



# HM Prison & Probation Service

**Director General Prisons**  
**HM Prison and Probation Service**  
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Email: [REDACTED]

Brendan Joseph Allen  
Area Coroner for the area of Dorset  
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Your Ref: 172872

15 June 2022

Dear Mr Allen,

Thank you for your Regulation 28 report of 7 April 2022, received on 26 April, addressed to the Governor of HMP Guys Marsh following the inquest into the death of Nicholas Rose on 19 May 2019. I am responding on behalf of HMPPS as Director General of Prisons.

I know that you will share a copy of this response with the family of Mr Rose and I would like to express my condolences for their loss. Every death in custody is a tragedy and the safety of those in our care is my absolute priority.

Following evidence heard at the inquest you have raised a concern in relation to the level of response required from a prisoner during the welfare checks conducted when prisoners are unlocked to assure staff that there are no issues of concern.

Residential staff play a key role in keeping prisoners safe and effective welfare checks can identify signs of distress, incidents where staff assistance may be required, and medical emergencies. Prison Service Instruction (PSI 75/2011 Residential Services) sets out the requirement on all establishments to have in place appropriate arrangements and clearly understood systems for staff to assure themselves of the wellbeing of prisoners through welfare checks.

I understand that evidence was given at the inquest that HMP Guys Marsh's local arrangement is that staff must receive a verbal response from prisoners during welfare checks and at unlock, and that notices to staff and prisoners have been issued setting out this requirement. I have received assurance from the Governing Governor that further notices to staff and prisoners were published in May 2022, following the inquest, to serve as a reminder of the expectations during welfare checks that a verbal response must be obtained, not a grunt, and that if a verbal response is not obtained then staff must access the cell to check on the welfare of the prisoner. Notices to staff and prisoners will now be re-published regularly and compliance checks are carried out by wing Custodial Managers (CMs) who observe officers unlocking prisoners to ensure that welfare checks are being carried out correctly, and this is recorded each day in wing diaries. A review of the assurance checks is carried out on a monthly basis by the Head of Residence and any

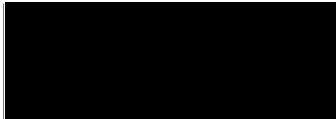
member of staff who fails to meet the required standard is challenged through the HMPSS performance management process.

HMP Guys Marsh has introduced toolbox talks for Prison Officers (short subject-specific training sessions) and this has included training with regard to welfare checks. The last session was completed in March 2022 as part of a safety awareness month held for all staff. Welfare checks will continue to feature as part of all relevant safety based training events.

Prison officers undertaking initial training (currently known as New Officer Apprentices) are trained to conduct checks and the training emphasises the requirement for officers to confirm the safety and welfare of prisoners during roll checks, unlocks, and welfare checks.

Thank you again for bringing your concerns to my attention. I trust that this response provides assurance that action is being taken to address the matters that you have raised.

Yours sincerely

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Director General of Prisons