

Bringing service to life

serco

Jacqueline Lake
HM Senior Coroner
Norfolk Coroner's Service
69-75 Thorpe Road
Norwich
Norfolk NR1 1UA

12 FEB 2015

Serco UK & Europe
Enterprise House
11 Bartley Wood Business Park
Bartley Way
Hook
RG27 9XB
United Kingdom

T: [REDACTED]
F: [REDACTED]
[REDACTED]
www.serco.com

Our reference: [REDACTED]

11 February 2015

Dear Madam,

**RE: REGULATION 28 REPORT TO PREVENT FUTURE DEATHS
MR DARREN WRIGHT (DECEASED)**

We refer to the above regulation 28 report which was sent to the Chief Executive of Serco Plc, Mr Rupert Soames. Mr Soames has requested me to respond to the letter on his behalf.

Whilst at the time of Mr Wright's unfortunate death Serco was the healthcare provider at HMP Norwich, as from 1st April 2014 all responsibility for delivery of healthcare services passed to Virgin Care. Accordingly, Serco no longer have any involvement in service delivery at HMP Norwich.

We note the MATTERS OF CONCERN:-

- (1) On receiving Code Blue notification the Staff Nurse did not know where to go and had to call on her radio to be found and then taken to the cell.
- (2) The Prison Officers attending Mr Wright had not had recent CPR training. It is understood that due to a lack of resources, CPR training has had to be allocated to certain members of staff only. This will result in gaps in CPR-trained Officers available and able to attend emergencies.

As stated above, Serco does not provide any services to HMP Norwich (either custodial or healthcare). Therefore, the company has no power to implement these recommendations at HMP Norwich. However, we note that the Regulation 28 report has been sent to HMP Norwich and Virgin Care Limited and these parties do have power to implement the recommendations.

As Serco was an Interested Party, the recommendations made will be taken forward and used to aid learning and to effect continuous improvement as part of Serco's Safer Custody commitment.

We hope that this assures you of Serco's commitment to ensure the health, safety and welfare of prisoners, and to prevent future deaths.

Yours faithfully
For Serco Limited

[REDACTED]
[REDACTED]

Associate General Counsel

c.c. HMP Norwich
Virgin Care Limited