



17th July 2025

Dear HM Assistant Coroner Sutton

I write in response to the Regulation 28 report dated 27th May 2025 which was initially shared with my office by Deputy Chief Constable [REDACTED].

As my office had not received a formal request for a response, subsequent enquiries were made with the Coroners Service Manager for County Durham and Darlington, and it was confirmed in writing on 12th June 2025 that there had been an oversight on your part and a formal response will also be required from the Police and Crime Commissioner.

I note from the correspondence received that a copy of the coroner's report has also been sent to:

- Deputy Chief Constable [REDACTED], Durham Constabulary
- Chief Executive Officer of the College of Policing, [REDACTED]

From the outset, I would like to take this opportunity to express my sincere condolences to Sophie's family following her untimely death. I can understand the distress Sophie's family and friends have endured during this difficult and emotional time.

The matters highlighted in the Assistant Coroner's report received my priority attention and I have been reassured that a Gold Command Structure was swiftly put in place by Assistant Chief Constable [REDACTED].

A thorough review has since taken place and although it has not highlighted any significant failings in the use of, and implementation of the 'Right Care Right Person' (RCRP) policy, the review of the incident(s) has resulted in two specific points of organisational learning and recommendations to be implemented and progressed. Durham Constabulary has also consulted with the national mental health co-ordinator to ensure the response is aligned to national practice.

As part of my 'holding the force to account' responsibility, I have been given assurances that organisational learning following this incident has been reflected upon to mitigate any future risks. It is vital to me as the Police and Crime Commissioner for County Durham and Darlington for the force to demonstrate that appropriate training for police officers and staff is in place, robust safety plans exist, and effective policies and practices are regularly discussed and reviewed to respond to calls.



In conclusion, I am fully supportive that every person in crisis or nearing that point receives the best care and support from the right partner agency. Effective communication between partners is key to achieving this.

I trust this response addresses the issues that have been brought to my attention and I will continue to monitor the delivery of the 'Right Care Right Person' model being adopted across County Durham and Darlington, particularly the role of the Force.

Yours sincerely



Police and Crime Commissioner for Durham