



Report on an independent review of progress at

## **HMP/YOI Eastwood Park**

by HM Chief Inspector of Prisons

4–13 September 2023



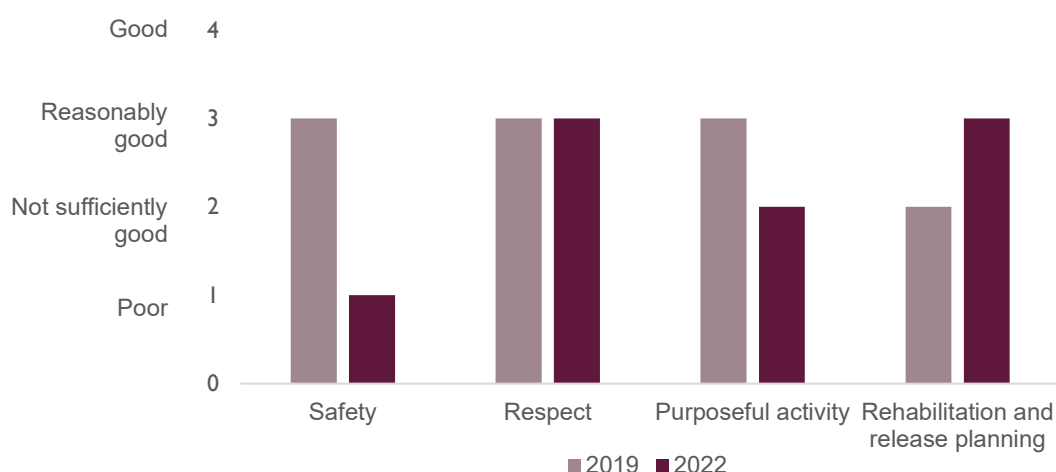
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## Section 1 Chief Inspector's summary

- 1.1 Eastwood Park is a women's prison in Gloucestershire holding 353 prisoners at the time of our visit. Women held there range from those on remand or serving very short prison sentences to others who have been given an indeterminate sentence or life in prison.
- 1.2 At our previous inspection of HMP/YOI Eastwood Park in 2022, we made the following judgements about outcomes for prisoners. We found that safety had declined considerably, and we gave our lowest judgement of poor. Purposeful activity had also declined. Outcomes under the respect test remained reasonably good and those under the resettlement test had improved slightly.

**Figure 1: HMP/YOI Eastwood Park healthy prison outcomes in 2019 and 2022**



- 1.3 During this review visit, we examined seven concerns and our colleagues in Ofsted addressed three themes in accordance with their methodology. There had been good or reasonably good progress in four of the areas we reviewed and insufficient progress in one, leaving two showing no meaningful progress. Ofsted judged that there was insufficient progress in each of their three themes.
- 1.4 In the 2022 report, we noted that in recent years the prison had struggled to recruit and retain enough staff, and at the time of our inspection a third of officer and operational support grade staff were not available. This meant that the already curtailed regime was often further restricted. This gave women far too little time out of cell or access to the support they needed on a day-to-day basis.
- 1.5 At our last inspection, while we saw many excellent staff interactions with prisoners, some said that they felt dismissed or ignored by staff. Some told us that this was one factor in the high and rising levels of self-harm, which had risen by 128% since our 2019 inspection. The number of times force had been used against women had increased by about 75% since 2019, and the rate was very high in comparison with

most other women's prisons. Force was often used to stop women self-harming, and we were concerned about the potential impact of this on them.

- 1.6 The treatment and conditions of women located on house block 4 were appalling, and we were also deeply concerned about the welfare of the officers who worked there given the very complex nature of the women it held. Delays in moving very unwell women to mental health hospitals persisted.
- 1.7 Far too few women were involved in work, training or education, and the education provider was not doing enough to make sure that the curriculum was suitable or that purposeful activity led to qualifications. Support for women to maintain relationships with their children and families was limited, and remanded women were excluded from much of the resettlement help.
- 1.8 At this review visit, we found that the rate of self-harm was now the highest in the women's estate, but had begun to show signs of reducing very recently. The number of times force had been used had increased since our inspection last year, and a large proportion of these involved women who were self-harming or threatening to self-harm. We were very concerned to see force used against women to strip them of their clothing to replace with anti-rip clothing (designed with material that is more difficult to rip and so reduce the likelihood of making ligatures). Assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm showed some improvements, but too many women still felt frustrated by their inability to get some very basic requests dealt with. Women were generally positive about staff attitudes, but some were still described as abrupt and uncaring.
- 1.9 Improved staffing of the residential units meant better time out of cell for women and a more reliable delivery of the day-to-day regime. Good progress had been made to improve treatment and conditions in the unit holding women with the most acute mental health problems, but most women who needed to transfer to a mental health hospital continued to face severe delays in moving.
- 1.10 Ofsted followed up three themes from the last inspection. They found that insufficient progress had been made against each one, but that leaders were taking action to improve outcomes in the longer term. For example, the governor had devised a highly ambitious new strategy to promote the development of an individualised learning plan for each woman, with resources being increased to enable the implementation of this project over the next few months. The local prisoner pay scale had also been revised to attract more women into learning, but it was too early to judge the impact of this.
- 1.11 There was now better support to help women maintain contact with their children and families. However, HMP/PS had not yet made any meaningful progress in providing remanded women with the full range of resettlement help.

1.12 Leaders and managers were committed to improving outcomes and they had taken the concerns seriously. They had undertaken a wide range of work to make improvements but in some areas, such as education, skills and work, it was too early to see improved outcomes and, in a couple of areas, progress remained beyond the direct control of leaders at the prison. All but one of the remaining concerns showed good or reasonable progress, which is very much to the credit of the governor and her team. However, on a concerning note was the rate of self-harm, which was now the highest of all women's prisons, and, yet again, we raise significant concerns about the use of physical force to manage women who are threatening to or actively self-harming. Prison leaders lacked help, support and guidance to deal with some women with very complex needs who were in crisis without, potentially, adding to their trauma.

**Charlie Taylor**

HM Chief Inspector of Prisons

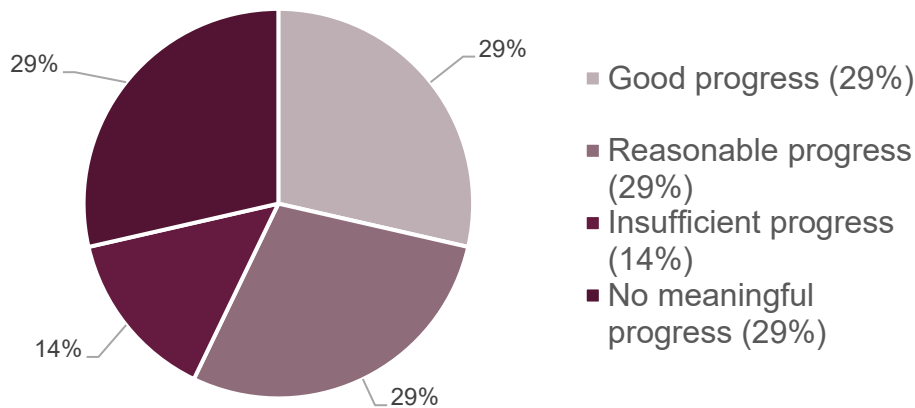
September 2023

## Section 2 Key findings

- 2.1 At this IRP visit, we followed up seven concerns from our most recent inspection in October 2022 and Ofsted followed up three themes based on their latest inspection or progress monitoring visit to the prison, whichever was most recent.
- 2.2 HMI Prisons judged that there was good or reasonable progress in four concerns, insufficient progress in one concern and no meaningful progress in two concerns.

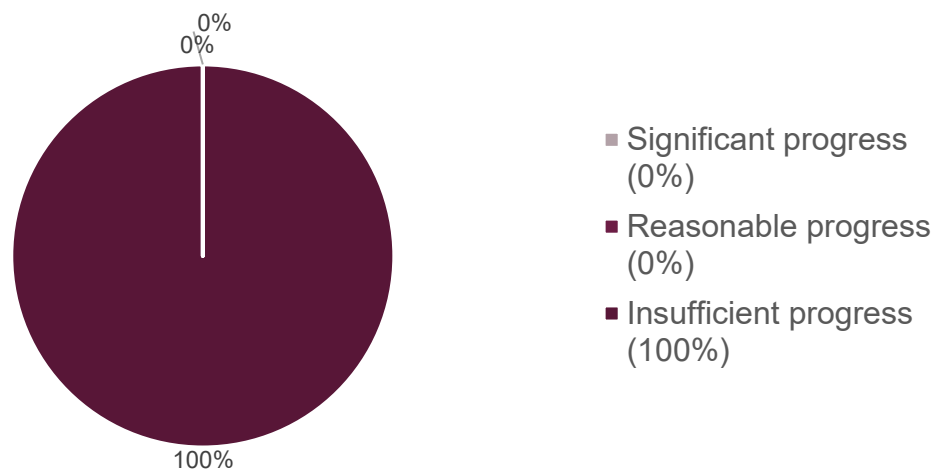
**Figure 2: Progress on HMI Prisons concerns from October 2022 inspection (n=7)**

This pie chart excludes any concerns that were followed up as part of a theme within Ofsted's concurrent prison monitoring visit. Due to rounding, percentages may not add up to 100%.



- 2.3 Ofsted judged that there was insufficient progress in all three themes.

**Figure 3: Progress on Ofsted themes from October 2022 inspection (n=3)**



## **Notable positive practice**

- 2.4 We define notable positive practice as innovative work or practice that leads to particularly good outcomes from which other establishments may be able to learn. Inspectors look for evidence of good outcomes for prisoners; original, creative or particularly effective approaches to problem-solving or achieving the desired goal; and how other establishments could learn from or replicate the practice.
- 2.5 Inspectors found one example of notable positive practice during this independent review of progress.
- 2.6 Leaders had added a new coping skills programme for women in their early days, as the risk of self-harm they face in their first few weeks in prison is known to be high. (See paragraph 3.10.)

## Section 3 Progress against our concerns and Ofsted themes

The following provides a brief description of our findings in relation to each concern followed up from the full inspection in 2022.

### Leadership

**Concern:** Acute staff shortages often made the delivery of even a very restricted daily regime unreliable, leaving women with far too little time out of cell.

- 3.1 Staff recruitment had been effective and retention rates were slowly improving. Leaders had maintained their focus on supporting new officers and had increased their efforts to improve communication, including more time for handovers at the start of shifts. Weekly monitoring of potential gaps in staffing enabled leaders to plan contingencies and avoid last-minute cancellation of the regime.
- 3.2 More new prison officers were due to start soon meaning the jail should be fully staffed. The proportion of officers and operational support grades not available for operational duty had decreased considerably since our inspection from a third to a quarter. This made the delivery of a more constructive core day more reliable.
- 3.3 Staff and prisoners said that the amount of time unlocked was much better than at our inspection. Last year, we found 24% of women locked up but this time hardly any (3%) were locked up during the working day. The prison now had a different feel, with more women out their cells and able to socialise with each other, and with easier access to support and help when they needed it.
- 3.4 Leaders had introduced a new daily timetable for prisoners and had implemented a plan to maximise the deployment of operational staff, which would be reviewed in the coming months. Emergencies, such as the need to resource constant supervision, had led to some curtailments to the regime, but these were managed well and monitored carefully. Every effort was made to maintain delivery as planned.
- 3.5 Women on the enhanced level of the incentives scheme, amounting to 41% of the total population, also benefited from weekday evening association, but the weekend regimes were far more limited for all women.
- 3.6 We considered that the prison had made good progress in this area.



## Reducing self-harm and preventing suicide

**Concern:** There had been two self-inflicted deaths since our last inspection and rates of self-harm were very high and increasing. Many women told us they did not feel well cared for.

- 3.7 Since the inspection there had been two deaths, yet to be classified, and while the recorded rate of self-harm had reduced considerably in the previous two months, it remained very high overall and the highest of all women's prisons. Although things had improved, it was too early to say if this will be sustained.
- 3.8 Leaders were making some important progress to promote safety. This, and the fact that more officers were available, had resulted in some improvements in the way women at risk of suicide and self-harm were supported. However, we were concerned by the number of times physical force was used to manage women who were self-harming (see paragraph 3.14). Leaders described feeling unsure about what else they could do to support these women.
- 3.9 There had been progress in understanding the triggers for self-harm but while some of the issues had been tackled, including better early days support, others were yet to be fully addressed. For example, only 13 out of the 41 women supported by assessment, care in custody and teamwork (ACCT) case management were allocated to education, training or work to help them to keep them busy and develop new skills. Many women also continued to describe frustrations because of the difficulties in getting some very basic requests dealt with were a cause of their self-harm.
- 3.10 The recently introduced psychologically informed HOPE programme was a good initiative to help women new to custody cope better with imprisonment. Feedback from the first group of prisoners to complete this was positive and a second group was just starting. Women could also benefit from additional psychological support as well as help with neurodiversity issues and the social engagement officer was now rarely cross-deployed and so had more time to work with those most in need. However, there were too few Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) and access to them was not always good enough. There was currently no dedicated facility for Listeners to see women, which limited confidentiality.
- 3.11 The quality of ACCT case management had shown some improvements. Most women now benefited from a consistent case manager, but records often reflected limited meaningful day-to-day interactions with staff. Many women we spoke to could name some helpful and supportive staff, while others continued to describe a lack of care underpinned by a limited understanding of or empathy about self-harm, and an abrupt attitude by some.

- 3.12 We considered that the prison had made reasonable progress in this area.

## Use of force

**Concern:** The number of times force had been used against women had increased significantly and we were not confident it was always used as a last resort.

- 3.13 Even though the use of force had already been high at our inspection last year, the rate had increased by a further 31% in the last 10 months, and it remained very high compared with other similar prisons. About 40% of all force involved low-level techniques, such as guiding holds to promote compliance, but others involved full control and restraint techniques.
- 3.14 We saw some good de-escalation by staff dealing with some very distressed women who were self-harming or threatening to self-harm. These examples demonstrated care, patience and compassion. However, the number of times force had been used to manage women in crisis was high, and in the last eight months it had been used 22 times to strip women of all their clothing in order to place them in anti-tear clothing, which was very concerning. In the cases we saw, staff tended to use force too quickly with too little evidence of persuasion and negotiation as they entered the cell. Leaders lacked guidance from HMPPS and health professionals about how to manage these situations without resorting to using full control and restraint techniques.
- 3.15 Progress had been made to make sure that staff used body-worn cameras and around 70% of incidents now had footage available. Staff were reminded during weekly meetings of the purpose of using cameras, and managers also followed up those who did not use theirs. We were concerned that health care professionals were too passive when overseeing use of force and failed to challenge the use of inappropriate or unsafe techniques.
- 3.16 The timely completion of written reports following the use of force was better, and there were now opportunities for staff to meet to review video footage and share learning.
- 3.17 We considered that the prison had made insufficient progress in this area.

## Children and families

**Concern:** Leaders had been too slow to reintroduce support to help women maintain relationships with their children, families and significant others.

- 3.18 Leaders had made some improvements to the children and families' provision. The visits hall was pleasant and the capacity at each session had increased slightly. Social visit sessions were still limited to one hour each for most women. Booking arrangements were confusing and some women said their families experienced significant difficulties in using the system.
- 3.19 PACT (Prison Advice and Care Trust) had improved staffing levels, which allowed it to deliver a broader range of activities, including the reintroduction of a more regular and diverse programme of family days. Although progress had been slow, there were credible plans for developing the Storybook Mums provision (enabling prisoners to record a story for their children).
- 3.20 While the Visiting Mums scheme continued to offer valuable support to women from Wales, it was disappointing that ongoing funding had not been secured to support mothers from the South West. Women continued to appreciate the support offered by the Together a Chance programme, in which a social worker at the prison made links with community social workers and helped women deal with family court matters and child protection conferences.
- 3.21 It was positive that slightly more women had been released on temporary licence to maintain family ties, including for childcare and overnight stays.
- 3.22 Access to video calls was much better. Leaders had invested in new equipment and were relocating the facilities to a better environment to improve the quality of calls. While progress had been slow, leaders had acted to address the frustrations caused by delays in approving prisoners' telephone numbers.
- 3.23 We considered that the prison had made reasonable progress in this area.

## Mental health

**Concern:** Some women were acutely mentally unwell. A small number were living in residential unit 4, an appalling environment that failed to provide therapeutic support for them or the staff working there.

- 3.24 Leaders acknowledged that they had lacked oversight of the treatment and condition of residential unit 4 before our inspection, and they clearly understood our concerns. Their commitment to addressing the problems had been significant and they had made a concerted effort to

improve the experience for women located in what was now known as the Cherry Blossom Unit.

- 3.25 The unit now had a much clearer purpose and far more defensible criteria for admissions. Women on the unit benefited from good-quality, individualised care plans that were reviewed regularly. Multidisciplinary teamworking had improved and leaders wanted to further enhance this by allocating a dedicated mental health worker to the unit.
- 3.26 Women on the unit we spoke to were positive about how they were being looked after, and the environment was much better. Communal areas were bright and cells were much cleaner, and they were now well maintained.



**A cell**



### Communal area

- 3.27 The regime had also improved. Women were encouraged to engage in activities such as arts and crafts, and were allowed to attend off-unit activities such as the gym and library.
- 3.28 Increased attention to promoting the welfare of officers working on the unit was evident. They had weekly training sessions to provide them with increased awareness and skills. They also had opportunities to take part in group clinical supervision to promote their well-being. It was clear that they knew the women well, and we saw relaxed, patient, caring and constructive interactions with them.
- 3.29 We considered that the prison had made good progress in this area.

## Mental health

**Concern:** Patients requiring a transfer to specialist mental health inpatient services waited far too long for a bed.

- 3.30 Acutely mentally ill women, who could potentially have been diverted from custody to a care setting, were still being sent to prison. This meant prison staff and the mental health in-reach team were regularly left to support women with extremely challenging needs. We were concerned to see that some court warrants still referred to the use of imprisonment as a 'place of safety' to authorise detention. In the last eight months, 25 women had a warrant that specifically mentioned 'place of safety,' 'own protection,' or mental health problems as one of the reasons for imprisonment.

- 3.31 There were good systems to make sure referrals and mental health assessments were completed without delay, and we saw evidence of close monitoring, escalation and appropriate challenge to expedite transfers to hospital.
- 3.32 Women from the local area tended to be transferred to a hospital promptly, but those from further afield or in need of highly specialised care waited far too long to access a suitable bed, leading to delays in starting treatment. Only 40% of all transfers had been completed within the 28-day Department of Health guidance, but we acknowledged this was not in the control of leaders at Eastwood Park.
- 3.33 We considered that the prison had made no meaningful progress in this area.

## Education, skills and work



This part of the report is written by Ofsted inspectors. Ofsted's thematic approach reflects the monitoring visit methodology used for further education and skills providers. The themes set out the main areas for improvement in the prison's previous inspection report or progress monitoring visit letter.

**Theme 1:** What progress had leaders and managers made in providing enough activity spaces and a broad and well-planned curriculum in education, skills and work which met individual needs and developed knowledge, skills and behaviour to help women on release?

- 3.34 The number of activity spaces had risen but was still well below the number of prisoners held at the prison. Too many activity spaces involved menial wing-based work which merely passed prisoners' time.
- 3.35 The curriculum remained unambitious, narrow in scope and lacked coherence. The number of women engaging with education or work remained low. Prisoners' attendance at learning sessions was low and attendance too often fluctuated from month to month. Only 12 women were studying distance learning programmes, even though a third of prisoners were serving long sentences.
- 3.36 The governor had devised a highly ambitious new strategy for curriculum planning to provide women with individual learning pathways from reception through to release. This was due to be implemented by a new senior manager who had recently taken up post, with more managers due in post.

- 3.37 A recently formed employer advisory board had identified new curriculum offers. These included electrical assembly, barista training, portable appliance testing and programmes supporting women's mental health. A new, well-equipped building housing more purposeful activity had opened since the previous inspection. However, most of the new activities had only just started or were about to start.
- 3.38 Leaders had introduced a new local prisoner pay scale to attract more women into learning, but it was too early to judge its impact. Leaders had been successful in encouraging reading on a regular basis within education and work sessions. However, little progress had been made in providing effective support for prisoners who could not read.
- 3.39 Staff had recently begun to use the incentives scheme to encourage prisoners to attend the sessions they were allocated to. However, it was too soon to judge its impact.
- 3.40 Staff had completed a useful training needs analysis at the end of August 2023, but leaders were only just starting to evaluate its findings.
- 3.41 Release on temporary licence (ROTL) opportunities were effective, largely through increasingly productive working relationships with employers. Most of the seven prisoners on ROTL had received firm job offers from their employers following release.
- 3.42 Ofsted considered that the prison had made insufficient progress against this theme.

**Theme 2:** What progress had leaders and managers made in ensuring women gained appropriate accredited qualifications in education, work and skills?

- 3.43 Leaders and managers had not ensured that most work areas offered a qualification that accredited the skills and knowledge prisoners were developing. Where there were plans to introduce a qualification, this was happening too slowly. Most areas that did offer qualifications only did so to level 1, providing prisoners with no progression route. Too few higher-level qualifications were available or being followed that met the needs of longer-term prisoners and prisoners who wanted to study at level 3 or higher.
- 3.44 Managers had successfully introduced 'progress to work' booklets and staff were using them across all areas of work and industries. The booklets were designed to be a summary of each prisoner's progress against employability targets, and their improvements in behaviours and attitude. However, while they were being completed, the records lacked detail. For example, staff assessments of prisoners' personal development skills did not detail what progress they had made compared to their starting points. Staff and prisoners' judgements about progress only used a simple numerical scale and did not provide enough information about the skills gained.

- 3.45 In the absence of formal qualifications in prison work settings, managers were not applying the qualifications criteria, for example in horticulture. As a result, prisoners were not receiving a structured learning experience.
- 3.46 Managers had introduced new essential digital skills qualification (EDSQ) courses at entry level and level 1. These courses were popular with prisoners, and the skills gained helped prepare them to gain employment on release. They learnt useful practical skills, such as using the internet for research and completing job applications online. Managers hoped to introduce a level 2 EDSQ course or appropriate level 2 information and communications technology (ICT) course that would allow prisoners to gain a higher-level qualification, but these were not yet in place.
- 3.47 Ofsted considered that the prison had made insufficient progress against this theme.

**Theme 3:** What progress had leaders and managers made in ensuring that the available English and mathematics spaces were used effectively to meet the needs of the population and to enable women to achieve their qualifications, particularly in level 1 mathematics?

- 3.48 Managers were still not making the best use of the available activity places on English and mathematics courses. For example, over a five-month period this year, only around half of the available places were filled. This was due to an inefficient allocations process. For example, while staff were actively allocating prisoners to both subjects, the demand was not met because waiting lists were very long. Consequently, managers had achieved only a modest overall improvement in the number of prisoners starting and achieving their qualifications in English and mathematics.
- 3.49 Prisoners' achievement of qualifications fluctuated substantially between levels of learning. For example, all prisoners who completed English at entry level achieved their qualification, but only around three-quarters did so in English or mathematics at levels 1 and 2. Just over two-thirds achieved their entry level mathematics qualification.
- 3.50 Ofsted considered that the prison had made insufficient progress against this theme.



## Reducing reoffending

**Concern:** Remanded women had very little support to help them manage important resettlement issues on arrival at the prison.

- 3.51 Even though remanded and unsentenced women made up about 27% of the population, the HMPPS contract for resettlement help continued to exclude them from most of the support available. To mitigate this, a very small number of women (about 12) with additional needs, such as those who had arrived in crisis or who were pregnant, were allocated a prison offender manager (POM) for support. Leaders also wanted to prioritise remanded women for key work support, but the level and quality of delivery remained too low to evidence progress.
- 3.52 The Nelson Trust also offered women on remand help to be linked to their local women's centre in the community ready for their release, and the newly appointed housing specialist would soon help to signpost women to services near their release area.
- 3.53 We considered that the prison had made no meaningful progress in this area.

## Section 4 Summary of judgements

A list of the HMI Prisons concerns and Ofsted themes followed up at this visit and the judgements made.

### HMI Prisons concerns

Acute staff shortages often made the delivery of even a very restricted daily regime unreliable, leaving women with far too little time out of cell.

#### **Good progress**

There had been two self-inflicted deaths since our last inspection and rates of self-harm were very high and increasing. Many women told us they did not feel well cared for.

#### **Reasonable progress**

The number of times force had been used against women had increased significantly and we were not confident it was always used as a last resort.

#### **Insufficient progress**

Leaders had been too slow to reintroduce support to help women maintain relationships with their children, families and significant others.

#### **Reasonable progress**

Some women were acutely mentally unwell. A small number were living in residential unit 4, an appalling environment that failed to provide therapeutic support for them or the staff working there.

#### **Good progress**

Patients requiring a transfer to specialist mental health inpatient services waited far too long for a bed.

#### **No meaningful progress**

Remanded women had very little support to help them manage important resettlement issues on arrival at the prison.

#### **No meaningful progress**

### Ofsted themes

What progress had leaders and managers made in providing enough activity spaces and a broad and well-planned curriculum in education, skills and work which met individual needs and developed knowledge, skills and behaviour to help women on release?

#### **Insufficient progress**

What progress had leaders and managers made in ensuring women gained appropriate accredited qualifications in education, work and skills?

#### **Insufficient progress**

What progress had leaders and managers made in ensuring that the available English and mathematics spaces were used effectively to meet the needs of the prison population and led to women achieving their qualifications in these subjects, particularly in level 1 mathematics?

**Insufficient progress**

## Appendix I About this report

HM Inspectorate of Prisons (HMI 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, court custody and military detention.

All visits 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.

Independent reviews of progress (IRPs) are designed to improve accountability to ministers about the progress prisons make in addressing HM Inspectorate of Prisons' concerns in between inspections. IRPs take place at the discretion of the Chief Inspector when a full inspection suggests the prison would benefit from additional scrutiny and focus on a limited number of the concerns raised at the inspection. IRPs do not therefore result in assessments against our healthy prison tests. HM Inspectorate of Prisons' healthy prison tests are safety, respect, purposeful activity and rehabilitation and release planning. For more information see our website:

<https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/>

The aims of IRPs are to:

- assess progress against selected priority and key concerns
- support improvement
- identify any emerging difficulties or lack of progress at an early stage
- assess the sufficiency of the leadership and management response to our concerns at the full inspection.

This report contains a summary from the Chief Inspector and a brief record of our findings in relation to each concern we have followed up. The reader may find it helpful to refer to the report of the full inspection, carried out in [MONTH, YEAR] for further detail on the original findings (available on our website at <https://www.justiceinspectorates.gov.uk/hmiprisons/>).

### IRP methodology

IRPs are announced at least three months in advance and take place eight to 12 months after a full inspection. When we announce an IRP, we identify which concerns we intend to follow up (usually no more than 15). Depending on the concerns to be followed up, IRP visits may be conducted jointly with Ofsted (England), Estyn (Wales), the Care Quality Commission and the General Pharmaceutical Council. This joint work ensures expert knowledge is deployed and avoids multiple inspection visits.

During our three-day visit, we collect a range of evidence about the progress in implementing each selected concern. Sources of evidence include observation, discussions with prisoners, staff and relevant third parties, documentation and data.

Each concern followed up by HMI Prisons during an IRP is given one of four progress judgements:

**No meaningful progress**

Managers had not yet formulated, resourced or begun to implement a realistic improvement plan to address this concern.

**Insufficient progress**

Managers had begun to implement a realistic improvement strategy to address this concern but the actions taken since our inspection had not yet resulted in sufficient evidence of progress (for example, better and embedded systems and processes).

**Reasonable progress**

Managers were implementing a realistic improvement strategy to address this concern and there was evidence of progress (for example, better and embedded systems and processes) and/or early evidence of some improving outcomes for prisoners.

**Good progress**

Managers had implemented a realistic improvement strategy to address this concern and had delivered a clear improvement in outcomes for prisoners.

When Ofsted attends an IRP its methodology replicates the monitoring visits conducted in further education and skills provision. Each theme followed up by Ofsted is given one of three progress judgements.

**Insufficient progress**

Progress has been either slow or insubstantial or both, and the demonstrable impact on learners has been negligible.

**Reasonable progress**

Action taken by the provider is already having a beneficial impact on learners and improvements are sustainable and are based on the provider's thorough quality assurance procedures.

**Significant progress**

Progress has been rapid and is already having considerable beneficial impact on learners.

Ofsted's approach to undertaking monitoring visits and the inspection methodology involved are set out in the *Further education and skills inspection handbook*, available at <https://www.gov.uk/government/publications/education-inspection-framework>.

## **Inspection team**

This independent review of progress was carried out by:

Charlie Taylor	Chief Inspector
Sandra Fieldhouse	Team leader
Kellie Reeve	Inspector
Rebecca Stanbury	Inspector
Steve Eley	Health and social care inspector
Nick Crombie	Ofsted inspector
Andy Holland	Ofsted inspector

## Appendix II Glossary

We try to make our reports as clear as possible, and this short glossary should help to explain some of the specialist terms you may find. If you need an explanation of any other terms, please see the longer glossary, available on our website at: <http://www.justiceinspectors.gov.uk/hmiprison/about-our-inspections/>

### **Key worker scheme**

The key worker scheme operates across the closed male estate and is one element of the Offender Management in Custody (OMiC) model. All prison officers have a caseload of around six prisoners. The aim is to enable staff to develop constructive, motivational relationships with prisoners, which can support and encourage them to work towards positive rehabilitative goals.

### **Leader**

In this report the term 'leader' refers to anyone with leadership or management responsibility in the prison system. We will direct our narrative at the level of leadership which has the most capacity to influence a particular outcome.

### **Secure video calls**

A system commissioned by HM Prison and Probation Service (HMPPS) that requires users to download an app to their phone or computer. Before a call can be booked, users must upload valid ID.

### **Time out of cell**

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.

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