

Action Plan – Ms Nicola Price at HMP Downview – Self-Inflicted on 25/08/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that all staff have a clear understanding of their responsibilities to manage prisoners at risk of suicide and self-harm in line with national guidelines and, in particular, the need to record, share and consider all relevant information about risk, and start ACCT procedures when indicated.	Accepted	<p>In April 2019, all staff were reminded via a staff notice of their responsibilities to manage prisoners at risk of suicide and self-harm in line with PSI 64/2011 Safer Custody, and that they must record, share and consider all relevant information about risk, and start ACCT procedures when needed.</p> <p>In May 2019, all staff will receive further ACCT training sessions about what constitutes risk for a prisoner, and what action they must take if and when risk triggers are identified, including the importance of opening an ACCT document immediately, recording this risk information and sharing the information promptly with other safer custody colleagues.</p>	Governor Head of Safer Custody May 2019
2	The Governor should ensure that all information about bullying and intimidation is fully co-ordinated and investigated in line with local policy, including that those suspected of involvement are appropriately challenged and investigated.	Accepted	<p>All staff will be reminded through a Governor's notice and staff briefing by April 2019 that all information about bullying and intimidation must be investigated in line with local policy, and any perpetrators suspected of involvement must be appropriately challenged and investigated. Staff will also be reminded that all referrals about victims or perpetrators must be made to the weekly multi-disciplinary complex case board, where decisions will be made relating to support of victims and ongoing management of perpetrators who continue to demonstrate intimidating and bullying behaviour. This will ensure risk is reviewed and behaviours monitored.</p> <p>From April 2019, staff will be issued with a guidance sheet on managing bullying and potential violence, and a training session offered on how to conduct investigations. Flow charts on how to conduct investigations will also be displayed in key areas within the prison, and a member of the safer custody</p>	Governor Head of Safer Custody Safer Custody Custodial Manager June 2019

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			<p>team will attend morning briefing meetings to reinforce to staff the importance of following the correct procedure for investigations.</p> <p>Since March 2019, the establishment have used a system to log all violent incidents, to conduct quality assurance checks of cases and to identify any trends regarding bullying and intimidating behaviours. These are then discussed at the monthly safer custody meetings.</p> <p>A notice to prisoners will be sent in April 2019 reminding them of support services available to them, such as Samaritans and the Listeners Scheme, and from April 2019, there will be listener drop in sessions for any prisoners affected by bullying or intimidating behaviours.</p> <p>In June 2019, there will be a full review of the process for the coordination of information received about bullying and intimidation, to ensure timeliness and consistency of actions taken. This will be conducted by the Head of Safer Custody and the Safer Custody Custodial manager.</p>	