



**NORTHUMBRIA
POLICE**
Proud to Protect

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Our Ref: RFH/NR/INQ10/18

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Mr Derek Winter
The Coroner's Office
Sunderland Civic Centre
Burdon Road
SUNDERLAND
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Dear Sir

RE: NGUYEN – REGULATION 28 RESPONSE

I write on behalf of the Chief Constable of Northumbria Police in relation to the regulation 28 report prepared by you in relation to the death of Miss Nguyen Ngoc Quyen.

Firstly, as a matter of clarification, I wish to address the question of the information relating to [REDACTED] which was held on the Northumbria Police computer system and which was referred to several times in the inquest. It is also referenced in section 5 of your report.

The Northumbria Police Integrated Computer and Communication System, (NPICC), is used to record information relating to police activity and responses. It incorporates an Information System that stores information and intelligence on persons coming into contact with Northumbria Police. This includes victims and offenders.

Stephen Unwin has had an Information System record since 5th February 1989. In relation to the 26 items of intelligence referred to in the Regulation 28 report I respectfully seek to provide some clarity:

The 26 items were recorded between 8th December 2012 and 14th November 2016. Whilst they have been referred to as items of intelligence some of them are simply a record of useful information, as opposed to intelligence proper.

17 of the items recorded in [REDACTED] record between 8th December 2012 and 4th February 2013 relate solely to his release on temporary licence. These contain information such as his release address, employment and details of his probation officer. These are information records as opposed to actionable intelligence.

The remaining 9 items, recorded between 21st October 2013 and 14th November 2016 can properly be considered as intelligence. They relate to 7 incidents or

occurrences, not 9, due to the fact that information regarding to two of the incidents are recorded over two pages.

I hope this clarification assists.

The regulation 28 report acknowledges that some of the issues identified by the investigation into the death have been addressed but it is felt that it would be helpful to set out the present arrangements being employed to deal with such offenders going forward. This is set out below.

In December 2018 Northumbria Police devised a process to ensure compliance for the purpose of information/intelligence sharing on every record for a Category 2 (violent) Level 1 MAPPA offender.

This means that all Category 2 Level 1 offenders managed by National Probation Service (NPS) in the community are created on our NPICCS system. This system, as set out above, is used to record information and intelligence in relation to police activity for both victims and offenders.

NPICCS has been updated with the creation of a marker (MK flag) to the Information System (IS) record of all Category 2 Level 1 offenders in the community.

Previously the marker (MK flag) was flagged to an individual officer within the then MAPPA Department. This meant that any changes to the offender's record would be flagged to the allocated officer who would then review the information/intelligence and share appropriately. The MK flag process, as explained at the Inquest, was stopped in April 2015. However a direction was given that all Category 2 Level 1 offenders warning screens would be updated to inform officers that if they encountered a Category 2 Level 1 offender they would share any relevant information/intelligence with NPS. In the case of [REDACTED] information/intelligence was not shared and his warning screen was not updated to reflect that instruction. This was an individual error but pointed up the need for a failsafe system to make sure information/intelligence on such offenders was communicated and/or actioned. The current process now in place is that the Northumbria Police MK flag is allocated to both North and South Multi Agency Safeguarding Hubs (MASH) which means that any changes to the offender's electronic record are queued for the relevant MASH, both to notify them of the information and to cause it to be shared with NPS as required.

The process by which the relevant MASH share information is via email and also includes the below information within each email.

"Should you wish to act on this information you must make contact with Northumbria Police MOSOVO Department prior to doing so.

The originator of the intelligence does not permit the wider dissemination of this material without prior authority."

The email sent to the relevant NPS mailbox is retained for audit purposes.

Included within the process implemented in December 2018 was that all Category 2 Level 1 offenders would also have an NPICCS warning marker updated with a new instruction on the IS record for that offender. This will highlight the requirement for any officer who is in possession of relevant information to inform the relevant probation area.

Below is a copy of the information updated on the WN screen of all Category 2 Level 1 offenders.

“MAPPA Category 2 (Violent) offender Managed at Level 1 by the National Probation Service (NPS). YOU ARE RESPONSIBLE for sharing all risk relevant information

with NPS. This could include arrests, involvement in DV incidents, Child/Adult concern notifications, changes of address, new relationships etc.

If offender North of Tyne: NENPS.newcastleldu.caseallocation@justice.gov.uk

If offender South of Tyne: NENPS.sunderland.admin@justice.gov.uk

Please conform to Intel handling codes.”

To ensure staff were aware of this change, a force wide bulletin was sent to officers and staff informing them of the process and that it was their responsibility to share any relevant information/intelligence with NPS.

A further force wide bulletin has subsequently been sent to officers and staff to reinforce that it is their responsibility to share information with NPS when encountering a Category 2 Level 1 offender.

It is accepted that officers having responsibility to share information and MASH also sharing information may appear to be a duplication in the process. It is hoped however that this ensures appropriate sharing of information is completed in all cases.

In relation to new Category 2 Level 1 offenders, when we receive notification from NPS to the MOSOVO Department, they will be added to Northumbria Police systems immediately.

This process will manage the immediate risk and ensure appropriate information sharing in a timely fashion.

The final point in relation to the current process was your concern that the Police were of the view this was a permanent solution to this issue, whereas NPS were viewing it as an interim solution. This concern may have emerged because of the way the evidence came out at the inquest. We have contacted NPS with regards to the content of this letter and they confirm that they agree this process is definitive going forward. It may of course evolve in the future as IT systems are further developed and the two organisations co-operate to further improve the system but at present the system outlined above is agreed as the operating model going forward.

I hope this answers your concerns and if you require any further information please let me know.

Yours faithfully

A handwritten signature in black ink, appearing to be 'D. Hall', written in a cursive style.

Head of Legal Services