



HM Prison &  
Probation Service



Ms Kirsten Heaven  
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15 August 2022

Dear / Annwyl Ms Heaven,

Thank you for your Regulation 28 report of 20 June 2022 addressed to the Ministry of Justice and the Governor of HMP Swansea, following the inquest into the death of Khalid Abiaz on the 13 September 2016. I am responding as Director General of Probation, Wales and Youth.

I know that you will share a copy of this response with Mr Abiaz's family, and I would first 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 expressed concerns regarding prison and healthcare staff understanding of their responsibilities within the Assessment Care in Custody and Teamwork (ACCT) process, and the training provided to them. Thank you for bringing these concerns to my attention.

I understand that a response is also being provided by Swansea Bay University Health Board, the healthcare provider at HMP Swansea, so in relation to your concerns about healthcare staff I have limited my comments to explaining the training that HMPPS makes available to our partners.

As you note in your report, in July 2021 ACCT version 6 (v6) was rolled out across the prison estate. The revised form and guidance are intended to assist staff in providing high quality multidisciplinary care and support to individuals at risk of suicide and self-harm. Training materials and presentations have been produced and delivered across the estate in order to support staff in their understanding and delivery of the ACCT v6 process. This includes risk identification and how best to provide support to individuals.

Our policy (Prison Service Instruction 64/2011 Safer Custody) is clear that all staff who have contact with prisoners must undertake training on ACCT, and that refresher training must be provided according to local needs. This training forms part of the initial training undertaken by all Prison Officers. A new version of the training, which includes information about ACCT v6, has recently been produced and a programme is in place to ensure that all staff at HMP Swansea attend this as refresher training by November 2024. In the light of your report, the individuals about whom you have expressed specific concerns will be prioritised for this training, and for an upskilling session specifically related to ACCT v6 that has also been made available by the national Safety Team.

In order to improve the identification of risk in new prisoners and to build confidence in decision making around the opening of ACCT documents, fifteen members of staff who predominantly work in the reception area, induction wing, and healthcare received the new training module in July 2022. The Governor has issued guidance on risk identification and the establishment is scheduling additional training focusing on risks, triggers and protective factors for staff working in these key areas.

At national level, the ACCT case co-ordinator training has also been refreshed with the expectation that all previously trained staff will access the new training within three years.

HMPPS is committed to making ACCT training available to staff working for our partner organisations. At HMP Swansea, healthcare staff are encouraged to access all suicide and self-harm prevention training delivered within the establishment and the new modules will continue to be offered to them. The Governor has also formally requested through the Head of Healthcare, that bank nurses are not deployed in the reception area of the prison and are instead utilised in other areas within the establishment. This is to ensure that permanent nursing staff who have undertaken the ACCT training are allocated to the reception area to complete initial screenings.

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 / Yn gywir



Director General of Probation, Wales and Youth, HM Prison and Probation Service  
Cyfarwyddwr Cyffredinol Prawf, Cymru ac Ieuencid, Gwasanaeth Carchardai a Phrawf EM