

Action Plan in response to the PPO Report into the death of Mr Paul Deville on 7 July 2024 at HMP Manchester

| Rec No | Recommendation | Accepted / Not accepted | Response Action Taken / Planned | Responsible Owner and Organisation | Target Date |
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| 1 | The Governor should ensure that the new drug strategy precisely diagnoses the issues to be tackled, sets out the specific and measurable actions, with timescales to address them, and includes a robust assurance process, including metrics against which the prison can monitor the progress of actions. | Accepted | HMP Manchester's new drug strategy will be written in line with the Drug and Alcohol National Framework that was published in January 2025. The strategy will include a detailed assessment of the drug-related issues facing the prison and will set out measurable actions and targets to address them, which will be supported by tangible metrics to monitor progress. An assurance process will be embedded through regular reviews of progress by the prison's senior management team. | Head of Drug Strategy, HMPPS | September 2025 |
| 2 | The PGD for the LTHSE should continue to monitor the actions being taken by HMP Manchester to address the long-standing issues around emergency responses. | Accepted | The Regional Group Safety Lead (RGSL) for the Long Term High Security Estate remains actively engaged in monitoring the actions taken by HMP Manchester in response to concerns around emergency medical responses. These issues continue to be raised and discussed during site visits, Teams calls, cluster meetings, and quarterly performance meetings chaired by the Prison Group Director (PGD). Specific safety | The Regional Group Safety Lead for the Long Term High Security Estate, Governor and Head of Safety, HMPPS | Completed |

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| | | <p>concerns are escalated directly to the PGD, enabling further discussion in his meetings with the Governor.</p> <p>In addition, the RGSL has shared the concern regarding staff initiating emergency responses with other Group Safety Leads and the National Safety Team to determine whether similar issues are being observed elsewhere. Any best practice recommended through these channels has been adopted at HMP Manchester.</p> <p>HMP Manchester has taken significant steps to improve staff awareness and compliance with medical emergency response protocols. Notices to Staff are circulated every three months to reinforce procedures and emergency response cards have been issued to staff, with guidance to carry them alongside ID badges. Visual reminders displayed in the control room have also been introduced.</p> <p>Control room processes have been refined so that staff now prompt for emergency code clarification when incidents are reported. Emergency response training has been embedded into new staff inductions via New Colleague Mentors.</p> <p>Dip testing carried out by the Long Term High Security Safety Team in July found a 100%</p> | | |
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| | | <p>compliance rate among 40 staff spoken to regarding awareness of emergency codes and effective radio communication protocols. A recent audit of ambulance logs provided reassurance that control room staff actively seek clarification where codes are not used to ensure swift communication with emergency services.</p> <p>During ACCT upskilling sessions, Band 4 Supervising Officers were issued additional emergency response cards and advised to reinforce emergency procedures during wing briefings.</p> <p>Further to the progress already made, future planned work involves the Standards Coaching Team leading staff briefings on medical emergency response code procedures. These sessions will introduce a quality assurance process, including routine dip testing to assess staff understanding. Where gaps are identified, targeted support will be provided to ensure continued compliance. To reinforce the procedures, the emergency code training video will be shown during safety upskilling sessions and monthly dip testing will continue following the team's involvement.</p> <p>The emergency response code message will be displayed on TV screens in the gate to serve as a reminder for all staff entering. In addition, the</p> | | <p>October 2025</p> |
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| | | | emergency response code video will be played during a full staff briefing and posters will be placed on the back of staff toilet doors. | | |
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