

Robert Sowersby
Assistant Coroner for Avon

[REDACTED]

28 July 2025

Dear Mr Sowersby,

Regulation 28 report: Amy Anne Levy

Thank you for your Regulation 28 Report dated 6 June 2025 concerning the tragic death of Amy Anne Levy. We acknowledge the serious concerns raised regarding the absence of guidance on leaving voicemail messages in time-critical situations and the potential implications for public safety.

We understand that your primary concern relates to the lack of clear guidance, training, or policy for police officers and support staff on when to leave voicemail messages, particularly in urgent circumstances where critical information is required to prevent harm or loss of life.

The College of Policing is committed to supporting operational excellence and public safety across all forces. In response to your report, we have taken the following actions and commitments:

- We have liaised with Surrey Police and Avon and Somerset Police to understand the chronology of events and their subsequent actions. Surrey Police have updated their deployment procedures and developed training on voicemail protocols, scheduled for implementation from September 2025.
- Avon and Somerset Police have revised their handling codes for incidents involving suicidal individuals and will issue guidance through their Professional Standards Department on appropriate voicemail practices.
- The College will actively support and facilitate the sharing of these practices nationally. This will be coordinated through the relevant National Police Chiefs' Council (NPCC) Working Groups to ensure consistent adoption across all forces.
- We are currently updating the national Contact Management Curriculum. This curriculum ensures uniform training standards for contact management staff across all forces. The

revised curriculum will explicitly address the issue of voicemail guidance in emergency contexts and will incorporate the lessons learned from this case.

- The updated curriculum is undergoing a comprehensive quality assurance process and is scheduled for national rollout by March 2026. All forces will be expected to align their training programs with this revised framework.

We are committed to ensuring that the learning from this case leads to meaningful and lasting improvements in policing practice. We extend our sincere condolences to Amy's family and thank you for bringing this matter to our attention.

Please do not hesitate to contact us if we can be of any further assistance

Yours sincerely,



Chief Constable

Chief Executive Officer

College of Policing

