

# RESPONSE TO 'SR' INDEPENDENT INVESTIGATION

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1.	To HMP Durham In order to reduce the risk of harm posed by prisoners to other prisoners' Cell Sharing Risk Assessments should be better recorded and steps to mitigate risk of harm clearly stated.	Accepted	<p>Since the incident HMP Durham has implemented a number of systems to improve risk identification and first night processes. This includes the completion of a vulnerabilities assessment where information relating to risk is collated and shared between discipline and health functions to assist in the assessment of an individual's risk to both themselves and others. The court and health services have also implemented a Liaison and Diversion service which supports the prison by informing them of any risks related to an individual expected into custody. All of this information is shared with the person(s) completing the Cell Sharing Risk Assessment (CSRA).</p> <p>In addition, those responsible for completing CSRAs have been reminded of the importance of clearly recording the risk that an individual poses to themselves and others within the CSRA document and that an entry should be made on NOMIS to note and summarise the outcome of the CSRA assessment. Quality assurance checks around this</p>	Head of Operations HMPPS  Head of Safety HMPPS	Completed



			<p>process are also undertaken by the Safety team to ensure compliance.</p> <p>HMP Durham have also reminded staff involved in the completion of these documents of how and where they should be stored. Although HMPPS retention policies specify the duration that prisoner records can be held depending upon sentence length.</p> <p>Separately, HMPPS is working towards replacing the existing Prison Service Instruction on CSRAs with a policy framework that will explain the policy more clearly and include improved forms for assessing CSRA and recording results. As part of this work, improvements to the way CSRA results are recorded and presented electronically will be explored to make it easier for staff to refer to risk information when deciding cell allocations and prisoner movements.</p> <p>The issuing of the policy framework will be accompanied by improved training and a programme of awareness raising, to reinforce the importance of prompt and accurate CSRA decisions.</p>	Safety Group HMPPS	July 2024
2.	To HMP Durham In order to reduce the risk of violence to prisoners the Violence Reduction Strategy should be monitored by managers to ensure that all prisoners to whom it applies are included and steps	Accepted	Since the incident, a new national system for managing those prisoners who are violent or pose a raised risk of harming others through violent behaviours has been introduced. The Challenging and Supporting Intervention Plan (CSiP) process is opened for every prisoner involved in a violent incident or displaying volatile behaviours, an investigation takes place and an individual plan is	Head of Safety HMPPS	Completed



	taken to reduce their likelihood of potential violence		<p>implemented to provide appropriate challenge, support and monitoring.</p> <p>The prison holds a bi-weekly meeting to review all prisoners with a CSIP plan and those who may have been involved in violence but who are considered suitable to be managed via other processes. This meeting takes a multi-disciplinary approach with information being widely shared and a management plan agreed involving relevant partner agencies.</p>		
3.	To HMP Durham In order to reduce congestion in and around showers and make observation easier HMP Durham should introduce a prisoner reservation booking system for the use of showers	Partially accepted	<p>HMP Durham is committed to improving prisoner safety, however, this recommendation cannot be implemented at this time. Staffing levels have been amended under the national benchmarking process and the capacity to monitor the showers in the fashion requested is currently unachievable based on the regime requirements, prison layout, and staffing levels.</p> <p>Separately, CSRA is also used to manage prisoners' movements and mixing, and the new policy framework will include improved advice on the management of "unsupervised areas" and will require prisons to devise the best measures for their sites. Once the new framework has been published, HMP Durham will be able to consider the advice provided to reassess whether any further measures can be introduced in relation to the management of prisoners showers.</p>	Governing Governor HMPPS  Safety Group HMPPS	July 2024
4.	To HMP Durham HMP Durham should review the minimum staffing level needed to safely oversee	No longer applicable	HMP Durham no longer offers general association periods. Periods of unlock are regime specific and are staffed according to the benchmarking and Regime Management Plan (RMP) levels. A RMP meeting	Governing Governor HMPPS	Completed



	prisoners taking part in association.		takes place weekly to monitor levels and the regime is adjusted according to staff availability.		
5.	To HMPPS As a considerable time may pass before an Article 2 investigation is commissioned, HMPPS should clarify whether the prison is responsible for completing a full investigation where serious harm to an individual has been sustained.	Accepted	<p>In April 2023, HMPPS circulated a Safety Learning Bulletin to remind senior managers to consider whether a formal investigation is required in line with PSO 1300 'Investigations' following incidents of serious self-harm and assaults. It set out that where it becomes clear (either immediately, or on completion of the fact-finding template) that an incident has major consequences such as disorder, damage, injury etc or there was serious harm to a person, a formal investigation should be commissioned to allow a broader scrutiny into the facts to gather wider learning, which will result in a more detailed report.</p> <p>Additionally, HMPPS has amended the fact-finding report template annexed to PSI 15/2014 'Investigating incidents of serious self-harm or assault' requiring the Governor or the Deputy Governor to sign off the report and to consider whether a formal investigation is required. A new health and injuries section of the template will assist Governors/Directors to consider whether a formal investigation is required in line with PSO 1300 'Investigations'.</p>	Safety Group, HMPPS	Completed
6.	To HMPPS As the impact on staff well-being of traumatic incidents may not be immediately apparent, all staff should be actively encouraged by their managers to access staff care services following such incidents.	Accepted	Trauma Risk Management (TRiM) is now available in all establishments and is offered to any staff who have witnessed a potentially traumatic experience. All establishments have peer support teams such as Care Teams and TRiM teams and if staff agree to participate in a TRiM assessment, trained TRiM practitioners will signpost to any relevant services required to ensure the individuals receive appropriate care and support.	Safety Group HMPPS	Completed



			<p>All staff within HMPPS have been made aware of these services and are encouraged and empowered to request appropriate support when required.</p> <p>This is in addition to the Post Incident (Hot) Debrief held immediately following any serious incident. The purpose of a post-incident debrief is to acknowledge what happened and the roles of the staff involved, normalise the situation and ensure that the immediate needs of the staff have been met. The post-incident debrief provides an opportunity to understand and deal with chaotic and distressing thoughts and feelings to help prevent psychological damage.</p> <p>The manager in charge of the incident or the line managers of employees exposed to a traumatic incident are also required to carry out active monitoring, which means maintaining contact with the staff members involved in the incident.</p> <p>If there is any cause for concern during this active monitoring period, or beyond, that individually or as a group, staff are having troublesome feelings or symptoms that are extreme, are not going away and/or are getting worse, and it is considered that professional support is, or may be, required, signposting or referral to appropriate services should be carried out.</p>		
7.	To HMPPS HMPPS takes steps to reduce the time between incidents and the commission of Article 2 Investigations.	Accepted	The nature of the injuries to the individual informs the decision to commission an Article 2 investigation. In order to assess this, HMPPS requests relevant information from external organisations and is reliant on issues around consent being resolved quickly and this information being provided in a timely fashion.	Safety Group, HMPPS	Completed



			<p>HMPPS has taken action to reduce the time it takes to commission an Article 2 investigation following an incident. This has included using electronic communication, updating and strengthening letters requesting health reports and regularly chasing up where no responses are received. HMPPS will continue to review where changes can be made to improve the speed in which decisions can be made.</p> <p>In order to ensure documents are retained in cases where an incident is identified as a potential Article 2 case, the Safety Group shares with the prison a detailed list of documents that investigators are likely to request so that they can be collated and stored securely.</p>		
8.	To HMPPS HMPPS should ensure that liaison between Article 2 investigators and prisons is improved by ensuring that the member of staff in an establishment appointed to liaise: a) understands the nature of the Article 2 process, and b) is of sufficient seniority to direct staff and resources to facilitate the investigation.	Accepted	<p>HMPPS has reviewed the guidance it provides to the Governor and prison liaison point when an Article 2 investigation is commissioned to ensure that sufficient background information is provided about the Article 2 process.</p> <p>The guidance explains that the Governor should appoint as the liaison point a member of staff with sufficient seniority to direct staff and resources to facilitate the investigation.</p>	Safety Group, HMPPS	Completed

