

Action Plan in response to the PPO Report into the death of Mr Gareth Chumber-Kelly on 17 July 2023 at HMP Pentonville

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 the training for reception and induction staff to ensure they understand how to identify prisoners at risk of suicide and self-harm, including that all relevant risk information, including the PER, is properly shared and examined as part of the reception/first night process.	Accepted	<p>The London Prison Group has completed a comprehensive "bus to bed" exercise, completing a full audit of the Early Days in Custody (EDIC) process. As a result, an action plan has been developed, which includes the implementation of the First Night in Custody (FNC) Assurance Booklet. This booklet will introduce enhanced risk identification measures upon arrival and establish a structured process for managing individuals deemed at risk.</p> <p>A standardised risk assessment protocol is being introduced to ensure a consistent and structured approach during reception and EDIC interviews. This protocol will incorporate background history, clinical history, psychosocial factors, and custodial context to provide a thorough evaluation of risk. Assurance will be carried out by the EDIC Custodial Manager, who will oversee staff access to Digital PER, while routine checks</p>	Head of Early Days, HMPPS	September 2025

			<p>will be conducted to monitor compliance with risk assessment procedures. The checklist is implemented within the FNC Assurance Booklet to strengthen the identification, documentation, and management of risks.</p> <p>All healthcare staff are required to undertake Suicide and Self-Harm (SASH) training as part of their induction, which includes managing the risk of self-harm and suicide. In addition to this, there is a two-day bespoke reception screening training for nursing staff. Completion of this is mandatory for all staff working in reception and covers the management of risk.</p> <p>In addition to the initial reception screening undertaken by nursing staff, a secondary follow up assessment is carried out by a healthcare assistant which gives an opportunity for any potentially missed information on day one to be captured. Further to this, there is a daily EDIC meeting that runs Monday to Friday and discusses all new admissions to the prison. Medical records, SystemOne notes and all other available documents are reviewed along with the reception screenings, PER information and CNOMIS information. This then informs a care plan for each patient moving forward.</p>	Head of Healthcare, Practice Plus Group	
2	The Director General of HMPPS should review the current process for and priority given to setting up	Accepted	A review of the national policy is scheduled for the 2025/2026 financial year, and this will include a review of the current processes relating to the	Projects and Policies Lead, HMPPS	April 2026

	<p>prison phone accounts for newly arrived prisoners (both from court and on transfer) to ensure that they can call family and friends without delay.</p>		<p>signing of the communications compact and security checks on submitted telephone numbers. In the interim, a review and refresh of guidance relating to this area will be undertaken.</p>		
3	<p>The Head of Healthcare should ensure that healthcare staff are fully prepared to effectively manage emergency response situations.</p>	Accepted	<p>All staff who work in patient-facing roles are required to attend Immediate Life Support (ILS) training, every year. Attendance at this training is monitored through supervisions and through the robust clinical governance meeting structures. As part of this training, staff undertake a practical test at the end of the course in order to be able to demonstrate their knowledge.</p>	Head of Healthcare, Practice Plus Group	Ongoing, annual