KEY DELIVERABLES: 03) Prisoner Safety & Welfare

**Immediate action(s):**

Governors/Directors must consult with their appropriate functional head and safety team, recognised trade unions, prisoner council or equivalent groups where appropriate and any other local stakeholders to agree safer custody and welfare support for prisoners confined to cells for extended periods due to COVID-19.

**Required Outputs**:

Establishments must agree and communicate a plan for prisoner safety and welfare services and how they will be maintained.

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| Product | Description (responsible owner) |
| **Local safety and welfare plan** | This outlines agreed local safety and welfare service during the COVID-19 situation:   * Maintenance of essential safer custody delivery * Plan to provide prisoner products for in-cell ablutions and cleaning * Provision of in-cell pastoral care and services in substitution for group services (**AIM**: to provide pastoral services in-cell that are equivalent to existing services) * In-cell distraction packs, hobbies and leisure activities * In-cell education packs. |
| Produced by: Head of Residence & Safety (and/or Safer Custody lead)  Signed off by: Governor/Director |

**Further guidance**

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| Subject area | Expectation/guidance |
| Safety | It is more vital than ever that we make sure that residents are safe. Staff should be briefed to use all the interactions that are possible in this period of regime restrictions and social distancing to check on welfare, taking any opportunity to communicate hope and encourage self-care, as well as to identify any change in appearance or behaviour that gives rise to concerns about raised risk of self-harm or suicide. Each resident should be seen at least once each day, and it is good practice to record that this has occurred (there may not be time for this to be done on an individual basis, but a landing or wing record may be possible).  **ACCT/Suicide and Self Harm**  Every effort must be made to ensure resources are available to support prisoners on ACCT on the basis that for many, the risk of self-harm could increase due to prolonged periods in cells. Considerations should include:   * Resourcing ACCT assessments, reviews and observations (which must be maintained to the required levels) * Collating a list of staff within reasonable travelling distance not based at the home establishment who can provide ACCT support. Consider providing training or upskilling in ACCT Case Management and Assessments for staff, including non-operational staff, who would not generally be involved in ACCT work. Guides for staff conducting assessments and reviews are available. * Ensure all staff are briefed that despite staff shortages, ACCT is even more important during periods of increased periods of time in cell and must be initiated whenever concern is raised. * Maintain access to Samaritans phones and Listeners wherever possible * Contingency for ACCT reviews where prisoners test positive for COVID-19 * Introduce distraction packs and in-cell activities for any prisoner on ACCT and others more generally as far as possible. * Ensure all ACCT prisoners have a television unless the presence of such is a specific trigger to their self-harm.   Disapply normal provisions to remove televisions from any prisoner during periods of increased periods of time in cell.  **CSIP/Management of Violence**  We recognise the need to continue using CSIP where resources allow but to apply a risk based approach where resources are reduced to safely manage those prisoners who post the highest risk. Guidance attached.  CSRA  CSRA processes should still be used, this includes still following required CSRA processes in Reception and reviewing CSRAs where violent incidents occur particularly if this relates to in cell violent incidents.  Family Liaison Officers  Consider how to deploy FLOs. Guidance attached on informing the next of kin by telephone about the death of a prisoner and guidance if you have to use untrained staff to undertake this role.  Funerals  With immediate effect prisoners are not allowed to attend funerals for the duration of the Covid-19 pandemic other than in very exceptional circumstances such as the death of a child under 18.  This is in accordance with government guidelines on attendance at funerals. Governors should use technology to enable the viewing of funeral ceremonies if possible and appropriate, together with supportive measures from chaplaincy and other colleagues.  Safety Bronze Role Brief  Written to assist you manage the risks around Safety each day and allocate resource to manage risk; an overview and checklist to identify risk and record actions taken while you operate in Command Mode. Guidance attached.  Sharing the news of a death of a resident  This document explains the importance of giving clear and supportive information, as soon as possible after a death of a resident and how doing so can help to manage the impact on the prison community. Guidance attached.  **Use of Medical Emergency Codes (Code Red and Code Blue)**  Emergency medical response codes continue to be relevant and should continue be used where needed. However, during this current period, where our emergency services are under increased pressure, and have reduced resources due to Covid-19 it is essential that careful consideration is given to whether an emergency ambulance is required, in every case. Guidance attached. |
| Resident hygiene | Considerations should include:   * Daily access to showers for as long as is safe and practicable, and reduced access where full access is no longer possible. * Access to in-cell ablutions kits where access to showers cannot be provided. Consider also enhancing the level of canteen spend and/or subsidising it with HMPPS funded additions to help prisoners maintain their personal hygiene. Reasonable local costs will be covered centrally. PSPI with responsibility for prisoner retail will issue guidance on such enhancements to prisoner provisions. * Provision for full kit exchange as frequently as possible and maintain a wing laundry service for as long as staffing allows even if all prisoners are in cells for extended periods; the wing laundry orderly should be unlocked to work as a ‘key worker’. * Where establishments have a laundry, this must be prioritised and kept open and staffed sufficiently wherever possible, particularly if this facility is servicing other prisons. It may be necessary to increase the number of Instructional Officers working in the laundry and the hours it’s open to account for any additional workload. * Consider relaxing the rules on items a prisoner can receive in for a six week period, this could include provisions of extra clothing or even equipment for personal hygiene (accepting there is some security risk associated with allowing liquids that may contain illicit substances) * Ensure that as a minimum, prisoners are given sufficient soap for hand-washing and where possible provide materials for laundry in sinks where access to a laundry cannot be guaranteed noting that batch laundry services are essential to eliminate infection and should be the default option. * Where in cell sanitation is not available, a clear plan should be in place to ensure prisoners have access to toilet facilities with a clear cleaning protocol in place. * Consideration of allowing clothing from stored property to be issued where prison clothing is unavailable. |
| In-cell activities | Considerations should include:   * Extending provision of reading materials, either from the library or from a local newsagent where practicable * Consider tasking gym staff with supervising an in-cell workout session from a central point on the landing. Consider whether in-cell workout programmes can be designed by prisoners and recorded. Ask gym staff to develop and distribute an in-cell workout guide for prisoners. * Liaise with local education providers to ensure prisoners can continue education programmes in-cell wherever possible. Every attempt should be made to ensure courses continue, particularly distance learning courses provided the outside provider is operating during COVID. * Consider a one-off purchase of radios for every cell and ensure that all prisoners on basic are provided with a television at the earliest opportunity. * Task staff and prisoners with developing competitions to be run during periods of extended cellular confinement. Incentivise participation. * Increase the weekly allocation of letters a prisoner can send and ensure the prison operates email a prisoner or equivalent schemes. * Use local in cell communication systems (Way Out TV etc.) for positive messaging about mental and physical health, supplement this with guidance documents issued to cells. * Promote access to National Prison Radio as a primary means on national information on prisons and the COVID-19 situation. * Develop a comms strategy and ensure all prisoners receive regular updates on the national and local position outside of mainstream media. * <https://intranet.noms.gsi.gov.uk/covid-19-coronavirus/resources/in-cell-materials> |
| Pastoral care | Considerations should include:   * Suspending religious groups and faith services. We advise that prisons devise a comms strategy for giving this message carefully to minimise the risk of instability. * Chaplaincy staff providing ‘at-door’ pastoral services for prisoners who request it and visit as much as possible during the week to offset the loss of formalised services. Requesting that coordinating chaplains take proactive steps to maximise their available resources. * Consider requesting that chaplaincy colleagues create in-cell guides for undertaking private acts of worship. * The use of prison radio to deliver live faith services and the prisoner information channel to relay pastoral information will be considered * Plan for upcoming religious celebrations including Ramadhan (23 April to 23 May) Eid al Fitr (23 May), Good Friday (10 April), Easter Sunday (12 April), Easter Monday and Passover (8 – 16 April) |