

Action Plan-Matthew Gray at HMP Norwich on 22/03/2017

| No | Recommendation | Accepted/Not Accepted | Response | Target date for completion and function responsible |
|----|--|-----------------------|--|--|
| 1 | <p>The Governor should review the effectiveness of HMP Norwich's violence reduction policy and its delivery, specifically ensuring:</p> <ul style="list-style-type: none"> • The effective identification and management of victims and alleged perpetrators. • Effective support and protection for apparent victims, with meaningful objectives and long-term solutions which address their individual situations. • The risk of suicide or self-harm to victims of bullying and intimidation is considered. • Accurate and timely record keeping. | 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 ensure that they are aware of what is required of them in managing perpetrators and victims of violence.</p> <p>Staff will also be 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</p> | Governor, Violence Reduction Custodial Manager Head of Safer Custody January 2018 |

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| | | | <p>2017. 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>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.</p> | |
| 2 | <p>The Governor and Head of Healthcare should ensure prison and healthcare staff fully understand the process for assessments of fitness for segregation and for continued segregation. In particular they should ensure:</p> <ul style="list-style-type: none"> • All healthcare staff have access to national guidance and understand what they are required to do. • The initial segregation health screen is accurately and fully completed. • Medical records are checked to identify any previous history of | Accepted | <p>All relevant staff will be reminded of the process for assessing prisoners for fitness for segregation, and continued segregation, and about the requirements within PSO1700 Segregation, through notices to staff in October 2017.</p> <p>Healthcare staff will also be reminded through staff briefings in October 2017 about the importance of accessing a prisoner's notes prior to completing the fitness for segregation health screen to ensure that any issues relating to mental health or suicide and self-harm inform their decision making. Healthcare staff have been reminded that these assessments must be completed on the segregation algorithm paperwork and the outcome recorded on SystemOne.</p> <p>Segregation staff will also be reminded in October 2017 through a staff briefing to check that healthcare staff are aware of their responsibilities</p> | Governor Head of Healthcare March 2019 |

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| | <p>mental health issues or suicide and self-harm.</p> <ul style="list-style-type: none"> • All staff receive ACCT training. • Mental health nurses provide support and advice for the general nurses managing patients on a day to day basis. • All staff record all clinical interventions in the medical record. • All staff, regardless of grade, understand their responsibilities in accordance with PSO 1700. | | <p>when they are signing the fitness for segregation paperwork and ensure all components are completed as required through daily checks of the segregation paperwork.</p> <p>The mental health team have a daily briefing during the working week where concerns can be shared and support offered to all healthcare staff managing patients on a day to day basis, and a duty mental health nurse is available daily as a single point of contact for staff to seek advice and support. All healthcare staff will be reminded about the availability of the duty mental health nurse in November 2017 via a staff briefing.</p> <p>All staff will receive the new, national Suicide and Self-Harm (SASH) training by March 2019 as part of a rolling programme.</p> | |
| 3 | <p>The Governor should remind staff that when an observation panel is covered and a prisoner fails to respond, arrangements should be made to enter the cell as quickly as possible, especially when they have a history attempted suicide and self-harm.</p> | Accepted | <p>A notice to all staff will be circulated in October 2017, reminding staff of the need to ensure that a cell is entered as quickly as possible when an observation panel is covered and they cannot get a response from the prisoner; particularly when the prisoner has a history of attempted suicide and self-harm.</p> <p>Any reported incidents will be escalated to the duty manager who will also be notified where these involve prisoners who have a history of attempting suicide and self-harm so that appropriate support is provided to the prisoner via the ACCT process if required.</p> | Governor October 2017 |
| 4 | <p>The Head of Healthcare should ensure that all healthcare staff</p> | Accepted | <p>All healthcare staff involved in the risk assessment process will be reminded in October 2017 via a staff briefing of the importance of making a full</p> | Head of Healthcare |

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| | contributing to risk assessments for prisoners taken to hospital understand the legal position, and ensure that assessments fully take into account the health of a prisoner so they can be based on the actual risk the prisoner presents at the time. | | contribution to the escorting risk assessment forms regarding the prisoner's health at the time, so that the decision made is based on the prisoner's current state and risk prior to escort, in line with the legal position. All risk assessments carried out will be monitored via internal audits processes. This recommendation will be closely monitored by the Head of Operations. | Head of Security Head of Operations October 2017 |
| 5 | The Governor should ensure that all staff, irrespective of status, position or experience, are provided with formal support from the prison, following a death in custody. | Accepted | All staff involved with a death in custody will be offered formal support by the Duty Governor and be involved in a debrief following the incident. The Head of Safer Custody will send a notice to staff in October 2017 reminding them of the range of support available to them following a death in custody, and how to access this support. | Governor Head of Safer Custody October 2017 |
| 6 | The Head of the Public Protection Casework Section at Her Majesty's Prison and Probation Service Headquarters (HMPPS), the Governor of Norwich, and Norfolk and Suffolk Probation Trust should ensure there are adequate systems in place to identify when a prisoner should be referred for a Parole Board review, following recall on licence. | Accepted | All parole board cases set for file closure due to sentence expiry date (SED) are placed on a "to do list" for review by a line-manager, before the file is closed and the case marked as complete. The reviewing manager takes all final decisions on file closure. A monthly report is produced from the core management system (PPUD), detailing all cases with a forward SED and no open review. Managers are required to check that no cases are outstanding where a review should be open. | Head of Post Release Casework Team, HMPPS Governor of Norwich Norfolk and Suffolk Probation Trust |

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