



PPO ACTION PLAN:

Offender Name	Jamie BENNETT
Approved Premises	Norfolk Park
Date of Death	02/05/2020
Date of Action Plan	07/06/2021

Recommendations (8)	Accepted / Not accepted	Response	Target date for completion and function responsible
The AP Area Manager and AP Manager should ensure that staff have an audited discussion with new residents about reduced drug tolerance post release during the induction process and that residents receive written information about drug tolerance issues	Accepted	<p>The new standard induction pack available on EQuIP includes information on reduced tolerance. All NE staff instructed to access packs directly from EQuIP to ensure most up to date procedures are being followed. Within this new induction pack staff are instructed to record the discussion on system.</p> <p>Within the induction pack residents are required to sign that they have discussed and understand issues regarding reduced tolerance.</p> <p>The importance of this requirement will be reiterated to all AP managers and AP staff via team meeting.</p>	Approved Premises Area Managers & Approved Premises Managers September 2021
The Head of Public Protection for NE AP Area should ensure that all Approved Premises have a local substance misuse policy in place, including procedures for requesting substance misuse tests and room searches in line with the requirements of the approved Premises Manual.	Accepted	<p>In accordance with National procedures whilst Exceptional Delivery Models are activated drug tests and room searches are competed on a risk/suspicion led basis only. Outside of this delivery model staff will resume testing regime in accordance with AP manual.</p> <p>All NE Approved Premises do have a local substance misuse policy in place whereby either local drug providers attend the AP and engage with residents or signposting arrangements are in place. Although currently suspended due to Covid anticipate a return of services in line with Government Roadmap to Recovery.</p>	To be reviewed 19 th July 21.

<p>The Head of Public Protection for NE AP Area and the AP Area Manager should ensure that:</p> <ul style="list-style-type: none"> • staff understand the importance of welfare checks to ensure the wellbeing of residents; • guidance is provided on what signs or engagement from the resident would be acceptable to confirm they are safe and well during a welfare check; and • welfare checks are completed when scheduled. 	Accepted	<p>The AP safe working practice document has recently been reviewed (April 21) which incorporates operational practice in respect of welfare checks and well-being of residents which now includes roused response.</p> <p>All staff are required to read and sign the document to evidence understanding re expectations.</p>	Safe Working Practice document implemented. Staff signatures to be collated by August 21.
<p>The Head of Public Protection for NE AP Area and the AP Area Manager should ensure that staff:</p> <ul style="list-style-type: none"> • do not leave residents in life-threatening situations; • call the emergency services immediately in response to life threatening incidents, including when a resident is found unresponsive; and • always carry a radio or another form of communication so emergency assistance can be sought promptly 	Accepted	<p>All instructions are contained within the recently reviewed Safe Working Practice document (April 21).</p> <p>All staff are required to read and sign the document to evidence understanding re expectations.</p> <p>Within the Safe Working Practice Documents, staff are required to carry suitable equipment so emergency assistance is prompt.</p> <p>Compliance checks are undertaken (as a minimum annually) for assurance purposes by the Health & Safety Manager.</p>	Safe Working Practice document implemented. Staff signatures to be collated by August 21.
<p>The Head of Public Protection for NE AP Area and the AP Area Manager should ensure that there is always appropriate cover by staff who are fully trained in first aid and the use of emergency equipment</p>	Accepted	<p>All staff are required to complete mandatory training in First Aid including the use of a defibrillator as part of ongoing induction process. Wherever possible managers ensure sufficient cover in line with policy. Throughout this pandemic, staffing resources and training availability was negatively impacted. As the AP moves into recovery and training becomes more readily available business assurance processes have been put in place to monitor and ensure mandatory training is prioritised on a monthly basis for both new and existing staff.</p>	Reviewed monthly by senior management team

<p>The Head of Public Protection for NE AP Area and the AP Area Manager should ensure that all staff, including agency staff, are fully inducted before starting work and have signed to confirm they have read the AP's health and safety manual</p>	<p>Accepted</p>	<p>All instructions are contained within the recently reviewed Safe Working Practice document (April 21).</p> <p>All staff are required to read and sign the document to evidence understanding re expectations.</p>	<p>Safe Working Practice document implemented. Staff signatures to be collated by August 21.</p>
<p>The Head of Public Protection for NE AP Area and the AP Area Manager should ensure that AP staff know how to dispose of suspected drugs safely</p>	<p>Accepted</p>	<p>EQUIP and Safe working practice document outlines information in respect of what staff should do in cases of contraband being found on the property. All staff have been requested to sign a document to confirm that they have read and understand expectations in respect of this area.</p> <p>Staff will be reminded within team meetings to fully familiarise themselves with this guidance.</p>	<p>Safe Working Practice document implemented. Staff signatures to be collated by August 21.</p> <p>To be standard agenda item on all AP team meetings by September 21.</p>
<p>The AP Area Manager should ensure that a copy of this report is shared with all staff named in this report and that a senior manager discusses the Ombudsman's findings with them</p>	<p>Accepted</p>	<p>This report has been shared with the AP Manager of Norfolk Park AP who will discuss with all members of staff identified.</p>	<p>End of July 2021</p>