

'If asked' response to publication of IPCC report

Leicestershire Constabulary accepts the findings of the IPCC report. It acknowledges that failings were made in the way that four calls were handled during the evening prior to Joanne Butler's death in January 2006 and that delays in referral to the IPCC meant that potential disciplinary action in relation to one member of staff could not be considered.

In the past five years since the incident the Force has radically changed its approach to managing calls from the public, tailoring the service to meet the individual needs of the caller. All officers and many police staff, including those who take calls from the public, have now received Protecting Vulnerable People training.

An "adult's at risk" referral team has been introduced which deals with 6,000 alerts a year. This enables officers across the whole Force to identify a person they feel may be vulnerable or 'at risk' whether a victim of crime, anti-social behaviour or just a person they have encountered in their community that needs help to stay safe. The team can then identify if there's any further support we or partner agencies can provide to that person.

Immediately after the incident in January 2006 an internal review was carried out and a number of failings identified and recommendations made. It is regrettable that we did not refer the case to the IPCC from the outset.

The Force has made changes to its recording processes to ensure that all decisions relating to referrals to the IPCC are fully auditable and that no delays in referrals occur.

I have personally visited Mr and Mrs Butler and apologised for our failings and have spoken to them about the changes we have made particularly in the way we now deal with calls and the measures we have introduced to help safeguard vulnerable people.

Deputy Chief Constable David Evans