



Alex Murray

Temporary Chief Constable

West Mercia Police Headquarters, Hindlip Hall

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2nd July 2024

Mr D D W Reid
H.M. Senior Coroner
Coroner's Court
Martins Way
Stourport-on-Severn
Worcestershire
DY13 8UN

Dear Mr. Reid.

Re: The Late Donna Louise Smith (Ref: 11667910)

Thank you for your correspondence of 9th May 2024 accompanying the Regulation 28 Prevention of Future Deaths Report.

I would like to assure you of the steps taken by West Mercia Police to address the concerns raised in your report about the potential for similar incidents to reoccur.

The incident was investigated separately by the IOPC, having been referred by West Mercia Police, resulting in a recommendation that a Memorandum of Understanding (MOU) should be agreed between the Local Policing Area and Local Authority CCTV Centres. Part of the development of that MOU includes the withdrawal of Airwave Radio from CCTV rooms in recognition that this may not be the most appropriate way for them to communicate with West Mercia's Public Contact Centre. As a result of the removal of the ability for CCTV to contact the police via Airwaves, we now receive all contact from them via telephony. This allows for the automatic creation of a Contact Record on receipt of their call whereupon any decision around police attendance and the Most Appropriate Agency (MAA) Policy will follow the TRIAGE process. This will be documented on the Contact Record, as with any other call for service from the public or partners. As the incident concerning Donna Louise Smith was managed via Airwave, it did not generate a Contact Record and therefore there was no recording of the TRIAGE decision making.

The revised procedure seeks to close the communication gap between CCTV operators and police to reduce the likelihood of such an incident reoccurring. It also provides for clear recording of decision-making processes, identification of clear lines of responsibility for both agencies and provides a means by which rationale for decisions made can be documented.



I am keen to ensure that all necessary action is taken to prevent other families from experiencing such tragic loss in similar circumstances and am assured that the procedure outlined above is robust enough to meet that aim and fully embedded within the Public Contact Centre. I do recognise that there may be a disadvantage with CCTV operators not having access to Airwave and I will keep the policy under review.

Please do not hesitate to contact me if you require any further information to support your enquiries.

Yours sincerely,



Temporary Chief Constable