

Action Plan – Mark Palfreyman. HMP Featherstone. NC. 31/08/2017

| No | Recommendation | Accepted/Not Accepted | Response | Target date for completion and function responsible |
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| 1 | The Governor of Featherstone should ensure that a member of Prison Service staff informs a prisoner's family or next of kin of their death in person, in line with national guidance. | Accepted | The family were initially contacted to be informed that Mr Palfreyman was on his way to hospital after falling ill. Due to contact already being established, this resulted in the update regarding his death being disclosed over the phone. However, the Governor will ensure that the next of kin or family member is told in person in the event of any future deaths in custody. Staff have been reminded of this via the monthly SMT and at the monthly Safer Custody meeting. | Complete Governor |
| 2 | The Governor of Featherstone should ensure that the appointed family liaison officer keeps comprehensive records, which detail all interactions with the next of kin, from the date he or she is appointed. | Accepted | The allocated Family Liaison Officers are aware to detail all interactions with the Next of Kin or family member and this action has been sent as a reminder for any future incidences. | Complete Governor |
| 3 | The Governor of Featherstone should ensure that relevant documents are provided to the PPO promptly. | Accepted | All requests for documents from the PPO will be treated as a priority. | Complete Governor |