

Action Plan in response to the PPO Report into the death of Mr Gabrielle Cosofret on 21/05/2021 at HMP Norwich

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should ensure that staff have meaningful interaction with prisoners during key working sessions, in line with the published policy.	Accepted	<p>A review of the delivery and quality of key work across the establishment is currently being conducted. One of the aims of the review is to identify ways to increase meaningful interactions with prisoners within the Offender Management in Custody (OMiC) process. This is due to be completed by February 2022.</p> <p>Following the review, increased quality assurance checks will also be implemented to monitor the delivery and the quality of the key work sessions through the staff performance policy. This will include weekly Senior Officer checks, monthly Custodial Manager checks and bi-monthly checks to take place during the Foreign National forums through the Foreign National Protective Characteristics lead.</p>	Head of Residential, Foreign National Protective Characteristics Lead, Head of Safety, HMPPS	February 2022
2	The Governor and Head of Healthcare should ensure that staff use appropriate interpretation services to communicate with prisoners with limited English language skills, especially when discussing	Accepted	<p>By February 2022 each residential unit will have a dedicated room with a conference call phone line available for translation services, when required.</p> <p>The Safety Team will also implement the 'staff knowledge check campaign' by February 2022 which consists of weekly quality assurance checks for</p>	Deputy Governor, Safety Team, Head of OMU, HMPPS	February 2022



	<p>sensitive or complex matters, in line with Prison Service Instructions.</p>		<p>residential staff during appropriate residential training sessions and management inspection checks. Staff will be asked about their knowledge of interpretation services, as part of the weekly checks.</p> <p>Translation services business cards will be distributed to all operational staff and posters will be displayed in appropriate areas. The Safety Team will ensure posters are on display and the facilities for the use of interpretation services for foreign national prisoners are available when conducting checks.</p> <p>The communication strategy will be reviewed by February 2022 and details of the available translation services and how to access them will be included and shared through general notices to all staff. This will include instructions from the Governor that all staff must use the translation services when discussing sensitive or complex matters with prisoners that have limited English, and that this must be recorded on NOMIS.</p>		
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