

Our Ref: [REDACTED]

Your Ref: [REDACTED]

1 August 2024

Mr D D W Reid, H M Senior Coroner
Coroner's Court
Martins Way
STOURPORT-ON-SEVERN
Worcestershire
DY13 8UN

SENT BY EMAIL TO: [REDACTED]

Dear Mr Reid

The Late Donna Louise Smith

Thank you for your correspondence of 9 May 2024 accompanying the Regulation 28 Prevention of Future Deaths Report and the agreement to an extension to 2 August for our response.

We had hoped to submit a joint response with West Mercia Police but we understand they are sending a separate response.

Therefore, I have considered the letter sent by Alex Murray on behalf of West Mercia on 2 July and would put forward the following as the process to be followed by Wychavon District Council CCTV operators. This process has the aim to close the gap in communication between the agencies and reduce the likelihood of a similar situation happening again. In addition, it provides a means for a formal record to be set up by using the 999 communications channel following the removal of Airwave Radio from CCTV rooms in line with Police policy.

POLICY FOR WYCHAVON CCTV OPERATIVES

When an incident is picked up on CCTV, the operative will call **999** and

- if it is a visible medical emergency will request the ambulance service attend and request a reference log/number.
- if a fire emergency request the fire service attend and request a reference log/number.
- if any other serious incidences a request for the police to respond. Serious incidences will include:
 - o A serious offence is in progress or has just been committed;

Chief Executive

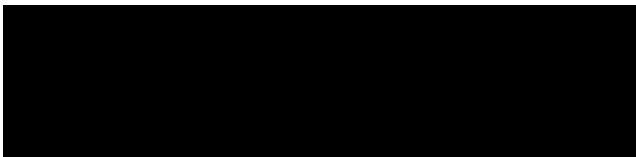
- Someone is in immediate danger;
- Serious disruption to the public is occurring or is likely to occur.

When contact is made with the Police a Contact Record will automatically be created. At this point the police will make a decision around police attendance and the Most Appropriate Agency Policy will be activated. The CCTV operative is to record the details of the Contact Record for future reference on the existing incident record logs.

There is no further action expected from the CCTV Control Room operatives once the call has been made and the Contact Record recorded. All other incidences will be reported via 101.

I hope this is satisfactory to you and will ensure that there is no gap in communication between agencies during such incidences in the future.

Yours sincerely

A large black rectangular redaction box covering the signature area.A small black rectangular redaction box covering the name of the Chief Executive.

Chief Executive