



17 September 2014

Mr David C Heming  
Senior Coroner for Peterborough  
Senior Coroner's Office (Peterborough)  
33 Thorpe Road  
Peterborough  
PE3 6AB

Dear Sirs

**Inquest into the Death of Lynn Margaret Graham Gormly  
Regulation 28 Report to Prevent a Future Death**

We refer to the Regulation 28 Report issued on 30 July 2014 in accordance with Paragraph 7, Schedule 5, of the Coroners and Justice Act 2009 and Regulations 28 and 29 of the Coroners (Investigations) Regulations 2013, in respect of the above named Deceased. In accordance with the requirement that we provide a response to the Regulation 28 Report by 24 September 2014, we set out our response below.

**Concerns raised by HM Coroner**

HM Coroner has identified the following concerns which have arisen during the course of his inquiry:

- There have been a number of suicides from 2006 onwards, where individuals have taken their own lives by jumping from Queensgate Car Parks. The current design of the car park is not effective in preventing jumps and the recent refurbishment of the car parks did not lead to the erection of barriers/increasing the height of the walls.
- The car park at Peterborough City Hospital which was opened in 2010 and is therefore of modern design, was constructed in such a way as to provide a significant obstacle to jumping as the wall on the top floor is approximately three metres high. By contrast, the walls at the upper floors of the Queensgate car parks and other city centre car parks, are at a low level and do not operate as an effective barrier to jumping.
- Falls from the car parks have been into areas where the public use pavements and there is clearly a risk of death to pedestrians also.
- There is evidence in the medical notes and records of some of those who have taken their own lives, that car parks are seen as a means of effecting death by jumping.

Finally, within the Regulation 28 Report, HM Coroner enclosed a paper by [REDACTED] and others (BMC Public Health 2013, 13:214), which concluded that notwithstanding certain limitations of the review undertaken, reducing access to means through the installation of barriers can be effective in averting suicides at hotspots and does not lead to substitution effects.

## Background

IREEF – Queensgate Peterborough PropCo S.à r.l. (“IREEF”) acquired the centre in January 2014 and since acquisition have identified that there had been a recent increase in the number of attempted suicides and suicides at the Queensgate Centre in Peterborough. We therefore instructed Workman LLP, the largest independent commercial property management and building consultancy firm in the UK, on 20 June 2014, to review and consider physical alterations to infill/over-clad openings to the car park floors. Workman was instructed to progress with a full feasibility study to consider options and costs for a number of infill and over-clad solutions. The feasibility team comprises the following:

- Workman LLP – Project Manager / Coordinator
- Beyond – Architect / Designer
- Sweett Group - Cost Consultant
- Nathaniel Litchfield and Partners – Planning Consultant
- Centre Management Team - Queensgate

Following the instruction of Workman LLP, an introductory meeting was held with ██████████ Centre Director, on 25 June 2014. At that meeting ██████████ provided a summary of the key history, in terms of suicide attempts at the Queensgate Centre. ██████████ also provided the feasibility team with the research paper prepared by ██████████ and others (BMC Public Health 2013, 13:214) as referenced above, which was provided to the team as part of the briefing process.

## Proposals

The feasibility team was asked to consider various solutions for the infilling of openings and over-cladding of the Queensgate Car Parks. The key matters for discussion were:

### 3.1 Phasing/priorities

It was identified that inevitably, given the scale of the project and in order to ensure the ongoing business operation of the Centre, the works to infill/over-clad the car parks will need to be undertaken on a phased basis. It was therefore determined that the work should be undertaken on a priority basis and the following prioritisation has been agreed:

- 3.1.1 Priority one works - this includes all parts of the car parks where the level in question is four storeys and above from ground level. The bus station elevations above second floor level of the green and red car park, are also considered priority one works, given the higher percentage of suicides from these areas and the potential number of witnesses.
- 3.1.2 Priority two works - this includes all parts of the car parks, where the level in question is two and three storeys above ground level.

- 3.1.3 Priority three works - this includes all parts of the car parks where the level is one storey above ground level or at ground level.

### **3.2 Options**

The Architect / Designer, Beyond was asked to consider a number of infill / over-clad options. Beyond subsequently produced a number of options which were presented at an interim presentation on 18 July 2014 to us as the Landlord. The initial feedback from the presentation was that a web-net system, which is a flexible stainless mesh system, with crimps available in a number of different size meshes and with different grade steel wire, was deemed to be the preferred solution.

Further to the meeting held on 18 July 2014, it was agreed that given a web-net system was the preferred solution, a small number of samples of the system should be installed. In conjunction with this further technical literature should be obtained on the product and investigations undertaken into alternative manufacturers with similar systems.

Arrangements were also made for representatives of the feasibility team to conduct a site visit to a location where a web-net system was in use in order to assess the suitability of the option and that visit took place on 20 August 2014.

Following that site visit, an updated / final presentation was held on 12 September 2014, where further detail was provided by Beyond to the Landlord on the web-net system. At that meeting it was agreed in principal that the preferred option was the infill option of the web-net system.

#### **Planning**

Nathaniel Lichfield and Partners (NLP) have been appointed to advise on the planning implications of the proposed work and the works are likely to require building control approval. The works will also fall under the requirements of the Construction (Design and Management) Regulations 2007 and will be notifiable to the Health & Safety Executive.

#### **Next Steps & Indicative Timescales**

Subject to final approval from the Landlord, the following steps will be taken to progress the scheme:

##### 2014

- Consultant team to finalise the design detail
- Sample web-net system to be installed on site
- Planning application to be submitted and building control approval to be obtained
- Project tender – we will proceed with inviting tenders for the works

##### 2015

- Construction commences

#### **Additional Measures**

In addition to the programme of works to be carried out as outlined at paragraph 5 above, we have already introduced the following interventions in an effort to deter suicide attempts at Queensgate Car Parks:



- 6.1 More than 200 automated cameras have been installed over the last 4 years;
- 6.2 We have installed PTZ (Pan, Tilt and Zoom) digital cameras in the top level of the car park to detect any persons acting suspiciously. The cameras have an automated motion sensor and as such when any movement is detected, they send a digital image to a video wall in the security control room, which is monitored 24 hours a day, 7 days a week;
- 6.3 We have upgraded our security control room with the installation of the latest digital CCTV equipment which is monitored by two security officers who sit in the control room;
- 6.4 We have installed a red wall sensor which is a light sensor which detects individuals accessing the car parks;
- 6.5 Working with the Samaritans and local stakeholder groups including provision of training;
- 6.5 Research has shown that music can be beneficial in influencing mood and as such we play positive music in the stairwells as this may assist with anyone acting on impulse and afford us time to detect the individual before any attempt is made.

We trust that the information provided demonstrates that substantial measures have already been taken to address the concerns that you have raised and that further measures are in progress.

We also wish to assure you that we are working as expeditiously as possible to address the concerns that you have raised. Further, the onsite Queensgate team led by [REDACTED] Centre Director, will continue to liaise and engage with the Suicide Implementation Prevention Group to ensure that progress with these works is communicated to the relevant parties.

Finally, please contact [REDACTED] (Asset Manager) should you require any additional on the matters raised in this letter.

Yours faithfully,

[REDACTED]  
Signed by  
for and on behalf of IREEF - QUEENSGATE PETERBOROUGH PROPCO S.A.R.L.