SURREY
COUNTY COUNCIL

Ms C Topping
HM Coroner's Court
Station Approach
Woking
Surrey
GU22 7AP

Woodhatch Place
11 Cockshot Hill
Woodhatch
Reigate
RH2 8EF

30 October 2024

Re: Kerr 28 Report - Action to Prevent Future Deaths – Helen Jane Kerr

Dear Assistant Coroner Topping,

Further to the issuing of a Prevention of Future Deaths Report on 18 September 2024, please find below Surrey County Council's (SCC) response. At the outset, SCC wishes to pass on our condolences to the Kerr family.

As advised by coroner officer Sarah Church, you were seeking a response from SCC in respect of question 3 of the points of concern, namely in relation to information sharing and the SCARF process.

The Scarf Process is not designed to be used as an emergency referral out of hours. There is a clear, well known and well used process for officers, in that they must contact the Emergency Duty Team outside hours, if they need urgent social care intervention. The EDT has a single number that is published on the SCC website https://www.surreycc.gov.uk/adults/care-and-support/contact . This has not changed for many years. In terms of the Police the relevant numbers are included within all of the Mental Health briefing products (briefing slides, routine orders) and the force Mental Health guide which is available via officer's mobile devices and their intranet hub. The number is also included within all of their training products relating to s136. For this reason, there is no mechanism, and no need for SCARF to be shared outside of office hours as any information can be passed between the officers at the scene and social services in real time. This would not rely on a SCARF being completed in an emergency situation. SCARF should only be used where the situation has been left in a way that it is suitable for the sharing to be delayed until the next day or over the weekend.

Yours sincerely,

[redacted]

Director for Mental Health, EDT and Prisons
Adults Wellbeing and Health Partnerships