

# Action Plan in response to the PPO Report into the death of Mr Jason Williams on 31/07/2020 at HMP Guys Marsh

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should ensure that healthcare staff are notified all incidents of suspected drug use as soon as possible, in line with the prison's welfare log procedure.	Accepted	<p>A Governor's notice to staff (NTS) was issued in August 2021 reiterating to staff that if a prisoner is suspected of being under the influence of illicit substances this must be reported to healthcare. It also referenced the updated welfare log, which must remain open for 24 hours after a prisoner is suspected of being under the influence. This NTS will be reissued on a six monthly basis and reinforced regularly through daily manager's messages, toolbox talks, safer communities, safety intervention meetings and drugs strategy meetings.</p> <p>The Orderly Officer and Duty Governor log is used to record incidents and actions. This contributes to the daily operational manager and wing briefings to confirm that healthcare have been informed of instances when a prisoner is found or suspected to be under the influence of illicit substances. There are daily Senior Leadership Team (SLT)</p>	Head of Safety HMPPS	Completed



			meetings (which includes the Head of Healthcare) and incidents that have occurred during the day are raised. This includes prisoners under the influence of illicit substances and allows the SLT to confirm that notifications are completed appropriately.		
2	<p>The Governor should ensure that:</p> <ul style="list-style-type: none"> <li>•prisoners identified as at risk of bullying are monitored and supported by staff; and</li> <li>•the key worker scheme provides meaningful and ongoing support to prisoners, in line with the Exceptional Delivery Model and subsequent guidance.</li> </ul>	Accepted	<p>There are processes and mechanisms in place to monitor and support prisoners who are identified as being at risk of bullying such as:</p> <ul style="list-style-type: none"> <li>• Information sharing within the intelligence hub (safety and security analysts) and information sharing between safer custody, mental health, residential and Integrated Substance Misuse Services (ISMS). This is assured by the outcomes from multi-disciplinary meetings that collaboratively address prisoner concerns and issues;</li> <li>• Victim support letters are sent to prisoners who are victims of assault or bullying. The letters are then completed by prisoners with a member of wing staff to signpost support options;</li> <li>• A phone line was installed in October 2021 in the safer custody office which allows staff to call prisoners in their cells to discuss safety / bullying concerns privately;</li> <li>• Throughout 2021 upskilling sessions on CSIP have been completed and tool box talks completed with residential staff;</li> </ul>	Head of Safety HMPSS	January 2022



		<ul style="list-style-type: none"><li>• Daily operational briefings are completed and any concerns are fed back to residential staff and written in the wing observation books. Feedback from the safety intervention meeting (SIM) is shared with staff via email.</li></ul> <p>Assurance on the effectiveness of these processes is gained through residential managers speaking to staff about at risk prisoners in order to check their understanding, from feedback from prisoners during quarterly surveys, monthly wing forums and during CSIP and ACCT reviews about the support they have received.</p> <p>The key worker scheme is overseen by a Custodial Manager (CM) who has identified a pool of key workers to support those identified as needing key worker support under the exceptional delivery model (EDM). Quality assurance checks of key work sessions are carried out by residential CMs and the Senior Probation Officer on a monthly basis. From January 2022 key workers and Prison Offender Managers will also be delivering the 'Choices and Changes' programme to prisoners who are identified as needing additional support around maturity.</p> <p>Progression from stage 2 to stage 1 of COVID recovery will prioritise key work delivery. However, as part of the stage 3 and stage 2 COVID regime EDM daily wellbeing checks are</p>		
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			delivered alongside the key worker scheme. These are completed on prisoners who are identified as needing support. A list of those who require wellbeing checks is updated weekly and sent out to staff and managers.		
3	The Governor should ensure that, when a cell door is unlocked, officers satisfy themselves of the wellbeing of the prisoner, in line with PSI 75/2011.	Accepted	An operational order and a notice to prisoners was issued in December 2020 to inform both staff and prisoners about the process that must be followed when unlocking a cell door. It reinforces to staff that when unlocking a cell door they must obtain a verbal response from each prisoner. If a response is not obtained then staff will access the cell to check on the prisoner's welfare. Following completion of unlock, staff must sign the wing diary to state they have undertaken these checks. Both orders were reissued in October 2021 and staff's understanding of the order will be checked following the reissue.	Head of Safety HMPPS	November 2021
4	The Governor should ensure that: <ul style="list-style-type: none"> <li>●all drug-related incidents are referred to the security department; and</li> <li>●intelligence received relating to a death in custody is referred to the police.</li> </ul>	Accepted	The safety analyst checks all illicit substances welfare logs. In cases where an intelligence report (IR) has not been submitted to security the safety analyst will contact the relevant member of staff and alert them that an IR must be completed. The safety and security analysts are co-located in the intelligence hub and sharing of information is completed via weekly meetings between the three departments. The meetings will identify and support those using illicit substances through discussions around appropriate locations, support	Head of Safety and Head of Security HMPPS	November 2021



		<p>visits, signposting and identifying ongoing threats through IRs.</p> <p>The safer communities meeting and drugs strategy meetings are consecutive to each other with the safety analyst working with drugs strategy on data and trends. Relevant data is reviewed in both meetings in order to inform ongoing work.</p> <p>Following a death in custody the safety team liaise with the security team and the police to ensure that all relevant information is passed on via the dedicated Police Intelligence Officer. The death in custody contingency plans and information packs have been updated to include this requirement.</p>		
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