

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

Mr Robert Barraclough on 22 October 2022 following release from HMP Ranby

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Regional Probation Director for the East Midlands should ensure that there is a telephone line at the Mansfield probation office where recorded messages can be left and which is frequently monitored by a member of staff.	Accepted	Arrival Square has always had a voicemail system in operation, but we have been unable to confirm if there was any fault or other impairment to functionality at the time of the death of Mr. Barraclough. However, we can confirm that since August 2023, the site have been operating with a new Teams Enterprise Voice telephony system delivered by MoJ Digital, including locally managed call groups and a voicemail system that can be accessed by multiple users. This provides the site with a more robust & manageable telephony service, and also means if there are any faults with the service, they will be dealt with internally by MoJ Service Desk rather than external parties, which should streamline the process and time to resolve.	RPD East Midlands Probation Service	Completed

