



HM Prison &
Probation Service



HMP/YOI Stoke Heath
unlocking potential securing the future

Her Majesty's Prison and Probation Service

Mark Greenhaf

Governing Governor

HMP & YOI Stoke Heath

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TF9 2JL

Phone: [REDACTED]

Mr J P Ellery
Senior Coroner
HM Coroners Service
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

05th December 2023

Dear Mr Ellery,

RE: MARTIN WILLIS INQUEST

I write with reference to the above and would like to thank you for the opportunity to address your findings and in doing so a strategy has been put in place going forward.

ACCT CHECKS:

Clear direction must be given as to who is responsible for completing the ACCT checks. Stating everyone is responsible makes no one responsible and this is not sufficient.

ACTION TO BE TAKEN:

I will be presenting an Operational Briefing on 21st December to all staff, taking into consideration the Governors Order GO 01/2023 which reads as follows:

*The purpose of this Governors Orders is to make you aware that it is the responsibility of the Cleaning Officer to ensure that ACCT observations and conversations are conducted and recorded in the ACCT document between the hours of **0745 - 1715**.*

*Between the hours of **1745 – 1915** an Officer will be detailed on the Night Orderly Officers detail sheet.*

When the wing is in patrol state it is the responsibility of the Patrol Officer to check on all ACCTS.

It is the responsibility of all staff to check the detail sheet outside the Communication Room to ensure compliance with this order.

In the segregation unit the responsibility will be allocated to the regimes officer.

The Senior Officer will check and sign the ACCT document on a daily basis and will also ensure that the last 24 hours have been recorded accurately and correctly, any

irregularities will be raised to the member of staff who recorded the entry and also to their line Manager.

It is not the responsibility for the Senior Officer or Custodial Managers to allocate ACCT checks.

Please ensure that it is only your own observations and interactions that you record as it is part your legal responsibility to the prisoners in our care. I cannot stress the importance of completing these checks and recording accurately in the ACCT document all observations and conversations.

If you have any concerns around this instruction, you should speak to the Safer Custody Team or your Custodial Manager.

This Governors Order will also be incorporated into all ACCT V6 training which is delivered to all staff by our Regional Safety Team and inhouse trainers.

2. OBSERVATIONS NEED TO BE CLEAR/CONCISE:

Observations recorded were not clear as there was no distinction from day to night and when and how regular an observation needs to take place. Stating 5 x Obs per day is too vague and gives no clear direction.

ACTION TO BE TAKEN:

- Prior to all reviews the Case Co-Ordinator will ensure that all relevant documents have been completed and that all observations are clear and precise for example 5x observations per day every 2 hours or 3 x observations during the day every 3 hours.
- The Supervising Officer will check daily to ensure that the previous 24 hours have been recorded accurately and any discrepancies challenged accordingly.

3. ALL PARTS OF THE ACCT DOCUMENT SHOULD BE COMPLETED:

There were significant areas not completed throughout the document by all such as the Case Manager, ACCT Assessor, Supervising Officer, and the Wing Staff.

ACTION TO BE TAKEN:

- Awareness Training has been prepared for the ACCT v6 which will be delivered by 3 suitably qualified staff during our next four Training Shutdown Days, 11th December 2023, 8th January, 12th February and 11th March 2024.
- A good practise guide will also be issued to assist all Case Co-Ordinators.

4. QUALITY ASSURANCE (QA):

Assurance was not shared with relevant managers to ensure errors picked up from the first 72 hours.

ACTION TO BE TAKEN:

- Safer Custody and Senior Leadership Team (SLT) will ensure all QA is shared with relevant managers, and a confirmation email that the errors have been rectified will be saved as evidence.

- The Daily Report Log for the Governing Governor and the Management Team will include a QA briefing.
- Supervising Officers will ensure the daily checks are completed and staff challenged accordingly.
- Psychology Team will provide supervision to all Case Co-Ordinators on reviews.
- A Good Practise Meeting will be organised and held by the Safer Custody Team inclusive of all Case Co-Ordinators, Mental Health Teams and external providers to share and discuss complex case reviews and good practises.

5. ALL REVIEWS MUST BE MULTI AGENCY:

Reviews did involve other agencies, but participants were not aware that they were there to make collaborative decisions on observations and action plans moving forward. All discussions should be recorded in full, and each person should sign as an agreement that they are happy with agreed actions.

ACTION TO BE TAKEN:

I will be meeting with all Partner Agencies and relaying their responsibilities. Awareness Training for all Partner Agencies staff has been organised.

6. CONSTANT WATCH:

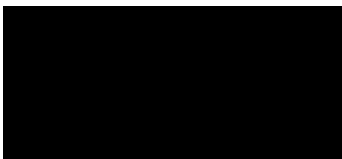
Constant Watch should have been considered.

ACTION TO BE TAKEN:

- Removal of any ligature material suggests that the prisoner is an immediate threat to themselves and therefore constant supervision will be considered.
- Case Co-ordinators have been reminded that if a constant watch is discussed and deemed not appropriate then this should be recorded with an acceptable reason.

I sincerely hope that my strategy going forward has alleviated any of the concerns raised by your findings.

Yours sincerely,


Governor

Enc: Governors Order