

**Action Plan – Mr Marc Marshall at HMP Thameside – Self-Inflicted Death on 26/06/2019**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Head of Operations at Serco should ensure that court search procedures are carried out in line with Standard Operating Procedures.	Accepted	<p>Standard Operating Procedure 033 Searching General has been amended to correctly reflect the searching requirements applicable to Off Bail defendants appearing in the dock (Level B Rub Down search only, without the use of a wand), and also Off Bail defendants who have been committed to custody, on their arrival in the custody suite (Level A Rub Down search and wand).</p> <p>Standard Operating Procedure 055 Duties of a Dock Officer has also been amended to provide greater detail surrounding the level of search required for Off Bail defendants each time they enter the dock, and this search level will be a Level B Rub Down search only, without the use of a wand.</p> <p>The revised procedures have been issued to Court Custody Managers to brief their teams and will be reviewed in June 2020 to ensure continued engagement.</p>	Completed Serco Head of Professional Standards
2	The Director General of Probation should consider whether there should be a mechanism for probation officers to inform court staff if they consider an offender may be at high risk of suicide or self-harm.	Accepted	<p>More widely than this specific case, we recognise the need to consider if there is anything that could be added to our current processes to reduce the risk of this kind of extremely rare but tragic incident happening again. The Chief Probation Officer will convene a one-off group to consider whether there is a need for any additional mechanism.</p> <p>Following this incident, NPS London developed an action plan and we have already taken forward these actions relating to our policies around corrosive substances, with information circulated in a manager's bulletin to ensure staff are aware of our policy document on managing incidents involving corrosive substances in the environment in which they work.</p>	April 2020 Chief Probation Officer
3	The Head of Healthcare at HMP Thameside should establish a protocol for	Accepted	There is now a Transfer and Discharge Coordinator Lead Nurse who has responsibility for liaising with community hospitals where a patient has been admitted, ensuring a seamless flow of information in partnership with senior	March 2020 Head of Healthcare

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	obtaining consistent, regular updates from a senior member of the appropriate medical team when a prisoner is in hospital.		hospital colleagues.  The Head of Healthcare will also establish a local protocol for obtaining consistent information through prompting questions on SystemOne, supporting staff to ensure that relevant information and the frequency of follow up reviews is obtained. Regular audits will be conducted to ensure compliance with the protocol and reported to the directorate quality board on a quarterly basis.	
4	The Director of HMP Thameside should ensure that, following any death in custody, a debrief is held and that staff are offered support.	Accepted	All managers have been briefed regarding the requirement to hold a debrief following a death in custody and care team referrals will be made following the debrief.	March 2020 Deputy Director