

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP BEDFORD**

<b>TIMETABLE</b>	<b>DATE</b>	<b>STATUS OF THIS RETURN</b>
Full Unannounced inspection	9 – 20 May 2016	
Report published	27 September 2016	
Action Plan Submitted	05 December 2016	Attached

**ACTION PLAN - HMCIP REPORT**

**ESTABLISHMENT: HMP BEDFORD**

**POSITION AS AT: 05 DECEMBER 2016**

<b>1. Rec. no</b>	<b>2 Recommendation</b>	<b>3. Accepted/Rejected</b>	<b>4. Response Action Taken/Planned</b>	<b>5. Function Responsible/ Policy Lead</b>	<b>6. Target Date</b>
	<b>Main recommendations To NOMS</b>				
<b>5.1</b>	Cells should be fully furnished and equipped, and prisoners should be provided with adequate clothing, bedding and cleaning materials. (S61)	Accepted	<p>Public Sector Prison Industries has provided 89% of the clothing and 97% of all in cell items to HMP Bedford as ordered between 21 March and 21 September 2016. There has been a national issue with the supply of denim jeans due to previous overproduction and low demand across the estate. Work is now underway in the textiles sector to re-start production of this range and a new prisoner work wear range is currently being trialled which will improve the overall quality and decency of clothing supplied to prisoners.</p> <p>Locally a full review of cells will be completed and a furniture building programme put in place to ensure a sufficient stock of furniture. A full review of clothing and bedding stock accounting procedures will be undertaken, The location of the store will be relocated to first night centre, This process will be supported by newly produced prisoner compacts, cell inspections and auditable evidence of management oversight and accountability.</p> <p>Sizeable stock orders have been submitted to ensure an adequate supply of essential kit for prisoners, both on</p>	<p>Public Sector Prison Industries</p> <p>Head of Residential &amp; Services</p>	31 March 2017

			reception and throughout their offender journey at HMP Bedford. The ordering, storing, checking and distribution of stock is under review		
5.2	The quality of community rehabilitation company (CRC) resettlement assessment, planning and support should be improved. The effectiveness of the CRC's accommodation, debt and financial advice should be measured, with the aim of reducing the number of prisoners being released homeless and/or in debt. (S63)	Accepted	<p>As part of the Through the Gate (TTG) resettlement services, Community Rehabilitation Companies (CRCs) are expected to identify prisoners' immediate resettlement needs, develop a plan for their release, and help them to access services to meet their needs. The TTG resettlement service is still bedding in. The National Offender Management Service (NOMS) is carrying out a comprehensive review of probation reforms, including TTG services, to improve outcomes for offenders and communities. We want to incentivise good resettlement outcomes to cut crime and protect the public.</p> <p>The Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire Community Rehabilitation Company (BeNCH CRC) will be taking the following actions:</p> <ul style="list-style-type: none"> <li>• Hosting practice improvement workshops with resettlement staff to improve the consistency of quality in objective setting and to consider the full range of support services available, both in custody and TTG into the community.</li> <li>• Ensuring that resettlement and pre-release planning is better informed by improved liaison with the community based responsible officer and in-reach support, with outcomes to be measured by an internal audit in February 2017.</li> <li>• Introducing a new housing and finance support service to HMP Bedford. This service will include weekly group work activities aimed at improving prisoners' housing and financial circumstances, by increasing understanding of statutory rights, support mechanisms and support services available. The CRC will agree a performance reporting framework with HMP Bedford that provides accurate information regarding housing and finance outcomes.</li> </ul>	Community Rehabilitation Companies	Ongoing
	<b>Main recommendations To the governor</b>				
5.3	The causes of violent	Accepted	Improvement has been evidenced by the violence	Head of Safer	31 March 2017

	incidents should be established, and actions identified and implemented to make the prison safer. (S59)		diagnostic tool in identifying catalysts to violent behaviour. Further investment into purposeful violence reduction investigations is required. Injected resources will provide a dedicated operational Band 5 who will lead on investigations. Body worn video cameras will be introduced to allow further analysis into the causes of violence. Positive improvements have been achieved in dissemination of information from security to safer prisons and vice versa and both functions contribute effectively to the monthly security and safer custody meetings.	Prisons & Equalities	
5.4	A comprehensive drug supply reduction strategy and action plan should be implemented. (S60)	Accepted	A draft substance misuse strategy 2016-17, including an action plan, has been prepared and has been sent out for consultation. A meeting has been arranged to verify the action plan with key stakeholders. Once complete the strategy will be published.	Head of Reducing Reoffending	31 December 2016
5.5	All prisoners should have access to learning and skills and work activities on at least a part time basis and should be unlocked for the period of the core day when they are not at work. (S62)	Accepted	All prisoners now have access to a split regime on a daily basis which allows them to work part time including education, vocational training and the kitchen during the morning or afternoon and to be unlocked to access domestics including showers, phone calls, exercise and gymnasium in the alternative period. Vulnerable prisoners located on F wing are able to engage in full time work activities and/or education. In addition they are able to spend time unlocked to access domestics including showers, phone calls, exercise and gymnasium.	Head of Reducing Reoffending	Completed
	<b>Recommendations To NOMS</b>				
	<b>Offender management and planning</b>				
5.6	More places should be made available for category B prisoners, including sex offenders, to ensure that they do not have to stay at a local prison for too long. (4.24)	Accepted	The Prison Estate Transformation Programme is to reform the prison estate during the current spending review to 2020. It is important that activity to address shortfalls in capacity are co-ordinated and work is already underway to make sure that estate capacity is realigned from 2016/17 to cater for demand for places, including those convicted of sexual offences.	Director, Prison Estate Transformation Programme	Ongoing
	<b>Recommendations To the Home Office</b>				
	<b>Equality and diversity</b>				
5.7	The Home Office should serve all decisions to detain notices to prisoners at least one	Accepted	Every effort is made to ensure that prisoners are served with a decision to detain one month prior to release. There are many reasons why the Home Office cannot	Home Office Criminal Casework Secretariat	Ongoing

	month before the end of their sentence. (2.33, repeated recommendation 2.41)		serve paperwork too early, but it is committed to keeping the foreign national offender informed at all stages of the progress of their case and the possibility of detention at the end of their sentence.														
	<b>Recommendations To PECS</b>																
	<b>Courts, escort and transfers</b>																
<b>5.8</b>	Prisoners should be transferred to the prison shortly after the conclusion of their court appearance, and should be given information about where they are going. (1.4, repeated recommendation 1.5)	Accepted	<p>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 ensure their vehicles arrive within the latest reception time. It would be wrong to state that all prisoners would be returned to prisons as soon as their cases had finished. This would neither be financially or logistically possible to do so. 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 &amp; Tribunals Service and also on the times that the prisoners' cases have been dealt with by the courts. 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.</p> <p>Data showing the percentage of returns to HMP Bedford made on time is as follows:</p> <table border="1"> <thead> <tr> <th>2016</th> <th>% on time</th> </tr> </thead> <tbody> <tr> <td>August</td> <td>87.3%</td> </tr> <tr> <td>July</td> <td>94.8%</td> </tr> <tr> <td>June</td> <td>90.8%</td> </tr> <tr> <td>May</td> <td>88.4%</td> </tr> <tr> <td>April</td> <td>89.5%</td> </tr> </tbody> </table> <p>The level of contractor performance at HMP Bedford related to the return of prisoners is comparable with other NOMS establishments with a 'local' function. The PECS contract allows for the escort contractor to provide information in the form of information packs,</p>	2016	% on time	August	87.3%	July	94.8%	June	90.8%	May	88.4%	April	89.5%	Prison Escort Custody Services	Ongoing
2016	% on time																
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May	88.4%																
April	89.5%																

			booklets and hand-outs, concerning the destination establishment. It is for the establishment to develop this material and ensure that a sufficient number of copies are made available to the escort contractor. Once provided with copies of these booklets, the escort contractor will ensure that they are issued to prisoners before leaving the courts. The escort contractor will also provide their own "what happens next" document which explains the process from court and the early period in prison custody.		
	<b>Recommendations To the governor</b>				
	<b>Courts, escort and transfers</b>				
<b>5.9</b>	All personal property should be sent with prisoners when transferred on from the establishment. (1.5)	Accepted	The reception custodial manager will put a transfer check in place to ensure all property goes with the prisoner. The head of security will talk through with head of offender management unit (OMU) to give prisoner prior notice of transfer and to discuss with head of residential the refusal policy.	Head of Security, Intelligence & Operations	31 January 2017
	<b>Early days in custody</b>				
<b>5.10</b>	Reception processes should be conducted in a clean and comfortable environment, with adequate privacy for confidential interviews. (1.13)	Accepted subject to resources	The head of function (HOF) will review the reception improvement plan and submit a business case for adequate privacy to complete confidential interviews will be submitted to the Regional Estates Manager to request funding for the necessary works to be completed.  Cleaning schedules will be put in place with management checks.	Head of Security, Intelligence & Operations	31 January 2017
<b>5.11</b>	All new arrivals should be located in a clean, fully equipped cell and be provided with sufficient clothing and bedding. (1.14)	Accepted	Please refer to recommendation 5.1 above.	Head of Residential & Services	31 March 2017
	<b>Bullying and violence reduction</b>				
<b>5.12</b>	The prison should introduce interventions to help prisoners	Accepted	The complex needs meeting is held weekly to discuss prisoners who require a multi-disciplinary approach to	Head of Safer Prisons & Equalities	31 March 2017

	change negative, violent or antisocial behaviour. (1.19, repeated recommendation 1.24)		address their needs and/or their anti-social behaviour. Reducing reoffending have a designated bold moves intervention which is being explored for implementation. The regional psychology team and the mental health provider will provide support for personality disorder pathways.		
	<b>Self-harm and suicide</b>				
5.13	The management of prisoners subject to assessment, care in custody and teamwork (ACCT) procedures should ensure that all risks are identified, actions to reduce risk are planned, all staff who can contribute to the process are involved, there is consistent management of cases and that interaction with the prisoner makes a meaningful contribution to keeping him safe. (1.25)	Accepted	A designated case manager scheme has been introduced to provide consistency to the prisoner at risk and continuity to the management of their needs, This will ensure improved care plans. The current process will be reviewed by the safer prisons and residential functional heads. All prisoners on open ACCTs are discussed at the weekly complex needs meeting and a multi-disciplinary contribution to the ACCT process is encouraged. Injected financial resource will provide a dedicated Band 5 hub manager who will join the safer prison team in December 2016 and a Band 3 administrator who will be designated to oversee the prevention of death in custody action plan. A new assurance check will be introduced to oversee the management of the process and ensure that the prisoner receives meaningful interactions with all staff that contribute to their care.	Head of Safer Prisons & Equalities	31 March 2017
5.14	Action taken in response to recommendations from the Prisons and Probation Ombudsman investigations of deaths in custody should be kept under review to ensure that improvements in practice are embedded. (1.26)	Accepted	All recommendations from the Prisons and Probation Ombudsman (PPO) have been actioned and a structured review process will be implemented. The designated safer prisons hub manager will be responsible for ensuring all recommendations are reviewed and that the improvements are embedded. PPO Action points to be reviewed at monthly safer custody meeting.	Head of Safer Prisons & Equalities	Completed
	<b>Safeguarding</b>				
5.15	The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.29)	Accepted	Contact will be made with the local director of adult social services and the local safeguarding adults board. Local process will be developed within the establishment	Head of Safer Prisons & Equalities	31 January 2017
	<b>Security</b>				
5.16	All target searching should be	Accepted	HOF will review the current searching policy with other	Head of Security,	31 January 2017

	completed and the mandatory drug testing (MDT) programme should be adequately resourced to undertake all required testing on time. (1.35)		key stakeholders to ensure it is achievable, with a clear plan in place for area searches. MDT will be reviewed with a band 4 overseeing this area to ensure the target is achieved.	Intelligence & Operations	
5.17	The MDT suite should provide a sterile testing area. (1.36)	Accepted	HOF will review the current testing area and submit relevant business case if needed to achieve this recommendation.	Head of Security, Intelligence & Operations	31 January 2017
	<b>Incentives and earned privileges</b>				
5.18	There should be an effective quality assurance scheme to ensure that the application of incentives and earned privileges (IEP) is fair and effective. (1.41, repeated recommendation 1.55).	Accepted	A new IEP policy has been written and will be published. This will include a quality assurance scheme to ensure that its application is fair and effective.	Head of Residential & Services	31 December 2016
	<b>Discipline</b>				
5.19	Managerial oversight of the use of force should be improved. Patterns and trends should be identified and acted on, to ensure that force is always justified and proportionate, including for all minority groups. (1.48)	Accepted	The use of force meeting terms of reference have been updated and management checks of force used will be introduced to provide assurance that force is justified and proportionate. Monitoring of equality data in relation to use of force will be analysed through the equality action team (EAT) and use of force meetings and disproportional representation will be investigated. An operational safer prisons Band 5 will be designated in overseeing use of force. Introduction of body worn video cameras provide facility for all use of force incidents to be recorded and monitored accordingly.	Head of Safer Prisons & Equalities	31 March 2017
5.20	Action should be taken to reducing the high use of segregation for prisoners awaiting adjudication. (1.53)	Accepted	The segregation and monitoring review group meeting will monitor all cases of segregation and identify patterns and trends for segregation. A new IEP policy will be published which will encourage use of IEP instead of adjudication.	Head of Safer Prisons & Equalities	31 January 2017
5.21	The regime on the segregation unit should provide access to off-unit activities and association with others, when risk assessments permit. (1.54)	Accepted	All appropriate interventions and activities are considered during the reviews of prisoners in the segregation unit and risk assessments completed. An action plan has been devised to improve the aesthetics of the segregation unit and gym equipment will be installed on the exercise yard. Association with others has been achieved and evidenced and will be considered on an	Head of Safer Prisons & Equalities	Completed

			individual basis based on review of risk.		
	<b>Substance misuse</b>				
5.22	Prisoners with drug and/or alcohol problems should have prompt access to a range of psychosocial support services, and psychosocial interventions should be integrated with clinical treatment. (1.62)	Accepted	Westminster Drug Project have successfully recruited into their vacancies, thereby reducing waiting lists and have restarted group therapies. Groups on D-wing are now being run, with a planned schedule in place. Liaison between clinical and psychosocial teams is in place to ensure that both elements of the service are present during reviews.	Head of Healthcare	Completed
5.23	Prisoners requiring stabilisation and detoxification should be located on the designated treatment wing, and appropriate 24-hour observation and monitoring should take place. (1.63)	Accepted	Head of healthcare reports into the prison senior management team on a daily basis the location of all prisoners with substance misuse needs, and requests to the Governor (if necessary) that prisoners are moved onto the correct wing. All staff are made aware of the appropriate monitoring of patients located on the substance misuse wing. Auditing and monitoring of electronic patient record to ensure that 'observations' are maintained on those prisoners placed on the substance misuse wing (and elsewhere within the prison when needed).	Head of Healthcare	Completed
5.24	A dual diagnosis service and pathway should be introduced for prisoners who experience mental health and substance-related problems. (1.64)	Accepted	A Northamptonshire Healthcare NHS Foundation (NHFT) dual diagnoses pathway is being adapted for use in the prison by the mental health lead in conjunction with the General Practitioner and the substance misuse team. This will be signed off by the healthcare clinical governance board.	Head of Healthcare	31 January 2017
	<b>Residential units</b>				
5.25	All prisoners should have adequate access to working telephones. (2.9, repeated recommendation 2.12)	Accepted	A new reporting process is in place which allows all staff the ability to report faults with the PIN phones via the control room. British Telecom has been advised to accept instructions from control room staff for faults. A communication has been issued to staff to advise them of this.	Head of Corporate Services	Completed
5.26	Showers should be adequately screened. (2.10)	Accepted Subject to Resources	The funding for this was not allocated in 2015. This will be resubmitted as a Public Sector Prisons (PSP) priority in the coming year.	Service Delivery Manager	30 June 2017
	<b>Staff-prisoner relationships</b>				
5.27	Wing staff should make regular entries in all prisoner case notes, which show evidence of interaction. (2.14)	Accepted	A predictable regime will be provided to prisoners which will ensure staff are able to document regular entries in their case notes to evidence their interaction. Residential managers will introduce assurance measures to ensure that these are completed.	Head of Residential & Services	31 March 2017

5.28	There should be regular opportunities for prisoner consultation, which should be recorded and show evidence of action taken to address concerns. (2.15)	Accepted	A programme of forums will be introduced. The Governor or deputy Governor will attend forums monthly. These forums will be documented and outcomes published.	Head of Residential & Services	31 January 2017
	<b>Equality and diversity</b>				
5.29	Policies and action planning for each minority group should be updated and tailored to the specific needs of the prison. (2.22, repeated recommendation 2.26)	Accepted	A priority setting meeting has been introduced and an equality impact assessment programme has been devised.	Head of Safer Prisons & Equalities	31 January 2017
5.30	Prisoners with protected characteristics should have access to a consultation forum to provide support and address concerns. (2.23)	Accepted	The prisoner forum calendar is under review and will be led by the equalities administrator. All forums will be held on a quarterly basis and invitations for attendance from all functions within the establishment will be determined by the concerns and support mechanisms identified by the prisoners involved.	Head of Safer Prisons & Equalities	01 December 2016
5.31	Discrimination incident report forms should be available on all wings, and the quality of investigations into complaints should be improved and show evidence of impartial and thorough investigation which addresses the concerns raised. (2.24)	Accepted	Discrimination Incident Report Forms (DIRFs) are available on every unit alongside a display signposting help in completing it. The equalities administrator assigns all DIRFs for investigation to Band 5 and 6s and ensures guidance is available to assist in the investigation and response to the prisoners. The Governor or Deputy Governor quality check the process. The DIRF process is discussed through the monthly EAT meeting chaired by the Governor.	Head of Safer Prisons & Equalities	Completed
5.32	Potential discrimination identified in the equality monitoring data should be fully investigated and action taken to address the issues. (2.25)	Accepted	The equality monitoring tool has not been available from the hub, however, improvements will be made to the analysis of data held by the establishment to ensure potential discrimination is identified and investigated. Focus will be given to the equality data held by all functions within the establishment to ensure fairness throughout all working practices. This will be discussed at the EAT.	Head of Safer Prisons & Equalities	01 June 2017
5.33	Staff should make greater use of the telephone interpreting service to communicate with foreign national prisoners with little English, and up-to-date prison information and notices, including reception material,	Accepted	Focus will be given to the foreign national population. A forum will be available for prisoners to raise their concerns and any support required. Multi-lingual staff will be utilised. The head of safer prisons and equalities is the single point of contact for the new translation service rolling out throughout the estate and user guides will be communicated to all staff. Cross departmental working	Head of Safer Prisons & Equalities	01 June 2017

	should be translated into relevant languages and made freely available to prisoners. (2.34, repeated recommendation 2.40)		will be encouraged to provide translated materials. To be monitored through the EAT.		
<b>5.34</b>	Support and care for older prisoners and those with disabilities should be improved, including wing-based care planning. (2.35)	Accepted	Improved support is required to ensure the care needs of the older prisoners and those with disabilities are being met. Healthcare and equalities should be mutually supportive in assessing and caring for individual needs. Prisoners will be invited to attend their respective forums to discuss needs and concerns and an equality pro-forma is being devised for all new receptions with an identified disability to enable them to highlight extra support or adjustments required. Positive community engagement has been achieved with Age UK and Dementia.	Head of Safer Prisons & Equalities	Completed
	<b>Complaints</b>				
<b>5.35</b>	Complaints should be analysed regularly to identify trends and address problems. (2.42, repeated recommendation 2.54)	Accepted	Management checks are in place to review complaints. It is also now part of the senior management team strategic planning meeting agenda to review complaint data to identify trends and address problems.	Head of Corporate Services	28 February 2017
	<b>Legal rights</b>				
<b>5.36</b>	All remand prisoners should receive information about bail, and bail application should be actively pursued. (2.45)	Accepted	There is no provision for legal services training and the prison is not resourced to deliver legal services. Publicity advising prisoners about how to apply for bail is provided in resettlement and the first night centre (FNC). Bail Accommodation and Support Services (BASS) training for offender supervisors has been booked to raise awareness of the services available so they can give accurate information to prisoners.	Head of Offender Management Unit	31 January 2017
	<b>Health services</b>				
<b>5.37</b>	All treatment rooms and the inpatient unit should be cleaned to an NHS-equivalent standard and should be fully compliant with infection control standards. (2.57)	Accepted	Regular wing based treatment room cleaning schedule audits are now undertaken, along with monthly inspections. NHFT compliant infection control folders containing cleaning schedules are now in place in all clinical locations.	Head of Healthcare	31 January 2017
<b>5.38</b>	The emergency resuscitation equipment should be in good order, with an effective monitoring system in place. (2.58)	Accepted	Allocated staff check the emergency equipment weekly and record compliance. Matrons/team lead performs monthly spot check to ensure compliance.	Head of Healthcare	Completed
<b>5.39</b>	Health screening should take	Accepted	Funding for this area has been provided and a timeframe	Head of Healthcare	31 March 2017

	place confidentially, in an appropriate, safe area that promotes privacy and dignity. (2.64)		for the works produced. This concern has been mitigated against by giving all patients the choice to proceed with the screening or wait until office space is available. A notice stating the choice available is also in place on the screening desk and a portable screen has been placed across the corridor to provide some privacy.		
<b>5.40</b>	The inpatient unit should only accommodate prisoners with identified clinical needs and its role should be clearly defined, with a consistent approach towards risk assessment and care planning. (2.65)	Partially Accepted	Partially accepted as the in-patient beds remain on the prison's operational capacity. NHFT are agreeing with the prison an operational policy for the in-patient unit. This will also include an admission and discharge pathway. Inpatient admission and discharge pathway is being created by the lead nurse which will be signed off by the head of healthcare clinical governance board.  The beds in the inpatient facility at HMP Bedford have always been on the operational capacity and there is no plan to remove them from this.	Head of Healthcare	31 December 2016
<b>5.41</b>	Rooms used for medicines administration should be fit for purpose, with adequate accessibility and storage requirements, and controlled drug storage issues should be resolved. (2.72)	Accepted	The healthcare provider is working with HMP Bedford to ensure that wing based treatment rooms are fit for purpose. HMP Bedford is also supporting the healthcare provider in the installation of metal gates to ensure the appropriate dispensing of methadone.	Head of Healthcare	31 March 2017
<b>5.42</b>	Methadone transport around the prison should be by two members of staff, with a radio, preferably when prisoners are in their cells. (2.73)	Accepted	This requirement has been disseminated to all the teams and has been included on the agenda for the bi-monthly medicines management meetings.  Ad hoc checks to ensure compliance will be completed by the Security department	Head of Healthcare	Completed
<b>5.43</b>	A robust audit of refrigerator temperatures and use of the out-of-hours cupboard should be introduced. (2.74)	Accepted	Fridge temperatures will be recorded, daily reset, and escalated if out of range. All staff have been reminded of the importance of this and information on escalation procedures will be put on the front of the fridge. This has been added to the audit cycle and commenced at the beginning of October on a monthly basis.	Head of Healthcare	31 December 2016
<b>5.44</b>	Policies and documentation should be updated to reflect current practice, and accountability between the health care and pharmacy providers should be defined	Accepted	Policies are currently being formulated between NHFT and Lloyds (as the pharmacy provider). This is also now a standing agenda item within the trust's medicines management forum.	Head of Healthcare	31 March 2017

	more clearly. (2.75)				
5.45	Prisoners should have prompt access to dental care and treatment, in a dental suite that is refurbished to ensure compliance with national required standards, with good maintenance arrangements. (2.77)	Accepted	The dental suite was not fully compliant/complete at the time that NHFT commenced the contract on 1 <sup>st</sup> April 2016 (an inherited issue at the time of the new health provider commencing). The dental suite has undergone a full refurbishment that delayed NHFT and their subcontractor in fully implementing. The dental suite is now fully functioning, and in line with NHFT's service specification.	Head of Healthcare	31 March 2017
5.46	Prisoners should have timely access to a full range of mental health support, including clinical psychology services, group interventions and counselling to meet the mental health needs of the population. (2.86)	Accepted	Recruitment has been successful and the assistant psychologist is now in post and starting to carry a caseload NHFT have interviewed for a clinical psychologist who is awaiting clearance and is due to take up post early in the new year. NHFT have now implemented a senior mental health manager to re-design the mental health pathway.	Head of Healthcare	31 March 2017
5.47	Transfers under the Mental Health Act to specialist secondary and tertiary mental health services should occur within the current Department of Health transfer time guidelines. (2.87)	Partially Accepted	The delay is due to a national lack of secure beds across England & Wales, and inability to access secure beds immediately (this is always done via a gatekeeping process). The mental health team always seek to manage hospital transfers in as timely a manner as possible, and will escalate to commissioners should a hospital transfer become delayed or protracted.	Head of Healthcare	Completed
	<b>Catering</b>				
5.48	Breakfast should be of sufficient quantity and issued on the morning it is to be eaten. (2.93)	Rejected	There is no capacity to serve breakfast to prisoners on the day without severely impacting on the regime. The serving of breakfast packs the evening before is a well-established practice across the prison estate and one, which contributes to a swifter start to the morning regime, including start time for work and other activities. The contents of the packs are suitable to be stored in the prisoners' cells overnight.	Head of Residential & Services	
	<b>Purchases</b>				
5.49	Prisoners should not be charged a fee for catalogue orders. (2.97)	Rejected	The national catalogue fee was introduced with board approval, and brought in as part of PSI 23/2013 Prisoner Retail, following consultation. There is provision within the PSI for the catalogue handling fee not to be charged in circumstances where products are being purchased as specific requirements for a protected group, where to charge the handling fee would disadvantage the individual compared to the general population. The charge is only a contribution towards the cost of providing	Head of Corporate Services	

			this ordering service for prisoners, and is mandatory across all prisons.		
	<b>Time out of cell</b>				
<b>5.50</b>	All prisoners should have access to at least one hour of exercise in the open air each day. (3.4)	Partially Accepted	<p>The core day in place will be reviewed and amended to maximise time spent in the open air. The new core day will ensure a minimum of 45 minutes and where possible an hour will be delivered.</p> <p>National policy set out in the Residential Services Instruction, states prisoners are afforded a minimum of 30 minutes in the open air daily, as defined in the Service Level Agreement/Contract. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline.</p>	Deputy Governor  NOMS Equality Rights & Decency Group	31 December 2016
	<b>Learning and skills and work activities</b>				
<b>5.51</b>	Qualifications should be introduced which are at the correct level to complement prisoners' starting points and challenge them to reach their potential. (3.15)	Accepted	Curriculum planning meetings involving the Governor, head of reducing reoffending, education manager and learning and skills manager have been held and will continue going forward to ensure that qualifications are targeted at the correct levels. This will be monitored via the quality improvement group (QIG) and offender, learning and skills service partnership meeting.	Head of Reducing Reoffending	Completed
<b>5.52</b>	The opportunities for prisoners to gain accredited qualifications while at work should be increased. (3.16)	Accepted	<p>The opportunity for accredited qualifications has already been increased over the last business year within the barista offering a Level 1 Diploma in Barista and BICS On Premises Laundry. The recycling area will be moving to a larger workshop In Feb 2017 and From May 2017 will be delivering British safety Council Qualifications in Environmental Sustainability and Health and Safety at Work. There will also be a development of the Painting and Decorating Course that will include other practical work skills such as carpentry, tiling and other skills based around construction industry.</p> <p>The Offender, Learning and Skills provider is now also delivering unitised qualifications in all areas of work, these are all "Employment" specific and some are delivered via the work area induction package. In addition the Food Safety award is delivered to all kitchen and server workers.</p>	Head of Reducing Reoffending	31 June 2017
<b>5.53</b>	All activities planned by	Accepted	The learning and skills manager will work in partnership	Head of Reducing	31 March 2017

	teachers should meet prisoners' starting points and previous achievements, and challenge them to make good progress. (3.22)		with the education manager to ensure that this recommendation is met. This will be monitored via the QIG which will be chaired by the Governor.	Reoffending	
5.54	Teachers should check thoroughly that prisoners understand and can apply new knowledge and skills effectively. They should set more detailed targets and monitor and evaluate these rigorously to promote progress. (3.23)	Accepted	The learning and skills manager will work in partnership with the education manager to ensure that this recommendation is met. This will be monitored via the QIG which will be chaired by the Governor.	Head of Reducing Reoffending	31 March 2017
5.55	Attendance and punctuality at learning and skills and work activities should be improved. (3.27)	Accepted	All prisoners now have access to a split regime on a daily basis which allows them to work part time including education, vocational training and the kitchen during the morning or afternoon. Attendance at work areas and learning and skills will be monitored on a daily basis to ensure that both punctuality and attendance is improved. The activities Custodial Manager will work with residential staff to ensure that offenders are encouraged to attend and appropriate sanctions are put in place if offenders chose not to engage.	Head of Reducing Reoffending	31 July 2017
5.56	The library should provide books and resources to support vocational training and preparation for employment. (3.34)	Accepted	A review of stock will take place. Procurement of new stock, within budgets, will be placed. Providers of employment, training and education will be invited to make recommendations about the resources that should be available and which will underpin the interventions they offer.	Head of Reducing Reoffending	30 April 2017
5.57	Data and information on library usage should be collated to understand better where use needs to be promoted. (3.35)	Accepted	The learning and skills manager will work in partnership with the library provider, Milton Keynes College, to make available management information on a monthly basis.	Head of Reducing Reoffending	31 December 2016
	<b>Physical education and healthy living</b>				
5.58	Accredited qualifications in PE should be introduced. (3.39)	Accepted Subject to Resource	The Gymnasium programme will be reviewed and staff resources will be recruited to enable accredited qualifications in physical education to be delivered. Recreational PE will be offered to all offenders while staff resources are not in place to deliver accredited programmes.	Head of Reducing Reoffending	31 December 2017

	<b>Strategic management of resettlement</b>				
5.59	An up-to-date reducing reoffending strategy and action plan, based on a comprehensive needs analysis, should inform the provision and monitoring of offender management and resettlement. (4.4)	Accepted	A new reducing re-offending strategy with action plan will be written. This will be based on a needs analysis which will inform provision.	Head of Reducing Reoffending	30 April 2017
	<b>Offender management and planning</b>				
5.60	All offender assessment system (OASys) assessments and plans should be of a good quality. Contact with offender supervisors should be regular and meaningful, focused on risk of harm, and promote motivation and engagement with the sentence plan. (4.11)	Accepted	Quality assurance (QA) checks are being completed by the senior probation officer (SPO) or HOF. A similar practice will be implemented to cover viewing a sample of assessments from all offender supervisors by the custody manager (CM) to identify training and development needs. Head of OMU and SPO to arrange for coaching of offender supervisors by custody probation officers (CPOs) to up skill and improve quality. Two CPOs have been assigned to create a package for this. CPOs and CMs will countersign OASys, and then SPO or HOF complete the QA.	Head of Offender Management Unit	30 April 2017
5.61	All eligible prisoners should be encouraged to apply for release on home detention curfew. The timeliness of releases should be improved by addressing all delays in completing the assessment. (4.12)	Accepted	An algorithmic approach has been introduced for a quick turnaround of short term prisoners with a limited amount of time until release date. Advertise home detention curfew (HDC) to prisoners including availability of BASS accommodation for 'no fixed abode' and the information we need from prisoner. Advertising of the pilot for global positioning system (GPS) monitoring for those who may not have normally been granted HDC, but the option of GPS monitoring gives assurance of ability to comply with the HDC conditions. Forums for prisoners to get an idea of their opinion of HDC and dispel myths that might stop them applying. Question and answer sheet for prisoners and Notice to Prisoners about the process. Raise awareness of HDC and process to other departments that are required to contribute reports.	Head of Offender Management Unit	31 January 2017
5.62	Information exchange between the community rehabilitation company and the offender management unit should be improved, to ensure	Accepted	The CRC is now committed to working closer with the local National Probation Service (NPS) and OMU to manage risk of harm more effectively. Joint working arrangements are now in place between the prison, CRC supply chain provider, and NPS lead for HMP Bedford.	Head of Offender Management Unit	31 January 2017

	that risk of harm is fully considered when providing resettlement help. (4.18)		Local governance arrangements are in place with regular telephone conferences taking place and management information now being provided by the CRC		
5.63	Prisoners should always be informed of the outcome of their re-categorisation review, and individual targets should be set for those who are unsuccessful. (4.22)	Accepted	Offender supervisors and custody probation officers are ensuring that prisoners contribute to re-categorisation, and that feedback is given on the outcome, including how to progress to the next category on future reviews. The feedback form is being revised to include this key information.	Head of Offender Management Unit	31 December 2016
5.64	All transfers to other prisons should be informed by an up-to-date and high-quality OASys assessment and sentence plan. (4.23)	Partially Accepted	The OMU department will work together with PMU to ensure that where possible those who require an OASys have one completed prior to transfer. The standard of OASys assessment is monitored through the QA process to ensure that it is a high quality.	Head of Offender Management Unit	30 April 2017
	<b>Reintegration planning</b>				
5.65	The quality of education, training and employment advice and guidance should be improved and the virtual campus should be used to help prisoners to search for employment and develop a CV. (4.33)	Accepted	Improvement will be driven and monitoring will take place via the QIG (which will be chaired by the Governor) and tripartite meetings with the CRC and rehabilitative services directorate. The learning and skills manager will lead on working in partnership with the education provider, whilst the head of reducing reoffending will lead with CRC sub providers.  The CRC is now committed to working closer with the local National Probation Service (NPS) and OMU to manage risk of harm more effectively. Joint working arrangements are now in place between the prison, CRC supply chain provider, and NPS lead for Bedford.	Head of Reducing Reoffending	30 April 2017
5.66	Data should be collated to provide evidence for the effectiveness of employment, training and education provision and the number of prisoners gaining employment, training or education places on release. (4.34)	Accepted	Since the implementation of transforming rehabilitation the head of reducing reoffending has requested this from the CRC. Whilst some data is available, it is not consistent and not helpful in being able to evidence and monitor effectiveness. The rehabilitation services directorate are working with the prison via the tripartite meeting to address this. A meeting is to be scheduled with prisons within the BeNCH CPA to agree what data is required and then support prisons in managing the CRC to provide that data.  The White Paper Prison Safety and Reform makes a commitment to drive continuous improvement in prison	Head of Reducing Reoffending	31 March 2017

			<p>education by developing new performance measures to be used by all prisons.</p> <p>Governors are already taking more responsibility for managing education contracts in their prisons and have more flexibility in the use of their education budgets, helping them to design a curriculum to meet individual learning needs.</p> <p>Legally agreed Data Sharing templates have been circulated to all prison Governor's to enable them to put in place their own locally agreed data sharing agreements with local partners.</p>		
<b>5.67</b>	Visitors should not have to use two visiting orders for a two-hour visit, and the session should not be temporarily suspended after one hour. (4.46, repeat recommendation 4.61.)	Accepted	Visits will be reviewed during the week to one session to allow better time and quality visits. Head of security will review the process at weekends so visits are not suspended.	Head of Security, Intelligence & Operations	31 January 2017
<b>5.68</b>	Visits booking should be adequately resourced, to ensure that visits can be booked promptly by telephone and email. (4.47)	Accepted	The HOF will review resources and ensure sufficient allocated time to ensure visits are booked promptly.	Head of Security, Intelligence & Operations	31 January 2017

<b>Recommendations</b>	
Accepted	59
Accepted Subject to Resources /Partially Accepted	7
Rejected	2
<b>Total</b>	<b>68</b>