



Policing Support Services  
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IAN S. SMITH LL.B, Hon DUniv  
Her Majesty's Coroner  
Coroner's Chambers  
547 Hartshill Road  
STOKE-ON-TRENT ST4 6HF

H.M.C. JS  
14 JUL 2015  
STOKE-ON-TRENT AND  
NORTH STAFFORDSHIRE

13<sup>th</sup> July 2015

Your ref [REDACTED]

Dear Sir

**Re: Nicholas James ROWLEY (deceased)**  
**Date of birth: 27/07/1977**  
**Date of death: 02/10/2011**

May I initially sincerely apologise for the delay in G4S responding to the recommendations contained in your Regulation 28 Report to Prevent Future Deaths.

Since the conclusion of your inquest on the 9<sup>th</sup> April 2015 it is worth noting that since June 2015, G4S no longer provide Detention Officer Services to Staffordshire Police, as a new provider was contracted following a procurement exercise.

In order to provide clarity my numbering below refers directly to each of the numbered recommendations contained within your report:-

1. This is a matter between Staffordshire Police and the medical practitioners and thus G4S have no comment to make as regards this recommendation.
2. Whilst G4S agree with HM Coroner that this recommendation is a sound and sensible suggestion, G4S can only operate within the remit of the contract as stipulated by Staffordshire Police (or other such police forces) and thus it would be for Staffordshire Police (or the other police forces) to stipulate that such joint training ventures should take place. Where that to happen, G4S would of course comply with that contractual stipulation. G4S will undertake to formally write to all of our contracting police forces to outline this recommendation and recommend this as best practice which G4S support.
3. G4S always have and continue to provide mandatory training as regards setting the levels of observation to each of its custody officers as part of an initial induction training programme. That training was taught in conjunction with PACE and later (and now) also in conjunction with the Association of Chief Police Officers Guidance on the Safer Detention and Handling of Person in Police Custody 2012 ("ACPO") and the College of Policing Authorised Professional Practice Guidance "APP".



4. This is a matter between Staffordshire Police and the medical practitioners and thus G4S have no comment to make as regards this recommendation.
5. As per response three above, G4S have and continue to provide mandatory first aid training to each of its custody officers as part of an initial induction training programme. The first aid training is taught over three days and includes (but is not limited to); Defibrillator and Advanced Airway training; training on Alcohol and Drugs (including associated risks). In addition, each of the custody detention officers is required to undertake a refresher first aid training course annually. Again training on the risks and dangers of drug and alcohol abuse will be taught during that refresher course. G4S will also examine opportunities to provide additional guidance via an 'on line' Learning Management System.

The death of any person in custody is understandably extremely distressing for the family concerned and for all those involved in the persons care. G4S and I personally take the health and safety of those in our care as our primary duty and will work to ensure that our staff receive the best possible training and support to ensure the safety of some of the most vulnerable people in society.

Yours sincerely



Operations Director Custody Services  
G4S Public Services  
Policing Support Services