

RESPONSE TO 'AR' INDEPENDENT INVESTIGATION

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>HMPPS should update PSI 15/2014 (which has an expiry date of 02 April 2018). Consideration should be given to:</p> <ul style="list-style-type: none"> • requiring governors to complete any simple investigation within three months of the incident, or provide an update on the progress of the investigation at three monthly intervals • facilitating the dating of all documents and annexes that require completion. 	Accepted	<p>HMPPS will review the content of PSI 15/2014 and develop a policy framework to replace it in 2024.</p> <p>As part of the review, consideration will be given to introducing a requirement that Governors ensure that all investigations following serious incidents are completed within three months of being requested by the Safety Group, or provide an update on the progress of the investigation at three monthly intervals. In the meantime, the Safety Group will continue to chase regularly any outstanding investigation reports.</p> <p>HMPPS has amended the questionnaire and fact-finding report templates annexed to PSI 15/2014 to include the completion date.</p>	Safety Group HMPPS	August 2024
2	<p>HMP Norwich should ensure that there is an awareness of the contents of property returned to prisoners next of kin, and that such returns are handled sensitively.</p>	Accepted	<p>HMP Norwich is developing a proforma guide for staff, which will provide clear instructions on the requirements for gathering a prisoner's possessions from their cell and stored property in the event of a serious life-threatening incident.</p> <p>This guide will direct a careful inspection of all written materials that are to be returned to the next of kin and provide guidance on the appropriate handling of any sensitive documents. This will include the need for interaction with the family liaison officer and/or the</p>	Head of Safer Custody HMPPS	October 2023



			investigator, as appropriate, if any sensitive material is found.		
3	HMP Norwich should review its record keeping procedures to ensure documents are stored in a way that they can be retrieved and produced on request.	Accepted	<p>The proforma guide for staff being developed by HMP Norwich will include a section on the correct procedures for gathering all documentation (digital and hard copy) regarding the prisoner involved in a life-threatening incident. Documentation will be gathered and co-ordinated by the Safer Custody Department.</p> <p>All relevant documentation will be carefully logged and entered into a hard copy file. They will also be scanned and archived onto the computer record for ease of transmission to other interested parties.</p> <p>Separately, the Safety Group will provide the prison with a list of relevant documents that should be gathered for an incident that will be investigated under Article 2.</p>	<p>Head of Safer Custody HMPPS</p> <p>Safety Group HMPPS</p>	October 2023
4	HMP Norwich should formally include a standing item on the safer custody meeting agenda to review progress on outstanding simple investigations.	Accepted	<p>HMP Norwich will add this issue to the Safer Custody meeting agenda as a standing item to ensure timely and full completion of all investigations that take place following any serious incidents.</p> <p>Weekly Safety Intervention Meetings (SIM) are chaired by the Safer Custody Governor and are well attended by the wider multi-disciplinary team. Key information around ongoing incidents and investigations is routinely shared during the SIM.</p>	Head of Safer Custody HMPPS	October 2023

