



HM Prison &  
Probation Service

Action Plan: HMP Bristol

Action Plan Submitted: 14 November 2023

A Response to the HMIP Inspection: 10 - 20 July 2023

Report Published: 17 October 2023

## 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, and youth offending services across England and Wales to Ministry of Justice (MoJ) and His 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 priority and key concerns. Action plans provide specific steps and actions to address the priority and key concerns, that are clear, outcome focussed, measurable, achievable, and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the GOV.UK website. Progress against the implementation and delivery of the action plans will also be monitored and reported on.



ACTION PLAN: HMIP REPORT

ESTABLISHMENT: HMP BRISTOL

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
	<b>Priority concerns</b>			
1	<p><b>Staffing across the prison was insufficient to ensure the delivery of a safe and purposeful regime.</b> Staff shortages, in particular at officer level and in health care, had restricted significantly the daily regime and other outcomes for prisoners.</p>	<p>HMP Bristol will improve staffing levels to ensure the delivery of a safe and purposeful regime by:</p> <ul style="list-style-type: none"> <li>The prison will continue to advertise and recruit to local vacancies with support from HMPPS People Group, including delivery of a recruitment drive ‘a job offer in a day’. It is planned that the prison will be recruited to a full time equivalent of prison officers by the end of January 2024.</li> <li>The local Well Being Committee will work closely with the Senior Leadership Team (SLT) and provide meaningful support for staff to improve retention. The committee will create a wellbeing activity schedule that will incorporate a variety of initiatives.</li> <li>Redesigning the staff profiles with the Workforce Delivery Project Programme, to review and develop a cohesive core day, shift pattern options, and a profile to improve the regime at the prison.</li> <li>The Regime Management Plan (RMP) will be reviewed as part of the staff reprofiling exercise, ensuring that key elements of the regime are only affected as a last possible resort.</li> <li>The Climate Assessment will be utilised to inform decisions and understand the themes within the staffing groups to improve outcomes for professional standards.</li> <li>The Head of Residence and residential Custodial Managers’ (CMs) will complete weekly assurance checks to ensure wing staff are adhering to the published</li> </ul>	Governor/HMPPS	<p>January 2024</p> <p>November 2023</p> <p>January 2024</p> <p>January 2024</p> <p>Complete</p> <p>November 2023</p>



		<p>regime, ensuring prisoners are unlocked at the published times so they can receive and access their daily entitlements.</p> <ul style="list-style-type: none"> <li>• Any daily curtailments to the regime will have to be authorised by the duty governor, who will record the reasons why, in a defensible decision log contained within the operational daily brief.</li> <li>• The regime and any curtailments or slippage will be monitored at the daily morning meeting and at the monthly Performance and Assurance (P&amp;A) meeting.</li> </ul> <p>NHSE South-West Regional Health and Justice Commissioner and the Health Provider (Oxleas) will improve staffing levels to ensure the sufficiency of health provision by:</p> <ul style="list-style-type: none"> <li>• Increasing levels of healthcare staff against vacancies. Oxleas have appointed a local recruitment and retention resourcing officer and practice development nurse to improve student placements, preceptorships, and recruitment campaigns with support from the prison. All job roles are currently advertised or in the process of being recruited.</li> <li>• Active work on recruitment, including jobs fairs and a prison specific recruitment open day is scheduled for October 2023.</li> <li>• Oxleas will share their weekly staffing profile with the Governor and NHSE to monitor staffing levels.</li> <li>• Completing a training analysis audit.</li> <li>• Monitoring and ensure compliance against the contract, including resources and waiting times, are reported on, analysed, and discussed monthly between NHS England and the Oxleas. Performance is also reviewed in the Local Delivery Quality Board (LDQB), chaired by the Governor, where partners can escalate any challenges relating to delivery. Additionally, any concerns the Governor may have can be escalated to the Prison Group Director (PGD) to raise with the Head of Health and Justice Commissioning Southwest who have strategic oversight of services.</li> </ul>	<p>NHSE South-West Regional Health and Justice Commissioner/ Health Provider</p>	<p>Complete</p> <p>November 2023</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>December 2023</p> <p>Complete</p>
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2	<p><b>Levels of violence were too high.</b> The strategy to make the prison safer was too narrow and failed to address significant underlying causes. This included the absence of clear boundaries for behaviour, ineffective staff-prisoner engagement, and the impact of such a poor regime.</p>	<p>HMP Bristol will aim to reduce levels of violence by:</p> <ul style="list-style-type: none"> <li>• Working with the National Safety Team to ensure the prison’s safety strategy addresses the underlying causes of harm to improve safety outcomes. The National Safety Team will review the current documents and provide feedback to the Governor, who will revise the current strategy to address the issues driving violence at the prison. The updated strategy will then be communicated to staff.</li> <li>• The introduction of two temporary Band 4 floor walkers for 12 months to support case managers with Challenge Support Intervention Plans (CSIP), providing coaching and mentoring, ensuring processes are robustly followed, and that there are appropriate support and interventions in place to address identified risks for both victims and perpetrators.</li> <li>• Ensuring CSIP investigations are screened and allocated as soon as possible from the referral being submitted. The Head of Safety will monitor the quality and timeliness of investigations and provide a monthly progress report to the P&amp;A meeting.</li> <li>• Ensuring the safety team collate and review all data relating to violence, including intel from investigations, to improve the understanding of causes and drivers of violence, for discussion at the multi-disciplinary monthly safety strategy meeting where appropriate actions to reduce violence will be generated and added to the consolidated safety action plan. The timescales, effectiveness and impact of all the actions will be monitored at the meeting.</li> <li>• Ensuring all prisoners being supported by CSIP are discussed at the weekly Safety Action Meeting (SAM) and Safety Intervention Meeting (SIM), where multi-disciplinary actions will be generated to ensure appropriate support and targets are put in place.</li> <li>• Reviewing the Incentives Policy (IP) to ensure it provides a mechanism for staff to challenge low level poor behaviour, including the re-introduction of the ‘Basic’ level regime to improve behaviour outcomes.</li> <li>• Residential Supervising Officers (SOs) and CMs will monitor the application of the IP policy, with SOs supporting staff with its application, and CMs carrying out a</li> </ul>	Governor	<p>February 2024</p> <p>Complete</p> <p>November 2023</p> <p>November 2023</p> <p>November 2023</p> <p>Complete</p> <p>December 2023</p>
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		<p>10% weekly assurance check of behavioural case notes to assure the policies are being applied correctly. Progress will be reviewed at the weekly performance meeting chaired by the Performance Improvement Lead (PIL).</p> <ul style="list-style-type: none"> <li>• The RMP review will include the introduction of incentivised evening association to promote positive behaviour.</li> <li>• Providing an improved regime offer to increase the amount of time prisoners can spend out of their cells engaged in purposeful activity to relieve boredom and frustration.</li> <li>• Monitoring the timescales, effectiveness, and impact of all improvement activity at the SAM, SIM, and safety strategy meetings, and monitoring improvements through the consolidated safety action plan.</li> </ul>		<p>January 2024</p> <p>January 2024</p> <p>January 2024</p>
3	<p><b>The number of self-inflicted deaths and the rate of reported self-harm were much too high.</b> The poor regime, ineffective relationships with wing staff and a lack of support – for example, a lack of help to support and rebuild family ties – contributed to a sense of hopelessness and despondency among many prisoners.</p>	<p>HMP Bristol will aim to reduce levels of self-harm by:</p> <ul style="list-style-type: none"> <li>• HMP Bristol has been escalated to stage 3 of the Safety Cluster process where they will be provided with increased support from the National Safety Team. The process will encourage a wider response from key local and national stakeholders and partner agencies who will form a Taskforce to support the prison, with the first Taskforce meeting scheduled for 15 November. Stage 3 meetings will be chaired by the Area Executive Director to monitor progress on the agreed action plan.</li> <li>• The PIL will work with the National Safety Team and the Head of Safety to review recent evidence-based research giving insight into why people harm themselves at HMP Bristol. They will share their findings with staff across the prison to improve their knowledge of the risks of failing to address frustrations and improve their understanding of the importance of meaningful relationships. Outcomes of this work will feed into the revision of the safety strategy and be a standing agenda item at the safety strategy meeting.</li> <li>• The Band 4 floor walkers will support case managers with Assessment Care in Custody Teamwork (ACCT) case management, providing coaching and mentoring to ensure processes are robustly followed, including meaningful individual interventions to address risk.</li> </ul>	HMPPS/Governor	<p>November 2023</p> <p>December 2023</p> <p>December 2023</p>



		<ul style="list-style-type: none"> <li>• Introducing weekly key worker sessions for high-risk prisoners to support the most vulnerable, promoting positive staff engagement and interactions.</li> <li>• Case managers and key workers will encourage and support high-risk prisoners to engage in the regime, working collaboratively with the temporary (12 month) Band 5 Regime Driver and the allocations team to allocate these prisoners to a suitable activity.</li> <li>• The prison will work with the Prison Advice and Care Trust (PACT) to support and rebuild family ties for all prisoners, including the most vulnerable, providing parenting classes, one to one sessions and helping them access secure video calls to facilitate and maintain contact with their families.</li> <li>• Improving the learning from Prisons and Probation Ombudsman (PPO) and Early Learning Reviews (ELR) recommendations, clearly communicating learning outcomes to all staff, and re-issuing them every six months to drive good practice and continuous improvement.</li> <li>• Reviewing the application system to ensure all applications are responded to in a timely manner to reduce prisoner frustrations.</li> <li>• Improving cell call bell response times to ensure they are answered within an acceptable time. Times will be monitored through covert testing and through weekly local management information by the Deputy Governor.</li> <li>• The Head of Safety will complete weekly assurance checks to ensure all prisoners on an open ACCT have access to a working phone in their cell.</li> <li>• Monitoring the timescales, effectiveness, and impact of all the actions at the SAM/SIM and the safety strategy meetings and monitoring improvements through the consolidated safety action plan.</li> </ul>		<p>Complete</p> <p>January 2024</p> <p>December 2023</p> <p>December 2023</p> <p>December 2023</p> <p>January 2024</p> <p>Complete</p> <p>January 2024</p>
4	<p><b>Most prisoners spent almost 22 hours a day locked up, with half of them sharing cramped cells designed for one.</b> This affected prisoner well-being and</p>	<p>Accommodating two prisoners in a cell designed for one is never desirable but continues to be necessary across the estate to accommodate all those committed to custody by the courts. Operational capacities, including manageable levels of crowding, are set by senior operational managers responsible for managing the prison, considering risks to safety and stability and not by a central process or by wider supply and demand issues.</p>	<p>HMPPS/PGD/ Governor</p>	<p>Complete</p>



	<p>frustrated attempts to rehabilitate them.</p>	<p>Whilst the current operational capacity of Bristol is 580, which is higher than the figure following the first urgent notification, it is historically lower than the prison has previously operated, following a permanent reduction of 35 places in 2020. The option to once again reduce the operational capacity of the prison following this year's inspection was not available. The prison population is at historically high levels presently, with limited capacity across the estate. The current population pressures have required us to return to previously offline capacity to use and, where it has been assessed as safe and sustainable, increase overcrowding in some our prisons to cope with the pressures of new receptions from court and across the estate (although this has not occurred at Bristol).</p> <p>In Spring 2022, HMPPS published a revised framework for the certification of prisoner accommodation, from which the useable operational capacity of the estate is derived. While most single cells in the prison system could physically hold two people, the determination of the maximum crowded capacity of a particular establishment is a matter of operational judgement, considering risks to safety and stability. In times of severe population pressure, establishments will be expected to hold as many prisoners as they can safely accommodate, but equally clear that that number should be determined by the operational managers responsible for managing the prison, not by a central process or by wider supply and demand issues.</p> <p>HMPPS, PGD, and the Governor will continue to review operational capacity at HMP Bristol in line with the framework for the certification of prisoner accommodation to reduce overcrowding where/if possible.</p> <p>HMP Bristol will increase the time out of cell offer for all prisoners wanting to engage in the regime by:</p> <ul style="list-style-type: none"> <li>• Redesigning the staff profiles to maximise a cohesive core day.</li> <li>• The RMP will be reviewed as part of the staff reprofiling exercise, ensuring that key elements of the regime are only affected as a last resort to maintain safety.</li> </ul>	<p>Governor</p>	<p>January 2024</p> <p>January 2024</p>
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5	<b>Leaders and managers did not allocate sufficient prisoners to education, skills and work, but even when they were allocated, too few attended.</b>	<p>The Head of Education, Skills, and Work (ESW) and the Education Provider (Weston College) will improve the allocation and attendance of prisoners at activities by:</p> <ul style="list-style-type: none"> <li>• Developing an education action plan to address attendance and allocation, including the allocation of vulnerable prisoners, and that all available activity spaces are allocated.</li> <li>• A strategy that includes Careers Information Advice and Guidance (CIAG) will be introduced to create and improve pathways to employment, to assist prisoners in making career choices.</li> <li>• The induction process, incorporating CIAG, will be tailored to suit individual needs and requirements, with activities sequenced according to their needs. CIAG will work with prisoners to help them choose relevant courses within the available pathways, carrying out follow ups with the prisoner in their assigned workshop, to check they are content with the pathway they have chosen as part of a 9-week review cycle across all workshops.</li> <li>• Weston College will develop a bespoke pathway booklet that will guide prisoners to options of career routes and sequenced pathways, which will be linked to the induction presentation.</li> <li>• One day events are scheduled to engage unemployed prisoners to encourage them to attend activities. These have been scheduled to take place in November and December, with success of the events being monitored at the monthly P&amp;A meeting.</li> <li>• The Regime Driver will work collaboratively with residential functions to build the confidence and capability of prison officers to ensure prisoners are appropriately allocated to an activity, and that they encourage them to attend their allocated activity.</li> </ul>	Education Contract Manager/Education Provider/Governor	November 2023  November 2023  November 2023  November 2023  December 2023  December 2023



		<ul style="list-style-type: none"> <li>Weston College provided training and understanding about the education provision, this was shared with prison and CIAG staff in September 2023 to assist with, and encourage prisoners at induction, to sign into education pathways.</li> <li>The RMP will be reviewed as part of the staff reprofiling exercise, ensuring that key elements of the regime are only affected as a last possible resort, including escorting prisoners to activities.</li> <li>The Regional Head of Learning and Skills and Education Contract Manager will undertake monthly compliance visits, assure progress of the education action plan by testing the delivery of the outcomes and monitoring performance data, and share the outcomes with the Governor, Head of ESW and the Learning and Skills (L&amp;S) Manager.</li> </ul>		<p>Complete</p> <p>January 2024</p> <p>November 2023</p>
6	<p><b>Work to prepare prisoners for release was poorly coordinated and under-resourced.</b> Prisoners' needs and risks were not reliably identified, reviewed or addressed, and a quarter of prisoners were released homeless.</p>	<p>HMP Bristol, Weston College and South-West Probation Service will prepare prisoners for release by:</p> <ul style="list-style-type: none"> <li>Reviewing the Reducing Reoffending (RR) strategy and accompanying action plan following the completion of a local needs analysis, to ensure they meet the needs of the population.</li> <li>The quarterly RR multi-agency meeting will provide strategic oversight and co-ordination of all work to prepare prisoners for release.</li> <li>The Probation pre-release team will interview all prisoners upon arrival at the prison to identify their resettlement needs using the Basic Custody Screening Tool 2 (BCST2). This will be followed up by a pre-release planning meeting 12 weeks prior to the individual being released, to ensure a co-ordinated approach occurs regarding referral to appropriate community services and communications with the Community Probation Practitioner.</li> <li>The pre-release team will introduce a performance and quality framework to ensure effective monitoring of outcomes against referrals made for prisoners due for release.</li> <li>The Community Accommodation Service Tier 3 (CAS3) contract will provide some temporary emergency accommodation for up to 84 days, for those leaving HMP</li> </ul>	<p>Education Contract Manager/Education Provider/Governor/South-West Probation Service</p>	<p>January 2024</p> <p>December 2023</p> <p>January 2024</p> <p>December 2023</p> <p>January 2024</p>



		<p>Bristol under probation licence without identified accommodation. The service, including referrals, will be co-ordinated by the Probation Homelessness Prevention Team.</p> <ul style="list-style-type: none"> <li>• The prison has recruited a temporary non-operational Band 6 Partnership Manager to build strong links with the local community and collate a partnership directory with stakeholder mapping. They will reach out to all third sector partners covering all pathway providers, to build strong links with community resources to effectively support the prison.</li> <li>• The PIL will monitor pre-release outcomes through the bi-weekly resettlement stakeholder meetings. The PIL will also discuss post release progression and employment data as a standing agenda item at the RR meeting. This will be developed through on-going links with Community Offender Managers who track prisoner interventions and progression.</li> <li>• The Employment Hub runs a weekly (5 session) resettlement course covering action planning, healthy lifestyles, housing, skills, finances, training, Curriculum Vitae (CVs), disclosures and job searches. Additionally, it holds a weekly resettlement café in partnership with the pre-release team to complete BCST assessments and provides general advice and support on employment pathways at HMP Bristol and support available on release.</li> <li>• Recruiting to the current vacancies for an Identification (ID) and Banking Administrator to allow prisoners the chance to open bank accounts and provide them with suitable ID prior to release, with 'Ingeus' providing specialist advice for Finance, Benefit and Debt Service.</li> <li>• Supporting prisoners on their day of release at the 'WRAP Centre' (located outside the prison), primarily staffed by the pre-release team to reinforce licence conditions. The Department for Work and Pensions are also present to develop and activate advance Universal Credit claims for those eligible, allowing them to leave with an advance of their benefit within a matter of hours.</li> <li>• Quality assurance and targets for improvement will be documented, monitored, and tracked at the monthly Quality Improvement Group (QIG) and Education</li> </ul>		<p>December 2023</p> <p>January 2024</p> <p>Complete</p> <p>January 2024</p> <p>January 2024</p> <p>December 2023</p>
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		Performance Meeting (EPM), and quarterly through the Reducing Reoffending (RR) and Prison Education Framework (PEF) meetings.		
	<b>Key concerns</b>			
7	<b>Illicit drugs were readily available to prisoners.</b> Although security measures had improved, not enough had been done to prevent the supply and address the demand for drugs.	<p>The Head of Security and Operations will aim to reduce drugs entering the prison by:</p> <ul style="list-style-type: none"> <li>• Continuously monitoring security intelligence to identify emerging threats and trends through the monthly Local Tactical Assessment (LTA) and Local Tactical Board (LTB), so key priorities and threats can be identified, and resources deployed accordingly.</li> <li>• Multi-agency partnership working with Avon and Somerset Police to ensure that robust action is taken for any persons involved in the conveyance of drugs into the prison.</li> <li>• Triaging intelligence reports to identify the most critical issues to allow intelligence led searches to be completed, and the targeted use of regional drug dogs.</li> <li>• Conducting staff searches, covert testing of practices and procedures, and searching of visitors by the Active Drug Dog.</li> <li>• Ensuring residential staff, as part of their accommodation fabric checks, challenge and report all prisoners who remove windowpanes for potential drone deliveries of illicit items, so appropriate actions can be taken.</li> <li>• Improving staffing and processes in visits, to prevent the potential passing of illicit items. Security managers will carry out assurance checks of the visits hall to ensure staff are appropriately monitoring the area and challenging inappropriate behaviour.</li> <li>• Submitting an Estates Investment Proposal for additional netting and improved CCTV coverage, to prevent 'throwovers' of illicit items and drone deliveries.</li> <li>• Residential CMs and Supervisors will ensure medication queues are well managed and properly supervised.</li> <li>• Referring all prisoners identified as using, or caught with drugs, to the substance misuse treatment provider, to offer them appropriate support to stop using drugs, and reduce the demand for drugs at the prison.</li> </ul>	Governor	<p>November 2023</p> <p>December 2023</p> <p>December 2023</p> <p>Complete</p> <p>November 2023</p> <p>December 2023</p> <p>December 2023</p> <p>December 2023</p> <p>Complete</p>



		<ul style="list-style-type: none"> <li>Improved access to outreach substance misuse services will be increased with an additional temporary member of staff, for a minimum of 12 months, to identify those who are more difficult to engage with. The impact of this work will be managed through the Drug Strategy meeting.</li> <li>Strategic monitoring of supply/reduction measures will be discussed at the LTA and Security meetings, and Bristol Improvement Board will monitor improvements and raise actions to address emerging trends.</li> </ul>		<p>November 2023</p> <p>November 2023</p>
8	<p><b>Wing staff did not develop effective relationships with prisoners.</b> The prison was not delivering key work (see Glossary), wing staff had little time to advocate for prisoners who needed their help, and they lacked the capability and confidence to manage behaviour more effectively.</p>	<p>The Heads of Residence and Offender Management Services (OMS) will help staff develop effective relationships with prisoners by:</p> <ul style="list-style-type: none"> <li>Introducing weekly key worker sessions for high-risk prisoners to support the most vulnerable at the prison, promoting positive staff engagement and interactions and assisting them with queries that can lead to frustration.</li> <li>Delivery of keyworker will be scrutinised at the weekly performance meeting led by the PIL. CMs will quality assure 10% of Keywork sessions each week, with overall governance managed by the Head of OMS.</li> <li>The national Standards Coaching Team (SCT) will deliver intensive face to face coaching for band 3 operational prison officers to help them carry out their core operational tasks with confidence and competence, including managing prisoner behaviour and to improve systems and processes.</li> <li>Increasing key worker sessions based on the risk of need as staffing resources increase, with the prison scheduled to be fully staffed by January 2024.</li> </ul>	Governor	<p>Complete</p> <p>Complete</p> <p>January 2024</p> <p>January 2024</p>
9	<p><b>Prisoners with physical disabilities did not have fair access to services in the prison.</b> They were unable to attend health care or the dentist and regularly struggled to</p>	<p>The Heads of Residence and Oxleas will improve access to services for prisoners with physical disabilities by:</p> <ul style="list-style-type: none"> <li>Commissioning a needs assessment to fully understand the challenges faced by prisoners with physical disabilities. An action plan will be generated following the assessment on how to improve access, including but not limited to; where</li> </ul>	Governor/ Health Provider	<p>December 2023</p>



	attend activities off the wing due to broken lifts and a lack of staff to escort them.	<p>prisoners are located, access to an equitable regime and available services and submitting requests for additional funding to improve access where identified.</p> <ul style="list-style-type: none"> <li>• Ensuring there are staff to escort prisoners to areas/activities off the wings as part of the staff improvement plan.</li> <li>• Improving mobility access, egress and the toilet facilities in workshop 4 from allocated capital money.</li> <li>• Oxleas have purchased a stair climber to enable prisoners to access health care services on the first floor and will provide training for staff on its use, enabling prisoners to attend their appointments.</li> <li>• Changing the treads on the stairs to healthcare to improve access.</li> <li>• Strategic oversight will be discussed at the Diversity and Inclusion Action Team meeting to monitor improvements and ensure actions within the action plan are tracked and completed within acceptable timeframes.</li> </ul>		<p>January 2024</p> <p>March 2024</p> <p>December 2023</p> <p>December 2023</p> <p>December 2023</p>
10	<p><b>Acutely mentally unwell patients faced unacceptable delays waiting for transfer to secure inpatient facilities under the Mental Health Act.</b></p> <p>Several of the 12 waiting at the time of the inspection were being held in segregated conditions, which was wholly inappropriate.</p>	<p>NHSE South-West Regional Health and Justice Commissioner, Oxleas, HMPPS Health and Social Care Team and HMP Bristol will work in partnership to ensure prisoners needing a transfer under the Mental Health Act are moved in a timely manner by:</p> <ul style="list-style-type: none"> <li>• A joint regional action group will be established to have oversight of progress on current cases and lead delivery of the mental health aspects of the action plan. This group will work in co-ordination with the national mental health Transfer Time Limit Working Group taking forward recommendations from that group in the South-West region.</li> <li>• Improving the timeliness of the transfer process through a systematic review of the whole care pathway to identify the cause of delays at each point in the pathway and determine actions to improve patient flow and appropriate capacity to meet patient need. The focus in the immediate term will be those assessed as needing transfer to an inpatient mental health facility, however consideration will also be given to the stages earlier in the pathway to provide alternative interventions, de-escalate an individual's presentation or to avoid further deterioration.</li> </ul>	<p>NHSE South-West Regional Health and Justice Commissioner/ HMPPS Health &amp; Social Care Team/ Governor</p>	<p>Complete</p>



		<ul style="list-style-type: none"> <li>• A multi-agency regional approach to the management of mental health remittals into HMP Bristol will be tested. This will ensure prisoners are returned to the most appropriate prison to meet their clinical, criminogenic and resettlement needs.</li> <li>• A review of care by a consultant psychiatrist will be provided to all prisoners who are awaiting mental health transfer or are on the case load, irrespective of their location. Further treatment of care will be adjusted following the review.</li> <li>• The South-West Mental Health Provider Collaborative have secured additional inpatient capacity that has enabled a significant reduction in the number of men waiting for transfer.</li> <li>• The Governor receives daily updates from the Head of Mental Health (MH) about progress for prisoners awaiting a MH Transfer. Where waiting times exceed policy, this is escalated to the NHS England.</li> <li>• Prisoners held in segregation have daily visits by the duty governor and twice weekly visits by either the Deputy Governor or Governor. These prisoners are discussed at the SIM where all partners help to plan the best possible outcomes for this cohort.</li> <li>• Prisoners waiting mental health transfer on normal location are managed with Behaviour Support Plans and are discussed at the SIM, this ensures that any regression with wellbeing are addressed urgently.</li> </ul>		
11	<b>Leaders did not ensure that prisoners had access to a sufficient range of accredited courses, including in English and mathematics, that would help them gain employment in prison or on release.</b>	<p>The Head of ESW and Weston College will increase the range of accredited courses by:</p> <ul style="list-style-type: none"> <li>• Reviewing the current Annual Delivery Plan (ADP) with support and guidance from the National Quality Team.</li> <li>• Implementing a revised curriculum that will include an increased provision of functional skills for maths and English, including outreach provision.</li> <li>• Conducting a Learner Needs Analysis utilising the latest labour market data to influence annual delivery planning for 2024/2025, which will be completed by end of 2023.</li> </ul>	Education Contract Manager/Education Provider/Governor	<p>November 2023</p> <p>December 2023</p> <p>December 2023</p>





		<ul style="list-style-type: none"> <li>Recruiting staff to fill the current vacancies and securing additional funding for an additional generalist post.</li> <li>Sourcing additional funding to procure additional vocational and training courses.</li> <li>Weston College will undertake diagnostics with learners undertaking functional skills courses to sequence the learning pathway through correct levelling of individualised units for maths and English.</li> <li>Weston College will work with the prison to ensure that all courses delivered in industries supplied by Weston College are fully accredited.</li> <li>Weston College will provide Continuing Professional Development (CPD) to all their staff, ensuring they are completing and utilising Individual Prisoner Learning Plans (IPLPs).</li> <li>Quality assurance and targets for improvement will be documented, monitored, and tracked at the QIG, EPM, RR and PEF meetings.</li> </ul>		<p>December 2023</p> <p>January 2024</p> <p>December 2023</p> <p>December 2023</p> <p>Complete</p> <p>December 2023</p>
12	<b>Leaders did not make sure that all prisoners with additional learning needs had the support they needed.</b>	<p>The Heads of ESW and Weston College will improve the support required for prisoners identified with Additional Learning Needs (ALN) by:</p> <ul style="list-style-type: none"> <li>The Neurodiversity Support Manager will work with the Learning and Skills Manager (LSM) and Weston College to create a pathway for prisoners with identified learning needs. The pathway will facilitate the sharing of information with departments, such as Physical and Mental Health, and Psychology, to provide the opportunity for more tailored interventions from the relevant teams for those prisoners not engaged in education, supporting a whole prison approach. Progress with the engagement with those prisoners with ALNs will be discussed at the QIG led by the Head of ESW and the Education Delivery Board chaired by the Governor.</li> <li>The prison will extend the use of the In-Depth screener to prisoners accessing industries, to improve support for them in purposeful activities.</li> <li>Weston College will ensure that all prisoners identified at induction as Entry Level 2 or below will be given a Reading Screener.</li> </ul>	Education Contract Manager/Education Provider/Governor	<p>December 2023</p> <p>January 2024</p> <p>January 2024</p>





		<ul style="list-style-type: none"> <li>• All active learners will have an In-Depth Screener by day 3 of their course start date.</li> <li>• Information about prisoners' ALNs will be shared with all tutors and instructors as soon as the In-Depth screener is completed, allowing them to plan lessons and support the individual.</li> <li>• Weston College will provide a training day with provider and prison staff to identify how to identify, refer and support prisoners with complex needs.</li> <li>• The prison will submit an ADP change proposal to include 35 hours of additional screener support to reach those that require support across ESW.</li> <li>• Reading Screeners and in-depth screener completion will be measured weekly via the Curious (a database which covers prisoner initial assessments, participation, and achievement in courses) and a local spreadsheet, and the impact recorded in the EPM. This will also be assured by the regional support team, contract manager and quality group.</li> <li>• Quality assurance and targets for improvement will be documented, monitored, and tracked at the QIG, EPM, RR and PEF meetings.</li> </ul>		<p>January 2024</p> <p>January 2024</p> <p>December 2023</p> <p>January 2024</p> <p>January 2024</p> <p>December 2023</p>
13	<p><b>Workshop instructors did not identify with prisoners the essential people and social skills that they needed to develop to help them to be successful at work, and the steps they needed to take to achieve these.</b></p>	<p>The Heads of ESW and Weston College will support workshop instructors to identify with prisoners' personal development targets by:</p> <ul style="list-style-type: none"> <li>• Weston College will provide CPD to all workshop instructors, ensuring they are completing and utilising IPLPs.</li> <li>• Supporting trainers on how to use the information about what prisoners already know to plan personalised training and develop their skills, increase their understanding of how to identify, measure and record the progress prisoners have made, ensuring attainments achieved are recorded for future resettlement.</li> <li>• Weston College will ensure their teachers are teaching to good or outstanding grades through observations of teaching and learning, providing them with additional support if the required minimum standards are not met. This will be monitored through contract management processes.</li> </ul>	<p>Education Contract Manager/Education Provider/Governor</p>	<p>January 2024</p> <p>January 2024</p> <p>January 2024</p>



		<ul style="list-style-type: none"> <li>A new suite of vocational courses purchased through education funding will provide meaningful engagement for prisoners, which will support their people and social skills required to gain successful employment. Progress against this action will be measured through external training providers feedback upon course completion.</li> </ul>		December 2023
14	<b>Work to help prisoners rebuild ties with their families and significant others was too limited and poorly resourced.</b>	<p>HMP Bristol, the Prison Advice and Care Trust (PACT) team and Weston College will work collaboratively to help prisoners rebuild and maintain family ties by:</p> <ul style="list-style-type: none"> <li>The PACT contract has been reviewed to provide case work, and support during additional family days.</li> <li>Additional funding has been provided to enable the prison to purchase a parenting course from December 2023.</li> <li>Family visit days have been scheduled for the year, supported by Weston College and PACT, that will be full days for prisoners to interact with their families and complete relationship building activities.</li> <li>Recommencing the Storybook Dads scheme (where prisoners can record a story for their children).</li> <li>Improving communication with Family Services relating to issues with the online visits booking systems, to improve access for families wishing to book a visit.</li> <li>Improving the environment of the secure video calling booths to make them more welcoming.</li> </ul>	Governor	<p>Complete</p> <p>December 2023</p> <p>January 2024</p> <p>January 2024</p> <p>January 2024</p> <p>January 2024</p>
15	<b>There was not enough support for remanded and unsentenced prisoners.</b> This cohort now made up the majority of the	<p>The Head of Reducing Reoffending, Weston College and South-West Probation Service will support prisoners on remand by:</p> <ul style="list-style-type: none"> <li>National funding has been agreed to support remand and unsentenced prisoners to receive support through the Commissioned Rehabilitative Services (CRS) for Accommodation. HMPPS is working with providers to make the service available to this cohort of prisoners at HMP Bristol.</li> </ul>	Education Contract Manager/Education Provider/Governor/South-West Probation Service	February 2024



	<p>population. Their needs were not always assessed on arrival, they had, for example, no regular key work or equivalent, were excluded from most housing support, and could not even easily access the library for legal materials.</p>	<ul style="list-style-type: none"> <li>• The Probation pre-release team will assess the needs of all remand and unsentenced prisoners on arrival using the BCST2. The assessment will include identifying any accommodation needs, with the team referring them to CRS providers as required.</li> <li>• Increasing access to the library for all prisoners as staffing levels improve, allowing prisoners to access legal textbooks. In the interim, prisoners can access the library during the induction process. Additionally, the librarian provides outreach activity to the wings and workshops as required.</li> <li>• Long time remands (those over 12 months) are provided with key work sessions. The prison will roll this out to all remand and unsentenced prisoners by January 2024 as staffing increases. Legal assistance signposting will be included in the key worker upskilling plan going forward as key worker provision increases.</li> <li>• The Bail Information Officer will interview all new receptions to determine if they require any legal assistance, signposting them to services as required, including accessing the library.</li> <li>• OMU Peer Support workers will provide support and engage with all remand prisoners, supporting them with any OMU related queries and assisting them to signpost any issues to the correct department, including; court dates, sentencing, Home Detention Curfew, and legal advice.</li> </ul>		<p>February 2024</p> <p>January 2024</p> <p>January 2024</p> <p>January 2024</p> <p>Complete</p>
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