

Action Plan in response to the PPO Report into the death of Mr Ricky Crosher on 11 October 2023 at HMP Lowdham Grange

| Rec No | Recommendation | Accepted / Not accepted | Response Action Taken / Planned | Responsible Owner and Organisation | Target Date |
|--------|---|-------------------------|--|---|--------------|
| 1 | The Governor should introduce a standalone comprehensive debt strategy which is communicated to and understood by all staff, including providing appropriate support and intervention to prisoners where there are any concerns about debt. | Accepted | A new debt reduction strategy will be launched in January 2025 to replace the previous Sodexo policy. The new strategy covers actions to take regarding support and intervention for prisoners where there are any concerns about debt. | Head of Safety and Equalities, HMPPS | January 2025 |
| 2 | The Governor should evidence how the prison will monitor the challenging of blocked observation panels to ensure compliance with local processes. | Accepted | <p>A Governor's Order setting out the action that staff should take in the event of finding a covered observation panel was re-issued in October 2024. Staff are instructed to adopt a zero-tolerance approach to any observation panel that is blocked and to take action to remove the obstruction whatever the time of day or night.</p> <p>Additionally, the Duty Night Governor now checks a percentage of cells for covered observation panels as part of their night visit report. This report is sent out to the Deputy Governor and</p> | Head of Safety and Equalities and Heads of Residence, HMPPS | Completed |

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| | | | Senior Leadership Team for follow up action to be taken, where necessary. Heads of Residence also quality assure whether staff have challenged the blocking of observation panels and take action to address any issues as necessary. | | |
| 3 | The Governor should ensure that prisoner telephone calls to the safer custody line are recorded and monitored in the same way as calls to anyone other than those organisations contained in Annex B of the Authorised Communications Controls and Interception Policy Framework. | Accepted | The Head of Safer Custody has introduced a system whereby all calls made to the safer custody line are logged and recorded with separate logs for prisoner calls and those made by external contacts. A quality assurance process for this system is presently being developed and will be introduced in early 2025. | Head of Safety and Equalities, HMPPS | February 2025 |