

Action Plan – Mr Paul Carroll at HMP Ranby – Self Inflicted on 07/07/2020

No	Recommendation	Accepted/Not Accepted	Response	Target date for completion and function responsible
1	The Governors of Nottingham and Ranby should ensure that robust checks are made on prisoners' telephone contact numbers to ensure that they cannot have unauthorised contact with victims and individuals who are the subject of public protection orders.	Accepted	<p>HMP Nottingham</p> <p>A Public Protection Interception Risk Assessment (PPIRA) is undertaken by a Prison Offender Manager for all prisoners who are subject to public protection measures on arrival at HMP Nottingham. This is to determine the need for telephone monitoring and the level required. The list of contacts will also be reviewed as part of the assessment.</p> <p>All requests to add a new telephone number to the contact list of a prisoner subject to public protection measures is checked to ensure it does not breach the restrictions that are in place on who they are able to communicate with. The number is also cross referenced with the BT Pin Phone system on the active contacts, to confirm that it is not a barred number. Staff will also call the number to confirm the identity of that person and ensure they are content to receive contact.</p> <p>Further training will be provided to those staff monitoring calls to ensure they are aware that should intelligence or monitoring suggest that a prisoner has been able to circumnavigate the system and make unauthorised contact, then that number must be immediately blocked to prevent further contact, a report made to the police and the prisoner placed on report.</p>	Head of Offender Management Unit May 2021

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			<p>HMP Ranby</p> <p>Robust checks are in place whereby all requests made by prisoners subject to public protection measures to add phone numbers to their contact lists will be reviewed by the Pin Phone clerk. They make contact with the person being called to verify their identity and confirm they want to have their number added onto the prisoners pin phone account.</p> <p>Staff will be reminded that if during the monitoring of a prisoner's calls it is found that they have breached their public protection restrictions by having provided a false name or contact number, then the number must be removed immediately to prevent further contact. The prisoner should then be placed on report to consider disciplinary sanctions.</p>	<p>Head of Offender Management Delivery March 2021</p>
2	<p>The Governor of Ranby should ensure that all staff are reminded that, subject to a risk assessment, they should enter a cell as quickly as possible if there is reason to believe that a prisoner's life is in danger.</p>	<p>Accepted</p>	<p>In January 2021, a Notice to Staff was emailed to all staff and published on the intranet to remind them that the priority to preserve life must form part of their assessment of risk when deciding whether or not to immediately enter a cell in an emergency situation and where the risk to a prisoner is considered to be life threatening.</p>	<p>Head of Safer Custody Completed</p>
3	<p>The Governor of Ranby should share a copy of this report with the CM, OSG's and Officer mentioned and arrange for a senior manager to discuss the Ombudsman's findings</p>	<p>Accepted</p>	<p>In January 2021, a copy of the Ombudsmen's report was sent to all those named within the recommendation. Meetings have been held with Head of Safer Custody to review the findings and ensure that all those listed have a full understanding of their responsibilities and the provisions of PSI 24/2011. A record of these meetings has been</p>	<p>Head of Safer Custody Completed</p>

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	with them to ensure they are aware of the provisions of PSI 24/2011.		kept and shared with the staff's line managers to ensure they continue to be supported and to monitor their understanding of this policy.	
4	The Governor of Ranby should ensure that all Operational Support Grades are trained in the use of the emergency cell key pouches.	Accepted	<p>The use of emergency cell key pouches will be added to the induction security training package for all Operational Support Grades (OSGs) to ensure they have a full understanding of how to use their cell key in an emergency, prior to them commencing any night duties.</p> <p>All currently employed OSGs will also be briefed and provided with guidance on the opening and use of sealed pouch cell keys. This will be undertaken by the Security Department through face to face briefings, with a record kept of the training completed by the Training Department.</p>	Head of Security. March 2021
5	The Governor and Head of Healthcare at Ranby should ensure that nurses are able to reach prisoners as quickly as possible when there is an emergency at night.	Accepted	<p>The Local Security Strategy has been reviewed and alterations made to locking arrangements, to ensure that nurses are able to access prisoners as quickly as possible during night state. In January 2021, all nurses carrying out night duties were briefed in these new arrangements by the Head of Healthcare via email.</p> <p>All Night Orderly Officers have also been sent an email by the Head of Safer Custody advising them that they must discuss this process with the night nurse at the commencement of their duties, to ensure they are aware of how to gain access to the wings in the event of an emergency at night.</p>	Head of Safer Custody Completed