



IOP Recommendations Action Plan

Proposed Recommendation from the Inspector of Prisons investigation report on
Death in Custody of prisoner “Mr C” 15/01/2021

The Recommendations submitted by the IOP have been review and considered. The table below is a summary of proposed actions based on the investigation of the IOP in respect of the Irish Prison Service. The table also suggest timelines and action owners for completing the necessary actions.

No.	IOP Recommendations	Irish Prison Service Response	Action Required	Action Owner	Timeline
1	It is recommended that the Irish Prison Service put in place the necessary staffing arrangements (including, if necessary, revision of Regime Management Plans) to ensure that prisoners’ appointments to attend healthcare clinics are not cancelled because prison staff are unavailable to escort them. This is particularly critical in relation to referrals to psychiatric in-reach clinics; the necessary staffing resources to	Recommendation accepted	The recommendation as to how to ensure prisoners are seen by relevant clinicians at prisons level during time of staff shortages is being given consideration by the Irish Prison Service. We will revert once this process has been completed.		



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	escort prisoners to appointments of this nature should be “ring fenced” in the Regime Management Plans of all prisons in the State.				
2	If, exceptionally, a person in custody cannot be escorted to an ordinary somatic healthcare appointment due to acute staff shortages or other operational reason(s), a record of any appointments that are cancelled for this reason should be maintained by healthcare personnel and the Governor in charge of the prison notified of these on a weekly basis by the Chief Nurse Officer. Any prisoner whose health care appointment is cancelled for this reason, should be facilitated to attend a replacement appointment as a matter of urgency.	Recommendation accepted	An arrangement for the reporting of non-access to internal prison healthcare appointments, similar to the arrangement that is in place for external hospital appointments will be actioned to ensure that all missed internal appointments are formally reported. The practice of rescheduling these appointments will continue as per current practice on the PHMS system. These incidents will be reported on weekly basis by the Chief Nurse Officer to the Governor whose office will maintain a record of same for review by any appropriate party.	Healthcare Directorate/Governors	Q2 2023
3	Prison Governors should be reminded of their obligations to comply with the Irish Prison Service Standard Operating Procedure (SOP) titled “Critical Incident Reporting and Debriefing Procedures” which came into effect on 1 July 2020.	Recommendation accepted	Operations Directorate will reissue this circular and will reiterate to prison staff their obligations and responsibilities regarding same.	Operations Directorate	Q2 2023



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4	It is recommended that the Irish Prison Service ensure compliance with Prison Rule 13(1) and (4) of the Prison Rules 2007 – 2020 which requires the Irish Prison Service to provide each prisoner with an information booklet outlining their entitlements, obligations and privileges; the booklet should, “as far as practicable be provided to a foreign national in a language understood by him or her”.	Recommendation accepted	The Irish Prison Service has recently revised and updated of the Prisoner Information Booklet. It is expected that the English version will be available in all prisons by the end of June 2023. Arrangements are being made to have the booklets translated into the most common languages used.	Corporate Services Directorate	Q3 2023
5	The Irish Prison Service must ensure that all telephone numbers are accurately recoded on the phone cards of prisoner and that, once activated on the phone card, they are working. It should also ensure that the operation of the system is explained to the person in custody, particularly if it is their first time in custody.	Recommendation accepted	The management and administration of prisoners phone calls is covered in the Prisoner Telephone Access Policy and associated SOP’s. Operations will review the documents with a view to incorporating this recommendation.	Operations Directorate	Q4 2023
6	The Irish Prison Service should, in accordance with Rule 46(4)(a) ensure that a remand prisoner is permitted to make not less than five phone calls per week and if any of these calls fail, the reason should be recorded.	Recommendation accepted	The current prisoner phone systems allows remand prisoners to make not less than 5 calls per week. ICT and Operations are examining if a technical solution can be put in place to record the reasons a call may fail. They are also examining if functionality could be added to recognise the numerical amount of numbers entered for a phone number and issue a prompt if under or over the correct amount.	Operations Directorate	Q4 2023



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Irish Prison Service



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7	It is recommended that an inventory of all clothing and other personal items in the possession of a person on committal should be recorded in accordance with Rule 8(1) of the Prison Rules 2007-2020, this inventory should include clothing and its label. In addition, a similar inventory should be made of all items returned to the family/next-of-kin following a death in custody and separately a list should be compiled by prison staff of any item(s) taken in to the possession of An Garda Síochána	Recommendation accepted	<p>Management of prisoner property, including the signing out of property where a prisoner is deceased, is covered in the Prisoner Property Policy. All property is recorded on PIMS including whom the property is checked out to.</p> <p>Operations Directorate will reissue this Circular and will reiterate to prison staff their obligations and responsibilities regarding same.</p>	Operations Directorate	Q2 2023
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