

**Action Plan – Mr Jaskiran Kainth - Leicester Magistrates' Court- Self inflicted on 03/05/2019**

No	Recommendation	Accepted/ Not Accepted	Response	Target date for completion and function responsible
1	GEOAmeY should discuss this case with the local police to ensure the information recorded on PERs gives a full account of a detainee's risk.	Accepted	<p>This action was undertaken by the Area Business Manager, who met with the police in October 2019. Following this, the Operations Director for GEOAmeY will write to the police force re-enforcing this message.</p> <p>PECS will also write to the police explaining the importance of completing PERs fully and recording any information they have on detainees that will assist the contractor to assess the individual at court and manage them appropriately. PECS will continue to send the police the PER issue log where they can review any errors recorded by the contractor.</p> <p>A new paper PER is currently being introduced throughout the UK. This new PER has the Suicide and Self-harm form included within the main PER documents. There is also an individual section for medical and social needs. This new form will give escort and reception staff clearer information on individuals transferring into a prison/court custody and improve the way any risks they may pose can be managed. This new PER also has the introduction of a 'Red Flag' section within it which highlights any events that occur during the escort which may also result in a change in risk rating.</p> <p>In the next generation contract (PECS 4 August 2020), HMPPS are looking to introduce an electronic PER system which will assist in ensuring a consistent approach to the completion of this form by police, prison and court staff and allow each to better manage individual risk. The new design will be more dynamic and clarifies areas of risk giving the police, court and escort staff more opportunities to effectively pass on risk information. The electronic PER will self-populate from other databases to ensure correct information is captured and completion is comprehensive.</p>	<p>Operations Director, GEOAmeY April 2020</p> <p>PECS December 2020</p>

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2	PECS and GEOAmeY should ensure that court custody staff receive awareness training in the identification, assessment and management of detainees at risk of suicide or self-harm.	Accepted	<p>GEOAmeY has comprehensive training packages for its staff. As part of the company's commitment to improvement, and to support GEOAmeY staff, refresher training on the completion of the PER, SSH forms, Cell Sharing Risk Assessment and Reception Checklists as well as risks associated with suicide and self-harm were refreshed with staff at Leicester Magistrates' Court in the months following Mr Kainth's incident.</p> <p>The suicide and self-harm aspect of the initial training course was updated in November/December 2019.</p> <p>The above updated suicide and self-harm awareness training has recently been provided to all GEOAmeY staff at Leicester Magistrates' Court and refresher training will be provided at regular intervals.</p>	Operations Director Completed
3	PECS and GEOAmeY should ensure that court custody staff receive regular mental health awareness training in line with the recommendation made by HMIP in January 2019.	Accepted	<p>GEOAmeY has comprehensive training packages for its staff. The mental health aspect of the initial training course was updated in November/December 2019.</p> <p>The updated mental health awareness training has recently been provided to all GEOAmeY staff at Leicester Magistrates' Court and refresher training will be provided at regular intervals. The purpose of the mental health awareness training is to assist Court and Escort staff during their initial assessment of each prisoner to ensure that the appropriate measures and associated forms are completed as well as appropriate referrals are made to in-Court mental health professionals.</p>	Operations Director July 2020

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			<p>GEOAmeY has also worked closely with MIND for a number of years. MIND has access to the GEOAmeY training materials to ensure that these continue to reflect current practices and information in relation to mental health.</p> <p>From July 2020 GEOAmeY will have in place local 'champions' who will be the subject matter experts having received enhanced mental health training. There will be local champions within each Court cluster and will be a point of reference and guidance for all staff. There will also be a MIND helpline available to all staff via the champions.</p> <p>PECS will review the contractor's training for mental health awareness training and assure that it is appropriate and delivered regularly.</p>	
4	PECS and GEOAmeY should provide extra guidance on how to manage detainees who attempt suicide and self-harm using articles of their clothing, including that detainees should be put on constant observation rather than being left partially clothed.	Accepted	<p>Guidance is covered in GEOAmeY's Self-Harm and Suicide Prevention Standard Operating Procedure (SOP 63) which covers the removal of clothing. All SOPs are trained out to staff.</p> <p>As part of its ongoing commitment to improvement GEOAmeY is currently undertaking a review of SOP 063 to ensure the document and processes (including observation) that follow continue to address the risk of self-harm and suicide from clothing.</p> <p>In accordance with existing practice any update to the SOP will be briefed to all staff by way of an SOP Bulletin.</p>	Operations Director April 2020
5	PECS and GEOAmeY should ensure they have a death in	Accepted	In the event of an incident of self-harm or suicide GEOAmeY has in place a Threat to Life Contingency Plan. This plan was in place on 29 April 2019. The	Operations Director August 2020

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	custody contingency plan that covers actions to be taken following a death, including liaising with next of kin.		<p>Contingency Plan details the immediate and subsequent actions to be taken by Court staff and senior staff following a threat to life incident or death in custody.</p> <p>A contingency exercise was carried out at Leicester Magistrates' Court in May 2019 to ensure that the plan continues to be implemented. The exercise demonstrated the plan is fit for purpose and all officers implemented the plan in accordance with their training.</p> <p>Following consideration of the PPO's recommendation GEOAmey and PECS have reviewed their respective operating procedures (including the GEOAmey Threat to Life Contingency Plan) to ensure they include relevant actions to be taken following a death in relation to liaising with next of kin. This review has prompted the introduction of a new Family Liaison Officer (FLO) role. GEOAmey has identified two internal positions which will include the FLO role within their specified duties. This new FLO role will become live following the introduction of the PECS Generation 4 of the contract commencing August 2020.</p> <p>PECS will ensure GEOAmey review their contingency plan to include liaising with the next of kin. PECS will also review their own Operational Instruction to ensure they also include liaising with the next of kin and offering any services as described in the Prison Service Instruction</p>	
6	PECS and GEOAmey should ensure that after a serious incident staff are properly debriefed, made aware of the	Accepted	GEOAmey has a process in place, pursuant to POL-OPS-0016 Post Incident Care, whereby staff have access to professional Counselling following incidents of this nature.	Operations Director Completed

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	available options for support and able to access that support promptly.		Regrettably, this process was not fully instigated following the incident on 29 April 2019 until the internal investigation identified staff concerns.	