

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP BRISTOL

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Unannounced inspection	6-17 March 2017	
Report published	25 July 2017	
Action Plan Submitted	23 October 2017	Attached

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POSITION AS AT: 23 OCTOBER 2017

1. Rec. no	2 Recommendation	3. Accepted/ Rejected/ Partially Accepted / Accepted Subject to Resources	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	Main recommendations To the governor				
5.1	All new prisoners should have their risks assessed on arrival. First night cells should be fully furnished and equipped. Prisoners should be supported during their first night and early days, and should be provided with a reliable induction programme. (S51)	Accepted	<p>The First Night Immediate Risk and Needs Assessment has been reintroduced to ensure that the prison identifies, records and responds appropriately to all known risk factors of newly arrived prisoners.</p> <p>The Governors Order was reissued to raise awareness of the mandated screening assessment.</p> <p>The transformation programme has commenced and one of the work-streams 'Route Through' will ensure the resident's journey is improved through and beyond HMP Bristol.</p> <p>A comprehensive project plan is in place, this sets out the desired outcome, success measures, critical paths, risks and mitigating factors. These plans will ensure good induction outcomes for the prisoners in HMP Bristol.</p> <p>Peer Mentors will also work within reception and assist with the delivery of induction, health and other prison community support services.</p> <p>Safety Peer Mentors will visit all new prisoners the day after their first reception, this will be followed up with a support visit one week later.</p> <p>A re-profile of Prison Officer staffing has been undertaken to create a dedicated group for Reception and First Night Services, and early days support. These new arrangements will ensure appropriate support is put in place for new receptions and delivery of a reliable Induction Programme.</p> <p>A local operating procedure, a set of step-by-step instructions is being</p>	Head of Safer Prisons & Equalities & Head of Residential Services	December 2018

			<p>compiled to help staff and Peer Mentors carry out induction. This will ensure consistency of delivery.</p> <p>Essential building work in the dedicated First Night Centre and Induction area is expected to be completed by the end of the year. This area will reopen on completion of these works.</p> <p>First night cells are checked when vacated to ensure they are decent and appropriately furnished. This is carried out as part of decency checks and accommodation fabric checks.</p>		
5.2	<p>The focus on violence and drug supply reduction should continue and current violence and drug reduction plans should be applied swiftly and robustly. Outcomes should be reviewed and evaluated and, where necessary, actions should be adapted to ensure maximum impact. (S52)</p>	Accepted	<p>HM Prison and Probation Service (HMPPS) is committed to making prisons safer. There is a wide-ranging joint MoJ and HMPPS Safety Programme that is co-ordinating the activity to address the issues of violence, self-harm and self-inflicted deaths.</p> <p>HMPPS is taking urgent action to improve prison safety and security, alongside reforms to overhaul the system to focus on the rehabilitation of offenders. Tackling the supply and demand of drugs, drones and phones which drive prison violence and undermine safety.</p> <p>New ways of working are being introduced in prisons to give staff more time to directly supervise offenders. This one-to-one support from a Key Worker as part of the new Offender Management Model (OMM) in custody is intended to deliver transformational benefits needed to improve regimes and staff-prisoner relationships.</p> <p>HMP Bristol will continue the bi-monthly Substance Misuse Strategy meetings and monitoring of the current action plan.</p> <p>A three month campaign will be delivered to raise staff and prisoner's awareness of the dangers of Substance Misuse at HMP Bristol.</p> <p>The Violence Reduction and Safer Custody meetings have been combined with a new Terms of Reference, which are increasingly action and outcome focussed, taking place with greater frequency to ensure the review, action and adapted practice in response to emerging threats.</p> <p>The Violence Prevention and Reduction Strategy is under review. Consultation with staff and residents will ensure there is a strategy for the year ahead that is bespoke to HMP Bristol.</p> <p>The Violence Reduction and Safer Custody action plans have been 'closed off' and new combined streamlined action planning arrangements will be</p>	<p>Head of Reducing Reoffending and Head of Safer Prisons & Equalities</p>	Complete and Ongoing

			<p>put in place, to consolidate the inter-departmental contributions to the Violence Reduction work.</p> <p>The work to reduce violence and provide a safer prison is not an instant 'maximum impact' outcome. The action plans do include the whole prison deliverables that can provide the synergies needed to reduce violence. To demonstrate the sophistication of the many and varied issues, a three year action plan has been developed, focusing on the reduction in drug misuse with custody.</p>		
5.3	<p>Staff should understand how to identify, assess and manage the risk of suicide and self-harm effectively. Prisoners at risk of suicide and self-harm should be supported using the full range of assessment, care in custody and teamwork (ACCT) measures. In particular, care maps should be used meaningfully and reviewed regularly. (S53)</p>	Accepted	<p>The First Night Immediate Risk and Needs Assessment was introduced to ensure the staff identify, record and respond appropriately to all known risk factors of newly arrived prisoners.</p> <p>The Governors Order was reissued to raise awareness of the mandatory assessment.</p> <p>The Assessment, Care in Custody and Teamwork (ACCT) Case Managers have all attended locally developed ACCT awareness training. They have also attended a repeated mandatory ACCT Case Manager training for a refresh. The Case Managers have also attended recent inquests to observe and to support their development.</p> <p>HMP Bristol has communicated the Safer Custody and Violence Reduction Local Operation Procedure (LOP) to all staff. The regular 'Safety Messages' are shared using a weekly quick time learning bulletin, bi-monthly Safety Newsletter and staff briefings.</p> <p>The ACCT Scrutiny / Supervision panel has been introduced to ensure the regular review, learning and improvement of the ACCT process specifically for ACCT case managers.</p> <p>The prison has identified stretching but realistic targets for delivery of the Suicide and Self Harm (SASH) training to existing HM Prison and Probation Service (HMPPS) and non-HMPPS staff.</p> <p>The ACCT Case Manager training is delivered by National Operational Trainers ensuring consistency of delivery. The training covers all aspects of ACCT Case Management including Care Maps.</p> <p>HMP Bristol has delivered two additional sessions of SASH training for ACCT Case Managers to enable them to be booked on the new ACCT Case Manager training. Line Managers will discuss and address any concerns regarding ACCT Case Management as part of the Staff</p>	Head of Safer Prisons & Equalities	Complete and Ongoing

			<p>Performance and Development Report (SPDR) process.</p> <p>There is a detailed analysis following a death in custody and the case study is delivered at full staff briefings to ensure lessons learned are immediately acted upon.</p> <p>The ACCT case reviews are reported at the daily operational meeting to ensure the completion is effectively monitored.</p> <p>The Safer Custody staff will undertake frequent checks of scheduled reviews and Case Manager input.</p> <p>The Case Managers are contacted if they have scheduled a review on a rest day and are asked to bring the review forward.</p> <p>An 'Identified Risk' form has been in place as part of the reception screening process. This form is used to identify prisoners with a change of status (e.g. prisoners recalled to prison, newly convicted, newly sentenced, court appeal rejected, change of immigration status, returned to closed conditions), Family Court change in circumstance (e.g. children going into care or adoption).</p>		
5.4	<p>Governance and management oversight of diversity should be prioritised to ensure that the needs of all prisoners with protected characteristics are identified, assessed and met and that any negative perceptions of particular groups are understood. (S54, repeated recommendation S56)</p>	Accepted	<p>There will be further investment into the Equalities provision and ensure the outcomes from this work are consistently monitored through the Equalities Delivery Team Meeting (EDTM)</p> <p>The EDTM will consistently monitor equalities outcomes and ensure that any negative perceptions of groups are properly understood and improved. This will be supported by the network of Equalities champions and representatives within each residential unit. This work will also be integrated and supported by the impending Key Worker Provision.</p> <p>The attendance at the EDTM will be managed and monitored through bilateral meetings with the Deputy Governor and Senior Managers.</p> <p>The information about discrimination and Discrimination Incident Report Forms (DIRFs) have been shared with residents by through cell drops, focus groups, the First Night booklet, Safety & Equalities notice boards, the DIRF post box and Peer Mentors.</p> <p>Information about discrimination and DIRFS has been shared with staff through the bi-monthly Safety and Equalities Newsletter. An additional opportunity for quick time learning is available at the Daily Staff Briefing.</p>	Head of Safer Prisons & Equalities	Complete and Ongoing

			<p>DIRFs are available on all Residential Units, these are collected and replenished frequently by the Safer Custody Administrator.</p> <p>A standard template has been developed for consultation to provide structure. The consultation will be recorded in order to demonstrate a clear pathway from identifying concerns to taking remedial action. These consultation sheets will be published to staff and residents, including actions and outcomes. Consultation with residents over the next few months will focus on resident feedback to HM Inspectorate of Prisons (HMIP).</p>		
5.5	Poor attendance at education, training and work should be addressed and all prisoners allocated should attend. (S55)	Accepted	<p>The Engagement Strategy is agreed. This starts with engagement from Wing Staff to encourage offenders to attend education, training and workshops.</p> <p>The Education Provider will outreach and use motivational interview techniques to aid participation in learning and work for the prisoners.</p> <p>The activities Peer Mentors will support learning, engagement and encourage the isolated and disengaged residents to participate.</p> <p>The blockers to engagement will be identified and referrals made to psychology and learning disability support.</p> <p>The activities department will continue to work with external stakeholders to improve the range of activities in order to provide stronger real world skills and contribute to the reducing reoffending strategy.</p> <p>HMP Bristol will ensure closer scrutiny of attendance versus allocation is discussed daily and follow up action is taken when required.</p>	Head of Residential Services	December 2017
5.6	The transfer of all prisoners should be informed by an up-to-date, high-quality offender assessment system (OASys) assessment and sentence plan. (4.12)	Accepted	<p>The prisoners sentenced to less than 12 months do not require an up to date Offender Assessment System (OASys). Any prisoner assessed as posing a high or very high risk of serious harm, the responsibility for completing the OASys lies with external Offender Manager. If the transfer is considered to be a significant event then a review would be required, however transfers just for population management may not impact upon sentence or risk management plans and may not require a review an OASys. However it is agreed there must be a current assessment in place for all in scope offenders.</p> <p>Locally at HMP Bristol 90% of Basic Custody Screenings are completed on all prisoners on arrival so some assessment is completed on immediate risks and needs.</p>	Head of Offender Management Unit	September 2018

			<p>The prison is working to increase the report writing skills of each Offender Supervisor with the help of the Senior Probation Officer. Prison Officer staff will be looking to set delivery expectations for the OASYS.</p> <p>The launch of the Offender Management Model (OMM), the stability of resourcing and the increased focus on the quality of offender management will ensure good outcomes for all residents at HMP Bristol.</p>		
5.7	A system to enable the translation of telephone calls made in languages other than English should be implemented. (4.18)	Accepted	<p>A new Language Service was launched for HMPPS (October 2016). This service was split into four lots:</p> <ol style="list-style-type: none"> 1. Interpreting – face-to-face, telephone and video. 2. Transcription and Translation – audio and documents. 3. Non-Spoken Language Services – sign language. 4. Independent Quality Assurance and Complaints Service for the above points 1, 2 and 3. <p>Professional telephone interpreting services are used widely across the establishment.</p>	Head of Safer Prisons & Equalities and Head of Offender Management Unit	Completed
5.8	More places should be made available for category B prisoners, to ensure that they do not stay for too long at a local prison and are able to progress in their sentence. (4.26)	Accepted	<p>The prison estate needs to be better designed to be more clearly organised by function and purpose. There is also an imbalance between the types of prison places available and the demand for places. As well as building new prison places, the Prison Estate Transformation Programme (PETP) will reorganise the existing estate and simplify the range of prisoner cohorts prisons have to deal with. This will ensure prisoners are held in environments that better match their needs and risk, also enabling staff to better target interventions.</p> <p>HMP Bristol will ensure the category B prisoners are allocated to suitable establishments. Whilst there is a national shortage of these placements, the prison will provide sentence plans that will assess, allocate and retain evidence of the local work.</p>	Head of Offender Management Unit / Prison Estate Transformation Programme (PETP)	Completed and ongoing
5.9	Catch 22 staff should have direct access to N-Delius (4.37).	Accepted	<p>At the moment Catch 22 do not have direct access to National Delius in prisons. Contracted Services are currently looking at ways of making the National Delius system more available to the National Probation Service (NPS) and Community Rehabilitation Company (CRC) staff working in establishments, to improve Offender Management and support Through the Gate (TTG) Services.</p> <p>The requirement for N-Delius access has been escalated through HMP Bristol local tripartite governance meetings with Ministry of Justice (MoJ) Contract Management Team.</p>	Head of Offender Management Unit / Contracted Services	January 2018
5.10	Prisoners due for release or transfer should be processed promptly once in reception.	Accepted	<p>Permanent discharges are prioritised and managed immediately following the discharge of the day's Courts. The Courts are discharged by 08:45hours in line with the national expectation and Prisoner Escort</p>	Head of Operations	Completed and ongoing

	(1.3)		<p>Contract Services (PECS) contract. Once these have been discharged those being released are given priority.</p> <p>Timely transfers remain problematic and are dependent on the prison resourcing requirements, which although improving, will require continued investment to provide the continuity of outcome required. The reception and induction group has been re-profiled and split. This will give the reception group adequate resource and skill sets to ensure prisoners due for release or transfer are processed promptly. The presence of a Supervising Officer will also assist in the timely transfer of prisoners.</p> <p>The arrival of transportation combined with the high level of refusals, also requires the active engagement of staff to resolve concerns and conflict for prisoners, whilst managing difficult prisoners who are unwilling to comply. This continues to impact on the timeliness of transfers, however the engagement plans, including engagement and discussion for the transfer plans in advance, will look to mitigate the majority of these delays. To also save for the most violent and resisting prisoners, provide good release and transfer outcomes for all prisoners.</p> <p>The improved communication with prisoners due for transfer and prior notice has improved HMP Bristol's ability to transfer prisoners to other establishments. A robust management of the transfer policy has also enabled the transfer 95% of prisoners. The regular meetings with PECS services have shown a huge improvement in the process.</p>		
	Early days in custody				
5.11	The reception searching area should afford sufficient privacy. (1.10)	Partially Accepted	The reception environment is in need of modernising and refurbishment. The prison is continuing to be innovative regarding the improvement of the reception area to include privacy issues, using prisoners to assist in refurbishment. A new plan is in place and HMP Bristol is currently waiting on a funding source.	Head of Operations	November 2018
	Bullying and violence reduction				
5.12	A formal strategy for the management of all young adults should be developed, including an assessment of their vulnerabilities and risks from other prisoners. (1.18)	Accepted	<p>A strategy will be developed to provide better outcomes for young adult prisoners. This will include additional age specific activities, which will be supported by staff who previously operated in sports and games roles.</p> <p>There will be improvements to the A Wing referrals and risk assessment process, to ensure the active consideration of risk posed to the young adult vulnerable prisoner population.</p> <p>A strategy will be developed to ensure good outcomes, risk minimisation practice for young adult residents that are located on other residential units.</p>	Head of Residential Services	January 2018

			<p>The main focus on the inspection concern was on those residents accommodated within the Vulnerable Prisoner Unit (VPU).</p> <p>A policy, risk assessment and management plans will be put in place for young adult prisoners to ensure compliance with the standard.</p>		
	Self-harm and suicide				
5.13	Prisoners should have access to a working Samaritans telephone. (1.25)	Accepted	HMP Bristol Unfortunately lost the communication signal for the Samaritan phones shortly before HMIP arrived, this technical issue took several weeks to resolve, but all phones are now working.	Head of Safer Prisons & Equalities	Completed
	Security				
5.14	All requested suspicion drug tests should be completed within set guidelines. (1.33)	Accepted Subject to resources	<p>The Suspicion Mandatory Drug Testing has been difficult to achieve this year due to resourcing pressures. This remains a critical outcome for HMP Bristol, and the prison will continue to prioritise this work through the agreed Regime Management Plan.</p> <p>The committed Resourcing Plan from HMPPS and bid to roll out the Key Worker Role within HMP Bristol in the next quarter, will provide the resourcing resilience to deliver this security work with consistency.</p>	Head of Security	January 2018
	Incentives and earned privileges				
5.15	Behavioural improvement plans should be in place and the incentives and earned privileges (IEP) scheme should be used more effectively to manage poor behaviour and reward good behaviour. (1.37, repeated recommendation 1.53)	Accepted	<p>MoJ Prison Deregulation, Operational Policy and Projects are developing a draft Incentives and Earned Privileges (IEP) Policy which makes significant changes to the existing Prison Service Instruction (PSI), allowing frontline staff greater discretion. It re-frames IEP as a reward based tool, whilst maintaining a consistent framework across all prisons. It sets out a reduced number of requirements to ensure practice is safe, decent and lawful and supports safety and stability in prisons through incentivising good behaviour.</p> <p>The new Incentives and Earned Privileges (IEP) scheme has enabled HMP Bristol to better challenge poor behaviour and the management of prisoners on basic regime has improved.</p> <p>The renovation of B Wing is going ahead and plans to incentivise enhanced behaviour are ongoing in order to reward good behaviour.</p>	Head of Residential Services	October 2018
	Discipline				
5.16	All of the required use of force paperwork should be completed promptly by all staff members involved. (1.43)	Accepted	<p>There is a monthly scrutiny panel that review, highlight and challenge any missing Use of Force (UOF) paperwork.</p> <p>There are weekly statistics for the Annex A (staff statement) returns and these are produced and shared with relevant stakeholders.</p> <p>The daily morning staff briefings include learning opportunities regarding</p>	Head of Operations	October 2017

			<p>the best practice for UOF behaviour.</p> <p>The monthly meeting report includes names and volumes of outstanding reports which is shared with functional heads. An email is sent to all staff following every UOF containing all pertinent paperwork and links to supporting documents.</p> <p>The opportunity for the UOF Coordinator (band four) role is being piloted for a trial period, to increase the promptness of completion and quality of reports.</p>		
	Substance misuse				
5.17	Sufficient resources should be available to ensure that prisoners are able to attend their substance misuse interventions without delays or cancellations. (1.55)	Accepted subject to resources	<p>A re-profiling exercise will take place and this will incorporate a review the existing resource and its deployment.</p> <p>The Regime Management Plan (RMP) properly protects safety factors and as resourcing improves to the agreed operating level, HMP Bristol will be able to consistently deliver a good regime and intervention outcomes to the prisoners. This is dependent on HMPPS not mandating that the staff resource is supplied to other sites on detached duty.</p> <p>In order to ensure sufficient resources are available HMP Bristol has undertaken a significant recruitment campaign which is ongoing. A re-profiling exercise will take place which will ensure that resources are allocated effectively.</p>	Head of Business Assurance	December 2017
5.18	C wing should undergo comprehensive refurbishment to improve the environment as a substance use treatment facility. (1.56, repeated recommendation 1.78)	Partially Accepted	<p>C wing requires substantial investment. The shower facilities are very poor and need rectification as do the serveries, but additional funding has not yet been secured in order to achieve this.</p> <p>There has been new flooring installed and the entire unit is subject to an ongoing painting programme. In addition to this HMPS Bristol has requested further funding through the HMPPS 'capital bids round'.</p> <p>Following on from an initial audit from the Infection Prevention and Control, Health and Safety audits, a number of improvement areas have been identified. The improvement plan has been agreed with the healthcare partners and the prison will work collaboratively to scope the requirements for also improving the substance misuse treatment environment to meet Clinical and Health and Safety standards</p> <p>The progress will be tracked quarterly through the Local Delivery Board.</p>	Head of Residential Services	January 2018
	Residential units				
5.19	All cells should be clean and free of graffiti, and contain	Accepted	A monthly decency check is now completed by Unit Managers. These findings are scrutinised and published in a monthly Residential Report. The	Head of Residential	December 2017

	suitable furniture. (2.9, repeated recommendation S54)		<p>condition of the cells is noted, including items of furniture, graffiti and the general quality of the fabric of each cell.</p> <p>This information and any actions can be identified and taken are monitored by the Head of Residential Services.</p> <p>A painting programme is and always will be ongoing due to the high level of turnover of residents. The condition of cells is monitored through decency checks, accommodation fabric checks and cells identified as in desperate need are prioritised.</p> <p>The general hygiene and cleanliness of the Residential Units are being monitored and progressively improved.</p> <p>The cell compacts have also been introduced to monitor challenge acts of wilful destruction and vandalism.</p> <p>New cleaning equipment has been purchased to help with the up-keep of the new flooring on C Wing and the general condition of stairways across the site.</p> <p>The new Decency Lead is in place. They are responsible for working with the Senior Management Team (SMT) and Residential team (Res) to establishment wide improvements.</p>	Services	
5.20	Showers should be appropriately screened. (2.10)	Partially accepted	A capital business case has been submitted locally to improve the serveries and showers across the establishment. This recommendation cannot be achieved without additional funding.	Head of Residential Services	April 2018
5.21	Prisoners on B wing should have timely access to toilet facilities during periods of lock-up. (2.11)	Accepted	<p>A modern locking facility is being installed on B Wing and the full refurbishment of the recesses on B Wing. The locking system should ensure the reliability of the system.</p> <p>The night sanitation refurbishment programme is being delivered, contractors are on site and work is progressing to a revised delivery schedule. The revision has been necessary due to the inability of HMPPS to facilitate the previously agreed reduction in operational capacity. This is understandable due to national population increase. This restriction has pushed the completion date back into 2018.</p> <p>As an interim solution, HMP Bristol is providing additional staff onto the unit to manually unlock the residents at night and during the patrol periods to use the toilet facilities.</p>	Head of Residential Services	April 2018
5.22	The application system should be reviewed and improved to	Accepted	In HMPS Bristol the applications continue to be collected at night by the Night Staff and are correctly distributed to the area required to process that	Head of Residential	February 2018

	ensure that it is easy to make an application and that prisoners receive a timely response. (2.12, repeated recommendation 2.8)		particular request. The Prisoner Information Desks (PID) are also in operation on all wings to process basic prisoner requests and applications. The application system will be reviewed. However the establishment is being up-graded for the provision of digitisation. This will include in cell phones and an email system where more efficient access to services will be enabled electronically rather than traditional paper applications.	Services	
5.23	The delays in accessing PIN telephone numbers should be addressed as a matter of urgency. (2.13, repeated recommendation 2.9)	Accepted	A self-Imposed five day deadline for Public Protection PIN requests is now active and has been followed since the last HMCIP visit. This is a robust and well used process involving the prisoner.	Head of Offender Management Unit	Completed and ongoing
	Staff-prisoner relationships				
5.24	Personal officers should have regular contact with their prisoners (including an initial introduction), and case note entries should be made weekly and give details of prisoners' progress. (2.19, repeated recommendation 2.15)	Accepted	As part of the new Offender Manager Model, the expected workload will be six offenders (convicted) per Offender Manager, which will ensure support is available, updates to case note entries and detail prisoner's progress. HMP Bristol has requested to be an early adopter of the Key Worker Roles and if successful this will enable the prison to transition to the new Operating Model by the end of the business year. The resource projections would project that the prison will be fully staffed and able to accommodate the necessary training for the Key Worker Roles. The Business Case for Operating Model implementation has been submitted and agreed. The implementation is set for 2018/2019 and in the interim HMP Bristol plan to implement a Lead Worker initiative that will mirror the Key Worker roll out in all establishments.	Head of Residential Services	April 2018
5.25	There should be effective prisoner consultation which allows prisoners to influence and invest in prison life. (2.20)	Accepted	Prisoner Voice meetings have been reintroduced. These meeting are held monthly and include a wide range of topics and issues discussed. This is now completed with a robust system in place to ensure there is no slippage. Each residential is represented at the voice and staff forum, all functions attend to listed to and take actions on concerns raised by the residents.	Head of Residential Services	Completed
	Equality and diversity				
5.26	Prisoners should have free access to, and be informed about, a discrimination incident reporting process which is subject to internal and external quality control. (2.26)	Accepted	The DIRFs are available on all Residential Units, these are collected and replenished frequently by the Safer Custody Administrator. All information about DIRFs have been shared by means of cell drops, at focus groups, the First Night booklet, on the Safety noticeboards, the DIRF box and through Peer Mentors. Information has also been shared with staff through the bi-monthly Safety and Equalities newsletter.	Head of Safer Prisons & Equalities	Complete and Ongoing

			<p>The Safety and Equalities Officer investigates all DIRFS. Any serious incident will be investigated by a Designated Manager. Actions generated from the investigation are clearly evidenced and follow up maintained to ensure these actions are completed.</p> <p>The final sign-off will be undertaken by either the Safer Custody Custodial Manager or Head of Safer Prisons and Equalities.</p> <p>The DIRF overview and assurance is a standing agenda item at the EDTM.</p>		
5.27	Care plans for older prisoners and those with disabilities should include social care needs and should be shared with staff on residential wings who have responsibility for the prisoner (2.42, repeated recommendation 2.31)	Accepted	<p>The Head of Safety and Health Managers met with the new Commissioner for Adult Social Care and Head of Services from Bristol City Council (BCC) to discuss and agree the provision of social care at HMP Bristol. The provider, Homecare has been commissioned to deliver Social Care. The company are planning to have a small team to provide prison Social Care Service and are in the process of recruiting staff. This has not been as successful as hoped, however recruitment of 'walking staff' in this area is looking more promising.</p> <p>The Prison entered into a Memorandum of Understanding (MOU) covering social care following the meeting. The Draft MOU is currently with the Commissioner for Adult Social Care for their endorsement.</p> <p>All prisoners will receive a Health Screen in reception and a secondary screen. The Care Plans will be developed and information will be shared with staff.</p> <p>HMP Bristol advocates the sharing of information and the importance of recording important information in the appropriate records. Medical in confidence information is recorded on SystemOne, however it would not be appropriate to duplicate this information in the Wing observation book due to the sensitive nature of the information. Any specific issues that may affect the way in which the prison supports or manages the prisoner, will be shared.</p> <p>The Healthcare Provider will work collaboratively with the prison to help develop the relationship with Social Care to support the care needs of prisoners.</p> <p>The prisoners that require complex care will be supported by the Planned Care Team that will develop a complex Care Plan in consultation with the prisoner. This Care Plan will be reviewed and updated as necessary to meet the care planning needs. A weekly multi-disciplinary complex care</p>	Head of Safer Prisons and Equalities / Head of Healthcare	Complete and Ongoing

			patients meeting will be undertaken to ensure that care needs are being effectively managed. Prison representation is invited to these meetings.		
5.28	There should be a formal system of peer support for older prisoners and those with disabilities requiring assistance. Prisoners should be trained in providing care, have a clear job description and be well supervised. (2.43)	Accepted	<p>A Peer Support scheme is in place. The prisoners are trained by the Education provider is to properly undertake their support role with elderly prisoners. Job descriptions are in place.</p> <p>HMP Bristol provides a weekly Older, Retired and Disabled Prisoners club, called the Cabot Club. This initiative allows the prisoners to spend time with peers of a similar age, with similar interests and to have some quiet time away from the large residential units. Plans are underway to develop the group to include opportunities for reparation and guest speakers. This is part of a broader regime strategy being developed to ensure improved outcomes are provided for our older prisoners. This strategy will also incorporate residents who need adapted engagement due to disabilities.</p>	Head of Safer Prisons and Equalities / Head of Reducing Reoffending	November 2017
	Faith and religious activity				
5.29	The reasons for prisoners' poor perception of chaplaincy provision should be explored and remedial action taken. (2.50)	Accepted	<p>A consultation has been conducted with prisoners to explore options for improving perceptions. This has informed the prisons plans to introduce Faith Representatives across all residential Units, working alongside the Equalities Team, to improve outcomes and perceptions.</p> <p>There are now Equalities and Faith Representatives in place from each Residential Unit. Regular meetings take place with the Representatives, the Equalities Officer and Head of Multi Faith. There is a written record of these meetings.</p> <p>HMP Bristol has developed a standard template for consultation to provide structure. Consultation will be recorded in order to demonstrate a clear pathway from identifying concerns to taking remedial action. These consultation sheets will be published to staff and residents.</p>	Head of Multi Faith	Completed and Ongoing
	Complaints				
5.30	Prisoners' poor experience of complaints should be investigated and remedial action taken to improve their perception of the process. (2.56)	Accepted	<p>The Residents Voice is the local Prisoner Representatives forum which enables the prisoners the opportunity to voice concerns and have a constructive impact on the establishment.</p> <p>The Business Hub Manager attends the Residents Voice meetings and this has improved the experience for residents as issues have been clarified. The attendance at this meeting will be maintained. Any issues identified will be managed through the Voice Action Plan.</p> <p>To compliment this process, focus groups will help in a number of key areas with the aim of improving perception.</p>	Head of Business Assurance	Completed and Ongoing
	Health services				
5.31	All clinical rooms should meet	Accepted	An Infection Prevention and Control Audit and a Health and Safety Audit	Head of	October 2017

	required infection control standards, with adequate storage and space to provide effective and accessible health services. (2.73)		will be undertaken across all the clinical spaces. A risk assessment will be completed for each room failing to meet the Infection prevention and Control (IPC) standards. The risks identified will be raised with the prison and a joint improvement action plan developed to mitigate the risks and raise standards followed by an annual audit.	Healthcare	
5.32	Prisoners should be able to attend all scheduled health care appointments. (2.74)	Accepted	<p>The prison has worked in conjunction with Health Partners to provide a more realistic and achievable list of prisoners required for clinics appointments.</p> <p>The prisoners with mobility issues can access the healthcare services, through the stair climber so that wheelchair users could access the first floor of healthcare. If this is not available, alternative provision would be made, such as the Urgent Care Centre, or in a ground floor treatment room.</p> <p>The prisoners with mobility issues who are more able are assisted to the clinics are through the staircase. Arrangements would be made for those with zero mobility to be seen in the community through a prison escort.</p> <p>Recruitment of Prisoner Officers (band three) is ongoing with large forecast numbers due back from college.</p> <p>This work will improve resilience within our staffing profile, avoid regime curtailments and move away from the previous position where clinics runners have been deployed elsewhere just to sustain the most basic of outcomes for the prisoners.</p>	Head of Residential Services	Completed
5.33	Sufficient custodial staff should be trained in first aid and have easy access to automated external defibrillators, to ensure a prompt response to medical emergencies at all times. (2.75)	Accepted	<p>The Prison training plan has been reviewed and all Custodial Managers (band five) will be trained in Emergency First Aid by the end of the financial year. In addition all Operational Support Grades (band two) will be trained and this will ensure there is a first aider on duty 24hours per day In addition to this HMP Bristol currently has 52 First Aid Trained Staff on site.</p> <p>Healthcare will also provide the prison with a list of the locations of the defibrillators on each wing. The defibrillators all have simple step by step operating instructions inside the cover and verbal prompts. The Prison Staff will be provided with a briefing on the use of defibrillators once a quarter through the morning meetings.</p>	Head of Business Assurance / Head of Healthcare	March 2018
5.34	Prisoners should be able to complain about health services through a well-advertised and easily accessible confidential system, and should receive timely responses. Learning	Accepted	<p>A fresh launch of the existing 'Listening To You' process will be undertaken through the Prisoner Voice forum and disseminated on the wings.</p> <p>A supply of Listening To You Forms will be supplied on all wings.</p> <p>The existing reply boxes have been vandalised and replaced on a number</p>	Head of Healthcare	December 2017

	from complaints should inform service improvement. (2.76)		<p>of occasions, options will be explored for the installation of more sturdy reply boxes on wings to enable prisoners to post their concerns. A timeline for installation will be agreed with the prison as they manage the estate management contract. Once installed, a daily collection / form replenishing process for these boxes will be put in place to ensure that complaints can be logged and timely responses provided.</p> <p>The local Heads of Service and Clinical Governance Group meetings will undertake a review of the response times, nature of complaints and compliments each quarter to identify trends and inform service improvements. A summary will be shared at the prisoner voice meetings on a quarterly basis.</p>		
5.35	Prisoners should have timely access to health service information and all relevant health promotion interventions, including barrier protection and national health awareness campaigns. (2.77)	Accepted	<p>A Health Service Provision leaflet will be produced for issue to the prisoners at reception.</p> <p>The Barrier Protection Policy will be formalised, implemented and details provided to the prisoner at reception.</p> <p>Healthcare will support the Prison to develop and implement a health promotion plan. The plan will be reviewed annually.</p> <p>There are plans in place to provide Substance Misuse and New Psychoactive Substances (NPS) Education to prisoners and following the recent publication of the Health Needs Assessment, a working group has been established to develop a programme which address these needs. Health promotion is an integral part of this programme</p>	Head of Healthcare	March 2018
5.36	Prisoners should receive a secondary health screen within their first seven days in the establishment. (2.82)	Accepted	<p>A remodelling exercise is being undertaken, in line with a review of Healthcare resources to enable a more robust approach to screening to be put in place.</p> <p>Once the remodelling has been completed a programme of activity will be put in place, which will include staff recruitment and increasing staff competencies to be able to undertake the assessments.</p> <p>In HMP Bristol, not all residents currently receive a secondary health screening. A dedicated member of staff is in the process of being employed/security cleared in order to achieve this.</p>	Head of Healthcare	February 2018
5.37	Prisoners with life-long conditions should receive regular reviews which generate an evidence-based care plan from appropriately trained and supervised staff.	Accepted	<p>There is work taking place across all five prisons in the cluster Bristol Community Health Provider to develop a range of Nurse led clinics that will deliver specialist provision for prisoners with lifelong conditions. This includes diabetes, Chronic Obstructive Pulmonary Disease, Blood Bourne Virus and Asthma. These clinics will be implemented on a phased basis and delivered through a peripatetic team of Planned Care Clinicians</p>	Head of Healthcare / Head of Residential Services	April 2018

	(2.83)		<p>specialising in specific long term conditions.</p> <p>These clinics will be supported by a robust clinical supervision framework.</p>		
5.38	Prisoners in shared cells should have secure in-cell storage for in-possession medicines. (2.89)	Accepted	<p>In cell medication safes have been acquired and a roll out programme has commenced. The Health Partners to continue to develop strategy for issuance and maintenance of In Possession medications.</p> <p>A protocol for prisoners has been developed and issued to the prisoner(s) for the safe management of In Possession medication.</p> <p>A joint protocol will be developed between Healthcare and the prison for the auditing and management of In Possession medication.</p> <p>A draft policy has been written and agreed. There is a rolling programme of works for installation of safes and A Wing will be the first wing to adopt the In Possession policy. Staff are being trained in the completion of risk assessments to support the implementation of this protocol.</p>	Head of Residential Services / Head of Healthcare	April 2018
5.39	All medicines should be administered at the required time and officers should manage and supervise all medicine queues adequately, to protect patient confidentiality and prevent bullying and diversion. (2.90)	Accepted	<p>A review of treatment times and supervision is being completed to address this concern and ensure that all queues for medication, especially controlled medications, are properly supervised and the correct times are adhered to. It is noted that the correct supervision of controlled medications is especially sensitive to prevent trading as a result of bullying.</p> <p>The installation of in possession medication safes will reduce the size of the queues and assist with their supervision.</p> <p>A medication rounds timetable for each wing will be provided to the prison to enable the resources to be allocated accordingly.</p> <p>A standard operating procedure will be developed for safe medication round administration, which details what action needs to be taken in the event of an Officer not being present.</p> <p>The Officer supervision for medical queues will be reviewed as part of the re-profiling exercise.</p>	Head of Residential Services / Head of Healthcare	January 2018
5.40	All medicines, including controlled drugs, should be stored securely and appropriately, in line with current guidance and regulations. (2.91)	Accepted	<p>A Standard Operating procedure is in place for medicines management. Monthly audits will be undertaken to ensure that all medicines, including controlled drugs are stored securely and appropriately.</p> <p>In HMP Bristol all the drugs are now stored in sufficient cabinets. There are additional cabinets being installed.</p>	Head of Healthcare	January 2018
5.41	A rolling programme of mental health awareness training	Accepted	<p>Training for Mental Health Awareness will be explored at the next training meeting with the view of identifying someone to deliver an appropriate</p>	Head of Business	January 2018

	should be provided for all custody staff. (2.99, repeated recommendation, 2.91)		package. When sourced this will be included in the Training Plan.	Assurance	
5.42	Prisoners with mild to moderate mental health problems should have timely access to a full range of care-planned support that meets their assessed needs. (2.100)	Partially accepted	<p>A 'Stepped Care Model' of Support for prisoners with mental health problems is in place. The key challenges are associated with the co-ordination of prisoners for group work sessions. The options for addressing this issue are being proactively explored with the prison. A monitoring mechanism will be put in place to track the impact of the agreed solution and will be reviewed at the local delivery board on a quarterly basis.</p> <p>A Mental Health Assessment has been completed for those prisoners referred. A secondary and primary provision is in place and working well. HMP Bristol is being supported by the Clinical Psychology Department who deliver both one-to-one work and group work. The ongoing issue of getting prisoners to groups will be addressed at the re-profiling exercise.</p>	Head of Healthcare	March 2018
5.43	The Brunel unit should only accommodate patients with an identified clinical need and should offer a consistent therapeutic regime, supported by regularly reviewed clinical admission assessments and care plans (2.101)	Accepted	<p>The Brunel Unit Specification has been written in partnership with HMP Bristol and InspireBetterHealth. This was published to all staff in July 2016 following sign off by the Governor and Health Partnership Board.</p> <p>The Specification outlines the aims, objectives and eligibility criteria for the Unit, including the admission criteria for dedicated emergency beds (Primary Care).</p> <p>Any member of staff can make a referral for admission to the Brunel Unit and self-referrals are also accepted. All referrals will be considered and feedback given to the referrer.</p> <p>The referrals may be direct to the Unit or through the Mental Health services, the Brunel Unit Custodial Manager, or Duty Governor. Decisions to admit prisoners will be made primarily by the Mental Health Team, however decisions are made jointly.</p> <p>The admission criteria for the Brunel Unit was developed to ensure that only those men who meet the criteria are located on the Unit. Where it is not appropriate for a prisoner to be managed on the Brunel Unit, the support of the Mental Health In-reach Team remains available if required. HMP Bristol works with the Mental Health In-reach Team to develop alternative management plans for such individuals.</p>	Head of Safer Prisons and Equalities / Head of Healthcare	Completed and ongoing
5.44	The local authority should ensure that all prisoners with identified social care needs receive all required care within an individual, regularly	Accepted	<p>The Head of Safety and Health Managers met with the new Commissioner for Adult Social Care and Head of Services from Bristol City Council to discuss and agree the provision of social care at HMP Bristol.</p> <p>The provider Homecare has now been commissioned to deliver Social</p>	Head of Safer Prisons and Equalities / Head of Healthcare	April 2018

	reviewed care plan from trained staff. (2.103)		<p>Care, they are recruiting staff to act as the key contracts for the prison social care service. This has not been as successful as hoped, however recruitment of 'walking staff' in this area is looking more promising.</p> <p>A Memorandum of Understanding is to be agreed covering social care and this plan is with the Commissioner for endorsement.</p> <p>Healthcare will work collaboratively with the prison to help develop the relationship with Social care to support the care needs of prisoners.</p>		
	Catering				
5.45	Serveries and trolleys should be clean and hygienic. (2.108)	Accepted	<p>The Decency Lead, Staff, Leadership Team conducts regular checks of the cleanliness of these areas including food trollies.</p> <p>The cleaning schedules included in the servery hygiene logs with method statements provided to each Unit highlighting what needs to be cleaned, what to use and when. There are regular checks by Kitchen Staff and weekly SMT checks to monitor compliance.</p> <p>There is a monthly deep clean of all servery trollies by Kitchen Staff. There is a monthly deep clean of serveries by Servery Workers and an independent deep clean by the Contractor every six months. The non-compliance with cleaning schedules is fed back to the Head of Residential Services for action.</p> <p>There is a Staff briefing meeting held on the use of hygiene logs and cleaning schedules.</p> <p>A PowerPoint presentation created for the use of the hygiene log is issued to all staff, highlighting everyone's role and how to complete it. Following a recent Environmental Health Inspection, HMP Bristol was awarded 5 stars for the hygiene management of all food prep and service areas.</p>	Head of Residential Services	Complete and Ongoing
	Purchases				
5.46	Arrangements should be made for new prisoners to access the full range of shop goods within 24 hours of arrival. (2.112, repeated recommendation 2.105)	Partially Accepted	<p>There have been difficulties in addressing this issue due to the availability of DHL to make canteen deliveries and the prison will continue to seek local autonomy around the contract to make the reforms needed.</p> <p>The Nicotine replacement products are immediately available to all prisoners new to custody and initially at zero cost.</p> <p>Locally at HMP Bristol the smoker's packs are available to all new receptions that contain a nicotine Vape (E-Cigarette). The Nicotine Replacement Therapy (NRT) products are available from the Health Care</p>	Head of Residential Services	March 2018

			Department after screening. There are improved quality rechargeable Vapes available to purchase from the prison canteen.		
	Time out of cell				
5.47	Prisoners should have access to evening association periods. (3.6, repeated recommendation 3.5)	Partially Accepted	<p>Currently the staffing level and profiles do not make this achievable, however the prison will provide limited association for low risk prisoners and this is usually the kitchen and hot plate workers.</p> <p>The future increased resourcing plans will enable the prison to review the regime offer and hopefully expand the evening association in parallel with the need for Key Worker engagement outside the working day.</p>	Head of Residential Services	June 2018
5.48	Prisoners should have regular access to outside exercise. (3.7)	Accepted	<p>The PSI 75/2011, Residential Services sets out that 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> <p>In HMP Bristol prisoners are given the opportunity to enjoy exercise on the prison exercise yard on a daily basis at specific times during the day. The periods available are allocated to individual wings throughout the day.</p>	Head of Residential Services	Complete and Ongoing
	Learning and skills and work activities				
5.49	The joint and constructive work between the prison and its learning and skills and work partners should be increased and lead to improvements in purposeful activity. (3.14)	Accepted	<p>The Quality Improvement Group has developed training provision at HMP Bristol in line with labour market information and intelligence. There are '5 pathways to employment' on release.</p> <p>The Head of Learning has liaised with learners and partner agencies to inform the curriculum. The new curriculum is based on an analysis of the local labour market and feedback from learners. The aim is to have a relevant and engaging curriculum. Through the prime provider HMP Bristol has introduced coding, creative workshops (art, drama and creative writing) and plastering in addition to the original curriculum. In addition to this bricklaying will be introduced (2018). Through local providers HMP Bristol has introduced the Civil Service Compensation Scheme (CSCS), forklift truck training and Waste Management Industry Training and Advisory Board (Wamitab). In November a new intervention 'Inside Out' is being piloted to be delivered by ex-offenders with the aim of engaging and motivating young adults. This will include sport, wellbeing, family relationships and restorative justice.</p> <p>HMP Bristol has progressed to 'roll on roll off' design, to improve the potential for the candidate to start learning quickly after induction assessment.</p> <p>The industries offer are being improved by working with One3One and the</p>	Head of Reducing Reoffending	October 2017

			Prison Service Industries on ensuring reliable contracts are in place in the workshops. The industries offer has improved in terms of having sufficient contract work to maintain the level of activity spaces. Due to the recent staff vacancies at HMP Bristol and the length of time it takes to recruit replacement staff, the spaces have been reduced.		
5.50	Data concerning participation and learners' achievements should be routinely collated, analysed and evaluated to enable accurate and realistic targets for improvements to be set. (3.15, recommendation repeated, 3.16)	Accepted	The data is monitored in weekly partnership meetings with all Education delivery partners and in the Quality Improvement Group (QIG). The achievement data across vocational training is good, it appears there has not been a significant improvement in achievement data for functional skills. The increased monitoring was required for functional skills courses. The weekly data is also monitored in the QIG and quarterly provider governance meetings. It has informed the HMP Bristol model of delivery, for example moving from set start and end dates to a 'roll on roll off' design.	Head of Reducing Reoffending	April 2018
5.51	The number of prisoners gaining qualifications should be increased. (3.20)	Accepted	The primary concern raised was for functional skill outcomes to be increased, so the prison has moved to 'roll on roll off' of delivery. This is already reducing attrition and ensuring the courses always have full allocation. Locally at HMP Bristol, in comparison to five months delivery of the previous model of a traditional five week course, the number of residents starting has increased by 26%, which is encouraging and supports the early findings that allocation has improved. The number of prisoner completing the course is similar. There have sufficient data to compare the final achievements.	Head of Reducing Reoffending	April 2018
5.52	Leaders and managers should conduct an urgent review of the provision of activities, to ensure that the needs of prisoners are met. (3.21)	Accepted	The Prisoner Survey was conducted and the Peer Mentors consulted. Also QIG has reviewed the labour market intelligence and information to ensure all training provision is aligned with employment outcomes on release.	Head of Reducing Reoffending	Completed
5.53	Education courses should be structured in a way that meets the dynamics of a local prison, accounting for the high turnover of prisoners. (3.22)	Accepted	The structure of the functional skills courses was changed to a 'roll on roll off' model of delivery. This means that learners can start the course every two weeks rather than waiting for the full five weeks. The afternoon creative workshops (non-accredited) were introduced at the beginning of October with the aim of engaging the short term population.	Head of Reducing Reoffending	Completed
5.54	The amount and range of vocational training provision should be increased to ensure that more prisoners are engaged in purposeful activity that addresses their resettlement needs. (3.23,	Accepted	The plan is to increase the vocational training provision, and the variety of this provision, in line with the new curriculum year. At HMP Bristol the range of vocation training is: cleaning, horticulture, painting and decorating, plastering, bricklaying, construction skills certification scheme, forklift truck driving, catering and hospitality. The prison has increased the provision of training with local providers who have	Head of Reducing Reoffending	Completed

	recommendation repeated, 3.22)		<p>excellent links with local employers. The prison has also been delivering the Inspiration in Custody programme supporting prisoners into employment on release.</p> <p>Vulnerable prisoners can access English, Maths, Art, Drama, and NVQs in manufacturing, warehousing and customer service. Vulnerable prisoners also tend to have a higher uptake on open university courses.</p>		
5.55	The standard of teaching and learning in education and vocational training should be raised through effective and more extensive use of the observation of teaching and learning processes and planned staff development. (3.28, recommendation repeated, 3.27)	Accepted	<p>The standard of Offender Learning and Skills (OLASS) teaching and learning is self-assessed as 'Good' and is monitored regularly through short management observations and annual formal observations and previously by the Advanced Practitioner.</p> <p>The quality of teaching, learning and assessment will continue to progress through regular observations following the Weston College quality calendar.</p> <p>The collaborative peer observation platform has been developed this year for teachers to observe and develop best practice from their peers.</p> <p>The Regular Continuous Professional Development (CPD) is conducted on a weekly basis through team meetings as well as identifying, through observations, key areas for individual best practice sharing or further CPD needs.</p> <p>The Senior Managers conduct quarterly audits of key elements of teaching and learning documentation ensuring that learner progress is well planned for and monitored.</p>	Head of Reducing Reoffending	Completed and ongoing
5.56	Prisoners' engagement in all learning and skills and work activities should be drastically improved, to ensure that they take part in tasks that further develop their personal and employability skills (3.32).	Accepted	<p>Induction will be delivered consistently and attendance improved to increase initial engagement. The attendance at activities will be a whole prison approach and IEP will be used more effectively to challenge poor engagement and attendance. This will be supported by the prisoner engagement strategy (see recommendation 5.5).</p> <p>A cross-departmental project team has been set up with the aim of improving the overall prisoner journey from reception to release. The prisoner engagement will improve as a result of this work stream. There is a new education facility being built (completion October 2019) The Project Team have monthly meetings were more imminent milestones are monitored.</p>	Head of Reducing Reoffending	October 2018
5.57	The number of prisoners engaged in education, including those taking national vocational qualifications,	Accepted	<p>HMP Bristol has been designing and implementing a new curriculum offer (June 2017) based on an analysis of the local labour market and feedback from learners. The aim is to have a relevant and engaging curriculum. Through the prime provider HMP Bristol has introduced coding, creative</p>	Head of Reducing Reoffending	December 2017

	should be increased and their achievement rates, particularly in mathematics, raised (3.38).		<p>workshops (art, drama and creative writing) and plastering in addition to the original curriculum. In addition to this bricklaying will be introduced (2018). Through local providers HMP Bristol has introduced the Civil Service Compensation Scheme (CSCS), forklift truck training and Waste Management Industry Training and Advisory Board (Wamitab). In November a new intervention 'Inside Out' is being piloted to be delivered by ex-offenders with the aim of engaging and motivating young adults. This will include sport, wellbeing, family relationships and restorative justice.</p> <p>Achievement rates in mathematics have shown minimal improvement; February (54%) and June (59%) and HMP Bristol will sustain the efforts to provide good outcomes.</p> <p>HMP Bristol moved to a 'roll on roll off' model of delivery for English and maths with the aim of reducing attrition and improving achievement.</p> <p>HMP Bristol is in the process of recruiting into a new engagement tutor role which will be in place by the end of October 2017. This role will work with prisoners who do not attend regularly or do not engage at all using an engagement intervention designed locally.</p>		
5.58	Library staff and orderlies should be trained and equipped to support the further development of the library services. (3.41)	Accepted	<p>The new Education Building will provide a new computerised library service.</p> <p>The National Vocation Qualification in customer services is now being delivered to Library Orderlies. A training plan is also in place for the current Librarian.</p> <p>The Library delivers Story Book Dads, reading groups, reading competitions, chess clubs and open university support.</p> <p>The training available for Library Staff is provided by the Chartered Institute of Library and Information Professionals. The Library Staff are due to start this e-learning qualification.</p>	Head of Reducing Reoffending	December 2018
5.59	The analysis of data with regard to access to the library should be improved, to promote and encourage the use of the library services by all groups of prisoners. (3.42)	Accepted	<p>In last 12 months monitoring has improved. Data is routinely collected regarding the number of prisoners attending the library from each residential units, including Brunel, Segregation and action will be taken if their access is not sustained.</p> <p>A new Education and Library Building is being provided with full disabled and lift access to the second and third floors. The work is due to start in January 2018. Currently the safe systems of work are in place to ensure that Staff training in manual handling can assist prisoners in getting up the steps to the Library. Where this is not possible the Librarian will visit</p>	Head of Reducing Reoffending	October 2017

			prisoners on Residential Units to ensure they can access reading materials.		
	Physical education and healthy living				
5.60	Prisoners should be able to access the gym without disrupting their learning and working day (3.47).	Accepted	<p>There is an urgent need to recruit further Physical Education (PE) Instructors. HMP Bristol is currently delivering expected PE outcomes with 30% of the staffing in place.</p> <p>The recruitment is ongoing. With a full team of six PE Instructors the prison will be able to ensure that employed prisoners can access workshop PE completely outside of working hours.</p>	Head of Reducing Reoffending	January 2018
5.61	Data on gym usage should be analysed more effectively, to increase staff awareness of which groups of prisoners use these facilities and ensure that they promote them to those who do not attend. (3.48)	Accepted	<p>The PE Team will provide data to the Prison Quality Improvement Group, where the data will be analysed and necessary action taken to improve resident engagement.</p> <p>Locally at HMP Bristol following the Equalities meeting, there will be an Equality Analysis conducted on all allocation to activities, including the gym.</p>	Head of Reducing Reoffending	December 2018
5.62	Recognised qualifications should be introduced for prisoners attending the gym. (3.49)	Accepted	Astara are the training provider who will be providing recognised qualifications in sports and fitness. Once additional PE staff have been recruited HMP Bristol will be able to provide this qualification in-house and deliver higher volumes. HMP Bristol were keen to 'backfill' with an alternative provider as we recognise that gym and sports qualifications engage prisoners.	Head of Reducing Reoffending	January 2018
	Strategic management of resettlement				
5.63	The resettlement needs analysis should be completed and the reducing reoffending strategy should reflect the findings. (4.4, repeated recommendation, 4.5)	Accepted	<p>The Needs Analysis is in progress and the Strategy will be amended to reflect these emerging findings.</p> <p>Locally at HMP Bristol the resettlement provider data shows that substance misuse and housing are the biggest challenges to prisoners being released. The prison recognise that whilst support is put in place, prisoners often will not attend appointments in the community. Therefore the prison offers a wide range of mentoring approaches to suit different needs e.g. faith, ex-veterans.</p>	Head of Reducing Reoffending	April 2018
5.64	Offender management should have a higher profile across the prison and be at the centre of reducing reoffending work, with good information exchange with all departments. (4.5)	Accepted	<p>HMP Bristol is working with Offender Management (OM) Unit Managers to increase attendance at various establishment meetings, and the running of more wing surgeries with Uniformed and Non-Uniformed Staff, with prisons to answer questions and provide guidance.</p> <p>The implementation of the OM Model will ensure that OM is placed at the heart of the prisoner journey.</p> <p>HMP Bristol will put a programme together for the briefings to cascade</p>	Head of Offender Management Unit	July 2018

			information and knowledge about risk assessment / management / Inter-Departmental Risk Management Team (IRMT). The IRMT is being re-designed and Heads of Function consulted to get wider participation. HMP Bristol is working on plans to re-locate the position of the OM Unit. There are some financial barriers to this, which are being working on. A pilot has started for 'Offender Supervisor Champion roles' their role is to share information and increase awareness. After the new IRMT is up and fully operational there are plans to implement multi-departmental sentence planning boards.		
	Offender management and planning				
5.65	The effectiveness of offender management should be improved. In high risk of harm cases, contact with offender supervisors should be regular and meaningful, aimed at promoting progression and engagement. (4.13)	Accepted	<p>The new Probation Officers in post will be provided with support and increased supervisions for the Offender Supervisor Group (band four).</p> <p>The High Risk cases will be managed by the Probation Officers. They are currently managed by a combination of Prison Officers and Probation Officers. Probation Officers are specifically trained and qualified in Risk Management and Assessment of Offenders.</p> <p>The Senior Probation Officer (SPO) will develop and mentor all OM Staff to increase outcomes for residents in line with HMCIP expectations.</p>	Head of Offender Management Unit	September 2018
5.66	The quality of home detention curfew assessments should be improved and the processes should be applied in a timely manner, to promote release on the earliest eligibility date. (4.14)	Accepted	<p>The implementation of a Home Detention Curfew (HDC) Champion will deliver this work with consistency.</p> <p>The skills of the Prison Officer group and SPO will be utilised to better inform the HDC assessments.</p> <p>The staffing will be improved in the Case Admin Group for the short term to enable the prison to ensure every eligible resident is out on time for Home Detention Curfew.</p> <p>HMPPS have recognised that the issues around the process of prisoners being released as early as possible is a national issue and have set up a national clearing house. To ensure the timeliness, the HDC champions co-ordinate a list of due assessments. Weekly assurance meetings are being introduced.</p>	Head of Offender Management Unit	July 2018
5.67	The effectiveness of the interdepartmental risk management team should be improved, to ensure that all high risk of harm cases due for release are reviewed regularly and that this results in a high-	Accepted	<p>This has been fully reviewed by the Senior Probation Officer and all the recommendations of this report have been included into the Integrated Risk Management Team activities.</p> <p>This will provide the necessary focus on Multi-Agency Public protection Arrangements (MAPPA) and case work discussions in line with MAPPA meetings.</p>	Head of Offender Management Unit	February 2018

	quality risk management plan. (4.19)		The agenda of IRMT has been re-written to include specific case discussion on high risk cases due for release and others of concern. The representation will be increased through engagement with Heads of Function as the agenda is re-launched.		
5.68	Information exchange between offender management unit (OMU) staff and community-based offender managers should be improved, to promote a review of the multi-agency public protection arrangements (MAPPA) management level and the development of a robust release plan. (4.20)	Accepted	<p>The National Probation Service will notify prisons of the MAPPA Level and HMP Bristol will continue to request this when it is not provided. This will be achieved through introducing an eight week check.</p> <p>HMP Bristol will develop other types of communication to ensure increased OM participation at all stages of the Offender journey, not just when there is a significant change of circumstances, for example an Invite to Integrated Risk Management Team.</p> <p>The Offender Supervisor engagement with Offender Managers will be improved by a combination of increased attendance at IRMT, increased OASys completion, future sentence planning boards and increased resource with Prison Officers (band 4) ring fenced for OM Unit duties. The lead Key Workers taking on responsibilities as part of Offender Management In Custody (OMiC) will further improve this in the future. This last part is dependent on the roll out of OMiC.</p>	Head of Offender Management Unit	February 2018
	Reintegration planning				
5.69	Joint working between the community rehabilitation company and the OMU should be improved, to ensure good information exchange and the effective delivery of resettlement plans. (4.36)	Accepted	<p>The CRC Staff will be included in the whole prison approach to OM Delivery. This will include their participation in the Integrated Risk Management Team and the review of existing OM processes.</p> <p>OM Unit have developed Offender Supervisor champion roles, one of which is facilitating the improvement of joint working relationships with Catch 22 (CRC). The CRC are a standing member of the IRMT. The Senior Probation Officer has met with the Regional Manager for Catch 22 and is cascading the information on resettlement focussed interventions. The resettlement planning will be a feature of Sentence Planning Boards, which is a future plan to be introduced after the implementation of IRMT.</p>	Head of Offender Management Unit	July 2018
5.70	The total number of prisoners being released homeless or to temporary accommodation should be monitored, validated and reduced. (4.40)	Accepted	<p>The Data is collated monthly from the resettlement service provider Catch 22. HMP Bristol will improve data collection from the CRC and NPS in the community and use this to monitor those residents leaving without accommodation or going into temporary lodgings.</p> <p>The majority of the resettlement resource is dedicated to support with housing. In addition to the model introduced by transforming rehabilitation agenda, HMP Bristol has two full time Housing Support Workers. They work with prisoners that struggle with substance misuse, provided by the Addiction Recover Agency.</p>	Head of Reducing Reoffending	December 2017

			<p>The issue of homelessness in Bristol has become worse in the last two years due to budget cuts being made resulting in the dedicated homeless team from the council being disbanded. The concerns have been escalated about the impact this has had on offenders, through the local community reducing reoffending board chaired by the Police and Crime Commissioner. As a subgroup of this strategic team the prison is also working partners on the specific needs of short term recall prisoners. Research was completed in early October highlighting housing as a priority need for this group.</p>		
5.71	<p>Targets to address the needs of prisoners with low levels of English and mathematics should be recorded on their action plans, and the availability of English and Mathematics courses should be promoted effectively. (4.44)</p>	Accepted	<p>In October 2017 the prison will have in post a new role of 'Engagement Tutor'. This person will work with prisoners who have poor attendance to education courses, or who do not engage at all. This will include prisoners who need to improve their English and maths skills. This tutor will aim to work motivationally with prisoners and support them in removing any barriers they may have to engagement, for example ensuring support with mental health issues or learning disabilities.</p> <p>The prisoner passport process is used to ensure needs are properly recorded, actioned and progress acknowledged.</p>	Head of Reducing Reoffending	December 2017
5.72	<p>Methods for gathering data on prisoners' employability, training and further education destinations on release should be developed. (4.45)</p>	Accepted	<p>The prison meets with training providers bi-monthly to collate data on employment on release. This data is improving with the delivery of the Inspiration in Custody project which invites employers to conduct interviews in the prison and supports prisoners with gaining employment on release. Work still needs to be done to improve collation of employment outcome data from the CRC and the resettlement service provider Catch 22.</p> <p>HMP Bristol will work with the CRC to secure the necessary data to enable this to inform future service design.</p>	Head of Reducing Reoffending	November 2017
5.73	<p>The prison's website should be updated, to ensure that visits information is correct. (4.56)</p>	Accepted	<p>The details on the prison website has been updated to include an accurate description of the visiting service.</p>	Head of Business Assurance	Completed
5.74	<p>Provision to help and encourage prisoners to build relationships and maintain family ties should be expanded. (4.57)</p>	Accepted	<p>The implementation of a new contract to request more time from a Family Engagement Worker as well as further investment in management oversight was due to start in October 2017,. Due to the provider needing to restructure staff, and continuing staff vacancies, the full specification of services is not yet being delivered. This will be further reviewed.</p> <p>The hidden sentence training and parenting courses are included. The current model of delivery will be maintained. The pilot of two parenting courses have been completed successfully, HMP Bristol is liaising with Bristol City Council about future funding. This project is outside of the national contract for the provision of family services.</p>	Head of Reducing Reoffending	April 2018
5.75	<p>Family visits should be</p>	Accepted	<p>The Family visits will be placed at the heart of the Family Ties Strategy.</p>	Head of	October 2017

	available to all prisoners. (4.58, repeated recommendation, 4.51)		The removal of visits will not be part of the IEP Scheme and the prison will work with the Family Service Provider, residents including their families and staff to ensure visit outcomes are good for all.	Reducing Reoffending	
5.76	The range of offence-focused interventions should be improved, to ensure that it is sufficient to meet the needs of the population, including those convicted of domestic violence and sexual offending. (4.62)	Partially accepted	<p>Once convicted, HMP Bristol will ensure that longer term prisoners are transferred to an appropriate prison to complete offence specific work in the form of accredited interventions.</p> <p>The accredited offending behaviour interventions are not usually delivered in prisons with a short term population. The Prison is working with partners to introduce restorative justice conferencing. As part of the family's strategy the Prison is also working with the Council and local Children's Centres on introducing an intervention to address domestic violence, which is identified as a need in the population.</p>	Head of Reducing Reoffending	March 2018

Recommendations	
Accepted	67
Accepted Subject to Resources /Partially Accepted	9
Rejected	0
Total	76