



2 February 2024

By e-mail only

Adrian Farrow
HM Assistant Coroner
Manchester South

Our ref: Regulation 28 Report into the death of Claire Nicole Briggs

Dear Adrian

Thank you for your email and attachments regarding the Regulation 28 Report in the case of Claire Nicole Briggs. It was sad to read of the events that unfolded on the evening of the 28th of November 2022, that lead to the death of Claire, and our condolences are with the family at this time for their loss.

Whilst the British Transport Police (BTP) were not involved in this case, and were not present at the hearing, I understand that reassurance is required regarding how BTP will ensure that the method of patient escalation is consistent with local responders and that the role of each responder is understood and communicated.

Through the learning of the Manchester Arena Incident (MAI) review, BTP has improved communication between emergency services as well introducing a consistent approach to triage and identification of casualties across the UK. Whilst these reviews were as the result of the MAI, it was acknowledged that more focus was required on the triage of all incidents and not solely major incidents.

Triage and Escalation

As a result of the MAI enquiry, a review was carried out to look at different approaches to the triage of patients across the UK. A working group of police, ambulance and fire & rescue responders was brought together to test various triage tools available and review the outcomes. This review concluded that the methods in existence for triage were poor at identifying patients' immediate needs that includes lifesaving intervention. As a result, the "Ten Second Triage" (TST) tool has been developed, by the National Ambulance Resilience Unit, to provide a consistent and timely method of triage; this is expected to be in place across the NHS by April 2024.

BTP are also adopting this model that improves the identification of incidents/ patients requiring escalation. Actions currently underway to ensure BTP officers and staff are adequately aware of this approach include:

- Training in TST - This is now included in the BTP annual First Aid refresher sessions for 2024 - this has already started and will be completed by mid-2024.
- Officer Briefings – These have now commenced with circulation to all officers via the BTP “Lessons Exploitation Centre” as part of a Lesson of the week Bulletin.
- Control Room Briefings – Specific communication for staff in the BTP Control Rooms have been provided to support the exchange of initial triage information with our partner responder agencies.

Communication

Following the major incidents of MAI and Grenfell Tower, a recommendation was made to improve communications directly between the three Emergency Service Control Rooms (3ES -Police, Fire, Ambulance). This resulted in the creation of ESICTRL (Emergency Service Inter-Control) radio talk groups that provide 24/7, uninterrupted, radio communications directly between the 3ES control rooms.

There are 12 ESICTRL talk groups established nationwide that provide each region with dedicated and reliable communication channels between Police, Ambulance and the Fire Service. BTP, as a national force, monitors all 12 talk groups that include the Northwest Area Talk group, that captures NW Ambulance Service, Northwest Fire and Rescue, and GMP; this is now a live and tested communication channel.

These channels have allowed BTP to support the multi-agency response to incidents that occur within/ impact on its national railway jurisdiction and ensure responder roles and responsibilities are clearly communicated and understood.

The actions to introduce TST supported by the capability for BTP to communicate directly with other emergency responders, via ESICTRL, provides an enhanced level of response to those victims and patients in need of time critical support.

Kind Regards,

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