

Ms ME Hassell
Senior Coroner
Inner North London
St Pancras Coroner's Court
Camley Street
London
N1C 4PP
1st May 2026

Dear Senior Coroner Hassell,

Prevention of future deaths report following the inquest into the death of Peter Campbell (died 8 October 2024)

I refer to the Regulation 28, Prevention of Future Deaths report (“PFD report”) report, dated 11 March 2026, sent by you following the inquest into the death of Mr Campbell at HMP Pentonville. The PFD report was sent to the Chief Executive, HM Prison and Probation Service (HMPPS) Ministry of Justice, Governing Governor at HM Prison Pentonville, the Chief Executive at Practice Plus Group (PPG) and myself, Chief Executive at Phoenix Futures.

In the first instance, we would again like to offer our sincere condolences to Mr Campbell’s family. Every death in custody is a tragedy, and we remain committed to supporting people accessing services in ways that help prevent circumstances such as those that led to Mr Campbell’s passing.

Phoenix Futures is a charity dedicated to supporting people with a wide range of challenges. This commitment underpins all aspects of our work. Phoenix Futures operates in partnership with other agencies, both within prison settings and in the community.

A supplementary statement from the Service Manager was submitted during the inquest that captured many of the issues raised in the report. As a learning organisation, we remain committed to reflecting further on the concerns identified in the PFD report.

The PFD highlighted the following points (summarised):

Concern one: Failure to review SystemOne records in advance of providing harm minimisation advice

SystemOne is the healthcare record system used by both PPG and Phoenix Futures at HMP Pentonville. Recovery Workers joining Phoenix Futures receive SystemOne training from their line manager during their first week, supported further through shadowing with experienced colleagues. Additional guidance is also provided in the Recovery Worker Handbook.

Working alongside experienced colleagues provides new colleagues with practical support in navigating systems such as SystmOne. Phoenix Futures staff also have access to an IT support line if needed.

Our process was, and remains, that wherever possible staff check SystmOne records before supporting people accessing services. There are occasions where records cannot be viewed by way of example where prison officers ask a Recovery Worker to review another person or if they require urgent support. In other words, there are circumstances where, because of the urgency of a request, it is not possible to consult the records.

As soon as the above concern was raised by the Learned Coroner, we immediately reminded all Recovery Workers to check SystmOne before visiting people accessing services to ensure they are aware of any recent incidents or changes in care needs. This reminder will be reinforced during upcoming team meetings and will continue to be communicated every six months and, supported through supervision as per our protocol.

As outlined above, there will, however, be occasions when a Recovery Worker cannot review SystmOne beforehand.

Concern two: Conducting the consultation through the cell door, in the presence of a cellmate.

Concern three: Having meaningful conversation regarding substance misuse, including attempts at persuasion.

Phoenix Futures is committed to continuous learning and to developing best practice that safeguards the wellbeing of both people who access services and our colleagues. Whether a cell door is opened is not a decision that Phoenix Futures make, Phoenix Futures are not permitted to carry cell keys. Additionally, within the prison environment it is commonplace for a variety of disciplines; Chaplain, Iman, Education and civilians, to speak to prisoners through their door.

Before offering any guidance or support to a person accessing services, an assessment of risk must be carried out. If that person appears to be under the influence, the prison guidelines dictate that the cell door will not be opened furthermore Recovery Workers are not expected to place themselves in situations that could compromise their safety. We also recognise that many of our colleagues are female, and this must be factored into any assessment of risk.

Substance use within a prison environment is complex, and every person presents differently. As such, Phoenix Futures relies on Recovery Workers to complete a dynamic, multifactorial risk assessment that considers both the needs of the service user and their own personal safety.

In response to the Coroner's concern and within the regime of the prison, the importance of these points will be reinforced in team meetings.

There will be occasions when, for the safety of staff, consultations must be conducted through the cell door. This may occur when the prison regime does not permit cell doors to be opened or when staff determine, following a risk assessment, that it would not be safe to conduct the intervention otherwise

Mr Campbell was seen during an unscheduled care visit, where the Recovery Worker is temporarily removed from their usual key-working duties to focus on supporting individuals who require more urgent harm-reduction advice.

A new Recovery Worker does not join the unscheduled care rota until they have been signed off as competent to work independently. The timeframe for this can vary depending on the individual's capability and previous experience but typically occurs within a few months.

Unscheduled care is a vital part of Phoenix Futures' service. It forms part of the immediate response when a person has taken a substance or following a code blue incident. It refers to immediate, unplanned intervention following suspected drug use or overdose. Its purpose is to provide rapid response and harm-reduction advice, often bridging gaps between scheduled treatment. These visits may be undertaken by a Recovery worker who is not previously known to the service user.

The main focus during unscheduled care should be on providing essential harm-minimisation guidance, while more comprehensive advice is best delivered during scheduled appointments. Harm minimisation underpins all interactions and evidence shows that the brief harm minimisation interventions that explain the risk of drug use and how to minimise risks are persuasive in reducing harm. At certain points such as unscheduled care it should be a key focus, whilst during planned care, due to the structured nature, a broader range of interventions can also be employed.

The above is provided by way of context, and to highlight the manner in which Unscheduled Care is provided by Phoenix Futures.

Summary

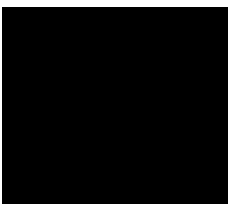
Phoenix Futures remains deeply saddened by the circumstances surrounding Mr Campbell's passing. We have reflected, and continue to reflect, on the events leading up to his death.

As outlined in the supplementary statement submitted during the inquest, Phoenix Futures not only promptly identified the necessary learning points and implemented changes where required. We hope these improvements provide strong assurance that the actions taken will be not only be implemented but will be sustained in the long term.

We hope the above sets out the complex nature of assessments our colleagues undertake on a daily basis, and crucially that every individual person who accesses services is unique in their presentation.

We hope that this response gives the Coroner assurance that these matters are taken extremely seriously by Phoenix Futures and demonstrates our commitment to learn and provide the best services possible.

Yours Sincerely



Chief Executive- Phoenix Futures