



HM Prison &
Probation Service

Action Plan: HMP Birmingham

Action Plan Submitted: 3 December 2018

A Response to the HMIP Inspection 30 July – 9 August 2018

Report Published: 4 December 2018

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 |
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| 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. |



ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP BIRMINGHAM

| 1. Rec No | 2. Recommendation | 3. Agreed/ Partly Agreed/ Not Agreed | 4. Response Action Taken/Planned | 5. Responsible Owner | 6. Target Date |
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| | Main recommendations to the Governor | | | | |
| 5.1 | All steps, including consultation with prisoners, should be taken to understand and analyse the causes of violence and antisocial behaviour. Actions should be taken to reduce violence, and the effectiveness of these should be monitored over time. (S62) | Agreed | <p>The Prison Reform Trust (PRT) has been invited to run an Active Citizen Panel (ACP) at HMP Birmingham. This ACP will analyse the causes of violence and anti-social behaviour. These sessions will run for a period of 4 weeks and at conclusion will provide a written report for the Governor. Direct feedback will be given to the Governor and mitigating actions with the prisoners as part of the action delivery team will follow. These actions will be monitored using a checkpoint matrix system to provide management information via the Safety Diagnostic Tool (SDT) to track a projected downward trend. To support the violence reduction strategy the SDT will form the basis of the Governor's daily briefing to Senior Leads, managers and staff. This will be supported by ongoing training.</p> <p>A team of psychologists have been working with prisoners to identify trends and rationale for the levels of violence. This team will also produce an independent report which will recommend areas of concern and solutions to address them. The Safety Team will provide analysis on a weekly basis to the Governor in</p> | Governor / Director | January 2019 |
| | | | | Governor / Director | January 2019 |



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| | | | <p>the form of management information to steer the actions needed to reduce violence at HMP Birmingham.</p> <p>The prison will implement the Challenge, Support and Intervention Plan [CSIP]. CSIP is a new initiative that is proving to be effective in addressing negative and inappropriate behaviour within the custodial setting by using a structured case management system aimed at those who are violent or pose a raised risk of being violent, and works to help individuals change and manage their behaviour in a more positive way that does not involve violence.</p> <p>The Safety Custody Meeting will be revised to specifically monitor effectiveness of the Violence Reduction Strategy (VRS). A subject expert will be brought in as part of the recovery team to revise the VR Strategy as part of their Terms of Reference. They will produce an effective supporting action plan that is fit for purpose and will improve the level of investigative depth.</p> <p>A thematic review has been completed to identify the drivers of violence using the most recent Violent Incident Investigations. The results of this review and the report from the independent report and action plan from the Prison Reform Trust will inform an Establishment Safety Strategy based on the new 5Ps system (People; Physical; Population; Partnerships; Procedural).</p> | <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director</p> | <p>January 2019</p> <p>January 2019</p> <p>January 2019</p> |
| 5.2 | Perpetrators of violence and antisocial behaviour should be subject to appropriate | Agreed | The proposed new IEP Policy Framework will make significant changes to the existing IEP Prison Service Instruction (PSI). It takes account of research on procedural justice and the positive reinforcement of good behaviour. It will better support governors to incentivise good behaviour and engagement in activities such | Operational Policy Team / Governor / Director | Spring 2019 |



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| | administrative or disciplinary actions. (S63) | | <p>as education, training, work and addressing drug/alcohol or offending behaviour needs. Privileges can still be removed for poor behaviour and / or non-compliance. MOJ Policy are also reviewing the current system of disciplining prisoners to ensure swift and proportionate punishments and to support the development of evidence-based policies to support Prison Reform.</p> <p>For Adjudications, a phased review is being conducted of the Adjudications policy, the first stage of which is the publication of a consolidated and revised Adjudications PSI, which is planned for publication by end of December 2018.</p> <p>The prison will implement a centrally coordinated Incident Reporting Systems (IRS) process, administrated by the Orderly Officer group. The Safer Custody Team and Duty Managers will check that appropriate responses and action have been taken within the required timeframe.</p> <p>The prison in partnership with the Police will introduce a weekly crime clinic to ensure appropriate disciplinary actions are applied.</p> | <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director</p> | <p>December 2018</p> <p>December 2018</p> <p>December 2018</p> |
| 5.3 | The prison's drug supply and demand strategy should be further developed, to identify additional practical measures to stop the ingress of drugs and reduce demand more | Agreed | <p>The recommendations from the Drug Diagnostic Task Force (DDTF) Report will be implemented. A meeting with the task force has taken place and a report with recommendations for additional resources both physical and staff has been published.</p> <p>The prison will develop a revised strategy which will incorporate three key strands: Supply Reduction, Demand Reduction and Treatment recovery. The supply reduction will be effected by</p> | <p>Governor / Director</p> <p>Governor / Director</p> | <p>March 2019</p> <p>December 2018</p> |



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| | robustly. It should include measures to develop a culture that does not tolerate drug use and actively supports those who are using to stop. (S64) | | <p>improved additional support at the front gate to minimise ingress set out in the DDTF Report.</p> <p>A new revised drug free wing and partnership outreach service will be embedded to support the prisoners and as a direct result reduce demand via education, awareness and support. Working with NHS England, the health provider and Drug and Alcohol Recovery Team [DART] will provide active support for the men to stop using illicit substances.</p> <p>The prison will introduce rehabilitative principles that embed a culture that does not tolerate drug use. This will be supported with the introduction of the Offender Management in Custody (OMiC) Key Worker. The Key Workers will be trained in using the Five Minute Intervention [FMI] and dynamic security techniques to build trust and confidence through listening and giving feedback to support those prisoners to engage in cessation support.</p> | <p>Governor / Director</p> <p>Governor / Director</p> | <p>April 2019</p> <p>April 2019</p> |
| 5.4 | There should be a fundamental improvement in the quality of care for prisoners in distress. Those at risk of self-harm should be properly supported, and triggers such as poor living conditions and isolation should be addressed. The care of those most at risk under | Agreed | <p>There will be a coordinated plan to deliver Suicide and Self Harm (SASH) training to all relevant staff.</p> <p>All First Line Managers (FLMs) will be trained or refreshed as Assessment, Care in Custody and Teamwork (ACCT) assessors. This training will improve the quality of care for prisoners in distress.</p> <p>The prison will introduce a single case manager approach to those subject to ACCT. The implementation of a casework approach will improve the access and focus on provision of purposeful activity. The single case manager will be able to provide a more in depth level of care on a one to one basis for each prisoner subject to ACCT support. Supervision for case</p> | <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director</p> | <p>April 2019</p> <p>January 2019</p> <p>January 2019</p> |



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| | assessment, care in custody and teamwork (ACCT) procedures should focus on their assessed needs through a well-managed and effective casework approach. (S65) | | <p>managers will be provided fortnightly to address issues and reduce barriers to quality ACCT assessments and reviews.</p> <p>The prison will introduce a self-secluded strategy that will support the most vulnerable prisoners by providing direct and additional support to those on ACCT. Using a mixture of single case managers and trained peer support the strategy will increase the successful re-integration of those prisoners who self-seclude, by directly providing active support to mitigate the contra-indications that lead to self-seclusion.</p> <p>The prison will introduce a programme of refurbishment for all living accommodation. The introduction of the Activities, Basics, and Cleanliness (ABC) Strategy will provide assurance that at least minimum standards are maintained.</p> <p>As part of the ACCT assessment and reviews, allocation and attendance will become a primary consideration to enable access to activities. The introduction of the ABC Strategy will provide further assurance of activity attendance.</p> | <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director</p> | <p>December 2018</p> <p>December 2018</p> <p>December 2018</p> |
| 5.5 | Staff should be effectively supervised, coached and trained to maintain appropriate professional standards and provide a proper balance of | Agreed | <p>The prison will appoint an agreed quota of First Line Managers (FLMs). All FLMs will receive training, including mentoring and coaching, to enable effective supervision of the staff within their line management hierarchy.</p> <p>All staff will be trained to provide a Rehabilitative Culture. This will ensure that staff are supportive of rehabilitation and change, whilst maintaining an appropriate balance of care and control.</p> | <p>Governor / Director</p> <p>Governor / Director</p> | <p>April 2019</p> <p>September 2019</p> |



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| | care and control. (S66) | | | | |
| 5.6 | All prisoners should live in decent, humane conditions. (S67) | Agreed | <p>There has been an immediate focus on removal of rubbish from internal and external areas, which has been effective as part of the strategy to control rodents and other infestations.</p> <p>A and C wings are now closed and the refurbishment of G wing has commenced. The schedule of works is for completion and reopening of G Wing in January 2019. The introduction of the Activities, Basics, and Cleanliness [ABC] Strategy will provide assurance that decent and humane conditions are maintained.</p> <p>All certified accommodation and ancillary areas will be subject to a redecoration programme. All certified accommodation will be subject to a redecoration programme, be fit for purpose and contain minimum standards of fixtures and fittings</p> <p>All certified accommodation will be subject to daily accommodation fabric checks (AFCs). This will be supported by weekly residential management compliance audits.</p> | <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director</p> | <p>Completed</p> <p>January 2019</p> <p>January 2019</p> <p>January 2019</p> |
| 5.7 | All prisoners should have the opportunity to engage in education, training | Agreed | The prison will introduce a revised Reducing Reoffending strategy with nominated Pathway Leads. The nominated Pathway leads will champion prisoners to have the opportunity to fully engage in gaining an education, training or work place. In addition, a review | Governor / Director | April 2019 |



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| | and work. All sentenced prisoners should be required to attend. (S68) | | <p>of the education, training and work footprint will inform delivery capability and potential funding requirements.</p> <p>In conjunction with partners the prison will complete a training and needs analysis. The outcome of which will influence curriculum change to better meet identified need. This strategy will be implemented to deliver a range of education courses, vocational skills courses and range of purposeful activity to meet the needs of all prisoners.</p> <p>To afford all prisoners the opportunity to engage in education, training and work. The Governor, Senior leaders and managers will on a daily basis prioritise the delivery of a full and constructive regime. The introduction of the Activities, Basics, and Cleanliness (ABC) Strategy will provide further assurance that all prisoners have the opportunity to engage and those allocated attend education, training and work. To assist this strategy, focus groups with the prisoners will be carried out to identify the positive drivers from the prisoner's perspective that will encourage attendance.</p> | Governor / Director | January 2019 |
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| 5.8 | The prison should implement a strategy to manage and progress sex offenders in order to address their offending behaviour. If they cannot be appropriately progressed, specific | Agreed | <p>With support and guidance from the HMPPS Men Convicted of Sexual Offences (MCSO) Board, the prison will develop and implement a local strategy based on individual progression plans to other establishments where suitable treatment is available to the MCSO population.</p> <p>The prison will work with HMPPS subject matter experts to improve the skills mix to effectively manage a large high-risk population. The up skilling will include Public Protection specific</p> | Governor / Director | April 2019 |
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| | and sufficient offending behaviour work should be provided at Birmingham. The skills mix in the offender management unit should be improved, to reflect the need to work effectively with a large high-risk population. (S69) | | competencies so the existing Offender Supervisors will have the right skills mix for working with the MCSO cohort. Working in partnership with West Midlands Probation, the Offender Management in Custody Model (OMiC) will be introduced. This is a national programme that aims to make significant improvement in how offenders are managed in custody and moves responsibility for some cases from the community to prisons. This long term strategy will further improve the expertise in management of the MCSO cohort. In addition all offender management processes, including those relating to sex offenders, will be accessible to OMU staff within EQuIP, a national resource providing easy access to guidance and policy to support effective practice and consistency. | Governor / Director / Operational Policy | December 2019 |
| 5.9 | Gaps and weaknesses in public protection arrangements should be identified and urgent remedial action should be taken to protect victims and potential victims. (S70) | Agreed | The prison will identify the gap between capability and volume of calls and mail requiring monitoring in relation to public protection (PP) telephone calls. A dedicated team will be trained and embedded into the Offender Management Unit (OMU) to specifically deal with PP calls and mail. Levels of authorisation will be adhered to. This will be subject to a revised assurance process. The revised PP strategy will outline information sharing governance. This will ensure that critical information such as child contact restrictions are observed. | Governor / Director Governor / Director | March 2019 March 2019 |
| | Recommendations | | | | |
| | Early days in custody | | | | |
| 5.10 | The delivery of induction should be | Agreed | The prison will implement a management monitoring system that provides assurance that all new arrivals will have successfully | Governor / Director | January 2019 |



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| | monitored centrally, to ensure that all new arrivals have completed it. (1.9) | | <p>completed all elements of the agreed Induction Programme run within the First Night Centre (FNC).</p> <p>The prison will have provision for those men who are unable to be located in the FNC for any reason (i.e. located straight to the Care & Separation Unit, Sex Offender Unit or Healthcare). To ensure completion of induction an outreach provision will be implemented.</p> <p>The Senior Lead for induction will keep management information on all new receptions and present this data weekly.</p> | <p>Governor / Director</p> <p>Governor / Director</p> | <p>January 2019</p> <p>January 2019</p> |
| | Managing behaviour | | | | |
| 5.11 | All victims of violence and antisocial behaviour should be identified and assisted with comprehensive support plans which include access to regime activities. (1.18) | Agreed | <p>The prison will revise the Violence Reduction (VR) Strategy. This will include the timely investigation of all violence and antisocial behaviour and a system that will make firm recommendations for support via a comprehensive support plan. Each support plan will include planning of access to regime activities in order to fully reintegrate victims back into normal prison life. These plans will be quality assured and monitored for compliance by the safer custody team and Senior Residential Leads.</p> <p>There will be a formal communication package delivered by the Head of Safer Custody to all staff along with a formal launch and electronic distribution of the VR Strategy package</p> | <p>Governor / Director</p> <p>Governor / Director</p> | <p>January 2019</p> <p>January 2019</p> |



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| 5.12 | A regular adjudication standardisation process should be implemented to ensure adjudications are dealt with promptly and appropriately. (1.21, repeated recommendation 1.47) | Agreed | The prison will implement a revised adjudication standardisation policy. The process will be underpinned with strict governance. A new meeting schedule will be agreed and there will be a full account of each meeting. The membership will be inclusive of both prisoners and key stakeholders. | Governor / Director | December 2018 |
| 5.13 | Prisoners who are segregated, including those who are self-isolating, should be kept safe and have access to an adequate regime which safeguards their mental well-being. (1.30) | Agreed | <p>The Care and Separation Unit (CSU) will be subject to a full review. The Terms of Reference will specifically include individual case work for each CSU prisoner to ensure they are subject to Safeguarding measures.</p> <p>The prison will introduce a weekly multi-disciplinary meeting to support those prisoners held in the CSU and those self-secluding within the establishment.</p> <p>The prison will introduce a self-secluded strategy as these prisoners are contraindicated as victims of violence and anti-social behaviour. This level of comprehensive support plan will include planning of access to regime activities and mental health support in order to fully re-integrate segregated and self-isolating prisoners back into normal prison life.</p> | <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director</p> | <p>April 2019</p> <p>January 2019</p> <p>December 2018</p> |



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| | Safeguarding | | | | |
| 5.14 | The safer custody meeting should analyse the reasons for self-harm (including acts of serious self-harm), monitor the actions taken and identify lessons learned. (1.50) | Agreed | The Safer Custody Meeting agenda will be revised to include data analysis for all aspects of self-harm, monitoring to track progress, including Prisons and Probation Ombudsman (PPO) reports and implementation of a lessons learned register to influence improvement. | Governor / Director | December 2018 |
| 5.15 | The Prisons and Probation Ombudsman death in custody action plan should be regularly monitored and action taken should be reviewed, to check that the recommendations have been thoroughly embedded. (1.51) | Agreed | The prison will introduce a new meeting to specifically monitor and review the Prisons & Probation Ombudsman (PPO) Death in Custody Master Action Plan. This forum will include all relevant stakeholders. To support this, a quarterly meeting will take place to seek evidence based assurance that agreed actions are embedded. A full discussion will also be held at the Safer custody monthly meeting. | Governor / Director | December 2018 |
| | Daily life | | | | |
| 5.16 | All cell bells should be answered within five minutes. (2.13) | Agreed | HMP Birmingham will endeavour to normally meet a five minute response time to cell bells and a new system will be implemented to achieve this. | Director Prisons Policy / Governor / Director | TBD |



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| | | | In the interim, HMP Birmingham has developed a system to improve assurance of cell call response times. | | |
| 5.17 | Matters, including allegations against staff, submitted through the confidential complaints system should be dealt with promptly, fairly and efficiently. (2.21) | Agreed | The prison will implement a system that directs all confidential complaints directly to the Governor. Response times will comply with National guidelines. A quality assurance process will also be introduced that analyses the type, frequency and rationale of complaints to identify underlying themes for action. | Governor / Director | January 2019 |
| | Equality, diversity and faith | | | | |
| 5.18 | Equality and diversity should be given a higher priority within the establishment. The needs and treatment of prisoners from minority groups should be monitored, and action taken to ensure that their needs are met. (2.26) | Agreed | <p>The prison will implement a revised Equalities and Diversity Strategy. The Governor will chair the monthly meeting. This forum will analyse key data (via local data and the equalities performance tool).</p> <p>The prison will ensure that the equalities team is adequately resourced to ensure equality and diversity work is given a higher priority. The prison will appoint and train a Senior Lead for each of the Protected Characteristics (PC).</p> <p>The revised Equalities Strategy will be the bedrock of providing continuous improvement for the treatment of minority groups to ensure that their needs are met. PC Leads will be required to hold monthly focus groups. The prison will adopt an overt communication strategy to publicise progress with agreed actions.</p> | <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director</p> | <p>April 2019</p> <p>April 2019</p> <p>April 2019</p> |



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| 5.19 | Prisoners requiring a personal emergency evacuation plan should have one, and all staff having contact with prisoners should be aware of their responsibilities in relation to this procedure. (2.34) | Agreed | <p>The prison will implement a revised strategy for managing personal emergency evacuation plans (PEEPs). This will include training for staff and Peer Support Workers.</p> <p>The prison will publish each PEEP within the relevant area. This will aid understanding and awareness for individual need. The wing manager will include each PEEP in their daily briefing of staff.</p> | Governor / Director | April 2019 |
| | Health, well-being and social care | | | | |
| 5.20 | All clinical rooms should comply with infection control standards and offer a decent, safe and accessible environment for prisoners and staff. (2.53, repeated recommendation 2.55) | Agreed | <p>The prison will conduct a review that identifies all compliant and non-compliant clinical rooms with specific information on infection control systems and cleaning schedules. For non-compliant areas an action plan will be developed that details how that area is to be brought up to a standard that satisfies a safe, decent and accessible environment criteria.</p> <p>The prison will implement an action plan for individual clinical rooms that will be presented and directly signed off by the Governor.</p> <p>These action plans will then be monitored by the Head of Healthcare through the HMP Birmingham Infection Prevention and Control meeting which will be attended by the G4S Soft Facilities Management (FM) Manager and estates. This will also be supported by regular Infection Control Audits completed by Birmingham Community HealthCare NHS Foundation Trust. Evidence of the action plans and audits will be presented to the Governor for compliance.</p> | <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director / Birmingham Community Healthcare NHS Foundation Trust</p> | <p>December 2018</p> <p>April 2019</p> <p>December 2018</p> |



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| 5.21 | Prisoners should be able to complain easily, through a confidential, well-advertised health care complaints system. (2.54) | Agreed | The prison will conduct a review of the Healthcare Complaints System with a focus on confidentiality. The recommendations from the review will be used to implement and publish a new Healthcare Complaints Strategy. | Governor / Director | January 2019 |
| | | | The prison will communicate a package to the men and staff that advertises and fully explains the process of the HMP Birmingham Healthcare Complaints System to ensure the system is more accessible to prisoners. | Governor / Director | January 2019 |
| 5.22 | There should be a whole-prison strategic approach to promoting health and well-being. (2.60) | Agreed | The prison will conduct a review into Health and well-being at HMP Birmingham, chaired by the Head of Healthcare. | Governor / Director / Birmingham Community Healthcare NHS Foundation Trust | April 2019 |
| | | | The prison will use results of this review to bring together the joint learning from all partners involved with the review and this will be the foundation information for the production of a new Strategic approach to promote health & well-being. The prison will publish a Strategic Plan, which will be signed off by the Governor as fit for purpose. The prison will communicate the new strategy to the men and staff that advertises and fully explains the processes of the HMP Birmingham Health and Well-being Strategy. | Governor / Director | April 2019 |
| 5.23 | Condoms should be well advertised and easily available to all prisoners. (2.61) | Agreed | The prison will review the process for access to condoms for all prisoners and will produce a Notice to Residents which will be displayed on each Residential Unit. This will outline both access and safe issuing procedures. | Governor / Director / Birmingham Community | December 2018 |



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| | | | | Healthcare NHS Foundation Trust | |
| 5.24 | Smoking cessation services should meet the needs of those who require support. (2.62) | Agreed | <p>The prison will conduct a review to assess the current smoking cessation services. The review will identify and fully document the processes for early days in custody processes, cessation clinics, access to VAPE equipment and processes for Nicotine Replacement Therapy (NRT) patches supplied via the Healthcare provider under the NHS England contract.</p> <p>The prison will identify any gaps in cessation service delivery and create a plan to mitigate any areas not reaching the above standards.</p> | Governor / Director / Birmingham Community Healthcare NHS Foundation Trust / NHSE | <p>December 2018</p> <p>December 2018</p> |
| 5.25 | There should be systematic care planning for, and monitoring of, all prisoners with life-long conditions. (2.72) | Agreed | <p>The prison will conduct a review to assess the current care planning and monitoring systems at HMP Birmingham for men with life-long conditions.</p> <p>The recommendations from this review will be used to produce and implement an Action Plan to identify and fully document the processes for care planning, management and monitoring systems for life long conditions.</p> | Governor / Director / Birmingham Community Healthcare NHS Foundation Trust | <p>December 2018</p> <p>April 2019</p> |
| 5.26 | External hospital appointments should not be cancelled and custody escort arrangements should be adequate and effective to meet the | Partly Agreed | It is agreed that escort arrangements should be effective and adequate, and efforts will be made to avoid the cancellation of hospital appointments whenever possible, but operational and resource pressures mean we cannot commit to never cancelling an external hospital escort. The prison will conduct a review to assess the current provision for both hospital appointments and monitoring systems to document the process for booking appointments, staff resources for carrying out the profiled hospital | Governor / Director | April 2019 |



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| | health care needs of all prisoners. (2.73) | | <p>escorts and managing appointments if the establishment receives an appointment on a day when escort commitment is full.</p> <p>This process will document how the re-booking of the hospital appointment will operate and how healthcare are informed when men return from hospital escorts and how any clinical information is handed over to ensure the continuity of care and any future appointments can be booked.</p> | | |
| 5.27 | All custody officers should receive regular mental health awareness training to enable them to recognise and support prisoners with mental health problems. (2.84, repeated recommendation 2.86) | Agreed | <p>The Safer Custody Team will liaise with partners who manage the Mental Health provision to design a fit for purpose awareness package.</p> <p>The prison will produce a schedule for Mental Health awareness training for all custody officers. The schedule will be agreed and published. This will include the delivery of Mental Health First Aid Training. The training plan will be a joint venture managed by the Head of Learning and Skills & Mental Health Services provider.</p> | Governor / Director | September 2019 |
| 5.28 | Patients requiring a transfer under the Mental Health Act should be transferred within the current transfer guidelines. (2.85, repeated recommendation 2.87) | Partly Agreed | <p>This recommendation is partly agreed as the prison will as far as possible transfer patients within the current guidelines, however there is a significant wait for Medium Secure Unit beds therefore HMP Birmingham are unable to guarantee meeting guideline timescales.</p> <p>Links exist between prison healthcare and the specialist commissioning team who oversee access to secure beds, this includes an agreed escalation process. Every effort is made to support timely referrals and access to patients for assessments, however secure bed availability and admission to these beds falls</p> | National Director of NHS England (NHSE) / Birmingham & Solihull Mental Health NHS Trust | |



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| | | | outside of the control of prison healthcare and Health and Justice Commissioning. Nationally work is underway between specialised Commissioning and Health and Justice national teams to identify how access times can be reduced. In the interim prison Healthcare and Justice Commissioning teams continue to engage with specialised Commissioners regarding access, pathways and escalation. | | |
| 5.29 | Substance misuse services should increase efforts to engage with prisoners who use new psychoactive substances, respond promptly to referrals, target interventions and explore the use of peer support as part of a prison-wide strategy to tackle the problem. (2.97) | Agreed | <p>The Drugs and Alcohol Recovery Team (DART) now complete a part 1 assessment with all referrals and new receptions within a 24 hour period or 1 working day. DART are also exploring new mechanisms of delivering information during the induction process, particularly around Psychoactive Substance (PS).</p> <p>DART are delivering PS forums on L, M, N, P, K, and B wings once per month to all prisoners, irrespective of if they are engaging with DART. These are intended to provide advice and information, raise awareness around psychoactive substances and allow access to the service.</p> <p>DART have obtained a SMART Recovery license and are in the process of training staff to deliver this programme. DART are developing the Peer Support Recovery Champions and continue to facilitate the Alcoholic Anonymous 12 Step Programme.</p> | Governor / Director / Inclusion Midlands Partnership Trust | <p>March 2019</p> <p>Completed and ongoing</p> |
| 5.30 | The prison should ensure that there are | Agreed | The prison will conduct a review to determine the provision of sufficient fit for purpose accommodation. Following the review the | Governor / Director | April 2019 |



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| | there are sufficient, fit for purpose facilities for the unrestricted observation of prisoners during the initial five days of stabilisation. (2.98) | | prison, in partnership with the Health provider will develop an action plan to ensure those at high risk during the first five days of stabilisation for alcohol or opiate detoxification will be in a cell with a door with an appropriate Perspex observation panel that can be fully opened. | /Birmingham Community Healthcare NHS Foundation Trust | |
| 5.31 | The in-possession policy should be adhered to and all medicines should be assessed individually. (2.108) | Agreed | <p>The prison has already taken action to update the in possession (IP) policy and the medication RAG assessment. The prison will assess all in-possession medicines on an individual basis.</p> <p>Staff have received training on the new IP medication assessment with a rolling training programme occurring monthly to capture new staff. Training will be completed by April 2019.</p> <p>The prison, in partnership with the Health Provider will introduce a system of frequent compliance random testing for individual prisoners with in-possession medication. An audit will be completed to measure compliance against the agreed standards and the results and any action plan will be monitored through the Medicines Management Committee.</p> | <p>Governor / Director</p> <p>Governor / Director</p> <p>Governor / Director / Birmingham Community Healthcare NHS Foundation Trust</p> | <p>April 2019</p> <p>April 2019</p> <p>April 2019</p> |
| 5.32 | Prisoners in shared cells should be able to store medicines securely. (2.109, repeated recommendation 2.74) | Agreed | <p>The prison will pilot secure in-cell medication boxes on N and P wings.</p> <p>On completion of this pilot the prison will produce a ramp up plan that will be implemented in a further two phases:</p> <p>Phase 1: N & P Wings (Pilot)</p> <p>Phase 2: J: K; L; M & (Healthcare [open wings])</p> | Governor / Director | <p>January 2019</p> <p>May 2019</p> |



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| | | | | Birmingham Community Healthcare NHS Foundation Trust | |
| 5.35 | Health services staff should be able to administer a wider range of medicines without a prescription within a robust clinical framework. (2.112, repeated recommendation 2.76) | Agreed | <p>The prison will review the ability to administer a wider range of medicines without prescription within a robust framework.</p> <p>The prison will implement the recommendations of this review after discussion at the Medicines Management Committee and the Healthcare Local Delivery Board. This review will outline that medicines will be administered without a prescription via a variety of methods including homely remedies, minor ailments clinic and Patient Group Directions (PGD).</p> <p>The prison will publish the strategy which sets out the processes for the ability to administer a wider range of medicines without prescription within a robust framework. The prison will produce and implement an action plan to fully align the process to clinical framework guidelines.</p> | Governor / Director / Birmingham Community Healthcare NHS Foundation Trust | <p>March 2019</p> <p>March 2019</p> <p>March 2019</p> |
| 5.36 | Room and drug refrigerator temperatures should be monitored effectively and prompt remedial action taken to ensure that medicines are stored at the correct temperature. (2.113, repeated) | Agreed | <p>The prison will conduct a review into the processes for monitoring room and drug refrigerator temperatures. Areas of non-compliance against national standards will be identified and recommendations made for mitigation. The agreed actions will be published and fully implemented to ensure that medicines are stored at the correct temperature.</p> <p>The Head of Healthcare will monitor the effectiveness of the new regime and effective compliance to these room and drug refrigerator temperatures monthly. Any anomalies or issues will</p> | Governor / Director / Birmingham Community Healthcare NHS Foundation Trust | <p>December 2018</p> <p>December 2018</p> |



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| | recommendation 2.77) | | be exception reported to the Healthcare Partnership meetings and any further agreed actions to provide mitigation implemented. | | |
| | Time out of cell | | | | |
| 5.37 | All prisoners should have a decent regime, including access to learning and skills and work activities, daily association and exercise in the open air. (3.13) | Agreed | The prison will introduce a new core day to provide a decent regime with sufficient time out of cell to enable learning and skills and work activities, association and exercise. The new core day will be supported by revised staffing profiles. | Governor / Director | April 2019 |
| 5.38 | Data should be collected and analysed on library and gym use, to ensure equitable access and increase participation. (3.14) | Agreed | The prison will conduct a review and create a report that will look at the demographics of prisoners using the gym and library. The team will then assess equitable access using protected characteristics for both areas. A Senior Lead will have responsibility for delivering equal access to the library and Gym. Following this the prison will create and implement an action plan to increase participation in both the library and gym. | Governor / Director | January 2019 |
| | Education, skills and work activities | | | | |
| 5.39 | Prison leaders and managers should implement an effective strategy that | Partly Agreed | Work will be undertaken to improve the range of education, skills and work provision, which will better meet the needs of prisoners, but resource constraints mean we cannot commit to meet the needs of all prisoners. In conjunction with partners the prison will | Governor / Director / Milton Keynes College / Birmingham | April 2019 |



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| | delivers an appropriate range of education, skills and work provision that meets the needs of all prisoners. (3.25) | | complete a training and needs analysis, the outcome of which will influence curriculum change to better meet identified need. This strategy will be implemented to deliver a range of education courses, vocational skills courses and range of purposeful activity to better meet the needs of prisoners. | South City College | |
| 5.40 | Effective quality assurance measures should be introduced for the whole of the provision that lead to significant improvements and increased prisoner success in gaining qualifications and developing their skills. (3.26) | Agreed | <p>The prison will introduce a Quality Assurance system that will monitor provision across both academic and vocational educational courses. The set of measures will reflect the qualifications gained and recognition of developed personal skills.</p> <p>To help promote, support and reinforce positive achievements planned presentation events will be celebrate success. Family and friends will be invited to attend award ceremonies.</p> | Governor / Director / Milton Keynes College / Birmingham South City College | April 2019 |
| 5.41 | Prison managers should ensure that the process of allocating prisoners to activities is informed by the prisoner's career needs and aspirations, and take into consideration their existing English or mathematics skills, and that prisoners | Agreed | <p>The prison will introduce a revised Activity Allocation Strategy. This strategy will include an analysis of need, taking into consideration prisoners existing English and Mathematics Skills.</p> <p>The current induction process will be reviewed to enable attendance and to ensure the completion of an individual personal learning plan. This learning plan will identify all existing skills and future aspirations allowing the sequencing of educational and interpersonal skills development linked to work activities</p> | <p>Governor / Director</p> <p>Milton Keynes College / Birmingham South City College</p> | April 2019 |



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| | attend an induction to education, skills and work activities. (3.27) | | | | |
| 5.42 | Prison managers should ensure that all prisoners are purposefully employed when undertaking work. (3.28) | Agreed | <p>The prison will introduce a Purposeful Activity Allocations system that will allocate all prisoners into a suitable employment activity. This system will ensure all work is purposeful and leads to a productive outturn. All activity will be appropriately supervised by staff.</p> <p>To enable effective partnership working and to support activity attendance a Memorandum of Understanding (between Learning & Skills and Residence) will be agreed and published.</p> | Governor / Director / Milton Keynes College / Birmingham South City College | April 2019 |
| 5.43 | Prison leaders and managers should provide prisoners with effective pre-release preparation that includes appropriate arrangements for education and/or training applications and job searches. (3.28) | Agreed | <p>The prison will implement a Pre-Release Preparation Strategy. The strategy will include Community Rehabilitation Company (CRC) arrangements for education, training and job searches.</p> <p>The virtual campus is currently only available in east education which is the venue for the R45 Men Convicted of Sexual Offences [MCSO] and Vulnerable Prisoners [VP]. A business case will be submitted to extend the virtual campus into west education to enable access to the wider population.</p> | Governor / Director / Staffordshire and West Midlands CRC | <p>April 2019</p> <p>April 2019</p> |
| 5.44 | Prison managers should improve the quality of teaching, learning and assessment of the | Agreed | In conjunction with providers the prison will introduce an advanced practitioner support programme, underpinned by coaching methods to improve the quality of teaching, learning and assessment of education, skills and work activities. | Governor / Director / Milton Keynes College / Birmingham | April 2019 |



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| | education, skills and work activities. (3.37) | | | South City College | |
| 5.45 | Education and prison managers should ensure that all prisoners receive a prompt assessment of their English and mathematics development needs. (3.38) | Agreed | The prison will introduce a revised Activity Allocation Strategy. This will include a revision of the current induction process to enable attendance and to ensure the completion of an individual personal learning plan. This analysis of need will take into consideration prisoners existing English and Mathematics Skills. | Governor / Director / Milton Keynes College / Birmingham South City College | April 2019 |
| 5.46 | Prison managers should provide prisoners in workshops with appropriate support to enhance their English and/or mathematics skills. (3.39) | Agreed | <p>The prison will embed English, Mathematics and employability into workshops as an on the job learning experience to support & enhance English and Maths skills as a way of providing a learning environment that men want to willingly engage with. This will mitigate the culture of prisoners not wanting to attend formal classroom based learning.</p> <p>The prison will create a support network of trained peer Learning and Skills mentors to work alongside teaching staff to support prisoners with their English and mathematics skills.</p> | Governor / Director / Milton Keynes College / Birmingham South City College | April 2019 |
| 5.47 | Education managers should introduce comprehensive arrangements to identify and address fully the needs of prisoners with learning difficulties and/or disabilities, so | Partly Agreed | Work will be undertaken to better meet the educational needs of prisoners with learning difficulties and/or disabilities, but resource constraints mean we cannot commit to address in full the needs of such prisoners. During induction each prisoner is advised of the Additional Learning and Support (ALS) support available and what they need to do to access this support. At the point of enrolment to a course, students self-declare any known issues. Students may not wish to declare ALS needs at the point of enrolment or they may not have previously been identified as | Governor / Director / Milton Keynes College / Birmingham South City College | April 2019 |



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| | that they can make the progress that they are capable of. (3.40) | | <p>having needs. In these instances, teachers will refer directly to the ALS team for suitable support. In addition, the G4S and provider allocation teams will be co-located to record current declarations of health and disabilities. An individual personal learning plan will also be developed to meet need and encourage progress.</p> <p>The prison will create a support network of peer Learning and Skills mentors to work alongside teaching and induction staff to support the needs of prisoners with learning difficulties and/or disabilities. To ensure that peer mentors are fully effective in their role they will work towards completing the Northern Council for Further Education (NCFE) and the Council for Awards in Care, Health and Education (CACHE) Level 2 Certificate in Understanding Specific Learning Difficulties. The regional Special Educational Needs Coordinator (SENCO) will provide training to all teachers around ALS to include referrals, ALS tier system and planning to support students with ALS needs.</p> | | |
| 5.48 | Tutors and instructors should improve prisoners' social, personal, practical and work-related skills, as appropriate, by using effective identification, recording and assessment methods. (3.41) | Agreed | <p>To monitor prisoner's skills each prisoner will have a Personal Learning Plan (PLP) that is reviewed regularly dependent on the length of the course. Longer courses will have a weekly review and short courses of 1 week will be reviewed mid-week and at the end of the course. Workshops will also have a Prisoner Development Plan (PDP) for all prisoners that will be reviewed monthly.</p> <p>Coaching and mentoring will improve the quality of teaching, learning and assessment (TLA) but it will also support teachers to improve prisoner's social, personal, practical and work related</p> | Governor / Director / Milton Keynes College / Birmingham South City College | June 2019 |



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| | | | skills. The quality process not only identifies the improvements needed in TLA but against the key areas of the inspection framework. This means that teachers are required to embed employability, Maths, English, British Values and Equality and Diversity in each session. This holistic approach along with teachers challenging inappropriate behaviour, lateness and the use of bad language will improve the opportunities for the prisoners. In addition, teachers working with students will set smart targets in PLPs to address their wider skills and not just the achievement of qualifications. | | |
| 5.49 | Tutors should improve the setting of prisoners' learning objectives to ensure the rapid development of employability, personal and social skills. (3.42) | Agreed | The prison will ensure every prisoner is issued with a PLP at the start of each new course of study. The teacher will work with each individual to develop appropriate targets that will challenge the individual to develop their employability, personal and social skills. These targets will be reviewed by the teacher with the prisoner during weekly tutorials. New targets are set once original targets have been demonstrated. Development of social skills will be demonstrated through behaviour in the classroom, regular attendance, achieving the qualification, observations end of course reviews which have a reflective view and also skills enhancement which will be evidenced through case notes. | Governor / Director / Milton Keynes College / Birmingham South City College | June 2019 |
| 5.50 | Prison leaders and managers should prioritise prisoners' attendance at education, skills and work during the core day. (3.46) | Agreed | <p>The prison will implement a revised attendance strategy and a Memorandum of Understanding between Learning & Skills and Residence Senior Leads which will be agreed and published to holistically engage with men who are not working. This will be aligned to the new core day.</p> <p>The Governor, Senior leaders and managers daily (via briefings and visible leadership) prioritise activity attendance. Attendance</p> | <p>Governor / Director</p> <p>Governor / Director</p> | <p>April 2019</p> <p>Completed and ongoing</p> |



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| | | | <p>at activities is reported at every morning briefing; this information is shared with all senior leaders and is challenged by the Governor. This is cascaded to all staff via the operational and daily meetings and briefings. Data is available to identify low attendance areas and the potential issues that may have led to this. Suitable interventions will be identified at this point.</p> <p>The introduction of the Activities, Basics, and Cleanliness (ABC) Strategy will provide further assurance from Senior Leaders and managers that all prisoners have the opportunity to engage and attend allocated education, skills and work. The ABC strategy will provide a clarity for both staff and prisoners. Prisoners will clearly understand the expectations of attendance and the consequences of failing to attend. Staff will have sufficient knowledge to support prisoners to apply for appropriate activities. Close partnership working with providers will support the introduction of the strategy across all areas.</p> | Governor / Director | December 2018 |
| 5.51 | Education tutors should consistently apply existing arrangements to minimise prisoners' self-elected absence from sessions. (3.47) | Agreed | The prison will implement a revised attendance strategy which will set expectations for prisoner attendance. Prisoners and staff will have a clear understanding of the expectations of attendance and the consequences of non-attendance. Forums will be taking place with those prisoners who self-elect not to attend education or work. Information from these forums will be used to identify required improvements and suitable incentives to support expected levels of attendance. | Governor / Director / Milton Keynes College / Birmingham South City College | April 2019 |
| 5.52 | Education tutors should routinely and effectively challenge all incidents of | Agreed | The prison and providers will deliver a training programme for Education tutors so they are confident in the knowledge and process for challenging inappropriate behaviour and conduct. This | Governor / Director / Milton Keynes College / Birmingham | April 2019 |



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| | prisoners' inappropriate behaviour and conduct. (3.48) | | will include the use of both incentives and earned privileges (IEP) and adjudication processes. | South City College | |
| 5.53 | Leaders and managers should ensure that a large proportion of prisoners complete and achieve their education qualifications. (3.52) | Agreed | <p>The prison in conjunction with partners will introduce a sequencing strategy. This will ensure that prisoners access courses at the appropriate time, minimising duplication, and maximising retention to enable the completion of qualifications.</p> <p>The Governor, Head of Learning and Skills and Education provider will monitor completions at the monthly Establishment Performance meeting</p> | Governor / Director / Milton Keynes College / Birmingham South City College | June 2019 |
| 5.54 | Prison and education managers should ensure that prisoners attending vocational training and work attain their potential in improving and further developing their English and mathematics skills. (3.53) | Agreed | <p>The prison will introduce a revised Activity Allocation Strategy. The new strategy will ensure that individuals applying for work meet the minimum standards of maths & English for the role.</p> <p>Those who require improvement will be allocated to education for maths and English courses to aid their development. In addition, those already in work will be supported with embedded work based learning.</p> | Governor / Director / Milton Keynes College / Birmingham South City College | April 2019 |
| | Children and families and contact with the outside world | | | | |
| 5.55 | The visits hall should be refurbished, to improve the | Agreed | The visits hall, and all associated areas will be redecorated. Additionally, new furniture that is modern, comfortable and fit for | Governor / Director | June 2019 |



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| | experience for visitors and prisoners. (4.6) | | purpose will be purchased to replace the existing furniture which is currently not conducive with a family friendly environment. | | |
| 5.56 | Formal support should be available to assist in developing and maintaining positive relationships with families. (4.7) | Agreed | <p>The prison will conduct a review of the formal support available for maintaining positive relationships with families. A liaison worker will be introduced to improve family ties. In conjunction with the visits centre provider and a community interest company the results of the recently completed visitor survey will be actioned.</p> <p>The Governor will on a weekly basis monitor the provision of critical equipment. This will include in-cell telephony and wing telephones.</p> | Governor / Director | <p>June 2019</p> <p>December 2018</p> |
| | Reducing risk, rehabilitation and progression | | | | |
| 5.57 | The prison should explore and address delays to the new national home detention curfew processes which prevent prisoners from being released early under this scheme. (4.17) | Agreed | <p>The prison will bring in a subject matter expert to independently review the home detention curfew (HDC) process.</p> <p>The prison will implement the recommendations for continuous development and improvement in the HDC processes. The strategy will be published and communicated to the prisoners and staff. Assurance will be monitored using successful HDC data as the indicator for success.</p> | Governor / Director | <p>December 2018</p> <p>January 2019</p> |
| | Interventions | | | | |



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| 5.58 | The proportion of prisoners maintaining suitable and sustainable accommodation after release should be monitored. (4.30) | Agreed | The CRC have responsibility for monitoring and reporting on accommodation which is shared with the prison. The prison in conjunction with the Community Rehabilitation Company (CRC) will create a new monitoring system for the maintenance of suitable and sustainable accommodation after release. | Governor / Director / Staffordshire and West Midlands CRC | April 2019 |
| | Release planning | | | | |
| 5.59 | All prisoners should have a comprehensive review of their resettlement plan, which should be completed well enough ahead of release to be fully effective. (4.37) | Partly Agreed | <p>This recommendation is partly agreed due to HMPPS not being able to control the Contract Package Area (CPA) response to CRC Resettlement plans nationally. Contact is limited to the local CPA Area.</p> <p>Locally the CRC produce resettlement plans within 12 weeks of release as part of the Through The Gate (TTG) contract. The prison will create a new strategy for reviewing each prisoners' resettlement plan, prior to release. This system will be measurable and within the parameters of our CRC partners 12 week window to provide a resettlement plan.</p> | Governor / Director / Staffordshire and West Midlands CRC | April 2019 |



| Recommendations | |
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| Agreed | 53 |
| Partly Agreed | 6 |
| Not Agreed | 0 |
| Total | 59 |

