substance misuse and the psycho social team has been implemented following a 'Plan, Do, Study, Act' cycle of continuous improvement using patient feedback.</p>	Deputy Governor / Head of Reducing Re-Offending	30 September 2017
	Residential units				
5.13	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)	Accepted	<p>A multi-agency steering group led by the Deputy Governor is currently reviewing all aspects of care provided on residential unit 8. This includes addressing the graffiti and providing lockable storage.</p> <p>HMP Eastwood Park has been unable to employ a painting party. However, there is one painter who works diligently to ensure the environment is clean and free from graffiti.</p> <p>All damaged cells are assessed and priority rated with urgent work escalated to ensure it is a priority for improvements either by the wing based painters or by Planet FM to Carillion. These checks by the Unit Manager are recorded on an establishment spreadsheet and monitored during bilat meetings with each Residential Unit Manager who decides whether the accommodation is taken out of use.</p> <p>HMP Eastwood Park has sufficient appropriate lockable</p>	Head of Residence and Safety	30 June 2017

			storage and safes will be fitted on Residential 8.		
5.14	A tracking system should be introduced to help ensure all applications receive a timely reply. (2.8)	Accepted	<p>A tracking system is in place resulting in significant improvement in this area.</p> <p>Monthly reviews are completed by a Residential Custodial Manager (RCM) with areas that do not provide a timely response to applications challenged. Themes are escalated to the Head of Residence and addressed with the respective Head of Function.</p>	Head of Residence and Safety	Completed
5.15	Responses to call bells should be monitored to ensure they are answered within a reasonable time. (2.9)	Accepted	<p>A business case will be developed to explore the feasibility of installing monitoring system across the residential function. Whilst this is being developed, random spot checks are completed by each Residential Custodial Manager every month and recorded on the 'Decency Check Assurance' documents that form part of the monthly Residential Managers Meetings.</p> <p>The Head of Residence also completes regular random spot checks and offers feedback to the Custodial Manager and, to obtain assurance that women do not feel at risk, will discuss the issue at the prisoners' consultation meeting and check for any complaints.</p>	Head of Residence and Safety	30 June 2017
	Staff-prisoner relationships				
5.16	Consultation arrangements should include women from all residential units. (2.15)	Partially Accepted	<p>All women are represented at the prisoner consultation meeting. Due to HMP Eastwood Park's high turn-over of prisoners and population pressures, to have representatives from each wing did not allow for consistency or ownership. The establishment made the decision that women living on the 'Open' side of the prison would represent each wing. These women regularly visit their allocated wing and take requests from the women and represent them.</p> <p>The establishment feels this works effectively. A review will be completed to ensure that it accurately reflects the needs of all the women and consideration given to allowing representatives from Residential 10, 5 and 6 now the population is more stable.</p>	Head of Residence and Safety	30 June 2017
	Equality and diversity				
5.17	The negative perceptions of women with disabilities should be explored and those requiring a PEEP should have one. (2.29)	Accepted	The current system for identifying and managing prisoners through a prisoner emergency evacuation plan (PEEP) will be reviewed; this will ensure appropriate identification of all women who require support and will make provision for regular reviews of the PEEP document.	Head of Safer Prisons and Equalities	30 September 2017

			Negative perceptions will be explored through focus groups and a questionnaire. The results will be discussed at the diversity and equalities action team (DEAT) and agreed actions will be monitored through the continuous action plan.		
	Complaints				
5.18	Women should receive respectful and comprehensive responses to all their complaints. (2.36)	Accepted	<p>The Business Hub has been reminded of their responsibility to check all responses are respectful and comprehensive and to highlight issues or areas of concern to the Business Hub Manager. All staff related complaints are monitored by the Head of Residence.</p> <p>Hub Manager checks are carried out monthly and recorded along with Functional Head spot checks. These checks will be completed, at the same time as the complaints data is collected, for the performance meeting where any issues will be raised.</p> <p>Guidance will be written to advise all staff responding to a complaint about the processes and what is expected in a response.</p>	Head of Business Assurance	30 September 2017
	Health services				
5.19	Women should have easy access to information about health services and regularly updated health promotion information should be available across the prison. (2.50)	Accepted	<p>Health care promotion is available in healthcare treatment rooms and the library and shared with prisoners and staff.</p> <p>National healthcare promotion leaflets have been requested and a leaflet holder will be put up on the wall in pathways. A local leaflet of services for both physical and mental health care is also being drafted, to be issued at reception.</p>	Deputy Governor	30 September 2017
5.20	Women should receive a secondary health screening within their first seven days in the establishment. (2.57)	Accepted	An action plan is in place to address this requirement. Competency assessed healthcare support staff are working to eliminate the backlog and the performance indicator will be monitored to ensure all new admissions receive their secondary health screening within seven days.	Deputy Governor	30 June 2017
5.21	Patients should have access to health services through a confidential and effective system. (2.58)	Accepted	<p>Confidentiality for the applications system is maintained, the appointments are confirmed through letter in a sealed envelope delivered to the wings. An application to see healthcare can be made in pathways during free flow or by approaching the urgent care representative as their caseload takes them across many residential units. There are wing based appointments available for patients who do not have access to free flow.</p> <p>Digital access to appointments will also be instigated dependent on the implementation of the digital project.</p>	Deputy Governor	31 October 2017

5.22	Those with complex health needs should have recorded care plans that are reviewed regularly. (2.59)	Accepted	<p>The complex care meeting is under review and identification triggers will be agreed for the inclusion of complex cases.</p> <p>Healthcare have complex patients that have multiagency contact or their recovery is not progressing as expected. The individual's case notes are discussed by the health and social care team to integrate the delivery of the care plan, examples include mobility issues, palliative issues, personal care needs.</p> <p>The care plan is recorded on SystemOne with specific assessment templates (wound care, falls assessment) which are paper based and scanned.</p> <p>Care plans are reviewed dependant on need, for example wound care plans are reviewed daily, personal care support less frequently.</p>	Deputy Governor	31 August 2017
5.23	Photographs should be introduced and used to confirm a patient's identity before medicines, including methadone, are supplied or administered. (2.66)	Accepted	<p>An action plan is in place to improve assurance of patient identification prior to supply and administration of methadone and all medicines. The photo identification (ID) on the healthcare record system is being explored. The Methasoft system also, has a photo functionality which will be utilised with the cost and feasibility of prisoner identification badges considered.</p> <p>The Methasoft system will be piloted and the upload of a prisoner photograph in reception onto Systemone is being explored.</p>	Deputy Governor	31 August 2017
5.24	Refrigerator temperatures should be recorded daily. Appropriate remedial action should be taken and detailed if they are out of range. (2.67)	Accepted	<p>Temperature records are maintained with daily checks completed. There is a complete protocol in place should temperatures fall out of range.</p> <p>A compliance audit will ensure refrigerator temperatures are recorded every day in all rooms and remedial action is also recorded.</p>	Deputy Governor	Completed
5.25	Women should have access to routine dental appointments within six weeks. (2.69)	Accepted	Additional clinics have been scheduled to reduce waiting times. The waiting list time is now six weeks for standard treatment which is compliant with the community waiting time target.	Deputy Governor	Completed
	Catering				
5.26	Servery workers should be adequately trained. (2.82)	Accepted	All women working on the servery will be appropriately trained. Regular training will be scheduled and Prison-NOMIS case notes will reflect this training.	Head of Residence and Safety	30 June 2017
	Purchases				

5.27	All women should be able to order personal items from a good range of catalogues. (2.84)	Partially Accepted	<p>There are staffing resource issues to enable all women to order from catalogues, this is further complicated by the short stay for a large percentage of the population.</p> <p>In line with incentivising good behaviour, it is being considered to increase the opportunity to purchase from catalogues to the Transition Unit, Open Environment and Residential Unit 10. The Residential Custodial Manager is completing a review to explore how this can be better achieved.</p>	Head of Residence and Safety	30 June 2017
	Learning and skills and work activities				
5.28	Prison leaders should ensure the learning and skills provision fully meets the needs of the changing population. (3.11)	Accepted	<p>Prior to the quarterly curriculum planning meetings taking place, all partners are invited to make comments on the suitability of the curriculum, taking into account Labour Market Information (LMI).</p> <p>A planning review has been completed, considering the needs of the women, and this will be taken forward for further discussion at a review meeting. As a result of this process, the curriculum is expected to change.</p>	Head of Reducing Re-Offending	30 September 2017
5.29	Managers should improve the use of data to strengthen the scrutiny of women's attainment and improve attainment levels. (3.12)	Accepted	<p>Learners' attainment levels will be scrutinised by the Head of Learning and Skills and Functional Head on a monthly basis and discussed with the education provider at the governance meeting.</p> <p>The information and data will be recorded to monitor women's completion and attainment levels.</p>	Head of Reducing Re-Offending	31 July 2017
5.30	The prison should continue to develop the curriculum so it meets the needs of those staying at the prison for longer periods. (3.17)	Accepted	The education curriculum is reviewed on a quarterly basis and emphasis will be placed on providing opportunities for those women serving longer sentences, including NVQs and distance learning.	Head of Reducing Re-Offending	31 August 2017
5.31	Women should be allocated to appropriate activities promptly and pay rates should not discourage women from taking up education courses. (3.18)	Accepted	Prison pay policy will be reviewed and the revised policy will take into account the need to further enhance prisoners' pay in education. The curriculum will also be reviewed to increase induction spaces and speed up the allocation process.	Head of Reducing Re-Offending	30 September 2017
5.32	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)	Accepted	<p>Those women with identified learning needs will be discussed at monthly governance meetings where funding and level of support will be agreed. A local review of the process will take place.</p> <p>A Learning Difficulties and Disabilities Specialist to support</p>	Head of Reducing Re-Offending	30 September 2017

			identified learners has recently been recruited.		
5.33	Tutors should identify and record the employment-related skills learners develop and highlight how they could be applied in employment. (3.25)	Accepted	The curriculum manager will reinforce the need for tutors to record the employment-related skills that learners develop and highlight how they could be applied in employment. This will be recorded on the offender's training record.	Head of Reducing Re-Offending	30 September 2017
5.34	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)	Accepted	Managers within the Reducing Re-offending function will monitor attendance in all prison industries and education and take remedial action if levels of attendance drop below an acceptable level. A review of this procedure will take place to ensure progress is being made. Offender training records will be implemented with relevant information recorded on these documents as the offender moves through work and education.	Head of Reducing Re-Offending	31 August 2017
5.35	Senior managers should ensure that safe working practices are implemented throughout work areas. (3.31)	Accepted	Safe systems of work are to be reviewed and Senior Managers will ensure compliance by regular inspections. Staff will record and monitor prisoners wearing personal protective equipment on Rivo (incident reporting system) during the scheduled management checks. Non planned checks are also carried out once per week by the Industries Manager.	Head of Reducing Re-Offending	31 July 2017
5.36	Staff should ensure that library material purchases are coordinated appropriately so they support the education curriculum. (3.39)	Accepted	The Curriculum Manager and Head of Learning and Skills will discuss the requirements of teaching staff and learners with the Library staff on a quarterly basis, to ensure purchases can be co-ordinated and so that the library provision meets the needs of the curriculum. A review of the process will take place.	Head of Reducing Re-Offending	30 September 2017
5.37	Managers should ensure that all women have access to the library that does not conflict with their attendance at activities. (3.40)	Accepted	The Library timetable will be developed to ensure all women have access to the library regardless of activity.	Head of Reducing Re-Offending	31 July 2017
	Physical education and healthy living				
5.38	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.	Accepted	A benchmark adjustment notice has been submitted for an additional Physical Education Instructor. This will enable the PE department to deliver qualifications. This additional member of staff will also enable the department to develop links with external organisations to enhance employment opportunities for offenders within the fitness	Head of Residence and Safety	31 October 2017

	(3.46)		industry.		
5.39	Instructors should develop a different approach to promoting PE activities to ensure those with poor reading skills have access to information. (3.47)	Accepted	Additional methods of promoting PE activities will be explored and implemented to take into account those with poor reading skills. A review of findings will be published.	Head of Residence and Safety	30 September 2017
	Offender management and planning				
5.40	Offender supervisors should have regular and meaningful contact with those on their caseloads and should involve women in sentence and resettlement planning. (4.11)	Accepted Subject to Resources	<p>This is dependent on the outcome of the Offender Management (OM) Review and the results for staffing resourcing levels. The action plan will be updated upon completion of the Offender Management Review.</p> <p>The Offender Management Model will include minimum standards for contact with prisoners. This will include the key worker and the prison Offender Manager roles. The expectation will be that all prisoners receive support to enable them to progress and work towards resettlement.</p> <p>The Prison Service Instruction (PSI) on sentence planning is currently being revised into a policy framework for Sentence Planning under the deregulation programme. A standard is being included to ensure offenders are involved in the sentence planning process including contributing to their objectives. The policy framework will be issued in due course.</p>	Head of Offender Management Unit/Custodial Offender Management	September 2017
5.41	The MAPPAs level of women due to be released should be clarified at the earliest opportunity. (4.14)	Accepted Subject to Resources	<p>This is dependent on the outcome of the Offender Management Review and staffing resourcing levels that come out of it. The action plan will be updated upon completion of the Offender Management Review.</p> <p>A system will be put in place to monitor whether the notification has been received, by the community based Offender Manager, of Multi-Agency Public Protection Arrangements (MAPPAs) levels. If this information has not been received, it will be chased up six months prior to the date of release.</p> <p>The identification of MAPPAs eligibility should be completed now. The additional National Probation Service (NPS) resource being provided as part of the Offender Management Model will assist with improved access to information which has the potential to improve timeliness of existing processes.</p>	Head of Offender Management Unit/ Custodial Offender Management	Ongoing
	Reintegration planning				
5.42	The prison should clarify the	Accepted	Regular consultation between the Head of Offender	Head of	30 June 2017

	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)		Management Unit, Head of Reducing Reoffending and the Community Rehabilitation Company (CRC) will take place to ensure the needs of women serving over twelve months, and especially those assessed as posing a low or medium risk of harm, are met. A Notice to Prisoners and Notice to Staff will be published to ensure roles and responsibilities are clearly understood.	Reducing Re-Offending	
5.43	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)	Accepted	All work completed within custody to be shared with the CRCs. This information will then be forwarded to the Offender Manager to ensure continuity on release. To ensure that this information is being shared, the files will be sampled and checked.	Head of Reducing Re-Offending	30 June 2017
5.44	The system for checking phone numbers should be streamlined to avoid unnecessary delays for women needing to contact family and lawyers. (4.34)	Accepted	The anticipation is that the implementation of the 'digital prisons' model and ability for prisoners to submit their names electronically will speed up the process for numbers to be approved. As part of this, it will be explored whether it is possible to separate legal numbers from those requiring public protection checks. A new system has been introduced, cutting out one of the avenues applications go through. The applications are now directly sent to Public Protection (PP) who remove non PP applications, process them and also check legal applications are correct. The applications are then sent immediately to the Pin Clerk who places the numbers on and notifies visits booking.	Head of Security and Operations / Implementation Manager	31 December 2017
5.45	The information for visitors available in the portacabin and waiting area should be up to date. (4.35)	Accepted	Up to date information is now available in the portacabin.	Head of Security and Operations / Implementation Manager	Completed
5.46	All enhanced women should be allowed access to family visits in the hut. (4.36)	Rejected	The Sanctuary is available to those women who have demonstrated a commitment to the Rehabilitative Culture and are working towards resettlement. The Sanctuary is not supervised by staff; its use by women other than those who are living on the 'open' environment would cause significant security and safety concerns. The prison is not profiled or funded to have this area supervised and to do so would undermine the effectiveness of this facility.	Head of Residence and Safety	
5.47	The prison should take a whole prison approach to	Accepted	A review of the services being provided and required to support women who have been a victim of abuse, rape,	Head of Reducing Re-	31 December 2017

	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)		domestic violence or who had been involved in prostitution or been trafficked will take place and a range of services will be developed to support this group of offenders. A whole prison strategy will be developed to ensure support for these women.	Offending	
5.48	Links with local services and a care pathway should be developed to support women with palliative and end-of-life needs. (4.44)	Accepted	The Inspire Better Health 'End of Life' pathway has been approved by the integrated governance committee. The pathway follows best known practice, and will be applied should the need arise. The care pathway includes links with community services as required by the patients' pathway. For example Macmillan community nurse, social care, cancer nurse specialists, occupational therapy, joint equipment services, acute specialist, palliative unit, family and friends.	Deputy Governor	Completed

Recommendations	
Accepted	39
Accepted Subject to Resources /Partially Accepted	7
Rejected	2
Total	48