

**Action Plan – Mr Jayakanthan Darmaratnam at HMP Doncaster – Self Inflicted on 10/01/2019**

<b>No</b>	<b>Recommendation</b>	<b>Accepted/Not Accepted</b>	<b>Response</b>	<b>Target date for completion and function responsible</b>
1	<p>The Director should ensure, in line with the key worker scheme, that key workers:</p> <ul style="list-style-type: none"> <li>• communicate with and encourage prisoners;</li> <li>• identify their needs; and</li> <li>• make regular case history notes in the prisoner's records.</li> </ul>	Accepted	<p>The new keyworker scheme was fully implemented at HMP Doncaster during January 2019. Prior to going live, a specifically designed HMPPS training package was delivered to all staff undertaking keyworker duties. The training is designed to ensure staff understand the responsibilities of the keyworker role and includes topics relating to the expectations of the scheme for both prisoners and staff, and how best to encourage engagement, as well as focusing on task setting and the frequency of conversations. Staff are also taught how to explore current issues and consider any potential barriers/road blocks to engagement. The training promotes the importance of recording all aspects of meetings in prisoner's records and relaying information relating to safeguarding or risk to OMU and/or Case Managers.</p> <p>Keyworker briefings have now been introduced and include information about staff's individual role as a keyworker for their prisoners and how they can explore what support is needed for that individual prisoner, as well as source the help required. Staff are also been reminded of the importance of seeing their prisoners weekly and recording the keyworker sessions so that any actions can be followed up by the keyworker, if not already completed.</p> <p>To ensure that the scheme is fully embedded, regular quality assurance takes place by the Keyworker Hub, who highlight examples of where good practice has been demonstrated and provide guidance to staff whose entries do not meet the required standard.</p>	Keyworker Hub/ Head of Residential Completed
2	<p>The Director should ensure that when the Home Office reviews a prisoner's</p>	Accepted	<p>A new process has been implemented to ensure residents are informed of any confirmed changes to their nationality status, on receipt of notification from the Home Office. A dedicated Foreign National Officer is responsible for relaying</p>	Foreign National Team

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	nationality status, staff confirm the outcome to prisoners and check on their wellbeing.		those decisions to residents in person. This also enables the officer to assess any impact on the individual's wellbeing at that time. A case note entry is then made to reflect the conversation and record any concerns raised. The Keyworker Hub monitors all NOMIS entries to ensure keyworkers are aware of relevant issues and have taken and recorded the necessary action. The case notes are available to all staff, and the Keyworker Hub also ensures that concerns are shared with Wing Managers and Safer Custody.	Completed
3	The Director should ensure that staff completing roll checks satisfy themselves that there are no immediate causes for concern	Accepted	The Director will issue a Notice to Staff to remind all staff of the need to ensure that they allow sufficient time when conducting roll checks, so that any signs of distress are not missed. The Safer Custody Team also carry out ad hoc checks of CCTV footage, to ensure roll checks are being conducted in line with policy.	Director October 2019
4	The Director should ensure that a copy of this report is shared with the following Members of staff so that they are aware of the Ombudsman's findings: the officer in the Foreign Nationals Team; the officer who carried out the early morning roll check on 10 January; and Mr Darmaratnam's key worker.	Accepted	The identified staff have been issued with a copy of this report by hand and spoken to individually by the Safer Custody Team to explain the process and to ensure they are aware of any areas highlighted.	Safer Custody Team Completed