



Mr D.M. Salter
HM Senior Coroner

Our Ref: MM

Your Ref:

24 April 2025

Dear Mr Salter,

Inquest into the death of Wyllow-Raine Swinburn

Thank you for raising the questions with me and allowing an opportunity to respond. I apologise for the delay in answer as I did not receive the written letter. I provide the answer to your questions below:

1. *I understand a BT Operator will listen to the caller/background noise to identify if the call is critical. I am not clear if this happened in this case?*

The BT Operator remained online with the caller listening and providing comfort messages until the Ambulance answered the call. Paragraph 14 of my statement refers.

2. *I am not clear if, routinely, an operator continues to listen for the duration (before connection to the ambulance service) and while the caller is on hold or simply has the ability to listen in periodically while also taking other calls.*

The BT operator will listen until the Ambulance Service answer unless the temporary procedure contingency is used. Paragraphs 12 and 13 of my statement refer.

3. *A further concern was raised by family that the automated message that repeats itself continuously could potentially interfere or drown out what is being said or happening at the caller's end if indeed the automated message is one that is also heard by the BT operator.*

The BT Operator will also hear the queue announcement played by the Ambulance Trust. The Pecs Code of Practice provides guidance for Emergency Services with regards the queue announcement. If BT has any

concern regarding the volume or timing of a particular queue announcement impacting on call handling, this is fed into the particular Emergency Service. Paragraph 15 of my statement refers.

4. *Finally, it is understood the Critical Call Process was not used on the call in question. A concern that I have is whether BT has an effective process in place to identify a critical call and prioritise it accordingly*

BT has a Critical Call Process to identify a critical call where the BT Operator hears speech or sound that indicate an imminent or immediate risk to life. BT has agreed with Ambulance Trusts nationally which category of calls they consider critical and would trigger the Critical Call Process if the BT Operator were to hear speech or sound to suggest those scenarios. Paragraphs 3, 4 and 10 of my statement refer. Distress alone is not an agreed trigger for the Critical Control Process.

Critical calls are prioritised by connection to the Trust secondary line which is at the head of their queue. Paragraph 7 of my statement refers. If the Trust does not quickly answer, the BT Operator will connect to another Trust secondary line. BT also hold a Critical Contact number for each Trust as documented in section 4.1 of the PECS included in Exhibit KS1.

I hope that this information provides the required clarification on the points raised.

Yours sincerely,

[REDACTED]

[REDACTED] 999 Emergency Authority and Government Relationship Manager

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