

Action Plan – Mr Ibrahim Noor at HMP Pentonville AFI on 07/09/2019

| No | Recommendation | Accepted/ Not Accepted | Response | Target date for completion and function responsible |
|-----------|---|---------------------------------------|---|--|
| 1 | The Governor should ensure that all cell bells are answered within five minutes, other than in exceptional circumstances. | Accepted | <p>A new process was implemented in April 2020 in which the safety team produce cell bell reports which states information on when a cell bell was pressed and when it was answered. These reports are shared with the Head of Residence to ensure that cell bells are being answered within five minutes unless there are exceptional circumstances which mean that this is not achievable. The Head of Residence follows up on any instance where the five minute target has not been met, and discussing the outcome of the cell bell reports now forms part of the monthly safety meeting agenda.</p> <p>Residential staff are reminded through the residential daily safety briefing that cell bells should be answered within five minutes wherever possible, and a staff information notice was sent out in August 2020 to remind staff of the importance of this.</p> | Head of Safer Custody Completed |
| 2 | The Governor should ensure that when a cell door is unlocked, staff satisfy themselves of the wellbeing of the prisoner and that there are no immediate issues that need attention. | Accepted | <p>An agenda item has been added to the residential daily briefing by the Head of Residence. Staff are reminded at each briefing that welfare checks should be carried out at all unlock periods.</p> <p>Prisoners are unlocked for different activities during the day by wing staff. It will be made mandatory for wing staff to carry out welfare checks on all prisoners who are unlocked at any time of the day to ensure that there are no immediate issues that require attention.</p> | Head of Residence October 2020 |

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| | | | A welfare check log will be introduced for staff to sign twice daily to demonstrate that welfare checks were carried out on prisoners unlocked on the landings. | |
| 3 | The Governor should remind staff that, if they are in any doubt about the nature of a medical emergency, they should act with caution and call a medical emergency code. | Accepted | <p>A Notice to Staff (NTS) was reissued in July 2020 to remind staff of the importance of using emergency medical codes as soon as possible to summon additional support and ensure that an ambulance is called.</p> <p>The monthly safety meeting now includes an analysis of all codes used in the previous month so that any issues can be checked and challenged. Any staff who have used an inappropriate code or who have been identified as not having used a code when they should have done will be subject to a challenge meeting with their line manager.</p> | Head of Safer Custody Completed |
| 4 | The Governor should ensure that prisoners are offered appropriate support following a death in custody or other traumatic event. | Accepted | <p>The safety team will ensure that any prisoners affected by a death in custody have appropriate support offered immediately, including access to Listeners, Samaritans and referrals to other departments if required such as the mental health team or chaplaincy.</p> <p>Pentonville is one of the pilot prisons for the Samaritans Postvention project that started in February 2020. This project is a key part in developing an effective postvention response to support prisoners and staff following a traumatic event. Samaritans postvention project provides immediate assistance to the establishment and Listeners and will help with identifying those in need of support. Prisoners, other than the cell mate, who require</p> | Head of Safer Custody October 2020 |

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| | | | <p>support are identified through talking to staff and prison wide deployment of Listeners.</p> <p>In line with policy all open ACCT documents are also reviewed so prisoners already at risk can be supported as required.</p> <p>Completed actions will be overseen by the Safer Custody Custodial Manager and final assurance is obtained in the morning briefing by confirming what actions have been taken, and to ensure that appropriate support is in place for both staff and prisoners following a death or a traumatic event.</p> | |