

[REDACTED]
Director
HMP Altcourse
Higher Lane
Fazakerley
Liverpool
L9 7LH

Senior Coroner
Jacqueline Devonish BA (Hons), DipFMS
Office of His Majesty's Coroner
County of Cheshire

[REDACTED]
Date: 7th July 2023

Dear Mrs Devonish

**Regulation 28: Report to prevent future deaths
Angela Craddock (Deceased)**

Thank you for your Regulation 28 report of 24th May 2023 addressed to me as the Director of HMP Altcourse. I know that you may share a copy of this response and I would first like to express my condolences to Angela's family for their loss. Every death is a tragedy and keeping the public safe is a priority for us as a prison that serves the courts of Merseyside and Cheshire.

HMP Altcourse was made aware of the circumstances of Angela's death by the DHR back in 2018. As a result of that communication a review of our systems and procedures was undertaken. This found that at that time a copy of the court documents normally arrived with the prisoner and court services team on admission into the prison. These documents would be sent up to our custody records department and any public protection matters i.e. a restraining order would be photocopied and a copy sent to the Public Protection Team. Once received a member of the team would follow it up by interviewing the offender and explaining the restrictions. Once completed restriction of phone calls and written correspondence would be put in place.

This did not happen on this occasion as the Public Protection Team had no evidence of ever receiving the restraining order in the internal post as per our process. This then meant restrictions were not put in place and relevant agencies were not aware of the Restraining Order.

A series of actions were then put in place to ensure we had assurance of no future reoccurrence. Those actions were:

All documents including restraining orders, warrants, and PERs are photocopied by our Admissions department upon receipt from the court services provider and collected the following morning by a member of the Public Protection Team who will sift any relevant risks, implement the relevant restrictions, and update the warnings on our local Custody Management System/P Nomis systems. Any complete mail / call monitoring requests are forwarded to the Head of Offender Management Unit for approval.

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As further assurance the Custody Department upon receipt of a restraining order will scan the order and email it to the functional mailbox for OMU/Public Protection Unit and an evidence trail is kept of those sent documents. This was put in place to prevent any internal mail failures or the Public Protection Team not collecting items from Admissions.

Since 2018 the Prison has gained access to probation and court documents via N Delius, Digital Prison System and the Common Platform (Courts). These systems give us significant information to allow staff completing Public Protection risk assessments to have access to live and up to date information.

This further improvement in our systems gives us confidence that a repeat occurrence will be avoided in the future.

Thank you again for bringing your concerns to my attention. I trust that this response provides assurance that actions have been taken to address this matter and prevent reoccurrence.

Yours sincerely,


Director
HMP Altcourse