

Action Plan in response to the PPO Report into the death of Mr Ahmed Alshbli on 10 November 2022 at HMP Durham

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor and Head of Healthcare should review reception procedures to ensure that all staff supporting individuals and completing initial risk assessments have access to relevant information, including digital PERs, SASH forms and prison records	Accepted	<p>Both the Governor and Head of Healthcare are committed to joint working and acknowledge the need for continued assurance of processes and procedures.</p> <p>In July 2023, a meeting was held in partnership with both healthcare and the prison to review reception processes. As a result of those discussions an action plan has been produced and suggested changes have already been successfully trialled. Work is ongoing to embed these updated processes and to consider what further improvements can be made to ensure prisoners who arrive in large numbers later in the day can be seen by healthcare in a more timely fashion. This will enable the effective management of risk and ensure that all pertinent risk information, including digital PERs SASH forms and other prison records, is accessible to all relevant partners so that it can be considered</p>	Head of Operations HMPPS and Head of Healthcare Spectrum	September 2023

			<p>when assessing the prisoner's risk and shared accordingly.</p> <p>In addition, a further review will be undertaken to ensure that all first night information can be accessed and utilised by all partners. Monitoring will then take place to ensure all risk information is readily available to all staff when assessing a prisoner's risk.</p>		
2	<p>The Governor and Head of Healthcare should ensure that staff responsible for ACCT procedures comply with the following national policy requirements:</p> <ul style="list-style-type: none"> • assessing a prisoner's risk based on their risk factors and not solely their presentation. • reassessing risk and observation levels after any indication of increased risk 	Accepted	<p>The National Safety team has recently delivered risks, triggers and protective factors training to all Custodial Managers and Supervising Officers. Risk and trigger training will continue to be delivered locally to ensure staff remain skilled in the identification of risk and are aware that they should not rely on a prisoner's presentation alone. The Group Safety team have also been trained as trainers to support the delivery of training for new staff.</p> <p>Healthcare staff continue to access ACCT v6 awareness training and further training is planned between the safer prisons hub manager and the healthcare department to expand knowledge of ACCT documentation.</p> <p>The training provided to both prison and healthcare staff reiterates the need to consider all available information to ensure that risk is fully assessed. Staff are also reminded that observation levels should be reviewed where a</p>	Head of Safer Prisons HMPPS and Head of Healthcare Spectrum	September 2023

		<p>change in behaviour may suggest an increase in risk.</p> <p>Additionally, the structure of the safer prisons team has recently changed. A substantive head of function is now in place and a new safer prisons hub manager role introduced, which has allowed for a new focus within the department. This has included a drive to promote the effective assessment and documentation of risk, which has seen positive improvements regarding defensible decision making, including the need to consider all available information rather than relying on how a prisoner is presenting.</p> <p>The Vulnerabilities Assessment, which is used in reception as part of the first night assessment, has also been reviewed in consultation with healthcare partners. This is a central point for all risk information to be considered and documented by both healthcare and prison staff so that ACCT procedures are started where appropriate.</p> <p>HMP Durham will also consider introducing a safety checklist to be used by supervising officers within reception as a tool to ensure all available risk information has been considered. Staff will be reminded that reasons for not opening ACCT must be clearly recorded on the prison NOMIS system as a defensible decision.</p>		
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