



HM Prison &
Probation Service

Action Plan: HMP & YOI Eastwood Park

Action Plan Submitted: 22 October 2025

A Response to the HMIP Inspection: 17 June – 3 July 2025

Report Published: 22 September 2025

INTRODUCTION

HM Inspectorate of Prisons (HMIP) and HM Inspectorate of Probation for England and Wales are independent inspectorates which provide scrutiny of the conditions for, and treatment of prisoners and offenders. They report their findings for prisons, Young Offender Institutions, and effectiveness of the work of probation, and youth offending services across England and Wales to Ministry of Justice (MoJ) and His Majesty's Prison and Probation Service (HMPPS). In response to the report HMPPS / MoJ are required to draft a robust and timely action plan to address the priority and key concerns. Action plans provide specific steps and actions to address the priority and key concerns, that are clear, outcome focussed, measurable, achievable, and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the GOV.UK website. Progress against the implementation and delivery of the action plans will also be monitored and reported on.



ACTION PLAN: HMIP REPORT

ESTABLISHMENT: HMP & YOI EASTWOOD PARK

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
Priority concerns				
1	Too many very mentally unwell women had been sent to prison due to the lack of services in the community, including places in secure mental health hospitals.	The Mental Health Bill was introduced to Parliament on the 6 November 2024 which introduces several flagship reforms to improve access to mental health care and treatment. These include a new statutory 28-day time limit for transfers from prison and other place of detention to hospital; preventing courts from temporarily detaining people with severe mental illness in prison as a place of safety; and ending the use of remand for people's own protection under the Bail Act. The Ministry of Justice is also working to intervene early and divert offenders with mental health needs away from prison where appropriate through several means. These include working with NHS England to strengthen Liaison & Diversion pathways, as well as piloting a regional North East Health and Justice Hub, with His Majesty's Courts and Tribunal Services and NHS England. South West Health & Justice NHSE, has full regional coverage of Primary Mental Health Treatment Requirements (MHTR), one of three possible treatment requirements as part of a community or suspended sentence order. MHTR's offer robust and effective interventions and aim to reduce reoffending and short custodial sentences by directly addressing underlying mental health and associated vulnerabilities which may be contributing to offending behaviours. MHTR's are part of the South West Integrated Non-Custodial Services, that bring together a range of NHS England commissioned non-custodial services to provide a single integrated model of care that operates across the criminal justice pathway, from custody diversion through to release back into the community. Additionally, South West Health & Justice are hosting one of the three national pilots for Secondary Mental Health Treatment requirements.	Ministry of Justice/NHS England NHS England	April 2026 Completed



		A clear pathway for early identification and support of women entering custody with acute mental health needs will be established, including immediate referral to mental health in-reach teams within two hours of arriving at the establishment. All women identified as having severe mental illness will be screened and referred to appropriate mental health services within 24 hours of arrival in custody. Monitoring will be completed monthly through audit of reception records and referral logs. Urgent cases where secure beds are not available will be escalated in partnership with healthcare providers, local NHS trusts, and regional commissioners. The prison will strengthen safeguarding processes as part of improved Assessment, Care in Custody and Teamwork (ACCT) reviews and multidisciplinary care plans. A pathway and audit process will be implemented and reviewed quarterly through Safer Custody and Health & Wellbeing partnership meetings, progress will be reported to the Senior Leadership Team. The prison and NHS England now track each case from the point of referral through to hospital to ensure cases are continuously monitored and escalated without delay. This involves collaboration with health partners. Very mentally unwell women will become an agenda item at the South West Women's Equality, Engagement and Progress Group meeting to ensure escalation processes are in place.	Practice Plus Group Practice Plus Group Practice Plus Group Governor Practice Plus Group NHS England/Practice Plus Group Governor	December 2025 December 2025 December 2025 December 2025 December 2025 Completed December 2025
2	The rate of self-harm was extremely high with a very small number of women self-harming repeatedly. Staff often used force to prevent self-harm and many of the assaults on staff occurred during the restraint.	The prison will work with Women's Estate Psychology Services (WEPS) to embed learning from Behind the Behaviour training, including incorporating key learning from this into staff use of force training scenarios. A working group looking at an action driven approach to reducing staff assaults has commenced. This involves close inter-departmental working, including the Procedural Justice department and WEPS.	Governor Governor	January 2026 January 2026



		A robust system of ACCT quality assurance which ensures that women are receiving the care relevant to their needs will continue. This will develop to improve the quality of support plans through upskilling case co-ordinators via case co-ordinators forums and one-to-one training where required. The prison recognises purposeful activity reduces levels of self-harm, given this a full review of all activity spaces will be commissioned to ensure activity spaces are maximised. Self-harmers will continue to be discussed in the Safety Intervention Meeting (SIM) and the Activities meeting; the prison will review the constant supervision policy to ensure that interaction and activity are key elements to supporting these women. The prison has implemented a full-time use of force coordinator role to ensure appropriate resource is in place within this area to drive improvements. Work in achieving an individual approach with using My Experiences (ME) documents has been undertaken to ensure de-escalation is attempted in the best way for each woman. This work will be progressed, so specific information in relation to use of force is contained with the documents. The prison carries out a review of every use of force incident during the weekly learning and development meeting. A drive of the use of body worn video cameras (BWVCs) has been carried out, to ensure footage is available so that these reviews can be carried out in the most effective way.	Governor Governor Governor Governor Governor	February 2026 January 2026 Completed February 2026 Completed
3	Prisoners were unnecessarily locked in their cells while segregated women on that house unit were unlocked individually to take exercise and have a shower. This resulted in significantly less time out of cell for many women which was a source of considerable frustration.	The prison recognises the impact that segregating women on residential units has on several different areas. A working group has been commissioned, led by the Deputy Governor with the support of the National Safety Team and the Evaluation & Prototyping Hub. Options are being considered to create a bespoke alternative to current practice. The work has already commenced to identify and establish the most appropriate location for women in segregated conditions to live, ensuring re-integration into the standard regime is at the heart of this. All segregation risk assessments now consider the risk of and impact of a segregated prisoner being unlocked with others.	Governor Governor	June 2026 Completed



4	There was not enough resettlement support for remanded and recalled women.	The current Commissioned Rehabilitative Services (CRS) Women's Services (which went live in June 2021) deliver trauma-informed and individually tailored support to women, on probation and in custody, including assisting their physical and mental wellbeing; and providing support in relation to dependency and recovery, accommodation, employment, finance, benefit and debt and relationships with their families. To improve the support that is available, CRS contracts for women have been extended to provide support to remand female prisoners to maintain or end tenancies, address outstanding debts and to pursue options for accommodation prior to release.	SRO, Electronic Monitoring & Commissioned Rehabilitative Services recommissioning	Completed
		HMPPS have commenced the re-design activity for the future women's service using feedback from key stakeholders and market engagement events to improve and enhance this provision.		September 2026
		All prisons in the women's estate have the support of an embedded or in reach pre-release team provided by the local Probation Delivery Unit (PDU). Regional Probation Directors (RPDs) are responsible for the delivery of resettlement services with key interventions delivered by Commissioned Rehabilitative Service (CRS) providers (commissioned by RPDs).	Deputy Director, Courts and Custody Group	Completed
		The prison will work to implement all viable recommendations of a recent analysis completed on the gap for remand prisoners and track this through local governance.	Governor	September 2026
		The prison will join the Immediate Release from Court Pathfinder, taking lessons from male prisons and developing a bespoke offer for the women's estate prioritising better outcomes for those women on remand who are released directly from court. This will seek to improve communication between prison and community offender managers and develop discharge board offers for those on remand as well as those on recall. This will include a system to track longer term remand cases where sentences are likely to have already been served, ensuring resettlement planning can commence at the earliest opportunity.	Governor	September 2026
		HMP & YOI Eastwood Park will expand current practice with local magistrate events through monthly visits to improve knowledge and understanding of the limitations to remand and short-term sentences for women. This will be continuously monitored to maximise outcomes based on any trends around current challenges and any regional disparity. It is hoped this work will link	Governor	January 2026



		into an Intensive Supervision Court Pilot for women in Swansea, a bid for which is currently being assessed. The use of peer mentors will be expanded to support remand women in the early days of custody. This will include the upskilling of remand women to carry out this role and become subject matter champions in this area. The establishment will arrange and drive events for all local approved premises to attend an onsite visit quarterly to improve relationships and support for women who are being released to these premises.	Governor Governor	January 2026 March 2026
5	There were not enough activity spaces to keep women occupied on a full-time basis and enhance their chances of successful resettlement.	The prison will commission a full review of all activity spaces to ensure spaces are maximised, and the purposeful activity on offer fits the pathways women can access, and the needs of the population. A term of reference will be created to provide governance over this review. This will be tracked and measured through the Quality Improvement Group. HMP & YOI Eastwood Park will source additional activity spaces through commissioned services funding streams. Work has started with Seetec, an employee-owned public service provider, and the Department for Work and Pensions to scope out funding through innovation funds to create activity space and support employment and education outcomes. An activities summit will take place which will focus on barriers and opportunities to improve purposeful activity outcomes. It will be a whole prison approach with staff and prisoner voice coming together to identify areas for improvement and solutions. From this, a delivery plan will then be developed with workstream leads. The prison will increase activities on residential units, governance will be provided through daily operational reporting and by a manager overseeing and assuring delivery. The use of release on temporary licences (ROTL) will be increased so that more women can be considered for work and skills-based release on licence.	Governor Governor Governor Governor Governor	January 2026 June 2026 December 2025 December 2025 March 2026
Key concerns				



6	There was too little to promote positive behaviour, encourage engagement and a lack of rewards for those that did behave well.	The prison will conduct a strategic review of the local incentives policy to promote positive behaviour. This will include the use of prisoner voice, what incentives will make a difference, how data is tracked and using a psychologically informed approach at every part.	Governor	June 2026
		An internal ROTL policy will be established for those precluded from accessing standard ROTL.	Governor	May 2026
		Tracking of moves to open condition for all applicable women and an increase in ROTL will be introduced so that more women can be considered for work and skills-based release on licence.	Governor	March 2026
		The progressive pay pilot review has been completed and will be rolled out across the establishment.	Governor	March 2026
7	The application system was poor. Some women did not get a reply to their request and if they did it often took too long.	The prison will complete a full review of the application system with a focus on accountability. This will be discussed through the activities summit and prisoner council to ensure prisoner voice and that the system is effective for all women.	Governor	January 2026
		New roles will be created for prisoners to manage, track and report on the effectiveness of the revised process.	Governor	January 2026
		A quarterly agenda item will be added to the prisoner council to provide assurance the new system is working effectively.	Governor	December 2025
		HMP & YOI Eastwood Park will continue to explore technological solutions and seek funding to improve the application process and ensure the most effective solution is in place.	Governor	December 2026
8	Support for older women and prisoners with disabilities was limited.	As part of the prison being identified as a complex establishment, a senior leader will be appointed to take a strategic approach in equalities.	Governor	January 2026
		The prison will complete a needs analysis of the population and its associated social care needs.	Governor	January 2026



		A new Memorandum of Understanding will be sought with the Local Authority, and a social care partner will be identified to enable reliable delivery of social care interventions. A new Social Care meeting has been introduced to allow the identification and tracking of those requiring support. An over 50's group, run by the Equalities officer, is now held twice a month to improve support. The needs of older women and prisoners with disabilities will be an agenda item in the upcoming activity summit to ensure appropriate activity options are in place.	Governor Governor Governor Governor	August 2026 Completed Completed December 2025
9	A lack of direct access to medical records for women from Wales meant that the delivery of health care was delayed.	A process will be introduced to improve timely access to Welsh medical records for women entering custody, by working with NHS England and Public Health Wales to explore secure, direct access solutions. In the interim, communication channels will be strengthened with community GP's and Welsh health services through designated healthcare admin staff to request records within 24 hours of prisoners arriving at the establishment. Progress on system-level access solutions will be reviewed quarterly through joint meetings with NHS England and Public Health Wales, a report of progress will be given to the Senior Leadership Team within 12 months. The percentage of women from Wales whose medical records are obtained within 48 hours of arrival will be tracked and reported.	Practice Plus Group Practice Plus Group Practice Plus Group Practice Plus Group	September 2026 December 2025 September 2026 March 2026
10	A significant minority of women did not access a curriculum with the necessary vocational opportunities to maximise their time at the prison and to benefit their resettlement prospects.	HMP & YOI Eastwood Park will complete a review of all Education, Skills and Work areas to ensure opportunities for vocational courses is maximised. The prison will work with partner agencies to find solutions which best meet the needs of the small number of long-term women who are not able to access meaningful vocational training. Monthly quality assurance will be provided through the Quality Improvement Group meeting to ensure there is ongoing consultation with women around their continuing professional development needs.	Governor Governor Governor	April 2026 June 2026 December 2025



11	Prison staff did not identify or provide any formal record of the useful knowledge, skills and behaviours that women were developing through their participation in purposeful activity, other than in education. As a result, women did not have a clear grasp of the skills they had gained or a formal summary of their skills that they could share with prospective employers.	The prison will complete a full review of the current recording processes around progress in work booklets. As part of this work instructors will be upskilled in assessing and developing their learners. A new version is to be formalised and signed off in the Quality Improvement Group (QIG) by the Governing Governor.	Governor	April 2026
		Following review, a further rollout to all work and education areas, including residential units, will be introduced with specific training sessions given to ensure successful delivery of the programme.	Governor	September 2026
		The Prisoner Education Service provider will ensure teachers feedback is comprehensive and identifies areas for improvement. This will be monitored and reviewed through the QIG and Quality Improvement Plan.	Governor	January 2026

