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**Subject:** DSIT Response to Regulation 28 Report - Thomas Alexander Ferdinand MAYHEW

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Dear Mrs Bradford,

The following is a response from the Department for Science, Innovation and Technology (DSIT) to your Regulation 28 Prevention of Future Deaths report issued following the inquest into the death of Thomas Alexander Ferdinand Mayhew (known as Ned), concluded on 21 April 2026.

We were very saddened to hear of the case involving Ned, and we wanted to thank you for raising this important matter so that it can be considered by the relevant authorities accordingly. We recognise the seriousness of the issues raised and welcome the opportunity to respond. While we are not responsible for the operational delivery of emergency services, including police and ambulance response or control room decision-making, we maintain the Public Emergency Call Service (PECS) Code of Practice on behalf of the 999/112 Liaison Committee. The Liaison Committee is the primary governing body responsible for the technical and operational oversight of the UK's Public Emergency Call Service. The Code of Practice is not a formal policy statement, but provides guidance to organisations on the handling of 999/112 public emergency telephone calls between the Call Handling Agents and the Emergency Authorities in the UK. The detailed operational policies and processes set out within the Code are developed and implemented by BT, as the call handling agent, and the emergency services, drawing on their operational expertise. We work with these partners to bring forward agreed updates to the PECS and ensure that changes are formally reflected and applied consistently across the emergency call system.

We coordinate closely with emergency service organisations and BT, as the 999 call handling agent, to ensure that the Code of Practice reflects agreed operational practice and supports the prioritisation of life-saving interventions. Following receipt of your report, we have engaged with the relevant operational partners who can advise on the proposal (BT, ambulance services, and policing, including through the 999 Liaison Committee and consultation with the National Police Chief Council (NPCC)) to consider the issues raised and decide whether the proposed change

should be adopted into standard practice.

Upon confirmation from these operational partners of their conclusions on your proposal and the appropriate procedures for this kind of scenario, any changes, if applicable, can then be reflected in the PECS Code of Practice. We understand that the NPCC is responding separately on the operational action being taken by policing. Any changes to the PECS would be intended to strengthen arrangements for call routing and interagency coordination in time-critical situations, particularly where there is uncertainty as to whether the person has died, ensuring access to an appropriate clinical response.

Thank you again for bringing this matter to our attention. We hope this response provides assurance that the issues you have identified are being considered with the seriousness they deserve, and that DSIT will continue to work with operational partners to ensure any agreed improvements are reflected appropriately in the PECS Code of Practice.

Yours sincerely,

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[Redacted name]  
**Deputy Director Telecoms, Security & Resilience**

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