



HM Prison & Probation Service

Director General of Operations
HM Prison and Probation Service
8th Floor Ministry of Justice
102 Petty France
London
SW1H 9AJ

Ms Jenny Goldring
HM Assistant Coroner
Southwark Coroners Court
1 Tennis Street
London
SE1 1YD

28 November 2023

Dear Ms Goldring,

Thank you for your Regulation 28 report of 20 July 2023 addressed to the Secretary of State for Justice and the Director General Chief Executive of His Majesty's Prison and Probation Service (HMPPS). I am responding on behalf of HMPPS as Director General of Operations. I apologise for the late return of this response.

I know that you will share a copy of this response with Mr Weatherley'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 have expressed a concern regarding record keeping and data retention at HMP Thameside and have asked for assurance of the Ministry of Justice's oversight of this process.

I can confirm that I have received a copy of the response from the Director at HMP Thameside which sets out the policies that the prison must adhere to and the contract requirements. To further assist, I can confirm that the contract has several delivery indicators which measure the performance of all aspects of custodial delivery. The prison's performance is reviewed each month and during quarterly contract reviews. All aspects of the custodial contract are monitored through provider submissions and compliance testing. Each month the provider, Serco, submit evidence that they have complied with all contract delivery indicators (CDIs) and compliance tests are carried out on a monthly basis to test different aspects of the contract which are scored on a RAG (red, amber, green) rating scale for monitoring and improvement purposes.

There is a specific CDI which relates to the management of records and data retention. If the provider falls short of the required standards outlined in policy then contractual action would be taken. There is a clear escalation route to ensure that performance is monitored, improvements are seen, and standards are raised to an acceptable level.

Following deaths in custody, prisons are required to follow their local death in custody contingency plan, which includes retaining relevant evidence and documentation for the Prisons and Probation Ombudsman's investigation and the Coroner's inquest. The contract management team at HMP Thameside monitor the provider's management of death in custody cases to ensure that any issues or areas of concern are identified and addressed.

Thank you again for bringing your concern to my attention. I trust that this response provides assurance that there is a sufficient oversight process in place to monitor the contract at HMP Thameside.

Yours sincerely,

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Director General of Operations