



Unilink Software Ltd  
Europoint  
5 – 11 Lavington Street  
London SE1 0NZ

31<sup>st</sup> July 2024

[REDACTED]  
Coroner's Support Officer  
The Coroner's Office for the County of Dorset  
Civic Centre, Bourne Avenue  
Bournemouth BH2 6DY

Dear [REDACTED]

**Re: Frazer Charlie Williams – HMP Guys March. Your reference [REDACTED]**

I am writing to express our profound sadness at the tragic death of Frazer Charlie Williams while in custody at HMP Guys March. We also apologize for the delay in our response to your correspondence. This was due to our company's year-end work around the 30th of June, which regrettably impacted our ability to reply promptly.

Following the receipt of your letter, we have conducted a thorough internal investigation regarding the email a prisoner service provided to Frazer. Our records indicate that four messages were sent to Frazer, one to HMP Lewes and three to HMP Winchester, with the last one being sent on Friday, 14th January, at HMP Winchester. It is most likely that this message was printed at HMP Winchester on 15th January or on Monday, 17th January.

However, we now understand that Frazer was moved to HMP Guys March on 14th January, and it is therefore unlikely that he received this last message. As you may know, Unilink does not have access to prison rolls or prisoner movement information for security reasons. This is expected to be known by the person contacting them. In this case neither the sender nor Unilink was aware of Frazer's transfer and hence were unable to take any action to redirect the message or notify the sender of the situation.

We fully recognize the importance of ensuring that such communications reach their intended recipients, particularly in situations like this, and we deeply regret any distress this may have caused. To prevent similar occurrences in the future, we will raise this issue with the Ministry of Justice and explore whether there is a possibility of confidentially sharing relevant information about prisoner movements, which could help to better manage and redirect communications in a timely manner.

We are committed to doing everything within our power to improve our processes and ensure that our services function effectively and compassionately.

We remain at your disposal should you require any further information or assistance.

Yours sincerely,

[REDACTED]  
[REDACTED]

CEO - Unilink Software Ltd