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**STAFFORDSHIRE AND WEST MIDLANDS POLICE
JOINT LEGAL SERVICES**

Director of Legal Services
[REDACTED]

Sent via email

F.A.O. HM Senior Coroner
Birmingham & Solihull Districts

Your Ref: 127686

Our Ref: L14002548/TW

Email: jointlegalservices@west-midlands.pnn.police.uk

Date: 7 October 2019

Dear Sir or Madam,

Mr Richard Carlon

Please accept our apologies for the delayed response.

In response to paragraph 5.2 of the report, West Midlands Police has reviewed the practical application of the new 'Missing Persons - Authorised Professional Practice', implemented in May 2019. As part of this review, it has been agreed that WMP Call Handlers will receive further guidance on the management of calls, and the subsequent procedures involved in incident log grading and management.

As part of this, it has been agreed that West Midlands Police will ensure any caller is updated when a missing person has been located to allow further contact between parties. This may not always mean full details of whereabouts are disclosed (as individual cases may prevent this from being appropriate) however, the reasons for this will be recorded and explained in each case.

Notwithstanding the above, West Midlands Police will ensure the caller is updated in each case. Timescales for full implementation are by November 2019.

We apologise again for the delayed response and hope the above assists however, please do not hesitate to contact us should the Coroner have any queries whatsoever.

Yours faithfully,

Staffordshire and West Midlands Police Joint Legal Services

Please reply to:
Birmingham Office:
Joint Legal Services
West Midlands Police
Lloyd House, Colmore Circus
Birmingham, B4 6NQ
Tel: 0121 626 8317
Fax: 0121 626 8272

Staffordshire Office
Joint Legal Services
Staffordshire Police Headquarters
PO Box 3167
Stafford, ST16 9JZ
Tel: 01785 232259

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*Calls may be monitored and/or recorded for security, quality control or training purposes.

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