

Action Plan – Mr Daniel Sayers at HMP Durham – Other Non- Natural on 16/06/2020

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that during a restricted regime, key worker sessions continue wherever possible, by telephone if necessary, and that staff are clear of what is expected of them in their key worker role.	Accepted	<p>Key work was suspended on 24 March 2020 as extensive restrictions were introduced to manage the impact of COVID 19 in prisons. Prisons have since been working to an Exceptional Delivery Model seeking to deliver key work to identified groups of priority prisoners where it is safe and possible to do so and weekly wellbeing checks where it is not.</p> <p>This revised practice is now embedded at HMP Durham and staff are allocated keyworker duties during patrol state (lunch time and evenings) carrying out sessions using the in cell telephony, which is available to all prisoners. Priority prisoners include those that are subject to Assessment and Care in Custody Teamwork ACCT complex case management, Challenge and Support Intervention Plans (CSIP) and the Terrorism Act (TACT). The weekly Safety Intervention Meeting is used to identify any other prisoners that may require additional support and all of those who fall into the priority groups, who will then be seen once a week. All prisoners receive a welfare check every week which is recorded on NOMIS.</p> <p>Staff have received the appropriate keyworker training and are competent in their roles and are aware of what is required under the Exceptional Delivery Model. Additional support is also being provided by the Offender Management in Custody lead. Weekly assurances processes are embedded to monitor that keyworker sessions are completed and that the expected quality of records is maintained.</p>	Head of Residence Completed