

**Action Plan – Mr Phoenix Pritchard at HMP Exeter – Self Inflicted Death on 07/12/2018**

<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 Governor should ensure that prison staff manage prisoners at risk of suicide or self-harm in line with national guidelines, including:</p> <ul style="list-style-type: none"> <li>• Assessing a prisoner's level of risk on the basis of recognised risk factors and not just on the prisoner's presentation or what he says;</li> <li>• Holding ACCT reviews as scheduled; holding multi-disciplinary ACCT reviews as required;</li> <li>• Accurately recording all conversations, contacts and observations with prisoners in the ACCT document; and recording the reasons for decisions.</li> </ul>	Accepted	<p>The establishment's 5Ps Safety Strategy ambitions reflect the importance of ensuring that the Safeguarding local policy and requirements are driving required standards and improvements in all related operating practice. Progress against ambitions are reviewed by the Senior Management Team (SMT) and the Group Safety Team monthly as part of our assurance framework which is overseen by the Head of Business Assurance and the SMT.</p> <p>The national Safety Team delivered training on identifying risks and triggers to all staff involved in the reception and early days process. This training requirement is also highlighted within the establishment's early days improvement project and the prison will ensure that all new staff to this area of work receive the same training.</p> <p>The establishment will deliver Care Leavers and Adverse Childhood Experiences (ACEs) training to all staff to enable better identification of risk and triggers for self-harm and less reliance on a prisoner's presentation. The roll out will be prioritised for staff who work in Reception, First Night and Induction.</p> <p>The Safety Team carries out regular quality assurance checks on ACCT documents to monitor the quality of reviews; ensuring that they are multi-disciplinary, procedures have been followed correctly and decisions are relevant to the risks identified; with any follow up actions for managers recorded and a copy stored within the ACCT document. This assurance check is scrutinised at the monthly Safer Custody meeting.</p>	Head of Safety and Group Safety Lead September 2019

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			<p>The Head of Safety has introduced an Evening Duty ACCT list which is produced by the Safer Custody Analyst and cross-referenced against staff on duty the following day who are listed to undertake a review. Staff are then contacted directly the following morning and the daily safeguarding sheet is sent out globally to remind staff of the scheduled case reviews each day with a further reminder by the Orderly Officer at the morning briefing. ACCTs are checked each evening by the Night Orderly Officer (NOO) to ensure that reviews have been completed. Should any action be identified it will be followed up immediately by the NOO.</p> <p>The quality of conversations observations within ACCT documents are scrutinised by the Safety Team and managers as part of the Daily Assurance Framework</p>	
2	The Governor should ensure that SO A and SO B receive further ACCT case manager training in conducting ACCT assessments and reviews before they perform those roles again.	Accepted	Both members of staff have undertaken ACCT case manager training to refresh and improve their ability to manage risk and ensure adherence to policy.	Head of Safety Complete
3	The Governor should ensure that key workers meet their assigned prisoners within a few days of their arrival.	Accepted	HMP Exeter are currently introducing a process for prioritising keyworkers to those who fall within a high-risk cohort such as care leavers, those with identified Adverse Childhood Experiences (ACEs), those subject to CSIP / ACCT support, and young offenders.	Head of OMU August 2019

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			<p>When allocating keyworkers existing caseloads will be considered as well as staff rotas and shifts to ensure that an introduction can take place within a few days of arrival at the prison.</p> <p>The establishment will provide a level of assurance via the Key Worker Assurance Framework, overseen by the Head of Offender Management Unit (OMU) which is shared with the Senior management Team (SMT). This assurance framework is presented to the SMT monthly.</p>	
4	The Prison Group Director for Devon and North Dorset should provide the Ombudsman with an account of the actions she intends to take in response to the concerns about the management of ACCT procedures at Exeter set out in this report.	Accepted	<p>The Prison Group Director (PGD) has taken the following actions:</p> <p>Risk and Triggers training and Cell Sharing Risk Assessment (CSRA) training has been delivered to all Reception and First Night Staff.</p> <p>Supervision for ACCT has been delivered to ACCT Case Managers via floor walking by the national and group Safety Teams to support and develop Case Managers as they conduct their ACCT case management work.</p> <p>The group Safety Team have completed staff briefings and bite size learning on ACCT and continue to provide regular support visits to Exeter each month, always quality assuring ACCTs as part of those visits.</p> <p>The PGD commissioned an Early Days Project which incorporates reception, first night and induction and focusses on risks and safety. The implementation of the agreed actions is being driven by a multi-disciplinary working group which is now chaired by the Governing Governor.</p>	Prison Group Director Complete

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			The PGD has introduced a Safety Assurance Framework across the group to underpin monitoring of the delivery of HMPPS Policy and PPO action plan commitments. This is evidenced in a report completed monthly by the Group Safety Team.	