



Ms ME Hassell
Senior Coroner
Inner North London
St Pancras Coroners Court
Camley Street
London
N1C 4PP

Headquarters
220 Waterloo Road
London
SE1 8SD
Tel: 020 7783 2000
Fax: 020 7783 2265
www.londonambulance.nhs.uk

Date: 13 November 2015

Our ref : INQ/10225/14

Dear Ms Hassell,

Regulation 28; Prevention of Future Deaths Report arising from the inquest into the death of Adil Habib

Thank you for your Regulation 28 Report to prevent future deaths, dated 16th September 2015, bringing to my attention the matters of concern:

When a prison officer at HMP Pentonville rang 999 to ask that paramedics attend the prison, the caller did not immediately offer the location of the prison gate that London Ambulance Service should attend. Whilst there is of course an issue for the prison in terms of offering the information, it would be helpful for LAS call handlers to be provided with a drop down menu showing the alternative gates when they input the prison details.

I understand the LAS computer system has been augmented in this respect since Mr Habib's death for HMP Pentonville, but not for the other London prisons. Perhaps that would be a useful exercise?

Before responding to the matter of concern I would like to apologise to Mr Habib's family for not being able to reach Mr Habib earlier than we did and to offer my condolences.

The evidence submitted to the Court during the inquest outlined the actions the London Ambulance Service NHS Trust (LAS) had taken since the death of Mr Habib to ensure that we attend the correct prison gate at HMP Pentonville. At the time of the 999 call to attend Mr. Habib, the Gazetteer in the Emergency Operations Centre (EOC) only held the main postal address in Caledonian Road for HMP Pentonville and the prison officer making the 999 call did not volunteer that a different prison gate was to be used. After being advised that a second gate was operated in Roman Way the address was added to the Gazetteer with accurate GPS information so that when selected, ambulance staff would be guided to the address by satellite navigation.

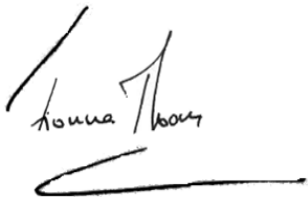
Following the inquest HMP Pentonville's Head of Residence, [REDACTED] has confirmed to the LAS's Senior Quality Assurance Manager, [REDACTED], that HMP Pentonville will continue to operate two prison gates. We requested that staff at HMP Pentonville are prompted to give the address of the prison gate ambulance staff are to attend at the beginning of the emergency call to the LAS.

With the assistance of the National Offender Management Service (NOMS) we have obtained a list of postal addresses for all prisons and young offender institutions in the UK and have been assured that the Local Safer Custody Leads have been asked to contact their respective local Ambulance Service Trusts to advise if there are additional or temporary gates to be used, either on a temporary or longer term basis, to those held by NOMS. We have made contact with the Safer Custody Lead for Greater London and established that aside from HMP Pentonville the thirteen prison and young offender institutions operate with a single vehicle access gate.

To share the learning about the call to attend Mr Habib with EOC staff, the November Control Services Team Talk disseminated on 6 November 2015, see copy enclosed, asked staff to confirm the address to attend when taking a call from any prison or young offender institution. Further, as is our practice, a copy of this reply will be shared with the Association of Ambulance Chief Executives and the National Ambulance Service Medical Directors to share our learning with other ambulance services.

I hope that this reply is helpful to you and to Mr Habib's family in explaining what we have done to address your matters of concern.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Fiona Moore', with a long horizontal flourish underneath.

Dr Fiona Moore
Chief Executive London Ambulance Service NHS Trust

Enclosure : November 2015 Control Services Team Talk