

Action Plan – Mr Lee Osei at HMP High Point – Self-Inflicted Death on 23/12/2019

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that all information indicating violence, bullying and intimidation is fully coordinated and investigated and that apparent victims are effectively supported and protected.	Accepted	<p>The violence reduction policy and debt policy were reviewed in August 2020. The review focused on the needs of victims when reports of violence, bullying or intimidation are received and how the process can provide support and effective actions following all incidents. The updated policy documents are due to be published in October 2020.</p> <p>Following these reviews, the safety assurance policy was also agreed and will be introduced in October 2020. This is to ensure that there is managerial oversight into the investigations process when information is received to indicate violence, bullying or intimidation.</p> <p>The safety assurance policy will ensure that senior managers perform additional monthly checks on the processes in place and liaise with the safer prisons team to ensure that the investigations into all incidents are effective and that victims are supported. This will be reviewed in the monthly meeting and any issues identified to ensure that the safety assurance policy is effective in monitoring and improving safety.</p>	October 2020 Head of Safer Custody and Safer Prisons Team
2	The Governor should ensure that there is an effective keyworker scheme which provides meaningful and ongoing support to prisoners, in line with national policy.	Accepted	<p>The keyworker policy is operated and maintained in line with the offender management strategy. Following a review in August 2020, it was noted that additional staffing resources are required to ensure that the scheme is effective and national resources were commissioned to increase recruitment and to improve the retention of staff.</p> <p>In the interim, the keyworker scheme will remain under review by senior managers, under the national safety directive during the Covid-19 bronze recovery period, who will support the current keyworkers to ensure that adequate time is allocated to them in order for keywork to be carried out.</p>	March 2021 Business Assurance Team Senior Management Team

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			<p>Keyworker training is delivered to all new staff and the training is due to recommence, following the completion of the Covid-19 recovery period, in October 2020. In the interim, managers will liaise directly with the staff that have not received training to provide support. The keyworker training provides guidance on the role of a keyworker, how much time should be spent with each person per week and on providing meaningful support.</p>	
3	<p>The Governor should ensure that a copy of this report is shared with the unit manager, Officer A, Officer B and Officer C and that a senior manager discusses the Ombudsman's findings with them.</p>	Accepted	<p>The report was shared in individual meetings with staff in August 2020 and the findings were discussed.</p>	<p>Completed Head of Business Assurance</p>