



3 1 MAR 2026



OFFICIAL

Darren Stewart OBE, HM Area Coroner
HM Coroner's Court
Beacon House
White House Road
Ipswich
Suffolk IP1 5PB

HMP/YOI Norwich
Knox Road
Mousehold
Norwich
Norfolk
NR1 4LU

Tel : 01603 708626

Date : 27 March 2026

Dear Sir,

Your ref: 01086-2024

I write in response to your Regulation 28 letter which emanates from your inquest into the death of Paul Christopher Thomson.

You raised four matters of concern and requested that I respond by April 3rd 2026.

First Concern

The evidence received at Inquest indicated that inadequate arrangements existed at HMP Norwich to provide for the release of prisoners in receipt of mental health care during out of hours periods.

In line with procedures in place at HMP Norwich, Mr Thompson should have been seen by the mental health team treating him so that appropriate arrangements could be put in place for follow up care and treatment in the community.

This did not occur.

My Response

Mental Health care in HMP Norwich is provided, through an NHS contract, by the Norfolk and Suffolk Foundation Trust. That contract provides cover from 0800 hrs until 1900 hrs on weekdays and on the day of Mr Thompson's discharge from our prison, a Thursday, NSFT fulfilled their contract. Primary Healthcare again provided by an NHS contract is on site 24 x 7 and is supplied by Healthcare Resourcing Group (HCRG) who should see all prisoners on arrival and on discharge.

NSFT do not routinely see prisoners on discharge unless they are of the utmost high level of concern. Our Administrators did send an email to the NSFT functional mailbox at 1633 hrs advising that Paul Thompson was cleared for immediate release. As he was not a high level concern NSFT did not attend the discharge unit. The administrator who sent that timely message would not have known that Mr Thompson was talking of suicide to the Custodial Manager in the discharge unit.

I am assured by the onsite NSFT manager that if their operative, who was on duty that evening, had been advised of this fact, he would have attended immediately.

The contract that the NHS has agreed with NSFT does not require NSFT to attend the discharge unit and thus sign off on a patient such as Paul Thompson. Paul's discharge procedure was always to be overseen by the duty nurse employed by HCRG. Unfortunately the Custodial Manager in charge of the prisoner's passage to release, inexplicably failed to present Mr Thompson to the nurse and thus he was discharged without any medical clearance.

In our local discussions, convened to respond to your Regulation 28 letter, we sought to improve our response to the advantage of those prisoners who were currently on the caseload of NSFT at the point of discharge, whether of high concern or otherwise.

A pilot initiative was agreed, and is now in operation, such that a flag on the SystmOne medical record, will be seen by the HCRG discharging nurse. That flag alerts the nurse to the fact that the prisoner being discharged is currently on the caseload of NSFT. The HCRG nurse will immediately call the NSFT duty person to the discharge unit to sign off the patient for release. This of course can only work from 0800 hrs until 1900 hrs.

Outside these hours, the role of medically discharging a prisoner falls as ever, to the HCRG who are on hand 24x7, and who do have the contractual responsibility to cover this important process.

Second Concern

The mental health team treating Mr Thompson were only made aware of the fact that he had been released when it was mentioned the following day during a general staff briefing.

My Response

Every morning HCRG and when possible in conjunction with NSFT, hold a briefing session to discuss their patients. The NSFT member attending the briefing on 12th July was not aware that Mr Thompson had been released.

However an email timed at 1633 hrs the previous afternoon had been sent to the NSFT functional mailbox. The email is attached at Annex A to this response and shows recipients as [REDACTED] and [REDACTED]. This email, even if opened by NSFT, would not have in itself resulted in the practitioners attending the discharge unit. Paul was not at that time considered to be a priority patient requiring any level of attendance from NSFT. However they were advised in timely fashion of the fact that he was to be discharged from the Prison on that day.

Third Concern

Mr Thompson was not given clear information around when to report to Probation Services, nor were Probation Services advised in a timely manner of Mr Thompson's release. Probation office in Durham had no knowledge of him or the fact of his release.

My Response

I attach at Annex B to this correspondence a copy of the licence given to Mr Thompson as part of his discharge procedure from HMP Norwich. It is dated 11th July 2024 and is signed by Paul Thompson.

Your attention is drawn to section 4 of the licence which states On release from prison you must report without delay to Duty Officer

Durham Probation Office
Framwell House
Framwell Gate
Durham DH1 5SU at 10.00 on 12/07/2024

Mr Paul Thompson did exactly that.

I attach at Annex C an email sent from HMP Norwich to Durham Probation at 1702 hrs on 11th July 2024. The message clearly tells Durham Probation at Framwell House that Mr Paul Thompson will be reporting to the Duty Officer at 10am on 12th July 2024. They attached the important issue of his DV restraining order and a copy of his signed release licence.

I note for your information that I have tasked my in-house Senior Probation Officer to compile a telephone list of active numbers, one for each Probation Area across England and Wales. This will in future days allow my administrators to supplement any email correspondence with a live call alerting our Probation colleagues to the relevant event. In the case of Mr Paul Thompson a Durham Probation number dialled at or shortly before 5pm was not answered. Clearly the incoming e-mail was not processed through to the Duty Officer before Paul arrived at Framwell House at 10am as directed by his discharge licence from HMP Norwich.

Fourth Concern

However I am concerned that the evidence heard at Mr Thompson's Inquest reveals shortcomings in the internal passage of information at HMP Norwich concerning the release of prisoners in receipt of mental health care and treatment, particularly those who have expressed recent suicidal ideation. In addition, I am concerned as to the adequacy of information to the Probation Service relating to the release of prisoners from custody.

In another case these failures may give rise to a risk of death.

My Response

Cross referencing with my reply at Concern 1, I hope that your request for urgent improvement regarding the discharge care for patients actively supported by NSFT has been improved from 0800 to 1900 hrs Monday to Friday.

Our pilot referral and Mental Health In-Reach attendance procedures are now running with the goodwill and understanding of our partners from HCRG and NSFT. After 4 months, we will be in a position to evaluate if the additional support being delivered by NSFT is such that an amendment to contract is thought reasonable. If the extra effort is deliverable without such, it is to be hoped that NSFT will continue to support in that vital manner until contract renewal arises. Thereafter their commercial arm will have to consider their position. It is my consideration that the additional workload will be without significance and I am most grateful for the willingness of NSFT to close this shortfall in the interim period. Outside of the contract hours set for NSFT, the HCRG nurses are fully competent at dealing with all matters of support for men being discharged from HMP Norwich. Such are the nature of our Healthcare Contracts drawn up by NHS England and put out to tender to the private sector. I do believe that we are well covered to support the clientele leaving us, but my Custodial Manager was at fault in this case.

On the evening of 11th July, the Operational Manager on duty in the discharge procedure made a significant mistake by not referring the suicidal ideation of Mr Paul Thompson to either NSFT or the Primary Healthcare provider HCRG. This is quite an unthinkable error and cannot be explained away. In fact he totally by-passed Mr Thompson's healthcare discharge.

Now it comes to pass that in the interim period between Mr Thompson's discharge and my writing this letter, that the National Prison Service has been grappling with the long-standing problem of Releases in Error i.e. releasing a prisoner from secure custody when he should still be detained.

In tackling that issue, all Prison Discharges are now signed off by two custodial managers and not just one. The dual aspect of checking and rechecking, quite independently of each other, as far as practically possible reduces the likelihood of the discharge going through my final gate without due medical procedures taking place. It is fortunate in assisting me to address your concern and I hope that you can accept my re-assurance on this matter that such human error should not re-occur at HMP Norwich, given the double checks now in vogue.

Your final concern here was about our communication with Durham Probation. I trust that I have fully covered that issue in my response to your third concern. However I attach an email sent by my PA [REDACTED] to the same email address used by my staff on 11th July 2024. The response says Delivered: Durham Probation Office Email address. Both of these e-mails to and from Framwell House are attached at Annex D and thankfully confirm that HMP Norwich staff two years ago were using the correct email address for their timely communication with Durham Probation.

It is clear that there were some important issues for me to consider following your Regulation 28 letter. I hope that I have addressed them all and that you are content with our positive follow up actions. I believe all the necessary actions to allay your concerns sat within my domain as Governor of HMP Norwich and no issues have been raised by me above establishment level, although I will send a copy of this letter to my Prison Group Director.

I remain totally open to any follow up you may require or further advice that you may wish to offer. I note the list of persons to whom this letter may be sent and enclose my most sincere condolences to the family of Paul Thompson.

Yours sincerely

[Redacted Signature]

[Redacted Name]
Governor
HMP Norwich

cc: BCN Prison Group Director
Head of HCRG Care Group
Specialist Service Manager, Norfolk & Suffolk Foundation Trust

This e-mail - and any attachment(s) - is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail. Internet e-mail is not a secure medium. Any reply to this message could be intercepted and read by someone else. Please bear that in mind when deciding whether to send material in response to this message by e-mail. This e-mail (whether you are the sender or the recipient) may be monitored, recorded and retained by the Ministry of Justice. E-mail monitoring / blocking software may be used, and e-mail content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding e-mails and their contents.

From: [Redacted]

Sent: 11 July 2024 16:33

[Redacted] .uk>; [Redacted]

Subject: Immediate Release - [Redacted] Paul Thompson

Good evening,

The above is an immediate release, he has no discharge grant but will need a travel warrant to Durham via Bury St Edmunds.

Regards

[Redacted]

Offender Management Unit
His Majesty's Prison and Probation Service
HMP Norwich
Knox Road,
NORWICH.
Norfolk.
NR1 4LU.



[Redacted]

We see the person, not the prisoner.



****OFFICIAL****

This e-mail - and any attachment(s) - is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail. Internet e-mail is not a secure medium. Any reply to this message could be intercepted and read by someone else. Please bear that in mind when deciding whether to send material in response to this message by e-mail. This e-mail (whether you are the sender or the recipient) may be monitored, recorded and retained by the Ministry of Justice. E-mail monitoring / blocking software may be used, and e-mail content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding e-mails and their contents.

LICENCE AND NOTICE OF SUPERVISION

Criminal Justice Act 2003

NORWICH (HMP & YOI)

01603 708600



Name: PAUL THOMPSON

1. Under the provisions of Chapter 6 of the Criminal Justice Act 2003 you are being released on licence followed by a post-sentence supervision period. The relevant purposes of each type of supervision are explained in the sections below.
2. Your supervision on licence commences on 11/07/2024 and expires on 21/08/2024 unless this licence is previously revoked.
3. Your post-sentence supervision period commences on 21/08/2024 and expires on 11/07/2025.
4. On release from prison (including, if applicable, any release from detention under the Immigration Act 1971 during the currency of your licence, whether or not leave has been granted for you to remain in the United Kingdom), unless otherwise directed by your supervising officer, you must report without delay to:
Duty Officer

As Specified Below

At a location specified by your supervising officer

Durham Probation Office

Framwell House

Framwell gate

Durham DH1 5SU

At 10:00 on 12/07/2024

Licence Period

5. The objectives of the licence period are to (a) protect the public, (b) prevent re-offending and (c) help you to resettle successfully into the community. You must place yourself under the supervision of whichever supervising officer or social worker is nominated for this purpose from time to time.
6. During your licence period you must:
 - i. Be of good behaviour and not do anything which could undermine the purposes of the licence period;
 - ii. Not commit any offence;
 - iii. Keep in touch with the supervising officer in accordance with any instructions given by the supervising officer;

LICENCE TYPE = "PSS_AP"

****OFFICIAL****

This e-mail - and any attachment(s) - is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail. Internet e-mail is not a secure medium. Any reply to this message could be intercepted and read by someone else. Please bear that in mind when deciding whether to send material in response to this message by e-mail. This e-mail (whether you are the sender or the recipient) may be monitored, recorded and retained by the Ministry of Justice. E-mail monitoring / blocking software may be used, and e-mail content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding e-mails and their contents.

[Redacted]

Sent: 11 July 2024 17:02

[Redacted]

Subject: Immediate release - Paul Thompson A1815FD

Good evening,

The above prisoner has been released this evening after a time served sentence at court.

He has an address in Durham and has been given a travel warrant to return there this evening.

We have issued a basic licence for him with instructions to attend the Duty Officer at Durham probation tomorrow morning at 10am.

I have attached a copy of his register from court as he has a restraining order for DV, and a copy of his signed licence, which can be amended by yourselves as needed.

Kind regards

[Redacted]

Offender Management Unit
His Majesty's Prison and Probation Service
HMP Norwich
Knox Road,
NORWICH.
Norfolk.
NR1 4LU.



HM Prison &
Probation Service



[Redacted]

We see the person, not the prisoner.

****OFFICIAL****

This e-mail - and any attachment(s) - is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail. Internet e-mail is not a secure medium. Any reply to this message could be intercepted and read by someone else. Please bear that in mind when deciding whether to send material in response to this message by e-mail. This e-mail (whether you are the sender or the recipient) may be monitored, recorded and retained by the Ministry of Justice. E-mail monitoring / blocking software may be used, and e-mail content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding e-mails and their contents.

[Redacted]

[Redacted]

Sent: 19 March 2026 14:41
To: Durham.FramwellHouse.Reception1
Subject: Durham Probation Office Email Address

Tracking: **Recipient** **Delivery**
Durham.FramwellHouse.Reception1 Delivered: 19/03/2026 14:41

Good afternoon,

Please could you confirm that this is the correct email address for Durham Probation Office.

Many Thanks

Kind Regards

Sheryl

Sheryl Knights
PA to Governor Declan Moore
HM Prison and Probation Service
HMP/YOI Norwich
Knox Road
Norwich
Norfolk
NR1 4LU

Telephone: 01603 708626
Email: sheryl.knights@justice.gov.uk



We see the person, not the prisoner.

****OFFICIAL****

This e-mail - and any attachment(s) - is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail. Internet e-mail is not a secure medium. Any reply to this message could be intercepted and read by someone else. Please bear that in mind when deciding whether to send material in response to this message by e-mail. This e-mail (whether you are the sender or the recipient) may be monitored, recorded and retained by the Ministry of Justice. E-mail monitoring / blocking software may be used, and e-mail content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding e-mails and their contents

From: Microsoft Outlook
To: Durham.FramwellHouse.Reception1
Sent: 19 March 2026 14:41
Subject: Delivered: Durham Probation Office Email Address

Your message has been delivered to the following recipients:

Durham.FramwellHouse.Reception1 (Durham.FramwellHouse.Reception1@justice.gov.uk)

Subject: Durham Probation Office Email Address