

# Action Plan in response to the PPO Report into the death of Manoel Santos on 02/11/2020 at HMP Belmarsh

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should ensure that there is an effective process in place for following up reports of bullying.	Accepted	<p>All reports of bullying are investigated by house block managers, with the support of the Safer Custody Team, if required. All staff, including security, and residential teams will be reminded that the equalities department must be copied into all emails in relation to bullying within the establishment. This ensures that any concerns or reports of bullying are followed up effectively, and that a Discrimination Incident Report Form (DIRF) is completed.</p> <p>The victim of the bullying will be supported by the Safer Custody Team and referrals to Challenge, Support and Intervention Plan (CSIP) are made if appropriate.</p> <p>The findings from bullying investigations will be recorded on NOMIS and will be reported to the security department.</p>	Head of Residence and Safety HMPPS	Completed



			<p>Additionally, a daily report is distributed to all managers and other interested parties, which summarises the intelligence reports and actions required from nominated individuals / departments. This would include allegations of bullying that should be investigated. Once these actions have been completed, the security department should be advised, so that they can update their reports, and follow up any outstanding tasks accordingly.</p>		
2	<p>The Governor should remind all staff of the need to use the correct codes in medical emergencies.</p>	Accepted	<p>To ensure staff are aware and understand their responsibilities in the event of a medical emergency, a Governor's Notice To Colleagues (NTC) will be published.</p> <p>In addition to this, posters will be displayed in relevant staff areas. They will remind staff of the need to use the correct emergency code (red or blue) and to call an ambulance without delay in line with PSI 03/2013.</p>	<p>Head of Residence and Safety HMPPS</p>	<p>December 2021</p>
3	<p>The Governor should take steps to ensure that all staff on night duty are aware of and understand the policy on opening cells at night, notably that subject to a personal risk assessment,</p>	Accepted	<p>An NTC will be issued to all staff to remind them that in situations in which life is endangered (e.g. a prisoner appears to be hanging), staff should enter the cell subject to a dynamic risk assessment, and after informing the control room.</p>	<p>Head of Security HMPPS</p>	<p>Completed</p>



	they are permitted to enter a cell in an emergency when there is potentially a risk to life.		Additionally, when conducting monthly night assurance visits, Governors will question staff regarding the opening of cell doors during night state to ensure understanding and compliance of the local security strategy instruction.		
4	The Governor should share this report with an OSG and arrange for a senior manager to discuss the Ombudsman's findings with her.	Accepted	A meeting will take place to discuss the contents of the report with the member of staff involved.	Head of Residence and Safety HMPPS	Completed
5	The Head of Healthcare should ensure that healthcare staff are given guidance about the circumstances in which resuscitation is inappropriate, in accordance with European Resuscitation Council Guidelines.	Accepted	To ensure that all general practitioners (GPs) within the prison are aware and understand their responsibilities in the event of a medical emergency, a copy of the resuscitation guidance will be shared with healthcare staff.  Resuscitation training is provided by Oxleas to all clinical staff.	Head of Healthcare Oxleas, NHS	December 2021

