

Action Plan – Rafal Sochacki - Westminster Magistrates’ Court 21/06/2017

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Chief Executive of HMPPS and the Head of Operations at Serco should ensure that all escort vehicle crews carry out a thorough check of vehicles, including their ventilation and air-conditioning both before and after use.</p>	Accepted	<p>Prisoner Escort Custody Services (PECS) Contract Delivery Managers (CDM) conduct assurance checks of the vehicle inspections, as carried out by the contractor, ensuring that they are completed appropriately and any actions required have been implemented on a monthly basis. Any concerns are immediately escalated to the Serco managers for action.</p> <p>PECS operating instructions are already in place, these are regularly reviewed to ensure that they meet the current requirements, most recently in November 2018.</p> <p>The Head of PECS will reinforce and remind all PECS CDMs of the importance of completing the assurance checks in a full staff briefing on 13th February 2019. This briefing will be repeated in June 2019.</p> <p>Serco Standard Operating practices (SOP) are already in place which set out the requirements for drivers to complete both am and pm vehicle checks. Serco regularly remind staff through a weekly briefing sheet of the need to comply with all SOPs. Adherence to SOPs is also part of the initial training for new staff.</p> <p>The Serco Operations Director will reinforce and remind all staff via the weekly briefing sheet.</p> <p>The actions from this investigation will be considered again by PECS, HMCTS and Serco, to jointly work with the PPO to discuss any further learning points that can be implemented to prevent reoccurrence.</p>	<p>Completed Head of PECS (HMPPS)</p> <p>13-02-2019 Head of PECS (HMPPS)</p> <p>28-02-2019 Contracts Operations Director Serco PECS</p> <p>31-05-2019 Head of PECS (HMPPS)</p>

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			<p>PECS and Serco are focused on minimising the amount of time detainees are held in cellular vehicles. In order to maintain the security of the escorts and detainees at all times it is not possible for the air cooling system to operate when the driver has left the vehicle.</p> <p>PECS and Serco will review operating processes and on occasions, for operational reasons, where it is not possible to unload the detainees in a reasonable timeframe and temperatures are extreme they will introduce alternative processes to ensure that adequate ventilation is maintained. There are already in place processes that allow contractors to request relief from any performance measures in the event a safety requirement prevents an activity target being met. PECS will ensure that this is formally set out in the specification.</p>	<p>31-05-2019 Head of PECS (HMPPS) Contracts Operations Director Serco PECS</p> <p>31-05-2019 Head of PECS (HMPPS)</p>
4	<p>The Chief Executive of HMPPS and the Head of Operations at Serco should ensure that in line with SPO 009, vehicle escort officers record all welfare checks for detainees in their care during transfers, including when the escort vehicle is stationary.</p>	Accepted	<p>The PECS CDM provide assurance of the welfare checks conducted by the contractor by completing compliance checks of the individual prisoners Person Escort Record (PER). Any discrepancies are raised with the manager of the court or other Serco manager where appropriate. A report which evidences any PER’s that are not fully complete is also provided to PECS by the contractor and action is taken where necessary.</p> <p>PECS operating instructions are already in place, these are regularly reviewed to ensure that they meet the current requirements, most recently completed in November 2018.</p>	<p>28-02-2019 Head of PECS (HMPPS)</p>

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			<p>The Head of PECS will reinforce and remind all PECS CDMs of the importance of completing the assurance checks in a full staff briefing on 13th February 2019. This briefing will be repeated in June 2019.</p> <p>Serco Standard Operating practices (SOP) are already in place which set out the requirements for staff to undertake and record checks on detainees.</p> <p>Serco regularly remind staff through a weekly briefing sheet of the need to comply with all SOPs. Adherence to SOPs is also part of the initial training for new staff.</p> <p>Serco will undertake ad hoc audits to ensure that welfare checks are being consistently recorded.</p> <p>The Serco Operations Director will reinforce and remind all staff via the weekly briefing sheet.</p>	<p>13-02-2019 Head of PECS (HMPPS)</p> <p>31-03-2019 Contracts Operations Director Serco PECS</p>
5	The Head of Operations at Serco should ensure that an investigation is completed into the actions of an Officer while the escort vehicle was parked at Charing Cross Police Station, and that the conclusions are shared with this office and the Coroner within six weeks of the date of this report.	Accepted	Serco completed an internal investigation in September 2017. Serco will review the investigation findings in relation to the actions of an Officer and the conclusions will be shared with the PPO and the coroner.	28-02-2019 Contracts Operations Director Serco PECS

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6	The Head of Operations at Serco should ensure that detainees received into their custody at court are told their rights in their own language, and that staff check on their welfare and respond appropriately if they exhibit any symptoms of distress.	Accepted	<p>Serco Standard Operating practices (SOP) are already in place which set out the requirements for detainees to be told their rights in their own language and for staff to check on their welfare.</p> <p>Serco regularly remind staff through a weekly briefing sheet of the need to comply with all SOPs. Adherence to SOPs is also part of the initial training for new staff.</p> <p>The Serco Operations Director will reinforce and remind all staff via the weekly briefing sheet.</p>	28-02-2019 Contracts Operations Director Serco PECS
7	The Chief Executive(s) of HMCTS, HMPPS and the Head of Operations at Serco should ensure that robust and adequate contingency plans are in place in the event of any future breakdown of the court building's air-conditioning which might result in the temperature of detainees' cells exceeding 26°C.	Accepted	Senior Managers from each organisation have discussed the principles to be applied in the event of a similar situation arising. New National Guidelines for HMCTS/HMPPS and the Contractors that outline processes and procedures to be followed where temperatures in cells exceed 26 degrees will be become standard operating practice by May 2019.	31-05-2019 Head of PECS (HMPPS) Head of Contracted Services (HMCTS) Contracts Operations Director Serco PECS
8	The Head of Operations at Serco should ensure that all staff record their interactions with detainees promptly and accurately in relevant documentation and on electronic systems.		<p>Serco Standard Operating practices (SOP) are already in place which set out the requirements for staff to record their interactions with detainees promptly and accurately.</p> <p>Serco regularly remind staff through a weekly briefing sheet of the need to comply with all SOPs. Adherence to SOPs is also part of the initial training for new staff.</p>	28-02-2019 Contracts Operations Director Serco PECS

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			<p>The Serco Operations Director will reinforce and remind all staff via the weekly briefing sheet.</p> <p>Serco has invested in improving this area of its service delivery by introducing a tablet-based device into the Court custodial operation (APPIAN). The device is currently being tested by the development team and is on track to be deployed in all the contracted Courts in Q2 of 2019.</p>	<p>31-08-2019 Contracts Operations Director Serco PECS</p>
9	<p>The Head of Operations at Serco should ensure that an investigation is completed into the manual and electronic records about Mr Sochacki on 21 June, including the timing on entries made by an Officer, and that the conclusions are shared with this office and the Coroner within six weeks of the date on this report.</p>	Accepted	<p>Serco completed an internal investigation in September 2017. Serco will review the investigation findings in relation to the actions of an Officer and the conclusions will be shared with the PPO and the coroner.</p>	<p>28-02-2019 Contracts Operations Director Serco PECS</p>
10	<p>The Chief Executive of HMCTS and the Head of Operations at Serco should ensure that a defibrillator is available in the detainee custody suite in Westminster Magistrates' Court in case of emergency.</p>	Accepted	<p>There is now a defibrillator in Westminster Magistrates Courts. This has been on site since June 2018. It is placed in a central location within the court house that will serve not only the custody suite but be accessible to service wider court user needs.</p>	<p>Completed HMCTS</p>