

# Action Plan in response to the PPO Report into the death of

Ms Lisa Humphries 26/03/2022 following release from HMP Foston Hall

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Head of the Birmingham Probation Delivery Unit should ensure that COMs:</p> <ul style="list-style-type: none"> <li>• receive training on completing Community Rehabilitative Services referrals; and</li> <li>• are aware of the duty to refer and the need to complete this referral as part of release planning for prisoners facing homelessness.</li> </ul>	Accepted	<p>The Head of Central and South Probation Delivery Unit started reviewing and monitoring the completion of mandatory training requirements by Community Offender Managers (COMs) in June 2022 during Probation Practitioner supervision sessions. This includes the weekly monitoring of completion rates of Community Rehabilitative Services (CRS) How to Refer training.</p> <p>The HMPPS Resettlement and Pre-Release Planning Guidance Version 1 (June 2022) will be reissued to all Central and South Birmingham Probation Practitioners by November 2022. This guidance contains a section that specifically details actions to be taken when making a referral. In addition to this, Senior Probation Officers are now required to utilise both the Regional Case Audit Tool (RCAT) and self-assessed quality assurance audits to ensure that this guidance is understood by COMs and embedded across all sentence management teams.</p> <p>A Duty to Refer briefing was delivered to all Central and South Birmingham Probation</p>	<p>Head of Central &amp; South Birmingham Probation Delivery Unit HMPPS</p> <p>Deputy Head of Central &amp; South Birmingham Probation Delivery Unit HMPPS</p> <p>Deputy Head Commissioning,</p>	<p>Completed and ongoing</p> <p>Completed</p> <p>Completed</p>



		<p>Delivery Unit staff on 11 October 2022. The session, attended by Probation Practitioners and COMs covered their awareness and understanding of their statutory obligations and the processes for completing required referrals.</p> <p>Additionally, the “Delius – Case Recording Instruction (CRI) Duty to Refer – Threatened with Homelessness” was reissued to all Central and South Birmingham Probation Practitioners and COMs on 7 October 2022 to ensure that relevant guidance is accessible and can inform practice amongst all sentence management teams. Senior Probation Officers will also assure themselves of compliance by utilising RCAT and self-assessed quality assurance audits.</p> <p>Monthly upskilling meetings are now regularly scheduled between the Community Rehabilitation Services and various providers. Such meetings aim to address highlighted issues by improving communication and promoting learning with Probation Pre-Release teams.</p> <p>A Duty to Refer management information tracker will be implemented in November 2022. This tracker will detail any Central and South Birmingham Probation Delivery Unit Person in Prison (PIP) who is identified as being of No Fixed Abode (NFA), and will highlight any PIP who has not received a Duty To Refer (DTR) within the mandated timescales. DTR management information will be reviewed for assurance of legislative compliance as part of the scheduled core quality management framework activity.</p>	<p>Partnerships &amp; Regional Accommodation Lead HMPPS</p> <p>Head of Central &amp; South Birmingham Probation Delivery Unit HMPPS</p> <p>Deputy Head of Central &amp; South Birmingham Probation Delivery Unit HMPPS</p>	<p>Completed</p> <p>Completed and ongoing</p> <p>November 2022</p>
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2	The Head of the Birmingham Probation Delivery Unit should ensure COMs understand their responsibilities within release planning and liaise effectively with prisons during this process.	Accepted	<p>Documents pertaining to the responsibilities of COMs and the actions required regarding release planning will be reissued to all Central and South Birmingham Probation Practitioners in November 2022. This will ensure that all relevant guidance is accessible, informs practice and supports effective liaison with COMs and prisons. The Senior Probation Officer will conduct assurance checks using RCAT and self-assessed quality assurance audits to ensure compliance with the instructions.</p> <p>In conjunction with this, Senior Probation Officers will review compliance with the HMPPS Resettlement and Pre-Release Planning Guidance Version 1 (June 2022) at scheduled team meetings to gain assurance that COMs understand their responsibilities for release planning, and to ensure that this informs their practice. Specific reference to liaising with prisons effectively will be highlighted during these meetings.</p>	<p>Deputy Head of Central &amp; South Birmingham Probation Delivery Unit HMPPS</p> <p>Head of Central &amp; South Birmingham Probation Delivery Unit HMPPS</p>	<p>November 2022</p> <p>November 2022</p>
3	The Head of the Birmingham Probation Delivery Unit should ensure COMs provide all relevant information when sharing concerns about suicide with external professionals.	Accepted	The HMPPS Core Quality Management Framework Touchpoint Model will be fully implemented within the Probation Delivery Unit by April 2023. This model sets out expectations for management oversight and details required assurance activity for various aspects during an individual's sentence, such as pre-release discussions. This will include the Senior Probation Officer gaining assurance that there has been relevant safety planning by the COM, with specific reference given to the sharing of all relevant information where there are identified concerns regarding self-harm or suicide.	Head of Central & South Birmingham Probation Delivery Unit HMPPS	April 2023



4	The Head of the Birmingham Probation Delivery Unit should ensure that COMs record all contact and actions completed on individual cases within nDelius (the Probation Service's case management system).	Accepted	<p>Guidance has been reissued to all Central and South Birmingham COMs. The document shared highlights the mandatory requirement to maintain accurate records of an individual on probation, with specific reference given to the need for COMs to record all contact or completed actions on Delius within one working day.</p> <p>The HMPPS Core Quality Management Framework, which details the use of RCAT and self-assessed quality assurance processes, will be implemented to ensure compliance with the requirement. Senior Probation Officers will maintain oversight of the compliance with this mandatory requirement and will undertake remedial action where appropriate.</p>	<p>Head of Central &amp; South Birmingham Probation Delivery Unit HMPPS</p> <p>Head of Central &amp; South Birmingham Probation Delivery Unit HMPPS</p>	<p>Completed</p> <p>April 2023</p>
5	The Head of the Birmingham Probation Delivery Unit and the Governor of HMP Foston Hall should ensure officers are made aware of external support available following the death of an individual in their caseload.	Accepted	<p>All probation staff will be briefed, and information will be provided that will detail the available provisions in the event of a death under supervision. Similarly, all Central and South Birmingham Probation Delivery Unit managers will be supplied with referral guidance for the Employee Assistance Programme. In addition to this, a review of the Central and South Birmingham Probation Delivery Unit Death Under Supervision process will be undertaken. This will include information regarding available external support for COMs and managers, and will include the sending of a letter to staff following the death of an offender.</p> <p>At HMP Foston Hall, external bereavement support is published in the prison's weekly newsletter, which is distributed as both a global email and as a hard copy for wing staff. A link to</p>	<p>Central &amp; South Birmingham Probation Delivery Unit HR Performance Manager &amp; Head of Central &amp; South Birmingham Probation Delivery Unit HMPPS</p> <p>Head of Safety – HMP/YOI Foston Hall HMPPS</p>	<p>November 2022</p> <p>November 2022</p>



			<p>the Charity for Civil Servants website has also been circulated via a notice to staff. In the event of a death under supervision, additional support will be offered to any staff that have acted as the individual's case manager via their line manager. A notice to staff will also be published at the earliest opportunity to notify staff of the death and will include available support, including signposting to the Employee Assistance Programme.</p>		
6	<p>The Head of the Birmingham Probation Delivery Unit should arrange for a manager to share this report with the COM and discuss the Ombudsman's findings with her.</p>	Accepted	<p>The report has been shared with the COM by the Deputy Head of Central and South Birmingham Probation Delivery Unit and the findings have been discussed.</p>	Deputy Head of Central & South Birmingham Probation Delivery Unit HMPPS	Completed.

