



# HM Prison & Probation Service

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HM Prison and Probation Service  
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Email: [REDACTED]

06 April 2025

Dear Ms Harding,

## **REGULATION 28 REPORT TO PREVENT FUTURE DEATHS**

Thank you for your Regulation 28 report of 11 March 2025 following the inquest into the death of Sean Higgins at HMP Rochester, which was sent to the Ministry of Justice. 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 Higgins family, and I would firstly 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 concerns regarding the Assessment, Care in Custody and Teamwork (ACCT) case management procedures at Rochester, specifically around the accurate assessment of risk and the quality of support plans.

The Governor of HMP Rochester has provided assurances that these issues have been addressed, and the establishment have produced a training video covering both areas of concern. This has been shared with case coordinators and their line managers and is intended to ensure there is a clear understanding of the process among those responsible for conducting ACCT reviews and developing support plans.

To further embed understanding of existing procedures, HMP Rochester's 's Safety Team has conducted briefing sessions with all case coordinators, specifically focused on the concerns raised at the inquest. These sessions have been designed to reinforce the importance of thoroughly reviewing all relevant documentation, including ongoing case notes when assessing risk. They have also emphasised the need to create meaningful support plans that are actioned and fully implemented before initiating the closure of the ACCT.

Thank you again for bringing your concerns to my attention. I trust that this response provides assurance that action has been taken to address these matters.

Yours sincerely,

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Director General of Operations