



Tim De Meyer
Chief Constable
16 July 2025

Dear Mr Landau,

INQUEST INTO THE DEATH OF NEIL WOODLEY – PREVENTION OF FUTURE DEATHS

I write to provide a response to the Prevention of Future Deaths Report (PFD Report) issued on 23 July 2024 in connection with the inquest into the death of Neil Woodley which took place on 17 July 2024.

I would firstly like to extend my sincere apologies for the delay in providing this response. I understand that an email was sent by the Coroner's Officer to three different email addresses attaching the PFD Report. It would appear that two of these email addresses are not valid email addresses used by Surrey Police. One of the email addresses, for the Contact Centre, does appear to be correct and an internal investigation is underway to establish why it was not escalated in accordance with our usual policies and procedures. I will ensure that appropriate actions are identified and completed to ensure that any communications of this nature are promptly escalated in the future.

PFD Report

It is understood that evidence was given at the inquest by Mr Woodley's family members that a call was made to the police on 4 January 2024 by a colleague who was concerned that Mr Woodley had not arrived at work. The following day there was a welfare check conducted by the London Ambulance Service who reported that there was a delay in their attendance due to some confusion between Surrey Police and the Metropolitan Police Service (MPS). Concern was expressed in the PFD Report about the risk of future deaths arising from the failures in communication between the two police forces.

Summary of events

A review has been undertaken of the records held by Surrey Police of the calls received about Mr Woodley on 4 and 5 January 2024. These records can be summarised as follows

- 4 January 2024

- 07:46 a CAD was created by Surrey Police in relation to a call from a member of the public who believed that they had discovered a deceased person in woodland.
- 07:47 the Surrey Police call handler passed the call to MPS who then attended the scene with the London Ambulance Service and the London Fire Brigade.
- 09:09 the CAD was closed.
- 5 January 2024
 - 10:13 a CAD was created by Surrey Police following a report from a colleague of Mr Woodley who was concerned for his welfare after he failed to attend work.
 - 10:25 a call was placed to MPS who advised that they were sending officers and also calling the informant.
 - 10:34 the informant was advised that someone from MPS would be contacting them.
 - 10:57 the CAD was closed.

Outcome of the review

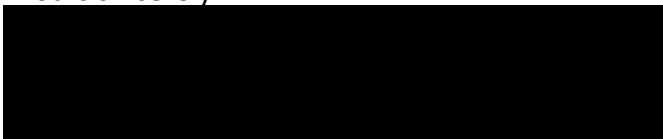
Having carefully considered the records relating to both calls, it is evident that they were handled correctly and were promptly passed to the MPS to manage. The policies and procedures that Surrey Police have in place to ensure the smooth transfer of calls to other police forces were followed appropriately. All relevant information was passed to the MPS in a timely manner and the informants were made aware of the transfer to the MPS to allow them to take appropriate action.

I have had the benefit of reviewing the MPS response to the PFD Report dated 4 September 2024. In this letter, the MPS summarises their records of the telephone calls received by them on 4 and 5 January 2024 about Mr Woodley. They conclude that they do not believe there was any failure in communications between Surrey Police and MPS. I would agree with this conclusion having reviewed the records held by Surrey Police.

It has not been possible (based on our limited records) to work out why the London Ambulance Service reported a delay in their attendance due to confusion between the two police forces. However, it is noted that the MPS has explained the reasoning behind the CADs for 4 and 5 January 2024 not being linked by their control room which meant that those attending on 5 January were unaware that Mr Woodley had already been found deceased.

We trust that this response is of assistance and helps to clarify the records Surrey Police hold about the events of 4 and 5 January 2024.

Yours sincerely



Chief Constable