METROPOLITAN POLICE

[redacted]

Miss Nadia Persaud
Assistant Coroner
East London Coroners,
124 Queens Road,
Walthamstow,
London E17 8QP

Deputy Assistant Commissioner
Metropolitan Police Service
New Scotland Yard
Victoria Embankment
London
SW1A 2JL

Email: [redacted]

Dear Miss Persaud,

Thank you for your Regulation 28 Report dated 26th March 2026 concerning the tragic deaths of Davina Kaur Ruprah, Kiranjeet Sagoo and Sachin Kalia.

The Metropolitan Police Service (MPS) extends its deepest condolences to the families of those who died; and we take the concerns you have raised extremely seriously. This letter sets out the formal response of the Commissioner of Police of the Metropolis, addressing each matter of concern and outlining the actions taken and planned to reduce the risk of similar incidents occurring in the future.

I can confirm that the matters of concern you set out within your Regulation 28 report have been carefully considered by senior leaders and practitioners within the MPS and I would now like to formally respond to as follows:

The MPS acknowledges the seriousness of the recording error and the absence of immediate supervisory intervention. The initial location provided by the caller was incorrectly entered, and the opportunity to identify this at the earliest stage was missed.

The first **matter of concern** is as follows:

> *The MPS call handler who took the call from a passing driver at 21:19, failed to record the correct location of the first road traffic collision. The caller mentioned the correct junction twice. The error was identified by the MPS on the very same evening (after the fatal collision occurred). Notwithstanding this, the supervisory team did not discuss the error with the call handler. They did not provide any feedback, training or additional supervision to the member of staff. Prompt review and appropriate remedial action following untoward incidents is essential to ensure high standards in the quality of call handlers. Call handlers undertake a vital role in ensuring prompt and accurate responses to emergency situations, often with lives at risk.*

MPS Response: Call Handler Learning and Accountability

- The call handler was not informed of the error at the time and first became aware of it during a meeting with the MetCC (Met Command and Control) Inquest Team on 24th July 2025.

- The Directorate of Professional Standards had already determined that 'Learning Through Reflection' [1] was the appropriate outcome.
- Although the delay in raising the matter with her was not intentional, we recognise that earlier awareness could have supported more prompt reflection and reassurance.
- The call handler will undertake a structured period of reflective learning to reinforce operational expectations, support their wellbeing, and ensure they fully understand the significance of accurate information handling.
- The call handler has also voluntarily participated in training materials produced by MetCC, sharing their experience with other operators and the serious consequences that may occur if full details are not recorded correctly.
- This material will be embedded into the MetCC Academy training syllabus, as well as being delivered on the Professional Development Days which all MetCC staff attend. The next series of these commence from 21st April 2026.

Supervisory Oversight and Quality Assurance:

- A review of the incident as conducted by MetCC staff in July 2025, which confirmed that supervisors were not aware of the incorrect entry because the initial CAD (Computer Aided Despatch) created by the call handler was not linked to the main working CAD.
- The absence of this linkage meant supervisors had no visibility of the discrepancy at the time and the information of the CAD with the incorrect location only came to light from the Directorate of Professional Standards' investigation.
- We have reinforced supervisory expectations through the MetCC Organisational Learning Hub in relation to reviewing CAD activity by supervisors, particularly where multiple calls may relate to a single incident.
- Routine quality assurance processes remain in place, and supervisors are expected to intervene promptly where errors or learning needs are identified. This will be reinforced through weekly publications to staff.
- MetCC Academy is to be included within training working with the MetCC Organisational Learning Hub.

The second **matter of concern** is as follows:

> *There was a great deal of confusion in relation to the precise location of the road traffic incident. It was only when the app What3Words was used, that a precise location was identified. There is plainly IT available which is capable of finely pinpointing a person's location. This is not a system built into the police IT structures.*
>
> *The current reliance on mobile phone locations is not precise. The area covered by a phone mast is quite wide. Despite the limitations of mobile phone location systems, over-reliance on the imprecise technology appears to raise the risk of call handlers not giving full attention to the information provided by the caller.*

MPS Response: Inaccurate Caller Location and Over-Reliance on Mast Data:

- The MPS accepts the concerns raised regarding the limitations of mobile phone mast data and the need for more robust methods of establishing exact caller locations.

[1] Learning Through Reflection (LTR) is not part of any legislated misconduct or performance process. Instead, it was introduced in line with Home Office and College of Policing guidance (2022) to support the wider use of reflective practice within policing. The intention has always been to strengthen learning, improve standards, and address low-level concerns through supportive, engaged line management and a culture of continuous improvement.

Training and Geolocation Tools:

- The MetCC Academy has formally incorporated ‘What3Words’ into the 2026 training syllabus. All new call handlers are now trained to request, recognise and utilise ‘What3Words’ codes to support precise geolocation. All staff already have access to the system through the MPS network.
- ‘LifeX’, the replacement for the current CAD/CHS (Call Handling System), will introduce integrated ‘What3Words’ functionality. It is scheduled for implementation across MetCC in July 2026, significantly improving operators’ ability to work with accurate geolocation data in real time.

Strengthened Operational Procedures:

- Guidance and training have been updated to make clear that verbal descriptions from callers must be prioritised and that mast data should be treated only as a supplementary indicator.
- Operators are expected to challenge inconsistencies between system-generated information and caller accounts, and to seek clarification whenever necessary.
- This instruction has been shared with existing call handlers via the MetCC Information Portal which is an online SharePoint page where any help or assistance can be easily accessed. It has also been sent to staff using a weekly digest page.
- In March 2026, Supervisors have been directed through the MetCC Weekly Information circular to reinforce these expectations, providing real-time support and scrutiny during live incidents where location accuracy is critical.
- Training has also been enhanced to improve mapping skills, triangulation techniques, identification of road networks and landmarks, and the use of digital tools to verify caller location when information is unclear or inconsistent.
- The MetCC Academy, working with the Organisational Learning Hub are now reinforcing the use of all available information to call handlers and despatchers. This will include guidance that, where appropriate, call handlers and despatchers should consider and provide location data derived from eastings and northings from the incoming call, particularly where the informant may not be at the stated location or where there is any uncertainty. Where a location is not confirmed on CHS or CAD, and where appropriate, the details should be recorded in the remarks field.
- Advanced Mobile Location (AML) was developed in the UK by BT, EE and HTC to assist emergency services in accurately locating callers. When an emergency call is made from a handset with AML enabled, the phone automatically activates its location services and transmits the caller’s location to the emergency services. This location data is derived using either GPS or Wi-Fi, depending on which provides the most accurate result at the time.
- On CHS, AML data is displayed as ‘Enhanced Information Service for Emergency Calls EISEC’ and is typically received approximately 20 seconds after the start of the call. AML provides significantly greater accuracy than the legacy system, with location data that is up to 4,000 times more precise than previous EISEC information. These system features are well established and consistent across emergency services nationally to assist with identifying the caller’s location.

Although rare, all the above are intended to support the principle of maximising all available information to assist officers in locating individuals, noting that this would be applied in specific circumstances and is not a routine requirement.

Summary overview:

The Metropolitan Police Service acknowledges and accepts the concerns raised by HM Coroner.

We are satisfied that this can be incorporated into existing training within our 'Advance Despatch Exercise' where identifying risk and managing different types of despatch work is explored.

We remain fully committed to ensuring that lessons arising from these tragic events are embedded into systems, training, supervision and operational practice across MetCC and the wider organisation.

The actions described above represent meaningful and sustained improvements aimed at strengthening operational accuracy, enhancing supervisory intervention, seeking to improve the technological capabilities of the systems used within MO12, and reducing the risk of future deaths.

We are grateful for the opportunity to reflect, learn and improve and should you require any further information, clarification or assurance, we stand ready to provide it.

We hope this correspondence addresses the concerns set out within your report and please do not hesitate to contact us should you require further information from the MPS.

In closing, please may I extend, once again, my deepest sympathies to the family and friends of Davina Kaur Ruprah, Kiranjeet Sagoo and Sachin Kalia.

Yours sincerely,



Deputy Assistant Commissioner