

**ANNEX A: EMAILS RELATING TO THE HMI PRISONS INVESTIGATION OF THE COMPLAINT AGAINST  
THE CHIEF COMMUNICATIONS OFFICER**

**1. EMAIL A (as per your request, we have not attached the emails from you to HMIP)**

**From:** Buchanan, Barbara (HMI Prisons)  
**Sent:** 25 March 2019 14:28  
**To:** Hopper, Louise <Louise.Hopper@hmiprisons.gov.uk>  
**Subject:** Mark Leech correspondence

Louise

See attached e-mails from Mark Leech

- (1) In response to John's e-mail (entitled Re: Chief Inspector)
- (2) Complaint e-mail to Peter
- (3) Follow up complaint e-mail to Peter
- (4) FOI request

*Barbara*

Barbara Buchanan  
PA to Peter Clarke CVO OBE QPM  
HM Chief Inspector of Prisons

3<sup>rd</sup> Floor, 10 South Colonnade  
Canary Wharf  
London  
E14 4PU

Tel: 020 3334 0353  
E-mail: [barbara.buchanan@hmiprisons.gov.uk](mailto:barbara.buchanan@hmiprisons.gov.uk)  
[www.justiceinspectorates.gov.uk/hmiprisons](http://www.justiceinspectorates.gov.uk/hmiprisons)

**2. EMAIL CHAIN B**

**From:** Buchanan, Barbara (HMI Prisons)  
**Sent:** 26 March 2019 11:30  
**To:** Hopper, Louise <Louise.Hopper@hmiprisons.gov.uk>  
**Subject:** RE: Mark Leech correspondence

OK.

*Barbara*

**From:** Hopper, Louise  
**Sent:** 26 March 2019 11:22  
**To:** Lomas, Martin (HMI Prisons) <martin.lomas@hmiprisons.gov.uk>; Clarke, Peter <Peter.Clarke@hmiprisons.gov.uk>  
**Cc:** Young, Lesley (HMI Prisons) <Lesley.Young@hmiprisons.gov.uk>; Buchanan, Barbara (HMI Prisons) <barbara.buchanan@hmiprisons.gov.uk>  
**Subject:** RE: Mark Leech correspondence

Thanks, Martin.

**Barbara** – if Peter agrees, are you ok to draft a short reply on behalf of Peter, saying that we have received his email and complaint, we will follow up and provide a substantive response within two weeks / ten working days. We need to send this within 5 working days of receiving his email, so I think that's Thursday?

Thank you,

Louise

Louise Hopper | Head of Secretariat | HM Inspectorate of Prisons | 3<sup>rd</sup> Floor, 10 South Colonnade, Canary Wharf, London E14 4PU | 07870 822 281 | Email: louise.hopper@hmiprisons.gov.uk

**From:** Lomas, Martin (HMI Prisons)  
**Sent:** 26 March 2019 07:36  
**To:** Hopper, Louise <Louise.Hopper@hmiprisons.gov.uk>; Clarke, Peter <Peter.Clarke@hmiprisons.gov.uk>  
**Cc:** Young, Lesley (HMI Prisons) <Lesley.Young@hmiprisons.gov.uk>; Buchanan, Barbara (HMI Prisons) <barbara.buchanan@hmiprisons.gov.uk>  
**Subject:** RE: Mark Leech correspondence

Yes, thank you for the update. I concur.

m

Martin Lomas  
Deputy Chief Inspector of Prisons.

HM Inspectorate of Prisons  
3<sup>rd</sup> Floor  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU

Tel: 0203 334 0352  
Mobile: 07802 703264  
martin.lomas@hmiprisons.gov.uk

**From:** Hopper, Louise  
**Sent:** 25 March 2019 18:33  
**To:** Clarke, Peter <Peter.Clarke@hmiprisons.gov.uk>; Lomas, Martin (HMI Prisons) <martin.lomas@hmiprisons.gov.uk>

**Cc:** Young, Lesley (HMI Prisons) <Lesley.Young@hmiprisons.gov.uk>; Buchanan, Barbara (HMI Prisons) <barbara.buchanan@hmiprisons.gov.uk>  
**Subject:** FW: Mark Leech correspondence

Peter, Martin,

Many thanks to Barbara for collating the recent emails / FOI requests from Mr Leech. I have refreshed my knowledge of the HMIP complaints procedure (below, copied from our website) and think we probably need to do the following given that Mr Leech has framed this as a formal complaint:

- Reply to him within 5 working days to acknowledge receipt of his letter / complaint and explain that we will follow up and send him a substantive reply within 10 working days
- I should have a meeting with John to discuss
- Peter could then reply to Mr Leech saying that John's line manager has – in consultation with you – followed up with John [and any outcome of the discussion]

Lesley / Barbara – could you advise on the avenues for further complaint? It looks like we might need to include that.

If you are both content, I will arrange to meet John and Barbara / I can prepare a response to Mr Leech.

Thanks,

Louise

## **Principles**

All complaints against HM Inspectorate of Prisons will be dealt with according to the following principles:

- all complaints will be treated seriously
- all complaints will be treated in a fair, consistent and even-handed manner
- any investigations will be conducted appropriately and thoroughly, by someone who is not the party complained about
- we will respond speedily, courteously and in writing to all complaints
- we will make clear if there are any remaining avenues for further complaint

## **The process**

If you have a complaint, you should set it out in writing, within a reasonable time of the matter complained about, and either email it or post it to:

HM Inspectorate of Prisons  
3rd floor

10 South Colonnade  
Canary Wharf  
London  
E14 4PU

Email: [hmiprisons.enquiries@hmiprisons.gsi.gov.uk](mailto:hmiprisons.enquiries@hmiprisons.gsi.gov.uk)

We aim to respond to you acknowledging receipt of your complaint within five working days.

This reply will specify, if necessary, how long it will be before a more substantive reply will be provided. If you remain dissatisfied with our response, we will make clear the avenues for further complaint.

Louise Hopper | Head of Secretariat | HM Inspectorate of Prisons | 3<sup>rd</sup> Floor, 10 South Colonnade, Canary Wharf, London E14 4PU | 07870 822 281 | Email: [louise.hopper@hmiprisons.gov.uk](mailto:louise.hopper@hmiprisons.gov.uk)

**From:** Buchanan, Barbara (HMI Prisons)  
**Sent:** 25 March 2019 14:28  
**To:** Hopper, Louise <[Louise.Hopper@hmiprisons.gov.uk](mailto:Louise.Hopper@hmiprisons.gov.uk)>  
**Subject:** Mark Leech correspondence

Louise

See attached e-mails from Mark Leech

- (5) In response to John's e-mail (entitled Re: Chief Inspector)
- (6) Complaint e-mail to Peter
- (7) Follow up complaint e-mail to Peter
- (8) FOI request

*Barbara*

Barbara Buchanan  
PA to Peter Clarke CVO OBE QPM  
HM Chief Inspector of Prisons

3<sup>rd</sup> Floor, 10 South Colonnade  
Canary Wharf  
London  
E14 4PU

Tel: 020 3334 0353  
E-mail: [barbara.buchanan@hmiprisons.gov.uk](mailto:barbara.buchanan@hmiprisons.gov.uk)  
[www.justiceinspectorates.gov.uk/hmiprisons](http://www.justiceinspectorates.gov.uk/hmiprisons)

### 3. EMAIL CHAIN C

**From:** Buchanan, Barbara (HMI Prisons)  
**Sent:** 28 March 2019 08:31  
**To:** Hopper, Louise <Louise.Hopper@hmiprisons.gov.uk>  
**Subject:** FW: Complaint: Email from John Steele

Louise

To see further from Mr Leech.

*Barbara*

**From:** Mark Leech [mailto:mark.personal@markleech.com]  
**Sent:** 27 March 2019 05:38  
**To:** Buchanan, Barbara (HMI Prisons) <barbara.buchanan@hmiprisons.gov.uk>  
**Cc:** Clarke, Peter <Peter.Clarke@hmiprisons.gov.uk>  
**Subject:** Complaint: Email from John Steele

Please forward the following to the person dealing with my complaint of misconduct against John Steele

I have now seen the FOI response to my request for a copy of the Code of Conduct (CoC).

The CoC I have been referred to states that this is a 'Guide for Inspectors', but I am assuming that the CoC relates to all HMIP staff and not just Inspectors.

If I am wrong in this please advise.

On the assumption that the CoC applies to all HMIP, and in respect of my complaint re John Steele, I wish to add the following points to my complaint.

Page 28 of the CoC requires, among other things, that HMIP staff are expected to:

- always act in a way that is professional and that inspires confidence in those you deal with
- treat everyone with respect and work to the values of HMI Prisons - aggressive, intimidating or bullying behaviour will not be tolerated in any form

In his email to me, which was completely unsolicited and came from an official justice.gov.uk email account rather than a personal one (showing it was written in a professional not personal capacity) John Steele behaved in a manner that - in the words of the CoC - was unprofessional and, insofar as he used terms identical to those used by the Inspectorate in their Inspection Reports, Mr Steele did not inspire confidence in the Inspectorate.

On the contrary by using such terms he belittled the Inspectorate, demonstrated a complete disregard for the affect this would have on the way the Inspectorate was perceived by members of the Public like myself.

Further his email showed a complete lack of respect to me as an accredited journalist.

In so doing he specifically breached the terms of the CoC that applies to him.

I would also like to add this as an aside.

For the best part of 20 years I have had a very good working relationship with the incumbent Chief Inspector of Prisons, and also whoever happened to be their Chief Communications Officer.

However, following the appointment of Peter Clarke that relationship immediately soured when I was critical of his appointment.

The post of 'Chief Communications Officer' - a name that over-eggs what is really a Press Officer in an Office of one - is currently occupied by John Steele.

That position was never advertised, Mr Steele was 'parachuted in' having worked with Peter Clarke at New Scotland Yard.

That failure to advertise the post and parachute someone in is, I believe, at the root of a too-cosy relationship that is unprofessional between the Chief Inspector and Mr Steele, and causes Mr Steele to believe he can get away with breaching the CoC in the manner he did with his unsolicited, disrespectful, email to me, for the reasons already stated.

Given that the resolution of any complaint should involve knowing what the complainant requires, I wish to make clear that I expect:

- disciplinary action to be taken for this breach of the CoC against Mr Steele
- to receive a full apology from Mr Clarke, on behalf of the Inspectorate, and also John Steele himself for having written the email that gave rise to it.

Yours sincerely

Mark Leech

On 26/03/2019 23:28, Buchanan, Barbara (HMI Prisons) wrote:  
Dear Mr Leech

Thank you for your e-mails to Peter Clarke sent on 21 March which included a formal complaint of misconduct.

This e-mail is to confirm receipt of the complaint and to let you know that this will be followed up and you will be provided with a substantive response within two weeks.

Regards,

Barbara

Barbara Buchanan

PA to Peter Clarke CVO OBE QPM

HM Chief Inspector of Prisons

3<sup>rd</sup> Floor, 10 South Colonnade

Canary Wharf

London

E14 4PU

Tel: 020 3334 0353

E-mail: [barbara.buchanan@hmiprisons.gov.uk](mailto:barbara.buchanan@hmiprisons.gov.uk)

[www.justiceinspectorates.gov.uk/hmiprisons](http://www.justiceinspectorates.gov.uk/hmiprisons)