



G D Hughes
HM Area Coroner
The Old Courthouse
Courthouse Street
Pontypridd
CF37 1JW

8 April 2019

Dear Mr Hughes

Re:13270, Matthew William Lewis (deceased)

I write on behalf of the College of Policing in response to the Prevention of Future Deaths report of the 13 February 2019 in relation to Matthew William Lewis (deceased) who sadly lost his life through suicide in 2018.

In the report you refer to instructions given by the police call handler which, whilst not judged to be directly or indirectly linked to the death of Matthew Lewis, may have implications for similar future events. You express your concern that there is a risk that a repeat of inconsistent or confusing call handler instructions may lead to delay and potentially contribute to the prospects of an unsuccessful rescue. You also observe that training for call handlers on how to deal with such scenarios would be desirable and mandatory.

The College of Policing produces the National Policing Curriculum which sets the learning standards for a number of key areas of policing including contact management which informs the training of police call handlers and dispatchers. In doing so we work closely with the National Police Chiefs Council lead for this area, currently Assistant Chief Constable (ACC) [REDACTED] from the Police Service of Northern Ireland. In response to this report we will, within the next month, amend the learning standards for contact management staff to reflect that the preservation of life is paramount when considering the impact on scene preservation and that suitable instructions should be given to willing members of the public who are able to assist in preserving life and providing rescue where possible.

I have also asked that a summary of this issue is circulated, via [REDACTED] to all heads of contact management across England and Wales so that they can take any necessary urgent action in respect of clarifying locally delivered training.

I hope that this addresses the concerns that you set out in your report and I am grateful for you bringing them to my attention.

Yours faithfully

