

Action Plan in response to the PPO Report into the death of James Knowles on 18/09/2021 at HMP Liverpool

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should ensure that staff notify a prisoner's next of kin as soon as possible when a prisoner becomes seriously or terminally ill, in line with Prison Rule 22 and PSI 64/2011.	Accepted	Next of Kin information is now tracked through weekly performance meeting to ensure that all prisoners within the establishment have a documented next of kin with appropriate contact details. All prisoners who become seriously or terminally ill are assigned a family liaison officer who will inform family members at the earliest opportunity.	Governor	Complete
2	The Governor should ensure that: <ul style="list-style-type: none"> • when a FLO is appointed they fulfil the duties required in line with PSI 64/2011, and; • the prison has sufficient oversight of FLOs to enable timely reallocation of the role, to ensure that families are informed and supported, prior to and after a prisoner's death. 	Accepted	We acknowledge that our number of trained Family Liaison Officer's (FLO) was low. As a result, we have a number of staff who have been identified as appropriate to carry out the role. The training for them was completed in June 2022 and we now have two new FLO's in post at HMP Liverpool. FLO's are assigned by the safer custody team and all progress of their involvement with a family is tracked through this department.	Governor	Complete



3	The Governor should ensure that PERs and their accompanying risk assessments are retained and stored securely in line with retention policies and General Data Protection Regulation (GDPR) requirements.	Accepted	All PER forms are now taken down to the registry office in a timely manner. This will ensure that they are stored appropriately within the core record. This will further assist in the process of retention compliance. As the Registry have effective destruction logs along with mechanisms in place which aids this process.	Governor	Complete
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