

# Action Plan in response to the PPO Report into the death of Mr Colin Storr on 22 March 2024 at HMP Durham

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Prison Group Director and NHS Commissioner should ensure that reception staff have access to, review and appropriately consider all relevant information when assessing a prisoner's risk to themselves.	Accepted	The Prison Group Director's (PGD) team will carry out bi-monthly reviews for the next 6 months to check the progress made against HMP Durham's Early Days in Custody action plan, which was formulated in partnership with NHS colleagues, to ensure both prison and NHS staff have access to appropriate systems to enable them to identify and consider risk information. In addition, the PGD team will carry out a test of Reception processes, which will include staff understanding and response to risk factors. The findings will be reported back to the PGD.	PGD Team HMPPS/ NHS Commissioners	December 2024
2	The Prison Group Director should undertake a review of the ACCT quality assurance process to satisfy themselves that systemic issues are identified, and suitable remedial actions taken in response.	Accepted	The PGD team are currently supporting the implementation of the nationally recognised ACCT quality assurance document at HMP Durham through monthly site visits. These visits will continue for the next 3 months and will then take place sporadically thereafter to ensure processes are being embedded.	PGD Team HMPPS	January 2025

			The PGD team safety lead will also carry out a review of the application and effectiveness of the ACCT quality assurance processes by January 2025.		
3	The Governor should introduce a robust audit process to check the accuracy of recorded ACCT checks against CCTV to assure himself that there is not a systemic issue with false entries.		The HMP Durham Safety Strategy is being reviewed, and the revised version will include a monthly review of a random sample of CCTV footage by the Safer Custody team. This will provide assurance that observations in ACCT documents have taken place as recorded.	Head of Safer Custody HMPPS	November 2024
4	The Governor should ensure that reception supervising officers understand their responsibilities to inform first night centre staff if a prisoner is on an open ACCT and introduce a quality assurance process to satisfy himself the process is embedded.		<p>The Head of Safer Custody will deliver a verbal and written briefing to all Supervising Officers, reminding them of their responsibilities in communicating information to the first night centre about prisoners who are on an open ACCT.</p> <p>To ensure that the first night centre is aware of all ACCTs opened in Reception that day, a scheduled daily check will now be conducted by the night orderly officer.</p>	Head of Safer Custody HMPPS	November 2024

