

Mr Graham Short
Senior Coroner for Central Hampshire
Coroner's Office
Castle Hill
The Castle
Winchester
SO28 8UL

Dear Mr Short

**Sean Patrick Plumstead Deceased
Regulation 28 Report to Prevent Future Deaths**

Thank you for your Regulation 28 report dated 19 October 2017 following the inquest touching the death of Mr Plumstead. We note the areas of concern you have highlighted and that there is a risk that future deaths may occur unless action is taken. I am now in a position to respond to you on behalf of Carillion and do so specifically in respect of the areas that touch Carillion's work under its facilities management contracts with Her Majesty's Prison and Probation Service (HMPPS).

You raised the following areas of concern:

- 1. 'In the 18 months before Mr Plumstead's death in September 2016 at least two Carillion staff were employed in prisoner facing roles at the prison (in CES) without any training in self-harm/suicide prevention (in apparent contradiction to the national policy – The PSI 64/2011 in its latest version). Further, one of those staff members was expected to make entries in an (ACCT) support document without having had relevant training. As of October 2017, one of those staff members has still to be trained in self-harm suicide prevention'.***
- 2. 'There is a risk arising that there was and continues to be a gap in training which Carillion is either unaware or unconcerned with – a gap that may continue here and elsewhere. I understand that Carillion has a contractual obligation to ensure that staff provided to the prison will be appropriately trained, but I cannot identify any requirement for self-harm/suicide management training by the prison as necessary'.***
- 3. 'I have also heard evidence that the prison do not hold training records for Carillion staff'.***
- 4. 'I am also concerned of a risk in other prisons where Carillion staff are directly engaging with prisoners without adequate or appropriate training in suicide and self-harm management. I consider Carillion has the power to take action to remedy these shortcomings and that in collaboration with the Ministry of justice both can address these concerns and clarify responsibilities'.***

PSI64/2011

I set out below the relevant extracts from PSI64/2011

Relevant sections within Safer Custody PSI 64/2011 state:

Page 8 Specification Outputs -clause 27

'Contract/Service Level Agreements with third party providers reflect the need for multi-disciplinary working in relation to at risk prisoners. It is important that service providers are encouraged to contribute to the identification of risk procedures and multi-disciplinary case management reviews, either in person or in writing. Where appropriate contracts or SLAs must include this as a business requirement and key deliverable'.

Page 10 Roles and responsibilities -paragraph 1

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'All staff in contact with prisoners must be trained to at least ACCT Foundation Level. ACCT refresher training must be provided according to local training needs'.

CARILLION'S CONTRACTS WITH HMPPS

I wish to clarify an apparent misunderstanding about our contractual obligations that you appear to be under following evidence that you heard during the inquest.

By contract, Carillion provides a range of hard and soft facilities management services to HMPPS in public prisons throughout the country. However, having carefully reviewed our contracts with HMPPS, and contrary to the view that you formed during the inquest, there is in fact no contractual requirement upon Carillion and its staff to undergo SASH training, either as a business requirement, key deliverable or at all.

Accordingly, prior to the inquest touching the death of Mr Plumstead, Carillion was unaware of the requirement for its staff to undergo SASH training.

We are accordingly grateful for having had this issue drawn to our attention and immediately upon receipt of your Regulation 28 report set about investigating the matter and how we might work with HMPPS on it, the obligation to train all prisoner facing staff, being theirs.

ACTION TAKEN/TO BE TAKEN

1. We have familiarised ourselves fully with PSI64/2011 and its updates so as to ensure compliance with HMPPS policies and procedures.
2. We have identified that SASH training is highly specialist and specific to a custodial setting and as such is not job specific in terms of the training we would ordinarily expect our staff to undertake within facilities management. Accordingly, it is not training that we are able to provide to our staff as employers.
3. Notwithstanding the contractual arrangements referred to above, we have made contact with colleagues at HMPPS and indicated our willingness and motivation to support Prison Governors to ensure that across our custodial contracts our staff are properly trained and supported in their work - in line with PSI 64/2011.
4. We have proposed to them that they provide us with a formal instruction under the contractual arrangements for our staff to undergo SASH training and confirm which categories of staff should undergo training. Our client has confirmed this week that it considers all Carillion prisoner facing staff should be required to undergo training.
5. We have proposed that as soon as we have that formal instruction to proceed on this basis, we issue a notice to all our site managers to make staff available to attend SASH training and we have suggested that HMPPS issues a notice in parallel to the People Hubs and Safer Custody Managers in each prison to provide SASH training to Carillion staff in line with PSI 64/21011.
6. We have also suggested that the People Hubs in each prison maintain a training record for all Carillion and agency staff within the facilities management contract and that there is an agreed mechanism whereby Carillion can receive management information on a monthly or quarterly basis on staff training planned and achieved across the contract.

I trust you are assured of our intention to work with HMPPS on this issue and that our action plan is appropriate in the circumstances.

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Yours sincerely




Operations Director
Central Government – MoJ Programme

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