

**Birth Companions
External Evaluation Report**

March 2007

by

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Contents

	Page
Birth Companions external evaluation Report Summary	3
1 Birth Companions	5
2 This evaluation	6
3 Evaluation feedback from women in detention	7
3.1 Pre-birth support for pregnant women	7
3.2 Support during the birth	9
3.3 Post-natal support, including breastfeeding	10
4 Evaluation feedback from prison staff and others	11
4.1 Prison governor	11
4.2 Prison officers in the mother and baby unit	12
4.2 Midwife	12
4.4 Psychotherapist working at Holloway	13
5 Analysis, conclusions and recommendations	14
Appendices	17
Appendix 1 Interview guidelines	
Appendix 2 List of interviewees including their role and group they represent	

Birth Companions External Evaluation Report Summary March 2007

Birth Companions is an organisation which aims to reduce the isolation and distress of women who are pregnant and giving birth during or following detention. The Birth Companions coordinator, paid post holders and volunteers work to support women in Holloway prison before, during and after the birth of their babies.

This report

This is the summary of an external evaluation of Birth Companions carried out between January and March 2007 by Shane Rowles and Sara Burns of Sara Burns Associates. It was carried out primarily through semi-structured interviews with women receiving Birth Companions services and with prison staff and others in a position to comment on the effectiveness of the services.

Summary of main findings

The evaluation clearly found that women who come into contact with Birth Companions feel much less alone, better informed and more able to cope. This was the true for women breast-feeding in the prison and particularly so for those supported during labour and at birth. All highlighted the exceptionally compassionate and unique support they provide.

Specifically, the evaluation gathered feedback on the difference that Birth Companions makes to:

- Women in detention: all feedback was very positive, often glowing. For example, one woman described her experience of the Birth Companion visitor at her birth as “one-hundred percent perfect”; another said she was made to feel ‘special’, and another that Birth Companions’ support enabled her to breast-feed “proudly, not shyly”
- The authorities: Prison Governors reported that the prison personnel’s roles were made easier by the presence of Birth Companions. For example, in the words of the Prison Governor interviewed “Birth Companions are essential”
- Other parties: all commented on the ease of liaison with and inspirational influence of Birth Companions and the vital role they fulfil in the lives of women at a particularly vulnerable time of their life, for example, one said:

They make a huge difference to how women in detention cope at a time of very great anxiety

Key conclusions and recommendation

Birth Companions has clear aims and objectives that are delivered in a well-structured, purposeful and thought-through way. The expected outcomes and outputs are not only well-defined and clear but also appear to be achieved. Our conclusions are that:

- Birth Companions provides an extremely valuable service which clearly meets a need,
- Their services are delivered in an exceptionally human, dedicated and compassionate way and are
- Highly valued by women in detention, the authorities and other parties they come into contact with
- Their interventions clearly make a real difference to the women they work with and achieve the intended outcomes.

This external evaluation has confirmed and reinforced the job done by Birth Companions and the main recommendation must be to keep going. This process has been valuable, but does not necessarily need to be repeated every year. We recommend that Birth Companions alternate between an external evaluation such as this one and review of the organisation internally. This would provide an opportunity to explore any internal shifts needed as the services develop, and also keep a regular check on outcomes and external feedback.

1 Birth Companions

Birth Companions is a small charity whose services began in 1996 following media attention which highlighted the inhumane conditions experienced by women who gave birth while in detention. It is made up of a group of ante-natal teachers, midwives and doulas, most working voluntarily, with a part-time, paid coordinator. The overall aim of Birth Companions is to reduce the isolation and distress of women who are pregnant and giving birth during or following detention.

Since the start, Birth Companions has supported over 200 women who have given birth while in detention. Also, during that 10 years, Birth Companions has evolved into a highly respected organisation which provides a unique and vital service for a particularly vulnerable group of women. This has included changing their operational structure significantly in early 2004, following a review of their services in 2003, and extending the range of service offered.

Birth Companions services

Birth Companions provides services to support women in detention during their pregnancy, the birth of their baby and post-natally. The specific services provided include:

- basic outreach
- ante-natal classes
- birth plans
- prison visits
- support by a Birth Companions visitor during labour and birth
- hospital visits
- practical assistance
- breast-feeding support and
- community visits

Breast-feeding support service

The major change in the service Birth Companions provides since the previous year's external evaluation has been the introduction of a breast-feeding counselling pilot, which has been running for 6 months. The breast-feeding pilot provides for two Birth Companions breast-feeding counsellors whose main activities are:

- Visiting women in hospital within 24 hours of giving birth to support them in feeding their baby
- Running a weekly breast-feeding group/drop in on a Tuesday morning
- In addition, a weekly ante-natal class is provided in Holloway prison by the prison education service. This is usually run by Denise Marshall who is both the Birth Companions coordinator (part-time) and employed by the prison to provide ante-natal classes. She is supported by a Birth Companions breastfeeding counsellor. Every six weeks the class focuses on breast-feeding, and is led by Birth Companions breast-feeding counsellors.

Awareness raising and contacting women

Every effort is made by the Birth Companions co-ordinator to contact women who are known to be pregnant during their detention in Holloway, and make them aware of Birth Companions and the services they provide. The exact numbers of women are constantly changing as women are transferred to or from Holloway or released and to take account of this the Birth Companions co-ordinator, is provided with an update of pregnant women in detention on a regular basis. As well as Birth Companions representatives trying to meet with all pregnant women face-to-face, a leaflet is provided explaining who Birth Companions are and how they can help. Birth Companions also makes its presence known within the prison using notice boards to display information.

Training new Birth Companions visitors

At the time of the evaluation, Birth Companions have five training Birth Companions visitors who are all at different stages of their training. Each has a Birth Companions visitor mentor and attends training days and monthly Birth Companions group meetings. The trainee was impressed that the training was suited to her pace and was tailored to what she was able to provide. She felt well supported by the organisation and by her personal mentor.

2 This evaluation

Birth Companions is committed to monitoring and evaluating its work. As part of this process, the trustees have agreed that a regular, annual, external evaluation is included in addition to internal monitoring and evaluation. The external evaluation is considered vital primarily in order to gather direct feedback from women and other stakeholders, which would otherwise be difficult to obtain with a degree of independence.

The external review of Birth Companions reported here was commissioned in January 2007 and started immediately so as to report before the end of March 2007. It comprised three main parts:

- a) First, as evaluators new to the work of Birth Companions, we sought an initial understanding of the organisation together with its aims and objectives and expected outcomes and outputs. We did this by interviewing two Birth Companions trustees and the Birth Companions coordinator and by reading relevant documents, including information provided by the Birth Companions website.
- b) Next, we drew up interview guidelines (as shown in Appendix 1) to gather information on how Birth Companions services are delivered and received by the women supported by the service, how they are viewed by other stakeholders, including prison and hospital authorities, as well as other interested parties. These were then agreed with the trustees responsible for overseeing the evaluation.

- c) The main part of the evaluation consisted of a series of semi-structured interviews and a group discussion with women in detention, prison personnel and others. The majority were carried out face-to-face during a visit to Holloway prison and the remainder by telephone. Overall, we obtained feedback from 14 women in Holloway prison - nine through an ante-natal class as a group and five with babies through individual interviews - plus eight interviews with relevant prison personnel and others, including four within Birth Companions, one trainee, the coordinator and two trustees. Appendix 2 contains a list of the interviewees together with their roles and the groups they represent.
- d) We then drew together all the evaluation findings, analysed them and drew out the key conclusions and recommendations reported here. A draft report was presented to the trustees responsible for the evaluation before being finalised for wider distribution.

On the day of the prison visit, there were 19 pregnant women in detention, 17 of whom were either in the ante-natal unit (C4), or on the mother and baby unit (D4). During the prison visit, interviews took place with pregnant women and mothers with babies in both C4 and D4.

The following two sections describe the detailed findings and feedback from those interviewed:

- the women supported by the services,
- prison personnel and other relevant organisations

3 Evaluation feedback from women in detention

14 women gave their direct feedback for the evaluation, in person during a visit to Holloway prison. Of these, five were on the mother and baby unit and nine were contacted through an ante-natal class. This section details this feedback in three sub-sections:

- Pre-birth support for pregnant women
- Support during the birth
- Post-natal support, including breast-feeding

Overall, all the women felt that Birth Companions had made an enormous positive difference to their experience of being pregnant, giving birth and having a young baby while in detention.

3.1 Pre-birth support for pregnant women

Women who are pregnant during their detention at Holloway are generally held on the ante-natal unit (C4). There, ante-natal classes take place every week between 2 and 4 p.m. on a Tuesday afternoon. Individual birth plans are drawn-up during these classes by Birth Companions visitors. This is a key aspect of the services offered by Birth Companions.

We visited one class and carried out a group discussion with the nine women attending. Seven of the nine women were expecting their first child, one woman was pregnant with her fourth, and one was pregnant with her sixth. Some of the women were due to give birth while still in detention and some were not.

Overall feedback

The overwhelming response from the women taking part in the ante-natal class was that contact with the Birth Companions team was an entirely positive experience. Quotes include:

High-quality

Really reliable

Further, comments about Birth Companions providing a lot of support and a lot of information were unanimous.

On the day of the visit, the class was led by a Birth Companions breast-feeding counsellor, and supported by a trainee Birth Companions visitor. This was indicative to us of the extent of Birth Companions' involvement ante-natal care at the prison.

Awareness of Birth Companions

All the women interviewed on the ante-natal unit were aware of the services Birth Companions offered, including:

- drawing-up birth plans,
- having a Birth Companions visitor present at the birth, and
- postnatal support including breast-feeding support.

Many of the women were aware of Birth Companions through word-of-mouth from other women in the unit and appeared to actively seek out involvement with Birth Companions. We heard women talk in glowing and animated terms about Birth Companions and could understand how such word of mouth was so effective. However, we also saw several notice boards during the day of the visit displaying the leaflets and one notice board showing information regarding pregnancy provided by 'Sure Start' that referred to Birth Companions and the services they provide.

Birth plans

Some of those interviewed had birth plans drawn up with a Birth Companions visitor already. One woman who was meant to be having a birth plan organised that afternoon was told it could be arranged for the following morning when a Birth Companions visitor would be visiting the prison during the Wednesday morning baby massage class run as part of prison education.

We did not receive specific evaluation from women about the birth plans themselves, rather our understanding is that the process of drawing up a plan was of particular value in getting to know the women and building a trusting relationship with them as a way to be able to support them further. Through drawing up the plans, women in Holloway had early and concrete experience of how Birth Companions works. However, in addition, having a typed birth plan is an important touch and shows respect for the women's choices around the birth of her baby, her individuality and her needs.

Response to having a Birth Companions visitor at the birth

With the exception of one woman who thought she did not want anyone who was not her own mother present at the birth, all the women interviewed were open to the idea of a Birth Companions visitor attending the birth, especially if friends and family were not able to be present. Three women were quite definite that they wanted a Birth Companions visitor present while they gave birth, whether they were still in detention at the time of the birth or not. All felt supported by the idea that they could ask for a Birth Companions visitor and not necessarily be committed to having her present if they chose otherwise at the time of the birth, normally on the grounds that a family member or friend would be able to be there for them.

3.2 Support during the birth

Two of the five women interviewed on the mother and baby unit who had had their babies while in detention, had a Birth Companions visitor present at the birth.

Both of the women who had Birth Companions visitors present at their birth were having their second child and both were extremely positive and grateful when talking about the support provided. One simply said that her experience was '100% perfect'. The other reported that the Birth Companions visitor was contacted before she left prison for hospital and arrived at the hospital half an hour after the woman herself. She felt very well supported, especially appreciated being massaged and commented very positively on the general help, advice and company she received. She also valued the practical help given, for example the Birth Companions visitor brought her juice to drink.

Of the three women who had their babies in detention but without a Birth Companions visitor present:

- Two opted not to have a Birth Companions visitor because they were supported by family and friends, but felt that otherwise they would have called on one for support
- The other woman was on a different unit before birth and despite efforts to contact her ante-natally (messages left, leaflets left) no contact was forthcoming from her. She did later engage with Birth Companions post-natally. This also confirms the importance of word of mouth as a means of communication, where women were much

more likely to respond when they had heard from other women rather than leaflets.

However, even one of the two women who choose not to have Birth Companions visitor present at birth said that she was in continual contact with Birth Companions while in hospital and that a breast feeding counsellor visited within 24 hours of her giving birth. When talking about the Birth Companions team in general she said she most valued:

Their patience, the time they are prepared to give and the experience of being seen as an individual.... I was made to feel special

3.3 Post-natal support, including breastfeeding

Overall, five women were interviewed on the mother and baby unit, including the two mentioned above who had Birth Companions visitor present at the birth. For two, a Birth Companions breast-feeding counsellor had also visited them in hospital within a few hours of the birth and was much appreciated for her support with breast-feeding. However, Birth Companions breast feeding counsellors were supporting all five women - both those breastfeeding and bottle-feeding their babies. Even the women who were not breastfeeding were involved with the weekly breastfeeding group.

All the women with babies interviewed felt their contact with Birth Companions overall had been an extremely positive, supportive and helpful experience from the point at which they took advantage of the services offered.

Outcomes of breastfeeding support

Three out of these five mothers on the mother and baby unit were breast-feeding their babies. Two of those interviewed who were breast-feeding were extremely keen to point out that the breast-feeding counsellors, as well as encouraging them in general and helping them with the technical aspects of breast-feeding, helped enormously with empowering them to breast-feed. One said:

I can breast-feed proudly not shyly

She attributed this directly to the support she had been given. Similarly, the other commented on being supported so as to not feel embarrassed by breast-feeding. The third woman who was breast-feeding had felt so empowered by the support that she had had that she wanted to pass on that support to others and talked about her enjoyment in sharing her breast-feeding knowledge in the breast-feeding counselling group.

4 Evaluation feedback from prison staff and others

This section of the report contains detailed evaluation findings from others interviewed within the external evaluation. Feedback covers direct input into the evaluation about the benefits of the Birth Companions services for women and for the prison staff plus feedback on practical aspects of the organisation, including ease of contact and coordination. It is laid out under the following sub-headings for feedback from:

- Prison governor
- Prison officer
- Midwife
- Psychotherapist

4.1 Prison Governor

The prison governor responsible for the mother and baby unit (D4) until about six months ago was interviewed as part of the external evaluation. He said:

Birth Companions are essential at Holloway ... with a Birth Companions visitor present, prison staff can be more discreet and more in the background while a woman is giving birth

He felt that at this particularly vulnerable time, Birth Companions made prison staff's job much easier and that their presence was if anything even more important since staff now have to be in uniform when taking a pregnant woman to hospital. He added:

Birth Companions make the prison's job much smoother overall

On being asked to prioritise the services offered by Birth Companions he said:

- The most important service provided was, without a doubt, a Birth Companions visitor being present at birth
- He also believed that the breast-feeding counselling role was important with regards to making women feel supported, commenting that many women had no family or friends nearby
- The least important aspect of the service in his view was to help women with birth plans saying that prison officers can and would do birth plans with women

He did not have any suggestions as to how Birth Companions could improve other than when asked what was the most important thing to get right should they provide the same service in another prison he said to 'sell themselves'.

Practical details and liaison

The prison governor commented on Birth Companions' much needed and valued role in the multi-disciplinary meetings and said that the failing was

all on the side of the prison as far as good communication and liaison was concerned. According to him, Birth Companions could not be faulted with their willingness to engage and communicate. He acknowledged that Birth Companions, as with any other external agency have a potentially difficult time winning trust with prison authorities. Again he puts this down to prison systems and processes rather than the way in which Birth Companions operates.

4.2 Prison officers in the mother and baby unit

Two prison officers were interviewed for the external evaluation. Both felt that Birth Companions made their job much easier. In their opinion, the most important service was for Birth Companions to be present at the birth but they provided great support for the women in general. None of the services was considered superfluous or even unimportant.

Specifically, one of the prison officers expanded on the benefits of having a Birth Companions visitor present at the birth saying:

The hospital doesn't like our women - having a Birth Companions visitor present seems to make the hospital much more accepting of them

In addition she commented that Birth Companions had recently provided the unit with breast-feeding equipment and maternity bras, which she had been unable to obtain.

Practical details and liaison

The prison officer said that she and her colleagues found Birth Companions always 'reliable' and 'contactable', adding:

If you ring them they are always there

Overall, during the course of the prison visit and interviews, no one had experienced any difficulties with contacting Birth Companions.

However, one of the prison officers interviewed revealed that, although daytime staff were familiar with Birth Companions and their services, in her opinion night time staff (9pm to 7:30am) were not familiar with Birth Companions and the procedures in place to contact a birth companion should a woman go into labour during this time. Apart from this, neither could not think of a single negative thing to say regarding Birth Companions as an organisation or what they might do to improve - even when specifically asked in the evaluation.

4.3 Midwife

The midwife team leader was also interviewed as part of the external evaluation. She was of the opinion that Birth Companions were vital for

support in labour especially with foreign nationals. She said Birth Companions worked well with the midwife team and:

They complement the midwife team fantastically

She also commented that the general support, feeding advice and practical support given made a huge difference and was invaluable for women who were pregnant and gave birth in prison. She had nothing but praise for the organisation and when asked if there were anything which could be improved upon she said no and that Holloway could be used as a blueprint for how Birth Companions could operate in other prisons.

4.4 Psychotherapist working at Holloway

The Psychotherapist supporting the pregnancy group and mother and baby group was also interviewed. In her view:

Birth Companions make every - and exceptional - effort to reach all women of concern.

She felt that the majority of women were reached. When asked what Birth Companions does best, she said developing a relationship with an individual woman “at a time of very great anxiety”. She felt this was especially important for foreign nationals. She was also particularly impressed with the delivery of ongoing support through the breastfeeding counsellors. She had no comment to make when asked what the least important service was and felt that every aspect of the service worked extremely well.

When asked what difference Birth Companions make she stated that:

Birth Companions help enormously with enabling women to bond with their babies and women have an experience of being ‘held’ in order for this to happen

She felt it made her role in the prison easier with regard to women feeling supported and felt that Birth Companions were an inspiration to other agencies and personnel in the prison.

She always found them agreeable and easy to contact. She had no suggestions as to how Birth Companions could improve and when asked ‘what is the most important thing to get right’ said ‘connecting with women early on and continuity of contact’. She ended by saying:

I have the highest respect for [the Birth Companions coordinator] and as an organisation I think they do a great job

5 Analysis, conclusions and recommendations

This section covers the evaluators' analysis and conclusions based on the findings described above. Information in this section are the views and conclusions of the evaluators and is intended as a helpful basis for discussion and planning within Birth Companions.

Outreach and awareness appear to be very effective

It really does appear that, as quoted above, Birth Companions do make every and exception effort to contact all women who potentially need their service, including working from lists of women pregnant and with babies in Holloway to ensure everyone is contacted, with leaflets, telephone messages, visits, posters and word of mouth. They use persistence and initiative in reaching out to the women of concern without being intrusive - the manner of outreach is genuine and exemplary.

Word of mouth appears to be an extremely effective mechanism for women hearing about Birth Companions and then engaging with it. For those who are in a place and position to hear about the service from other women, it seems to us that it would be very little effort for women to reach out and take advantage of any aspect of the service; women are almost enveloped by the service, knowing what is there, meeting the people and knowing how to access support. In fact, our impression was that the support starts here for some women, with hearing of the service available and hearing in such positive and enthusiastic terms from other women - certainly we would have felt reassured and supported hearing what was on offer!

Access to services is good

The services provided came across as being very consistent and access is easy - Birth Companions are always on call and the phone holder system guarantees contacting them 24 hours a day, every day of the year. Birth Companions have a reliable, regular presence in the prison and also a strong commitment to reliability that is evident within this evaluation.

Although it was acknowledged that continuity of care and support was not always feasible, such as the same Birth Companions visitor to help with the birth plan and be present as a visitor at the birth, the excellent communication within the Birth Companions organisation obviously mitigated against this and the women themselves did not cite this as a particular problem.

Any shortfall of provision for particular women would be to do with their particular situation in detention - the prison authorities noted that they were not able to facilitate Birth Companions' activities in every instance and that this shortfall was not the fault of Birth Companions. An example of this might be a lack of familiarity with the procedures for contacting a Birth Companions' visitor by the night shift.

The services provided are high quality

Birth Companions are highly valued for the compassionate and unique support they provide through their services, and the entirely non-judgemental way in which the support is provided. The women themselves, prison authorities and other agencies that Birth Companions comes into contact with expressed this point time and time again.

Birth Companions emphasises face-to-face communication and building trusting relationships. Flexibility is also key, readily adapting to individual's needs and circumstances.

Another example of this quality is attention to detail, for instance, one of the women on the mother and baby unit was touched by being sent a high-quality 'congratulations on the birth of your baby' card by Birth Companions team and very much appreciated her breast-feeding bra provided by Birth Companions. Another proudly showed off numerous pictures of her baby minutes after the birth which were taken by the Birth Companion.

Birth Companions make a very real difference to women

Birth Companions appears to make an essential positive difference to pregnant women in detention. Loss of individuality and dignity can be key issues for all people in prison and no more so than for women who are pregnant, giving birth, caring for young babies in detention - and those separated from their babies. Birth Companions adds an essential element of respect, individuality and dignity in addition to providing very practical support.

As well as providing emotional support, information and advice Birth Companions provide practical help, such as food and drink during hospital visits and breast-feeding bras, as well as clothes and equipment.

Birth Companions works well with other professionals

Birth Companions are co-operative in their liaison with authorities and other interested parties; they come across as easy to communicate with and approachable.

There is a core service but support is broader than the core

Being with women during labour and birth is the core of the Birth Companions service; it was the reason why they were originally set up and is still seen by prison staff as the most vital part of what is on offer. However, over the years the service has expanded organically from this core, to support women through the process of preparation for birth, birth and being a new mother, including practical support. Their remit sometimes also extends to supporting women giving birth outside of the prison once back in the community.

Further, not all women actually feel a need for this particular part of the service, as some have support from friends and family at the birth but still benefit from Birth Companions before and after the birth, and knowing

there is an option there of support during the birth. The option of a Birth Companions visitor without the obligation does appear to be immensely positive and reassuring. Within this, the continuity of support is important; the process of writing birth plans is essential to build a relationship that leads through to enabling women to cope as well as possible and bond with their babies after the birth.

However, this in itself may present some challenges in communicating the service offered by Birth Companions, and for similar organisations in other prisons or expansion into new prisons. The organisation would need to convey this core and also the context and need for broader support. It is recommended to be aware of this perception of the organisation in describing it to those unfamiliar with the work - that and not under-selling!

Alternate between external evaluation and internal review

This external evaluation gave people the opportunity to say what they thought of Birth Companions and how they had benefited from the service they received. This is valuable and it is helpful to confirm and reinforce the job done by Birth Companions. We are aware that Birth Companions plan an annual external evaluation. Our strong suspicion is that next year's evaluation would be as positive and may not add much to what is reported here. However, as services expand, albeit gradually, there may be internal issues arising due to increased tasks for different ways of working.

We therefore recommend that Birth Companions alternate between an external evaluation one year and an external review of the organisation internally the next, similar to the 2004 review. This would have the benefit of keeping a check on both the outcomes and also internal effectiveness.

In summary

Birth Companions comes across as purposeful, supportive, caring and exceptionally compassionate in all areas of the services they provide. The organisation undoubtedly provides unique and specific support to women in detention during pregnancy, birth and post-natally.

To finish in the words of one of the women in Holloway prison:

Everyone should have a Birth Companion - not just women in prison!

Appendix 1 - Interview Guidelines

Birth Companions Interview Guide: Women in Prison

1 Introduction

Start off with name, briefly described what BC does and explain that an annual review of the service it provides is taking place.
Explain I am there to get individual feedback by asking some question about what their experience of BC has been. What is your experience of BC? What difference has BC made? If there anything BC could do better?
Explain that there are some set questions, but the main object is to understand your experience so the questions will be fairly open.

Can I get some background about you? Is it your first baby? Have you given birth in detention or will you be? When and how did you find out about BC e.g. where you told or did you have to ask. Was it easy to contact BC?

2 Contact with BC and experience of that

Ante-natal -- birth plan information, one-to-one, classes, what did you need and did you get it?

Birth -- how did you contact BC and how did they respond? Was response in line with expectations or understanding and wants? What practical help was provided? Did the person attending the birth know the birth plan?

Postnatal -- breast-feeding support. What has your experience been?

3 What difference did BC make (outcomes)?

What difference has it made having BC in the prison/hospital? Is there anything else?
Do you think your experience of pregnancy was in any way improved by BC? How? Is there anything else?

If relevant: do you think your experience of the birth was improved by BC? How? Ante-natal, birth and post natal

Prompt specifics

Did/do you have all the information you need it and are you where you informed enough? Did BC help with this?
Did you feel supported enough/more supported having BC?
Did BC help you feel more able to cope?
Help you feel less alone? (Note can put as some other women told us that BC helped them feeling less alone was that your experience?)

4 Round-up/ ending

Anything else? Any suggestions as to how BC could do a better? If they were to provide the same service in another prison what is most important to get it right?

What did you value most about your contact with BC?

BC Interview Guide: Prison Officers, Midwives and other agencies

1 Introduction

Name, briefly described what BC does and explain that an annual review of the service it provides is taking place.

Explain I am there to get feedback by asking some question about what their experience of BC has been, what difference BC has made to them and to women, in their experience and whether there is anything BC could do better. Explain we are also asking women themselves for direct feedback. Explain that there are some set questions, but the main object is to understand their experience so the questions will be fairly open.

2 BC services

What do they think is the most important service provided by BC - including all the different ante-natal, birth and postnatal services?

What is the least important?

What do BC do best, in their view? What does not work so well?

Communication and liaison: how easy is it for them to work with BC and any comments on liaison and communication with other parts of the prison or other agencies?

3 What difference does BC make?

For women (as they see it)?

For them in their role? E.g. Does it make it easier or harder? In what ways (prompt for specifics)

4 Recommendations

Have they got any suggestions as to how BC could improve?

If they were to provide the same service in another prison, what is most important to get right?

Appendix 2 - List of interviewees

Holloway prison visited on the 30th of January 2007.

The following people/groups were interviewed

Birth Companions coordinator -- Denise Marshall

Birth Companions breast-feeding counsellor - Alison Shable

Birth Companions trainee visitor - Marjorie Dill

Prison officer on mother and baby unit -- Lisa Kinchin

Women with babies one-to-one interviews -- 5

Pregnant women in Ante-natal group - 9

Telephone interviews

Pregnancy group and mother and baby unit Psychotherapist - Pamela Stewart

Prison Governor - Steve Southgate

Midwife - Hazel Cathcart

Prison Officer (D4) - Ms Pedro

In addition Birth Companions Trustees Diana Parkinson and Avan Wadia provided back ground information on the Birth Companions organisation.