

HM Coroner Mr. Henry Charles
Winchester Office
Hampshire, Portsmouth and Southampton Coroners Service
Castle Hill, The Castle
Winchester
SO23 8UL

6th September 2024

Dear Mr. Charles,

I write on behalf of the National Police Chiefs Council (NPCC) in relation to paragraph 7, Schedule 5 of the Coroners and Justice Act 2009, and regulations 28 and 29 of the Coroners (Investigations) Regulations 2013, in relation to the prevention of future deaths regarding the death of George Robert DILLON on 20/05/2023, in my role as NPCC lead for Contact Management.

The notice sets out concerns that arose from the information received during the inquest into the death of Mr Dillon. I am very sorry to read of the circumstances of Mr Dillon's death. My sympathies are with his family and friends.

Within the Regulation 28 you stated that you have concerns that the understanding, training and procedures in relation to automated crash detection calls into force control rooms needs reviewing to assist with ensuring an appropriately prompt response in situations where there is an indication of a collision where a risk to life may exist.

In my role as NPCC lead for Contact Management I chair the National Contact Management Steering Group (NCMSG), which is made up of representatives from all police forces in England and Wales, plus Police Scotland and the Police Service of Northern Ireland. Attendees also include representatives from government departments, HMICFRS, College of Policing and BT. I will be directing a task and finish group from the NCMSG on 13th September 2024 to work in fast time to create an agreed national position in relation to automated calls, including e-call, mobile phone crash detection and wearables notifications.

I also chair the 999/112 Liaison Committee, which is a cross emergency service and governmental board, with attendees from BT, Vodafone and Ofcom supported by the Department for Science, Innovation and Technology. This committee have ownership of the Code of Practice for the Public Emergency Call Service (PECS) which is the definitive document which deals with the method of handling 999/112 public emergency telephone calls between call handling agents and the emergency authorities. This is currently under review and includes in Memorandum of

Understanding (MOU) in relation to SOS-Alerts using UK GSM Networks. At the next meeting on 11th September 2024, as part of the work already ongoing to review and refresh the PECS, I will task work to update this MOU so that it is fit for purpose in line with the direction of your Regulation 28 document.

I hope the information provided will go some way to address your concerns and I believe these actions fulfil the NPCC's duties under the Regulation 28 notice. Please do not hesitate to contact me if you require further action or information in relation to my response.

Yours Sincerely



**Assistant Chief Constable
Hertfordshire Constabulary, Strategy and Public Contact**

NPCC Lead for Contact Management

Email: 