



**DORSET
POLICE**

☎ 101 Non-emergency
☎ 999 in an emergency
🌐 www.dorset.police.uk

📘 Dorset Police
🐦 @dorsetpolice
📷 dorset_police
📺 DorsetPoliceHQ

[REDACTED]
Mrs Rachael Griffin
Senior Coroner for Dorset
Dorset Coroner's Court
Town Hall
Bournemouth
BH1 6DY

[REDACTED]
Dorset Police
Force Headquarters
Winfrith
Dorchester
DORSET
DT2 8DZ

Date: 26th July 2023

Dear Mrs Griffin

INQUEST INTO THE DEATH OF IVAN RUMENOV IGNATOV

I am writing in relation to the above inquest and specifically the Regulation 28 Report, (to prevent future deaths), that you have directed to the Chief Constable following the conclusion of the inquest hearing. The Chief Constable has asked me to respond on her behalf, as I had oversight of the conduct of the inquest into Ivan's death, at Chief Officer level, on behalf of Dorset Police.

Firstly, I want to take this opportunity to both express my personal condolences, and condolences on behalf of Dorset Police, to Ivan's friends and family for their loss.

Secondly, I am grateful to you for bringing the matters of concern, raised in the Regulation 28 report, to my attention. I welcome the opportunity to reassure you that we have very seriously, and carefully, considered what we can learn from Ivan's death with a view to improving the service that we provide to the public. If you have any further queries or concerns arising out of this response, I welcome the opportunity to discuss them with you.

I will use the remainder of this correspondence to respond to each of your concerns, as set out in the fifth box of the Regulation 28 report, quoting your concerns ahead of response, for ease of reference.

“There is not sufficient clarity in the identifying, collating and recording of factors which may increase a person's risk on the Niche system that Dorset Police, and other forces nationally, use and as a result information could be missed which is vital to a person's risk assessment and their risk to themselves or others.”





**DORSET
POLICE**

☎ 101 Non-emergency
☎ 999 in an emergency
🌐 www.dorset.police.uk

📘 Dorset Police
🐦 @dorsetpolice
📷 dorset_police
📺 DorsetPoliceHQ

We have updated the Niche system in a way that we believe addresses this concern. A dropdown menu is now included in the Custody Record for every detainee for the purposes of capturing such information.

Additionally, it is our intention to remind Custody Staff of the 12 factors indicating increased risk (as featured in the College of Policing Authorised Professional Practice - in relation to detention and custody risk assessment) by way of News Bulletin, and will then be reviewing, that due consideration is being given to these factors by Custody Staff, by way of dip sampling, as a part of our culture of continuous improvement within the Dorset Police Custody hierarchy.

We also note that the Regulation 28 report has been addressed to Niche directly, so it may be that they can provide you with further reassurance in this respect.

“There is not sufficient guidance given to custody sergeants on a national basis of how to assess a person’s risk.”

In preparing this response, we have been in contact with the College of Policing (who have also received the Regulation 28 report) and, on the basis that this is a National issue, they have indicated to us that they will be addressing this concern with you directly in their response to the Report.

“There is no guidance, that I am aware of, which addresses what should be done by police forces, and particularly custody sergeants, when a person is to be released without an address to reside at and I would request consideration is given to such guidance being provided.”

The College of Policing have again indicated that they will be addressing this concern with you directly in their response to the report, on the basis that this is also a National issue.

“There is a lack of knowledge and/or understanding amongst emergency services and search and rescue services, especially around terminology, process, and communication for them to be ensure they can work together when an incident arises without confusion or misunderstanding arising. I would request that consideration is given to further national and local training or guidance across emergency and search and rescue services to ensure communication can be facilitated without delay, and ensure terms and processes are understood to avoid any doubt of what action is being taken when an incident is ongoing.”



**DORSET
POLICE**

☎ 101 Non-emergency
☎ 999 in an emergency
🌐 www.dorset.police.uk

f Dorset Police
🐦 @dorsetpolice
📷 dorset_police
📺 DorsetPoliceHQ

In April 2023, Chief Inspector [REDACTED] (who manages the Force Incident Managers as the Performance, Standards and Partnership lead for Contact Management) met with Senior Members of His Majesty's Coastguard to deliver a bespoke Missing Persons' Package, to promote conversations and understanding around these issues, and indeed all joint Agency incidents. It is Chief Inspector [REDACTED] view that this has prompted reflection, from all present, in respect of joint working, which is proving to be an incredibly positive move forward, in terms of providing a foundation for future working between Dorset Police and HMCG.

A Senior Manager from HMCG also attended the Force Incident Manager and Deployment Manager Continuing Professional Development days in July 2023. These Events are held several times a year to generate discussions about policies, processes, and deployments. These particular sessions served to improve understanding in terms of the respective obligations of Dorset Police and HMCG. This meeting was so positive and productive, that Dorset Police and HMCG have agreed to similar meetings every six months, for the specific purpose of reviewing our working practices and ensuring compliance. We also believe that these meetings will serve to improve the understanding of agency-specific terminology.

Where HMCG are considering a tactical option in relation to any response, a mandatory so-called Connect Call with the HMCG Duty Coastal Officer (equivalent to a National Inter-agency Liaison Officer) will take place with the HMCG Regional Control Room, to provide a briefing to ensure shared situational awareness and that all relevant parties understand the overall tactical plan. All Duty Coastal Officers are now Police Search Adviser ("PoLSA") trained, in the same way that Police equivalents are. It is also our understanding that Duty Coastal Officers are also able to assist regarding any unclear terminology at the time of an incident of concern.

The Joint Emergency Services Interoperability Programme ("JESIP") is the agreed national approach to multi-agency working in response to incidents, regardless of whether they are low level or major incidents. In simple terms, it represents all Agencies, ensuring that their respective Commanders are in contact at the earliest opportunity, and at the appropriate location, to share their awareness of the matter in question and to agree matters, such as which agency will take primacy, what actions are required, and what the risks are, in relation to the incident in question. It also covers radio communications, safety matters, and the understanding of capabilities of each agency. Since Ivan's tragic death, a significant amount of work has been undertaken within the scope of the JESIP in terms of joint working. Dorset Police is developing those relationships further with all, so-called, Blue Light Services.



**DORSET
POLICE**

☎ 101 Non-emergency
☎ 999 in an emergency
🌐 www.dorset.police.uk

f Dorset Police
🐦 @dorsetpolice
📷 dorset_police
📺 DorsetPoliceHQ

Finally, we understand that the number of Airwaves radios (used by the Police), that are held and used by HMCG, will continue to increase. All of these radios have access to a, so-called, Talkgroup to enable agencies to speak with each other when required. We also understand that the National Police Air Service now have access to all HMCG radio communications.

“Leaflets given to detainees, when released from police custody, are not always accessible due to language or literacy barriers and I would request that consideration is given nationally by NHS England and all Police Forces to ensure that any documentation detainees, especially any providing help and assistance, is accessible to them.”

The leaflets used by Dorset Police can now be printed in any language following a successful trial of using the Google Translate translation software. It is also the intention of Chief Inspector Neil Phillips, in his capacity as Custody Lead for Dorset Police, to share this development with the National Custody Lead (based at the National Police Chiefs’ Council).

The leaflets used by Dorset Police can now be printed in any language following a successful trial of using the Google Translate translation software. It is also the intention of Chief Inspector [REDACTED], in his capacity as custody lead for Dorset Police, to share this development with the national custody lead (based at the National Police Chiefs’ Council).”

“In the Niche occurrence log when an entry is placed entitled “Primary Investigation” where there are 15 different sections to be completed, number 2 deals with the suspect. This does not however cover anything concerning the risk to the suspect themselves. There is nowhere other than on the custody risk assessment where officers managing the case can record the risks to the suspect themselves, unless they record this as a free type entry on the custody record or the Niche occurrence log. Information gathering and collating can therefore be missed and key information around a suspect’s risk may not be highlighted in a clear, easily accessible location. When a person is released from police custody, the investigating officer and the custody sergeant submit reports for the bail application to be considered by the duty Detective Inspector to approve.”

Although you have not itemised this as a concern at Section 2 of Box 5 of the Regulation 28 Report, I also want to take the opportunity to offer, what I hope will be, reassurance to you in this respect.

In short, we are in the process of implementing changes to Niche, locally, which will see Section 2 of Occurrence Logs on Niche amended, to prompt the Custody personnel to consider risk and vulnerability regarding the detainee in question.



**DORSET
POLICE**

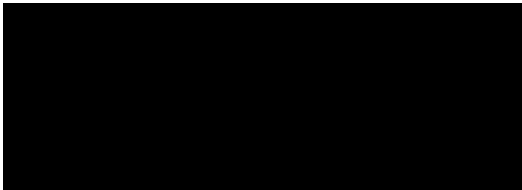
☎ 101 Non-emergency
☎ 999 in an emergency
🌐 www.dorset.police.uk

f Dorset Police
t @dorsetpolice
i dorset_police
v DorsetPoliceHQ

I do hope that this reassures you that Dorset Police have reflected on the circumstances of Ivan's death, and the inquest, and we have taken meaningful steps to avoid such an occurrence in the future.

As I have indicated above, I would welcome contact from you directly if you would benefit from discussing the contents of this response.

Yours sincerely



T/Assistant Chief Constable