



**PPO ACTION PLAN:**

<b>PoP/PAP Name</b>	<b>Dennis MAYLIN</b>	<b>Date of Death</b>	<b>23/07/2021</b>
<b>Approved Premises</b>	<b>Westbourne House</b>	<b>Date of Action Plan</b>	<b>05/04/2022</b>

<b>Recommendation</b>	<b>National or Local</b>	<b>Owner</b>	<b>Accepted / Rejected</b>	<b>Response</b>	<b>Completion date Target</b>
<p>The Head of Service for Lewisham and Bromley should ensure that:</p> <p>1) Residents who have drug testing as part of their licence conditions are tested promptly after release</p> <p>2) Where drug use is suspected or confirmed, staff consider enforcement action and record the decisions made</p>	Local	HoS	Accepted	<p>1) Where feasible and practical all persons on probation will be seen on the day of release, with drug testing completed for those with a testing requirement as a licence condition (this testing will be completed by the practitioner using approved testing kits). Where release involves residence at an Approved Premise, which is geographically outside of the reporting area, the practitioner will ensure arrangements are in place to see the person on probation on the day of release and drug testing completed by the AP as part of their induction. Practitioners will also include within the sentence and risk management plans, the frequency of ongoing testing arrangements.</p> <p>2) Where drug use is suspected or confirmed, the practitioner will ensure management oversight takes place and is recorded in Delius. Where there are concerns around the threshold, level or type of usage, the practitioner will also arrange a professionals meeting, if the person on probation is actively engagement with the local authority commissioned drug/alcohol services. The practitioner will assess whether the drug use is aligned to an escalation in risk of reoffending and likelihood of harm. This will further prompt consideration for enforcement action which must be documented in case records. Head of Service to also maintain engagement at quarterly strategic meetings with drug/alcohol services (Lewisham only) to ensure aligned approaches are undertaken to sharing information and supporting an uplift in people on probations engagement with intervention activity provided by the local authority commissioned services.</p>	29/07/2022

<p>The Head of Service for Newham should ensure that the learning points from the internal investigation are fully implemented and in particular that staff:</p> <p>1) Provide sufficiently robust caretaking arrangements for those residing at Westbourne House; and</p> <p>2) Accurately record all contacts</p>	Local	HoS	Accepted	<p>The dedicated Offender Manager will conduct supervision sessions within the Approved Premises should the person on probation have issues reporting to the probation office.</p> <p>The dedicated Offender Manager to ensure that their role and responsibilities regarding caretaking a case is clearly recorded within the contact log. The record of contact should be clear that the Offender manager from the Home area is responsible for enforcement and accommodation 'move on' planning.</p> <p>All staff have been briefed by Newham probation management regarding the requirement and importance of updating records of contact in a timely manner</p> <p>The AP manager to be invited to Newham management meetings to maximise communication channels between the Offender Management function and the AP estate</p>	Complete
<p>The AP Manager for Westbourne House should ensure that all significant contacts and decisions around the management of a resident's risk are accurately and promptly updated on Delius</p>	Local	APM	Accepted	<p>The Approved Premises Manager will ensure that the staff team are aware of all requirements relating to communication, recording and handling of information, ensuring that all significant contacts and decisions around the management of a resident's risk are accurately and promptly updated on nDelius.</p>	26/05/2022
<p>The AP Manager should ensure that staff:</p> <p>1) Know how to escalate concerns about the quality of service provided by the local substance misuse team; and</p> <p>2) Follow the escalation process if substance misuse referrals are not actioned promptly.</p>	Local	APM	Accepted	<p>The Approved Premises Manager will ensure that concerns about the quality of service provided by the local substance misuse teams are reported to the responsible Probation Officer and Senior Probation Officer. If not addressed, they will ensure the concerns are escalated to the Area Manager who will be able to escalate further to AP HoPP, Community HoPP and Regional Heads of Community Integration.</p>	
<p>The Area Manager for Westbourne House should ensure possessions are returned promptly and, where appropriate, property is searched before being returned to a bereaved family</p>	Local	APAM	Accepted	<p>The AP Area Manager will ensure that staff and management at Westbourne House are familiar with the policies regarding resident property and following a death they will ensure that a resident's property will be appropriately searched before returning to the family.</p>	Complete
<p>The Area Manager for Westbourne House should, following a death in custody, identify a single point of contact who will coordinate the response to all the Ombudsman's requests for information and for arranging interviews with staff</p>	Local	APAM	Accepted	<p>The AP Area Manager responsible for Westbourne House will ensure that AP Manager and staff are familiar with roles and responsibilities following the death of a resident including the identification of a SPOC to liaise with the Ombudsman to support their investigation by providing information and arranging interviews with staff and residents.</p>	Complete