

Action Plan- Timothy Shaw. HMP Chelmsford, Unclassified. 02/03/2017

| No | Recommendation | Accepted/Not Accepted | Response | Target date for completion and function responsible |
|-----------|---|------------------------------|---|--|
| 1 | <p>The Governor should ensure that:</p> <ul style="list-style-type: none"> • there is an effective and well-implemented substance misuse strategy to reduce the availability and demand for illicit substances • when there is intelligence to suggest that a prisoner is in possession of illicit drugs, staff carry out a cell search and a search of the prisoner as quickly as possible and test the prisoner for drugs • security reporting systems are used effectively to communicate investigate and challenge substance misuse. | Accepted | <p>A review of the substance misuse strategy was carried out in April 2017 and further learning and process re-evaluation has seen a number of more recent developments in the detection, challenge and support to those involved in the use of illicit substances. The approach to substance misuse includes working alongside external agencies to support and reduce individual's reliance on illicit substances.</p> <p>Where intelligence is received suggesting illicit drug use, suspicion testing can be completed in cases where there is more than one piece of intelligence. Targeted searches of prisoners and accommodation are conducted which can also involve the use of the dog search team. Such testing and searches are co-ordinated by the security team who allocate the actions accordingly. To further challenge the use of illicit items the resourcing of the dog team has doubled in size with a wider range of detection ability.</p> <p>All actions taken on the basis of intelligence received are recorded on the Mercury workflow system. Quality control of the intelligence process and feedback and training to staff involved if required is given by Operational Managers at the point of closing off individual reports. Staff are reminded about reporting all intelligence through full staff briefings and wing briefings.</p> | Head of Security Completed |
| 2 | The Governor and Head of Healthcare should ensure that: | Accepted | Following the review of the substance misuse strategy, a new process has been introduced which requires healthcare staff, when alerted to the | Head of Healthcare |

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| | <ul style="list-style-type: none"> • there is an effective strategy to reduce trading of prescribed medication • all prisoners who have substance misuse treatment needs are referred to the IDTS team and the referrals are properly recorded and actioned. | | <p>trading of prescribed medication, to review the circumstances and consider whether it is appropriate to stop the medication or continue with the prisoner taking the medication under supervision.</p> <p>Additionally, prisoners with substance misuse needs referrals now have their cases discussed at the multi-disciplinary healthcare pathway meeting attended by all agencies that work within healthcare. Guidance on the process for making referrals will be available to all staff by the end of November 2017.</p> | November 2017 |
| 3 | <p>The Head of Healthcare should review all prisoners using fentanyl patches and ensure</p> <p>(i) that those prescribing such patches are aware of the potential for their abuse in prisons and prescribe alternative medication where possible;</p> <p>(ii) that, where patches are prescribed, the procedure for attaching and detaching the patches should be monitored and any discrepancy reported.</p> | Accepted | <p>A recommendation has been made by healthcare to discontinue the use of fentanyl patches where possible and the pharmacy department has liaised with the prescribers to ensure that patients are switched to an alternative medication where appropriate.</p> <p>Healthcare staff have been reminded of the need to conduct strict monitoring of fentanyl patches to make sure the patch is applied to the patient directly and not taken away for self-application.</p> <p>The pharmacist supervises the removal of the fentanyl patches when they need replacing. If there is any suspicion that the patch is not secure at removal this will be reported to medical staff and Head of Healthcare.</p> | Head of Healthcare Completed |
| 4 | <p>The Governor should ensure that prisoners have early, meaningful contact with an offender supervisor</p> | Accepted | <p>In September 2017 a Senior Probation Officer was appointed to oversee probation work with prisoners including monthly monitoring of the progression of sentence plans designed to support prisoners'</p> | Head of OMU Completed |

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| | and that sentence plans are completed to support the prisoner's rehabilitation during their time in custody, in accordance with PSI 19/2014. | | rehabilitation. A recruitment plan have been devised to increase the number of Probation Officers based at HMP Chelmsford to ensure prisoners have early meaningful contact with an offender supervisor. The recruitment is due to take place early 2018. | |
| 5 | The Governor should ensure that: <ul style="list-style-type: none"> • all family liaison officers are aware of and follow the guidance contained in PSI 64/2011 when dealing with a bereaved family • there are sufficient trained family liaison officers to contact and provide effective and consistent support for bereaved families • appointed family liaison officers are released from their usual duties to allow them to maintain a consistent level of support to bereaved families. | Accepted | HMP Chelmsford has six existing fully trained family liaison officers who have completed the national training course in line with PSI64/2011 All newly trained family liaison officers are mentored by an experienced liaison officer. Subject to the operational needs of the prison, wherever possible the lead family liaison officer will be released to support bereaved families. In circumstances where the second support family liaison officer is unable to be released, a member of the Chaplaincy team will fill that role. | Head of Safety Completed |
| 6 | The Governor should ensure that all staff are provided with formal support from the prison following a death in custody. | Accepted | Following a death in custody, all staff immediately involved in the incident are now referred to the local care team who provide support which is available whenever it is requested. At the debrief after the incident, and on an ongoing basis, staff will be reminded that counselling is available on referral by their line manager and of the support of the | Head of Safety Completed |

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| | | | care team by the Governor Liaison and the Safer Custody Manager. | |