



# HM Prison & Probation Service

**Director General Operations**  
**HM Prison and Probation Service**  
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Mr David Reid  
HM Senior Coroner for Worcestershire  
HM Coroner's Office  
Worcestershire Coroner's Court  
Worcestershire  
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16 August 2023

Dear Mr Reid,

Thank you for your Regulation 28 report of 21 June 2023, addressed to the Governor of HMP Swansea and the Director General Chief Executive of HM Prison and Probation Service. I am responding on behalf of His Majesty's Prison and Probation Service (HMPPS) as Director General of Operations.

I know that you will share a copy of this response with Mr Harris'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.

You have raised some concerns following evidence heard at the inquest, regarding the management of the Assessment, Care in Custody and Teamwork (ACCT) process at HMP Swansea and the impact this has on supporting individuals at risk of self-harm and suicide. Thank you for bringing your concern to my attention.

HMP Swansea have reviewed the management of the ACCT process and introduced a thorough ACCT assurance procedure to ensure there is consistency and effective completion of all ACCT documents. A dedicated safer custody officer now conducts a comprehensive review of all open ACCT documents to ensure they are completed in line with national policy. A number of additional checks are included in this process, with a random sample also conducted by custodial managers and the senior management team. This ensures that any inconsistencies or issues are addressed almost immediately.

The findings from the assurance checks are now discussed at safety custody meetings to identify common themes and inform improvements, and are included on the prison duty Governor Reports, which are sent daily to all HMP Swansea staff. Further to this, Governor Orders and Notices to Staff are published on a bi-monthly basis to stress the importance of effective ACCT case management.

Further ACCT training is currently being rolled out to all ACCT case managers at HMP Swansea, which highlights the importance of consistency in case management, information sharing, and record keeping. We are committed to ensuring ACCT management remains a key focus of our work and so training in this area will be continuous.

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



Director General Operations