

REINSPECTION REPORT

HMP Eastwood Park Reinspection

29 June 2006



ADULT LEARNING
INSPECTORATE

Grading

Inspectors use a four-point scale to summarise their judgements about the quality of learning sessions. The descriptors for the four grades are:

- *grade 1 - outstanding*
- *grade 2 - good*
- *grade 3 - satisfactory*
- *grade 4 - inadequate*

Inspectors use a five-point scale to summarise their judgements about the quality of provision in occupational/curriculum areas. The same scale is used to describe the quality of leadership and management, which includes quality assurance and equality of opportunity. The descriptors for the five grades are:

- *grade 1 - outstanding*
- *grade 2 - good*
- *grade 3 - satisfactory*
- *grade 4 - unsatisfactory*
- *grade 5 - very weak.*

Adult Learning Inspectorate

The Adult Learning Inspectorate (ALI) was established under the provisions of the *Learning and Skills Act 2000* to bring the inspection of all aspects of adult learning and work-based learning within the remit of a single inspectorate. The ALI is responsible for inspecting a wide range of government-funded learning, including:

- work-based learning for all people over 16
- provision in further education colleges for people aged 19 and over
- **learndirect** provision
- Adult and Community Learning
- training funded by Jobcentre Plus
- education and training in prisons, at the invitation of Her Majesty's Chief Inspector of Prisons.
- adult information, advice and guidance services (**nextstep**)

Inspections are carried out in accordance with the *Common Inspection Framework* by teams of full-time inspectors and part-time associate inspectors who have knowledge of, and experience in, the work which they inspect. All providers are invited to nominate a senior member of their staff to participate in the inspection as a team member.

REINSPECTION REPORT

HMP Eastwood Park Reinspection

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REINSPECTION REPORT

DESCRIPTION OF THE PROVIDER

1. HMP YOI Eastwood Park (the prison) is a closed prison for women. It is situated in Falfield about 15 miles north of Bristol. The prison's operating capacity is 346 (excluding juveniles) but in practice numbers usually fluctuate between 280 and 290. At the time of inspection the prison population was 333. The prison's primary role has changed since its previous inspection and up to a third of its population are on remand. A significant number of the population have been convicted but are awaiting sentence. This change is reflected in the average length of stay, which is seven weeks. Although the prison is classed as a local prison, only 26 per cent of offenders reside within 50 miles of the prison. Five per cent of the population are foreign nationals. Accommodation has been refurbished recently to accommodate juveniles and young offenders. A purpose-built mother and baby unit (housing 12 mothers and their babies) opened in 2004. Many of the women arriving at the prison have drug misuse problems and B wing is a designated de-toxification centre where women spend up to two weeks before being assigned to education or work.

2. Education is provided through four separate contracts awarded by the Learning and Skills Council. Information, advice and guidance services and the completion of individual learning plans and associated administration is contracted to Tribal. Strode College was awarded the contract to deliver literacy, numeracy, information and communications technology (ICT) and vocational training. Action for Employment is contracted for life skills and creative arts. Norton Radstock College holds the contract for delivery of education to juveniles. Offenders have access to education for two hours in the morning and two and a half hours in the afternoon. The education department provides a wide range of short, non-accredited part-time courses. Vocational accredited courses are available in salon services, manicure, food hygiene, visual arts, performing arts, textiles, preparation for employment, horticulture and ICT.

3. The head of learning and skills, who has overall responsibility for learning and skills in the prison, was appointed in November 2004 and is a member of the senior management team. A learning and skills co-ordinator has been appointed to focus on the quality assurance of education. The post for administrator to the head of learning and skills is currently vacant.

ABOUT THE REINSPECTION

| | |
|---|----|
| Number of inspectors | 2 |
| Number of inspection days | 6 |
| Number of learners interviewed | 12 |
| Number of staff interviewed | 15 |
| Number of employers interviewed | 0 |
| Number of subcontractors interviewed | 0 |
| Number of locations/sites/learning centres visited | 0 |
| Number of partners/external agencies interviewed | 4 |
| Number of virtual learner questionnaires considered | 0 |
| Number of visits | 3 |

OVERALL JUDGEMENT

4. The previous inspection in September 2003 judged the provision to be good in foundation programmes, ICT and hairdressing. Catering and physical education (PE) training were satisfactory. The leadership and management of education, vocational training and training for work was unsatisfactory, as was the provision for equality of opportunity. Quality assurance was very weak. The reinspection confirmed that the standards in foundation, ICT, hairdressing and PE are at least being maintained. Leadership and management are now satisfactory, as are the arrangements for equality of opportunity and quality assurance.

GRADES

grade 1= outstanding, grade 2 = good, grade 3 = satisfactory, grade 4 = unsatisfactory, grade 5 = very weak

Grades awarded at reinspection

| | |
|----------------------------------|----------|
| Leadership and management | 3 |
| Contributory grades: | |
| Equality of opportunity | 3 |
| Quality assurance | 3 |

KEY FINDINGS

Achievement and standards

5. **Learners develop good hairdressing skills**, both on Caucasian and African-Caribbean hair. The training salon is well appointed and of industry standard. The standard of learners' written work in assignments is good. There have been 79 units achieved on a level 1 certificate in salon services during the past six months.

6. **In ICT, learners produce good work and show good skills**, as they did at the previous inspection. They produce high-quality spreadsheets and presentation slides using graphics and hyperlinks. In the current year, 58 learners have gained a basic computer literacy qualification. Modules and tasks are chosen to benefit learners' development and match their employment aspirations. Unit certificates of qualifications are forwarded to learners if they leave the prison before completing the full award.

7. The achievement of qualifications in literacy and numeracy is satisfactory. On the alcohol and drug awareness course, achievement is good and exceeds the targets set by the prison. One hundred and nine learners have achieved the Open College Network (OCN) level 2 award on the alcohol and drug awareness course, and 145 learners have achieved literacy and numeracy awards ranging from entry level to level 2.

Quality of education and training

8. **The good quality of provision has been maintained in hospitality, and sport and leisure** since the previous inspection. **Resources show good improvement.** A room has been set aside exclusively for the use of learners in this area. Posters and learning materials to assist learning are displayed. A new senior member of staff has recently been appointed and further appointments have been advertised. The gym is open four days a week, primarily for leisure activities, although plans are advanced to offer short accredited courses. Two flat-screen monitors to show music videos have recently been installed in front of the rowing, cycling and running machines. This has encouraged more learners to use the gym and reflects the standards of a commercial fitness suite.

9. **Teaching on foundation programmes and preparation for employment remains good.** An initial assessment of basic skills indicates clearly at what level learners should be working. Outreach support is available on the wings for those who are working towards literacy and numeracy qualifications at level 1 or above. Learners who express an interest in joining a vocational programme receive good guidance on the level of numeracy required for their chosen subject. Learners have a good understanding of how literacy and numeracy link to their vocational courses. Teaching in numeracy is lively and related to practical situations that learners can link to work experiences.

10. **Teaching on the drug and alcohol awareness courses is good.** Learners debate productively about the effects of substance misuse on health and relationships. Tutors manage learners' contributions well and encourage everyone to participate. In this, as in all other areas of education, bad language and inappropriate behaviour are not tolerated. Written work is generally presented well and reflects considerable learning about the effects of alcohol.

11. **ICT classrooms are well appointed.** They have modern, industry-standard computers. As at the previous inspection, **support for learning is good.** Most classes have two members of staff to guide learners through activities. Rooms used for information, advice and guidance sessions have computers with specialist software. The monitoring of learners' progress is satisfactory in all areas of education and training.

12. Information, advice and guidance and initial assessment have improved since the previous inspection. All learners have a diagnostic test of their literacy and numeracy. Interviews are used to explore learners' career aims. Summaries of the findings from the process are usually passed promptly to tutors.

13. The range of provision is satisfactory to meet the needs of learners. Partners involved in the delivery of education regularly review the provision to help ensure it meets learners' needs. New programmes, including accredited qualifications in industrial cleaning, are soon to begin. A 'Firm Start' course for offenders who want to start a business is also being developed.

14. Since the previous inspection the library has been extended and refurbished. Accommodation is now spacious and well lit. It provides good opportunities for learners to use computers for private study.

Leadership and management

15. **The prison has been through considerable change since the previous inspection, which it has managed well.** Significant improvements have been made to the provision, and weaknesses identified at the previous inspection have been rectified. The prison has responded well to the change in the overall prison population. A range of short accredited courses now meets the needs of learners who spend short periods at the prison. The prison regime has been altered to make it easier for learners to access education.

16. **The prison has developed a good strategic plan for learning and skills.** It is linked to the overall strategic plan for the prison and focuses clearly on the needs of learners. This action has remedied a weakness from the previous inspection. The development plan for the provision is clear and identifies criteria for progress. Overall participation in education has increased by 18 per cent over the past six months.

17. **The prison works collaboratively with its internal partners.** The communication between the prison and the education contractors is very effective. Formal and informal

meetings are held, which allow good practice to be shared effectively between the different providers.

18. The support for literacy, numeracy and language needs is appropriate. The arrangements for outreach support on the wings are good. Information and guidance is provided by skilled support workers.

19. **Resources are good.** Since the previous inspection, the education department has been improved. New and additional equipment has been installed in the ICT department. The library has been extended and refurbished and additional classroom facilities have been made available for PE.

20. **Some of the education providers have made insufficient staffing arrangements.** There has been a significant loss of teaching hours. The providers have recognised the problem, made contingency plans and recruited additional staff. More recently, the loss of teaching hours has greatly reduced.

21. **A new management information system has been introduced. This system is not yet producing meaningful reports for the management of retention and achievement.** Data is being collected manually. Tutors monitor learners' progress satisfactorily.

22. **Since the previous inspection, the prison has produced a comprehensive equality of opportunity and diversity policy.** This is successfully incorporated into a well-produced handbook that gives clear information in appropriate language. The handbook also outlines the process for allocation to education and work activities.

23. **Quality assurance has improved significantly since the previous inspection.** A new quality assurance system has been developed, which includes all the key procedures that might ensure the quality of the learners' experience.

24. A new self-assessment process has been developed since the previous inspection. Its importance in promoting quality improvement is clearly understood by staff.

Leadership and management

Strengths

- good management of change
- good strategic planning for education and training
- good collaborative working with internal partners

Weaknesses

- insufficient resourcing by education providers to ensure continuity of learning
- insufficiently developed management information system

DETAILED REINSPECTION FINDING

LEADERSHIP AND MANAGEMENT

Grade 3

Strengths

- good management of change
- good strategic planning for education and training
- good collaborative working with internal partners

Weaknesses

- insufficient resourcing by education providers to ensure continuity of learning
- insufficiently developed management information system

25. The prison has experienced considerable change since the previous inspection, which it has managed well. The education contractors have changed and there have been delays in the new contractors taking forward the planned development of the learning and skills provision. The prison appointed a new head of learning and skills in November 2004, who is a member of the senior management team. Significant improvements have been made to the provision, and weaknesses identified at the previous inspection have been rectified. The response to change has been planned well to meet the needs of both the prison and the learners. A new range of short accredited courses has been introduced to provide opportunities to learners who serve short sentences and are released or transferred early. Short accredited courses have been introduced in hairdressing horticulture, visual arts, textiles, and preparation for employment. Further work is being done to extend the range of courses in PE and catering. Senior managers have made regime changes and improved the movement of learners to education, to minimise disruption to classes. Learners no longer have to wait while medication is administered before movement to education can take place. The head of learning and skills has developed and implemented a new quality assurance system. Improved communication between different departments has raised the profile of learning and skills in the senior management team.

26. The head of learning and skills, with the senior management team, has developed a good strategic plan for learning and skills that links to the overall strategic plan for the prison. This has remedied one of the weaknesses from the previous inspection. The strategy clearly links to the needs of individual learners and the type of course required by offenders who are with the prison for a short period of time. The development plan is clear and identifies criteria for progress. The head of learning and skills and senior managers are encouraging the development of strategies that help learners to engage in training and education and improve their self-esteem and personal achievement. Marketing materials distributed to potential learners give clear information and are presented well to encourage participation in learning. The overall participation rate has increased in education by 18 per cent over the current year. Methods for monitoring

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attendance have improved since the previous inspection, and the role of the education patrol officer has been extended to follow up learners who fail to attend classes. Since the previous inspection, classroom efficiency has improved from 60 to 78 per cent. Closer liaison between the allocation of work and education activities has helped to improve learners' access to learning and work.

27. The prison is good at collaborative working with its internal partners. The education contract is now delivered by three providers, with whom the prison communicates very effectively. Formal and informal meetings are held frequently, sometimes daily, between the head of learning and skills, the learning and skills co-ordinator and the education contractors. The prison has facilitated meetings with the education providers well to share good practice and encourage a shared understanding. The governor and the head of learning and skills meet frequently to discuss progress. The head of learning and skills produces a regular report which is distributed to prison and education staff. It gives clear information on the progress being made in learning and skills. Staff have a good understanding of what progress is being made and value the information they receive.

28. The prison provides appropriate support for literacy, numeracy and language needs. This support is given in the education department and there are good arrangements for outreach support on the wings. Information, advice and guidance is provided by two skilled support workers.

29. The education contractors carry out annual staff appraisals. Staff discuss their development needs with their line manager and these needs form the basis of a training and development plan. Training and development needs identified by the head of learning and skills through the quality assurance process and observations of learning are discussed with the education contractors and incorporated into staff development plans. The head of learning and skills has successfully facilitated the sharing of good practice between providers and some joint staff training has been held.

30. Resources are good. Since the previous inspection, the education department has been improved. Classrooms are well lit and decorated and promote a good learning environment. A good range of informative imagery is displayed throughout the education department and in classrooms. The imagery is very appropriate to the subjects being taught. New ICT equipment has been purchased and software has been installed that is up to current industry standards. The number of computers available to learners has increased. The library has been improved and extended. Additional classroom facilities have been provided for catering and PE.

31. Some of the education providers have made insufficient staffing arrangements. Some providers have had difficulty in recruiting suitable staff. There has been a significant loss of teaching hours. The contracted number of teaching hours lost between August 2005 and March 2006 represented 23 per cent of one provider's total, and 37 per cent of another. Many of the accredited courses set out in the 2005 development plan were delayed in starting. Many classes were cancelled at short notice. No contingency plans were made to cover staff absence. Learners have become frustrated at the lack of consistency in their learning. More recently, the education

providers have made contingency plans to help reduce the loss of teaching hours and make learning more consistent. A significant number of vacant teaching posts have been filled during the past three months.

32. The management information system is insufficiently developed. A new management information system has been introduced and is operated by one of the contracted providers. The system is new and does not yet produce meaningful reports on retention and achievement rates and aid programme planning. All of the data is not yet in the system. Staff have not yet been fully trained to analyse data to help in management planning. Data is collected manually. Tutors monitor and record learners' progress well. It is, however, difficult to obtain data about learners' achievement and progress overall.

Equality of opportunity

Contributory grade 3

33. Since the previous inspection, a comprehensive equality of opportunity and diversity policy has been produced. It is successfully incorporated into a well-produced handbook issued at induction, which gives clear information in appropriate language. The handbook covers how the prison interprets the Race Relations (Amendment) Act 2000 and the Disability Discrimination Act 1995. Information is also provided on bullying and the standard of behaviour expected in the education department. The handbook outlines clearly the way in which education and work is allocated.

34. The prison has taken positive steps to promote an understanding of equality of opportunity and diversity. A diversity team, chaired by the governor, has been established to review and manage the prison's equality of opportunity and race relations policies. Meetings take place regularly, to which offenders are invited to attend and share their experiences. Offenders who attend meetings are well prepared. They are given minutes of previous meetings and receive feedback on agenda items raised. A group has been established to focus on the needs of foreign nationals in the prison and how best to support them. The group meets monthly. Foreign nationals now have better access to telephone contact with their families and closer links with immigration officials.

35. The proportion of learners from minority ethnic groups accessing education reflects the proportion in the population of the prison as a whole. The ethnicity of learners in education and work activities is monitored effectively. Any imbalance is investigated appropriately. Insufficient use is made of data to compare the results of different groups of learners.

36. The prison promotes cultural awareness appropriately. It holds regular events to celebrate diversity, such as a mosaic day and Black history month. Several events have been run to link food to cultures and Indian, Jamaican and African food have been prepared by the catering department.

37. The physical access to training is good. Classes are held on the ground floor and there are specific toilet facilities for people with mobility difficulties easily accessible from

the education department.

38. The library has been improved since the previous inspection. It has been enlarged and refurbished and now provides good opportunities for learners to access computers for private study. The library has a range of texts available in large print for visually impaired learners. A selection of audio books and easy-to-read books are available. The library holds an appropriate selection of books in a variety of languages.

Quality assurance

Contributory grade 3

39. Quality assurance has improved significantly since the previous inspection. The head of learning and skills and the learning and skills co-ordinator have developed a new quality assurance system. It includes key procedures to ensure the overall quality of the learners' experience, such as observations of teaching and learning. The head of learning and skills and the learning and skills co-ordinator carry out observations in addition to the observations carried out by each of the education providers. Each provider follows the same procedure to ensure that consistency in the quality of teaching and learning is maintained. Observations carried out by the education providers are systematic and comprehensive. Tutors are given good feedback. Induction, initial assessment and individual learning plans are audited to ensure compliance with the processes. No overall evaluation of their effectiveness has yet taken place. Audits identified inconsistencies in the way that tutors used individual learning plans. Staff were trained in this aspect of their work and the most recent audits reveal an overall improvement in the use of the plans. A learning and skills co-ordinator has been appointed to focus on ensuring that the quality of education is maintained and improved. No overall evaluation of key processes has yet been made.

40. The prison's quality improvement group now focuses more clearly on improving the overall provision. The group meets monthly to discuss and review the way in which the improvements to the quality assurance system are working. The education providers' operational managers are members of the group which facilitates the sharing of good practice between providers. The findings of the quality improvement group are raised at senior management meetings.

41. The prison collects learners' feedback well. There are clear guidelines on when and how feedback will be collected, analysed and evaluated. Feedback is collected after each course is completed and a needs analysis is carried out twice a year. Learners are encouraged to respond to the needs analysis by being rewarded for each completed return. Learners' views are also collected from focus groups and scheduled meetings of offenders.

42. The self-assessment process has improved since the previous inspection. Staff have received training to improve their understanding of the process. The head of learning and skills has developed a valuable guide to producing the self-assessment report and distributed it to all staff. Staff are now clear about the importance of the process and how it links to, and drives quality improvement. The process is carried out systematically. The resulting self-assessment report uses the Common Inspection

Framework as the basis of the assessment. It is comprehensive and sufficiently self-critical. It has been partly effective in identifying many of the significant strengths and weaknesses, but does not draw on data sufficiently to support judgements on achievement. Strengths and weaknesses for the overall provision are difficult to identify. Weaknesses that were present at the previous inspection have been rectified.