

Action Plan- Michael Lindsay. HMP Lewes.NC. 09/11/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that correspondence from prisoners' families is treated with appropriate seriousness and receives timely, accurate and informative replies.	Accepted	Any correspondence received from prisoners' family members are referred directly to the Duty Governor and the Safer Custody Team, who will then agree on the appropriate action to be taken in relation to the concern raised. The family member will be contacted on the same day with feedback.	Safer Custody Completed
2	The Governor should ensure that an appropriate member of staff is appointed promptly to engage with and support the families of seriously ill prisoners.	Accepted	All seriously ill prisoners are allocated an FLO within 24hrs by the Safer Custody Team and the FLO will be briefed on the prisoner's condition. The FLO will contact the prisoner's family and inform them promptly if they are admitted to hospital. The FLO will support the prisoner and family prior, during and after hospital and all communications are recorded in the FLO Log.	Safer Custody Completed