



HM Prison & Probation Service

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Coroner ME Hassell
Senior Coroner
Inner North London
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30 June 2026

Dear Coroner Hassell

REGULATION 28 REPORT TO PREVENT FUTURE DEATHS: RICKIE POON

Thank you for your Regulation 28 report of 30 March 2026 addressed to the Governor of HMP Pentonville following the inquest into the death of Rickie Poon at HMP Pentonville on 13 March 2025. I am responding on behalf of His Majesty's Prison and Probation Service (HMPPS).

I know that you will share a copy of this response with the family of Mr Poon, and I would 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 relating to the management of Assessment Care in Custody and Teamwork (ACCT) process at HMP Pentonville, specifically the consistency and implementation of the process and the training of staff.

You rightly recognise the changes that have been made at Pentonville, including significant improvements to the management of ACCT processes which continue to be driven forward by a committed Safety team.

You will be aware that ACCT is the key tool by which staff manage and support those at risk of suicide or self-harm in custody. All newly recruited prison officers receive a full day of training on suicide and self-harm prevention as part of their initial prison officer training, which includes the ACCT process. A continuous learning approach is taken, and locally, HMP Pentonville has re-introduced the "Pentonville Speed School", which is an initiative that

provides staff with bitesize training sessions in key subject areas. The local safety team work in conjunction with the school to deliver training on self-harm and suicide prevention measures to officers, providing continuous learning and upskilling.

Further to this work, all ACCT Case Coordinators have now completed refresher training delivered by the London Group Safety Team, which included one to one sessions, and have also received additional upskilling from the National Safety Support Team. All newly promoted Senior Officers are automatically enrolled onto the national Case Review training to ensure that those undertaking this important role receive timely training.

The establishment has implemented a structured and robust ACCT Quality Assurance (QA) framework, designed to provide oversight across the full lifecycle of an ACCT, developed in line with national guidance and local risk. The QA framework comprises four linked checks, providing end-to-end assurance, directly addressing the concerns you raise.

All newly opened ACCTs are subject to a quality check on the following working day, focusing on the rationale for opening the ACCT, the quality of the initial risk assessment and checking that the required documentation is complete and clear. This check, also sent to a Governor-grade, provides early senior reassurance that the ACCT has been opened appropriately and that immediate risks have been identified and addressed.

The quality of first ACCT case reviews is subject to targeted sampling, with 10% of these checked by Residential Managers and Safety Managers, and findings shared with the Safety Floor Walkers, and feedback provided directly to staff, including upskilling and clarification where required. This mechanism ensures early identification of poor practice and supports staff learning, addressing concerns about delayed recognition of weaknesses in ACCT case management.

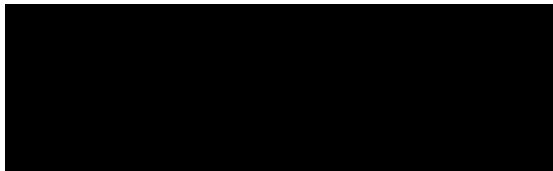
Ongoing ACCT reviews are subject to further assurance by the Floor Walkers, looking at the quality and frequency of reviews, evidence of meaningful engagement, risk escalation and management and the relevance and effectiveness of care plans.

Where concerns are identified, support and corrective action are provided promptly, including staff identified as not meeting the required standard are directed to undertake refresher training to ensure competence and compliance with ACCT procedures. Good practice and learning are shared with managers, and emerging risks are escalated where appropriate.

A final administrative compliance check is undertaken, with all ACCT documentation subject to checks by Safety Administration staff, ensuring that documentation is complete, accurate and up to date, and compliant with national ACCT requirements.

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

Yours sincerely,



Interim Director General Prisons