

No	Recommendation	Accepted / Not Accepted	Response	Target date for completion and function responsible	Progress (to be updated after 6 months)
1	The manager of Burdett Lodge should ensure that all information indicating bullying or intimidation on whatever grounds is recorded and investigated in line with national policies and that relevant information is passed to the resident's Offender Manager so that it can be acted on.	Accepted	Locally, all APs to put in place a system for monitoring and recording bullying behaviour so that patterns are picked up and reported to the OM. This to be audited as part of the audit processes to be introduced in Midlands. Any incidents to be picked up and addressed via key work or management action.	31 October 2018	
2	The Approved Premises Manager should ensure that a policy is implemented which requires all AP staff and residents to act with dignity and respect. There should be a robust process for ensuring there is a clear audit trail for any information indicating bullying and intimidation to be fully investigated and the victim appropriately supported.	Accepted	<p>This is often a difficult area as many residents do not self-report when being bullied or harassed. However, need to encourage reporting in a safe environment to stop such inappropriate behaviour.</p> <p>Actions in place or to be taken:</p> <p>All APs and IAPs to ensure staff and residents are aware of policies and zero tolerance to such behaviour.</p> <p>Posters for zero tolerance to be designed and put up in all APs.</p> <p>Regular discussions on such topics needs to take place across the AP estate given the turnover to ensure that we continue to address such behaviours.</p> <p>A national complaints recording system is being set up as</p>	<p>1 July 2018</p> <p>30 November 2018</p> <p>1 April 2019</p>	

			<p>part of the new national Approved Premises Team, which will provide an audit trail and record the action that has been taken. This will be monitored through the AP Governance Board.</p> <p>This will be raised at the National AP continuous improvement reference group where an instruction will be issued for all APs and IAPS to ensure that this topic is raised in AP staff meetings and resident's meetings on a regular basis.</p>	<p>1 August 2018</p> <p>Achieved already</p>	
3	The Deputy Director of the Midlands Division of the National Probation Service should ensure that staff consider transferring or recalling any Approved Premises resident who has bullied or intimidated other residents, particularly if subject to a final written warning	Accepted	<p>Locally, all APs to ensure that any incidents of bullying behaviour are dealt with robustly in respect of the person doing the bullying and the welfare of the person subject to the bullying to prevent a repeat. Where a repeat incident is witnessed and the person is subject to a warning, compliance work should be undertaken, including 3 ways meetings with OM. A move to another AP can be considered but this will be dependent on vacancies and LDU Head acceptance, and checks to ensure the RMP is not compromised.</p> <p>It should be noted that APs do not recall offenders as this is an action for the offender manager. APs can withdraw the bed or report to a senior manager to authorise recall out of hours.</p>	To be disseminated to all managers by 31 October 2018	
4	The manager of Burdett Lodge should ensure that all communal areas are searched on a regular and random basis, with all prohibited items seized and	Accepted	Locally, all APs will be instructed to introduce random and regular room searches of communal areas. A system will be developed for ensuring such checks are logged and recorded to evidence completion. H&S audits to include completion of such checks.	End of September 2018	

	disposed of and access to controlled items appropriately managed and accounted for.				
5	The Director of the National Probation Service should ensure that any staff member or resident who witnesses a murder or similarly traumatic event at an approved premises is given the option of moving to another approved premises.	Accepted	<p>This action will be considered on a case by case basis taking into account the impact and involvement of each individual in the incident. Any move to another AP will be influenced by availability of bedspaces, acceptance by the local LDU head, ensuring the RMP is not compromised.</p> <p>NPS to look at an automatic process for accessing trauma support for those impacted by the incident.</p>	To be disseminated to all managers by end of October 2018	