

Action Plan-Joe Bartlett at HMP Norwich on 05/04/2017

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 and self-harm in line with national guidelines, in particular:</p> <ul style="list-style-type: none"> • Staff should set effective care map objectives which are specific, time bound and meaningful, aimed at reducing risk. • Case reviews should take into account all known risk factors and triggers and set a level of observation which appropriately reflects that risk. • ACCT observations should be at irregular, unpredictable intervals. 	Accepted	<p>All staff were reminded through a notice to staff in October 2017 that they must manage prisoners at risk of suicide and self-harm in line with national guidelines.</p> <p>Staff compliance with the ACCT process has been improved at the prison since October 2017, with the Safer Custody Team now conducting detailed weekly quality assurance checks on ACCT documentation. These checks focus on ensuring that staff have set effective caremap objectives which are specific, time bound and meaningful, and aimed at reducing the prisoner's risk. The quality assurance checks also ensure that ACCT case reviews have taken into account all known risk factors and triggers and that the observation levels appropriately reflect the level of risk posed. The Safer Custody Team also attend ad-hoc ACCT case reviews to ensure that ACCT processes are being followed correctly. Feedback will be reported to the monthly Safer Prisons Meetings. All staff will be reminded of the caremap and case review processes via a notice to staff in November 2017.</p> <p>All staff will receive Suicide and Self-Harm training (SASH) by March 2019 as part of a rolling programme. All relevant staff will also participate in the new ACCT case manager training by December 2018, which addresses all areas of ACCT case management and receive annual refresher training.</p>	Governor Head of Safer Prisons Head of Business Assurance March 2019
2	<p>The Governor should ensure that all information about bullying and intimidation is fully coordinated and investigated, including that:</p> <ul style="list-style-type: none"> • Apparent victims are effectively supported and 	Accepted	<p>HMP Norwich will complete the review of its Violence Reduction policy and strategy by January 2018 following the outcome of the PRISM (Promoting Risk Intervention by Situational Management) assessment. The PRISM assessment will help to identify the key drivers behind violence and anti-social behaviour at the prison. Once the assessment is completed, staff will be made aware of the updated policy and strategy through a staff notice and will be provided training in February 2018 to ensure that they are aware of what is required of them in</p>	Governor, Violence Reduction Custodial Manager Head of Safer

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	<p>protected with meaningful, long-term solutions that address their individual situations.</p> <ul style="list-style-type: none"> • Staff consider whether victims are at increased risk of suicide or self-harm. 		<p>managing perpetrators and victims of violence.</p> <p>Staff were also reminded in October 2017 through a notice to staff that if any prisoner states they are under threat, then this must be reported to the Safer Custody and Security Department so that the victims, and perpetrators where identified, are appropriately supported and managed and the relevant information recorded on P-NOMIS.</p> <p>The Safer Custody Department and residential staff will interview all prisoners following a reported incident to identify their risk of self-harm or suicide. This will then be documented within the prisoner's case notes and consideration given to the opening of an ACCT document. Objectives will also be set at the assessment stage to support the victim via an individualised action plan, specific to their needs, and protection mechanisms put in place. Perpetrators of violence will be challenged and placed on perpetrator monitoring. They will also have objectives set individualised to their circumstances in order to support the prison's zero tolerance approach to violence and anti-social behaviour. The Head of Safer Custody will remind all staff of this process via a notice to staff in November 2017.</p> <p>HMP Norwich is working with the regional psychology team to introduce a conflict resolution package delivered by peer mentors, to help support those prisoners who state they are under threat. HMP Norwich are also developing a self-esteem based programme in conjunction with the gym and the wellbeing service to support victims of violence. It is anticipated that both of this initiatives will be in place by March 2018.</p>	<p>Custody January 2018</p>

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			This recommendation, including monitoring of accurate and timely record keeping on victims and alleged perpetrators of violence and bullying, will be monitored by the Violence Reduction Custodial Manager.	
3	The Head of Healthcare should ensure that where a follow up mental health review is scheduled, this is carried out as planned.	Accepted.	The Head of Healthcare reminded staff through a staff notice and briefing in October 2017, that where a follow up mental health review is scheduled, this must be carried out as planned, and be booked on SystemOne. This will ensure that if for any reason, the review is not possible on the day, this can be discussed at the morning team briefing and the appointment rescheduled. The patient will be notified of the change via an appointment slip, and wing staff notified by email. This recommendation will be closely monitored by the Head of Healthcare.	Head of Healthcare Completed