

# Action Plan in response to the PPO Report into the death of Mr Ryan Flanagan on 23/03/2021 at HMP Chelmsford

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	The Governor should review the local security strategy and ensure that everything possible is being done to prevent mobile phones entering the prison.	Accepted	<p>The Head of Security regularly reviews the local security strategy as part of the ongoing work to increase security measures. The strategy was last reviewed in August 2022.</p> <p>The additional security measures that have been initiated include an enhanced gate searching process for all visitors and staff and the installation of replacement cell windows and grills to limit illicit items, including mobile phones, being retrieved. Additionally, the intelligence analysts regularly focus on identifying prisoners involved in organising illicit items entering the prison and this information is fed into the targeted cell searches.</p> <p>Regular liaison with the police allows a direct line of communication so that any alerts of intruders on prison property can be promptly responded to. Staff also patrol the walls and grounds daily and report any items found or suspicious activity to the intelligence team.</p> <p>The installation of mobile phone blockers was completed in June 2022.</p>	Head of Security and Head of Operations HMPPS	Completed
2	The Governor should ensure that all prison staff are made aware of, and understand, their	Accepted	In November 2021, the Standards Coaching team focused a week of staff training on safety with a focus on medical emergency response codes and entering a cell in an	Head of Safety HMPPS	Completed



	<p>responsibilities during medical emergencies, including that staff:</p> <ul style="list-style-type: none"> <li>• understand and use the appropriate emergency code when they discover a medical emergency;</li> <li>• are clear when they may unlock cell doors; and</li> <li>• enter cells as quickly as possible in life-threatening situations where it is safe to do so.</li> </ul>		<p>emergency. All new inductions to the prison meet a member of the Safer Custody team who briefs them on their responsibilities in an emergency situation.</p> <p>HMP Chelmsford continue to regularly publish guidance surrounding medical emergencies. Guidance was republished in April 2022, specifically stating that staff should complete dynamic risk assessments and enter cells on their own if they deem it safe to do so.</p> <p>The Medical Response Code guidance was revised and republished in February 2022 and included a new paragraph focussing on carrying out dynamic risk assessments and entering a cell in life-threatening situations.</p>		
3	The Governor should ensure that CCTV cameras are properly maintained and fit for purpose.	Accepted	The CCTV system was upgraded from analogue to digital in August 2022. This new system will be monitored and maintained in line with policy.	Governor HMPPS	Completed
4	The Governor should ensure that an appropriate member of staff, preferably a designated family liaison officer, contacts a prisoner's family to notify them immediately when a prisoner is seriously unwell.	Accepted	<p>In April 2022, a notice was issued to all Custodial Managers and Governors reminding them that it is the Duty Manager's responsibility to obtain accurate information from the hospital about a prisoner's health as soon as possible and to appoint an appropriate member of staff to make contact with the nominated next of kin if a prisoner is seriously unwell.</p> <p>Additionally, all staff have been reminded of the policy that covers providing information to families where a prisoner is seriously unwell.</p>	Governor HMPPS	Completed

