

**Action Plan – Ms Angela Vickers while in custody of HMP Foston Hall Self Inflicted on 05/07/2019**

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governor should ensure that all ACCT documentation is properly secured and stored.	Accepted	<p>The Head of Safety and Equalities has taken the responsibility to ensure that all closed ACCT documents are checked immediately following closure of a review. This check will be carried out to ensure that all relevant ACCT documentation is present and has been completed as required.</p> <p>The Safer Custody Business Admin team are responsible for conducting the final ACCT check to ensure that all ACCT documentation is present and relevant dates, signatures, care plans and reviews have been completed accurately.</p> <p>A notice to prison staff was distributed in January 2020 to remind staff of the importance of ensuring that all documentation relating to ACCT is kept securely and must be sent to the Safer Custody team following the post-closure interview being completed. The Safer Custody team will be responsible of safely securing the ACCT documentation.</p>	Head of Safety and Equalities  Completed
2	The Governor should ensure that staff manage incidents of verbal and physical violence in line with the prison's Safety Strategy Policy, including that: •Staff should challenge all aspects of inappropriate behaviour and document this clearly.	Accepted	<p>The Challenge, Support and Intervention Plan (CSIP) has been reviewed and was re-launched in January 2020. The re-launch of CSIP is to notify all staff that they must challenge and document inappropriate behaviour as soon as it is identified. Staff have been notified that any repeated inappropriate behaviour must be managed via CSIP.</p> <p>Assurance checks will be carried out by Safety and Residential Managers on a monthly basis to monitor compliance. The checks will focus on adherence to timescales, the quality of investigations and the appropriateness of actions taken by staff. Any issues that are identified will be raised with the staff concerned and their line managers for learning purposes and for the appropriate actions to be taken.</p>	Head of Safety and Equalities/ Head of Residence  March 2020

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	<p>•Where inappropriate behaviour continues despite being consistently challenged, staff should make a Challenge, Support and Intervention Plan (CSIP) referral.</p>		<p>Staff training is being carried out during January 2020 as part of the CSIP re-launch. This training will not only focus on the general CSIP process, but will reinforce the requirement to challenge all aspects of inappropriate behaviour as early as possible in order to prevent any escalation, and to record and report inappropriate behaviour clearly and promptly.</p> <p>The Safer Custody administration team will review the daily briefing sheet on a daily basis to ensure that incidents have been recorded and acted upon appropriately when required. Additional monthly checks on the recording of data will be carried out by the Safety and Residential managers.</p> <p>The Incentives and Earned Privileges (IEP) scheme was re-launched in January 2020, and there has been a drive to ensure that this is used appropriately to challenge all aspects of inappropriate behaviour. This is monitored by the Residential managers by means of their monthly assurance checks.</p> <p>During the CSIP re-launch and staff training sessions in January 2020, staff have been informed of the requirement to raise a CSIP referral for all instances of continued inappropriate behaviour.</p> <p>Existing CSIP cases and outstanding referrals will be reviewed at the weekly support and intervention meeting to ensure compliance.</p>	

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3	The Governor should ensure that the personal officer scheme is effective in providing meaningful support to prisoners, particularly in building trusting relationships, and that contacts take place at a frequency in line with policy		<p>The Personal Officer Scheme will be reviewed to ensure that it is effective in providing meaningful support to prisoners, particularly in building trusting relationships, and that contacts take place at a frequency in line with policy.</p> <p>To facilitate this, there will be a particular focus and management by the Head of Residence to ensure that the allocation of personal officers remains consistent and that any change in personal officer allocations is only permitted with the authority of the relevant wing manager or Head of Residence.</p> <p>Assurance checks of personal officer entries will be completed by the Head of Residence on a monthly basis to ensure that entries are being recorded appropriately and regularly.</p>	<p>Head of Residence</p> <p>February 2020</p>