

**Action Plan – Solomon Bygraves. HMP Norwich. Self-Inflicted. 05/02/2018**

No	Recommendation	Accepted/Not Accepted	Response	
1	<p>The Governor should ensure that prison staff manage prisoners at risk of suicide and self-harm in line with national guidelines, including:</p> <ul style="list-style-type: none"> <li>• documenting and recording reasons for keeping prisoners subject to suicide and self-harm procedures in the segregation unit, setting out those reasons and other options that were considered and discounted;</li> <li>• identifying and recording effectively the level of risk to themselves the prisoner poses; and</li> <li>• consideration at case reviews of relevant up-to-date risk information and setting appropriate future case review dates.</li> </ul>	Accepted	<p>All Senior Management Team members (SMT) were reminded during a briefing in August 2018 and by email of the need to ensure that the defensible decision log for segregation is completed, and of the need to note what other options were considered.</p> <p>By March 2019 all band 4 and band 5 staff will have completed the new ACCT case manager training which includes training on identifying risk, the importance of case reviews/caremaps and review dates. A new quality assurance process is being introduced to ensure compliance to national guidelines and identify any further training needs.</p> <p>The Safer Custody team provide a two year history overview of every prisoner who is subject to new ACCT procedures, including previous self-harm/ACCT information in the ACCT document for the case manager and other staff to view.</p> <p>In August 2018 all Band 4/5 staff were reminded via email and through the local Safer Prisons meetings that review dates should be set based on the level of risk the individual presents.</p>	Completed Safer Custody Governor
2	<p>The Governor should ensure that there is structured support and effective managerial oversight for new staff, in particular ensuring the prioritisation of the protection of vulnerable prisoners.</p>	Accepted	<p>All new prison officers at HMP Norwich are provided a further two weeks induction period, in addition to the national induction period of two weeks. During this time they are allocated a buddy officer to work alongside. In addition there are POELT (Prison Officer Entry Level Training) mentors that offer advice and support to new staff as per the local Recruitment and Retention policy. Prison Officer training covers support of vulnerable prisoners, including ACCT processes in depth and all new</p>	Completed Head of Recruitment and Retention

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			officers attend the Safer Custody team upon completion of their training for further advice and support.	
3	The Governor should commission an investigation into the actions of B wing managers and officers which led to Mr Bygraves not being observed in accordance with ACCT procedures between 12.58 and 14.33 on 5 February 2018.	Accepted	An internal prison investigation has been commissioned and the findings of the report will be provided to the Governor.	October 2018 Governor