

Action Plan in response to the PPO Report into the death of Mr Christopher MacGillivray on 14/10/2021

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should ensure, in line with the Annex to PSI 64/2011, that where a prisoner has been subject to ACCT monitoring within 12 months of release, staff share relevant risk information with probation colleagues, including the community offender manager, prior to release	Accepted	Staff will be reminded through a notice to staff of the requirements in the Annex to PSI 64/2011 issued in July 2021 relating to release arrangements for prisoners currently on ACCTs and those who have been subject ACCT procedures during the previous 12 months to ensure information relating to risk is effectively shared with relevant groups including probation colleagues.	Head of Safety HMPPS	November 2022
2	The Regional Probation Director North East should ensure that COMs explore incidents of concern with the service user and relevant intervention work is completed if required.	Accepted	As part of an internal process to support Probation Practitioners to better understand and deal with People on Probation who have thoughts of self-harm or suicidal ideation, HMPPS have established a number of events and training programmes. All staff have been encouraged to engage with this training and attend the briefings, in line with the findings linked to Mr MacGillivray's death, all staff involved in the management of his supervision will	Head of Local Delivery Unit North East Probation Service	June 2022



			<p>be required to engage with and attend the planned events: on managing self-injury awareness.</p> <p>“Harmless”, an organisation who work to address and overcome issues linked to self-harm, have also provided materials and recorded sessions which staff can access to help support an increased understanding and awareness. This material can be used to support all frontline staff as part of our wider health and wellbeing plan and this will be circulated to all staff.</p> <p>In North Tyneside, all frontline staff will be required to attend the Local Authority Suicide Prevention Training, which will be provided, to all partnership agency staff, as part of the 2022 action plan to reduce self-harm in the borough.</p> <p>In addition to this, the NE Region will issue a communication as to expected practice when an individual subject of probation supervision presents with or demonstrates any concerns regarding suicidal ideation or self-harm. This will be completed by June 2022, and also re-refer to the above resources available to support practitioners in dealing with such circumstances.</p>		
3	<p>The Regional Probation Director North East should ensure that officers:</p> <ul style="list-style-type: none"> • complete detailed handovers when a case is transferred and record details in the probation record; 	Accepted	<p>In July 2021, the NE Region developed and launched an Internal Case Handover & Transfer Checklist (in the absence of any similar national product/tool). This checklist aims to ensure consistency and effective management of people on probation during a critical time in their sentence. It promotes structure and planning, good practice in terms of information sharing and</p>	<p>Head of Local Delivery Unit</p> <p>North East Probation Service</p>	June 2022



	<ul style="list-style-type: none"> • undertake a thorough review of records when given a new case 		<p>ensures a focus on risk management and public protection; and should be used to inform handover and transfer discussion between practitioners. This checklist can also be used to enhance recording of case transfers and it is recommended this is uploaded to nDelius.</p> <p>In response to the findings of this investigation, this internal checklist has been amended. Specifically, within the Summary of Safeguarding Concerns section, a prompt has been added to ensure this covers risk to self as well as others. This revised checklist is available on the North East Regional Directory (NERD) as well as being available on the NE P&Q Network for all staff to access.</p> <p>The use of this checklist has also been promoted recently in our regional NE Improvement Quarterly (IQ) – Issue 2 (released April 2022). This is a quarterly interactive newsletter which collates all key learning and areas of good practice across the Region in the preceding 3 months from Deaths Under Supervision, Serious Further Offences, Complaints, Regional Case Audits, OSAG and HMIP findings. It is expected that the IQ is used as a pro-active learning tool to achieve best practice standards in the priority areas of focus; and forms part of our NE Continuous Improvement Strategy. There is an expectation that SPOs use IQ to inform meaningful and reflective individual and team discussions as part of mandated Learning Groups. Therefore, it is anticipated that by June 2022, all practitioners and SPOs within the NE Region will have refreshed discussions on the use</p>		
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			<p>of this checklist and the benefits of it in achieving best practice and outcomes for individuals.</p> <p>As part of a specific plan for North Tyneside, the Probation Delivery Unit, Leadership Team, have committed to having a full thematic and operational discussion on aspects of case transfer and management and this will be shared with all staff at team levels to ensure full compliance with the agreed policies and procedures. In the case of the practitioners involved in the management of Mr MacGillivray, this will also be picked up in one-to-one supervision to ensure that all lessons are learned from this case.</p>		
	<p>The Regional Probation Director North East should ensure COMs are offered support following the death of a service user on their caseload.</p>	Accepted	<p>Probation Instruction 01/2014 – Reporting and Reviewing Death of Supervised Individuals confirms the support of staff members which all Line Managers of Probation Practitioners to be aware of and follow.</p> <p>Following the publication of the new Deaths Under Supervision Policy Framework in 2022, communications have been issued to all staff regarding the new processes and arrangements. The Policy Framework is being adhered to within the NE Region. We are also introducing formal internal quality assurance processes to audit all individuals cases where there has been a death under supervision and all learning will be shared in line with our NE Continuous Improvement Strategy.</p> <p>As part of a wider approach to ensure that staff are supported following the death of a person on</p>	<p>Head of Local Delivery Unit</p> <p>North East Probation Service</p>	June 2022



			<p>probation, all practitioners, in North Tyneside, will have supervision with their line manager within 2 days of the notification to ensure that all of the available supports and processes have been identified and made available to all staff. Wider issues around staff support following a Death Under Supervision have also been discussed at our NE Suicide Prevention Forum and this will continue to be standing agenda item.</p>		
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