

9 June 2020

Mr Brendan Allen
Assistant Coroner
Coroner for Area of Dorset

Re: Katrina Margaret Mary O'Hara – Reg 28 Coroners' (Investigations) Regulations 2013.

Dear Assistant Coroner

Thank you for sight of your report to prevent future deaths regarding the murder of Ms O'Hara. This has been brought to my attention as the National lead for Contact management within the National Police Chief's Council

The matter of concern raised that is relevant to Contact Management is, as I understand it: that Miss O'Hara originally contacted police via 999 and, when a call handler determined that the call was not an emergency, was advised to ring back on 101.

Since 2015 there has been a major refresh of the National Contact Management Strategy. This has been undertaken under the auspices of the National Contact Management Steering Group and was approved by Chief Constable's Council in January 2019. Following on from the approval of the strategy a corresponding, comprehensive, review of the Principals and Practice for Contact Management has also been undertaken.

Our revised principles and practice cover this issue.

The Principles also make clear that, as a national service, there should be limited deviation in this – this is a position endorsed by the Home Office. I would not intend to clarify or amend further in light of the Coroners comments.

Also, and again as outlined in the P&P, all Contact Management staff should use the National Decision Making Model and a risk based decision making model – the most common of which is THRIVE or THRIVE+. This provides a structured and accessible decision on initial grading.

I will raise your report at the next meeting of the National Contact Management Steering Group for the awareness of all forces.



However, it should also be borne in mind that 999 is a national system with specific criteria, and it would appear that it was a case of inappropriate channel selection as outlined within those National criteria.

I trust this is of assistance

Yours sincerely

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Assistant Chief Constable