

Action Plan – Mr Marc Maguire at HMP Manchester – AFI on 09/06/2019

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	<p>The Governor should identify and address the key weaknesses in reducing the supply of drugs at Manchester and revise the substance misuse strategy in light of the findings. The strategy should be shared with all managers across the prison and the key issues disseminated to wing staff.</p>	Accepted	<p>In order to address the key weaknesses identified in reducing the supply of drugs at Manchester the drug strategy has been reviewed and updated to incorporate some of the further actions which have been implemented. A body scanner has been installed in the reception area and all prisoners passing through the reception process are now checked for internally secreted items using this method.</p> <p>The Head of Drug Strategy is also trialling a new process in which all legal correspondence is delivered via a secure courier to reduce the opportunity for this route to be misused for getting drugs into the prison. Once legal firms are fully back in offices and the process is formally embedded the drug strategy will be further amended.</p> <p>The security department pro-actively try to identify individuals involved in drug supply and these prisoners are moved more regularly around the establishment to disrupt plans to obtain illicit substances from external sources via throwing packages over the wall. Changes have been made to outside areas to make it more difficult for prisoners to retrieve packages that have been thrown over.</p> <p>The substance misuse strategy is shared on the public drive so that all staff and managers are able to access it. Information specific to each element of the strategy is reported on weekly in the security bulletin that is sent to all staff via email. This ensures that staff are aware of how the substance misuse strategy is working in practice across different areas of the prison.</p>	Head of Drug Strategy Completed

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2	The Governor should ensure that prisoners suspected of using psychoactive substances, or other illicit substances, are managed in line with the local substance misuse strategy and that there is an auditable process to track and action requests for mandatory drug tests and the results.	Accepted	<p>If staff suspect that a prisoner is under the influence of illicit substances they must note this in the wing observation book, submit an intelligence report (IR), refer the individual for a mandatory drugs test (MDT) and inform the Orderly Officer who has responsibility for updating the daily operational log with substance misuse instances and the actions taken. Staff must now also inform healthcare of all instances when a prisoner is suspected of being under the influence so that a nurse can assess the prisoner.</p> <p>Several quality assurance checks are now in place to ensure that MDTs take place and the results are followed up and actioned appropriately. This includes the wing observation book being scrutinised by wing managers and the Duty Governor each day to ensure that incidents and actions have been correctly recorded.</p> <p>When an IR is analysed a check is now carried out by the analyst to ensure that a referral for a MDT has been submitted. If it is identified that a referral has not been made this is picked up and remedied immediately. A further check of this process is in place via the Drug and Alcohol Recovery Services (DARS) team who review the daily operational log of substance misuse instances and follow up on all MDT results from this, offering support to prisoners who test positive for illicit substances.</p>	Head of Drug Strategy Completed
3	The Governor should ensure that staff conducting ACCT wellbeing checks establish that the prisoner is alive and well and does not need urgent	Accepted	In July 2020 a national safety briefing document was shared with all staff via email. The briefing highlights the actions that staff should take when a prisoner is found unresponsive including the importance of trying to gain a response and consideration of entering the cell alone if no response is received.	Head of Safer Custody Completed

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	<p>medical attention. They should take immediate action if a prisoner is not visible, or fails to respond to attempts to rouse them.</p>		<p>A copy of the safety briefing document has also been placed in each wings night folder as a visual reminder to staff.</p> <p>Additionally, in December 2020 a NTS was issued setting out the actions staff must take when carrying out ACCT checks and welfare checks, including that staff obtain a verbal response to ensure well-being. Failure to view the prisoner or obtain a response should be brought to the attention of other staff, and when safe to do so, the cell door opened and the subsequent check completed.</p>	
4	<p>The Governor should:</p> <ul style="list-style-type: none"> •Initiate an investigation into Officer B's failure to take action when Mr Maguire could be seen lying on the floor of the cell; •consider whether further action should be taken as a result; and •inform the Ombudsman of the outcome. 	Accepted	An investigation has been initiated. The PPO will be informed of the outcome in due course.	Governor February 2021
5	<p>The Governor should ensure that all staff understand the importance of entering a cell without delay in an emergency, subject to a</p>	Accepted	<p>In July 2019 a national safety briefing document titled 'In an emergency, how should I decide whether or not to enter a cell on my own?' was shared with all staff via email. The briefing document summarises some key points from PSI 24/2011 Management and Security of Nights and PSI 64/2011 Safer Custody</p>	Head of Safer Custody Completed

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	personal risk assessment, when there is potentially a risk to life.		<p>and sets out the actions that staff should take when a prisoner is found unresponsive.</p> <p>A copy of the briefing has been added to each wings night folder for staff reference.</p> <p>In addition the print shop have made large posters of the safety briefing which are now displayed in staff areas throughout the prison.</p>	
6	The Governor should ensure that within one month of receipt of this report, all operational staff are reminded of the requirements of Prison Service Instruction 03/2013 and the expected actions during medical emergencies, including the distinction between the emergency codes and the reasons why it is important to use the correct one.	Accepted	A Governor's Order on emergency response protocols was reissued to all staff in July 2020 setting out the distinction between code red and code blue and the importance of using emergency codes correctly to summon an emergency response. The order also details the mandatory actions to be taken once an emergency code has been called which includes requesting an ambulance immediately.	Head of Safer Custody Completed
7	The Governor should ensure that staff comply with the national instructions on contacting families, including:	Accepted	The senior management team have been reminded of the importance of breaking the news of a death to the next kin as soon as possible, including making arrangements for this to be done on behalf of the prison if there is a delay with the prison facilitating a visit. In July 2020 a national safety team	Head of Safer Custody Completed

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	<ul style="list-style-type: none"> •in the event of a death, the prisoner's family, or next of kin are informed quickly, in line with national instructions; and •where it has not been possible for the prison to inform the next of kin personally, contact and a visit should be arranged as soon as possible afterwards to offer support and information. 		briefing document titled 'Initial Contact with Next of Kin following a Death in Custody' was shared with the senior management team to reinforce the key points which must be considered and followed. This includes ensuring that the next of kin is informed as soon as possible by staff to prevent them from finding out through prisoners and the importance of appointing a family liaison officer to provide support and guidance.	
8	The Governor should arrange for a senior manager to share this report with Officer A, Officer C, the CM and the duty governor, and discuss its findings with them.	Accepted	The Head of Safer Custody has shared the report with the named staff and discussed the findings.	Governor Completed