



**Chief Constable, Police Headquarters**

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Mr Robert Sowersby  
Assistant Coroner for Avon  
Avon Coroners Court  
Old Weston Road  
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BS48 1UL

Date: 4 August 2025

Dear Mr Sowersby,

**RE: Response to Regulation 28 Report to Prevent Future Deaths**

Thank you for your conduct of the inquest touching on the death of Amy Levy and your report dated 10 June 2025. This is the response from Avon and Somerset Constabulary ("ASC") to the matter of concern which was identified.

That matter of concern was as follows:

*"With limited or no guidance, training or policy on when police and/or police support staff liaising with the public should leave a voicemail (particularly in circumstances where they are trying to obtain important information in a time pressured situation), I am concerned that there is a risk that future deaths will occur unless action is taken, and in the circumstances it is my statutory duty to report to you."*

ASC accept the findings that there was limited training and policy in place which provided clear guidance to police and staff about when a voicemail should be left when attempting to make contact with a member of the public. ASC are committed to ensuring that changes to our training and policies reduce any ambiguity around this, and a full review has been carried out by our Professional Standards and Communications departments to consider improvements.

The following changes will be implemented as a result:

- 1) The opening assessment of Amy's case by the ASC call handler upon the reported circumstances and the subsequent categorisation of the incident was 'suicidal' and the grading 'immediate'. In terms of an opening assessment and grading, these both, at the time, were appropriate. However, although 'suicidal' cases by their nature imply an immediate response and would be treated as such (as in Amy's case), there wasn't a dedicated force policy and procedure. As such, going forward, cases assessed as involving circumstances which would be categorised as 'suicidal' will follow the appropriate procedure under the Concern for Safety (Right Care Right Person) policy (where the person's whereabouts are known, expected or likely) or the Missing Person policy (whereabouts unknown). The call scripts used by the communications team have been updated to reflect this and it will be included in a bulletin, as well as featuring in the team's knowledge hub area, training, and tutorship books.

- 2) The Concern for Safety and Missing Person policies have been updated to include specific wording around the leaving of voicemails, as follows:

*In situations where the threshold has been met, indicating a real and immediate risk to life or of serious harm, and Police have undertaken to conduct enquiries, there may be situations requiring a telephone call to another party, for example family members. Where those enquiries include a telephone call to another party but where there has been no answer, an answerphone message must be left, and/or a text message must be sent, requesting a call back and including contact details. Details of this should be immediately added to the storm log and/or niche report. The leaving of an answerphone message, or a text, is not sufficient to demonstrate contact and does not negate the need for further attempts to be made until a callback from the other party is received, serving as confirmation of contact.*

The updated Concern for Welfare policy was published on 28 July 2025, and a copy is enclosed. The Missing Person policy is concurrently subject to a scheduled review, therefore once this review is complete an updated version will be published, and it is confirmed will include this wording.

- 3) Although not specifically identified as a matter of concern, the communications teams have been briefed that any telephone number passed to an ASC call handler must be confirmed *after* it has been typed on the incident log to ensure it is accurate. This is because it was identified that, during the incident, when Surrey Police passed the Levy family landline number to an ASC call handler, it was taken down incorrectly, and despite the ASC call handler repeating the number, the error was not identified by either handler. We believe our actions will therefore mitigate the risk of this occurring again.
- 4) All communications staff have received training regarding the updated policies and procedures, and briefings in respect of the lessons learnt from this incident. This was completed on 31 July 2025.

Once again, we thank you for identifying the matters raised and hope this response addresses the concerns. We can confirm the College of Policing and the Independent Office for Police Conduct have also been kept updated and informed of the actions taken.

Yours faithfully,

A large black rectangular redaction box covering the signature area.