

Our reference number: 2021/152017

PO Box 473
Sale M33 0BW

Blwch Post 473
Sale M33 0BW

Miss Rachel Raheela Syed
HM Assistant Coroner for Manchester West

Sent via email

Email/E-bost:

6 June 2022

Dear Miss Syed

Regulation 28 Report to Prevent Future Deaths following the inquest into the death of Miss Hannah Beardshaw

Thank you for your report to prevent future deaths which I received on 14 April 2022. I am responding on behalf of [REDACTED], Director General of the Independent Office for Police Conduct (IOPC).

One of the IOPC's strategic priorities is to improve policing by identifying and sharing learning from our work. While many investigations, appeals or reviews focus on individual learning, we also consider whether learning or improvement is needed at an organisational or national level.

We identify and share learning from our work through a variety of methods, including the use of our statutory powers to make organisational learning recommendations during or following an IOPC independent investigation.

The IOPC has the power to make such recommendations under both section 10 to the Police Reform Act 2002 and paragraph 28A of Schedule 3 to the Act. There are differences in the scope of these powers. Section 10 recommendations may be made to chief officers, local policing bodies and contractors. They may be made following or before the conclusion of an investigation, and may therefore be used for 'quick-time learning'. Paragraph 28A recommendations may be made to the same bodies or any other organisation. They may only be made following an investigation. Where the IOPC makes a recommendation under paragraph 28A, the recipient must provide a written response within 56 days of the recommendation being made.

The IOPC's independent investigation into the death of Miss Hannah Beardshaw identified four systemic issues where, as decision-maker for the investigation, I felt changes were required to policy, guidance, training, systems, and equipment to prevent similar incidents occurring.

The learning recommendations were set out in the IOPC final report, and an external consultation process commenced with Greater Manchester Police on 25 April 2022. The purpose of the external consultation was to receive input and feedback on the proposed

OFFICIAL-SENSITIVE

recommendations, to help refine the recommendations to ensure they were factually accurate, effective in addressing the issue, achievable, and timely.

We received a response from Greater Manchester Police to the proposed recommendations on 16 May 2022. I understand Greater Manchester Police will share their proposals with you directly in response to their Regulation 28 Report to Prevent Future Deaths.

On 24 May 2022, I gave approval for all four learning recommendations to be formally issued to Greater Manchester Police in accordance with the IOPC powers under Paragraph 28A of Schedule 3 of the Police Reform Act 2002. The four recommendations are:

- 1) The IOPC recommends that Greater Manchester Police takes steps to ensure that the staff within the Force Control Centre understand the importance of the escalation policy and the individual responsibilities laid out within the policy for escalating incidents when they have been left unresourced for a period of time exceeding the targets for that grade. GMP could consider issuing communications to staff on these matters and/or ensuring that they are covered in appropriate training.
- 2) The IOPC recommends that Greater Manchester Police incorporates, if possible, a system prompt on ControlWorks specifically for control room supervisors to alert supervisors when a log has been unresourced for a period of time that exceeds the target for the incidents grade.
- 3) The IOPC recommends that Greater Manchester Police takes steps to make method of entry (MOE) equipment more readily available to officers when the need for MOE equipment arises. This could include assigning MOE tools to MOE trained officers at the beginning of their tour of duty.
- 4) The IOPC recommends that Greater Manchester Police takes steps to improve their record keeping and archiving around when changes are made to the Call Handling Minimum Standards. This could be achieved by way of implementing a version control system on any changes to the standards, making sure to document the date of the change, who made the change, the reason for the change, and specifically what has changed compared to the previous version. In addition, previous versions should be appropriately archived and dated for when they were in effect from and to.

Greater Manchester Police now have a legal obligation to respond to the recommendations in writing by 20 July 2022. Their response must include details of the action they have taken or intend to take in response to the recommendations or, why they have not taken, or do not propose to take, any action in response to the recommendations. Our recommendations will be published on our website. We shall also publish GMP's response unless they make representations that all or any part of their response should not be published. If we receive such representations, I will make a final decision on the publication of GMP's response to our recommendations.

May I take this opportunity to thank you for your Report to Prevent Future Deaths. I am in full agreement that the learning that was identified by the IOPC's independent

OFFICIAL-SENSITIVE

investigation may prevent future deaths and, as such, it is of vital importance that action is taken by Greater Manchester Police.

Yours sincerely



Interim Regional Director - North-West Region
Independent Office for Police Conduct (IOPC)