



HM Prison &
Probation Service

Action Plan: HMP Bristol

Action Plan Submitted: 6 September 2019

A Response to the HMIP Inspection: 3 – 7 June 2019

Report Published: 17 September 2019

INTRODUCTION

HM Inspectorate of Prisons (HMIP) and HM Inspectorate of Probation for England and Wales are independent inspectorates which provide scrutiny of the conditions for, and treatment of prisoners and offenders. They report their findings for prisons, Young Offender Institutions and effectiveness of the work of probation, Community Rehabilitation Companies (CRCs) and youth offending services across England and Wales to Ministry of Justice (MoJ) and Her Majesty's Prison and Probation Service (HMPPS). In response to the report HMPPS / MoJ are required to draft a robust and timely action plan to address the recommendations. The action plan confirms whether recommendations are agreed, partly agreed or not agreed (see categorisations below). Where a recommendation is agreed or partly agreed, the action plans provides specific steps and actions to address these. Actions are clear, measurable, achievable and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the HMPPS web based Prison Finder. Progress against the implementation and delivery of the action plans will also be monitored and reported on.

Term	Definition	Additional comment
Agreed	All of the recommendation is agreed with, can be achieved and is affordable.	The response should clearly explain how the recommendation will be achieved along with timescales. Actions should be as SMART (Specific, Measureable, Achievable, Realistic and Time-bound) as possible. Actions should be specific enough to be tracked for progress.
Partly Agreed	Only part of the recommendation is agreed with, is achievable, affordable and will be implemented. This might be because we cannot implement the whole recommendation because of commissioning, policy, operational or affordability reasons.	The response must state clearly which part of the recommendation will be implemented along with SMART actions and tracked for progress. There must be an explanation of why we cannot fully agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.
Not Agreed	The recommendation is not agreed and will not be implemented. This might be because of commissioning, policy, operational or affordability reasons.	The response must clearly state the reasons why we have chosen this option. There must be an explanation of why we cannot agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.



ESTABLISHMENT: HMP BRISTOL

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	Directed to: Governor				
S74	<p>Key concern: Support for new arrivals was inconsistent and weak. The reception area and the first night centre were not welcoming environments, and offered too little to inform and engage prisoners. Peer workers were not used effectively. First night safety interviews were not private or sufficiently thorough. First night accommodation was unpleasant and poorly prepared. Induction was not delivered to all prisoners who needed it.</p> <p>Recommendation: All new arrivals should receive consistent and effective support in a properly equipped and welcoming reception and induction facilities.</p>	Agreed	<p>Signage will be procured and information in the form of posters and booklets will be made available to welcome and inform prisoners on arrival and during their time on the First Night Centre.</p> <p>The role of the Peer Supporter will be reviewed. A Peer Supporter and a Listener will be available in Reception and on the First Night centre to settle new prisoners in.</p> <p>All interviews will take place in a dedicated private space. The First night safety interview will be reviewed to ensure risk is appropriately managed.</p> <p>HMP Bristol will operate a 'Room Ready' process in the First Night centre, ensuring each room is properly decorated, cleaned, equipped and furnished to a specified standard as informed by a planogram.</p> <p>Management Information (MI) will be assessed to monitor Induction attendance, remedial action will be taken to address any concerns.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>October 2019</p> <p>October 2019</p> <p>October 2019</p> <p>October 2019</p> <p>October 2019</p>
S75 Error ! Reference source not found.	<p>Key concern: Levels of violence were higher than at the time of the previous inspection, and much higher than the average for this type of prison. Too many acts of violence remained unexplained and there was insufficient analysis or understanding of the causes of violence and anti-social behaviour. Processes for managing perpetrators and victims of</p>	Agreed	<p>HMP Bristol will deliver a prison Safety Summit to promote learning and understanding between prisoners and staff. The outcomes of this summit will be used to influence the 5 P's (Physical, Partnerships, Procedure, Policy, People) strategy and the Violence strategy and will be progressed through an action plan.</p> <p>The existing Violence Reduction (VR) Strategy based on 5 P's will then be updated and this strategy will be supported by an Action Plan which will be managed at the monthly Performance Meeting.</p>	<p>Governor</p> <p>Governor</p>	<p>November 2019</p> <p>January 2019</p>



	<p>violence were not widely embedded or understood. Support for, and the management of, self-isolating prisoners was inadequate and, despite the high levels of violence, there were no prisoners on normal locations subject to any form of monitoring.</p> <p>Recommendation: Actions and processes to reduce violence should be embedded and consistently applied throughout the prison, and their effectiveness regularly monitored.</p>		<p>CSIP (Challenge, Support, and Intervention Plan) has been introduced as part of the Violence Reduction strategy across the prison. CSIP will support both perpetrators and victims of violence, Key Workers (introduced as part of the Offender Management in Custody model (OMiC) to ensure that supportive professional relationships will be formalised to assist prisoners in making changes in their behaviours and thinking), will support this process.</p> <p>Violence Reduction will be added to the agenda of the monthly Prisoner Voice meetings to ensure that the prison is maintaining a good understanding of prisoners concerns regarding safety.</p> <p>Violent incidents will be investigated, and the data analysed to inform understanding of the drivers. Actions to address these will be ratified in the monthly Safety Meeting.</p> <p>An Isolation strategy will be produced which will inform staff on how to identify self-isolating individuals. This strategy will capture support processes and this will be monitored via the monthly Safety Meeting and weekly Safety Intervention Meeting (SIM) where the numbers of self-isolators will be tracked and recorded. The Safety Meeting will monitor effectiveness and measure the impact of initiatives to reduce harm to those at risk, including to self-isolators.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>September 2019</p> <p>October 2019</p> <p>November 2019</p>
S76	<p>Key concern: The number of adjudications was high. Records were not always legible, management oversight was insufficient and there was no quality assurance process. Too many adjudications were not proceeded with, remanded or referred, which undermined the challenge of poor behaviour.</p> <p>Recommendation: All adjudication hearings should be held and completed within a reasonable time, ensuring that</p>	Agreed	<p>The Evidence Based Practice Team (EBPT) will deliver Procedural Justice training to Adjudicating Governors.</p> <p>A weekly adjudication governance meeting is held to provide management oversight of the adjudication process and to review and action all adjudications opened but not concluded within 7 days.</p> <p>The Deputy Governor will quality assure 10% of all adjudications per month. All outstanding adjudications will be discussed at the monthly Adjudication Standardisation meeting in order to drive up standards and overcome blockers.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>November 2019</p> <p>Completed</p> <p>November 2019</p>



	poor behaviour is appropriately challenged.				
S77	<p>Key concern: Levels of use of force were high. Governance and oversight arrangements had been implemented too recently to give assurance and identify trends and themes. Not all incidents involving the drawing of batons were investigated and too much use of force documentation was missing.</p> <p>Recommendation: There should be regular and effective managerial oversight of the use of force, which should always be justified and proportionate.</p>	Agreed	<p>HMP Bristol has developed a Use of Force (UoF) Committee; attendance is multi-disciplinary and strategy, trends, themes and good practice relating to UoF is reviewed. Lammy (a review into treatment and outcomes for black and minority ethnic individuals in the criminal justice system) recommendations will be met and data will be reviewed across all protected characteristics.</p> <p>All incidents involving batons will be reviewed.</p> <p>A system will be implemented to record and collate UoF paperwork within the timeframes required, and a quality assurance process will be introduced to drive up standards of written records. The record keeping process will be reviewed at the UoF Committee to ensure robustness of oversight and governance to how force is used.</p> <p>The Standards Coaching Team will coach staff in de-escalation skills and the use of the Five-Minute Intervention (FMI) tool.</p> <p>A UoF co-ordinator will be appointed who will have detailed time to undertake UoF duties. The Prison Group Director will appoint a Group Lead to improve practice and governance and this resource will review footage to ensure use of force is necessary and appropriate.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Prison Group Director/ Governor</p>	<p>Completed</p> <p>September 2019</p> <p>November 2019</p> <p>November 2019</p> <p>December 2019</p>
S78	<p>Key concern: Levels of self-harm were higher than at most other local prisons. The number of prisoners subject to ACCT support was unmanageable and prevented staff from focusing on those at the highest risk. Too many prisoners lived in poor conditions and did not attend activities, exacerbating their risk of suicide and self-harm. Action to address levels of self-harm and implement PPO recommendations was not well coordinated by the safer custody team.</p>	Agreed	<p>The National and Group Safety teams will deliver Risk Management and Defensible Decision training to ACCT (Assessment, Care in Custody, Teamwork) Case Managers and SASH (Suicide and Self-Harm) trainers.</p> <p>Data will be analysed to inform understanding of the drivers for self-harm. Actions to address these will be ratified in the monthly Safety Meeting.</p> <p>The Safety Meeting will discuss interventions, trends and 'spikes' in self-harm data and outcomes for those prisoners with Protected Characteristics.</p> <p>Prison and Probation Ombudsman (PPO) recommendations are now reviewed monthly at the Safety Meeting.</p> <p>HMP Bristol has introduced a quality assurance process for ACCT documents to drive up improvements. This involves Residential</p>	<p>National and Group Safety Teams/ Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>November 2019</p> <p>October 2019</p> <p>October 2019</p> <p>Completed</p> <p>Completed</p>



	Recommendation: Effective, well-coordinated action should be taken and sustained in order to reduce levels of self-harm.		Managers and Duty Governors and findings are actioned by the Head of Safety and discussed at the monthly Safety Meeting. The Activities team will help the prison understand how better to engage men who self-harm in regime activity. ACCT Case Managers and Key Workers will work together to encourage those prisoners supported by ACCT to engage in activities. Engagement and Key Worker interactions will be monitored by wing management quality assurance processes.	Governor	September 2019
S79	Key concern: Most safer custody processes were failing. The safer custody hotline, whereby family and friends could report their concerns about a prisoner's welfare, was not monitored. Prisoners could not telephone the Samaritans from their cells. There were too few Listeners. There were not enough appropriate facilities for constant supervision. Recommendation: Safer custody processes should effectively support prisoners at risk of suicide and self-harm.	Agreed	A business case will be submitted to increase the provision of constant supervision cells on ordinary location. The telephone Safety Line is now checked daily. Samaritan phones will be available on every House Block and the in-cell Samaritans line will be accessible from each prisoner's phone. Additional Listeners will be recruited and trained. The Listener provision and rota now allows for 24-hour support to prisoners in need.	Governor Governor Governor Governor	October 2019 Completed November 2019 October 2019 Completed
Directed to HMPPS					
S80	Key concern: Living conditions for most prisoners remained unacceptably poor. There had not been sufficient investment in most residential units to prevent further deterioration since the previous inspection. Efforts by residential managers to improve conditions had sometimes been frustrated. Most wings required wholesale refurbishment, in order to provide decent living conditions. Recommendation: There should be sufficient investment in, and refurbishment of the residential	Agreed	HMPPS agrees that prisoners should live in decent and respectful conditions. Wholesale refurbishment of residential units at HMP Bristol would however require very significant funding to be made available in a forthcoming spending review. There is currently no funded plan for wholesale refurbishment which could be achieved in a reasonable timeframe. There has been significant investment at HMP Bristol to date. The following repair activity has been completed since the previous inspection: <ul style="list-style-type: none"> Major refurbishment work on D wing (servery, showers, stair refurbishment work, privacy panels, safety netting, mechanical and electrical remedial work, paint and flooring); 	HMPPS/ Estate Directorate HMPPS/ Government Facility Service Limited (GFSL)	Completed



			<p>uncrowded prison places and the opportunity this creates to take steps towards resolving crowding.</p> <p>The plan for reducing prison crowding is to replace prisons that are operating over their certified normal accommodation levels with new accommodation that is safe, decent, and uncrowded and close current (crowded or partially crowded) capacity. The first steps in this direction have already been taken with the opening of 2,100 uncrowded prison places at HMP/YOI Berwyn; 206 uncrowded places in a house block at HMP Stocken; and a commitment to construct modern, decent, uncrowded prisons at the former HMP Wellingborough and HMP Glen Parva sites, which are due to open in 2021 and 2023, respectively, as well as the recent announcement that a new prison will be built at HMP Full Sutton alongside the existing establishment.</p>		
S82	<p>Key concern: There were substantial gaps in the provision for prisoners with disabilities, and the needs of many prisoners with mobility issues were not being met. There was no specific accommodation available for prisoners with disabilities. There was no evidence of any reasonable adjustments being made to support these prisoners. There was no effective prisoner carer system, and the management and delivery of personal evacuation escape plans was very weak.</p> <p>Recommendation: The prison should ensure that the needs of all prisoners identified with a disability are met.</p>	Agreed	<p>HMP Bristol will conduct a needs analysis in order to understand the gaps in the current provision for those with disabilities. This will ensure identified needs are met by making reasonable adjustments and completing care plans. Where the needs cannot be met locally, arrangements will be made to transfer where appropriate.</p> <p>The number of Buddies (trained prisoner carers who can provide assistance to those with disabilities) will be increased, appropriate training will be delivered and a strategy for the use of this carer system will be developed. Prisoners requiring enhanced levels of social care will be assessed under a Memorandum of Understanding with Bristol City Council. Where appropriate, care plans will be developed and delivered by trained agency staff, newly appointed social workers and Occupational Health staff.</p> <p>The prison will review how prisoners in need of Personal Emergency and Evacuation Plans (PEEPs) will be identified and ensure that these address the need in conjunction with stakeholders.</p> <p>Monthly disability forums will be held to identify and drive improvements in the standard of care provided.</p>	<p>Governor</p> <p>Bristol City Council/ Governor</p> <p>Governor</p> <p>Governor</p>	<p>October 2019</p> <p>December 2019</p> <p>November 2019</p> <p>November 2019</p>
S83	<p>Key concern: No protocol or memorandum of understanding had been formally agreed with the</p>	Agreed	<p>A Memorandum of Understanding (MOU) has been agreed.</p>	BCC/ Governor	Completed



	<p>local authority, which meant that arrangements to assess and deliver the social care needs of prisoners were inadequate. We observed several prisoners with unmet care needs.</p> <p>Recommendation: Prisoners should receive a prompt and full assessment of any potential social care needs, and receive timely support commensurate with their needs through an individual, regularly reviewed care plan, delivered by trained staff.</p>		<p>Prisoners will be assessed and Care Plans will be delivered by trained agency staff provided by BCC. Prisoners with potential needs will be referred and assessed in line with the agreed MOU.</p> <p>HMP Bristol will develop a Social Care Task Group, meeting with Bristol City Council (BCC) regularly to discuss social care needs further develop this work and refine processes to ensure a robust, safe, decent strength based approach to supporting independence and personal choice.</p>	<p>BCC/ Governor</p> <p>BCC/ Governor</p>	<p>November 2019</p> <p>November 2019</p>
S84	<p>Key concern: Leaders and managers had made very slow progress in improving the quality of the education, skills and work provision since the previous inspection. They did not prioritise purposeful activity sufficiently. Quality assurance and improvement arrangements were ineffective. Leaders, managers and the education provider had not developed the provision sufficiently to reflect the current or future needs of the prison population. Staff shortages, particularly in the education provision, and regime issues resulted in cancelled lessons and gaps in the provision. The allocation of prisoners to education, skills and work activities did not take into account sufficiently what prisoners already knew and could do.</p>	Agreed	<p>Following a Regimes Summit involving prisoners and managers, supported by the national Education, Employment and Industries Group, greater priority will be given to providing Education, Work and Skills (EWS) that meets the needs of the population.</p> <p>The prison will ensure, upon allocation of a Key Worker, that prisoner's development needs and skill levels are explored and that the allocation and sequencing of prisoners to activity will commence during their induction period. The prison will work with Weston College to support learners with lower achievement rates for functional skills through an outreach model. The Governor will chair a monthly governance meeting which will focus on making progress on Maths, English and IT provision, attainments rates and teacher quality.</p> <p>Use of the Dynamic Purchasing System (DPS) will be maximised to engage with local providers to provide appropriate vocational training, with close links to employers, as well as artistic opportunities.</p> <p>The prison will commission an Information, Advice and Guidance (IAG) service.</p> <p>The prison will prioritise activity attendance when using the Regime Management Plan.</p> <p>The prison will monitor and support Weston College to ensure that they fully recruit to meet delivery need. All issues with non-delivery of the</p>	<p>Education, Employment and Industries Group/ Governor</p> <p>Governor/ Weston College</p> <p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor/ Weston College</p>	<p>September 2019</p> <p>December 2019</p> <p>March 2020</p> <p>November 2019</p> <p>November 2019</p> <p>January 2020</p>



	Recommendation: Leaders and managers should give priority to engaging prisoners in a wide and well-utilised range of purposeful activities that meets the rehabilitation needs of all groups of prisoners, and which leaders and managers scrutinise closely and regularly, to ensure that it is of a high quality.		EWS provision is discussed at monthly Contract Teams/Governance meetings, where progress against the recommendations is a standing agenda item.		
S85	<p>Key concern: Attendance at education, skills and work activities was far too low. Staff did not provide good enough information about the education, skills and work opportunities available. Prisoners did not know how their engagement in education, skills and work was helping them to achieve their long- and short-term goals aimed at release and resettlement. Arrangements were not yet fully effective in supporting prisoners to progress to education, training or employment on release or transfer. Outcomes and achievements for prisoners across the provision were poor, including in English and mathematics.</p> <p>Recommendation: Leaders and managers should ensure that prisoners attend their activities regularly, complete and achieve relevant qualifications, including in workshops, and develop effective work-related skills that prepare them effectively for their next stage of</p>	Agreed	<p>Since the beginning of May 2019, a weekly Industries Meeting has been delivered to improve attendance at work and ensure workshops are not closed. The Industries manager has been working with region and Public Sector Prison Industries (PSPI) to get more productive workshop contracts to avoid workshop closures.</p> <p>Attendance figures are reported to the Governor's daily Morning Meeting. This has led to improvements in getting accurate reasons for non-attendance and in driving the issuing of Incentive and Earned Privileges (IEP) warnings for non-attendance.</p> <p>HMP Bristol have extended contracts across two workshops and had a third new contract agreed at the beginning of August 2019. The prison is developing a warehousing and logistics academy in partnership with N-Gaged and DHL with virtual reality training and the potential for jobs on release with DHL.</p> <p>Training plans will be put in place for all workshop instructors including how they use the personal development folders, set targets for prisoners and monitor progress.</p> <p>NVQs are delivered in the manufacturing workshops.</p> <p>IAG provision started in August 2019 with much improved support for prisoners gaining employment on release. Since April, Catch 22 (a resettlement supplier) have been monitoring Education, Training and Employment (ETE) data on release, which helps inform the prison on the impact of its EWS provision</p>	<p>Governor/ Western College</p> <p>Governor</p> <p>Governor</p> <p>Western College</p> <p>Western College</p> <p>Bristol, Gloucestershire, Somerset and Wiltshire Community Rehabilitation Company (BGSW CRC)</p>	<p>Completed</p> <p>Completed</p> <p>December 2019</p> <p>April 2020</p> <p>Completed</p> <p>Completed</p>



	education, training or employment.				
	Directed to Governor				
S86	<p>Key concern: Leaders and managers, including from the education provider, did not have an effective oversight of the progress that prisoners made. Teachers and instructors did not make sufficient use of what prisoners already knew and could do to plan individualised learning and training. Activities in lessons did not meet the needs and interests of prisoners. The pace of some lessons was too slow. Standards of work in most areas of the provision were not good enough.</p> <p>Recommendation: Leaders and managers should prioritise the improvement of the quality of the provision, ensuring that teachers and instructors plan and deliver a high-quality education and training experience that is individualised to meet prisoners' needs and motivates them to make good progress, produce work of a high standard and achieve their full potential.</p>	Agreed	<p>The new Management Information System (MIS), CURIOUS, will be implemented which will enable a more robust data gathering on areas such as learners progress.</p> <p>To improve the quality of teaching and learning, a PIAP (Ofsted Post Inspection Action Plan) and TQMP (Teacher Quality Management Plan) were developed following the inspection with completion expected to be delivered in 2020.</p> <p>A schedule of Learning Walks (OTL – observations of teaching & learning) and a schedule of re-observations is in place. This allows identification of developmental needs and the development of a robust CPD (Continuing Professional Development) profile for all underperforming instructors and tutors. Three CPD training events have been planned to address these training needs.</p> <p>The local monthly and regional quarterly PEF (Prison Education Framework) performance meetings ensures the prison and education provider deliver a joined up approach to addressing the recommendations from the current OFSTED inspection.</p> <p>HMP Bristol will deliver Personal Development Folders for all prisoner learners to focus on prisoners gaining 'soft' employability skills. Input from external agencies (such as the Department for Work and Pensions, IAG and Catch 22) will be used to increase the provision of Individual Learning Plans (ILPs) used to help develop prisoners' EWS potential.</p> <p>HMP Bristol will develop the learning experience for all prisoners by providing 2 dedicated TV channels for in-cell learning, improving the IT infrastructure in order to enable this and other creative and digital learning pathways.</p> <p>The prison will incorporate learning and training into prisoner sentence plans delivered by Offender Supervisors (OSs) and Key Workers who will support the delivery by challenging non-attendance and non-engagement with the EWS provision through the IEP process.</p>	<p>Governor</p> <p>Western College/ Governor</p> <p>Western College/ Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>September 2019</p> <p>March 2020</p> <p>Completed</p> <p>Completed</p> <p>October 2019</p> <p>November 2019</p> <p>December 2019</p>



S87	<p>Key concern: Too many prisoners, about a third of those eligible, did not have an up-to-date OASys assessment, which affected their opportunity to progress and access the right interventions to reduce their risk. Too many prisoners were transferred without an OASys assessment to inform their move.</p> <p>Recommendation: All eligible prisoners should have an up-to-date assessment of their risks and needs, and this should inform their move before being transferred to another establishment.</p>	Partly Agreed	<p>This recommendation is partly agreed as HMP Bristol do not currently have sufficient resources to fully remove their OASys backlog for those assessments that they are responsible for.</p>	Governor	October 2019
			<p>Following the review of the Offender Management in Custody (OMiC) model the resource for OASys report completion will move into the training/resettlement estate. As part of the OMiC model, implementation prisons are being asked to develop and implement a plan to reduce their OASys backlogs for those assessments they are responsible for. HMPPS are currently working through the roll out schedule for the case management element of the model and the transition period with a target date to commence in October 2019. The move to a dedicated resource to complete this work should have a positive impact on outcomes.</p> <p>Prioritisation of those prisoners in need of OASys completion is now a standing agenda item on the monthly Population Meeting.</p>	Governor/ Senior Probation Officer	Completed
S88	<p>Key concern: About 80 prisoners were released from Bristol every month. However too many, about 47%, were released homeless or into temporary accommodation, which did little to enhance their chances of rehabilitation. Too little focus and vigour was given to understanding the accommodation needs of prisoners. Wider, collaborative efforts to engage community and partnership services were underdeveloped.</p> <p>Recommendation: The number of prisoners being released either homeless or into temporary accommodation should be reduced.</p>	Agreed	<p>The Rough Sleeping pilot initiative (RSI) started at HMP Bristol during July 2019, with housing workers now regularly attending the prison. 80 newly released prisoners will be placed into homes during the first year.</p>	BCC/Governor	July 2020
			<p>Through the Gate (TTG) Enhanced Resettlement Services resources has increased from 5 to 11 staff in order to complete the preparatory work required to identify needs upon release.</p>	Governor	Completed
General recommendations directed to the Governor					
1.21	All victims of violence and antisocial behaviour should be	Agreed	CSIP (Challenge, Support, and Intervention Plan) has been introduced as part of the Violence Reduction strategy across the prison. CSIP	Governor	Completed



	identified and, where appropriate, supported with comprehensive management plans.		supports both perpetrators and victims of violence and Key Workers will support this process.		
1.22	The incentives and earned privileges scheme should be used more effectively to manage poor behaviour and reward good behaviour, and should include the use of individualised behaviour improvement plans.	Agreed	Behavioural Improvement Plans (BIP's) will be introduced for those prisoners who continue to exhibit poor behaviour and are regularly on Basic Regime or have extended periods on the Basic Regime. A new local Incentive and Earned Privilege (IEP) scheme will be devised collaboratively, in line with the national IEP Framework released during January 2020. HMP Bristol will scope out additional incentives to encourage good behaviour supported by Key Work.	Governor Governor	October 2019 January 2020
1.49	All prisoners whose vulnerability places them at risk of harm, abuse and neglect should be identified and protected.	Agreed	CSIP has been introduced as part of the Violence Reduction strategy across the prison. CSIP supports both perpetrators and victims of violence and Key Workers will support this process. HMP Bristol will produce an Isolation strategy which will inform staff on how to identify self-isolating individuals. The strategy will capture the support processes; this will be monitored via the monthly Safety Meeting and weekly SIM. A Safeguarding strategy to manage vulnerability will be developed.	Governor Governor Governor	Completed November 2019 November 2019
2.4	Officers should have regular, meaningful contact with the prisoners in their care, and this should be reflected in case note entries.	Agreed	A trained Key Worker will be allocated to prisoners and priority will be given to those with complex needs, allocated via the SIM meeting. Key Worker contact will be documented on NOMIS (a prisoner database) and quality assured by Residential Custodial Managers (CMs).	Governor Governor	December 2019 December 2019
2.24 Error! Reference source not found.	All prisoners who make a complaint against staff should have their complaint investigated thoroughly and should receive a detailed and legible response.	Agreed	All complaints made against staff is quality assured by a nominated Senior Manager. Good practice is shared to improve outcomes.	Governor	Completed
2.53	All clinical rooms should meet required infection control standards, with adequate storage and space to provide effective and	Partly Agreed	This recommendation is Partly Agreed for commissioning and affordability reasons as adequate storage and complete Infection Prevention and Control (IPC) is not able to yet be in place for all clinical spaces.	NHSE/ Bristol Community Health and Hanham Health (BCHHH)	



	accessible health services. (Repeated recommendation 2.73)		An IPC Audit and a Health and Safety Audit was undertaken across all the clinical spaces following the previous inspection and a risk assessment was completed for each room failing to meet the Infection prevention and Control standards. The risks identified were raised with the prison and a joint improvement action plan developed, however HMP Bristol is currently agreeing a schedule of works and funding has not yet been secured. This action will be discussed at monthly Health Governance Meetings. As an interim measure, any room not yet compliant with IPC will be cleaned on an ongoing basis until full compliance can be reached, and not used where risks of infection remain a risk.	NHSE/ BCHHH	December 2019
2.68	A rolling programme of mental health awareness training should be provided for all custody staff. (Repeated recommendation 2.99)	Partly Agreed	This recommendation is Partly Agreed as not all custody staff will receive this training, however all functional and residential areas will contain trained staff. Mental Health (MH) awareness training is embedded in the prisons annual training plan. This training is delivered to custody staff by practitioners from the Mental Health provider.	Avon and Wiltshire NHS Partnership Trust Governor/ Avon and Wiltshire NHS Partnership Trust	Completed
2.83	All medicine queues should be supervised adequately, to protect patient confidentiality and prevent bullying and diversion.	Agreed	HMP Bristol now ensures that operational staff are allocated to medicine queues and that they have a clear job description.	Governor	Completed
3.13	The daily regime, including access to association, should be reliably delivered.	Partly Agreed	This recommendation is partly agreed as whilst the prison will always seek to deliver as full a regime as possible there are times at HMP Bristol where for unforeseen operational reasons, combined with a significant ongoing commitment to training, the regime will necessarily be curtailed. HMP Bristol hold weekly Regime Planning meetings to forecast regime delivery and communicate predicted delivery to prisoners and staff. The Regime Management Plan is used to afford the best possible regime.	Governor Governor	Completed
3.14	Prisoners should be able to access the gym without disrupting their learning and working day. (Repeated recommendation 3.47)	Agreed	HMP Bristol has reviewed the gym timetable to enable prisoners to attend after their working day.	Governor	Completed



3.15	A comprehensive library service should be provided at the earliest opportunity.	Agreed	HMP Bristol will open a purpose-built College with a comprehensive learning resource service, including an outreach service. College attendance and use of the outreach provision will be monitored at the weekly at the Operational Morning Meeting and the quarterly Quality Improvement Group (QIG) meetings.	Governor	September 2019
3.25	Data should be used more effectively to monitor prisoners' progress and challenge poor performance.	Agreed	The Management Information System (MIS), CURIOUS, will be used to enable robust data gathering on achievements and progression. This data will be used to inform Individual Learning Plans (ILPs). Poor performance will be challenged through the Partnerships Meetings.	Weston College/ Governor Governor	December 2019 December 2019
3.35	Teachers and instructors should improve the quality of prisoners' individual learning plans, to help them to make good progress and to achieve relevant qualifications.	Agreed	The results of prisoner's initial assessments will be recorded and provided to Teachers/Instructors for application in their learning environment. Weston College will monitor and record the use of assessment information when planning individual learning, undertaking classroom observations and walkthroughs. These records will be discussed at the quarterly QIG.	Governor Weston College/ Governor	December 2019 December 2019
3.36	Teachers and instructors should provide effective and regular developmental feedback to prisoners that helps them to improve the quality and standard of their work.	Agreed	The Education Provider will implement a programme of training in order to improve method and style of feedback to learners. Implementation after training will be monitored by Weston College, the records will be discussed at the quarterly QIG and the Education Provider will be held accountable.	Weston College/ Governor	December 2019
4.4	The delays in prisoners accessing PIN telephone numbers should be addressed as a matter of urgency. (Repeated recommendation 2.13)	Agreed	HMP Bristol now communicates the process for applying for PIN numbers through the Reception and Induction process supported through Key Work. PIN applications will be recorded so that response times can be robustly monitored.	Governor Governor	Completed September 2019
4.17	All prisoners approved for home detention curfew should be released on their earliest eligibility date.	Agreed	The Home Detention Curfew (HDC) process is overseen by an experienced Case Administrator who works closely with NACRO (a resettlement and housing provider charity) and other partner agencies to minimise avoidable and controllable delays to HDC.	Governor	Completed
4.23	The effectiveness of the interdepartmental risk management team should be	Agreed	HMP Bristol has reviewed the attendance of the Integrated Risk Management Meeting (IRMM) to ensure a multi-disciplinary approach risk assessments.	Governor	Completed



	improved, to ensure that the risks and needs of new arrivals and imminent releases are appropriately addressed.		The prison ensures that the risk and needs of new arrivals are discussed during the Risk Management meeting. Prisoners due for release will be identified and action taken to address the risks upon release.	Governor	Completed
4.24	The accurate and timely review of telephone calls and mail for prisoners subject to monitoring should be in place, ensuring that their risks are appropriately managed and that the public are protected.	Agreed	HMP Bristol will adequately resource PIN and mail monitoring to ensure that all prisoners subject to Public Protection measures have phone calls and mail monitored appropriately.	Governor	September 2019
4.30	There should be a strategy for managing or transferring prisoners staying at the prison for longer periods, to ensure that they are able to progress in their sentence.	Agreed	HMP Bristol will record applications for progressive transfers and escalate where necessary. Prisoners that are unable to progress will be discussed at the monthly Population Management meeting and actions will be tasked to overcome barriers. The prison will engage with its partners to facilitate progression.	Governor Governor/ SPO	September 2019 September 2019

Recommendations	
Agreed	29
Partly Agreed	4
Not Agreed	1
Total	34

