

Action Plan – Mr John Garratt at HMP Hewell – Unclassified on 07/09/2018

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor should commission an internal investigation into the actions of an Officer on 5 September 2018, with a view to considering if disciplinary action is appropriate.	Accepted	An internal investigation has been commissioned, and is currently being undertaken by experienced staff external to the establishment. The outcome of the investigation, which is due to be completed in mid-May, will determine whether further action is required.	Governor May 2019
2	The Governor should ensure that staff respond to all cell bells 'promptly', that is within five minutes (other than in exceptional circumstances).	Accepted	<p>With the roll out of the OMIC staffing model there is an increased staff presence throughout the establishment. The higher staffing levels will ensure a reduced level of delay when answering cell bells.</p> <p>Guidance will be issued to all prisoners emphasising the importance of using cell bells only in emergency situations.</p> <p>In addition management observations are conducted daily by the Duty Governor and Cell Call System print-outs (only available on house blocks 1 & 6) are being used to provide assurance that this recommended action is being achieved.</p>	Head of Residence Complete
3	The Governor and Head of Healthcare should ensure that all staff are made aware of and understand PSI 03/2013 and their responsibilities during medical emergencies, including that staff promptly use an emergency code to effectively communicate the nature of the emergency.	Accepted	<p>Clear guidance around PSI 03/2013 will re-issued, and required actions in the event of a medical emergency will also be incorporated into local training packages.</p> <p>There is a plan in place to produce safety-themed notices to staff to be distributed twice annually to maintain staff awareness of key guidance, including their responsibilities during medical emergencies.</p>	Head of Safer Custody June 2019

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4	The Chief Executive of HMPPS should provide the Ombudsman with a revised date for issuing detailed national guidance on measures to reduce the supply and demand of drugs in prisons, and an assurance that this new date will be met.	Accepted	The national Prison Drug Strategy was published in April 2019. This provides overarching direction for HMPPS and key partners, while the Guidance provides practical advice and examples of good practice, which will be embedded across the prison estate.	CEO HMPPS Completed