

Action Plan- Emily Hartley at HMP New Hall on 23/04/2016

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should ensure that staff manage prisoners at risk of suicide or self-harm in line with national guidelines, including:</p> <ul style="list-style-type: none"> • Following the level of observations and conversations as stated in the 'required frequency' box on the front cover of the ACCT and recording each check immediately or as soon as practicable thereafter • Each observation and conversation must be dated and timed. The person making the check must print their name and sign to say they have completed it. • ACCT observations should be made at irregular intervals to prevent prisoners being able to predict when they will take place 	Accepted	<p>A local notice to staff was issued in January 2017 to remind staff of the requirement to manage prisoners at risk of suicide and self-harm in line with national guidelines. A further notice to staff was issued in March 2017 to reinforce the message that staff must follow the level of observations and conversations as stated in the "required frequency" box in the ACCT document and that they must record each check as soon as possible, and all observations and conversations are dated and timed with staff printing and signing their name to confirm that they have completed the check. Staff were also reminded through the staff notice in March 2017 that ACCT observations should be made irregularly to prevent prisoners being able to predict when they will take place. All these processes will be quality assured by the Head of Safer Custody.</p> <p>The ACCT quality assurance process is currently under review and will be completed in April 2017. The revised process will require greater oversight of ACCT documentation by residential custodial managers to ensure that they play a key role in ensuring accurate completion of ACCT documentation in line with national guidelines. The ACCT quality check form has been amended to reflect this.</p> <p>To further support the ongoing development of staff, local ACCT training provision increased in November 2016 and will continue during 2017. New suicide and self-harm (SASH) training will be delivered to identified trainers from March- May 2017 with a plan to commence the training of the wider staffing group from April 2017.</p>	Governor Head of Residence and Safety April 2017
2	The Governor should commission a disciplinary investigation into the failure of	Accepted	Terms of reference in relation to the disciplinary investigation into the failure of SO Corion to count or record the number of prisoners going on exercise was commissioned in January 2017, and the recommendations of the investigation were submitted to the	Governor Head of Safety and

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	SO Corion to count or record the number of prisoners going on exercise on 23 April 2016.		Governor. The matter proceeded to formal disciplinary procedures which has now been completed. Following the investigation, a revised process to improve the recording of the number of prisoners going to and returning from exercise each day was introduced in May 2017. This is explained in further detail in the response below for recommendation 3.	Residence Completed
3	The Governor should ensure there is a written and accurate record of the number of prisoners going to and returning from exercise each day.	Accepted	A new, improved process for accounting for prisoners going and returning from exercise was introduced in May 2017. The new process will require prisoners to submit their ID card, and a written exercise yard log will be maintained by staff to maintain a running record of prisoners going to and returning from exercise each day. These records will be sent weekly to the Orderly Officer to be checked and filed for quality assurance purposes.	Governor Completed
4	The Governor should ensure that managers deciding disciplinary hearings and taking subsequent decisions about punishments fully consider the evidence and the likely impact on the health and welfare of the prisoner.	Accepted	<p>In February 2017, the Head of Residence and Safety reminded all adjudicating governors by e-mail to consider the evidence and likely impact on the health and welfare of the prisoner when making decisions to discipline them.</p> <p>The impact on the health and welfare of prisoners subject to adjudications awards will now be included as a standing agenda item at future adjudication standardisation meetings, to ensure that adjudicating governors discuss and carefully consider the impact of an award. At these meetings, managers will also carry out a regular sample check of adjudication documentation completed. This will include a check of the adjudication award made against the tariffs document to assure themselves that decisions about punishments fully consider the evidence and the likely impact on the health and welfare of the prisoner.</p> <p>The adjudication awards tariff document, which provides adjudicating governors with a range of awards to apply in the event of a proven adjudication, will now include reference to the importance of considering the impact of an award made. The document</p>	Governor Head of Safety and Residence April 2017

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			will be amended by April 2017 and circulated to adjudicating officers at this time.	
5	The Governor should satisfy herself that the culture and regime on Holly House are appropriate to the needs of its residents.	Accepted	<p>In January 2017, the establishment introduced additional resources to deliver an improved culture and daily regime to residents located on Holly House. All residents on Holly House now receive enhanced case management support through the weekly Safer Interventions meetings, attended by multi-disciplinary staff. This multi-disciplinary approach provides a more joined up approach between the various departments in providing better care, management and support of all its residents, and all cases are discussed and monitored weekly.</p> <p>Data on complaints received from residents now form a standing agenda item at these Senior Management Team Meetings. The Head of Residence and Safety will review the complaints database on a regular basis to identify and address any trends or concerns raised by residents in relation to Holly House. Specific complaints regarding staff will be passed by the business unit to the Deputy Governor who will act as a single point of contact to co-ordinate any complaints received.</p> <p>Independent supervision is now provided for the operational staff on Holly House so they feel better supported in managing prisoners with complex needs. This service is provided by the provider, Manchester West, who will provide supervision upon request.</p>	Governor Completed