

RESTRICTED



FAO: HM Senior Coroner
Caroline Beasley-Murray

Our Ref: FS 1532/16
Your Ref:

H.M Coroners Office
County Hall, A Block
Victoria Road South
Chelmsford
Essex CM1 1QH

08 November 2017

Dear Madam

Terence Pimm (deceased): Report to Prevent Future Deaths

In response to your Regulation 28 report to prevent future deaths dated 14th August 2017 I confirm as follows;

Call handling and record-keeping at the police custody suite

Essex Police have taken the following action;

- The Essex Police switchboard operators have been instructed to refer telephone calls from the public concerning matters that do not concern a person in custody at the time of the call through to the Force Control Room (FCR) and not a custody suite.
- Managers and staff working within custody suites have been advised that (i) only Essex Police personnel are to answer the telephones in custody, (ii) if non custody staff do answer the custody telephones they are to bring any relevant information concerning a detainee to the attention of custody staff for inclusion onto the custody record and (iii) any telephone calls received in custody which do not concern a detainee in that that custody suite at that time are to be transferred to FCR either as an emergency or non-emergency. This instruction is also set out in writing and placed within the custody suites.

The sufficiency of guidance and training to police call handlers as to whether an individual is, objectively, at an 'immediate' risk

As part of their training FCR staff have a presentation on the threat harm and risk assessment process (known as THRIVE) to be applied for each 'new' call they receive and on receipt of new information concerning previous calls. In response to the issues raised during the Inquest touching upon the death of Mr Pimm this training has been supplemented with an additional section covering the issue of immediacy. The additional training highlights the nature of the risks that can arise when a call is received regarding a concern for welfare and the importance of addressing those concerns with appropriate immediacy, or if unsure to seek advice.

The sufficiency of information sharing and co-ordination between the police, Hospital Trust and probation service

Essex Police have taken the following action;

- Essex Police has written to the Essex and Essex Community Rehabilitation Company concerning the outcome of the Inquest; *"Given the recommendations, could we please ask you to consider implementing a process to ensure that if your staff become aware they are meeting with persons they know to be 'wanted', Essex Police are notified. In an emergency please call 999, but in all other circumstances please call 101. This will enable Essex Police to conduct a risk assessment, and take action as necessary in the hope of avoiding future deaths. "*
- Information Sharing Agreements, including Standard Operating Procedures, between Essex Police and our partners in Health are currently being developed. The final drafts were submitted to the Health lead on the 1st September and a meeting is scheduled to take place on 23rd November 2017. *One of the proposed Standard Operating Procedures includes provision for Health to make a request for information to Essex Police (or vice versa) "where Health Professionals are working with a patient or planning to work with a patient and it is identified that the police are likely to hold information relating to the patient, which would indicate they pose a risk of serious harm to:*

Themselves.

Another patient.


A member of staff."

The Regulation 28 Report to Prevent Future Deaths will be raised at the meeting to be held on 23rd November in order to re-emphasise the importance of the proposed agreements.

In addition to the above, mental health Street Triage cars are available to be deployed by the Essex Police Force Control Room in support of police officers dealing with mental health incidents. It is staffed by police officers and mental health professionals who operate a dedicated specialist response and advice role for mental health related incidents, including concern for welfare issues. The Triage unit can access the person's history via their mental health trust directly and without delay and if they are not in attendance this information can be passed to the police officers at the location.

I hope you find this response satisfactory.

Yours sincerely,

A handwritten signature in black ink, consisting of a stylized 'A' followed by a horizontal line and a vertical stroke, and a separate horizontal line to the right.

Force Solicitor