

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP & YOI BRONZEFIELD**

<b>TIMETABLE</b>	<b>DATE</b>	<b>STATUS OF THIS RETURN</b>
Full Unannounced inspection	9 – 20 November 2015	
Report published	13 April 2016	
Action Plan Submitted	26 May 2016	Attached

## ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP & YOI BRONZEFIELD

POSITION AS AT: MAY 2016

1. Rec. no	2 Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	<b>Main recommendations To the governor</b>				
5.1	All aspects of safer custody work should support efforts to reduce problematic behaviour and support women who are at risk, enhancing women's feelings of well-being and safety. (S46)	Accepted	An independent review of perceptions of safety has been completed from the organisation User Voice. Local policies have also been developed in the interim with the focus on national learning and emerging work from the NOMS Violence Reduction project team, on which HMP & YOI Bronzefield has a senior manager seconded. The revised violence reduction strategy, based on the new NOMS guidance, will be rolled out this year. The Early Days function has been developed with additional resources committed. There is a new, responsive and flexible induction programme and the environment within the reception area themselves have also been enhanced to support wellbeing and safety for the women.	Head of Residence	31 October 2016
5.2	The prison should improve the effectiveness of education and work activities to ensure that more women achieve qualifications in English and mathematics; the occupational and work related skills they develop through activities should be recognised and, wherever possible, accredited. (S47)	Accepted Subject to Resources	All tutors will be offered support to undertake further teaching qualifications to improve their effectiveness. The first tranche of training will take place in Summer 2016.  Sodexo will work with the awarding colleges to identify what qualifications can be delivered in activity areas as embedded learning. This will be driven forwards through the Quality Improvement Group. Further rollout of accredited courses may be subject to resources for service delivery and internal / external verification.	Head of Learning & Skills	30 November 2016
	<b>Recommendations</b>				
	<b>Courts, escort and transfers</b>				
5.3	Women should be transferred from court to the prison as soon as possible following their hearing so they have	Accepted	The objective of minimising the time prisoners spend waiting in court cells is reflected in the Prison Escort Custody Services (PECS) contract, with the contractor fully aware of the risks posed by late arrivals and every effort is made to make sure	PECS	Ongoing

	enough time to settle in at the prison. (1.6)		their vehicles arrive within the latest reception time. The current contract established the use of escort vehicles with a separation capability, which allows different types of prisoners (male/female, adult/young people) to be carried on the same vehicle. This results in more efficient scheduling, with a reduction in prisoner waiting times in addition to significant savings to the Service. However, reducing waiting time is also dependent upon the assistance of other stakeholders, notably HM Courts & Tribunals Service and also on the times that the prisoners' cases have been dealt with by the courts. The large catchment areas of female establishments continue to play a large part in challenging the escort provider's ability to arrive in good time. PECS continue to monitor all aspects of the contractors' performance and on occasions where it fails to meet the agreed levels will be raised with the contractor for improvement.		
	<b>Early days in custody</b>				
5.4	The information provided at induction should ensure women have a good understanding of how the prison operates and the essentials of everyday life at the prison. (1.6.)	Accepted	HMP & YOI Bronzefield has reviewed the induction programme and information provided. The local 'Rough Guide' includes essential information on how the prison operates and is available in a range of languages. The information offered will be reviewed at least annually, or when significant changes within the prison occur.	Head of Residence	Completed and ongoing
	<b>Safe and supportive relationships</b>				
5.5	The IEP scheme should be applied consistently and the facilities list should allow prisoners on at least the standard level of the scheme access to more items, such as in-cell kettles. (1.28)	Partially Accepted	The local IEP policy will be reviewed in line with the new guidance from NOMS when published. This will be applied consistently with managers' quality assuring IEP promotions and demotions as needed.  The Facilities List will be reviewed in line with the new guidance. However, some items in-cell will not be feasible due to power restrictions on site.	Head of Residence	30 September 2016
	<b>Self-harm and suicide prevention</b>				
5.6	The quality of recording in ACCTs should ensure that triggers to self harm are identified, that care maps outline monitoring arrangements, and that	Accepted	Assessment Care in Custody and Teamwork (ACCT) and Case Manager refresher training is now underway and will help case managers and review attendees improve the quality of CAREMAPs and other entries within this document.	Head of Residence	31 October 2016

	interventions are effective. (1.36)				
5.7	The timeliness of access to Listeners at night should be improved and each Listener suite should be adequately decorated, furnished and equipped. (1.37)	Accepted Subject to Resources	Timeliness of access to Listeners at night will be improved. However, this can only be achieved with an increase in trained Listeners being available. This is currently difficult to achieve given the high numbers of transfers out of HMP & YOI Bronzefield due to the increased court catchment area. The prison is currently working with the Samaritans to train a further group of Listeners.  The Listeners suites will be appropriately decorated this year.	Head of Residence	30 November 2016
	<b>Disciplinary procedures</b>				
5.8	Punishments following adjudication should be proportionate. (1.57)	Accepted	Consistency and appropriateness of punishments following proven adjudications is reviewed at the quarterly Adjudication Standardisation Meeting. This practice will continue.	Director	Completed and ongoing
5.9	Adequate managerial oversight of use of force should be put in place and data analysed to identify themes and trends. (1.61)	Accepted	The Use of Force Monitoring Committee has been reformed and relaunched. This will provide managerial oversight of use of force.	Deputy Director	Completed and ongoing
	<b>Residential units</b>				
5.10	Cells designed for one should not be used to accommodate two women. (2.10)	Rejected	The occupancy of prison cells is determined by establishments and certified by Deputy Directors of Custody (DDC/DDCSCM) in accordance with Prison Service Instruction (PSI) 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where a DDC/DDCSCM has assessed them to be of adequate size and condition for doing so. All accommodation is compliant with the certified cell certificate.	Deputy Director of Custodial Services Contract Management (DDCSCM)	
	<b>Equality and diversity</b>				
5.11	The prison should investigate the reasons for some prisoners' negative perceptions and ensure outcomes for young women are monitored. (2.23)	Accepted	The feelings of victimisation of women aged over-50 will be explored through the independent research being undertaken by User Voice. The outcomes for young women in use of force and segregation are addressed in the re-established Use of Force Monitoring Committee and Adjudication Standardisation Meeting respectively. Additionally, regular focus are held with the women, including the Second Youth (over 50s) and young women.	Deputy Director	Completed and ongoing
5.12	Foreign national women should receive regular free telephone calls that are long enough for them to be able to maintain good contact with	Accepted Subject to Resources	The length of the free foreign national call has increased from five minutes to seven minutes. Telephones have now been installed in all rooms to enable the women to keep in regular touch with their children and carers.	Head of Business Management	31 August 2016

	their children and their carers. (2.37)		A cost-impact of increasing the free telephone call further will be undertaken.		
5.13	Disability assistants should receive appropriate training for their role. (2.38)	Accepted	A training package to support Disability Assistants in their role has been developed.	Diversity Manager	Completed
	<b>Health services</b>				
5.14	All clinical areas should meet relevant cleaning and infection control standards. (2.63)	Accepted	The Head of Health is working with Ashford and St Peter's Hospital to implement a service and training package to improve the infection control standards.	Head of Health	31 December 2016
5.15	Older women should have timely access to mammogram screening programmes. (2.64)	Accepted Subject to Resources	The Head of Health will explore the possibility of more regular mammogram screening with the NHS England Commissioner.	Head of Health	31 August 2016
5.16	Women should have easy confidential access to barrier protection. (2.65)	Accepted Subject to Resources	The Head of Health will explore the option to have access for barrier protection with the NHS England Commissioner and Sodexo Clinical Advisor.	Head of Health	31 August 2016
5.17	Nurse triage and GP appointments should be allocated on clinical need. (2.77)	Accepted	Nurse triage and GP appointments are allocated based clinical need. The daily appointments schedule now also include dedicated slots for emergency appointments which can be referred following the morning triage rounds.	Head of Health	Completed and ongoing
5.18	Only women with clinical needs should be accommodated in the inpatient unit. (2.78)	Rejected	The inpatients beds form part of the prison's Certified Normal Accommodation so must be used when all other beds are in use.	Head of Health	
5.19	Night sedation and other medication that should be taken at night should be given at the correct time to ensure it is clinically effective. (2.90)	Accepted Subject to Resources	The Head of Health will review the night medication procedures to understand if these can be improved. Demands on clinical time due to the significantly increased volume of receptions means that nurses spend a good proportion of their time supporting new receptions before night medication can be commenced.	Head of Health	31 October 2016
5.20	The medicines and therapeutics committee should ensure named patient medication is used consistently. (2.91, repeated recommendation 2.100)	Accepted Subject to Resources	This will be brought to Sodexo's national clinical governance meeting for review to ascertain the costs and processes associated with introducing this.	Head of Health	31 December 2016
5.21	The security and administration of medication should consistently meet professional standards and non-attendance should be recorded and followed up. (2.92)	Accepted	A new e-prescribing system has just been introduced which will make it easier to identify women who have missed repeated medication rounds. This system will also eradicate the issues with mislaid medication charts.	Head of Health	Completed and ongoing

5.22	Controlled drug management should be robust; it should include regular accurate recorded audits, use of order books when stocks of controlled drugs are moved within the establishment and the secure storage of stocks of controlled drugs in the area where they are being administered. (2.93)	Accepted	The Head of Health will work with the pharmacy provider to make sure controlled drug management is more robust and includes regular audits of use and movement. Locks have been added to the drugs cabinets identified.	Head of Health	30 November 2016
5.23	Changes to community prescribing regimes should occur as part of a multidisciplinary process and involve prompt access to additional support once the woman is settled in the prison. (2.94)	Partially Accepted	All medication is reviewed on arrival by the prison GPs. This is based on assessed and prescriptions follow the local formulary.	Head of Health	Completed and ongoing
5.24	Dental governance arrangements should be improved to ensure that care and treatment is consistently safe and effective and Radiation Protection Adviser recommendations should be implemented without delay. (2.99)	Accepted	The new dental provider commences in June 2016 and the service provision includes arrangements for governance and oversight of Radiation Protection Adviser recommendations.	Head of Health	Completed and ongoing
5.25	Women with mild to moderate mental health problems should have access to a full range of support, including individual help, groups and clinical psychology sessions, within a clear primary mental health pathway. (2.105)	Accepted Subject to Resources	The Head of Health has submitted proposals to NOMS and NHS England Commissioners for increased resource for the primary and secondary mental health services given the change in the population profile, and complexity of need amongst the women, since MoJ announced the closure of HMP Holloway prison. Alongside this, enhanced psychology and wellbeing support services will be introduced.	Head of Health	31 October 2016
5.26	Patients requiring a transfer under the Mental Health Act should be transferred within the current transfer time guidelines. (2.106)	Partially Accepted	This recommendation is reliant on suitable spaces being available for the women in the community and MoJ producing the transfer warrant in the specified time frame. The Head of Health monitors this closely with the mental health in-reach team providers.	Head of Health	Completed and ongoing.
	<b>Time out of cell</b>				
5.27	All women should be able to	Partially	Women who are eligible to access a full regime will be able to do	Head of	Completed and

	access a full prison regime every day. (3.4)	Accepted	so each day. Women who are required to work but refuse to do so, as well as those women on Basic IEP level, will have a curtailed regime only. The new induction programme means that women on the Induction Wing now attend more sessions on a rolling basis during their first week at Bronzefield compared to the time of inspection. This means they are now out of their rooms more during the working day. The Head of Residence will keep this under review.	Residence	ongoing
	<b>Learning and skills and work activities</b>				
<b>5.28</b>	The prison should continue to develop information systems so that managers have access to detailed, reliable data about women's progress and achievements to enable them to make improvements where they are needed. (3.12)	Accepted	Sodexo is currently working on a technological solution to better support and identify the achievement plan for each woman. Consolidated data will then be reviewed at the Quality Improvement Group and shared with other departments as needed.	Head of Learning & Skills	31 December 2016
<b>5.29</b>	Plans to expand the range of vocational training should be implemented and further opportunities for women to gain qualifications through vocational training and prison work should be considered, particularly in occupations not traditionally followed by women. (3.18)	Accepted Subject to Resources	Since the inspection Bronzefield has opened Vita Nova, a hospitality, barista and catering vocational training centre. A further vocational workshop is planned to open in 2017, subject to available funding. The type of activity delivered is based on a labour market review of growing employment areas that will fit around the needs of a high majority of women with caring responsibilities.	Head of Learning & Skills	30 June 2017
<b>5.30</b>	Tutors and instructors should provide women with more detailed written feedback so they know how they can develop; individual learning plans should have clearer targets so women understand their strengths, what they must do to improve and what progress they are making. (3.25)	Accepted	All tutors will be offered support to undertake further teaching qualifications to improve their effectiveness and skills, including the provision of detailed feedback. The first tranche of training will take place in Summer 2016. Alongside this formal training. The Curriculum Lead will work with tutors to develop a template for this purpose.	Head of Learning & Skills	31 October 2016
<b>5.31</b>	Library staff should collect data on women's use of the service to identify under-	Accepted	This information will be better recorded on the new IT-based platform which is currently under development. Regular surveys about use are also conducted.	Head of Learning & Skills	31 December 2016

	represented groups and ensure the provision is meeting all women's needs. (3.36)				
	<b>Physical education and healthy living</b>				
5.32	The prison should monitor participation levels in detail to identify which groups or individuals are not attending PE to ensure the provision is meeting the needs of all women. (3.43)	Accepted	This information will be better recorded on the new IT-based platform which is currently under development. Regular surveys about use are also conducted.	Head of Learning & Skills	31 December 2016
	<b>Offender management and planning</b>				
5.33	Women suitable for HDC should be released on their eligibility date. (4.14)	Accepted	A tracking process is in place in line with the timetable for processing Home Detention Curfew (HDC) applications to achieve release on eligibility dates. The prison is working closely with the Community Rehabilitation Companies (CRCs) and National Probation Service to develop better ways of identifying who the women's responsible officer/offender supervisor is so that applications can be expedited.	Head of Reducing Reoffending	Completed and ongoing
5.34	Women's views should be included in the allocation assessment process; prisoners should be given a clear indication of what they need to do to progress if they are assessed for closed conditions. (4.22)	Accepted	As part of the Basic Custody Screening Tool assessment, as well as the onwards allocation assessment, women's views are taken into consideration. Their Integrated Offender Management Unit (IOMU) Caseworker will explain their sentence plan targets and will support the women to achieve these so that they can positively progress.	Head of Reducing Reoffending	Completed and ongoing
	<b>Reintegration planning</b>				
5.35	The prison should develop a strategy to meet the needs of women in the prison for short periods. (4.33)	Accepted	With the forthcoming closure of HMP Holloway, HMP & YO1 Bronzefield is reviewing services across a range of departments to make sure that there is appropriate support for remand and short sentenced women. An updated needs assessment has been scheduled to help identify and address any gaps. By September, it is hoped that any changes in the profile of the population will be largely known as the main impact following HMP Holloway's decant will have taken place.	Head of Reducing Reoffending	30 September 2016
5.36	Working arrangements between the prison and CRCs should be clearly defined and ensure women's resettlement	Accepted	The CRCs started provision into Bronzefield from 1 April 2016. The prison is working closely with the lead host provider to make sure that within the limits of the service procured, the needs of the women at the prison are met effectively.	Head of Reducing Reoffending	30 September 2016



	needs are met effectively, making the best use of resources available. (4.34)				
5.37	Mail should be delivered to women on the day it arrives at the prison. (4.44)	Accepted	Post is now delivered to the woman on the day it arrives. This will be kept under review.	Head of Security	Completed and ongoing
	<b>Housekeeping points</b>				
	<b>Health services</b>				
5.38	Record keeping should consistently meet nursing and medical professional standards and include an assessment, working diagnosis and plan where appropriate and clinical records should be audited regularly. (2.66)	Accepted	Further training on SystmOne has been given to clinical staff. Regular checks of quality will be undertaken as part of the Sodexo Clinical Audit programme.	Head of Health	Completed and ongoing.
5.39	All health staff should have regular recorded access to clinical supervision. (2.67)	Accepted	The Head of Health is currently introducing a new structure into the clinical team which will provide further manager to support clinical supervision of the nursing team.	Head of Health	30 November 2016
5.40	All emergency equipment should be checked regularly and should not exceed their expiry date. (2.68)	Accepted	Regular checks have now been put in place.	Head of Health	Completed and ongoing
5.41	Women should be able to complain about health services through a well-publicised confidential system that is separate from the prison system. (2.69)	Accepted	The system in place at the time of the inspection had been discussed with NHS England. However, the Head of Health is now working with Commissioners to introduce a separate complaints system for the women to complain about NHS delivered services.	Head of Health	31 December 2016
5.42	Women's privacy in the inpatient ward area should be protected by adequate screening that meets current infection control guidance. (2.79)	Accepted	The Head of Health will introduce appropriate screening in the inpatient area that meets infection control guidance.	Head of Health	30 September 2016
5.43	The use of general stock and medication issued by nurses without a prescription should be monitored and audited so that stock supplied can be reconciled against prescriptions issued. (2.95)	Accepted	The Head of Health will work with the pharmacy provider to make sure that general stock and medication issued without a prescription is monitored and audited. This will be made easier through the new e-prescribing system that is now in place.	Head of Health	31 October 2016

5.44	The temperature of all rooms where medication is stored should be monitored and appropriate steps taken to ensure medicines are stored correctly. (2.96)	Accepted Subject to Resources	The prison has sought quotes to install air conditioning in the dispensaries and will progress this subject to funding.	Head of Health	30 November 2016
5.45	Community prescribing regimes should be confirmed and rewritten promptly to ensure continuity of care. (2.97)	Accepted	This practice should be better supported through e-prescribing which has recently been introduced.	Head of Health	Completed and ongoing
	<b>Reintegration planning</b>				
5.46	Post-custody licences should be explained to women the day before their release. (4.35)	Accepted Subject to Resources	This is not always possible due to the short notice of some releases. This will be implemented wherever possible.	Head of Reducing Reoffending	30 September 2016

<i>Recommendations</i>		<i>Housekeeping Points</i>	
Accepted	22	Accepted	7
Accepted Subject to Resources /Partially Accepted	13	Accepted Subject to Resources /Partially Accepted	2
Rejected	2	Rejected	0
<b>Total</b>	<b>37</b>	<b>Total</b>	<b>9</b>