

Action Plan in response to the PPO Report into the death of Mr Martin Samuel Willis on 15 September 2022 at HMP/YOI Stoke Heath

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Governor must ensure that staff are aware of their responsibilities for managing prisoners at risk of suicide and self-harm, in line with PSI 64/2011, in particular:</p> <ul style="list-style-type: none"> • All sections of the ACCT document are completed and regularly updated; • support actions are specific, meaningful and tailored to the individual to reduce their risk • support actions are completed and reviewed as appropriate; • daily supervisor checks are completed. 	Accepted	<p>ACCT awareness sessions have been delivered to operational staff during training shut down days to ensure knowledge is refreshed. These sessions make specific reference to the need for staff to complete all sections of the ACCT document and to ensure it is regularly updated. Going forward, monthly training shut down days will be facilitated in line with HMP Stoke Heath's safety critical training plan.</p> <p>In addition to this, one-to-one refresher sessions are being delivered by the Safer Custody department with the intention that all members of staff receive at least one session.</p> <p>All case managers will complete module 9 (case management) of the ACCT training package. This will ensure all case managers are reminded of their responsibilities in respect of ACCT case management. This will include the setting of</p>	Head of Safer Custody HMPPS	Completed and ongoing



			<p>support actions that are specific, meaningful and tailored to the individual, with the aim to mitigate identified risks and triggers, and to utilise protective factors when formulating support actions. Case managers will also be reminded to review the status of support actions during each case review to ensure the prisoner is receiving the appropriate support.</p> <p>Supervising Officers have been reminded of the importance of completing daily supervisor checks, including the need for thoroughly checking the ongoing record, the observations and summaries. Additionally, Night Orderly Officer checks have been implemented to provide further assurance that ACCT documents are completed correctly.</p>	Head of Safer Custody HMPPS	Completed
2	The Governor should ensure that ACCT observations are accurately recorded and completed as directed.	Accepted	In addition to the actions taken above, a Notice to Staff and a global email have been distributed to remind staff how to correctly record their observations within the ACCT document. This notice also reminded staff to thoroughly read those ACCT documents for which they are responsible to ensure they have a full understanding of the individual and the level of observations set.	Head of Safer Custody HMPPS	Completed
3	The Governor should clarify the process for identifying and prioritising vulnerable prisoners for key work when staff shortages impact on delivery.	Accepted	Due to ongoing issues with staff resources, HMP Stoke Heath is ensuring targeted key work is being prioritised for prisoners who have been identified as being most vulnerable. These include prisoners who are due for release, have	Head of OMU HMPPS	Completed



			pending parole boards, have care experience, have historic risk of suicide or self-harm and those who are subject to ACCT monitoring. Lists of these prisoners are produced on a weekly basis and are displayed within residential areas to ensure residential staff are aware of who requires key worker sessions.		
4	The Governor should remind staff that medical emergencies should be appropriately managed and only members of staff required to support the process should remain at the scene.	Accepted	A Notice to Staff and a global email have been distributed to remind staff that only those directly involved in emergency incidents should remain on scene to allow proper management and oversight. The Deputy Governor has also advised Custodial Managers and Supervising Officers to ensure that only necessary staff should remain at the scene.	Head of Safer Custody & Deputy Governor HMPPS	Completed

