Witness Name: CLAIRE GOULD

Statement No: WITN0284001

Dated: 14th January 2026

THE NOTTINGHAM INQUIRY

FIRST WITNESS STATEMENT OF DCI CLAIRE GOULD

I, CLAIRE GOULD, will say as follows: -

1. This witness statement is made to assist the Nottingham Inquiry (the "**Inquiry**") with the matters set out in the Rule 9(1) Request dated 30th July 2025 (the "**Request**").

2. This statement relates to Operation Hendrix, the events of the 13th of June 2023 when Valdo Calocane (AKA Adam Mendez) killed Grace O'Malley-Kumar, Barnaby Webber and Ian Coates and seriously injured Wayne Birkett, Sharon Miller and Marcin Gawronski in Nottingham City Centre.

BACKGROUND

3. I have been asked by the Inquiry to detail my background both prior to joining the police and my career thus far. I am Claire Gould, and I am the Detective Chief Inspector (DCI) with responsibility for the City Criminal Investigations Department

(CID). Until August 2025 I also had responsibility for the Prisoner Handling Teams (PHT) and two Priority Tasking Teams (PTT). This changed recently owing to a move of CID into the Crime Command from under Local Policing. Aside from this, I have responsibility for additional roles including being force lead for Serious Violence and force lead for Forensics. These roles entail regular meetings with local, regional and national forces and external bodies, providing performance data, accountability and ensuring robust governance structures.

4. In terms of my role as serious violence lead, I work with internal commands and external agencies comprising statutory, non-statutory and third sector partners including the Office of the Police and Crime Commissioner (OPCC), social care and the Violence Reduction Partnership (VRP), to name a few. It is a key strategic and operational role with a remit to tackle serious violence within Nottinghamshire. It was established in line with the Government's Serious Violence Strategy (2018) and the Serious Violence Duty (Police, Crime Sentencing and Courts Act 2022). The serious violence lead is responsible for co-ordinating, reducing and preventing serious violence. In my role as force lead for forensics, I am responsible for improving the performance of the force in all areas of forensics to improve investigations and outcomes for victims. This includes working closely with the East Midlands Special Operations Unit for Forensic Services (EMSOU-FS) and attending Forensic User Groups (FUG) and Forensic Task and Finish Groups (TAFG). I report into accountability boards and work with external agencies, such as CPS via the Joint Operation Improvement Board (JOIM) to ensure forensic

compliance and turnaround times aligned with the Criminal Justice System particularly for trial dates.

5. I am trained in additional specialist roles including Family Liaison Advisor (FLA) and I am a Scene Evidence Recovery Manager (SERM) for Disaster Victim Identification (DVI). I have held the FLA role since May 2017 and the SERM role since 2021. I will explain the role of Family Liaison and specifically the FLA role further on within this statement. DVI is the process by which bodies of individuals are identified following large-scale disasters such as natural catastrophes (Tsunamis, earthquakes and hurricanes for example) or unnatural disasters (such as plane and train crashes and terror-related incidents).

6. The role of the SERM is the oversight of the evidence recovery process at the scene of the incident, whilst ensuring safety of personnel involved and the integrity of the scene. This is crucial to identification of the deceased and legal compliance. Team co-ordination and the correct packaging and handling of exhibits fall under the responsibility of the SERM. I also ensure compliance with the Joint Emergency Services Interoperability Principles (JESIP) and effective collaboration and communication with other emergency services present at a disaster scene.

7. I joined Nottinghamshire Police as a Constable on the 13th of September 2004, aged 23 years. Prior to this I secured 4 'A' Levels in English Language, French, History and General Studies. In 1999 I commenced my undergraduate BSc (Hons) degree at the University of Teesside where I studied Criminology and extra module

qualifications in French. I graduated in 2002 with a 2:1 (Hons) degree and spent five months travelling around the world. In January 2003 I took up part-time employment with British Telecom. I applied for, and was successful in obtaining, a scholarship from the European Social Fund to study a Master of Science (MSc) degree in Forensic Investigation, again at the University of Teesside. I commenced this course in September 2003 completing this in September 2004, following the completion of my dissertation. During this MSc, I also applied for the Police Constable role with Nottinghamshire Police, my home force. From being a small child, I have wanted to join the Police Service. I was successful in my application and commenced this role on the 13th of September 2004.

8. Following 16 weeks of in-house training and Police Training School at Ryton-on-Dunsmore, I was first stationed as a response officer at Eastwood Police Station where I would complete my first two years of training. I passed my Sergeants Legal Exam as soon as I was eligible, successfully passing this in April 2006. I then moved to the City Division to Bulwell Police Station in June 2006 where I continued in my role as a Police Constable.

9. In September 2008 I commenced a short acting role as Police Sergeant at Oxclose Lane Police Station before being offered a role in the Criminal Investigations Department (CID), the route I had wanted to pursue. I commenced in CID in February 2009, based on the Burglary and Robbery Team at Oxclose Lane Police Station covering the City North area. I passed my National Investigators Exam (known as the CID exam/NIE) in the summer of 2009. I

attended the six-week CID course at Bingham Police Station in February 2010 and completed my Detective Constable Portfolio in July 2010. I was therefore accredited as PIP Level 2 detective. PIP2 stands for Professionalising Investigations Portfolio and is the nationally recognised accreditation.

10. I remained at Oxclose Lane police station and joined the mainstream CID there, investigating offences such as robberies, serious sexual assaults and rapes, serious violence incidents and a murder investigation. In April 2012 I was given the role of Temporary Detective Sergeant at Oxclose Lane Police Station where I worked until the promotion boards were advertised in 2013. There had been a hiatus of promotion boards and hence the delay in my seeking promotion. I applied for the Detective Sergeant process in December 2013 and was successful. I then moved to Radford Road on the Divisional Investigation Team (DIT) where I led a team of detectives. This role entailed investigations into serious and complex crime including serious woundings, armed robberies and high-risk missing persons to name a few. I completed my Detective Sergeant portfolio which was accredited in September 2014. I remained on this team until early 2015 when I was selected to work on the Cross-Border Acquisitive Crime Team based at Carlton Police Station. This role entailed investigations into travelling criminals who committed burglary and robbery offences, including high value burglaries and distraction burglaries that tended to target the elderly and the vulnerable.

11. In 2015 I passed the Inspectors' Legal Examination making me eligible for promotion to Detective Inspector. I decided however to pursue a sideways move

and joined the East Midlands Specialist Operations Unit on the Major Crime team (EMSOU-MC). This is the homicide team and was based at West Bridgford police station. I joined in February 2016 where I worked on homicide investigations across Nottinghamshire, Leicestershire, Derbyshire, Northamptonshire and Lincolnshire. It was during this time that I was trained in the use of the Home Office Large Major Enquiry System (HOLMES) used for murder investigations. I was trained as a Tier 5 Interview Advisor in 2015 and used this skill during this role. The role of the Tier 5 advisor is the most advanced level of the national suspect interview tiering system. It is a specialist role which entails providing advice and oversight for complex interviews relating to serious and organised crime, including murder investigations. I performed this role on a significant number of murder investigations and this is a skill I maintain to date.

12. In 2017 I undertook, and successfully completed, the FLA course delivered by the College of Policing. I have undertaken this role since 2017 and ensure I keep abreast of the Continuous Professional Development (CPD) as required by the role. I have been the dedicated FLA for murder investigations and fatal road collisions, both for Nottinghamshire Police and the other forces across the East Midlands. I will provide further information regarding this later in my statement.

13. In June 2019 I applied for promotion to the rank of Inspector and was successful following an application and interview process. I was then appointed as the Detective Inspector (DI) for the Professional Standards Department (PSD). This role covered two separate internal departments, the Complaints and Misconduct

Unit (CMU) and the Counter Corruption Unit (CCU). I attended the Investigations in Professional Standards course which was held externally in Birmingham and covered the legislation governing police misconduct and the handling of public complaints. In 2020, the government introduced the Police (Conduct) Regulations 2020 which set out disciplinary framework for police officers in England and Wales. I was instrumental in the inception of these regulations within Nottinghamshire Police and ensured officers were aware of their duty to abide by the Standards of Professional Behaviour and embody the Code of Ethics. The CCU is a covert unit which investigates allegations of corruption, unethical behaviour and misconduct within the force. Its remit is to prevent, detect and investigate potential corruption and secure the convictions and/or dismissal of officers and staff who display such behaviours. It is crucial for maintaining public trust and confidence and integrity within policing. I attended the Counter Corruption Training course delivered by the College of Policing in 2021. During this period of time, I was also on the DI 'on call' cadre where I would work shifts of days, afternoons and night shifts in the 'on call' capacity. In this role I have attended murders, suspicious deaths, firearms discharges, kidnappings, fatal road traffic collisions, stabbings and other serious incidents as the Senior Investigating Officer.

14. In this rank I attended the two-week Inspector development training at the regional training headquarters based at Leicestershire Police. I successfully passed the Inspector and dedicated Detective Inspector portfolios, accrediting myself as competent at this rank. This is known as the Managing Serious Investigations Development Portfolio (MSIDP). In 2021 I also attended all three courses delivered

by the College of Policing for the PIP Level 3 Senior Investigating Officers course. This entailed five weeks in total.

15. In May 2022 I was temporarily promoted to the rank of Detective Chief Inspector (DCI) for Violence Against Women and Girls (VAWG). This entailed the formulation and delivery of our tactical plan force wide in our response to VAWG. I held this role for 11 months before returning to the rank of DI following being unsuccessful in interview for the DCI promotion boards. I then moved to the County CID where I was a divisional DI. It was during this posting that I became the FLA for Operation Hendrix, which was the investigation into the tragic incidents on the 13th June 2023.

16. In March 2024 I was successful in the promotion boards and promoted to the rank of DCI and posted to the city division where I was given responsibility for the City CID, the City PHT and the City PTTs. I remain in this role to date.

17. In November 2024 I graduated after successfully completing my second MSc, this time in Police Leadership, Strategy and Organisation which I had been studying part-time for two years.

THE ROLE OF THE FLA

18. The Inquiry has asked me to detail the role of the FLA. The overarching role of the FLA is to provide critical support and guidance to families during investigations

into major incidents. This can include natural disasters, road traffic collisions and, in the case of Operation Hendrix, criminal investigations including murder. FLAs duly appoint Family Liaison Officers (FLOs) to the families to provide support and ensure lines of communication between investigation led by the Senior Investigating Officer (SIO) and the affected families. The FLA completes due diligence prior to deployment of a FLO, which encompasses ensuring the FLOs deployed are suitably skilled (including whether PIP Level 1 or PIP Level 2 is required), suitably trained with CPD up to date and will ensure the suitability of deployment. This incorporates current workload and capacity to assume the role, which can often be emotionally intensive and entail significant commitment often over a prolonged period. It is an entirely voluntary role and is performed alongside core roles.

19. The FLA role is strategic in co-ordinating FLO deployments and acts as an intermediary between the investigation and the families. It needs to ensure clear lines of communication between the SIO and the FLOs to ensure comprehensive updates are given to the families that are accurate, honest and clear. If information cannot be passed as requested, the FLA must clearly explain to the FLOs the reason for this so this can be explained, in 'layman's' terms to families. The building, and maintaining, of trust and confidence with families is crucial for a successful deployment.

20. The FLA is also an intermediary between families and other authorities and police command structures, which can include statutory partners such as social care, the

Coroner, the Gold Commander, Councillors and Members of Parliament (MPs). The level of involvement will depend on the complexity and critical nature of the incident.

21. The FLA is responsible for the FLO co-ordination and overseeing the family liaison activity balanced with ensuring the family liaison is aligned with the investigative objectives that are determined by the SIO. Guidance and support for FLOs are key principles to ensure FLOs understand the roles given and to provide emotional support when encountering difficult or emotionally intense incidents. FLO welfare remains pivotal throughout a deployment.

22. During multiple deployments, the FLA is crucial in ensuring fairness to all families involved and co-ordinating clear and consistent messaging that is accurate, reliable and updated in a timely manner. Ensuring families are updated as closely to each other is critical in ensuring fairness and for maintaining trust and confidence. Therefore, the facilitation of clear communication, both to families and upwards back to the investigation is of utmost importance. Where conflict or tensions arise, it is the responsibility of the FLA to understand this and ensure the investigation is aware. It is for the FLA to seek to remedy such a situation, either by acting as an intermediary between the FLO and family or to seek an alternate solution, which could be the replacement of a FLO.

23. FLOs are bound by strict guidance in terms of their professionalism and are very clear that they must adhere to the Family Liaison guidance (paragraphs 24- 39)

and must not overstep boundaries. The role is one of support but also one which incorporates an investigative function which can be a factor in certain deployments. FLOs must abide by the provisions of the Criminal Procedures and Investigations Act (CPIA) 1996, which governs the disclosure of unused material in criminal proceedings, to maintain the integrity of the investigation.

GUIDANCE AND POLICIES

24. I have been asked by the Inquiry to detail the relevant guidance and policies that apply to the role of the FLA, including what is expected under the Victim's Code. During Operation Hendrix the Family Liaison Co-ordinator for Nottinghamshire Police was DI Melanie Crutchley. This role was taken over in June 2025 by DCI Ruby Burrow of EMSOU-MC. All guidance and policies that apply to the FLA role were made available on SharePoint via DI Crutchley. This guidance is readily available via the dedicated Family Liaison section on Microsoft Teams. The below guidance is all contained on there.

25. The National Police Chiefs' Council (NPCC) have guidance entitled 'Practical Advice for Family Liaison Deployment – Supporting and Welfare Considerations.' This document states that "This document is intended to provide some minimum standards and expectations for the welfare of FLOs, and outline processes and structures for forces to consider when ensuring the health and wellbeing of staff." This is available on the NPCC website and is dated 2020. I exhibit this as NGPF0008672. It details the onus on the SIO to constantly review, support, and

monitor all staff under their command during an investigation. It details how trauma and stress often encountered by FLOs and FLAs ought to be regarded as a priority and ongoing care provided. This is a key role of the FLA who assumes responsibility for ensuring welfare of FLOs. Welfare signposting to organisations such as Oscar Kilo are detailed within. FLAs must look after their own wellbeing whilst actively monitoring mental health and stress affecting FLOs in their professional roles and personal lives. Wellbeing is a key consideration throughout the initial strategy, throughout the investigation and up to the exit strategy. It details that regular meetings and contact should be maintained by the FLA with the FLOs and ensure that there is signposting to Occupational Health, charities and other organisations where required.

26. The NPCC also have further guidance available via the college of policing entitled 'Practical advice for Family Liaison Deployment -Strategies, briefing, tasking and withdrawal,' which I exhibit as NGPF0008684. This document details the primary role of the FLO being an investigator working to the SIO to achieve their investigative objectives. The FLOs therefore are integral to gathering evidence and information for families that can assist an investigation. Depending on the circumstances of the investigation and relevant deployment, the level of investigation required varies. It details that FLOs should be dedicated to their role and not assume other roles as part of the investigation. The SIO owns the FLO strategy and all strategies, including the initial one, requires endorsement by the SIO indicating contentment. It then details the need for initial briefings, the long-

term aims, tasking of FLOs and the need for detailed record keeping. FLO welfare is also documented.

27. I am also aware of the NPCC Practical Guidance relating to the Management Structure for Family Liaison NGPF0008675. This documents the role of the Family Liaison Co-ordinator, the FLA and the FLO.

28. The NPCC also provide guidance pertaining to Family Liaison and Independent Legal Advice which I exhibit as NGPF0008679. This guidance stipulates that officers deployed must adhere to nationally agreed protocols for families affected by murder. This includes the need to refer families to the Homicide Service within 24 hours of the investigation commencement. All FLOs and FLAs are nationally accredited which ensures that they can aid other forces on a mutual aid or operational structure if required (such as the five forces comprising the East Midlands region). It also provides guidance regarding Continuous Professional Development (CPD) for those involved in family liaison.

29. Nottinghamshire Police also have bespoke guidance for Family Liaison. PD109 – Family Liaison Co-ordination and Deployment is one such guide (NGPF0007415). Authored by DI Crutchley and effective from 2022 this is now due for review as of May 2025. This document details the aims of Family Liaison which is to provide professional support to families, respecting their customs and beliefs where the investigation permits. The role of family liaison is critical in supporting families who have lost loved ones in tragic circumstances and alludes to the highly emotional

impact that this can have on FLOs performing this role. Securing the trust and confidence of families is a core aim of all deployments. It denotes that the principles of the Victims' Code 2015 are central to deployments and quotes 'Victims of crime should be treated in a respectful, sensitive, tailored and professional manner without discrimination of any kind'. It details the kinds of deployments where family liaison should be considered, including, but not limited to, murder and manslaughter, mass fatality, rail fatality incidents, fatal road traffic collisions and critical incidents that are professionally assessed to require family liaison support. It then details the key aims of family liaison including securing trust and confidence of families, gathering material from families that can assist the investigation, to ensure families receive all the relevant information relating to the inquiry to which they are entitled and ensure signposting to relevant support networks and organisations.

30. Other sections cover the roles within the family liaison structure, including that of the FLA, the importance of victimology and guidance on deployments. Finally, it ends with legislative compliance.

31. Other guidance with which I have been sighted includes the NPCC Practical Advice – Family Liaison Deployment to Murder/Manslaughter of British Nationals Abroad (NGPF0008680).

32. I am now aware of the Family Liaison Withdrawal strategy, which I was not aware of, or do not recall being aware of, previously (NGPF0010241).

33. I received an input from Sian Lewis-Williams, the National FLA, who presented to EMSOU-MC at West Bridgford police station in circa 2018. This input has also been shared on the FLO Teams portal, and I am aware of the guidance contained within. This gives guidance on writing FLA Strategies. This portal is on Microsoft Teams and contains guidance for FLOs and is accessible for every FLO.

34. The Code of Practice for Victims of Crime, known as the Victims' Code, is pivotal to successful family liaison. It was issued by the Secretary of State for Justice, under the Domestic Violence, Crime and Victims Act, 2004. It covers the rights and entitlements for victims and their families and is important legislation for all investigations, to ensure victims are front and centre throughout an investigation, from outset to conclusion. Bereaved families are a key aspect of the Victims' Code.

35. The rights are listed in the Victim's Code as:

- Right 1: The right to understand and be understood
- Right 2: To have the details of the crime recorded without unjustified delay
- Right 3: To be provided with information when reporting the crime
- Right 4: To be referred to services that support victims and have services and support tailored to your needs
- Right 5: To be provided with information about compensation
- Right 6: to be provided with information about the investigation and prosecution
- Right 7: To make a Victim Personal Statement

- Right 8: To be given information about the trial, trial process and your role as a witness
- Right 9: To be given information about the outcome of the case and any appeals
- Right 10: To be paid expenses and have property returned
- Right 11: To be given information about the offender following a conviction
- Right 12: To make a complaint about your rights not being met.

I exhibit the Code as exhibit - NGPF0008356 .

36. In terms of Family Liaison, all except right number two are pertinent to the role of the FLO. It sets out rights to effective communication so that families understand what is happening and vice versa; that they are listened to and have their concerns understood. This is the fundamental principle of the Family Liaison Advisor. To support families and ensure that there are effective lines of communication between the families and the SIO that are clear, honest and unambiguous. Families are to be referred to tailored support services including, in relation to homicides, the Homicide Victim Referral Service. They should be kept abreast of investigative developments and ensuing prosecutions where they are informed regarding trials and the criminal justice process. This includes the right to give a Victim Personal Statement (VPS) to detail how they have been affected and the right to be informed of the outcome of a case. They are to be offered meetings with the CPS and the appointed Counsel (in this case Mr Karim Khalil KC and his junior, Mr Peter Ratliff). Victims must also be kept abreast of decisions relating to the trial and any appeal processes that they may wish to seek. Where a defendant

has been convicted of a lesser charge, victims are to be offered the opportunity to meet with CPS/Counsel to ensure full understanding of the conviction. In this case, CPS accepted the alternate pleas offered by the defence and therefore this was communicated to all parties and there was a relevant Plea and Sentencing Hearing.

37. The Victims' Code also contains specialist provisions for the bereaved families of a person who has died in criminal circumstances. The key aspects are the appointment of FLOs, access to specialist support such as bereavement services, results from post-mortem examinations, being kept updated in relation to criminal and coronial investigations and signposting to compensation.

38. These rights are all pertinent to Operation Hendrix.

39. There was no national guidance in relation to multiple FLO deployments involving multiple victims at the time of my deployment to this incident. As far as I am aware this remains the case, albeit I have since appraised myself of the Kerslake report following the Manchester Arena bombing. I appreciated from the outset that this would be a complex deployment that would be highly emotive for the FLOs involved given the extremely tragic circumstances and trauma being faced by the families of those killed and the victims facing long roads to physical and mental recovery. It was an unprecedented event in Nottinghamshire and the trust and confidence of the families was crucial to successful deployment. I therefore agreed to perform this role when asked by DI Gibson, understanding it would require

commitment and be a steep learning curve for all involved, including myself. I anticipated the likely challenge of managing the inevitable varying needs and support required from each family/victim and that each family would require a support framework tailored to them individually and their needs. Maintaining confidentiality and providing bespoke support, whilst within the family liaison parameters, was a key objective throughout.

PREVIOUS EXPERIENCE

40. I have been asked to detail my previous experience of working in a family liaison capacity for murders and attempted murders. After successfully completing the FLA course in May 2017, I worked on several murders covering the FLA role. Post deployment I would submit my Major Enquiry book to the HOLMES supervisor on the relevant murder. HOLMES stands for the Home Office Large Major Enquiry System upon which murder investigations are managed. I would also ensure that my strategies were submitted and on HOLMES. All the relevant documentation therefore sits within HOLMES across the five East Midlands regional forces that comprise EMSOU-MC. I have made enquiries of Sharron Hather, a HOLMES supervisor in Nottinghamshire to ascertain if there is a way to trawl these deployments to ensure none have been missed. Ultimately there is no way to electronically search the system to retrieve these and therefore a manual review has been done. This is due to FLAs not always being created on HOLMES as involved persons. I therefore cannot 100 percent guarantee that no deployments

have been missed from the below. From memory recall and HOLMES research I have located the following deployments:

a. *Operation Pyrenees* which occurred overnight from New Year's Eve into New Year's Day in 2019. This was a double murder and suicide in Boston, Lincolnshire whereby the ex-partner of the female occupant entered the property uninvited and set fire to the bedroom containing the two victims. The fire almost killed two other occupants, who were lucky to escape. The ferocity of the fire also caused the premises to collapse, meaning this deployment required a full DVI response. All three were found deceased within.

b. *Operation Haymarket* which was the murder of Thomas Burns who was assaulted in his home address after being punched to the head on the 9th July 2017. The offender was convicted of manslaughter.

c. *Operation Herd* which was a category 'A' murder enquiry into the fatal stabbing of Lyrico Steede in Bulwell in 2018. Lyrico was found in the doorway of an address, distressed and with a significant number of stab wounds. He died six days later in hospital as a result of his wounds. The term Category 'A' is a classification for major or high-profile murder investigations, where the identity of the offender is unknown and not likely to be established early in the investigation. It also refers to an investigation which requires significant resources. In this case the offenders were unknown, but CCTV showed 17-year-old Lyrico be chased down by a gang of males in dark clothing who then stabbed him multiple times as he tripped and fell. It was gang related violence. The offenders were all later identified, including the female who had

arranged to meet Lyrico intending for him to be 'jumped' by the offenders. Following a trial at Nottingham Crown Court all were convicted.

d. *Operation Haiku* which was the murder on Barry Spooner who was found on the 7th of June 2023. His body had been concealed in a basement, where it had lain for several days. The Home Office postmortem revealed the cause of death was from several stab wounds, particularly concentrated in the neck area. A female was arrested and charged with his murder and was subsequently convicted. The female had been living with Barry Spooner and evidence suggested that she was exploiting him financially. This was a tragic and emotive case that required sensitive handing. DC Farrell was the Family Liaison Officer who was one of the FLOs for Operation Hendrix and deployed to the family of Barnaby Webber.

e. *Operation Henman* - Whilst deployed on Operation Hendrix, I was also FLA for Operation Henman from August 2023. This investigation related to the tragic death of a Nottinghamshire Police Sergeant, a colleague who was sadly hit and killed by a train when responding to an incident relating to a high-risk missing person. Given the circumstances this was a highly emotive deployment and involved investigations from various agencies including the Health and Safety Executive (HSE), the Rail Accident Investigation Bureau (RAIB), the Coroner and the British Transport Police (BTP).

41. I have also worked on four fatal road traffic collisions in an FLA capacity.

SELECTION

42. I have been asked to detail how and why I believe I was selected to perform the FLA role on Op Hendrix. I was on duty on a day shift on Tuesday 13th June 2023 at Mansfield Police station in the capacity of DI for the CID when I received a telephone call from DI Clare Gibson from Nottinghamshire Police's EMSOU-MC. I received this call at 0830 hours and was given a precis of this case by DI Gibson. I was informed that following a series of incidents overnight a male had been arrested on suspicion of 3 murders and 3 attempted murders and was in custody. At this time, I was told that this was potentially an Operation Plato incident, which refers to a potential terror related incident. She asked if I had capacity to be the FLA on this investigation. I immediately understood the tragic and complex nature of the incident and appreciated the potential longevity of deployment. I considered my current workload and ongoing FLA commitments and responded that I would be able, and moreover willing, to assist. I was informed that Detective Superintendent (DSupt) Leigh Sanders of EMSOU-MC was the SIO, and he would be delivering a briefing to the incident room imminently and that I was to travel to Radford Road Police Station to attend this briefing. I immediately left the station and travelled over to Radford Road police station. Given it was morning traffic, I recall this taking some time however I arrived in time for the commencement of the initial SIO briefing.

43. En route I rang DCI Hall who was my supervisor to brief him of the request of myself to perform the FLA role and to request his permission, which was duly granted. Upon arrival I sat in the incident room and the briefing commenced with DSupt Sanders at 0930 hours. At this time, I commenced my note taking in the

Major Incident Enquiry Officers Booklet which I had been provided with prior to the briefing by DS Adam Cooper (I exhibit my first booklet as NGPF0009431, the second booklet as NGPF0010242 . I later typed these books which I refer to as exhibit NGPF0010243).

44. I have worked with DI Gibson in various roles and ranks throughout my career. We were both Detective Sergeants on CID back in 2014-2015 where we worked together on a number of investigations. She was a DI on EMSOU-MC at the time of Operation Hendrix and she is aware that I have been trained as an FLA for many years and had undertaken numerous murder deployments, in varying roles, during my tenure on EMSOU-MC.

45. I have performed the role of Deputy SIO and have provided strategic direction to FLAs in this capacity, including Operation Hobart in September 2018, which was the fatal stabbing of male in Radford for which three males were convicted of murder. We had also completed our PIP Level 3 training courses together in 2021. As a result, she is aware of my previous experience of murder investigations and previous, successful FLA deployments.

MY SPECIFIC ROLE

50. The inquiry has asked me to describe my specific role in relation to the matters relating to the attacks by Valdo Calocane and the subsequent prosecution.

51. My specific role was the FLA, and in this statement, I describe that role and the chronological events that I undertook in this enquiry. Additional to this I also completed an identification procedure of both Barnaby Webber and Grace O'Malley-Kumar at the mortuary at the Queen's Medical Centre (QMC). This was performed via comparing pictures to Grace and Barnaby at the mortuary and was prior to formal identification by family. This was required to satisfy His Majesty's Senior Coroner for Nottingham and Nottinghamshire, Mairin Casey, as to identification purposes to allow media releases naming the victims. This was completed at 0930 hours on the 14th of June 2023 for Barnaby Webber and at 1000 hours on the 14th of June for Grace O'Malley-Kumar. I also attended the Home Office Post-Mortem (HOPM) of Grace O'Malley-Kumar which commenced at 1038 hours and concluded at 1435 hours. This was performed by Home Office Pathologist Dr Michael Biggs. At 1500 hours I seized exhibits from the post-mortem which were then taken to Radford Road Police Station and placed in the secure store at 1545 hours.

52. My only other involvement in this case was performing the role of the FLA. I attended the HOPM of Grace as requested by DCI Clare Dean, the deputy SIO, this was owing to no other DIs being able to attend at this time. I therefore agreed, cognisant that I had DS Lill as a support FLA who could support the FLOs in my absence.

53. I have been asked to detail in a chronological account the steps that I took in this matter in respect of providing information or other assistance. I was asked to include, but not limit my response to, my involvement in:

- Notification of charges, defences and sentence

- Notification of court appearances
- Meetings before and at court
- Meetings with the CPS and Counsel
- Home visits.

54. Following my formal briefings to the FLOs I verbally explained that my expectations were that they would maintain detailed FLO logs detailing their involvement and actions throughout the deployment. My expectations were that these were accurate and recorded as contemporaneously as possible to ensure the provision of all information was recorded as well as capturing any issues that needed raising, via myself as the FLA, to the SIO of the investigation. I briefed the FLOs in stages owing to when the pairs arrived, so as not to cause unnecessary delay. I detail these deployments later in this statement. I knew the FLOs were experienced and thorough and had confidence in their expertise to ensure these logs were maintained and submitted to the enquiry when required. I was also sighted on the logs periodically throughout and therefore was satisfied with the meticulous nature of these. These were either in person or via direct email to me. I exhibit the logs that were sent to me throughout this statement.

55. I also maintained my FLA logs which captured requests for updates to families and issues or concerns as they were raised. The FLA role is strategic in terms of fluidity of messaging, consistency of approach and fairness in updates. It also involves managing stakeholders, which include, but are not limited to, the coroner, Community Safety Partnerships (CSPs), Nottingham City Council and charities. If

there are issues raised between FLOs and families, the FLA is expected to be updated of these by the FLO (or potentially via families) and take any necessary action. In my experience issues have been extremely limited.

56. Throughout the deployment, I remained in close contact either via telephone, in personal meetings or email with all the FLOs, feeding back to the SIO where required. This is important for FLO welfare and, crucially, to ensure communication flow as required. The amount of contact was daily and face to face in the initial days but varied as the investigation progressed. The FLOs all had my telephone number, and I advised them they could call me at any time for either Op Hendrix reasons or any of a personal nature. I knew some of the FLOs well from previous working relationships and others less so but ensured that all were offered the same support. I did not know PC Baxter at all at the outset, but she came to me often regarding her daughter being in hospital for an extended period of time during this deployment, having been admitted to the QMC around Christmas 2023. I explain this in more detail later in this statement but refer to this as an example of the relationship we developed.

57. It became clear as the investigation progressed that the families required varying levels of support and input from their FLOs, including Wayne Birkett, Sharon Miller and Marcin Gawronski. This was evident via their updates to DC Johal as their FLO. They developed a good relationship with her; however, all three victims were very clear they wished to focus on recovering from their injuries and the mental impact of the incident and requested limited interaction and support from the FLOs

deployed. Elaine Newton similarly expressed a desire to be updated but to be allowed time to grieve in private and very much wished to remain out of the public eye.

58. Families therefore required varying levels of support and requested very differing levels of support from FLOs. This will explain the differing levels of information pertaining to each family within my log.

59. As previously documented, I was deployed as the FLA from 0830 hours on 13th June 2023 by DI Clare Gibson. I then travelled to the Major Crime incident room at Radford Road Police Station where the initial briefing was delivered by the SIO, DSupt Leigh Sanders, who was then the regional head of homicide for the East Midlands. I took notes of this briefing and continued to take FLA notes in my Major Incident Enquiry Officer's Workbook (as previously referenced as exhibit NGPF0009431) I noted the briefing information which was led under Operation Hendrix. The details of this briefing were that this had been declared both a critical incident and a major incident. A critical incident is defined as "any incident where the effectiveness of the police response is likely to have a significant impact on the confidence of the victim, their family and/or the community" (College of Policing, 2025). A major incident is defined as "A major incident is an event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies" (I exhibit explanations of these as NGPF0009264 and NGPF0009276). It was potentially an

Operation Plato incident, which refers to a potential marauding terrorist attack, and hence the presence of officers from the Counter Terrorism (CT) unit in the briefing.

60. The circumstances given were that this was a multiple homicide investigation with multiple scenes that has been attended by DI Pam Dowson in her capacity as the 'on call' DI. Incident one was given as occurring on Ilkeston Road at 0404 hours, to which incident 0065_13062023 (Exhibit NGPF0002562) related. This was the attack on Barnaby and Grace. Incident two was on Magdala Road at approximately 0537 hours, to which incident 0079_13062023 (NGPF0007848) related. This was the attack on Ian Coates and the subsequent theft of his van. Incident three related to this van driving around the city centre where several road traffic collisions (RTCs) occurred. These were given as Milton Street, Parliament Street, Noel Street and Waverley Street at approximately 0525 hours. Incident 0077_13062023 (NGPF0007847) related. These RTCs related to Wayne Birkett, Sharon Miller and Marcin Gawronski.

61. DSupt Sanders explained that it was believed that incident one involved a couple on a night out who has been attacked by an IC3 male and because of this incident both had been fatally injured. They were currently at the QMC. Incident two was believed to be the same offender who had attacked who was then believed to be a delivery driver on Magdala Road. The attack also involved knives, and he too had been fatally injured. The offender was believed to have stolen the male's van which was subsequently used in the series of RTC incidents where he drove at or over several individuals. The suspect had been detained but at that point was

refusing his details and thus his identity had not been confirmed. He was however in possession of a Driver's Licence in the name of Valdo Calocane dob 04.09.1991, making him 31 years old at the time. The SIO declared that the three incidents appeared to be linked.

62. The casualties were given as 3 deceased, 2 'walking wounded' and one victim currently in surgery, who was one of the people hit by the vehicle. At this point his prognosis was unknown. DI Clare Gibson was allocated incident one and the potential victims' details were given as Grace Shashi O'Malley-Kumar dob 17.10.2003 (19 years old) and Barnaby Phillip Webber dob 11.01.2004 (19 years old). Grace was thought to be a student at one of the Nottingham Universities and Barnaby had a home address given as in the Taunton area. Both were in possession of Drivers Licences and hence the potential identification. At this point, no firm identification had been made. I made a note in my book that these families would require two FLOs each.

63. DSupt Sanders went on to explain that CCTV had caught the attack on the two persons in incident one in its entirety and that it was unprovoked. The CCTV was outside of 314 Ilkeston Road and was from Dashcam footage. It showed an IC3 male in a dark top with his hood up, dark tracksuit bottoms and a facial covering. IC3 is from the classification system used by police and refers to persons of Black or African descent.

64. The account of a significant witness was then provided by DSupt Sanders. This detailed that he saw a black male stabbing a male and a female before placing the knife into his rucksack and waking off from Ilkeston Road in the direction of the City Centre. From the information known, DSupt Sanders stated it was believed that the male victim was stabbed first, and the female victim then intervened, attempting to help the male. The offender then attacked her until she was incapacitated. He then returned to the male victim, who was sitting in the road, incapacitated, and attacked him further. The route taken had not been ascertained but he was then suspected of being the male responsible for the attack on the van driver on Magdala Road. The stolen van (registration number FD64LUJ) was then seen on ANPR into the city centre where the other three persons were hit with the vehicle.

65. The van was reported to be registered to Robert Ian Coates dob 05.11.1967. It was later clarified that this victim was Ian Robert Coates. I noted that this family too would require two FLOs. He had stab wounds and was found on Magdala Road.

66. From 0508 hours the van was then involved in the series of RTCs where it was described as potentially looking for victims. Operational Support (OS) officers then stopped the vehicle in the Noel Street area at 0535 hours where the driver was arrested. It was noted that he matched the description of the offender for the first incident. A cursory look in the van performed by OS officers reported a 12" dagger

in the footwell and a further kitchen knife inside a rucksack and a cream handled machete.

67. The victims from the collision on Parliament Street were named as Sharon Miller with no further details known at that time aside of a date of birth of GRO-B and Marcin Gawronski dob GRO-B. I made notes in my book that these would require two FLOs each. They were at the QMC with minor injuries at the time of writing. The Milton Street collision hit a male believed to be Wayne Birkett GRO-B, from the Drivers Licence in his possession. All of the above were pedestrians when hit. This male was receiving treatment for injuries at the QMC that had been declared as life threatening at 0753 hours. He had reportedly suffered a bleed on the brain and a fractured skull.

68. DSupt Sanders reported that the incident had already garnered significant media interest with media outlets reportedly arriving at the scene on Ilkeston Road and that The Sun newspaper had already reported on an incident occurring in Nottingham. At this time, the motive was not known but DSupt Sanders noted potential for this to be either ideological or mental health related.

69. The suspect was then highlighted as being linked to several aliases including Valdo CL, Valdo Calacano and Valdo Calicane. He had also updated at custody that he wished to be known as Adam Mendez.

70. In the briefing the DSupt mentioned the deployment of specialist FLOs and stated that at least six would be required. As there were six victims, I wrote that more than six FLOs would be required and my intention was to deploy two per family or victim, thus 12 at present, in line with national policy but primarily as this was a major and critical incident with likely longevity of deployment.

71. I was also informed that the Casualty Bureau was activated and being managed by Lucy Heslin and Tanya Foster, both HOLMES supervisors. A Casualty Bureau is used to manage calls into the police (or other emergency services) following a major incident. It works as a centralised contact point where staff gather information from persons making contact whom they believe are missing or potentially involved in the incident. These are often relatives seeking updates about loved ones they are attempting to locate and seeking confirmation on their status, for example missing or safely located. The information assists families but also feeds into an investigation to assist the emergency response.

72. The briefing then informed that our internal communications (Comms) department had published an initial release externally but no details of this were provided and thus I made a note to myself to clarify if this had been approved by the Gold Commander (ACC Griffin) and/or if this had been approved by the incident room, meaning, in essence, the SIO who approves media releases. The information contained in this release was pertinent to my role as the FLA, as I need to remain abreast of updates in the public arena, conscious that I needed to furnish next of kin (NOK) details as an utmost priority and allocate suitably skilled FLOs to deliver

updates. I therefore needed to review this release in order to ensure the families, when identified, were aware of it and the content within.

73. Following the briefing I updated the SIO, DSupt Sanders, that my intention was to deploy twelve FLOs, to provide two to each victim, as per national policy. This was based upon the family dynamics and information known to me at this time. Families can sometimes be separated and therefore require more FLOs. That is something that I consider in my FLA role, and I ensure I adapt to circumstances accordingly. I also updated that I would complete the initial FLA strategy as soon as possible and share this with him as SIO. National policy advises the FLA can complete this, but ultimately it requires the approval of the SIO ensuring that all the necessary objectives and aims are considered, aligned with the circumstances and information known at the material time. I completed this Initial Family Liaison Strategy which I exhibit as NGPF0009287.

74. Post briefing, I immediately reviewed the FLO cadre listed on an Excel spreadsheet on the force shared drive, which is accessible by FLOs and was the mechanism by which FLOs are contacted and then deployed. It details if currently deployable, contact numbers and if they are a PIP Level 1 or PIP Level 2 investigator. I cannot recall how many were on the list at the time. The FLO role is entirely voluntary and is performed in addition to an officer or staff members' duty role. Some FLOs were currently working within the Major Crime unit and others across various CID commands, the Serious Collision Investigation Unit (SCIU) and response. I also asked for details of other FLOs across the region who were

currently on EMSOU Major Crime. Whilst I wanted to deploy officers that were Nottinghamshire based and thus local, for the anticipated longevity of the investigation, it quickly became apparent that I was struggling to deploy twelve officers, moreover twelve suitably trained and experienced FLOs.

75. I spoke with DI Clare Gibson to enquire if there were any Nottinghamshire or regional Major Crime FLOs that I could deploy. All other FLOs in Major Crime were either already allocated other roles or otherwise committed. This included DC Rebecca Hopson, who had already been deployed on CCTV enquiries given her skillset in this area and its crucial role within the investigation. Unfortunately, DC Kelly Rowbotham was committed on Op Honeycomb, a murder trial that was running consecutively at Nottingham Crown Court and therefore could not be deployed.

76. From the list I saw DC Gina Farrell. I had worked closely with DC Farrell for 13 years prior at the time and knew she was an experienced and very competent PIP Level 2 detective. I was currently working with her on a Family Liaison deployment, namely Operation Haiku (the murder of Barry Spooner) and knew she had significant experience as a FLO. I knew she had been a FLO for one of the victims of the Tunisia terrorist attack in June 2015 and the murder of Danny Castledine in Amsterdam in June 2022, both of which were difficult and complex deployments. I contacted DC Farrell, who at the time was working within the Serious and Organised Crime (SOC) department on Fraud. She advised me that she had capacity and would volunteer to be a FLO. I asked her to come to the Major Crime

office at Radford Road police station so I could provide a detailed briefing and would identify a second FLO. She agreed she would contact her supervisor and travel as soon as possible.

77. I cannot then exactly recall the order in which contact is made with the other FLOs. Many FLOs on the cadre were not deployable, not PIP Level 2 or had very limited exposure to the role, with many newly trained. It was therefore a difficult task to locate and deploy twelve FLOs as required. I made several calls to potential FLOs who were unable to assist given either capacity or personal issues. I contacted DC Gemma Piggot who was on duty in CID at Radford Road police station. I knew Gemma to be an experienced FLO and was a very experienced PIP Level 2 Detective. I rang her and explained the case briefly. She was keen to offer her support to the investigation and therefore came upstairs to the Major Crime office. I also contacted DC Gillian Cutts who was a PIP Level 2 detective working in the PSD. She advised me that she was keen to help and had been trained in the FLO role however had not yet been deployed. She would therefore need to be deployed alongside a very experienced FLO and work as the second FLO. In dual deployments one FLO assumes the role as the lead with the other acting in support.

78. I then received a telephone call from DC Fiona McVey. I have worked with DC McVey for many years, including on Major Crime between 2016 and 2019 and latterly on the CCU within the PSD. I know DC McVey has been a FLO on over 120 murder investigations from her long tenure on Major Crime. She advised that

she had recently retired from the FLO role but wanted to offer herself as a FLO given her experience and vast experience as a PIP Level 2 detective. Her CPD remained up to date, but she was not currently recorded as deployable. I welcomed this call and advised her that this would be a phenomenal help. I advised her that DC Cutts was travelling from PSD and that they could travel together. I asked that they come over urgently to be briefed and deployed, conscious that I wanted to start deployments as soon as practicable. DC McVey and DC Cutts were partnered together, and balancing Fiona's experience with Gill's inexperience, I allocated DC McVey as Lead FLO with DC Cutts as number two. I then made the decision to partner DC Farrell with DC Piggott.

79. I also contacted DC Mark Kimberley, someone I did not know personally but knew was an experienced FLO and who worked on the Public Protection (PP) department. He is PIP Level 2 and an experienced detective. I explained the circumstances briefly and he volunteered. I again asked him to travel to Radford Road Police Station. I was then made aware that DC Sarah Draper, a Lincolnshire Major Crime officer was trained as FLO and had experience of previous deployments. She too advised she was willing to assist. I therefore partnered her as the second FLO to DC Mark Kimberley who, as a Nottinghamshire FLO, was best place to assume the lead FLO role.

80. I considered PC Joanna Baxter who was a PIP Level one officer but whom I was aware had vast experience of FLO work. I contacted PC Baxter who expressed her desire to be of assistance but advised she was undeployable that day owing

to other responsibilities with her day role. I thanked her for her offer and advised that I may be back in touch, dependent on how the deployments went.

81. I was then provided the details of DC Josette Davies and DC Joanne De Waele who were both Northamptonshire Detectives working on EMSOU-MC. I called DC Davies who advised she was travelling with DC De Waele at the time. Both apologised that they were out of force on enquiries but could not perform the FLO role owing to other significant FLO commitments.

82. I then contacted DC Raj Johal who was also a City CID detective based at Radford Road police station. She was willing to volunteer for this role and advised she would come to Major Crime to be briefed.

83. I was now content that I had identified sufficiently skilled staff to perform the FLO roles for the families of the fatally injured victims, whom I believed to be Grace, Barnaby and Ian, but had not been formally identified.

84. I still however required further FLOs for the three surviving victims and their families. Reviewing resources available there was not sufficient PIP Level 2 FLOs available. I therefore made the decision that I would contact DI Kate Savage who was the inspector for the Serious Collision Investigation Unit (SCIU). From dealing with fatal road traffic collisions in my role as an 'on call' DI and from being a FLA for road traffic deaths, I knew that these FLOs were highly trained in dealing with serious road collisions, which these victims had all been involved in. Whilst not my

initial intention, and they were PIP Level 1 officers, I considered this and made the decision that this would be suitable for deployment and that the officers selected, following consultation on skillsets with DI Savage, would be able to perform the role to a high standard and offer the level of support required for such an incident.

85. I was informed that there had sadly been several fatal road collisions recently and this had depleted SCIU FLO capacity. DI Savage however advised that PC Adam Rigby and Police Investigating Officers Sarah Butler and Louise Melbourne were potentially available and with capacity. I therefore contacted all three and they volunteered to assist in the FLO capacity. DI Savage vouched that all three were competent and had experience of FLO roles, albeit in the SCIU arena.

86. I was also informed that DS Chris Lill was travelling to Nottingham from Lincolnshire where he works on the Major Crime Department. He was an FLA and had been asked to travel to assist me with any administration work relating to the role. This was helpful as it was a very dynamic enquiry moving at pace. Upon his arrival I ensured I briefed him according to the morning briefing delivered by DSupt Sanders and introduced him to the FLOs that were present at the time. He offered to complete the FLO Risk Assessments which are important assessments when deploying FLOs. These are completed with the officers and consider other extenuating circumstances and particulars of an investigation. He completed all of these, all of which I was sighted on, and they were then submitted to HOLMES. I exhibit these later in my statement.

87. I then decided upon deployments to the relevant families. This was purely based on skillsets and experience. In terms of those killed, DC McVey and DC Cutts were deployed to the family of Grace O'Malley-Kumar, DC Farrell and DC Piggott were deployed to the family of Barnaby Webber and DC Kimberley and DC Draper were deployed to the family of Ian Coates. I partnered DC Johal with PIO Louise Melbourne and allocated these to Sharon Miller and Marcin Gawronski. I did not have any further resources available to me from a FLO perspective at this time as I had exhausted the FLO cadre. I briefed them both who felt able to manage the two victims at this point. I reiterated to them that this would remain under review, and I would look to deploy another pair as soon as practicable, but asked if they were struggling with balancing the commitment then they would raise this with me as soon as possible. Both provided assurances that they would do so. This decision was not taken lightly however I remain content that I had explored all potential resources, and I did not want to prolong deployment further.

88. Lastly, I deployed PC Adam Rigby and PIO Sarah Butler to the family of Wayne Birkett. I knew he was currently in surgery and his prognosis was unknown. At this point we had not managed to locate his next of kin. This was a crucial line of enquiry given his prognosis was not known.

89. I ensured that all FLOs had a thorough briefing provided verbally and face to face by myself prior to deployment. I provided the information I noted from the initial briefing with DSupt Sanders. I then provided all the detail pertaining to the circumstances of their individual victim. I ensured that all took notes and

ascertained that all had understood the information provided at the end of the briefing. This was not one briefing but delivered individually as officers were arriving at different times to the incident room and I was conscious not to delay deployment until all were present. At this time, I was clear that the incident room and the casualty bureau were actively working on identifying the families and contact addresses and details for the families as these were still in the process of being furnished. All deployments are detailed in the individual FLO logs. I ensured all FLOs understood that they needed to maintain detailed and accurate notes of all contact and communication and that it was to their personal preference whether they used Major Enquiry workbooks or kept electronic logs. I reiterated the importance was that everything was recorded.

90. At 1016 hours on the 13th of June 2023, I was emailed by the force control room (FCR) that David Webber had called the force control room (FCR) at 0955 hours and had left his mobile telephone number for a call back (NGPF0009291). He was on holiday in Cornwall but was concerned as he could not reach his son. The Casualty Bureau then provided further information which detailed that David Webber had called in as he was incredibly concerned for the welfare of his son, Barnaby Webber, having seen that there was a serious incident in Nottingham City Centre where his son was a student. He had frantically been trying to contact Barnaby to no avail. He had then looked on a phone application which showed the location of Barnaby's phone was on Ilkeston Road (the location of the incident) and noted this had moved to Radford Road Police Station. He advised that he was on holiday in Cornwall and requested a call back as soon as possible.

91. I sat with DC Farrell in one of the Detective Inspectors' offices within the Major Crime Unit and updated her of the call from David Webber. Whilst there was no formal identification of Barnaby, there was a driver's licence in his possession at the time of the incident and I was advised the picture on the driver's licence matched that of the deceased male at the scene. I therefore discussed with DC Farrell what would be the most appropriate way to inform the families that we believed that Barnaby was one of the victims and was fatally injured. I had considered the information above, noting the family were not at their home address in Taunton but at an unknown location in Cornwall and had rung the police clearly distressed. Taunton was also approximately a four drive away from Nottingham and so a face-to-face update would be significantly delayed, even if the family were to return there. I was also aware that university students and media outlets were arriving and congregating at the scene. I was therefore significantly concerned that David Webber may be updated in the interim by a student friend of Barnaby and be made aware that Barnaby was involved; or that the media would potentially identify the names of Barnaby and Grace from speaking with students at the scene. Whilst the decision of how to provide the update was ultimately mine to make, I decided to seek the counsel of DC Farrell as I respected her vast experience as a FLO.

92. I always make every possible endeavour to ensure that such significant and traumatic updates are done by personal FLO visit, this is abundantly clear in all family liaison training and guidance. More so than this, it is also morally and

ethically the right thing to do. I knew that telling Barnaby's parents that we believed that Barnaby was one of those fatally injured would be hugely traumatic and would shatter them. We sat together in the DI office, and I asked DC Farrell how she believed the update needed to be given in the circumstances. My gut decision, as distasteful and utterly distressing as I found it, was that a personal telephone call from the FLO was the only appropriate way in the circumstances. I did not say this to her, as I did not wish to persuade her thinking. After deliberation she stated she felt we could not delay the updates as travelling would take too long and we needed to call. I was somewhat comforted that her thought process matched mine. To this day I appreciate the impersonal nature of this and is a decision I have revisited on many, many occasions.

93. My ultimate decision was cemented as I truly believed, and to this day still believe, that there was a genuine risk that this information could be published in the media or reported to the family via other means. For me, this would have been unforgiveable. The journey was too lengthy to risk the wait. DC Farrell and I sat together, clearly agonising over the decision and I recall saying the reasons I have just detailed. I then asked her if she would be able to make the call to David and inform him of the information we had; ultimately the reasons we believed that the male fatally wounded was their son, Barnaby. DC Farrell is incredibly professional, but I could see she was visibly distressed. I advised her to ask where they wanted to meet the family liaison and that we would travel anywhere they needed.

94. I did not provide DC Farrell with a form of words or a script. I told her the above and I trusted DC Farrell to deliver the message in a compassionate way, as I know she has done on many occasions previously. I stepped out of the office to allow her space and privacy to make the call, which she made at 1035 hours. I immediately found myself in tears, so I took myself to the ladies' toilets where I had several minutes to regain composure. I remember looking at myself in the mirror and asking myself, once again, if this was right decision. It felt callous, but again, in the circumstances, I felt this was the most appropriate action.

95. I returned to the office and DC Farrell called me in after she had spoken to David Webber. She was incredibly upset. I thanked her and tried to comfort her by reassuring her that I felt it was the right thing to do. He had been driving back from Cornwall with his wife, Emma Webber. They were so concerned about his involvement that they had begun the journey home. DC Farrell informed me that she had updated them that we believed Barnaby to be victim, and she told me that she heard his mum let out a deafening scream. She was fighting tears as she recounted the conversation. She had introduced herself as the FLO and subsequently arranged with David and Emma Webber that her and DC Piggott would travel to their home address to provide more information and support. They advised DC Farrell that they also needed to go and inform their son Charlie about the death of his older brother.

96. For a few minutes we both sat in what I can only describe as silence and reflected on everything. I asked her if she was ok and if she needed anything to which she

replied she just needed a few minutes to gather herself. I was then aware that other FLOs were arriving, and I needed to brief them and ensure they were deployed without delay.

97. I asked to be provided with an update of what had been released in the media and made a note in my FLA log that the release covered that a male was currently in police custody having been arrested on suspicion of the assaulting three people and that this was believed to be linked to a further incident where a van had attempted to run over three people. It confirmed that two victims were known to have died, and that the investigation was in the early stages and teams of detectives were working to establish exactly what had happened. I can see from my note that identification was made from DL in the pocket of the male. DL is shorthand that I use for Driver's Licence. I can clarify this was notes taken for myself and not released in the media. At this time, no formal identification had taken place, and no names victims had been released. I received a copy of the press release in an email from Matthew Jarram in our force communications department which was sent to me at 1025 hours (NGPF0009300).

98. DC McVey and DC Cutts then arrived at the major crime office and at 1040 hours I provided them with the details taken from the briefing with DSupt Sanders. I advised them that they were being deployed to the family of Grace O'Malley-Kumar and furnished them with details of her parents, Dr Sanjoy Kumar and Dr Sinead O'Malley-Kumar, and their home address. I asked them to immediately set off travelling to their home address in London, so we could get them there as soon

as possible. At this point DS Cooper was still working on obtaining further contact details for Grace's parents which I did not have in my possession at this time. No call had been received into the police from the family, as far as I am aware. I wanted the FLOs to commence the journey as I remained incredibly concerned about her name being released to the media or her family being given this information via other means. I knew the team were working hard in a busy environment, but I was incredibly aware that time was passing, and we owed it to all the families to be in contact as soon as possible.

99. Prior to them setting off I was advised that there was Dashcam footage covering the assaults on Barnaby and Grace. I advised the FLOs present (DC Farrell, DC Piggott, DC McVey and DC Cutts) that I intended to watch this to fully understand what had happened. This was solely to aid my decision making and to provide updates to families if they wanted to know what this showed. I allowed each FLO to decide if they wanted to watch it to understand the circumstances or if they would prefer me to precis it. I was clear, and there was total agreement, that any viewing would be done once, and once only, by us all as I felt this preserved the dignity of Barnaby and Grace. The FLOs all agreed they felt it would assist them by viewing the footage and so we watched it in the secure CCTV room, and it was played by a dedicated CCTV officer. It was very distressing to watch and following this I sat with them all. Everyone was clearly distressed by the viewing. I can say, in all honesty, that in 21 years of policing, this is the most distressing footage I have ever viewed. The brutality of the attacks on two entirely innocent 19-year-olds has weighed heavily on me since.

100. DC McVey and DC Cutts then left for London. I advised them that I would call them with any developments or updates and asked them to drive safely.

101. At 1124 hours I received an email from PC Baxter advising she would be available following her Safer Business Action (SABA) commitments of this day but then had commitments out of force on Thursday. At this point, I was content with the FLOs I had deployed and so did not require her services urgently NGPF0009299).

102. I was then informed that Dr Kumar had contacted the casualty bureau at 1200 hours very distressed as he could not contact his daughter, Grace O'Malley-Kumar. He left his contact telephone number, which to my knowledge was not previously known to the enquiry, and this was passed to me immediately. I took myself into the DIs office once again and considered what would be the best course of action. The FLOs had only left about 45 minutes prior and so I was anticipating their arrival at the home address would still be some two hours away. I therefore made the same decision, for the same reasons that I made for David Webber, that I would call Dr Kumar on the number he had provided. He was clearly in distress, and I was highly concerned the family could be informed via other persons, the media or other means. I therefore took several deep breaths and considered the words I would use to inform Dr Kumar. I recall my hands shaking as I reached for the handset. The phone rang several times before it was answered by Dr Kumar. I remember hearing each tone and being upset because I knew as

soon as the phone was answered I was going to tell him what I believed had happened to his young daughter and that I was going to destroy his life.

103. I remember the call vividly as I have played this over in my mind on countless occasions. It is the single most distressing phone call I have had to make. As he answered, I introduced myself as DI Claire Gould, my rank at the time. I asked if he was Grace's father and he advised he was and that he was at home with her mother, Sinead. I then advised him I was aware that he had called the Casualty Bureau as he was concerned for his daughter Grace. He confirmed this was the case and that he had seen the incident on the news and wanted to know if his daughter was involved. I advised him that this was the reason for my call. I advised Dr Kumar that I had officers en route to London to visit him and Dr Kumar asked that I told him what information I had. I explained that there had been a series of incidents overnight in Nottingham City Centre and one incident involved an unprovoked attack on Ilkeston Road where a male and a female had been fatally wounded. I could hear the fear and distress in Dr Kumar's voice. He asked me if Grace was one of the ones involved and I answered that I was so sorry to tell him that we believed that his daughter Grace was one of the victims fatally injured in this attack. Dr Kumar relayed his information to his wife; they were incredibly devastated and distressed. I again passed my sincerest condolences and told him that specialist officers were en route to London having left, by this time, approximately one hour previously.

104. Dr Kumar advised me that he, Sinead and their son, James, would be immediately travelling to Nottingham and to ask the officers to turn around to meet them when they arrived here. I advised that of course I would do this but asked if he would not prefer a home visit given the distress and the significant journey it would entail. I was concerned for their safety undertaking the drive having received this devastating information. Dr Kumar thanked me but was insistent that they needed to be in Nottingham. I advised I would arrange for the FLOs to contact him to arrange where and when to meet. At 1220 I called one of the FLOs en route to London, I cannot recall which one. I advised them of the update to Dr Kumar and the reasons for the call. I passed on his telephone number, and they advised they would call him, which they duly did. Arrangements were then made to meet the family at Oxclose Lane Police Station.

105. Following this call I again found myself upset and again returned to the female bathroom to compose myself. This time I sat in a cubicle alone for about ten minutes. The call weighed heavily on my mind, as I wrestled with my conscience. I still feel this was the best option, but I felt heartbroken that we had provided this in a telephone call along with feeling that these attacks should never have happened. These victims were just beginning their adult life when they were senselessly and callously attacked. Grace and Barnaby were only 19 and at university. I thought about all the times I had walked home in my student days without a care in the world. They too should have gotten home safely. At this moment I felt overwhelmed by the sadness of the situation. I knew I needed to be composed however as I had a job to do as the FLA and I needed to be there to

support the FLOs and provide the very best service I could to all families. Whilst family liaison is difficult, it is also rewarding when you can support and help families in their hour of need. This was my overriding aim and one that has remained with me since the 13th of June 2023. I later read an email which had been sent to me at 1210 hours from Inspector Paul Gummer. This contained the contact details for both Barnaby and Grace, by which time we had established these and contacted the families (NGPF0009308). The same email was forward to me by DS Adam Cooper at 1217 hours (NGPF0009317).

106. DC Kimberley and DC Draper were then briefed as per that of DSupt Sanders and deployed to the family of Ian Coates. At the time there remained confusion about his first name but this was then clarified as Ian Robert Coates, who was the victim of the Magdala Road stabbing. Ian's partner of 30 years, Elaine Newton, was identified as the next of kin and she lived at the home address in Bulwell with Ian and her son, Daniel Newton. Response officers had attended the home address of Elaine and Daniel prior to the commencement of major crime. Therefore, the message of his death had been delivered. Electronic Message 50 was emailed to me by the HOLMES supervisor which is an electronic action that had been allocated to me. This related to a call from Daniel Newton asking for contact from a family liaison officer as he had been informed that morning that a family member had died as a result of a serious collision. There had, therefore, been a significant miscommunication which needed rectifying urgently (NGPF0009332).

107. One of the core functions of HOLMES is the Action Management System which is fundamental to how this system works. In HOLMES, actions are created for lines of enquiry that need to be investigated, in this case for Op Hendrix. They are generated by officers working on the enquiry from information received by the incident room. Each action is numbered and tracked to ensure no line of enquiry is missed and ensures the integrity and auditability of an investigation. Once an action has been executed, the results are documented and returned to the action manager who assesses that this has been adequately completed. If they are satisfied this action is complete, the status of that action is changed to complete. If further action is required, then it remains open for re-work.

108. DC Kimberley and DC Draper travelled to the home address of Elaine and provided the information that Ian had died because of stab wounds and that a male was in custody having been arrested on suspicion of his murder. This was clearly a huge shock to the family and apologies were provided on behalf of the organisation for the earlier misinformation. They were updated that the investigation was in its early stages and efforts were being made to understand how Ian had come to be attacked en route to his work in his van.

109. I was later informed by the FLOs that Elaine Newton had reported that Ian had an estranged son who resided in Beeston, and she provided an address and contact number but no name. I therefore tasked the FLOs with establishing the nature of the estrangement, the name of the son and to consider how this dynamic would be managed within the investigation. My considerations at this time were to

understand if this was a recent or historic estrangement and was there any contact. As he was a biological son, I needed this answering as he still needed to be informed of his father's death but also may have necessitated a further FLO deployment. I concluded I needed to know more before I could make informed decisions.

110. I then briefed DC Johal, PC Adam Rigby, PIO Louise Melbourne and PIO Sarah Butler who had arrived at Radford Road police station, again using the information from DSupt Sanders' briefing. I deployed DC Johal and PIO Melbourne to Sharon Miller and Marcin Gawronski. PIO Sarah Butler and PC Adam Rigby were deployed to Wayne Birkett who I was informed was still in surgery. I have previously explained the rationale surrounding these deployments.

111. PIO Butler and PC Rigby were deployed to the QMC hospital to obtain an update on his condition and to speak with the female at the hospital whose details had been passed to me as his partner and, therefore, the potential next of kin. I received an update from the FLOs that Wayne's partner, Tracey Hodgkinson, was at the hospital, and she provided details for Wayne's son, Jordan and potential next of kin. As Jordan lived out of the force area, enquiries were tasked to the FLOs to locate his address and to arrange a meeting. Details were also taken of sisters and Wayne's father. Tracey advised that his father was elderly and very unwell and thus asked us not to call but to update via sisters. This we did. An update on his prognosis was given as skull fractures, a bleed on the brain but there was room within the brain for swelling and a broken pelvis, shoulder and ribs. He

was being sedated for the next 24 hours. Tracey was updated by the FLOs of the circumstances as we knew it. There had been a series of incidents where three people had been killed, and that Wayne was the first victim to be hit with the van before two others were hit.

112. She was updated that someone had been arrested from the stolen van on suspicion of three murders and three attempted murders. Wayne currently lived with Tracey and at this point was treated as next of kin, jointly with Jordan. When Wayne later regained consciousness, he asked that we updated Tracey throughout as his main point of contact.

113. Having deployed the FLOs, I completed and returned A13 to HOLMES which was to ensure FLO deployments were completed. I therefore responded that this was completed and submitted this for office management and subsequent completion (I refer to A13 as NGPF0010238). A13 relates to action number 13 which was generated by HOLMES. Once an action is allocated there is a process whereby the person allocated will perform the required action and then update the action with the outcome and submit this into HOLMES. If further work is required, this is then generated, or the action is marked as completed. In this case A13 was allocated to me to follow this process.

114. I then made a note in my Enquiry Workbook of what I termed 'the timeline as we know it' which was briefed in the incident room. This noted the movements from incident to incident and included the suspect at Seely Hirst House. I have this

incorrectly recorded as Seely Road House. I am unsure if I documented this incorrectly or it was passed to me incorrectly. DSupt Sanders advised me that he would not be releasing CCTV, and I noted this to ensure the families were aware of this. The footage was incredibly distressing and therefore his decision was not surprising.

115. All FLOs were updated that a priority action was to ensure all families were referred to Homicide Victim Support Services, which is required within the first 24 hours of the incident. All FLOs updated me they were aware of the need to complete these. This should be documented in their relevant FLO logs.

116. I then received updates from the relevant FLOs from their initial deployments.

115. DC McVey and DC Cutts had met with Dr Kumar, Dr O'Malley-Kumar and their son, James O'Malley-Kumar. They provided some further information that I ensured was fed back into the enquiry to the SIO. Grace did not have a current boyfriend and Barnaby Webber known to them as 'Barney' was a friend. She had spent the evening of the 12th of June at Binks Yard in the City Centre. They provided her term time student address and details their details as her parents and their employment. Dr Kumar had been a Forensic Medical Examiner in the Metropolitan Police and therefore indicated he was aware of police procedures, particularly with prisoners. He was currently a General Practitioner (GP), and his wife was a consultant anaesthetist. Grace was an elite athlete and had stayed in

Nottingham post the end of term to go out with friends. They provided a photograph of her.

116. DC Kimberley and DC Draper updated that they had visited Elaine Newton at her home address where she was present with her sons. She was provided with the information from the briefing as his NOK. She updated that Ian worked as a caretaker at Huntingdon Academy in St Anns and this is where he was en route when he was attacked, whereas he was initially believed to be a delivery driver. He had left home at 0500 hours, which was his routine as his shift starts at 0600 hours. The van was confirmed as Ian's. Elaine then informed the FLOs that Ian had two sons James and Lee Coates, however explained to the FLOs that they had been estranged for a long period of time and contact was very minimal.

117. They provided me with contact details of James Coates, and I advised them that I would call him as soon as possible. I decided that despite this potential estrangement, Ian's sons would also require a family liaison deployment. I was also then provided with HOLMES action number 72 which was generated because of a call in from Ian's sons, James and Lee, requesting contact. I responded to this that I would make contact and, in the absence of any available other FLOs, I would deploy DC Kimberley and DC Draper to Ian's sons. I then reconsidered this decision cognisant of the fractured family dynamics GRO-E GRO-E I therefore reconciled that Ian's sons would require a separate FLO officer which would be best for both families going forwards and best for the FLOs to prevent any potential

embroilment in family politics. This left me with the quandary of whom to deploy. I did not split the FLOs as both DC Kimberley and DC Draper had been introduced to Elaine Newton and it was likely, as DC Draper was a Lincolnshire officer, that she would return to force area in a few days, leaving DC Kimberley as the lead FLO.

118. I knew that PC Baxter had advised that she would be available in the coming days. Whilst conscious that she was a PIP Level 1 officer, I knew that she was very experienced as a FLO with approximately 20 years of experience in the role. I decided at the time the best option was to contact James Coates myself and establish him as the point of contact (if agreed by Lee) and keep him updated myself and advise him that PC Baxter would be deployed as soon as possible, given her commitment out of force in Manchester, and would be dedicated to them thereafter throughout the investigation.

119. I recall ensuring that James Coates was contacted on a daily basis myself, until PC Baxter took over. Unfortunately, my notes do not detail calls in my FLA log and I cannot recall the timings of the calls. I have contacted the force to obtain calls made to James Coates on force telephony, which I include herein where known. Other calls were made from my personal mobile using '141' to withhold my number. These were made when I was out of the office and not near a force landline or in the room we used as FLOs which did not have a telephone. I wanted the calls to be private and away from the hustle of the office, which was regularly loud. I have therefore contacted EE, my mobile phone network provider, to obtain

the call data of the calls to James Coates. I was advised my call logs could be obtained via a Data Subject Access Request (DSAR) and the operative asked me for the time period I was requesting. I asked for the 13th June 2023 to the 17th June 2023 inclusive. I was informed that EE only retain call logs for 12 months and following this time they are deleted. There is therefore no way I can access this data to provide accurate times of the calls I made to James Coates.

120. PIO Butler and PC Rigby updated that Wayne Birkett was now awake and breathing for himself albeit he had been significantly injured. The details of his son, Jordan Birkett had been established along with an address and a telephone number. Jordan had arranged to travel to the hospital, and it had been agreed that both he and Tracey would be jointly provided updates which were agreed all round.

121. DC Johal and PIO Melbourne then updated regarding their visits to Sharon Miller and Marcin Gawronski. Sharon Miller was a cleaner and was on her way to work when she was hit by the van. Her injuries including broken ribs on the right-hand side, a broken left toe and a potential spleen injury as well as bruising to her left arm and leg. She was still in the resuscitation area and intentions were to keep her in hospital overnight for observations. She provided her route and was on Upper Parliament Street when she was hit. She assumed that she was in the road but could not offer clarification as to this. She saw the white van that hit her which was being followed by a police car.

122. DC Johal also updated that Sharon's clothing had been collected by family from the QMC and was at her home address. I tasked DC Johal to collect this clothing and further tasked DC Johal and PIO Melbourne with obtaining a Video Recorded Interview (VRI) with Sharon Miller, when she was well enough to provide this account. A VRI is an interview with a victim, witness or suspect where their account is recorded on video as part of a criminal investigation. It aims to capture the account in detail and could be submitted as Evidence in Chief, under special provisions, for victims who can be categorised as vulnerable or intimidated. It is conducted under Code E of the Police and Criminal Evidence Act (1984) known as PACE. Sharon could have been classed as both vulnerable and intimidated in the circumstances of the above case. This decision was made by the enquiry team.

123. Marcin Gawronski gave his personal details and updated his injuries which included pain in his left ribs and right leg and a wound to the rear of his head which had been glued. He had multiple grazes to and cuts to his arms. He too was remaining in hospital overnight for observations. He provided his account of being hit by the van, and also seeing a police vehicle behind, near to the Cornerhouse. He recalls being hit from behind and being thrown into the air and landing on the floor near to The Crown Public House. I found it miraculous given the CCTV footage that neither was more seriously injured or even killed.

124. I noted the police vehicle in both accounts and noted this in my FLA log to ensure this had been fed back into the briefing room. I was updated that this had been

recorded and had been referred to our PSD as per protocol. This was then sent to the Independent Office for Police Complaints (IOPC) as a mandatory referral as potential police involvement in an incident that has resulted in serious injury to a person, this is referred to as a Death or Serious Injury (DSI). All FLOs updated the families about this referral and explained the requirement for this.

125. At 1337 hours I was informed by the SIO, DSupt Sanders, that the FLOs are to update families of Ian, Barnaby and Grace that the victims sustained stab wounds, and the media were aware and therefore likely to report this (I note this in my FLA Log, NGPF0010243). There were also rumours that a firearm was involved but we can confirm to all families that this was not the case. I note in my FLA log that Dr Kumar was made aware at 1342 hours, at 1400 hours the Webber family were updated, and at 1420 hours Elaine Newton was made aware. The families of Grace, Barnaby and Ian were also updated that their names would be released in our media but being clear that formal identification was still to take place.

126. I have checked the call records held by Nottinghamshire Police and at 1710 hours I made a telephone call to James Coates on the number provided to me by the FLOs. He advised that he was with his brother, Lee. I introduced myself and I apologised for the delay in getting in contact. I explained that we had not been aware that Ian had sons until we had been informed by Elaine and from the phone call into the police from James' fiancée, Hannah. I explained I understood their upset at this. I ascertained that they were aware of their father's death as they had been told by Elaine. They were also aware from the media reporting. Whilst this

had not named Ian, they had seen reports of the incident. I advised him that we did believe the male fatally stabbed on Magdala Road was their father, Ian Coates, and that his vehicle had been stolen and used in a series of deliberate traffic collisions with three pedestrians who had been injured. I explained that we had been given their details from Elaine that afternoon and from the call into the police via James' partner, Hannah. I explained that this was the reason for the delay as we did not know Ian had sons, nor their identity until these details were furnished. James and Lee were upset but following my explanation were thankfully understanding of this.

127. Both sons indicated that they wished to do the formal identification of their father and offered this to me. I advised that their wishes would be noted, in line with Elaine's wishes as NOK and that they would be updated as soon as possible, but that as NOK, she would be asked first if she wanted to do this. I advised them that Ian remained in situ at the scene and that he would require a HOPM but that the scene was being guarded by officers so that he was not alone. I ensured that I would update them when he was moved from the scene and that the post-mortem was likely to be the following day. I spoke about their relationship with their father, and they advised they did have contact albeit not regular. I advised that Elaine would be regarded, by the police, as the NOK as they had been together for 30 years. I did however make it clear that, as his sons, I would be their point of contact and information would be passed to both sides of the family equally. James was thankful and indicated he understood Elaine would be considered the next of kin but disagreed and wanted assurance that they would not be overlooked and would

be given all the updates Elaine would. I assured him that they would indeed be given the same updates.

128. James also updated me that there was a third, older brother called Darren Coates and that he would update him and continue to do so throughout the enquiry. Darren was James and Lee's half-brother, and they had different mothers. James Coates was clearly upset throughout the conversation but thanked me for the call. I knew the family needed a FLO allocating, and therefore I needed to revisit the FLO cadre and reconsider PIP Level 1 resources. I then recalled PC Baxter indicating she would be available just not on the 13th or 15th June. I ensured therefore that I took responsibility to provide the family liaison updates personally until such time that I could name the FLO allocated. This completed action A72 which was a request to contact James Coates (I refer to A72 as NGPF0003697).

129. I was allocated A15 at some time on the 13th of June 2025. This action requested contact to be made with Daniel Newton, a family member of Ian Coates, reporting that he had been visited by officers and that the death message had been delivered. He had been informed, correctly, that a FLO would be allocated and would make contact. I updated the action, via email to HOLMES, confirming that DC Kimberley and DC Draper had been allocated this family as their FLO deployment and that they had attended the home address and updates provided to the family as required. Daniel Newton is the son of Elaine Newton who was Ian Coates long-term partner at the time of the incident. Elaine stated that Daniel was regarded by Ian as his stepson. I noted that the information that was provided to

the family was all detailed within the FLO logs and submitted this to HOLMES to complete the action. This action I note was 'resulted' at 1741 hours. Resulted refers to the completion of an action on HOLMES and demonstrates that an action has been completed. I refer to A15 as NGPF0003631.

130. Throughout the day I ensured that I updated the SIO regarding the FLO deployments and my decisions in relation to the PIP1 deployment and awaiting PC Baxter's availability for Ian Coates' sons. He indicated his contentment at the decision making and rationale, which I documented in the NPCC Initial Family Liaison Strategy, which I commenced on the 13th of June 2025. This included that all families had been referred to the Victim Support Homicide Referral Services by the FLOs, which completed HOLMES action number 156 (NGPF0000170). All families were referred, and the relevant times and dates are recorded in the FLO logs. DSupt Sanders read the initial strategy and approved the contents, as per national policy. This document has been submitted to the Inquiry and completed HOLMES action number 144 (I refer to A144 as NGPF0000158).

131. I completed some actions allocated to me via the inquiry team from HOLMES. Action 57 related to a call from Sinead O'Malley-Kumar asking for contact as she had been unable to get in touch with her daughter, Grace. I refer to A57 as NGPF0010250. I finalised this action by confirming that FLOs were in contact with the family and cross referenced this to action 60. This was a request to contact Sanjoy Kumar, with contact details provided. I now refer to A60 as NGPF0009342.

132. I also completed EM57. EM refers to an Electronic Message which was created following a call in from Sanjoy Kumar, and again this requested a call as he could not contact his daughter. This was finalised once the call was made. I refer to this as NGPF0009343.

133. I also cross referenced these to EM34 which was emailed to me at 1610 hours. This related to contact from Sinead Kumar (identified as Dr O'Malley-Kumar, Grace's mother). This relates to her not being able to contact her daughter Grace whom she knew had been with a male, Barney, at about 4am who had died. At this point FLOs were with the family and they had been passed the message about Grace being one of the ones believed to have been fatally injured in the attack (NGPF0009344).

134. Action 149 relates to the FLA and FLO to ensure that, prior to release of any body, any body parts are repatriated to the body in accordance with the families wishes. I completed the action which is referred to as (NGPF0000163). Previously FLAs were referred to as FLCs. The FLC role is now reserved for the single force lead Family Liaison Co-ordinator. These have responsibility for overseeing family liaison in the force. This incorporates training and operational co-ordination. My role was as an FLA.

135. The FLOs were all tasked with completing the relevant Human Tissue Act forms, to secure the release of the bodies to the relevant family. I also finalised this action

on the 13th July 2023 when I was satisfied all repatriation had been completed. This action is referred to as NGPF0009690.

136. At 1641 hours I was emailed a further action relating to a call from Susan Bakajsa, who detailed she was the mother of James and Lee Coates, who are sons of Ian. She provided their contact details and asks for contact to be made (NGPF0009346). This was completed following my call to James Coates.

137. Action 156 related to ensuring all FLOs had been referred to Homicide Support Services which again I updated was completed on the 13th July 2023 (NGPF0000170).

138. I noted in my major enquiry book updates of the investigation that I considered pertinent for FLOs for updates or to act as personal reminders. I was aware that no CCTV had yet been identified that covered the attack on Ian but that a camera at 0514 hours on the 13th June 2023 had captured audio of screams which were believed to be Ian. I noted this but this was not updated to the families at this point as CCTV was a key line of enquiry with detectives dedicated to this. As discussed with the SIO, the decision was that we would provide an update to families when more was understood about the exact circumstances and most importantly, if the families wanted this level of detail. With every investigation, families differ about the amount of information they wish to be given at different times. As FLOs and FLAs our role is to explain if there is CCTV and to ask what detail, if any, they

would like to be updated about. This is the same for other detail in an investigation. The detail provided can then be tailored individually to each family.

139. At 1743 hours PIO Melbourne emailed me her completed FLO log and investigating officers report relating to the contact her and DC Johal had with Marcin Gawronski, which I refer to as exhibits NGPF0009348 and NGPF0009349, respectively. The log contained an update regarding his injuries and his initial account of how he was hit by the van. At 1744 hours PIO Melbourne emailed me the FLO log and investigating officer's report relating to her and DC Johal's contact with Sharon Miller. This too contained an update of injuries and contact details, along with her initial account of being hit by the van (NGPF0009350 and NGPF0009351 respectively).

140. Between 1800 and 2100 hours on the 13th of June I attended the debrief delivered by DSupt Sanders. Debriefs are an important feature of complex, major crime investigations and I always endeavour to attend. It allows updates from all strands of an enquiry to come into the incident room. I noted the parts relevant to family liaison which details at 2000 hours the FLOs are to update the Kumar/O'Malley-Kumar and Webber families that Home Office Post-mortems (HOPM) are to be performed on Grace and Barnaby at the QMC on the 14th of June 2023. They were also to be updated that Grace's HOPM will be attended by myself as the DI.

141. I also updated that the names of Grace and Barnaby were being speculated on in the media but that the police had not revealed or confirmed the details of the victim

as they were still pending formal identification. Formal identification needed confirming to ACC Griffin (Gold Commander) and HM Senior Coroner, Ms Casey, prior to media confirmation. The families were therefore informed that the names would not be released by the police on this day as previously told to them. It was arranged that I would perform a visual identification of both Grace and Barnaby at the QMC on the morning of the 14th of June and prior to the HOPMs. I would then update the Coroner and Gold before any confirmation of victim names in the media. I made phone calls to the FLOs, and they then updated the families of Grace and Barnaby as required.

142. DSupt Sanders highlighted that media interest remained significant, and Grace had also been named in certain articles. This further highlighted the need for the formal identification to take place so that the formal naming could be completed, and the family could then release official tributes via our channels. I asked the FLOs to ensure that Grace's family knew of her naming in the press and that this had not been released by the police.

143. I then received the approved photo of Grace O'Malley-Kumar from DC McVey which she emailed to me at 1811 hours (NGPF0009352). In this email DC McVey advised that the family have approved the naming of Grace publicly but, understandably, they requested that they were notified prior to any media release.

144. I also was aware that DC Kimberley and DC Draper were visiting Elaine Newton late on the evening of the 13th of June as requested by her to update regarding Ian's HOPM. They updated that Ian's was planned for the 14th of June.

145. DS Lill emailed me the completed FLO risk assessments for Wayne Birkett, Kumar/O'Malley-Kumar family, Coates family and Webber family (referred to as NGPF0009353 , NGPF0009354 , NGPF0009355 and NGPF0009356 respectively). I read these and agreed with the contents therein.

146. At 1905 hours I was copied into a reply from Supt Craner to DCI Dean who was attempting to source DIs and DCIs to cover the HOPMs of Barnaby Webber and Ian Coates. I had volunteered to complete Grace's, as the team were struggling to find DIs to resource these, but I was clear I could not be abstracted for any longer given the length of time required to complete a detailed post-mortem inclusive of travel time and briefing/debrief time. I was relieved that DCI Burrow was sourcing assistance with the HOPMs of Barnaby and Ian (NGPF0009357).

147. At 2026 hours I received, and read, the Sudden Death report for Ian Coates which was completed by DC Kimberley. These are required by the coroner's office, and this had been sent to them via their secure email NGPF0009358).

148. At 2224 hours DC Piggott forwarded me the tribute written by the Webber family to Barnaby which had been provided to the corporate communications department (NGPF0009359). This is followed at 2256 hours by the copy of the FLO log

completed by DC Farrell and DC Piggott that day (NGPF0009360). Before retiring from duty, I read the log to inform myself of the visit from DC Farrell and DC Piggott. At this point they were still en route back from Taunton.

149. On the 14th June 2023 I was present in the 0800 hours briefing delivered by DSupt Sanders and I then travelled to the QMC. DS Chris Lill from Lincolnshire Police continued to assist performing the role of second FLA given the number of enquiries ongoing. As agreed, he completed the FLO risk assessments and submitted these into HOLMES. He assumed the lead role and was introduced to the FLOs as I was otherwise engaged at the QMC.

150. I had received an email overnight from Tess Buxton who is the Operations Manager Crime Scene Investigator (CSI) who was leading the forensic strategies for Op Hendrix. This email detailed the schedule for the HOPMs of Grace, Barnaby and Ian which were all being performed that day by Dr Michael Biggs (NGPF0009361). The attachments included the EMSOU-FS Operations Update which included information I used to brief Dr Biggs prior to the commencement of Grace's post-mortem NGPF0009362). Also attached were the Evidence Recovery Plans for Grace, Barnaby and Ian (NGPF0009363, NGPF0009364 and NGPF0009366 respectively). As I only attended the HOPM for Grace, this is the document I read and used to brief Dr Biggs. The aim of the HOPM was to maximise recovery of potential forensic evidence from the victim providing forensic links between victim and suspect. The CSI requested that the pathology team secured photography at the direction of the Pathologist, hand swabs, nail scrapings,

clothing, jewellery, pathology samples (histology and 2 x toxicology), a DNA sample for elimination purposes and a full set of fingerprints.

151. I completed action 147 which was to ensure that the risk assessments were completed in relation to all deployments. DS Lill had completed these on my behalf but as I had agreed these, I marked off the action as complete (I refer to A147 as NGPF0000161).

152. The FLOs for the families of Grace and Barnaby were asked to extend the offer of a meeting with the Chief Constable Kate Meynell whilst they attended the vigil being held at the University of Nottingham. The FLOs updated me that this was completed and accepted.

153. At 0900 hours I arrived at the QMC mortuary where at 0930 hours I performed the identification of Grace O'Malley-Kumar from a photograph (NGPF0009370). This was a positive identification. At 1000 hours I performed a further positive identification with Barnaby Webber from a photograph of him, which had been sent to my DC Farrell as the approved family photo (NGPF0007091). I updated the enquiry team and was informed that this had satisfied the coroner for purposes of media releases pending formal family identification.

154. The HOPM of Grace commenced at 1038 and was performed by Dr Michael Biggs, a Home Office pathologist. This concluded at 1435 hours and Dr Biggs provided a debrief. He subsequently completed Post-Mortem Examination Report FP4820

(NGPF0002635). Her cause of death was recorded as stab wounds to the chest and abdomen. I took notes in the post-mortem detailing her injuries which I then updated to the SIO. At 1500 hours I seized exhibits from the post-mortem which included items of Grace's jewellery. I transported these to Radford Road police station and placed them in the secure store at 1545 hours. I informed the exhibits officers of the property location within the store, and they advised they would log the exhibits as required.

155. At 1023 hours DC McVey emailed DS Lill and I the tribute to Grace and a family photo for a media release (NGPF0007092). In my absence, DS Lill forward these, and the photo and tribute for Barnaby, to Christian March in our corporate communications department (NGPF0007090). I read these upon my return to the office. The corporate communications team then prepared the proposed release (NGPF0006203). All six FLOs were then requested to read the media releases to the families for approval prior to release. I updated James Coates about the release in my later call him, following his call into the force control room (FCR).

156. Following my return from the HOPM of Grace, I was updated by DC Kimberley that James Coates had attended Mansfield Police Station and was upset. DC Kimberley had spoken to him and advised that I would call upon my return to the office. I then received an email from Sharron Hather of the HOLMES team which detailed that James Coates had called requesting an update about his father. This related to whether he had been removed from the scene and the identification of Ian. I called James Coates and updated that he had been moved to the mortuary

and that Ian's identification was still to be completed by Elaine Newton, as far as I was aware. I recall James being, understandably, upset and I apologised that he had called in at 1135 hours and had been awaiting an update since this time (NGPF0009380).

157. At 1615 hours I received an update from DS Chis Lill regarding his actions during the day which had occurred whilst I was at the QMC. This covered the above press releases with tributes and confirming the identification of Ian Coates. DC Johal was now deployed singularly to Wayne Birkett, Sharon Miller and Marcin Gawronski. This was owing to two separate fatal road traffic collisions overnight that necessitated the redeployment of the SCIU staff. I spoke with DI Savage at length, and she had made efforts to find other, suitable staff but there were none.

158. I was sent an email from DS Lill who had co-ordinated the Webber and Kumar/O'Malley-Kumar families meeting the Chief Constable (CC) Meynell after the vigil held at the University of Nottingham (NGPF0009382). As Grace and Barnaby were students there, this was held solely for them. The FLOs provided briefs for the Chief Constable for Grace and Barnaby (the briefing notes are referred to as exhibits NGPF0009384 and NGPF0009386 respectively).

159. I therefore discussed this in detail with DC Johal who was content that she could manage these deployments alone and we agreed that she would update me if this became unmanageable or if the level of support were to be adversely affected. I was reassured by DC Johal and felt I had no alternative given the lack of capacity

and capability within the cadre that remained. It was not a decision taken lightly and one that I ensured the SIO was sighted upon. We agreed that whilst not ideal, we had to work within the constraints that we were experiencing. I made an agreement with DC Johal that this would be regularly monitored and if other FLOs became available further in the enquiry, these could be brought on board to assist her. She ensured she received a brief from PIO Butler. I considered appointing PC Baxter but ultimately, I concluded that her deployment to James, Lee and Darren Coates was crucial. DC Johal was provided with details for the Polish Embassy which she provided to Marcin Gawronski for support (NGPF0009388). DC Johal was also tasked with securing updates as the condition of Sharon Miller and Marcin Gawronski and to ensure the clothing worn at the time was secured from both and provided to the exhibit officers.

160. DC Kimberley and DC Draper informed me that Elaine had expressed that she wanted to perform the identification of Ian Coates and this was agreed. She further elaborated to the FLOs regarding the estrangement of Ian from his sons GRO-E GRO-E She again stated that they had been estranged for many years and had very limited contact. This was detailed in their respective FLO logs. Elaine was also updated that the post-mortem of Ian would be done on the evening of the 14th of June 2023. I again noted that a separate FLO deployment for the sons was required given Elaine Newton's updates and thus it was not suitable for a dual deployment.

161. DC Johal then provided further updates from Jordan Birkett regarding Wayne. He remained in intensive care and was still being placed on and off breathing ventilation with a long-term prognosis very much unknown. Whilst he was currently off ventilation, he remained sedated and was therefore not well enough to speak with officers. When asked about meeting the Chief Constable he replied that he was considering this and when shown the media release he confirmed that he did not consider anything to be missing. He did update that he was still considering whether he would take part in a press conference if this was requested in future. There were then discussions regarding Wayne's clothing, which was ultimately resolved and all submitted to HOLMES as exhibits.

162. DC Johal then provided updates from contact with Marcin. He was in shock but advised that he wanted to keep this low key for his own recuperation. He was about to be discharged from the hospital. His injuries were bruising and a suture to the head. Thankfully, he suffered no broken bones. He advised that if there were any CCTV he would like this discussing with him later down the line, just prior to court as he was not ready to process this at the time. He politely declined the offer to meet the Chief Constable and advised that he wished to have no dealings with the media nor take part in any press conference. He explained that he wanted to process this and close it alone and move on with his life. DC Johal was clear that she understood his reasons and would feed this back into the enquiry, which she duly did via myself. DC Johal did arrange to capture his VRI, seize his clothing and have Crime Scene Investigators (CSIs) to photograph his injuries the following day (15th of June).

163. DC Johal then updated me in relation to Sharon Miller. Her injuries were broken ribs and a ruptured spleen. She was in shock at the incident and was on painkillers that were affecting her lucidity. Sharon was grateful of the offer but politely declined a meeting with the Chief Constable nor did she wish to take part in a press conference. She was also shown the media release and was asked if she wanted to add anything to which she replied that she was content with the report. She was to spend a few days in hospital so DC Johal updated that she would contact her later to arrange a VRI at a more suitable time.

164. I then updated the FLOs that the then Prime Minister (PM), Rishi Sunak wanted to contact them to offer support and condolences. The Emergency Response Team from the Public Safety Group at the Home Office had made contact which was sent to me via ACC Griffin (NGPF0010180). I therefore asked all the FLOs to contact their relevant families and ascertain this permission and for their home addresses to be provided to the PM.

165. The vigil in the City Centre on the Market Square was arranged for 1730 hours on the 15th of June 2023. I had been emailed by Supt Craner, the City Area Commander, to establish faith groups of all victims so they could be represented at the vigil (NGPF0009390). I ensured the FLOs completed this and this information was fed back via Supt Craner.

166. The FLOs were then tasked to invite all families to attend, which they confirmed and detailed responses in their respective logs. I was also updated that Supt Lisa Butterfield from the Metropolitan Police had informed the enquiry team that they would provide support to the Kumar/O'Malley-Kumar family as they were being approached by several media outlets, both at their home address but also when away from the home address. The family had repeatedly requested the media leave them to grieve, but evidently media outlets continued to hound the family. This support would be to respond, if required, to media intrusion which went against the families wishes. It transpired that this support was not required as the media intrusion subsequently ceased. DC McVey provided the family with the point of contact details for this FLO and the family were grateful of this assistance. I followed up providing the address of the Kumar/O'Malley-Kumar family.

167. DC Johal arranged to visit the partner and son of Wayne Birkett on the 15th of June where they would be updated of the PMs request to write to the victims' families and seek approval for this. The VRIs were also arranged to be undertaken by DC Johal with Sharon and Marcin.

168. For the vigil, the Chief Officer Team all were attending, and the families were updated of this. Attending were the sons of Ian, Barnaby's parents and brother, Grace's parents and brother and other wider family members. The FLOs obtained details of these so they could support with parking arrangements. The Webber family and the Kumar/O'Malley-Kumar family were all staying at the Orchard Hotel

on the University of Nottingham campus. Formal identification of the bodies was arranged by the FLOs to take place on the 15th of June 2025 at the QMC.

169. Our communications department created a tribute to the victims which was shared with families, and all indicated their approval of content. Arrangements were made of this to be published on the afternoon of the 14th of June 2023. As it named the victims, the Coroner Ms Casey was appraised and granted her endorsement.

170. I was updated by the FLOs for Grace's family that the family had attended the vigil and had met with Chief Constable Meynell. They indicated they would be willing to take part in any press conference, if required. I provided them with the details from the post-mortem, including that Grace's cause of death was from stab wounds and provided them with details of the numbers and locations of these wounds. There was no single wound attributable to her death and these had caused catastrophic bleeding.

171. I informed the FLOs that they were to ascertain from her parents the level of detail they wanted at this point and advised them to provide the level of information requested. There was no reason to withhold any information. They could absolutely revisit this at any point, if they felt they needed to be told more information.

172. I explained that her jewellery had been seized by the police, and I knew this was of great sentimental value to them. GRO-E I asked the

FLOs to ask if they wanted this cleaning prior to return. This is something that FLOs have encountered before, and, in my experience, family wishes very much vary, so it was important to me that we got this right. They requested it was cleaned and so this was arranged via our CSI, to ensure that it was cleaned carefully and delicately.

173. I was updated by the FLOs for Barnaby's family that the family had attended the vigil and had met with Chief Constable Meynell. They indicated they would be willing to take part in any press conference, if required. The FLOs were then updated as to the results from Barnaby's HOPM, which was also performed by Dr Michael Biggs. He suffered five stab wounds to his chest and abdomen, with his preliminary cause of death being given as stab wound in his abdomen. The FLOs were given direction they could update the families but be guided as to the level of detail they wanted or felt they could process mentally and emotionally at this point.

174. At 1800 hours I was updated that the HOPM for Ian Coates was still ongoing. This, too, was being performed by Dr Michael Biggs. I updated the FLOs, to ensure the family were being updated. Elaine Newton was very clear that they wished to stay out of the media spotlight and be given time and space to grieve. They had been purposefully avoiding looking at mainstream media and social media platforms. As such she politely declined the offer to meet the Chief Constable and declined any involvement with press agencies. She again mentioned how she was finding it difficult with the estrangement from Ian's sons GRO-E

GRO-E She did ask why and how Ian had left his vehicle and the FLOs answered that the investigation was focused on trying to understand this and that we would keep her updated. She described Ian as being unconfrontational and the kind of person to stop and help someone if they were in need. She therefore considered it a real possibility that he stopped to help the offender who then attacked him. She was very thankful for the FLOs for all the effort being made.

175. The debrief was conducted by DSupt Sanders and commenced at 1900 hours. Chief Constable Meynell opened the debrief. During this debrief all strands of the enquiry provided their updates from the day, including communications, forensic submissions, CCTV and current situation with the suspect in custody, including the potential need for a further Warrant of Further Detention (WOFD). My FLA notes cover all the updates provided. It also detailed that Calocane had travelled up from London the evening prior to the attacks (12th of June) via train to Nottingham.

176. I updated that the families had all been made aware that the Home Secretary was attending Nottingham and visiting the scene on the 17th of June 2023 to pay their respects. I was also updated that Alan Murphy from the Crown Prosecution Service (CPS) and Sam Shallow from the CPS Complex Case Unit (CCU) had been allocated this case and would be reviewing the material when a charging decision was required. DSupt Sanders informed that they would be invited to consider charges of three counts of murder and three counts of attempted murder.

177. The FLOs were either present in the meeting or updated as to the content by me so that family updates could be provided. DC Kimberley and DC Draper were also updated, and they were asked to update Elaine Newton, which they subsequently did. I updated James Coates regarding the ongoing post-mortem that was being conducted and that the suspect was still in the process of being interviewed. James also advised that he, Lee, Darren and other family members would be attending the vigil the following day. He was thankful of the update.

178. At 2228 hours DC Johal emailed me the up-to-date FLO logs for Wayne Birkett, Sharon Miller and Marcin Gawronski (NGPF0009392, NGPF0009394 and NGPF0009396 respectively).

179. The FLOs and I attended the briefing delivered by DSupt Sanders at 0900 hours on the 15th of June 2025. I made notes in my enquiry book around investigative progress. Following this all FLOs were provided with updates to give to their families in relation to the progress with the investigation, focusing on the suspect interviews. The update was that he had been interviewed about the incident on Ilkeston Road, where Grace and Barnaby were attacked and about his attempt to gain entry to Seely Hurst House. That morning, he was to be interviewed about the attack on Ian and the three attempted murders of the remaining suspects.

180. I note that I required two FLOs to support Ian's sons, James, Lee and Darren. It was clear that they needed specialist FLO support. I am not a trained FLO, and

the FLA training is very different. I also was finding it too difficult to manage the updates to James alongside the FLA role and realised this was not the right option going forwards. Although they had purportedly been estranged from their father, it was clear they were very upset, were his sons and they needed this specialist support that would then be provided for the during of the investigation and through to conviction. I cemented my decision to deploy PC Baxter from the date she was available (16th June 2023). She is an experienced and competent FLO, having had experience of this role for almost 20 years. I again revisited the FLO cadre but again, it was clear there were no other options that were suitable or available to me. She was therefore deployed in a sole capacity.

181. My decision was that the FLO cadre for Nottinghamshire and the EMSOU-MC regional area would be reviewed regularly to ascertain if further resources, particularly PIP Level 2 resources came available and would therefore be an option for me to deploy. Unfortunately, seven other murders occurred in the coming days and weeks which meant that this possibility was excluded. These included Op Musicman (Murder of Corey Duffy on the 11th June), Op Manista (Murder of Cody Lewis Davies-Owen on the 13th June), Op Mula (Murder of Olivia Marsden on the 18th June), Op Leather (Murder of Oria Henry on the 18th June), Op Millmeadow (Murder of Owen Fairclough on the 23rd June), Op Microstone (Murder of Sarah Henshaw on the 23rd June) and Op Horus (Murder of GRO-B GRO-B on the 26th June). This was an extremely busy period for the regional major crime team with all the above requiring FLO deployments.

182. Whilst not in line with best practice to deploy PIP Level 1 officers to murder investigations or to deploy single officers, I had no PIP2 resources that were available or with the capacity and/or capability to assist. Whilst I aim to align with best practice, I considered my options and it was my honestly held belief that the PIP1 resources were suitably trained and skilled. In terms of risk, I considered the deployments made and the skills of the officers deployed. I also spoke with each individually to gain an understanding of how they were managing, and any issues being raised at present. None of the officers raised any issues, including PC Baxter who was solely deployed to the Coates brothers and DC Johal who was deployed to Wayne, Sharon and Marcin. Following DC Draper returning to Lincolnshire, DC Kimberley was sole FLO for Elaine Newton. Following these conversations, I was content that the deployments were suitable, being managed professionally and, most importantly, that the families were receiving the service they deserved and needed. I ensured the SIO was sighted on the deployments with the associated rationale, and he was content for me to continue to manage this in this manner. At no point were any concerns raised by any of the families in relation to their FLO deployments. The feedback was actually to the contrary, with regular feedback from all families voicing the excellent role the FLOs were performing.

183. I was informed by the SIO, DSupt Sanders that Valdo Calocane had been wanted for a Fail to Appear warrant relating to an assault on an emergency worker. I was aware that this assault was from September 2021 but noted that the warrant itself had been unactioned since September 2022. I was also made aware that there was an assault where Valdo Calocane was a suspect from early June 2023 (no

specific date given) which had occurred on, and was owned by, the Leicestershire Police area. I was updated that the victim had required a Romanian Interpreter and was potentially a reason for the delay in the progression of this investigation. I was directed by DSupt Sanders that the FLOs were to have this information shared with them however it was his policy decision that this was not to be shared with the families at this point, and that he would compose a form of words so this could be shared so that this was accurate for the families. I knew that this would be upsetting news for the families to hear. I asked that I be updated as soon as possible as to when this could be shared. When I probed DSupt Sanders about this decision, I was informed that the circumstances were unclear and that he would provide me with the necessary information to be passed to the families.

184. I was also updated that The Sun news outlet had published a headline previously detailing that the 'Nottingham killer was known to MI5' and he had turned up at MI5 premises in London and had been banging on the door which resulted in attendance by the police. I was advised by DSupt Sanders that our media department would respond to any questions posed by media outlets if asked. I asked what information required passing to the families regarding the this and the circumstances surrounding the actions of Calocane. I was advised that he did turn up at the MI5 premises in London but, upon police attendance, he left, and no issues were caused. He was not arrested, and no offences were committed. I was informed that, if any families asked, they could be updated as to this. As no offences were committed, I did not feel it was imperative that the families were contacted about this. Given the significant media interest in the case, a number

of press outlets were discussing Calocane and reporting and speculating about him. It would not have been feasible for the FLOs, nor to my mind in the best interests of the families, to update them of every press interaction. They were dealing with their grief and digesting a significant volume of information already. If they were to question this however, I advised the FLOs to explain all we knew about this event. Finally, I was updated that Valdo Calocane was neither an asylum seeker nor an illegal immigrant.

185. I then had the morning meeting with the FLOs in a meeting room aside from the main office. As this was a hive of activity, and very loud, I wanted to ensure I could brief the FLOs in a quiet environment, so my briefing and updates were clear and we had opportunity to discuss any points or questions that may have arisen. This commenced at 1000 hours and ACC Griffin, the investigative Gold Commander, briefly came into this meeting. This was to ask about welfare of FLOs and to discuss the aspects of family liaison. Mr Griffin confirmed that Calocane had been wanted on warrant since September 2022 and that DSupt Sanders had directed that he would advise the FLOs and I when this would be broached with the families. The FLOs were concerned that the families were dealing with a lot and this needed broaching sensitively, I agreed with this. ACC Griffin agreed that this was not the optimum time to disclose this, however, we were clearly aligned that they would need to be updated before Calocane was charged. Transparency was crucial and the families needed to know the circumstances around this. I was clear that the families needed to hear this from the FLOs and without delay. ACC Griffin indicated his agreement and then left the meeting.

186. I then discussed the media releases that were due to be drafted and released and ensured that all FLOs updated the families of these prior to release, with myself to update James. It was clear the FLOs were extremely tired, as was I, from the long hours worked and the highly emotional nature of the enquiry. I therefore discussed TRiM support. TRiM refers to Trauma Risk Management which is a peer-delivered welfare support network to support those exposed to traumatic incidents and events. I wanted to ensure this was a key focus in my role as the FLA and wanted to ensure early interventions were considered if required. At this time, the FLOs all responded that they felt ok, albeit jaded. I asked them to come to me if they felt they needed support.

187. A key update from this meeting was advising the FLOs that there had been a mandatory referral to the Independent Office for Police Complaints (IOPC) relating to the officers in a liveried police vehicle that was behind the van at the time Valdo Calocane drove into Sharon Miller and Marcin Gawronski. This was not a part of a pursuit, but it was clear on CCTV that the police vehicle was present. It was important that we were transparent with all the victims and families and that they were told this information. Mandatory IOPC referrals are required in cases where death or serious injury is caused to any person(s) whereby there is police involvement either at the time of the incident or, if before the incident, the person had direct or indirect contact with the police and there is any indication that the contact may have caused or contributed to the death or injury.

188. All families were updated as to this referral and the reason for this explained. No families raised any concerns.

189. At 1012 hours I had been emailed by a staff officer that contact had been made on behalf of King Charles III via an Executive Assistant at Buckingham Palace detailing a request for all details of the three victims so that he could write to the next of kin (NGPF0009398). I had contact with the assistant and advised I would speak to the families and obtain their approval for contact, which was duly done and details provided. I did politely ask if the King would also consider writing to the surviving victims of the attacks, as there were three more victims. I received confirmation that the King would indeed write to all.

190. At 1145 hours I responded to the correspondent at Number 10 Downing Street advising that the offer of calls had not yet been broached with the families as they were doing formal identifications, and this would be broached at a suitable time. I provided my contact details to ensure a line of communication. I wanted to ensure that any delay in response was explained and that he had my details as the FLA. He acknowledged my email (NGPF0009399).

191. At 1155 hours I responded to corporate communications who had sent me an approved and updated media release detailing that the police had secured a warrant of further detention to continue interviewing and enquiries in relation to Calocane. I noted that the date wrongly stated the 13th March and not June and so I replied and had this corrected (NGPF0009401). I advised all FLOs to update

the relevant families and I updated James Coates. No contact could be made with the Kumar/O'Malley-Kumar family so I advised corporate communications that they would be emailed the release to ensure receipt (**NGPF0009401**).

192. All families were told about the vigil in the Market Square being held on the afternoon of the 15th of June 2023. Those who confirmed attendance were James Coates and family (confirmed via me), the Kumar/O'Malley-Kumar family and the Webber family. The others politely declined. Members of the Chief Officer team were in attendance, including Chief Constable Meynell, Deputy Chief Constable (DCC) Cooper and Assistant Chief Constable (ACC) Griffin. FLOs assisted with logistics including obtaining numbers to ensure sufficient parking and timings. I did not attend the vigil but received updates from the attending FLOs.

193. I was also informed that the Headteacher of Huntington Academy was to attend and was potentially going to speak about Ian. Cognisant that Elaine Newton wanted to remain out of the public eye, I asked DC Kimberley to update her as this was likely to be very widely reported on in the media. Elaine Newton was very upset about Ian being mentioned as a victim and this being in the media with his estranged sons attending. DC Kimberley carefully explained to her that this was such a significant event and had garnered not only local but national, and even international, attention. He sensitively explained that we could not control media outlets but that we would ensure that she was sighted on and was content with any media we intended to publish. Whilst she understood, Elaine explained how it was so difficult for her to see his name and face in the media as she is such a

private person, and she felt this is what Ian would have wanted. DC Kimberley and DC Draper spent time to explain that the media would report on him and that they would do their own research, regardless of family wishes.

194. DC Farrell updated me with the support provided regarding the family viewing of Barnaby and the arrangements for the scene visit planned. Emma Webber requested that she wanted media outlets to be aware and so I updated our communications department to this effect. She also requested a road closure and that it was later in the morning. I therefore passed this back to the enquiry team to arrange with the council and to secure the necessary approvals required for road closures.

195. I was then updated that The Sun newspaper had named Valdo Calocane. The SIO confirmed that this had not been released from Nottinghamshire Police and therefore there were concerns as to how this name had been provided to the outlet. We could not preclude that this had come from his family, however it seemed unlikely in the circumstances. All families were therefore updated that his name was in the media and that this had categorically not come from an official police source. At this time, the police were not confirming nor denying this in response to media enquiries received. I updated the FLOs of the decision of the SIO that the name of the suspect could be confirmed to the families post the vigil but not before; his reasoning was to ensure this was not released widely during the vigil to the community.

196. Elaine Newton was to be updated in a FLO visit as she had expressed they were not monitoring any media forums and therefore had been unlikely to see the broadcast. DC Kimberley and DC Draper did this at 1715 hours. She also updated that she was content with contact from PM Sunak and wanted to meet the Chief Constable on the 16th of June, which was duly arranged. She also was aware of the HRH King Charles III's intentions to write to her, as with the other families. The offer of a scene visit was to be broached in a following visit from the FLOs. She declined a scene visit.

197. The scene visit to Ilkeston Road at midday was all finalised with the logistics in place which the FLOs updated to the Kumar/O'Malley-Kumar and Webber families who were attending following their stay at University of Nottingham. At 1915 hours I updated DSupt Sanders followed by ACC Griffin at 1925 hours. They were aware of the road closures.

198. At 1209 hours I was forwarded the preliminary post-mortem reports which had been sent to the coroner. The report of Grace was referenced FP4820 (NGPF0002631), the report of Barnaby is FP4821 (NGPF0002633) and the report of Ian is FP4822 (NGPF0002632).

199. At 1220 hours I received confirmation from the head of communications for PM Mr Sunak that they were awaiting the details of the families but there was no haste. She was careful to explain that the calls would remain private, and that the PM wanted to express his condolences to all (NGPF0009412). I expected the families

would appreciate this call and did ensure this was broached with all by the FLOs that day. All families and affected victims approved a call.

200. At 1240 hours it was confirmed to me by corporate communications that the stakeholders were to be updated by Chief Supt Verma regarding the media release relating to the warrant of further detention for Calocane. This needed careful management to balance the flow of information. It was important that the families and affected victims were informed, followed by stakeholders and then the general public. A responsibility of the FLA is also to ensure key stakeholders and partners are kept up to date (**NGPF0009401**).

201. At 1500 hours the family of Barnaby conducted the formal identification at the Chapel of Rest at the QMC. DC Farrell completed a statement signed by David Webber confirming Barnaby's identification (I refer to the statement as NGPF0009415). This was sent to me at 1627 hours (email NGPF0009417).

202. At 1748 hours Chief Supt Scurr emailed me to inform that the Metropolitan Police had updated that the press intrusion had waned, and Avon and Somerset reported no press intrusion which was a positive update for the families (NGPF0009419).

203. At 1940 hours I was updated regarding CPS lawyer Sam Shallow who was reviewing the case. It was indicated that charges were to be agreed on the 16 June 2023 when the final interviews were completed and the case ready for a decision under the Threshold Test. She agreed that the families would be able to

meet some of the prosecution team post charge at court, if they wished to do so. She updated that Chief Prosecutor Susannah Llewellyn wished to meet the families and that it may be possible for them to meet with Karim Khalil KC and his junior barrister, Mr Peter Ratliff who the CPS has instructed to lead the prosecution for the case. The FLOs were all updated of this, and the families informed. I updated James Coates to this effect.

204. The SIO conducted the liaison with CPS regarding charging of Calocane and I was updated that the CPS had been approached and invited to charge three counts of murder and three counts of attempted murder. It was clear that there was a long road ahead after any initial charges and the investigation progressed towards trial. In relation to the outstanding warrant, Calocane was to be arrested for this post charge for the murder and then charged for this. This related to the assault on an emergency worker from September 2021. The direction was that no charges were being brought at this time in relation to Seely Hurst House which required further investigation, and the families could be updated as to the reasons for this. This was a decision by the CPS. I had a discussion with the SIO regarding updating the families of the outstanding warrant from two years previous as this needed disclosing to the families to be open and transparent with them. I was advised this was being discussed between himself as SIO and Gold, ACC Griffin and I was requested to stand by for the approval to inform families and the form of words to be used. I was updated that these circumstances were an officer was injured during the execution of a mental health warrant by Calocane in a minor assault and no weapons were used in this offence.

205. I was emailed by DC De Waele at 2207 hours reporting that there had been press intrusion at various home addresses linked to the family of the suspect, Calocane. DSupt Sanders had this directed to me however I fed this into the enquiry team as the family of the suspect did not come under the remit of family liaison for the families of the victims and affected victims (NGPF0009421).

206. I also had a telephone conversation with Sam Shallow at the CPS, introducing myself as the FLA and providing the details of the FLOs and a brief insight into each of the victims and their families. She responded with an email detailing the relevant CPS personnel involved in the investigation, namely Alan Murphy and Sheryl Monk (NGPF0009423).

207. DC Farrell then updated me that the Webber were fine with the call from PM Mr Sunak and that they had been updated and were content with the timing of the release of Barnaby for the following day. They had no requirements for our forthcoming press release.

208. I then discussed CCTV on Magdala Road with DC Stevens-Garrib who was one of the CCTV co-ordinators for the investigation. James Coates had asked if there was CCTV covering the attack and Elaine had raised a desire to understand how Ian's vehicle had come to a stop at the location. I was updated that despite extensive CCTV trawling there was no CCTV covering the scene of the attack on Ian itself. One camera had been identified on the road which potentially would

have provided a view, however when this was investigated it was found to be not recording and not connected to a hard drive. I was updated that Calocane has been located on CCTV exiting the train station and exiting the NET tram at Wilkinson Street when he was in possession of a black Slazenger holdall and wearing black trainers. As he exited here at 0023 hours on the 13th June 2023 there was no continuity of his movements until he was sighted on CCTV at 0133 hours using the ATM on Perry Road. In this footage he was wearing work boots and was no longer in possession of the Slazenger bag. This CCTV work was a large piece of work which would take a significant amount of time to come together. I ensured the FLOs were kept abreast of CCTV updates so they understood the situation of the investigation and if families wanted to know details of the CCTV footage this could be discussed with the FLOs and the SIO to determine what can be shown. At this point however, no families or victims wanted to view footage. The exception was the Coates brothers who were keen to be updated as to the existence of any footage, although at that point there was none.

209. I updated James before finishing my working day regarding the CCTV updates above and James asked if I could facilitate a family viewing of Ian the following day. I agreed that I would contact the mortuary the following morning and arrange this for as soon as they could accommodate. I also gained his approval for King Charles III to write a letter of condolence to him and the family. He thanked me for my support.

210. On the 16th June 2023 I commenced my tour of duty, which refers to my working hours for that day, and, as promised to James Coates I made a call to the QMC mortuary at 0830 hours to arrange a viewing of Ian. James had updated me that he, Lee and Darren wished to visit but also further family members including partners and his mother, Ian's ex-wife. The mortuary, however, was very clear that there was a four-person limit on viewings and so I called James and passed this message on. I was clear that there could be further viewings, but they were limited to four per visit. He was understanding of this and thanked me for arranging this. In this call I also updated James that I had allocated PC Jo Baxter to be their dedicated FLO going forwards who would be available to meet with him at court for Calocane's first court appearance. I explained the reasons for the delay, being that PC Baxter had been working out of the force area, owing to other pre-arranged commitments. James indicated his understanding and was very pleased that the family would have a dedicated FLO. He was also very thankful to me for my assistance and updates so far, albeit all by telephone.

211. At the 0900 hours briefing I updated the SIO with the decision that PC Baxter was to be deployed to James Coates and family from the 17th June 2023, her first availability. I also updated that I would ensure FLOs would be at court to support any families attending, should Calocane be charged today as anticipated, this included Jo Baxter. She would then arrange her initial home visit to James Coates and family on Monday 19th June 2023. Calocane would be at court on Saturday 17th June 2023 at 1000 hours for the initial admin hearing and committal of the case to the Crown Court where he would be appearing at 1000 hours on Tuesday

20th June 2023. From my discussions with James Coates, I noted in my book that he had indicated to me he would be attending any court hearings with some family members.

212. I then updated that I was liaising with the Coroner's office pertaining to the release of the bodies.

213. I then discussed with the SIO the updates that would be required post charge. As was right and proper, the families needed to be told first followed by our stakeholders at the point of charge. Our media would then be directed by ACC Griffin as Gold commander, that this could be released externally to the public. I agreed with this order.

214. I then liaised with the DC Farrell, DC Piggott, DC McVey and DC Cutts and obtained updates regarding the scene visit for Grace and Barnaby's families. Unsurprisingly there was to be several family members attending to pay their respects. The road was to be closed for 30 minutes with police presence to ensure public safety. The FLOs had arranged designated parking spaces and there was also an area dedicated for media in attendance.

215. At 1209 hours I sent the correspondence to number 10 with the requested details of the next of kin for the three deceased victims for calls from number 10 (NGPF0010253). As requested, I also provided a very short precis about each victim, so the PM was aware of a part of their background. This included Ian being

an avid fisherman and a much-loved school caretaker, Barnaby being a talented cricketer studying history at university with dreams of becoming a pilot in the RAF and Grace being a talented hockey player having represented England at under 16 and under 18 levels. She was studying medicine.

216. At 1141 hours I provided the contact details to Chief Supt Verma for James Coates to arrange a visit to Nottingham Forest FC (NGPF0009425). DC Draper then provided contact details for Ashley Newton who had been invited to NFFC along with the Coates family (NGPF0009427).

217. I received a call to my mobile telephone from DSupt Sanders at approximately 1425 hours. This update was that CPS had given authority to charge three counts of murder for Grace, Barnaby and Ian and three counts of attempted murder for Wayne, Sharon and Marcin. Calocane was also to be charged with assault on an emergency worker. I was provided a verbal form of words which I relayed to the FLOs to give to the families in relation to the outstanding warrant. This was that Calocane had also been charged with a historic low-level assault on an emergency worker for which he had been outstanding as a wanted person for this offence. He was due to appear at Nottingham Magistrate's Court at 1000 hours on the 17th June 2023. DSupt Sanders also advised that the Sun newspaper was to publish an article relating to the outstanding warrant. Once charges had been made, reporting restrictions were in existence, but it was crucial that the families heard about the outstanding warrant from the FLOs.

218. I then called the FLOs in turn who updated the families immediately and then confirmed to me the update had been successfully passed, which I recorded in my notes. No questions were asked by any families at this point regarding the outstanding assault for which Calocane had been subject to charge. I was not informed to provide any updates in relation to the assault with which Leicestershire Police were dealing. At 1430 hours Dr Kumar was updated. At 1432 the Webbers were updated. At 1440 Elaine Newton was updated. At 1400 hours I contacted James Coates to update him. At 1446 Sharon Miller was updated followed by Marcin Gawronski at 1450 and Jordan Birkett at 1456 hours. Jordan was acting as Wayne's next of kin as he was still in hospital and under sedation. James Coates stated that he and his brothers would not be at the Nottingham Magistrates' Court on the Saturday morning but would be attending the Crown Court hearing on the Tuesday.

219. At 1434 hours Chief Constable Meynell forward me the released public media update relating to the charging of Calocane (NGPF0009429).

220. At 1504 hours I responded to contact from the coroner's office at 1058 hours providing the requested details of the allocated FLOs (NGPF0007505). They also requested the completion of the Human Tissue Act (HTA) forms and confirmation of the identification of the deceased. These were forward from the coroner's office at 1150 hours (NGPF0007527). I asked the FLOs to confirm and obtain these, as necessary. As the FLOs detail, the completion of the HTA forms takes some time as the families are distressed with completing these. This was especially the case

with Dr Kumar. As the weekend coincided with Father's Day it was particularly a difficult ask of the Webbers and Kumar/O'Malley-Kumar families who had lost children and James, Lee and Darren who had lost their father. The coroner called me and was very angry regarding the delay of these forms, which were required prior to release of the bodies. Whilst I understood this and explained I would continue in my endeavours to complete the forms, I also needed to balance administration with sensitively approaching families and considering their wellbeing.

221. I then provided Suzannah Llewellyn from the CPS with the contact details for all families and affected victims to enable CPS letters to be provided once Calocane had been charged (NGPF0009437).

222. PC Baxter updated me that James Coates had politely declined a call from the Prime Minister but agreed that their details could be passed onwards for King Charles III to pen a personal letter of condolence to the family.

223. I was further contacted by the Emergency Response Team at the Home Office who requested that they were updated with any charges of the suspect. I responded with the charges in due course (NGPF0009439).

224. At 1531 hours DC Farrell sent the completed HTA forms to the coroner's office. I was aware that efforts were continuing to complete the forms with Elaine Newton for Ian and with Dr Kumar for Grace (NGPF0009441).

225. At 1540 hours I noted that the Coates family were to be updated regarding the audio CCTV recovered on Magdala Road. This footage was visual of the road, and did show Ian's van passing the camera, but did not cover the location of the attack on Ian. Its proximity was so close however that it did record several screams which were identified as being Ian's when considering the proximity to the camera and his death and the timing of the screams. They were extremely upsetting and likely to be very traumatising information to give to the family. I decided that as this was so traumatising it needed handling very delicately and sensitively and so this would be broached by PC Baxter as the FLO.

226. At 1530 hours I again replied to the private secretary to the PM and arranged a call that evening for Elaine Newton. I advised that the Webber and Kumar/O'Malley-Kumar families were otherwise engaged at other memorial events that evening and were not available so we would broach alternate times over the weekend (NGPF0009443).

227. At 1545 hours I was updated by the FLOs that the Webber family had updated that they would not be attending court on the Saturday morning nor on the Tuesday when Valdo Calocane would be appearing for his first hearing at the Nottingham Crown Court. They updated that they did not feel up to this and that they wished for an update from the FLO. They understood these were administrative hearings and indicated that they appreciated this was an opportunity to meet with CPS and Counsel. Quite understandably, however, they did not feel able to attend and

asked that the meetings be arranged on a later date when they felt able to broach this. They were aware of, and agreed with, the force media release that was to be published in relation to the charge and remand of Calocane.

228. At 1545 hours I received an email from Ms Casey the senior coroner from Nottinghamshire in which she detailed she had been awaiting the Human Tissue Act (HTA) forms for the deceased and once in possession she would be able to release the bodies. I knew the FLOs were dealing with this but then spoke to them in person to request these were completed and submitted as soon as possible.

229. DC Kimberley and DC Draper had advised that they had broached the subject with Elaine Newton who did not feel up to completing these at this time. I asked if they would return to her home address and explain the importance of these for the coroner. DC Kimberley then returned to Elaine's home address, and she signed the forms. DC McVey similarly reported that she had broached this earlier with Dr Kumar and he advised, that being Doctors, he and his wife were aware that they needed doing. They were struggling with grief and informed DC McVey that they would be completed over the weekend. I knew the forms for Barnaby had been submitted.

230. Whilst I appreciated the importance of these, I was troubled by putting what I felt was additional pressure on the families. However, as it was a direction from the coroner, I attempted to facilitate this request (NGPF0007527). As a result, I replied that the forms for Barnaby had been submitted, I explained the delay with Grace's

forms, whereby, contrary to the senior coroner's assertions, Dr Kumar had advised he had not selected an undertaker and would attend to the forms over the weekend when he felt able and, in fact, was able to attend to these. Again, families should not be rushed. DC Kimberley attended the home address of Elaine Newton to get this completed. This was to satisfy the coroner's requests, and I did feel this put undue pressure on the families. Such requests were incredibly stressful for the FLOs and I to manage, given the amount of work that was being undertaken that had to be sensitively balanced with the families' grief. The HTA forms for Ian were sent to the coroner's office and I at 1651 hours (I refer to the forms as NGPF0009448).

231. The coroner's office then responded with the Body Release Form and the Completed Tissue Retention Forms for Ian Coates (NGPF0009446). They also include the death certificate (NGPF0007639) and the MOJ guide for bereaved families detailing the services of the coroner's office (NGPF0007638).

232. At 1620 hours I made a telephone call to PC Jo Baxter where I provided her with a full briefing of the investigation from the time of incidents to the current time. She was updated that James and his brothers had decided not to attend court on the Saturday morning as this was purely an administrative hearing and committal of the case to the Crown Court. She did advise me that he and his brothers would be attending Nottingham Crown Court on the 20th June 2023.

233. I informed PC Baxter that I would contact James Coates and update him that she had been briefed regarding the case. I asked her to call James Coates at 0900 hours on the 17th June 2023 to perform the initial introduction and agree a suitable time to meet at his home address on the 19th June 2023, which she duly did.

234. I informed PC Baxter that we needed to inform the family that the van had been captured on CCTV footage but there was no visual footage of the attack. There was however audio of Ian Coates screaming which had been captured and was very distressing. I asked PC Baxter not to broach this over the telephone as I felt this needed a personal approach. I also asked her to go through the post-mortem report GRO-D GRO-D GRO-D GRO-D Again, post-mortem reports are distressing in content, and I was clear that this needed discussing personally with James and his brothers. I also asked her to discuss the Homicide Victim Support Services with James and to obtain his consent for referral to these for support.

235. I asked PC Baxter to arrange a time to meet James Coates and family at the Crown Court prior to the hearing for guidance and support. A meeting had been arranged with the CPS and some of the investigation team post the hearing. GRO-E GRO-E GRO-E. As there has been no scene visit undertaken so far, I asked PC Baxter if they wanted us to facilitate an official visit

to Magdala Road. I was later updated by PC Baxter that they had personally visited the scene to pay their private respects and did not wish the police to arrange a further one. GRO-E

GRO-E

236. Finally, I asked that PC Baxter update James Coates that Ian's body had been approved for released to Elaine Newton as his next of kin. I felt that this would be possibly contentious given the fractured nature of the families and wanted therefore to ensure that they were aware of the release, and this did not come as a shock to them. I also asked her to make them aware that Elaine would be leading with the funeral arrangements.

237. At 1656 hours DC McVey forwarded me her contemporaneous FLO log which I reviewed and was content with the notes (I refer to this log as NGPF0009243).

238. At 1733 hours I called James Coates and advised him that PC Baxter had been briefed and would meet them at the court the following morning. He thanked me for my update and support and stated that he would see PC Baxter in the morning. I provided him with her contact number.

239. At 1705 hours DSupt Sanders delivered a debrief to the investigation team. He updated the charges and indicated that Calocane had insisted on being referred to as Adam Mendes for the court proceedings.

240. As Calocane had been charged, press restrictions were now invoked which was hoped would remove pressure from mainstream media, especially as they had been approaching family addresses.

241. The families were updated that Chief Prosecutor Suzannah Llewellyn would be present at court on Saturday 17th June 2023 with Alan Murphy from the CPS and would be available to answer any questions from the families. CPS were hopeful that Counsel would also be present, but if they could not make it (which in the end they could not), the CPS would take any questions from families and direct them to Counsel as soon as possible. CPS would be on hand to lay out the road ahead so they could explain to families the pertinent court and stage dates to explain the criminal justice proceedings that were to lie ahead. The families were all updated of this offer from CPS, but all declined this meeting as none were attending the Magistrates' Court on the 17th June 2023.

242. Elaine Newton, James Coates, Kumar/O'Malley-Kumar and Webber families were then all contacted, and the Homicide Victim Referrals were all discussed including the ongoing support these could provide. The FLOs then submitted the referrals. I had arranged with PC Baxter for her to do this in a face-to-face meeting with James Coates on behalf of Ian's sons, which she did on the 19th June 2023.

243. Whilst NPCC guidance stipulates that this should be done within 24 hours of the commencement of a homicide investigation, I was aware that these were being submitted later than this. I spoke with the FLOs, as this was an incredibly fast-paced and multi-faceted deployment. The families had conducted viewings, attended one or two vigils, attended scene visits and performed viewings of their loved ones. They were incredibly traumatised and alongside this were taking in information relating to chronology of the incidents and brutality of the attacks as well as understanding the charges being brought against the suspect. It was a case of prioritising matters that could not wait, and ultimately other factors took precedence. I was conscious that they were absolutely required to ensure the support networks were in place, so these were submitted as soon as was possible. Going forward, FLOs all ensured that support networks were in place for those who requested them. This had been chased up by DI Crutchley on behalf of Sian Lewis-Williams, the National Family Liaison Advisor (NGPF0009244).

244. Dr Kumar updated DC McVey that he and the family would not be attending the hearing at the Magistrates' Court on the 17th June 2023 and would therefore not be meeting the CPS on this date as offered. The Webber family then updated their FLOs that they too would not be attending court either and therefore would not be meeting with the CPS as offered. Elaine Newton and James Coates indicated the same. All FLOs voiced their understanding and advised that meetings with CPS would be arranged at a time to suit them, when they felt able to broach the detail of the criminal justice process. The family were still very much dealing with raw

grief, and this court appearance was too much at the time. DC Johal contacted Wayne, Sharon and Marcin and none were attending the hearing and declined the offer to meet with CPS at this time. They advised they would contact DC Johal if this decision altered at any time.

245. As the surviving victims were not attending, I asked for DC Johal to arrange visits in the coming days to offer any support required and to obtain updates on their conditions.

246. Throughout the afternoon I was in contact with Georgina Manley, the private secretary planning for the families to have telephone calls from the PM, Mr Sunak. I was in telephone contact with the relevant family liaison officers to facilitate this from both ends (NGPF0009245). I was later emailed by Georgina confirming the call with Elaine Newton had taken place. We exchanged further correspondence relating to potential times for the calls to the Webber and Kumar/O'Malley-Kumar families (NGPF0009246).

247. DC Johal sent me further documentation relating to her contact with Wayne Birkett, Sharon Miller and Marcin Gawronski. I reviewed all these documents which were submitted to HOLMES. These documents included the contact log for Wayne Birkett dated the 15th June 2023 (NGPF0009247), contact log for Wayne Birkett dated the 16th June 2023 (NGPF0009248), the contact log for Sharon Miller dated the 15th June 2023 (NGPF0009249), the contact log for Sharon Miller dated the 16th June 2023 (NGPF0009250), the contact log for Marcin Gawronski dated 14th

June 2023 (NGPF0009251), the contact log for Marcin Gawronski dated the 15th June 2023 (NGPF0009252), a Short Descriptive Note (SDN) for the VRI for Marcin Gawronski (NGPF0009253) and a G211 Medical Consent Form for Sharon Miller (NGPF0009254).

248. During the 16th June 2023 I had been in dialogue with our corporate communications department regarding a potential video of Barnaby and Grace on the evening prior to their death showing them having a good time. The BBC had informed a contact at the University of Nottingham that they intended to release this footage to the public with an article. They requested that we contacted the families to update them of this and to ascertain if they wanted a copy of this. It was discussed with DC McVey and we decided to hold off informing the families until such time that we had verified that it was indeed Grace and Barnaby in the footage. It was later confirmed to us that this was neither Grace or Barnaby and the footage had been deleted by the BBC. This is an example of how delicately some matters had to be handled. If we had approached the families with this it could have caused upset that their children were being shown alive in the media which had not emanated from them or, as in this case, may well have raised their hopes of there being footage in existence of their children enjoying their final night out together. This would have led to us then updating that this was misinformation and upsetting them needlessly (NGPF0009255 and NGPF0009256).

249. I received an update from DC McVey confirming that the Kumar/O'Malley-Kumar family were not attending the Magistrates' Court the following day and would be

considering their attendance with the Webber family for the hearing at the Crown Court on the 20th June 2023. Dr Kumar advised their attendance would be a joint decision. Over the previous days the two families had come close, sharing a bond over the deaths of Barnaby and Grace. They had shared contact details and advised they were getting comfort from each other. DC McVey was asked about the footage of the attack, and she was asked if it was 'horrendous'. DC McVey was honest in her reply that it was. At present there was no request to view this or be told any details. Their focus remained on Grace and dealing with her loss.

250. This email also referenced a call we made on the evening of the 16th June 2023. This was owing to information I was given that the Daily Mail were intending to run a story regarding Grace dying a hero protecting Barnaby. I liaised with the SIO and we were both of the opinion that the Webber and Kumar/O'Malley-Kumar families needed to be updated of this. It would not be possible to pre-advise them of all intended articles but I felt that as this was one of the first reports and it detailed something so personal, the families should be updated. As the investigation was still collating witness testimony and CCTV footage, we decided to update that we were not in a position to comment on this. Also, I feel that this is a position that families, in time, could draw their own conclusions about. The FLOs therefore contacted and updated the two families. They were grateful of the update (NGPF0009257).

251. I did not attend the hearing on the 17th June 2023. Whilst this was my rostered rest day, I did work some hours to continue with the family liaison needs. This mainly

related to the Prime Minister who had intended to call all families on this date, however the Webbers updated that they would not be available. This was fed back to Number 10 via Mr Sunak's correspondence team and an alternate time arranged on their behalf. DC McVey updated me that Mr Sunak had offered Dr Kumar and family assistance with event, funeral and venue planning. Dr Kumar was complimentary of this offer of help and felt supported by the PM. Whilst it was not clear what offer the PM had made, it was an area that sits outside of family liaison duties. Mr Sunak did request that the FLOs for Dr Kumar obtain the wishes for the family in terms of Grace's funeral which was to be held in London and that these were passed back to his correspondent. Despite this being outside of the FLO terms of reference, DC McVey and DC Cutts of course did as per the request, and the family wishes were passed back. This included wanting to secure the head of the Catholic Church and Westminster Cathedral for the service (NGPF0009258).

252. DC Baxter also made contact regarding James Coates advising her that he was going to Elaine Newton's address the following day to make funeral arrangements. As Elaine had previously reported the males turning up unannounced and her not wanting contact, PC Baxter checked this. This arrangement did go ahead but it was important to check this detail given Elaine's previous disclosure to DC Kimberley and DC Draper (NGPF0009259).

253. Later on the 17th June 2023 I received emails including a copy of Alan Murphy's charging advice (NGPF0009260), DI Gibson sent an email of thanks to various

persons involved in Op Hendrix (NGPF0009261) and ACC Griffin sent the FLOs and I an email of thanks for the support provided to the families (NGPF0009262). It was a week comprising many hours of overtime, which I happily worked. Whilst it was incredibly busy I, too, was incredibly proud of all the FLOs.

254. DC Johal provided me with the contact log relating to Sharon Miller dated the 17th June 2023 (NGPF0009263), her statement exhibiting the clothing of Marcin Gawronski and the VRI conducted with Marcin (NGPF0009265) and a statement from DC Grayson who also conducted the VRI (NGPF0009266).

255. The 18th June 2023 was also my rostered rest day and was the Christening service of my daughter. I therefore had limited involvement in the investigation on this day. I did not log onto my emails as the Christening was out of the county where I reside. I recall phone calls with DC McVey pertaining to the HTA forms and I knew that she was awaiting the return of these from Dr Kumar.

256. I returned to work on Monday 19th June and conducted a briefing with the FLOs to update over the weekend. I saw from my emails that DSupt Sanders had received the letters of introduction from the CPS and had forwarded these to myself and the FLOs at 2250 hours on the 17th June 2023 (HMCP0000153, HMCP0000152, HMCP0000151 and HMCP0000150 refer). The FLOs were also on their rostered rest days over the weekend, and I therefore requested that these were provided to the families as a matter of urgency. The letter introduced the prosecuting counsel and a road map for the upcoming Crown Court hearing. These letters were

sent via FLOs to all families who individually confirmed receipt. I did note that this was sent on the 16th June by CPS but was not sent to the FLOs until late at night on Saturday 17th June. As soon as the FLOs returned to duty, having worked very long hours the week previous and had taken calls over the weekend, I asked that this be attended to urgently.

257. Additionally, support was provided by DC McVey to arrange the return of Grace's vehicle to the family address in London via a vehicle recovery service. The jewellery had also been cleaned and the FLOs arranged to deliver this personally to the family.

258. Dr Kumar and the Webbers confirmed to their FLOs that they would not be attending the Crown Court hearing on the 20th June 2023 and therefore declined the offer to meet with Counsel and the CPS post the hearing. They did ask that another meeting be arranged for a time in the future when the families felt less fragile and able to face this. This was relayed to the CPS who confirmed this would be accommodated. DC Farrell also arranged for the phone call to the Webbers from the Prime Minister. DC Johal updated that she was to conduct the VRI with Sharon Miller and ensure the evidential securing of her clothing worn at the time of the incident. She also updated that Wayne Birkett had been moved to a ward at the QMC but, sadly, he remained very mentally confused to the extent that he did not recognise his own son who he thought was still ten years old. His recovery was described as a slow and long road ahead. None of the survivors were attending court on the Tuesday morning which DC Johal noted in her FLO logs.

259. DC Johal provided me contact logs dated the 18th June 2023 relating to Wayne Birkett (NGPF0009271), Sharon Miller (NGPF0009272) and Marcin Gawronski (NGPF0009273). She also provided a statement relating to the elimination DNA taken from Marcin Gawronski (NGPF0009274), an SDN relating to the VRI with Sharon Miller (NGPF0009275) and statements from her and DC Grayson detailing the VRI with Sharon Miller (NGPF0009277 and NGPF0009278 respectively).

260. Chief Supt Verma emailed me on the 18th June 2023 having made contact with James Coates. James and his family had been offered to meet with Steve Cooper (NFFC manager), and he asked if this could be facilitated away from his home address and suggested the training ground which he reported NFFC are very happy to accommodate. Mr Verma advised they would meet players and be presented with gifts. I ensured PC Baxter was updated on this so it could be facilitated as soon as possible. I am aware that the brothers and Ian Coates were avid Nottingham Forest FC fans (NGPF0009279).

261. PC Baxter conducted her first home visit to James Coates on the 19th June 2023. She reported that the initial introductions were positive, and her role was explained to them and understood. James iterated he was content to remain the point of contact for the three brothers. As discussed, PC Baxter provided updates which included the injuries noted in the post-mortem and the likely route through the criminal justice system. The information provided will be further detailed in the FLO log of PC Baxter.

262. In relation to the body release and the funeral arrangements, PC Baxter updated that there were no issues with this, and that James Coates had been in touch with Elaine and was partaking in some of the arrangements. PC Baxter discussed the Homicide Services Referral with James Coates. He asked to speak with Lee and Darren for them to come to their decisions regarding this.

263. Liaising with the other FLOs, I noted that Homicide Victim Support (HVS, whom I had noted as VSH) had confirmed receipt of referrals for all families for Grace, Barnaby and Ian and they advised they would contact the relevant families once the nominated referral worker had been assigned. All FLOs reported that families had been updated of this. DC Farrell had also referred Emma Webber to EMBRACE for further support GRO-E GRO-E. EMBRACE is an organisation which provides emotional support and counselling for families who have suffered the loss of loved ones. DC Farrell also made a further phone call to HVS to chase up the appointment for Emma Webber, GRO-E Support was also requested for Charlie, the younger brother of Barnaby. DC McVey also added that Dr Kumar and family had all been to see their GP for support and had family members staying with them for ongoing support. PC Baxter completed the Homicide Victim Support Referral for James Coates, but he requested that we wait until he gained approval from his brothers for their referrals. I left this with PC Baxter.

264. On the 19th June 2023 DC McVey returned the completed HTA forms to the coroner's office and I was added to the email for my information (NGPF0001798). DC McVey also shared a letter from the Princess of Wales that she had been asked to pass onto Grace's family, given Grace's hockey prowess and the Princess being the Patron of England hockey (NGPF0009281).

265. DSupt Sanders sent me an email from HVS who had been struggling to contact Elaine Newton, DC Kimberley managed this, and contact was made. This was from Julie Myatt who became Elaine's support worker (NGPF0009282).

266. Calocane's initial hearing at Nottingham Crown Court took place on Tuesday 20th June 2023. At my request, all FLOs attended the hearing. Elaine Newton and Ian's sons were in attendance and were supported by their FLOs, DC Kimberley and PC Baxter, respectively. PC Baxter met with James, Lee and Darren prior to the hearing to explain more of the criminal justice process. She also completes the Homicide Victim Referral Services forms which were delayed given her later deployment to the role (NGPF0009283). I note that these were completed for James and later for Lee. I do not note Darren's name in my book and cannot recollect if he accepted this referral. I do recall that James informed PC Baxter that they had very limited contact with Darren as they did not share the same mother. This was included in the FLO log of PC Baxter for further clarity. Also present were Mr Peter Ratliff, Alan Murphy (CPS) and Kessi Pochin (Paralegal) from a legal perspective. From the investigation team DCI Clare Dean and DS Adam Cooper attended. They met with the families attending both before and post the hearing

and had arranged seating in the public gallery (NGPF0009284). In court the defence stated that they had instructed a forensic psychiatrist to undertake a psychiatric assessment of Calocane which would likely form part of his defence case. PC Baxter updated that this was discussed post hearing, in the meeting with CPS. Lee Coates was very angry at the conjecture that mental health may form part of Calocane's defence. PC Baxter also provided the letter from the CPS which she went through in person to answer any questions, none are raised.

267. DC Farrell and DC McVey attended court in the absence of the Kumar/O'Malley-Kumar and Webber families to enable updates in their absence. DC Johal updated that Marcin, Sharon and the family of Wayne, on his behalf, were all updated in their absence. They all updated their families with the hearing court update.

268. After court I spoke with DC McVey who gave an update regarding the initial court hearing. A timetable was established; however, no plea was entered, and a trial date was set for the 12th January 2024. The defence advised the judge that they would be commissioning expert psychiatric reports. All families were updated of this by their FLOs.

269. DC McVey then updated that she spoke with EMBRACE following her referral for Grace's family, particularly aimed at supporting James O'Malley-Kumar who was struggling significantly following his sister's death. This charity specialises in support for children. She also updated about the efforts she had made to help them secure Westminster Cathedral for Grace's funeral. DC McVey and I had

discussed this support at length. It lies outside of the remit for family liaison and is an area that FLOs do not become involved in. This case was rather unique, and I felt we had no option but to offer this support as it had ultimately been offered, on our behalf, by the PM, Mr Sunak. Mr Sunak had informed the families during his telephone call to go through his FLOs and he would support them with trying to secure this venue. We were then contacted by the PM's correspondent to advise that they could only assist with providing the contact details for the Cardinal there but hoped that we would continue to offer this support. To not let down the families, DC McVey and I shared the opinion that this left us in a delicate position and that it would be remiss of us not to do what we could to help. This help is documented in the FLO log of DC McVey, and I was content this was all appropriate and entailed establishing contact between the venue and the family. While it overstepped guidance, it did not blur the lines of the FLO and was the right thing to do given the situation in which we had been inadvertently placed (NGPF0009285). DC McVey arranged with the Vehicle Recovery Scheme to return Grace's vehicle to the family home address (NGPF0009286).

270. I was emailed by Chief Supt Verma regarding an offer from Nottingham Forest Football club to meet with the family of Ian Coates who were fans of the Club (NGPF0009667). I advised PC Baxter of this and in turn she called James Coates and offered a meeting with the Chief Constable and extended an offer for the family to attend Nottingham Forest Football Club (NFFC) as Ian was a big fan. This was communicated from NFFC into the then Chief Supt Verma who contacted me. I note that the offer to James Coates to meet the Chief Constable is several

days behind the other offers. I cannot explain this delay other than managing the busy deployments and the delay in deploying PC Baxter. James Coates accepted the offer of NFFC but declined the offer of a meet with the Chief Constable at this point, stating he would discuss this with his brothers and consider it in the coming weeks (NGPF0009668).

271. Mr Verma also responded in an email that NFFC had confirmed that they could accommodate two separate visits for Ian's sons and Ashley Newton given the estranged nature of the families (NGPF0009288).

272. DSupt Sanders emailed me to request details of the FLOs so that TRiM referrals could be made to ensure the FLOs have the relevant support. I had already provided these to DI Todd (NGPF0009289).

273. DC Johal sent me contact logs detailing updates provided to Wayne, Sharon and Marcin following the Crown Court hearing as none of them attended. This included that no plea was entered, and a trial date had been set for the 12th January 2024 (NGPF0009290, NGPF0009669 and NGPF0009670). She also sent me the contact logs for Wayne Birkett, Sharon Miller and Marcin Gawronski detailing contact on the 20th June 2023 (NGPF0009715 NGPF0009716 and NGPF0009717 respectively).

274. On the 21st June 2023, contact was made with families to discuss their wishes in relation to the floral tributes and other tokens left at the scene, as requested by

the Nottingham City Council (NGPF0009671, HMCP0000052 and NGPF0009673). Their wishes were noted and conveyed to the council who abided by this post clearance. Arrangements were made to return Barnaby's car home via recovery services. DC Piggott provided details of trauma support professors from the University of Nottingham who offered to support Grace and Barnaby's family. DC McVey and DC Cutts travelled to London to return the jewellery seized from Grace. Whilst there they took the opportunity to again check on welfare and to discuss their understanding of the court hearing from the 20th June 2023 and going forwards. No issues or concerns were reported back to me from this visit in relation to their understanding. Redbridge Council asked if they were able to send condolences to Grace's family as their local council. This is passed on by DC McVey (NGPF0009292).

275. As with every homicide investigation, the families were offered a meeting with the Senior Investigating Officer (SIO), in this case being DSupt Sanders. Whilst at the home address, DC McVey mentioned this to Grace's parents. It was an open offer for a date, time and location to suit them, and DSupt Sanders was clear he would travel anywhere any of the families wished. Dr Kumar replied that they were grateful for this offer but that this would be in the coming weeks as they were still dealing with their grief. Both James Coates and family and Elaine Newton were offered SIO and CPS visits during their attendance at the hearing at Nottingham Crown Court 20th June 2023. All politely declined this offer at this time.

276. On the 22nd June 2023, my notes detail PC Baxter arranging for the Coates family, inclusive of children, to visit NFFC) and to meet with Manager Steve Cooper on the 23rd June 2023. The family were incredibly grateful for this as they were huge NFFC fans, as was Ian Coates. Both the Coates brothers and Ashley Newton advised a joint visit would be fine and there were no issues (NGPF0009293). Chief Supt Verma updated that this had been arranged for the 23rd June 2023 (NGPF0009294).

277. DC Johal updated that she had visited the family of Wayne Birkett, and he was unfortunately still not well enough to be discharged. He remained very confused and has suffered brain damage because of the collision. The lasting damage of this was not known and we were advised that further updates were to follow.

278. I finished my tour of duty on the 22nd June 2023, returning to duty on the 28th June 2023. In the interim the FLOs continued with their support. PC Baxter advised the Coates brothers of King Charles' intention to write to them. Once they had indicated their consent, the details were forwarded by me to the Buckingham Palace correspondents.

279. On the 23rd June 2023 I was sent an email by DC Beddoe that the PTPH date had changed from the 25th September 2023 to the 31st October 2023. This was passed onto the FLOs to update the families, after my leave period (NGPF0009295). DC Farrell shared the slides sent by Emma Webber which were to be shown at the Glastonbury Festival. They were a tribute to Grace, Barnaby and Ian. The families

were all made aware (NGPF0008546). As requested, the coroner's office was updated regarding the funeral directors for Grace (NGPF0009297).

280. DC Farrell arranged the return of Barnaby's vehicle by the force's vehicle recovery scheme and liaised with DSupt Sanders regarding trying to arrange an SIO visit with the Webber family. She requested some idea as to his availability. I was copied into this email (NGPF0009298). DC McVey also liaised with DC Kimberley for details of Ian's funeral for Grace's family to send flowers (NGPF0009301).

281. The Webber and Kumar/O'Malley-Kumar families were updated about the offer from the University of Nottingham for trauma or counselling support from Dr Stephen Regal who is a Trauma Associate Professor at the University. Arrangements were made to facilitate this support. The Coates family attended NFFC with PC Baxter. There were no concerns raised, and they updated that Ian's funeral has been arranged for the 12th July 2023.

282. Colin Wilderspin from Nottingham City Council advised me that the tributes would be collected overnight going into the 27th June 2023 and kept separately from the two locations of the assaults on Grace and Barnaby and the attack on Ian. These were to be composted as agreed by the families. It was done overnight for privacy (NGPF0009302).

283. On the 28th June 2023, Chief Constable Meynell emailed me to ask whether James Coates and his brothers wished to meet with her. This again was politely declined

at this time, in line with James' wishes to meet her later down the line (NGPF0009303). In an email I also provided my counsel to DSupt Sanders as SIO that DC Farrell accept the offer of the Webber family to attend the funeral of Barnaby. This is unusual for FLOs to attend from a Nottinghamshire Police perspective (other forces may have other practices). However, given the circumstances I felt that this would be the right thing to do given the invite and given that I was 100% content that DC Farrell would be entirely professional. DC Piggott was also invited but was unavailable to attend. DSupt Sanders approved this via email (NGPF0009304).

284. I received an email from the staff officers to the Chief Constable relating to the Polish Consulate and them not being prior informed about a Polish national, Marcin, being a victim of the attacks. DC Johal had provided Marcin Gawronski with the details of the Polish Embassy, but it did appear that no direct contact had been made with the Polish Consulate. I ensured this was rectified and the Embassy informed and provided with the details of Marcin (NGPF0009674).

285. Supt Craner requested that I kept her abreast of any memorial or other key dates so that she may inform statutory partners and be aware of any public or media interest, particularly if this may result in any hate crime. I replied I would (NGPF0009305 refers).

286. On the 29th June 2023, the FLOs all made contact with families to inform them of the opening date of the inquest. It was explained that it was an administrative

hearing and would be opened and formally adjourned, until the completion of the criminal investigation. The offer to attend was declined by all. I was also copied into emails regarding the return of certain property items belonging to both Barnaby and Ian (NGPF0009306). GRO-D Elaine Newton was contacted by DC Kimberley who advised she would like this cleaning prior to return. This was arranged via the CSI (NGPF0009307).

287. DC Johal provided me with a detailed contact log of the contact with the family in the week up to the 29th June 2023. This detailed the recovery of Sharon and Marcin. Sharon was struggling with her leg healing and this required medical assessment to ensure there were no blood clots. As requested, Marcin was provided with a crime number for the assault which he needed for insurance purposes. Wayne Birkett's long-term prognosis was still very much unknown, and he was awaiting a bed in a rehabilitation centre to aid his recovery. He was able to perform basic functions but was not in a position to be discharged from hospital. Wayne had been advising the hospital that he was intent on self-discharging which resulted in the hospital, with family agreement, obtaining a Deprivation of Liberty Order (DoLS) on him to ensure he remained in the care of the hospital. It was clear that the recovery was an unsurprisingly difficult time for Wayne, which his cognitive function still very much impaired. They were all updated of the letters being sent from the King (NGPF0009309).

288. The FLOs for Ian, Barnaby and Grace were then contacted regarding media interest in the upcoming funerals. It was anticipated that there would be media

presence at the funerals, and this needed careful discussion with the families to ascertain their wishes. It was a sensitive topic, particularly with Elaine Newton who was media averse and a very private person as, she informed the FLO, was Ian. The FLOs were asked to have the discussions with the families to enable our communications department to liaise with any media questions on the families' behalf.

289. DC McVey emailed DSupt Sanders and I in relation to permission for her and DC Cutts to attend the funeral of Grace. This is again following personal invitation from the family. In line with DC Farrell this was agreed and again I was content that the FLOs would be professional. DC McVey also updated DSupt Sanders of arrangements being made for the SIO visit to Grace's family. They requested this after 21st July so it would be following her funeral but also and other commitments they had. This included James, Grace's brother, having a hockey tournament at the end of July 2023 and a holiday booked in Portugal for the first week in August. These dates therefore had to be avoided. DC McVey therefore suggested looking at the week after this. She also updated that the family did wish to meet with CPS and Counsel but were not focused on this yet (NGPF0009310). DSupt Sanders replied with his consent for them to attend the funeral and that he would meet the family where and when is suitable for them.

290. On the 1st July 2023 DI Crutchley forwarded a condolence card for the Webber family to DC Farrell and I. She had sent this to me previously, but I cannot say for

certain whether this was passed on to the FLOs. DC Farrell then picked up this card for onward delivery to the Webber family (NGPF0009311).

291. DI Crutchley then sent an invite for a debrief to discuss the deployment of PIP1 FLOs to a murder investigation and also for deploying one not currently on the cadre (DC McVey). As FLC I understood her need to understand the rationale as to these decisions and hence I accepted the invite, however I did feel that the email, although clearly well intended, was provided without context and bore an edge of criticism. My response therefore was a swift emotional recoil. My deployment rationale had previously been detailed and explanations given for any deviation from best practice. DSupt Sanders was included in the meeting invite which is dated the 12th July 2023. DI Crutchley responded and explained the need for my rationale which required national feedback to family liaison and hence she needed further context around this decision making, which when explained, was entirely reasonable. My reaction in the moment was weighted with the strain of effort the FLOs and I had tirelessly invested and a desire to offer the best service in challenging circumstances borne from limited available resources. A defensive reaction arose not from malice but a reflex of pride and fatigue (NGPF0009312 and NGPF0009313 respectively). It is very uncharacteristic of me to react defensively which I feel demonstrates my desire to perform the role to the best of my ability. Following the email exchange DI Crutchley and I had a professional discussion regarding the deployments.

292. On the 4th July 2023 contact was made with Alan Murphy from CPS to arrange a meeting with the families. He stated that the meetings with CPS would take place in Nottingham and also enquired whether families would be attending the PTPH on the 31st October and offered this as one potential option. This offer was made to all families. All offers to meet with CPS in the run up to the trial were declined politely by Sharon Miller and Marcin Gawronski. At this time, it was also declined by Wayne's family on his behalf, given his condition. The families were also updated that the coroner's inquest had been formally opened on the 7th July 2023 and adjourned. The coroner's office emailed DSupt Sanders to provide a timeline of Calocane's contact with mental health services which he forwarded to the enquiry team for completion. I am copied into this (NGPF0009314).

293. Chief Constable Meynell sent a letter to the Polish Consulate on the 5th July 2023, providing the details for Marcin Gawronski (I refer to this letter as NGPF0010088).

294. **GRO-E**

DC Beddoe confirmed that Barnaby's property, as requested, was available for collection and return. This was arranged by the FLOs (NGPF0009315). He also updated that CSI had cleaned Ian's ring as requested by Elaine Newton (NGPF0009316).

295. Ian Coates funeral was on the 12th July 2023. The FLOs and I contacted the communications department to ascertain if there was likely to be press interest and potential intrusion, but they confirmed there was little interest from media

outlets (NGPF0010244). The FLOs were in contact to ask if families need support.

GRO-E

GRO-E The FLOs facilitated a tribute on behalf of the Webber family (NGPF0010245). In return, James Coates sent tributes to the families of Grace and Barnaby, again facilitated via the FLOs. The FLOs did not attend this funeral and there was no invitation of either FLO to do so. This is usual for FLOs not to attend.

296. On the 13th July 2023, both Nottingham Forest FC and Notts County FC made tributes to Grace, Barnaby and Ian and arranged a minute's silence prior to the respective kick offs. Barry Spooner was also remembered in this tribute. Barry was murdered days prior to the attacks in Nottingham and hence inclusion in the tributes. All families had been consulted about this and were content (NGPF0009719 and copy of memorial reference NGPF0009318).

297. The funeral of Barnaby Webber took place on the 14th July 2023. DC Farrell and DC Piggott were invited to attend the funeral. DC Farrell attended owing to DC Piggott being on annual leave. DC Farrell updated that it was incredibly emotional but a wonderful celebration of Barnaby. PC Baxter arranged for the tribute of James Coates to be sent to the family which is received (NGPF0009319).

298. On the 15th July 2023 I asked DC Johal to again contact Marcin, Sharon and the family of Wayne to offer meetings to them with the SIO and the CPS. Cognisant that Marcin and Sharon had been clear that they wanted time and space to recover

and come to terms with what had happened, this was not broached sooner. I was also very aware that Wayne's family were supporting through a long road to recovery with an unclear picture of what his recovery would look like. Wayne was now in Lindon Lodge for his intensive recovery programme. His injuries were updated as skull fractures with brain haematoma, a pubic fracture, sacrum fracture and a right shoulder dislocation. He also had a plethora of cuts and bruises to his face and body.

299. All had declined to attend court and declined the offer of a CPS meet post court hearings; however, I felt that as a month had passed it was right that this offer was extended to them again. When families ask for space and want to be with their families to process what are traumatic and life altering events, it is important that family liaison understands this. We are guided by the families; their needs and wishes are core to successful liaison. It is difficult sometimes to balance this with the needs of an investigation or to ensure that they are aware of developments and are also offered meetings such as this with the SIO and CPS. If they are not offered, they more than likely will not know it is an option. DC Johal is a very experienced and skilled FLO and has an extremely calm and sensitive manner. I was confident this would not be perceived as overbearing and so I asked that she broached this with all. She did this and updated me that Sharon and Marcin had declined, as had the family of Wayne. It was made clear it was an option if they had a change of mind. She did ensure all had details for Victim Care, Homicide Support Services, and the Criminal Injuries Compensation Authority (CICA). CICA are a government body that compensates victims of violence crime

(NGPF0009320). The contact logs are referred to as NGPF0009321 for Wayne, NGPF0009322for Sharon and NGPF0009323 for Marcin. Following contact from witness care, DC Johal also sends the details of Wayne, Sharon and Marcin, having broached this with them and having obtained their approval (NGPF0009324).

300. On the 19th July 2023 DC McVey assisted Dr O'Malley-Kumar with her concerns about some of Grace's property still in the Halls of Residence and an ask for help. DC McVey contacted security at the University of Nottingham and put them in contact. Whilst these actions were not necessarily in the remit of family liaison, it was a way of offering ongoing support to the family and reducing stress where possible. DC McVey also arranged for Professor Catherine Gent to contact Dr O'Malley-Kumar to arrange trauma counselling GRO-E

GRO-E

301. Grace's funeral took place in London on the 21st July 2023. The FLOs were invited to attend, and DC McVey and DC Cutts accepted this for reasons detailed above. They were thanked for attending and their ongoing support.

302. On the 24th July 2023 I was emailed by Amy Kaye who was a Family Liaison employee for the NHS. She contacted me as I had been identified as coordinating the Family Liaison approach to the attacks and that the offender was known to Nottinghamshire Healthcare. She asked for a good time to call me. I replied to this

email and a meeting is arranged for the following day. I do not recall why this meeting did not take place (NGPF0009675).

303. On the 25th July 2023 I noted in my major enquiry book that letters were sent to all family members detailing court dates and again offering meetings with the CPS and the prosecution Counsel. I have now been sighted on an email from DC McVey which I was not copied into at the time, which details that my understanding at the time was incorrect. DC McVey had personally compiled letters detailing court dates and offering meetings with the CPS which were sent to the Webber and the Kumar/O'Malley-Kumar families. Her reasons for this are that the families had not attended court and were struggling with regular updates and emails, so the letter contained collective updates. PC Baxter and DC Kimberley replied that there is nothing in this letter that had not previously been updated to Ian's families. All reasons are detailed within the individual FLO logs. The Webber, Kumar/O'Malley-Kumar and Coates families all advise the FLOs that they are still dealing with grief and are not ready to face meeting and discussing the circumstances of the investigation at this stage. Families are advised this is an open invite and if they change their minds then this will be facilitated. I was conscious that this was now almost six weeks on from the incident and the families were not in possession of the majority of the evidence nor the events of the 12th June (Calocane travelling via train from London to Nottingham) and the 13th June (the attacks). I discussed this with the FLOs and the SIO. Unless necessary for an investigative purpose, family liaison is entirely guided by the families as they navigate their grief.

304. From the 28th July I was on annual leave and rest days until the 6th August. From the 6th through 9th August, I was the on-call DI working 'afters' shifts as per the duties of the on-call cadre. An 'afters' shift commences at 1300 hours and finishes at 2300 hours. In this capacity I was the DI covering the entire force. This entailed being the single point of contact for any PIP level two demand that requires direction and guidance from a DI. Certain cases also mandate DI attendance at the scene. This includes firearms discharges, Sudden and Unexpected Deaths of Infants (SUDI) and child deaths, arsons, serious violence and kidnappings to name a few. I then reverted to annual leave from the 10th August returning to work on the 23rd August. Prior to this leave and DI cover, I spoke with the FLOs and ensured they were all content with the deployments and no issues prevailed. I advised them to contact the SIO in my absence should anything be required.

305. Upon my return I caught up with developments during my absence which included the Webber family arranging, via their FLOs, to meet with the SIO in mid-September. Witness Care also advised which witnesses had been identified as potentially required to give evidence should the case progress to trial. These are all updated to families by the FLOs (NGPF0009325). Noting that the Coates brothers are not listed, but Elaine Newton is, this is clarified with witness care (NGPF0009326).

306. On the 10th August 2023 DC McVey forwarded me the briefing note prepared by DSupt Sanders which included the discussion topics for his SIO visit with the

Kumar/O'Malley-Kumar families. DSupt Sanders provided a precis which states that to date the family have asked very few questions and knowledge is minimal of incident and events. Grace's family had not been ready to ask questions. It noted that their focus has been on the planning of Grace's funeral and their grief. The family were asked to prepare any questions for SIO prior to meeting. The topic areas are post-mortem, forensics, chain of events, media reporting Grace a hero, CCTV, defendant, mental health, charges, counter terrorism initial interest, Victim Personal Statements (VPS), the court process and the press (HMCP0000175). DC McVey advised she had shared this with DC Farrell and DC Piggot for the Webber family, given this is the only family that have requested an SIO visit to date. Regardless DSupt Sanders created briefing documents for all home visits, tailored to the individual families. I picked this up post my annual leave, but I cannot recall exactly when.

307. On the 21st August, the FLOs contacted the Kumar/O'Malley-Kumar family to ensure they were still content with the plans to meet with the SIO the following day (22nd August). They advised they would still like to meet with DSupt Sanders but were explicitly clear they did not feel ready to be given any level of detail around the investigation or the circumstances, specifically those relating to Grace. DSupt Sanders was updated of this premise and the meeting was confirmed for 1130 hours.

308. On the 22nd August 2023, the SIO travelled to the home address of the Kumar/O'Malley-Kumar family in company with DC McVey and DC Cutts. This was

the first face-to-face meet with the SIO as the family had declined previous offers and had been out of the country for a period. DSupt Sanders had prepared a briefing note prior to the visit detailing the points he was going to cover with the family. During initial introductions, the family confirmed they were engaged with homicide support services GRO-E. They also stated they now felt ready to engage with the professional support arranged via the trauma professionals at the University of Nottingham. I was updated by DC McVey following the meeting and noted in my FLA log that DSupt Sanders informed the family on several areas which I precis as follows: the previous mental health of the suspect, which he highlighted could potentially form his defence or part of it. The family were understandably upset to hear this and asked questions about the mental health of Calocane which DSupt Sanders answered. I was not present so cannot comment on the terminology used. These updates were noted in the FLO logs of DC McVey. This included DSupt Sanders agreeing to provide details of the contact that Calocane had with mental health services prior to the attacks. I noted that Dr Kumar had specifically asked if there were any missed opportunities which could have potentially prevented this incident and the death of Grace.

309. I noted that the outstanding warrant for Calocane was discussed with the family which entailed an assault on an emergency worker, in this case being a police officer who was assisting mental health services in relation to a mental health warrant. DSupt Sanders also informed the family of the incident being investigated

by Leicestershire Police. This related to Calocane assaulting a co-worker whilst working in Leicestershire. DSupt Sanders also agreed to share detail of these.

310. The Pre Trial Preparation Hearing (PTPH) was then discussed along with trial dates. The family were asked about a meet with the prosecution KC (King's Counsel, Mr Karim Khalil) and the CPS and they requested that this was held in London. They were advised that the investigation was strong evidentially and that the main body of the case was with the CPS. DSupt Sanders did advise that there would be no indication as to plea until the PTPH and this was where mental health may be raised as a defence. I note that he described being very alive to this possibility and the families, albeit frustrated and upset, indicated their understanding.

311. The mental health of Dr Kumar and Dr O'Malley-Kumar was discussed and they openly admitted that they were struggling to deal with Grace's death. Monthly visits from the SIO were offered. Dr Kumar elaborated that the mental health of the defendant and this being the crux of his defence was their overarching concern along with any missed opportunities which could have prevented the attacks. These updates were provided to me by DC McVey following my return from annual leave.

312. I wish to mention that I became FLA following Police Sergeant (PS) Graham Saville being hit by a train whilst on duty on Thursday 24th August 2023. Graham was gravely injured during this incident, and this was clearly a very difficult time

for his wife and young children, alongside his colleagues within the force. PS Saville sadly passed away from his injuries on the 29th August 2023. This was an incredibly emotional and intensive deployment that also required significant involvement as FLA. I managed this alongside Op Hendrix, Op Haiku and my core DI role, including the 'on call' shift responsibilities.

313. PC Baxter emailed DC Kimberley and I with a final version of the tribute in the Athletic magazine. PC Baxter had facilitated contact so that James and Darren Coates could write a tribute to Ian which was published. I note that James was very happy with the finished article (NGPF0009328). DC Kimberley also updated that he had visited Elaine Newton who was concerned about her witness warning. DC Kimberley had made enquiries on her behalf as her only involvement had been in identifying Ian and so she was informed that she may not have to give live evidence (NGPF0009329).

314. On the 31st August 2023 DC McVey provided me with a copy of her FLO log which was up to date. The notes are a meticulous recording of the contact (I refer to this as NGPF0009330).

315. On the 5th September 2023 I was forwarded an email regarding the compilation of the CCTV in relation to the attacks which DC Farrell asks of the CCTV co-ordinator, DC Stevens-Garibb. In this email DC Farrell confirmed that she had spoken with Emma and David Webber in advance of the SIO visit. They confirmed that they did not wish to be provided with any details of the CCTV, the forensics

or the post-mortem examination. They were clear however that they wanted the SIO to discuss more information about the defendant with particular regard to his mental health background, the court/case progression and what the possible implications were should the defendant be found to be mentally unfit. This, as far as I am aware, is the first time that this was asked by the Webber family. DSupt Sanders was updated of this in advance of his visit on the 12th September 2023 (NGPF0009331).

316. DS Cooper sent me the final HOPM reports in relation to Grace, Barnaby and Ian. These are shared with the relevant FLOs for broaching with the families when they felt able. The Webber and Kumar/O'Malley-Kumar families had specifically asked not to be provided with this detail at this time. FLOs are always guided by families to inform them that the reports have been received and to let them guide information sharing thereafter (the reports are NGPF0002635, CPSE0006754and CPSE0006756 respectively).

317. On the 8th September 2023 DC McVey advised me of contact from Dr O'Malley-Kumar which concerned missing property from Grace's university room which amounted to circa £2500. FLOs do not ordinarily get involved with such issues but given her evident distress, DC McVey assisted with communication with the university in an attempt to resolve this. Supt Craner was advised and agreed that efforts ought to be made to assist the family (NGPF0009724 and NGPF0009725).

318. On the 11th September 2023 I authorised overtime for DC Kimberley to complete the VPS with Elaine Newton as he was going to be abstracted on a custody course for several weeks. I authorised this given the importance of recording VPSs and that all families were given sufficient time to complete these and express fully the impact of these attacks on their lives (NGPF0009726).

319. On the 12th September 2023, the SIO visited the Webber family along with DC Farrell and DC Cutts. The same points of discussion were covered by DSupt Sanders as per the Kumar/O'Malley-Kumar family visit, comprising the previous mental health of Calocane and the outstanding warrant relating to the assault on the police officer. He advised that there was no indication of plea until the PTPH but that there was a likelihood that mental health would be raised in his defence.

320. On the 14th September 2023 PC Baxter contacted the Coates brothers to again offer the family a visit from the SIO to discuss the investigation progress and PTPH in October 2023. This was declined by James Coates at this time. SIO visits are offered to families and conducted at their behest. These are not mandatory and are to support the families. PC Baxter details this contact in her FLO log and the reasons for his declining of the offer.

321. Whilst the visits spanned several weeks, these had to be facilitated around the commitments of DSupt Sanders who was the head of the East Midlands Specialist Operations Unit for Major Crime (EMSOU-MC) and the summer of 2023 was an incredibly busy period with a number of ongoing murder investigations (as

previously detailed). I had to therefore balance the family visits, where wanted, with his schedule and his management of a significant number of murder investigations. This also was planned around the family wishes of when they felt able to face this visit and their personal commitments and plans.

322. GRO-E

323. On the 19th September 2023 I was again contacted by Amy Kaye, where I note another email on the 7th September where she asks to arrange a meeting. I arranged a further meeting immediately however I am unsure why no meeting took place. I take full accountability for this, and I can only put this down to managing my core responsibilities as a DI, being FLA to Op Hendrix but also being FLA to Op Henman which was the death of PS Graham Saville on the 29th August 2023. September was an incredibly busy month with enquiries and supporting the family and the wider force with the death of our colleague. I was also heavily involved in the formal police funeral preparations for Graham. I can only apologise for not addressing this sooner, it was not intentional (NGPF0009728).

324. On the 20th September 2023 I was contacted by DSupt Williams who was the head of the Professional Standards Department (PSD) for Nottinghamshire Police. In this contact I was updated that the PSD were investigating a potential 'leak' in the

organisation of information outside of the organisation relating to Op Hendrix. This has been raised as a concern early in the investigation with the media being in possession of Valdo Calocane's name when this had not been released officially to the media. I knew this had been referred to the PSD as a concern and was informed this would be investigated. I had no other dealings or updates regarding this until I was contacted by DSupt Williams on the 20th September. I have provided the Inquiry with details of these communications, which I exhibit later in this statement.

325. I was informed that this investigation was named Operation Glint and was stood up to investigate this potential leak. As part of this investigation a PC had been identified as sharing a message in a WhatsApp group about Op Hendrix to his wife, a police officer with West Midlands Police and a male outside of policing. This message was also described as distasteful in content. He had hitherto misused police systems to look at information pertaining to Operation Hendrix without a policing purpose, for which he had been arrested served notices amounting to Gross Misconduct (GM). I immediately decided that this potential leak and the investigation into the officer engaged a duty of candour and necessitated disclosure to the families. This would demonstrate transparency and, I felt, the family had a right to be made aware of this information. I therefore put together a form of words to be shared with the families and made DC Farrell, DC McVey and DC Kimberley aware via an email sent at 0907 hours (20/09/2023). I then forward this email at 0908 hours to DSupt Williams for her approval. I informed them of the investigation and advised them not to share this until I had sought permission from

DSupt Williams as the SIO for Op Glint and from DSupt Sanders as the SIO. I note that I omitted PC Baxter from this email which thankfully DC Kimberley forwarded to PC Baxter on the 21st September 2023. I have shared the form of words and the email trail with the Inquiry (NGPF0009729) but for completeness I copy this below.

"Morning all,

Just a quick update regarding the suspected 'leak' of information to the media in the early stages of the investigation. Whilst we have not identified the media leak – and I am certain there was one – we do have PC Matthew GELL who is now facing a GM hearing for misuse of force systems and disclosing information in relation to the investigation to his wife, a serving officer in WMP (Formerly Notts) and a friend outside of policing.

I have put together the following "form of words" today so that the families can be updated of this. Whilst the hearing will be in private, I do not want there to be any risk of them finding out, either now or in the future, about this and us not having told them. This has happened previously and so I feel being open and honest is the right way forward.

It doesn't need to be read verbatim, but these are the facts:

Notts Police PSD commenced an investigation following concerns early in the investigation that there may be a leak to media outlets of information pertaining to the investigation, particularly details of Valdo Calocane.

PC Matthew GELL was identified as having accessed the investigation from force systems and no policing purpose could be ascertained. He was arrested

and a criminal and misconduct investigation was conducted by the Counter Corruption Unit.

The criminal investigation concluded as there was NO evidence of any disclosure to any media outlet or other leak.

He was found to have used police systems to review parts of the investigation which included the custody record of CALOCANE. He was also found to have shared information via Whatsapp relating to the incident. This was sent to his wife, another police officer and an acquaintance. He will face a Gross Misconduct hearing on a date to be determined.

The most severe sanction, if found proven at the level of GM, is dismissal. Other options include a Final Written Warning.

We will keep the family updated.

I do not intend to share the WhatsApp as the first line says, "2 students have been proper butchered".

We can say that the information divulged did not include information regarding the suspect.

I will ascertain from Supt Williams when this can be shared.

Claire."

326. My rationale for not sharing the content of the message at this point was that this was still being investigated in terms of who was a part of this group and any other sharing of this. I felt that the message also contained what I felt was distasteful language when referring to the tragic deaths of Grace and Barnaby. I felt that this needed broaching with the families in a face-to-face meet with the FLOs and not just for discussion over the telephone. I also did not send this to DC Johal at this

time as I felt that this information ought to be shared initially with the families of the deceased, before then sharing with the surviving victims.

327. I received an email response from DSupt Williams at 1123 hours on the same day. In this she indicated her contentment at the wording, but she stated that the officer should not be named at this point as the Gross Misconduct hearing was to be held in private and prior to the criminal trial of Calocane. Gross Misconduct hearings are either held in public or private. For a public hearing, the press and members of the public can attend. Private hearings are exactly that, where there is no public attendance at the hearing. This was a decision for the Legally Qualified Chair (LQC), albeit this has changed since 2023. She did add a few 'if asked' caveats including could the family attend if they wanted to, which she stated would be potentially allowed but again would be a decision for the LQC. She also mentioned the reasons the family had not been asked to provide statements for the hearing to detail their feelings about the officer accessing the material. This has been shared with the inquiry. She also appended onto the email that there was a further investigation ongoing relating to a Special Police Constable (SPC) who had unlawfully accessed some distressing footage from the investigation and had resigned part way through the investigation. DSupt Williams cc'd in ACC Griffin as the Gold commander, whose approval I knew I required prior to sharing with the families.

328. I replied to her at 1130 hours acknowledging that I will remove the officers' name and that I will disclose about the SPC as well as PC Gell. I did state that I would

await contact from the meetings and hearings officer (Steve O'Connell) to confirm the officer was aware of the hearing as requested before sharing wider. I put the FLOs on standby regarding the sharing of this message.

329. ACC Griffin emailed DSupt Williams and I at 1321 hours, affirming his approval that the families ought to receive the updates from the investigation and advising I would be guided by DSupt Williams regarding timing of messaging (NGPF0009730

330. The emails I sent to the FLOs stated that I was awaiting approval from Supt Williams prior to disclosing the details to the families. Unfortunately, PC Baxter and DC Kimberley had advised Elaine and James that an officer had viewed some material that was not for a policing purpose, and he was therefore being investigated. As I was on annual leave, I was not in a position to prevent this. No questions were asked, and no disclosure was made regarding the text message sent, which, in my opinion, was the important detail. I was therefore still awaiting an update from Supt Williams to have the approval to share this information, regarding the text message being sent to persons both inside and outside of the organisation and the terminology used, which I anticipated would be the cause of distress to the families.

331. On the 22nd September PC Baxter updated James Coates and family that there was audio recording of the attack on Ian which captured screaming. This information was clearly distressing for the family; however, it was right that this

was explained as there was potential that this would be played to the court. None of them asked to listen to this footage but it was important that the families were updated in case this came to light during the PTPH (NGPF0009731).

332. DC Johal obtained the VRI from Wayne Birkett as his condition had sufficiently improved to facilitate this. This was submitted to the investigation for court disclosure.

333. DC McVey updated me on the 26th September 2023 that she had contacted Homicide Victim Support to arrange alternate support for Dr Kumar and Dr O'Malley-Kumar as they did not feel that they had connected with their current referral worker and felt that they lacked sufficient experience in the world of homicide support (NGPF0009732). She contacted Homicide Victim Support (HVS) on the 29th September and a replacement was sourced and put in touch with the family. Contact was also made with the University of Nottingham to facilitate further contact with Dr O'Malley-Kumar to increase the support offered. **GRO-E**

GRO-E

GRO-E Additionally, Dr O'Malley-Kumar asked for advice from DC McVey as she had been selected for jury duty. Considering they were navigating their own grief and the pending trial of her daughter's murder; she was understandably traumatised regarding this. DC McVey therefore had my blessing to contact the relevant court and assist her in requesting she be excused from this duty. This was agreed. Emma and David

Webber informed their FLOs that their connection was good and had no issues. James also reported no issues with their support worker who was supporting all three.

334. Elaine had also taken up the offer of these support services and was put in touch with Julie who became her support worker.

335. On the 3rd October 2023, DSupt Sanders advised that he had received the psychiatric report from the defence which outlines a possible partial offence of Diminished Responsibility available to Valdo Calocane. This has therefore triggered an instruction of a psychiatric report by the CPS on behalf of the prosecution. This may form the basis of plea at the forthcoming PTPH. DSupt Sanders requested that this is shared via the FLOs to the families. He also advised that the CPS have indicated that there will be a potential delay to the PTPH until the 27th November 2023 to allow sufficient time for the prosecution psychiatric report to be completed. DC McVey sent me the email from Alan Murphy confirming his request as to this adjournment (NGPF0009733).

336. DC Beddoe emailed me the defence psychiatric report of Dr McSweeney at 1235 hours on the 3rd October 2023. This report is dated the 25th August 2023 and details the mental health footprint of Calocane and the interview conducted with him by the psychiatrist. The finding of this report that Calocane is fit to plead, and the defence of insanity is not available to him. He does however opine that the defence of diminished responsibility should be available to him owing to his

psychosis that sufficiently impaired his rational judgement and ability to exercise self-control. I cannot recall when I received this report, but I did read it in its entirety and understood the potential implications on the murder charges indicted.

337. On this date DC McVey and DC Cutts visited the home address of the Kumar/O'Malley-Kumar family in what was a pre-arranged visit. This coincided with the update regarding the defence psychiatric report and therefore this was discussed with the family by DC McVey. She explained that the psychiatric assessment may allow for a defence of diminished responsibility and the Prosecution had now instructed a report on their behalf from an alternate consultant forensic psychiatrist. The FLOs were not in possession of the psychiatric report so could not elaborate further on the content but the family were informed that once we could provide more information, we would. As expected, Dr Kumar and Dr O'Malley-Kumar were distressed and upset by these developments.

338. They were then aware that following psychiatric assessment of the defendant they are raising the possibility of a partial defence of diminished responsibility and the CPS were instructing their own psychiatric report. The family advised that they had always been concerned that a mental health defence would be raised.

339. They advised the FLOs that they were not ready to be given any level of detail as to the circumstances of Grace's death as they were still coping with their grief. DC McVey was supportive but did advise that when the Prosecution psychiatric report

returned, they would need to hear more detail pre-trial or pre-hearing so they can understand the path this case will take. They told her they understood.

340. Both Dr Kumar and Dr O'Malley-Kumar stated that, from the outset, they have been concerned regarding missed opportunities or failings on the part of any organisations including mental health services and the wider NHS that could have prevented the death of Grace. DC McVey advised that they would be updated as soon as new reports received (NGPF0009734).

341. The Victim Personal Statements (VPS) were then discussed at length. DC McVey also advised that contact was being made to facilitate a new referral worker. Dr Kumar advised that he had not commenced counselling yet. James had also declined counselling. DC McVey introduced the Winston's Wish Charity, which was explained to him, which may be able to assist James.

342. On the 4th October 2023, the Webbers made contact with the FLOs having heard that the Kumar/O'Malley-Kumar family had been visited by their FLOs the day previous. This was a pre-arranged visit which was explained however DC Piggott did apologise as during this visit the update regarding the defence psychiatric reports had just been revealed to them and they discussed this with the family. This update was given to the Webber family with an apology that their update was provided a day later. It is important for family liaison that updates are provided in a timely manner and as close together as possible to ensure families are treated fairly and that key updates are known to all.

343. The sending of the report by DSupt Sanders to the FLOs was, I believe, done with the best of intentions to ensure the families were informed as quickly as possible. It was evident that this report would have a substantial bearing on the case. As such, and in line with Victims' Code, it is important that substantial updates are shared as soon as possible and, as it also vital, that the information is shared equitably to the families. By this report coming from the SIO with approval to share and not directly from me unfortunately led to the situation as encountered here. The report was shared with families on differing days which is not in keeping with my intentions nor within the principles of fairness. I was concerned that the updates had not been briefed as clearly by myself as they ought to have been to facilitate joint messaging. I was conscious that other families also required briefing. I recognised that the current process needed reviewing as there was slipping in message delivery. As such I spoke with the SIO, and we agreed messaging would come via myself to disseminate.

344. To the best of my recall, I received the report on the 5th October 2023, and in turn the update that the Webber and Kumar/O'Malley-Kumar families had been updated days prior. I emailed the FLOs for the families of Grace, Barnaby and Ian with requests for updates and direction. I updated that DC McVey had visited the Kumar/O'Malley-Kumar family in a pre-arranged visit and had updated them regarding the psychiatric report that had been received from the defence Counsel of Valdo Calocane and the subsequent delay of the PTPH. I was updated that the Webbers had been informed on the 4th October 2023.

345. In my email I clarified the SIO was content that the, albeit brief but available, details within this psychiatric report could be shared with the families. In my FLA log this is noted as the DCI. This is an error on my part as I was referring, in fact, to the SIO. The report ultimately advised that Valdo Calocane had not been deemed insane and was fit to stand trial. It did, however, raise a partial defence of Diminished Responsibility and that this is the likely premise of the defence case. In this report Dr McSweeney, as the consultant forensic psychiatrist, concluded that there was a partial defence available to the defendant in respect of the three counts of murder, due to the presence of the paranoid schizophrenia at the time of the offences were committed.

346. I was concerned that some families had been informed but not others and so it was urgent to me that the other families were updated as soon as possible.

347. I also requested that the FLOs for the Webber and O'Malley-Kumar families update that I have been sighted on a statement from a university friend of Grace and Barnaby which described them in an 'on/off' intimate relationship. This differed to other statements who detailed them as friends. As this may have been broached at trial, and I was not aware of any family knowledge of a potential relationship, I felt it prudent that the family were informed.

348. On the 5th October DSupt Sanders emailed to advise PC Baxter, DC Kimberley and myself of his intention to provide a brief to Elaine Newton and James Coates

aligned with the detail given by DC McVey and DC Piggott to their families regarding the defence psychiatric report and offering a further invitation for an SIO visit pre the PTPH. (NGPF0009735). DC Kimberley had emailed DSupt Sanders to chase up a form of words on the 5th October 2023 however I was concerned that this was causing further delays (NGPF0009676). I therefore emailed the FLOs of the Grace, Barnaby and Ian to ensure the other updates were delivered, sensitively but as a priority. This email was sent at 1044 hours on the 6th October 2023 (NGPF0009736). I had also emailed DC McVey to discuss how the updates had been given out of kilter to some families and, particularly late to Ian's. I took accountability for this myself and asked that in future all updates must be routed via myself as the SIO (NGPF0009737). DC Kimberley and PC Baxter emailed me to update they had planned to provide joint updates to Elaine Newton and James Coates on Monday. I had gone off duty at this point otherwise I would have asked it was done on that same day (NGPF0009738).

349. On the 9th October 2023 I emailed DC McVey who worked in the Counter Corruption Unit (CCU) in our PSD department. I asked if she could chase up the form of words for the families in relation to the PSD investigations into the Special PC and the front counter clerk who had been reviewing information in relation to the investigation. I wanted this information so this could be divulged to the families as a priority. I knew that this would cause upset however I was hopeful that the transparency and the robust nature in which these investigations were being dealt would help rebuilt trust and confidence. I asked for a form of words which I would then get sign off from DSupt Sanders to approve disclosure to those affected. DC

McVey forwarded this forthwith to T/Supt Andy Reynolds as Head of PSD (NGPF0009677). I then provided an update to the FLOs via email regarding the PSD investigation side. I had been updated by the PSD that there were now three persons subject to Gross Misconduct investigations. These were PC Gell and the SPC as previously detailed, and a member of police staff who was a front counter clerk. All had accessed material relating to the investigation, with no policing purpose. I was updated that the SPC had resigned prior to his GM hearing but this would progress to a hearing in his absence. This investigation was ongoing. The front counter clerk had accessed material which she had attempted to explain was driven by her own curiosity. This too was in the investigation stage and was not isolated to information relating to Op Hendrix. I advised we had been given the green light in relation to the police constable but that I had chased, but was awaiting, a formal statement from DSupt Williams to ensure the details were all accurate in relation to the SPC and front counter clerk. It was crucial that I had the approval to disclose, and that this information was accurate and as sufficiently detailed as possible so that the FLOs were able to respond to the inevitable questions from the families. I was cognisant as well that this required approval from the SIO to divulge this information.

350. I advised them that I would collate a further form of words for the following week which would be shared with them to update the families. In the interim I intended to seek approval from PSD and the SIO and obtain the relevant information. Again, I explained to the FLOs it was my counsel that we were transparent about these investigations, and we could also detail the robust nature with which they were

being dealt. I believed that whist this would be incredibly distressing for the family, the response by the organisation would help maintain their trust and confidence. I also note that it is important that the families receive updates and information as timely as possible and that these are delivered as closely together as possible, to ensure consistence and fairness of approach. Throughout this investigation I had found this a challenge, considering the number of families involved and the tailoring of specific updates to specific families. I remained however incredibly grateful for the efforts of the FLOs and allude my gratitude in the email.

351. On Monday 9th October 2023 I then retrospectively received emails in a trail between DC Kimberley, PC Baxter and I relating to the update of the psychiatric report for Elaine Newton and James Coates. These were in response to my email at 1044 hours on the 6th October 2023. In this DC Kimberley has informed me that he would inform Elaine Newton on Monday 9th October when he had arranged to speak with her. I know that Elaine requested that DC Kimberley plan for calls around her working hours and shifts and he would provide updates during these meetings. He made me aware that this was the rationale to his decision to inform Elaine Newton on the Monday.

352. PC Baxter then replied to say she would provide the update to James Coates on the same date. These were sent at 15:37 hours (from DC Kimberley) and responded to by PC Baxter at 17:26 hours (NGPF0009739). I did not pick up these emails until Monday 9th 2023 when I returned to duty from my rest days. Had I received these I would have requested the updates be delivered on the Friday to

prevent further delay. As it was already Monday, this could not be altered, and the updates were delivered to both families. Neither family raised any questions at this time.

353. Throughout the investigation PC Baxter and DC Kimberley worked very closely together in terms of the timing of their updates. Whilst there were continued efforts to provide these as timeously as possible for all, DC Kimberley and PC Baxter were acutely aware that there was some contact between Elaine Newton's son, Ashley and James Coates. It was important therefore that their updates were co-ordinated as closely as possible. Elaine was also the next of kin, so it was important that she was provided updates initially.

354. I contemplated these updates and the blanket email from DSupt Sanders had caused lines of communication to blur. I therefore discussed this with him. The information should have come solely to myself so I could have orchestrated a timely and consistent approach to the families. Instead, families were updated over a period of six days. I felt that I had let down the FLOs and the families in this area.

355. DC Johal then provided the updates for the affected victims detailing the psychiatric reports. No questions were forthcoming from Wayne, Sharon or Marcin.

356. On the 9th October 2023, following formal confirmation from the CPS that the PTPH has been moved to the 28th November 2023, all FLOs were requested to

contact and update the families as to this vacation of initial date. Wayne, Marcin and Sharon were not attending and the other families indicated that they would advise regarding their attendance nearer the time. The reason for the delay was explained to all families which was to allow for CPS to instruct their independent psychiatric reports (NGPF0010254).

357. DC Farrell updated that David Webber enquired what Diminished Responsibility meant in legal terms, and she advised him that she would pose this question to the CPS and ask them and/or Counsel for the explanation, so this is not explained by her in 'layman's terms'. David Webber was thankful of this. I asked DC Farrell to communicate this and ensure a reply was given. In my notes, I recorded that a response was provided by the CPS, which indeed it was, however this was not provided until the November and after this was chased by Mr Webber. I cannot account for the delay of DC Farrell in obtaining this, but this should be recorded in her FLO Log, and I specifically recall that she raised this in the meeting with myself and the SIO on the 13th November 2023, indicating her intentions to obtain this as a priority.

358. PC Baxter also informed me that during her update of the above to James Coates, he relayed that his brother, Darren Coates, wanted to listen to the audio footage. PC Baxter had previously explained the incredibly distressing nature of the audio and therefore had advised against it. I advised her that this would be relayed to the SIO and that we would get back to him. Neither James nor Lee Coates wished to view this. I relayed this to the SIO with my Counsel being that this be allowed

but with clear caveats ensuring the content was verbally explained and that there was clear reiteration of how distressing it was. I listened to this personally and found it incredibly traumatic. I felt this way Darren could make an informed decision. I also asked that support be available to him post viewing by either family, a dedicated detective or sign posting to trauma services. The SIO directed that this could not be viewed until after the finalisation of the case which was relayed back via PC Baxter. James Coates indicated he would update Darren of this. There was no issue with this refusal. He was advised that he could watch this post the finalisation of the case.

359. On the 10th October 2023 I was pleased to hear that the Kumar family had been provided with a replacement referral worker and they were content with this.

360. On the 13th October 2023, a meeting was held with the FLOs and DSupt Sanders to discuss the content of the psychiatric reports and the forthcoming PTPH. This was held between 1400 and 1600 hours at the force casualty bureau. The salient points of the defence psychiatric reports were detailed by the SIO which detailed that although Calocane had intention to kill and knew right from wrong, he was substantially mentally impaired at the time of the attacks that he was unable to form a rational judgement or to exercise self-control. They concluded that had it not been for this mental impairment, the attacks would not have happened. This therefore provided a partial defence of diminished responsibility.

361. I then raised Operation Glint and the ongoing PSD investigations where I sought approval from DSupt Sanders, in his capacity as the SIO, to disclose the ongoing investigations to the families, as previously detailed. I advised my Counsel that, in line with the principles of openness and transparency with families, I felt it was crucial that we informed the families at this juncture of these updates. I felt that the families had a right to know this information and that to delay this would serve no investigative purpose. I felt strongly that this could damage their trust and confidence with the family liaison officers and more widely, Nottinghamshire Police. DSupt Sanders listened to my Counsel but ultimately stated clearly that he disagreed and that this would be revealed to the families once due process with the PSD investigations, inclusive of misconduct hearings, had been completed. As a previous Appropriate Authority in PSD, DSupt Sanders stated that his decision was the families would be updated whence the investigations were completed and we could inform the families of what the investigations had entailed and the final outcomes of these. As an ex-DI in PSD, I understood his rationale however I was clear to him that I disagreed with this decision. DSupt Sanders informed me that he would personally contact DSupt Williams in the PSD and ACC Griffin as Gold Commander for further clarity and would update me when he approved the updates to the families. As DSupt Sanders informed me he was intending to speak with DSupt Williams and ACC Griffin about this, I did not update them myself. On reflection, I believe I ought to have informed them of this conversation and update. I contacted all FLOs to update them of these developments and put the updates to families in regards this, on standby.

362. DSupt Sanders then sent an email to the FLOs and I explaining that no disclosures would be made at this point to the families relating to the PSD investigations. He stated that he would liaise with the PSD directly and would advise when this would be disclosed. His rationale was as per the meeting, that he felt that this was not the time to inform the families, and that due process needed to be undertaken before full disclosure being provided (NGPF0010243 refers)

363. DSupt Sanders then advised all the FLOs to inform their families that he was willing to visit any families at any point and in any location. This would be to discuss the development of the case, specifically the psychiatric reports. The FLOs updated me that this offer had been extended to all their families as asked. DC Johal again offer Wayne, Sharon and Marcin an initial SIO meet which is declined by all. They remained steadfast in their request to be given space to recuperate and process the trauma of the attacks and DC Johal advised she understood.

364. I was on Rest Days (RDs) on the 14th and 15th October followed by two nights DI 'On Call' shifts and further RDs returning on the weekend of the 21st October, again as the 'on call' DI.

365. On the 23rd October 2023 I was updated by DC McVey that Professor Regal and Catherine from the University of Nottingham visited the Kumar/O'Malley-Kumar families on either the 18th or 19th October. Dr Kumar updated DC McVey on the 26th October that this meeting, and a further one with their new homicide support worker, were positive. I know DC McVey had been concerned about the mental

and emotional wellbeing of the family, and this was pleasing to know that this engagement had been well received.

366. I then took a further period of annual leave from the 26th October to the 5th November 2023. I was out of the country and therefore had no access to my emails nor had any telephone conversations pertaining to Op Hendrix with the FLOs.

367. On the 6th November 2023 PC Baxter updated me that James Coates advised that he and family would be attending the PTPH. She advised that she had arranged a witness care room for them at the Crown Court to allow for privacy and for conversations with the CPS and Counsel to take place. He again made a request for Darren to review the audio footage. The SIO had decided however that this was not permitted at this time but a request that he would reconsider in future. This was relayed to James Coates. I did not note the reasons given by the SIO and do not recall his rationale.

368. During my period of annual leave ACC Griffin and DCI Dean were in contact with Rachel Limb, a patient safety manager within the NHS regarding sending letters to the families pertaining to the NHS investigation into the care and treatment of Calocane. Amy Kaye was on leave and ACC Griffin called me on my annual leave when I was out of the country. A meeting was arranged for 2pm on the 6th November 2023 which I attended with Amy Limb. I provided contact details for the FLOs and was aware that the NHS intended to send letters to the families affected to introduce themselves and the likely route map of the NHS investigation. I

provided a precis for Amy for which she was appreciative and apologised for missing her previous meetings. I informed her to email me with any other requests for information required (NHFT0012616).

369. Rachel Limb sent me an email thanking me for the meeting and attaching the terms of reference (TOR) for the NHS investigations. I did advise her that, as far as I was aware, there had to be due regard to the ongoing criminal justice proceedings and the commencement of the NHS investigations, so as not to create any potential conflict. I was aware that this had been spoken about by DSupt Sanders previously, so as promised to Rachel Limb, I emailed DSupt Sanders and Clare Dean (in her capacity as deputy SIO) at 1533 hours on the 6th November 2023 for advice. This related to the NHS England asking permission to start assessing the care and treatment Valdo Calocane was given when he was discharged from their services some months before the incident. They did not intend to interview staff at this point but wanted permission to commence this review into his treatment (NGPF0009678). I can no longer access the TOR sent to me however these will be available via NHS England, and these are copied into the response from DSupt Sanders which was sent to me on the evening of the 8th November 2023 (HMCP0000287).

370. By way of brief summary, the response of DSupt Sanders was that there was a balance to be struck to ensure there was no potential jeopardy of the criminal justice proceedings but with a need to ensure that any safeguarding issues from a public safety perspective were addressed as a priority and to identify good

practice and areas for learning. He concluded that he had no issues with the commencement of the internal investigation, including the approaching of the clinicians involved in Calocane's treatment or care caveated with a request that they do not contact him or family members until finalisation of the court case. I fed this back accordingly to Rachel Limb.

371. On the 7th November 2023 I was updated by DC Farrell that Emma Webber has informed them that the family will not be attending the PTPH GRO-E GRO-E. She did mention that David Webber may wish to remotely watch the proceedings via a link. DC Farrell assured her that she will make the relevant enquiries to enable this request. GRO-E

GRO-E

372. PC Baxter contacted me to update that she had received contact from James Coates where he asked about the previous mental health of the suspect. This had not previously been explained in detail as they had previously declined the SIO visit but had been informed of the conclusions of the defence psychiatric report and that the prosecution was awaiting the psychiatric reports which would then be discussed in detail with the families. James stated that he had heard third hand that an unknown person involved with NHS had stated that Valdo Calocane was known to mental health services and had been treated by them. She was advised and updated James Coates that Calocane did have a mental health background

and had been treated. She offered a further meet with SIO who would explain the mental health background so far as he was able. James Coates advised that he reply to PC Baxter with a suitable time and date for this around his working hours.

373. Upon my return from annual leave, I received an update via email that Valdo Calocane had been transferred to Ashworth Secure Hospital from HMP Manchester (NGPF0009761). This had been sent to me by DC Neil Beddoe on the 2nd October however I was on annual leave and out of the country. I accessed my emails on the 5th November 2023 to update myself of any pertinent information relating to Op Hendrix, even though I was still on annual leave. I forwarded this email to all FLOs asking that the families were all updated regarding this move, conscious that it was already a few days since the email to myself. This move was a decision made by the HM Prison Service who handle all decision making and facilitation around moves. I contacted all FLOs and requested that all families were made aware of this. I note that my FLA log has this recorded as the 10th November 2023. This is an error.

374. On the 8th November 2023 I emailed the FLOs at 0715 hours to request that all families are updated that the NHS Healthcare Trust will be writing to them individually regarding their investigations into the treatment and care of the defendant and how this review will be structured. As the criminal case was sub-judice, some angles of this review required pending until the trial had finalised (NGPF0009762).

375. On the 9th November 2023 DC Farrell advised she had emailed David and Emma Webber confirming that Nottinghamshire Police were working to assist the Healthcare Trust, as they had raised concerns that the Police were not co-operating. This had been flagged up by Julian Hendy of 100 families. She advised the Webbers that some reviews will have to wait until the finalisation of the legal proceedings. I made a note of this in my FLA log as I was aware that these reviews were critical to the families, and they would be very concerned if they felt that the police were being obstructive. I believe this concern emanated from my missed meetings with Amy Kaye.

376. On the 10th November 2023 I was updated that Calocane had been moved by the Prison Service from HMP Manchester to Ashworth Secure Hospital.

377. I noted that all families were to be updated of these moves which they duly did. All times and dates will be contained within their individual FLO logs.

378. I then noted an update from DC McVey that Dr Kumar had advised that they would not be attending the forthcoming PTPH, they would therefore not be available to meet with the SIO, CPS and Counsel following the hearing. This was a meeting they had been offered and were aware of this opportunity to discuss the psychiatric report and any other aspects of the investigation that they wished to know more about.

379. On the 13th November 2023 I was copied into an email from DC Farrell to Alan Murphy of the CPS which was sent at 0946 hours. In this email DC Farrell advised that David and Emma Webber had requested an explanation as to the legal concept of a partial defence of diminished responsibility. To provide an unambiguous and legally factual definition, DC Farrell asked CPS to provide an explanation of this concept and, in terms of previous experience with this type of case, what this could mean for this case. She explained that Emma Webber has requested a Teams meeting with CPS and Counsel to explain this and the possible ramifications on Op Hendrix. This was requested prior to the PTPH. This email is clearly delayed from the initial request made by David Webber in early October 2023. DC Farrell admitted that this was an oversight on her part and she conveyed her apologies for the delay. Alan Murphy responds via email at 1111 hours on the same day, indicating that this was an understandable request and that he was attempting to arrange a meeting for the 27th November 2023. Whilst he acknowledged that this was close to the PTPH, it aimed to allow sufficient time for Dr Blackwood's report on behalf of the Prosecution to be provided to CPS and for them to have digested the contents. This could then be discussed in the meeting alongside the defence report.

380. DC Farrell responded to update that she had offered this date to Emma Webber but that she was unavailable as she was away between the 25th and 30th November 2023. She requested other dates prior to this, including the morning of the 24th November 2023. This was confirmed by Kessie Pochin (CPS Paralegal) via email and the meeting is confirmed (NGPF0008610).

381. DC Farrell then updated that DC McVey will speak with the Kumar/O'Malley-Kumar family as they had also raised questions about diminished responsibility. DC McVey was copied into the email and advised that she would contact her family to try and arrange for the 27th November 2023. It was agreed that separate meetings would be required to enable a personalised approach. Kessie Pochin replied at 1758 hours that the 27th November 2023 could be arranged if the family could make this. DC McVey advised that she contact the Kumar/O'Malley-Kumar family on the morning of the 15th November 2023 to arrange (NGPF0009763). I felt this would be incredibly beneficial given that both families had, at this point, declined to attend the PTPH where these reports and diminished responsibility would be discussed. It also meant they would not be present to discuss these reports and the legal concepts thereafter with CPS and Counsel in a post-PTPH meeting.

382. James Coates and Elaine Newton had not raised any questions or concerns at this point, and I was satisfied any could be addressed in meetings with CPS and Counsel at the PTPH which they were both attending. I therefore felt this was the most opportune moment, face to face with Counsel, for these families to explore any concerns or questions or have legal concepts explained.

383. At 1356 hours on the 14th November 2023 DSupt Sanders forwarded me an email from DC Beddoe in which he updated the FLOs and I regarding the psychiatrist for the prosecution, Dr Blackwood, requesting further time to complete his

assessment citing delays due to Calocane's move to Ashworth Secure Hospital. This is refused by Alan Murphy. In this it was mentioned that Dr Blackwood had read the defence report and had intimated an inclination to agree the availability of the partial defence of diminished responsibility. DSupt Sanders requested the FLOs consider informing the families of this to 'lay the foundations' (HMCP0000285). I disagreed with this as the assessment was not complete and therefore my counsel was that we await the finished report that was due only six days later to prevent misinformation if this changed. DSupt Sanders also responded to a request from DC McVey, approving that they were able to share the specific reasons for the move from HMP to the secure hospital setting. This information was able to include the rationale being the presence of increased paranoia and deteriorating behaviour. DSupt Sanders approved this. I was also aware that Dr Blackwood had asked for more time due to the move and CPS refused this stating that this report needed to be submitted by the 20th November 2023.

384. During the update to Grace's family, Dr Kumar advised the FLOs that they will not be attending the PTPH and therefore will not be available to meet with the SIO, CPS and Counsel following the hearing. I recall feeling downhearted that the Webber and Kumar/O'Malley-Kumar families would not be attending as this would provide a forum for them to be kept abreast of the evidential developments in the case and the PTPH is a key hearing for murder investigations. I remained empathetic, as I knew that the families were struggling deeply with the trauma with

which they were dealing and that they reiterated these hearings were too much to face at this point.

385. DC McVey emailed DSupt Sanders that she intended to arrange a meeting with the Kumar/O'Malley-Kumar family for the 29th November 2023, a day post the PTPH. DSupt Sanders agreed to this. This was especially important in my mind, given their intention not to attend the PTPH (NGPF0009679).

386. DC Farrell contacted Alan Murphy at the CPS to arrange a meeting between CPS and the Webber family as they were not attending the PTPH. He subsequently offered the 27th November 2023 as a possibility but Emma Webber replied that they were away and requested one sooner.

387. On the 14th November 2023, all families were further updated regarding Calocane's move to Ashworth secure hospital after having been updated that the reason for his move was documented as deteriorating behaviour and increasing paranoia. They were also updated that the CPS instructed psychiatric reports were expected sometime the following week. Elaine Newton and the Coates family were attending the PTPH and therefore arrangements were made so they would meet with the SIO, CPS and Counsel post hearing. PC Baxter offered Jame Coates a further opportunity to meet with the SIO and CPS and enquired as to suitable dates for this. No request was made at this time and he would ascertain dates with his brothers.

388. On the 16th November 2023 DC Farrell sent DSupt Sanders an email into which I was copied. This relayed a frustration on Emma Webber's part as she was aware that the Kumar/O'Malley-Kumar family had a visit planned by the FLOs and SIO for the 29th November 2023. This was discussed and an SIO meeting offered to them again (NGPF0009743). DSupt Sanders responded asking DC Farrell to arrange a time, which obviously had to be after the other home visit as Emma Webber was out of the country (NGPF0009744). It was booked for the 1st December at their home address in Taunton following her return GRO-E GRO-E (NGPF0009745).

389. As the Webber and Kumar/O'Malley-Kumar families were not attending the PTPH, the SIO passed on the offer via the FLOs that he will arrange to visit them afterwards, should they wish to accept. Both families were grateful of the offer and indicated they were content to arrange an alternate date. Emma and David Webber requested an online meeting with CPS and Counsel to explain the legal concept surrounding a partial defence of Diminished Responsibility and what this would mean for this investigation. They specifically requested that this was after the CPS psychiatric report was available so it could be discussed in conjunction with that compiled by those acting on behalf of Calocane's defence.

390. I was updated that homicide victim support services had put the affected families in touch with Julian Hendy from One Hundred Families to offer support. I was informed he was supporting the Coates, Webber and Kumar/O'Malley-Kumar

families. One Hundred Families is a charity that offers practical support for families who have been affected by murders where mental health is a factor.

391. On the 20th November 2023 DSupt Sanders invited all the FLOs and I to a meeting at Force Headquarters, or online, to discuss the defence psychiatric report, the prosecution psychiatric report and the implications of these on the route forwards. He advised that he had arranged to meet with the Webber and the Kumar/O'Malley-Kumar families and indicated his intention to arrange other SIO visits after the PTPH with Ian's families and the affected victims.

392. On the 21st November 2023 Emma Webber emailed DC Farrell to request that Julian Hendy of 100 Families was permitted to join her for support during the online meeting. I saw no issue with this as he was there in a supporting capacity for the family, however DC Farrell requested permission from the CPS as the meeting was being led by them and Counsel. The request was initially agreed by Alan Murphy (NGPF0009746) however he later advised a change of opinion regarding Julian Hendy's presence given the potential for any documentary that may ensue given his status as a filmmaker/ director (NGPF0009747). Mr Khalil KC also concluded that his opinion was that he should not be present given his media connections (HMCP0000305).

393. Alan Murphy sent the psychiatric report for the prosecution by Dr Blackwood, a professor of forensic psychiatry on the 21st November 2023. This filtered to me via DSupt Sanders, on the same day, for my perusal. I digested the contents, but I

was instructed that this was not to be shared with the FLOs until the meeting with the SIO and FLOs on the 23rd November 2023. As this was only two days later, I had no issue with this (NGPF0009764). The report comprised 27 pages, and its conclusion was that Calocane was fit to plead and to stand trial. It then found that he was able to inform the intent to harm others but that he was substantially mentally impaired at the time of the attacks to the extent that a partial defence of diminished responsibility was available to him. This aligned with the findings of the defence psychiatric report. The implications therein were the three charges of murder could therefore be reduced to manslaughter on the grounds of diminished responsibility. It also concluded that a hospital order under section 37 with section 41 restrictions ought to be imposed over a Section 45a Hybrid Order. (Dr Blackwood's report I refer to as CPSE0000011).

394. DSupt Sanders then forwarded the report to the FLOs but omits DC Johal and PC Baxter. I forwarded this to include them. In this email DSupt Sanders advised that this needed to be read, understood and fully digested in advance of the meeting with Webber and Kumar/O'Malley-Kumar families on the 24th November 2023. Therefore, if asked, the response was to be that this was being digested at present and will be discussed with the families on Friday. This was the same position of Ian's families and the affected victims (HMCP0000304).

395. DC Farrell updated David and Emma Webber of the joint decision made by CPS and Counsel to not allow Julian Hendy to the meeting. She provided their rationale as the main purpose of the meeting was to introduce CPS Lawyers and

Prosecution Counsel to them, for them to explain the court process and to explain some of the law involved in the case, if requested. It was not felt appropriate to have a third party involved in this meeting. They would also follow this same process with all the bereaved families and the three victims who survived (NGPF0009767).

396. Following the relaying of this to Emma Webber, she strongly contested this and advised she wishes him present for support. This was forwarded to the Chief Crown Prosecutor by CPS who then agreed, and he attends thereafter (NGPF0009335).

397. The 27th November 2023 was offered as an opportunity for the Webber and Kumar/O'Malley-Kumar families to meet via Teams with CPS and Counsel following their request to meet. It was later changed to the 24th November 2023. It was a joint meeting at the behest of the families.

398. Family Liaison aims to meet the needs of families. Meetings had previously been conducted or offered individually to ensure they were bespoken for each family. The reason this was a joint meeting was due to the two families requesting this. The two families had exchanged contact numbers and were supporting each other from early on in the investigation. Their request was therefore agreed as we wished to support them as far as we were able. By coming together, it was clear that they wished the meeting to cater for both families.

399. None of the other families had requested a further meet with CPS, notwithstanding that they had arranged to meet with the SIO, CPS and Counsel immediately following the PTPH at Nottingham Crown Court.

400. Whilst we have always accommodated the Webber and Kumar/O'Malley-Kumar families coming together, as per their wishes, the FLOs and I were never requested to widen this to include Ian's family or the surviving victims. This is also not standard practice for the FLOs to widen the offer to other families or victims. Family Liaison is bespoken to each family so it can be tailored for their individual needs. I feel therefore that it would have been incorrect of us to have requested invitations to be extended to others to their meeting. Grace and Barnaby were sadly attacked and died together in the first incident with Ian being attacked afterwards in a different area of the city. There were therefore different evidential facts and information pertaining to the individual attacks and our intention was to sensitively discuss this with the families, guided by when and how much detail they asked to be given. Again, I felt that this was personal to each family as it related to the death of their loved ones. Confidentiality is a cornerstone of family liaison and hitherto why the meetings are ordinarily held separately.

401. I note the HMCPSI report makes mention of the two families having meetings to discuss the psychiatric evidence on the 24th November 202, the 7th December 2023 and the 15th January 2024. These were requested by the families who wished to attend together. The report stated that the third family, referencing James Coates and his brothers, should have been given the opportunity to attend

these. I disagree with this perspective. This was not a case of them being overlooked, but rather a meeting bespoke and confidential to the Webber and Kumar/O'Malley-Kumar families. They did not ever mention requesting attendance of other families or victims and this was a place where they could speak openly with the SIO and their Counsel. A lot of these meetings were very difficult for the families who struggled with their emotions and were incredibly personal. These meetings were safe environments with their FLOs, the SIO and legal Counsel. It would not have been proper for I, as the FLA, or the FLOs to invite others.

402. This did not result in the Coates family being overlooked. They were offered their own SIO and CPS meetings, including Counsel. This is all documented in the FLO log of PC Baxter. I kept abreast of the requests of the Coates family to meet with the SIO and CPS throughout. James Coates had specifically asked for telephone updates given his work commitments and not wanting updates to be delayed for home visits. This was agreed and an approach tailored for him. He also declined a number of SIO and CPS visits, content with meeting the SIO, CPS and Counsel post court and, after several offers, in the home visit conducted on the 19th December 2023.

403. On the 21st November 2023 I asked PC Baxter to offer James Coates a meeting with the SIO as I was conscious that time was passing and it would soon be the Christmas period. DSupt Sanders was keen to discuss in detail the investigation and the background of mental health relating to Calocane. I knew that the PTPH was the following week and that they were attending. I asked that this visit was

offered post the PTPH where DSupt Sanders will be present, and the family and he could compare diaries and arrange a time agreeable to all. She advised that she would confirm the date and update me. DC Kimberley remained in contact with Elaine Newton who politely declined a SIO visit, but that she would meet with the SIO, CPS and Counsel post PTPH.

404. At 1330 hours on the 23rd November 2023 I attended the Op Hendrix Gold Group chaired by ACC Griffin. The timeline covered Dr Blackwood's psychiatric report, the Teams meeting with CPS and Counsel held that morning, the Teams meeting with CPS, Counsel and the Webber and Kumar/O'Malley-Kumar families on the 24th November 2023. It also covered the other invites extended to other families and updates to be passed that will be raised during the meeting on the 24th November 2023 and in forthcoming SIO visits. DSupt Sanders provided an update that both the defence and prosecution psychiatrists had drawn the same conclusion about diminished responsibility and there was now a strong likelihood that the defendant would plead guilty to manslaughter on these grounds which were likely to be accepted by the Crown and Calocane could therefore be convicted on the 28th November 2023 at the PTPH. He gave the options for sentencing currently being considered including the hospital and the hybrid order.

405. T/Supt Reynolds then provided an update regarding the IOPC and PSD investigations. The IOPC investigation related to the officer following the van being driven by Calocane at the time of his impact with Sharon Miller and Marcin Gawronski. The IOPC concluded there was no wrongdoing on the part of the

officer involved. He also updated that he had sought advice in relation to the outstanding warrant for Calocane's arrest at the time of the attacks and the advice was that there was no requirement for a mandatory referral to the IOPC at this time. He advised that all other PSD matters were closed (Gold group meeting notes (NGPF0009768)

406. At 1349 hours on the 23rd November 2023 DSupt Sanders sent the FLOs and I a copy of both the defence and the prosecution psychiatric reports. He was clear these were not for wider dissemination but for the FLOs and I to digest to fully understand the current position regarding the defence of diminished responsibility. He alluded to the meeting comprising only the Webber and the Kumar/O'Malley-Kumar families which was arranged at their request. Elaine Newton and James Coates had turned down offers for an SIO meet at this point, content with meeting the SIO, CPS and Counsel at court. However, in the interests of fairness to all families and, in appreciation of the importance of these reports and the implications thereafter, DSupt Sanders indicated his intention to create a form of words for the other families and affected victims to fully convey the current position and the implications of these reports on the case (HMCP0000321).

407. With the exception of DC Johal, the FLOs attended this meeting. I called her later on that day to update her as to the psychiatric evidence which she relayed to Wayne, Sharon and Marcin (NGPF0009748).

408. The FLOs obtained a detailed list from the Webber and Kumar/O'Malley-Kumar families covering the topics that they wished for the SIO, CPS and Counsel to discuss. This list was collated and shared to enable consideration as to these topics prior to the meeting (NGPF0009337). The Webber family replied to DC Farrell that they had no agenda per se but wished to understand proceedings and wanted to be assured that, regardless of the pathway, the defendant would never have the opportunity to be released into society (NGPF0009338). DC McVey provided a list of expectations from the Kumar/O'Malley-Kumar family and advised that, as they are both medical doctors, they had an elevated understanding of mental health. In the meeting they asked for the updates not to be sugar coated but to clearly indicate the following, taken from DC McVey's email:

- To meet the legal team prosecuting their daughter's death
- To be provided with an explanation of the defence and prosecution psychiatric reports
- Details regarding the mental health diagnosis of the defendant
- What those reports meant in terms of 'route map' through the judicial system and the subsequent trial and/or hearing
- An explanation of the partial defence of manslaughter
- Fitness to plead and stand trial
- Implication of his mental health on sentencing
- The expectation to leave the meeting fully understanding the mental health picture of the defendant, what that meant in terms of prosecuting him and what that meant in terms of the trial or hearing.

409. The meeting took place via Microsoft Teams on the 24th November 2023. It commenced at 0900 hours and present were Sam Shallow (CPS and head of the Complex Case Unit), Alan Murphy (CPS and lawyer for Op Hendrix), Kessie Pochin (paralegal), Mr Karim Khalil KC (Prosecution barrister), Mr Peter Ratliff (Junior prosecution barrister), SIO Leigh Sanders, DC McVey, DC Cutts, DC Farrell, David Webber, Emma Webber, Dr Sanjoy Kumar, Dr Sinead O'Malley-Kumar and I.

410. Mr Khalil KC provided a detailed explanation of Diminished Responsibility and how this translated in relation to Calocane and Op Hendrix. He explained that in this case there was no question that his intentions were to kill and that he understood the difference between right and wrong. There were however two psychiatric reports completed that both concluded his culpability was partially diminished given a high level of abnormality in mental function. This was found to be Paranoid Schizophrenia. Both reports concluded that, whilst the defendant understood the nature of his conduct, he lacked the ability to form a rational judgement and to exercises self-control. It was this mental disorder that led to the acts being committed. Mr Khalil KC explained that the reports found that if it were not for this mental disorder, he would not have committed the acts. He further explained that if the Crown was to disagree, they would have to show that the psychiatrists had come to incorrect conclusions. He further elaborated detailing that both psychiatrists had access to the prosecution papers, Calocane's mental health background, speaking with his family and his incarceration and subsequent move

to the mental health facility. Neither report could establish an alternate, plausible explanation as to the events of the 13th June 2023.

411. Mr Khalil KC detailed that diminished responsibility only relates to offences of murder and thus the charges of attempted murder would remain indicted. He therefore explained that they expected his defence to offer pleas of not guilty to three counts of murder but to three counts of manslaughter on the grounds of diminished responsibility and then guilty to the three counts of attempted murder in relation to Wayne, Sharon and Marcin. Mr Khalil KC then advised that the judge must determine the intention of the defendant at the material time of the attack and the pleas will place them at the top end of the scale of gravity and seriousness.

412. Mr Khalil KC then indicated that the Crown would face judicial criticism if they attempted to challenge the psychiatric reports, and they would fail in any attempt to convince a jury of another conclusion. His indication was therefore to accept the pleas to manslaughter on the grounds of diminished responsibility and the pleas to attempted murder. His explanation, in my opinion, was meticulous and clear.

413. Accepting the pleas would entail a Plea and Sentencing Hearing as opposed to a trial by jury. He indicated that the families would remain very much included and their Victim Personal Statements (VPS) would be crucial in explaining the trauma and loss suffered by each victim and family. They would have the opportunity to read this personally to the court room or have this read on their behalf. The sentencing process was then detailed at length, ensuring understanding of all. This

included the opening note, detailing each offence to the judge followed by the evidence of the psychiatrists and detailing their reports, their sentencing opinions and medical conclusions. The sentencing framework would be discussed with focus on the serious and tragic nature of every attack. The defence would then have their input before closing statements from both the prosecution and the defence.

414. Mr Khalil KC then explained the options for sentencing that would be open to the judge, these being the Section 37 of the 1983 Mental Health Act (MHA) Hospital Order with restrictions (under Section 41 MHA) and enhanced supervision or the Section 45A Hybrid Order which is a combination of both a prison sentence with an attached hospital order. Regardless of route, it was explained that the anticipation is that it will be an extremely significant period before Calocane could be considered safe for release. With a Hybrid Order the judge must decide whether a prison sentence should be determinate and post this, comes the potential eligibility for parole. If coupled with a Hospital Order, he would revert to the high security setting.

415. Mr Khalil KC then explained the judge would decide if a life sentence should be passed. He iterated that there was often a divide between lawyers and psychiatrists as to the most appropriate disposal. Psychiatrists, he explained, prefer the Hospital Order as this provides the greatest protection of the public. In this case both psychiatric reports had advocated the Hospital Order.

416. It was very clear that both the Webber and Kumar/O'Malley-Kumar families strongly disagreed with the acceptance of pleas and were vocal that nothing other than murder would be acceptable. Understandably the families wanted punishment for the loss of their children and voiced their feeling that the Hospital Order did not reflect a punishment. The hearing was due to take place in Court one on the 28th October in front of Mr Justice Turner, a high court judge.

417. DC McVey scribed detailed notes of the meeting which were then shared with myself, and I added these to my FLA log. I am content these notes are a contemporaneous and accurate representation of the meeting and the points of discussion.

418. As this meeting had been convened by the Webber and Kumar/O'Malley-Kumar families, I requested that the information from the meeting be compiled for dissemination to all other families via their FLOs. Elaine Newton and the Coates families were also attending the forthcoming PTPH. The SIO compiled the information which was given that day to PC Baxter, DC Kimberley and DC Johal. This information was as follows:

> *"Psychiatric assessments have now been undertaken on the man responsible for the crime committed against you.*
> *As a result of those assessments, the view of the medical profession is that the defendant was suffering from mental illness namely Paranoid Schizophrenia at the time of the attacks.*

In law, this means that he will have a defence of diminished responsibility. In other words, if this medical opinion is accepted, he cannot be found guilty of murder, rather he would be found guilty of manslaughter; this is because his mental health condition had significantly contributed to him committing the offences for which he has been charged.

The prosecution will accept this medical opinion as if we go to trial and argue that it was a murder, the implications are that we would lose the indictment of murder - the result being a 'not guilty' by diminished responsibility to murder, but guilty of Manslaughter. This will cause pain and anguish to a lot of people.

As such we are likely to accept pleas to manslaughter and also to attempted murder. These are still incredibly serious offences; so, the likely outcome at court will be pleas to x 3 manslaughters and x 3 attempted murders at the next trial hearing on Tuesday 28th November. The prosecution are now preparing an opening for the next court hearing on this basis for Tuesday. There are lots of complicated legal issues to address. The Judge will have 2 choices to consider – a prison term with hospital direction (hybrid S45A Mental Health Act) or pure hospital order S37 & S41 Mental Health Act. Either way, the result would be that the defendant would go back to a secure hospital, under either direction, for whatever treatment is required (EG in a secure unit like HMP Rampton). This will probably be for years of treatment. After which the court will have to decide what the next outcome would be. We will of course remain in touch with you to let you know what the outcome will be. There is likely to be a lot of media attention" (NGPF0010246)

419. DC McVey later informed me that she was concerned about the Kumar/O'Malley Kumar family post the meeting and therefore she placed a welfare call in to Dr Kumar. He was very concerned about the explanation from Mr Khalil KC in the earlier meeting and felt that he needed to raise their concerns, particularly as medical professionals, that the psychiatric reports did not focus on the state of mind of the defendant on the 13th June 2023, the material time of the offences, but rather on his mental deterioration post incarceration. He raised several questions pertaining to Calocane's mental health at the time of his arrest and subsequent presentation when in police custody. DC McVey noted these down and advised that she would, and duly did, feed these back to the SIO and to the CPS for comment. DSupt Sanders advised DC McVey that he would call the Kumar/O'Malley-Kumar family personally to address these concerns and requests. These related largely to mental health assessments in police custody and his fitness for interview.

420. DSupt Sanders updated that he had called Dr Kumar and had discussed these whereby he attempted to answer the questions posed but agreed to elevate the concerns to the CPS. I do not know the in-depth nature of this conversation aside of it relating to Calocane's mental health presentation post arrest and this will be documented by DSupt Sanders.

421. DC Johal confirmed to me that Wayne, Sharon and Marcin had all received telephone calls where she relayed the form of words detailed above from the SIO

detailing the meeting earlier that day. They were again offered a meeting with the SIO and CPS but again, politely declined.

422. I am forwarded a copy of the draft prosecution opening note by DSupt Sanders on the 24th November 2023. I did not disseminate this wider as the message from Counsel states that it is draft and not in position for sharing with the families. I read the opening note and digested the contents (NGPF0009339).

423. DC Farrell emailed to explain that she had been in contact with David Webber who is now contemplating attending the PTPH (NGPF0009340). DC McVey also updated that Dr Kumar and Dr O'Malley-Kumar were also considering attending (NGPF0009340).

424. On the evening of the 24th November 2023 DC McVey emailed the SIO, CPS and Counsel on behalf of Dr Kumar and Dr O'Malley-Kumar who request a further meeting with the CPS on Monday (being the 27th November 2023). This is to allow them to raise the concerns they harboured with the psychiatric evidence and before any pleas were accepted (NGPF0009772).

425. PC Baxter provided an update to DSupt Sanders and I having informed James and Lee Coates of the updates from the meeting as per the form of words of DSupt Sanders. Both were very angry at the CPS decision-making and disagreed with

the findings in the psychiatric reports. They felt that Calocane had been deceptive and had managed to convince the psychiatrists he was mentally ill when he was not. PC Baxter explained the rationale but advised DSupt Sanders it would be helpful for him to speak with the brothers at PTPH prior to any pleas being accepted (NGPF0009773). DSupt Sanders responded that he would convene with her on the coming Monday to discuss and arrange any other visits (NGPF0009774).

426. DC Kimberley and DC Johal provided the updates regarding the psychiatric reports and the CPS position whereby pleas may be accepted at the PTPH to manslaughter on the grounds of diminished responsibility.

427. In light of the grave concerns raised by Dr Kumar on behalf of the family, DSupt Sanders contacted the CPS for further discussion surrounding the psychiatric reports. It is caveated with the families not having read the actual reports and DSupt Sanders requested if the CPS could consider full disclosure of the reports as these may allay any concerns raised (HMCP0000340).

428. On the 26th November 2023 the CPS contacted the SIO who advised that they took the concerns raised by the family very seriously and, in an attempt to alleviate these concerns, they had commissioned a senior lawyer to review the psychiatric reports to ensure their contentment that sufficient attention had been paid to the defendant's mental capacity at the time of the offences. DC McVey updated the

Kumar/O'Malley Kumar family to this position. DC McVey raised the PTPH again and requested that they reconsidered their non-attendance as this would provide more information. They replied they remained uncertain about attendance at this time. DC McVey reiterated that at present pleas would be entered and the defendant arraigned and therefore this was a significant milestone with the criminal justice process. Both indicated they understood the position. As ever, families were reassured that links would be provided if they could not attend the hearing to enable remote dial in.

429. ACC Griffin copied me into the updates for various key stakeholders in relation to the PTPH. I noted these updates and that there was no direction action required from myself in relation to these updates, and all relevant parties had been included (NGPF0009776).

430. On the 27th November 2023, the FLOs and I met with the SIO to discuss he would be sending us an email with information to provide to all families following concerns raised by both the Webber family and the Kumar/O'Malley-Kumar family following the meeting on the 24th November 2023. He requested that this be shared with the families, prior to court the following day, to ensure all were fully updated as to the current evidential stance. The email, sent at 1254 hours, is exhibited and stated:

"Tomorrow, we expect the defendant VC to plead not guilty to murder x 3 but guilty to Manslaughter x 3 (grounds of diminished responsibility) and Guilty to attempted murder x 3.

The CPS will not accept those pleas tomorrow. Their position will be that they will need further time to consult both with the bereaved families and victims and for further psychiatric analysis.

However, the PTPH will continue tomorrow and the trial date in January 2024 will remain in place. It is possible that an interim hearing will be fixed before that date but that is a matter for the High Court Judge.

The reasoning behind the CPS decision is as follows:

We have listened to the concerns of family members about the psychiatric reports. We would like to pause in order to take them, and the other families, through the report of the prosecution expert, Dr Blackwood. This will allow us to explain what material he has had access to and what he has considered in coming to his conclusions. This is specifically to demonstrate the extent to which the defendant's actions on the day, presentation on arrest and in custody has been considered and to explain the other history which has been considered.

At the same time CPS are exploring which psychiatrist will be instructed (hopefully Dr Richard Latham) to provide a further opinion, specifically regarding concerns raised.

The prosecution team want to reassure all families that Dr Blackwood is independent and is a leading expert in his field. In practice he has been known

to challenge defence reports in strong terms both in writing and in evidence when that is required (including in high profile and sensitive work).

The further psychiatrist that we would like now to instruct, Mr Latham, is also considered to be an expert of similar seniority, most recently instructed in the Inquest for the Manchester Arena bombing"

(I refer to this as HMCP0000346).

431. The FLOs provided this update to all families with the timings documented in their individual FLO logs. Dr Kumar advised DC McVey that he and Dr O'Malley-Kumar will now be attending the PTPH and wish to meet personally with Counsel and the SIO. This was arranged and they were updated that this request will be met. Mr Webber advised that he will be attending remotely via the video link facilitated by his FLOs. As previously noted, James Coates and family were attending as was Elaine Newton as the families of Ian Coates. They, too, were arranged to meet Counsel and the SIO post hearing. PC Baxter arranged a room in witness care to accommodate everyone and to provide private space for meeting Counsel and the SIO afterwards. The meetings with the SIO and Counsel were conducted separately, again as is usual practice to tailor concerns and messaging and to ensure confidentiality.

432. James Coates updated that he was available to meet with the SIO on the 10th December 2023. PC Baxter advised she will broach this and subsequently arranged this.

433. ACC Griffin sent out an updated form of words for all stakeholders which again required no input directly from myself (NGPF0009778).

434. DC McVey emailed me the update from Dr Kumar following the CPS's decision not to accept the pleas at the PTPH but to instruct a further prosecution report. Dr Kumar listed in this email 13 points that he wished would be considered in the further report. The concerns focused on the state of mind of Calocane at the material time of the offences, which he had been assured had been done previously. Despite these assurances it was clear that he and Dr O'Malley-Kumar remained concerned that sufficient attention had not been paid to the defendant's presentation at this time (NGPF0009779). She then updated CPS that the family had confirmed their attendance at the PTPH on the 28th November 2023. This negated the need for the additional meeting with the SIO, CPS and Counsel as they would instead meet face to face, pre and post hearing.

435. DC Kimberley advised that Elaine Newton had been fully updated and had no questions albeit she was welcoming of the additional psychiatric report (NGPF0009780).

436. The hearing commenced at 1000 hours at Nottingham Crown Court on the 28th November 2023. The electronic court links worked for David Webber and James O'Malley-Kumar who dialled in remotely to the proceedings. Pre the hearing Dr Kumar and Dr O'Malley-Kumar met with DSupt Sanders and Mr Khalil KC. The case was discussed, and they advised that Mr Khalil KC will request an

adjournment for the further psychiatric report as requested by CPS at the behest of the families. The court granted the adjournment to provide time for the obtaining and disclosure of this additional report. As such, no pleas were accepted by the Crown. Post the hearing Dr Kumar and Dr O'Malley-Kumar again met with the SIO and Counsel. I was present in this meeting along with the FLOs. Mr Khalil KC reassured the family that the focus was to be on the day of the offence, which is an overriding concern. The SIO agreed to arrange a further meeting once the fourth report was returned.

437. He also discussed in more detail the warrant for which Calocane was outstanding with Dr Kumar. Dr Kumar was clear that he needed to understand if there were missed opportunities which could have prevented the death of his daughter. DSupt Sanders explained that the warrant was outstanding on the 13th June 2023, having been issued in September 2022 for the assault in September 2021. DSupt Sanders informed them it related to a low-level assault on a police officer who was assisting colleagues in executing a mental health warrant and hence was issued for assaulting an emergency worker. Dr Kumar indicated he understood the reason for the outstanding warrant. Dr Kumar raised to the SIO and the FLOs that he did not feel assured by the way in which Mr Khalil KC presented the prosecution case and felt that he did not appear as strong as Mr Peter Joyce KC, acting for the defence. Both DSupt Sanders and I explained that barristers have vastly different styles and means of approach, and I explained that he had achieved the objectives set; the judge approving an adjournment to obtain a further report. Whilst there

was less theatrics in the eyes of the family, the job he needed to do for the families was accomplished.

438. DC Farrell called David Webber post hearing to ascertain his understanding of the hearing and the reasons for the adjournment. He indicated that he understood but that he absolutely did not agree with the defendant being 'mad' and therefore diminished responsibility should not be open to him. David Webber also commented that he felt the prosecution barrister did not present as well as the defence KC. DC Farrell explained the objectives of an adjournment had been met and he indicated he understood. She did explain gently but candidly that the Webber family would benefit from learning more about the case and the details within, notwithstanding the painful nature of this detail. She also stated that they would probably benefit from knowing the content of the psychiatric reports and hence why the psychiatrists had drawn the conclusions they had. David Webber was very candid in response. He agreed that it was time that he and his wife faced more details about the case. This was raised with the SIO who agreed to attend a meeting when suitable for the Webber family to be taken through the case in detail.

439. The SIO and Counsel spoke at length with James Coates and Elaine Newton post hearing to ensure they understood the reason for the adjournment, which the FLOs updated me they indicated they did. I was not party to this update given the compact room size and the number of persons within; I was therefore not present in the room. DC Kimberley updated that Elaine had no questions and PC Baxter updated that James Coates was pleased that a further report had been instructed

prior to any decision by the prosecution to accept pleas. Lee and Darren Coates were also present. No other concerns were raised at this point.

440. Post hearing DC Johal updated Wayne, Sharon and Marcin regarding the adjournment and the reasons for this. No concerns were raised or questions asked.

441. As briefly touched upon before, family liaison is a delicate arena and profoundly challenging to navigate. Whilst it is important the families understand the nature of a case and their rights within the Victim Code are adhered, we must not railroad or mandate meetings or information sharing where families are feeling too emotionally overwhelmed to process these. The FLOs were managing the intersection of family emotion with fulfilling their professional responsibilities. Throughout I know the family liaison officers tried to delicately tread this ground for all.

442. On the 29th November 2023, the SIO and FLOs arranged to meet with the Kumar/O'Malley-Kumar family at their home address in London. This was cancelled via the FLO by Dr O'Malley-Kumar at 1534 hours on the 28th November 2023.

443. On the same date, I requested that all families were contacted and provided with an update that the National Health Service (NHS) Family Liaison Officers (FLOs) would be writing to them all explaining the process and the review that they will be

undertaking post finalisation of the court case. The NHS also have FLOs who act in a similar vein to police FLOs. They are the conduits of information between healthcare team and the families, providing support and communication links, in this case this related to the reviews into the treatment and management of Valdo Calocane whilst under their care.

444. On the 30th November 2025 I asked the FLOs to confirm with the Webber and Kumar/O'Malley-Kumar families that they were content and still wished to have a joint meeting with them both present with the CPS and the SIO. Their response was that they wanted to approach this jointly and this was to support each other, as they had done since the incident. They shared many of the same concerns so wished to present a united front when raising these with the legal team. This was not an issue, I just wanted clarification.

445. I then spoke with SIO DSupt Sanders who updated that he would send an email with the information he needed to be shared with the families of Grace, Barnaby and Ian. This detailed the instruction of Dr Latham by the CPS to provide the second prosecution psychiatric report and this also provided an explanation of the specific instructions given to Dr Latham by CPS. This specifically detailed the focus on Valdo Calocane at the time of the offence. I have exhibited the email provided by DSupt Sanders which was shared with the FLOs for Grace, Barnaby and Ian. This was also provided to DC Johal for the affected victims (NGPF0010247).

446. DSupt Sanders then provided a form of words for the families detailing the instruction to the second prosecution psychiatrist, Dr Latham (NGPF0009781). The wording of this was as follows:

> *"The Crown's case is that the defendant murdered three persons in two random attacks on the morning of the 13 June 2023 by stabbing them to death before taking a van belonging to the third victim; thereafter he used it in an attempt to murder three other people by deliberately driving the stolen van into them.*
>
> *There is no issue in the case regarding the defendant's actions. The evidence to that effect is compelling.*
>
> *The defence instructed an expert to look into the defendant's mental health at the time of the offences and now. That consultant forensic psychiatrist concluded that there is a partial defence of diminished responsibility available to the defendant in respect of the three counts of murder, due to the presence of paranoid schizophrenia at the time of the offences were committed. In turn, the Crown instructed their own Consultant Forensic Psychiatrist, Dr Blackwood, who independently reached the same conclusions.*
>
> *Concerns were raised with us that in coming to conclusions surrounding their diagnosis, the psychiatrists may have been unduly influenced by the defendant's presentation at the time of his interview with them (which was some time after the event). And that as a result, their diagnosis will have inadvertently considered any deterioration in his mental health that may have occurred as a result of his incarceration between the date of his arrest (13 June) and the dates of the psychiatric interviews in question. The concern is*

that insufficient regard has been had to evidence of the defendant's presentation on the day of the offence, and specifically his presentation whilst in custody following his arrest. In essence, has proper regard been provided to this evidence 'on the day' of the attacks.

It is plainly important that before any decision is taken by the Crown as to the issue of diminished responsibility, any such concerns are taken on board. Dr Latham has therefore been specifically instructed to review the available evidence in the case (or as much of it as in his expert opinion he feels is appropriate), with particular regard to the evidence of the defendant's presentation on 12-13 June 2023; in doing so, he is asked to provide an expert opinion as to conclusions regarding the issue of diminished responsibility.

Material available by means to conduct his review includes the Police case summary, Counsel's brief case summary and all served prosecution evidence which includes the CCTV compilation, including the majority of the offending, and a Sequence of Events Chart that contains a timeline of relevant movements and activity; in addition, all disclosed 'unused' material which includes the custody record and a summary of the healthcare records whilst in custody will be provided. Finally extensive disclosures of police reports relating to material obtained from a download of the defendant's mobile phone, which will include material / messages the defendant sent to his brother the night before the attack. In essence any material that Dr Latham feels is appropriate to assist with instruction, will be provided.

In addition to the new instruction to Dr Latham, the CPS are also happy to follow up the offer made by to families on Monday with regards an explanation of the psychiatric report of Dr Nigel Blackwood (to any family member).

We appreciate the huge amount of information that has been given to you this and will be guided by you all about how much you will want to know and when. Hopefully, this provides you with the reassurances that you have asked for regarding scrutiny surrounding the proposition of diminished responsibility that is being progressed by the defence."

447. The SIO then requested that all families were offered a further meeting with him, which he stated he would endeavour to facilitate as soon as possible and would do these either in Nottingham or at their relevant home address. He initially offered the 5th and 7th December 2023 as two potential options. This meeting was to provide a further brief on the wider investigation including the mental health background and Calocane's previous dealings with the police prior to the 13th June 2023. He stated that these could be delivered separately or, as with the Webber and Kumar/O'Malley-Kumar families previous requests, jointly. The CPS also offered dates to discuss the forensic psychiatry reports. These offers are relayed to all families by the FLOs, the timings and dates of these will all be recorded in their individual FLO logs.

448. Arrangements were made for both the Webber and Kumar/O'Malley-Kumar families to meet jointly with the FLOs and SIO. They, once again, requested this

jointly. In terms of location, they requested somewhere central to both families and following some research, Avon and Somerset police headquarters was the chosen location. A meeting room was arranged by the FLOs and thankfully accommodated by the force. Arrangements were made for CPS to travel along with the SIO, at the request of the families (NGPF0009782 and HMCP0000377). The families were content with the time and location proposed.

449. On the 8th December 2023 PC Baxter confirmed with me that the Coates family had arranged to meet with the SIO, DSupt Sanders, on the 17th December 2023 which was moved from the previously arranged 10th December 2023. I cannot recall who initiated this change of date, but this detail ought to be recorded in the FLO log of PC Baxter (NGPF0009784).

450. The meeting took place on the 7th December at Avon and Somerset HQ. In attendance were DSupt Sanders, Sam Shallow (CPS CCU), DC Farrell, DC Piggott, DC McVey, DC Cutts, David Webber, Emma Webber, Dr Kumar and Dr O'Malley-Kumar. I was not in attendance at this meeting but spoke with both DC McVey and DC Farrell post the meeting and noted down the areas and issues covered in my FLA log. The meeting commenced at 1230 hours and the SIO provided the following list as discussion points that he was seeking to cover:

1. Offences
2. Names of all
3. Defendant background
4. Previous MH of defendant

5. Investigative details and Prosecution Case

6. Evidence

7. Movements, Sequence of Events (with still images) Maps, Routes

8. Geography of locality

9. Timeline.

451. DC McVey scribed detailed notes of the meeting and briefed me from these. I detailed what I found to be the most pertinent of the meeting. This included Emma Webber reiterating her position that only murder was acceptable to the family and questioned the defendant's cognitive behaviour around the time of the offences and how he was 'out' in society, given his history of mental health. She stated that there was growing media interest in what she described as the horror of a manslaughter conviction. She also made it clear to the CPS and SIO that she did not want to be 'dragged through the day' hearing all the detail.

452. My notes detail that DSupt Sanders outlined that the purpose of the meeting was to assist them in their preparation for the court process that was likely to lie ahead, depending on the route taken, and to provide details to assist their understanding. In relation to the circumstances, I noted that he stated he did not intend to burden them with the details that they do not want to hear. He would be guided by the level of detail that was wanted by the families, and this would be tailored to them accordingly. He did however mention that some of this detail will be reported and may be discussed in open court.

453. DC McVey updated me that Emma Webber stated her concern at that point was the acceptance of plea and that she did not understand his mental health and how this affected the pleas. Dr Kumar did allude that they have come to the point where they need to understand the timeline in more depth to provide some further answers to their significant concerns and questions. Dr O'Malley-Kumar asked for answers from the psychiatric reports regarding his eligibility for the partial defence of diminished responsibility.

454. The mental health timeline of Calocane and the forensic psychiatry reports were explained in detail by the DSupt Sanders and Sam Shallow of CPS CCU. DC McVey noted that Emma Webber was critical of CPS and described them as 'Flip-Flopping' with their decision making and she asked CPS directly if the only reason they commissioned the further report was because they 'made a fuss.' I wrote this as direct quotes from the meeting as provided to me by DC McVey. The reasons for the commissioned fourth report (in essence the second prosecution report) were explained in detail and Sam Shallow explained the CPS rationale regarding the fourth report. This was to instruct Dr Latham to focus on the day of the attacks and she was honest in her opinion that she did not think his opinion would differ from the first three reports. She was clear that the three reports in existence sufficiently provided the partial defence of manslaughter and there was no getting away from this. She stated that she was satisfied that Dr Blackwood had already adequately considered the defendant's presentation on this day.

455. Dr Kumar raised his concerns that the forensic psychiatrists did not interview witnesses, including the Seely Hirst House Manager. Sam Shallow explained this is not how consultant forensic psychiatrists work when assessing and compiling reports. She was clear that they decide what information they require and whom they need to speak with prior to completing their independent reports. The families voiced that this did not allay their concerns. Sam Shallow advised that she could provide information on how they can challenge the CPS decision making if they so wish to do so. Emma Webber advised she was not content and intended to approach the Minister of Justice with the investigation and advised that every major news network has contacted her. She stated that she will update them of this, and they will be outraged. Sam Shallow advised that her statutory obligations were to prosecute fairly, in line with the Victim's Code and the Code for Crown Prosecutors. This, she stated, was how the CPS had approached the case.

456. The mental health aspects of Valdo Calocane's history were then discussed, and the families were advised that there will follow a separate enquiry relating specifically to his previous care and treatment.

457. DC McVey noted that Emma and David Webber left the meeting halfway through as they stated they felt unwell and unable to continue with the meeting. DC McVey advised that she would write down the pertinent parts of the meeting and would forward this to them to ensure that they were updated as to the discussions they missed. This she duly did.

458. DSupt Sanders then provided details of the psychiatric reports that had been produced by the psychiatrists. Sam Shallow included that Dr Blackwood reported that Calocane was convinced as to the existence of monitoring and voices in his head. In answer to Dr Kumar's question, DSupt Sanders confirmed that Calocane had a full mental health assessment whilst in police custody and was deemed to have capacity and was fit for interview.

459. DSupt Sanders then outlined the previous police contact between Valdo Calocane and the police. The detail provided included the date of the incident, a precis of the circumstances and resulting police or mental health services action. This included the assault on the 5th May 2023 at the Warehouse in Leicestershire where Calocane was working as an agency employee.

460. The meeting ended at 2000 hours. DC Farrell emailed the Webber family the notes of the meeting taken by DC McVey, to which they acknowledged receipt.

461. I then went onto a period of rostered rest days between the 8th and the 12th of December 2023 and therefore I spoke with the FLOs on my return to ascertain any pertinent updates.

462. On the 8th December 2023 Dr Kumar emailed DC McVey raising questions regarding the toxicology taken from the defendant during his police detention. This was raised with the SIO and CPS for a response. DSupt Sanders responded to these questions confirming that Calocane exercised his right to refuse the

provision of intimate samples whilst in custody, thereby leaving no lawful avenue through which these could be obtained. He further elaborated on wider toxicology, including hair samples, which Dr Kumar raised as a concern. Dr Kumar advocated that hair samples should have been taken from the defendant, which are non-intimate samples. He cited his experience as a former Force Medical Examiner (FME) with the Metropolitan Police and advised that he felt these ought to have been taken in order to explore any drug or alcohol history. DSupt Sanders responded confirming that it was correct that hair samples were not taken and went on to further explain his policy decisions in relation to this request.

463. DC Farrell called Emma Webber regarding the meeting and confirming receipt of the notes subsequently to cover the areas missed by them leaving early.

464. PC Baxter confirmed via email to DSupt Sanders and I that the SIO home visit with James Coates would take place on the 17th December 2023. Although Lee Coates was unavailable, PC Baxter updated that he was content for this to take place in his absence (NGPF0009785).

465. On the 10th December 2023 DC McVey updated that Dr Kumar had emailed DSupt Sanders and the CPS thanking everyone for attending the meeting but requested that the SIO and Sam Shallow slow down the court process as they wished to ensure that no stone was left unturned and to allow them the opportunity to get answers to all their questions (NGPF0009786). He made a further representation for the current Consultant Forensic Psychiatrist to focus on the day of the offences.

He outlined their concerns in a Word document which he attached entitled 'Important considerations for the CPS' (NGPF0009787). This email was also sent to David and Emma Webber. They replied that they, too, shared these concerns and asked for information regarding what treatment Calocane had been receiving since his remand. DSupt Sanders confirmed receipt of the email (NGPF0009788).

466. DC Farrell then updated me that she had received an email from Emma Webber advising that they were not accepting of anything less than murder.

467. On the 12th December 2023 DSupt Sanders provided a full written brief to be delivered by DC Kimberley to Elaine Newton and PC Baxter to the Coates family. This was to ensure that all the points raised in the meeting requested by the Webber and Kumar/O'Malley-Kumar families was provided equally to them. This allowed the Coates family time to consider these prior to the SIO meeting planned for the 17th December 2023. Neither had requested a meeting with the CPS present along with the SIO but the offer was extended to them, again with times and dates to their choosing. DC Johal was also provided with this to update Wayne Birkett, Sharon Miller and Marcin Gawronski (NGPF0010243).

468. To aid the understanding of the families regarding the psychiatric reports, the FLOs approached the CPS to obtain permission to share with the reports with the families. The CPS responded that they had sought advice regarding this. Their decision was conveyed that the families could have the reports read to them verbatim but that they could not be provided with hard copies. The reason provided

by the CPS was that the case remained sub-judice and these reports were key evidential reports. I advised all FLOs to contact their families or affected victims and facilitate this with the families that requested it. Further calls were made to all families and victims with DSupt Sanders offering a meet pre-Christmas with any who wanted to do so.

469. An offer was made by DSupt Sanders to meet with the Kumar/O'Malley-Kumar family on the 19th December 2023 in London. Travel arrangements were made and a room secured at Romford Police Station between 1pm and 4pm. This was to discuss the final psychiatric report. DSupt Sanders advised that he could not meet prior to this date owing to his on-call responsibilities. The family were also provided with details of how to seek a Judicial Review if not content with the CPS decision making.

470. On the 12th December 2023 DSupt Sanders emailed me following a request from the PSD to update the families that an Accelerated Misconduct Hearing (AMH) had taken place at police headquarters the day previous and that the officer had been sacked. This was in relation to the Special Police Constable accessing material relating to Op Hendrix, including distressing footage relating to Grace and Barnaby following the attacks. He asked me if I was aware of this and so I spoke with him and reminded him it related to the meetings and contact in October but that I had not been kept updated since. I felt that this needed careful and very sensitive handling at this point given the delay thus far and the extremely heightened stress that the families were currently navigating given they were in

the midst of the psychiatric reports and facing Calocane potentially being convicted of manslaughter on the grounds of diminished responsibility. I knew several of the families were struggling with this and therefore the investigations needed to be broached sensitively and at the correct time, given it had been almost three months since I advocated for the disclosure. DSupt Sanders advised me that he would speak with PSD and ACC Griffin urgently and would provide me with direction thereafter (NGPF0009749).

471. On the 12th December 2023 I was copied into an email from DCI Dean and DSupt Sanders regarding whom I had been in contact with at the NHS as DCI Dean was querying whether a Safeguarding Adult Review (SAR) was required in relation to this case. I had no further dealings with this matter, as DCI Dean had already answered the question posed of me via DSupt Sanders. This was simply whom I had been I touch with, which I updated was Rachel Limb (NGPF0009681).

472. On this date DC McVey forwarded DSupt Sanders and I a Word document containing the meeting notes from the 7th December 2023 (I refer to this as NGPF0009789 and document as NGPF0009790). A copy of this was sent to both the Webber and Kumar/O'Malley-Kumar families by the respective FLOs. At 1848 hours DSupt Sanders forwarded me and the FLOs for the Webber and Kumar/O'Malley-Kumar families the response from Dr Blackwood, via Alan Murphy, to the questions posed by Dr Kumar. This related to an explanation for why Dr Blackwood had not interviewed the brother of Calocane or the manager at Seely Hirst House when completing his report. They felt these were crucial as they

had had contact with Calocane around the material time of the attacks. Dr Blackwood replied this would be very unusual practice when completing statements and indeed he had never done such interviews in 20 years of practicing. He advised that the psychiatrists rely on evidential material collated by the police to guide their reports and would only seek other such testimony if significant doubts were raised pertaining to these. In this circumstance, there were no such grounds. Permission was given by DSupt Sanders to share this with both families as they had jointly raised concerns (NGPF0009791).

473. DC McVey and DC Cutts made arrangements to travel to London on the 13th December 2023 to go through the psychiatric reports verbatim as requested. This was changed to a Teams meeting online with both the Webber and Kumar/O'Malley-Kumar families as they wanted to be together for the meeting. Present in this meeting were the FLOs for both families. I did not attend this meeting.

474. The meeting took place on the 13th December 2023 with the families online commencing at 1230 hours. I was not present in this meeting but was updated by the FLOs afterwards. The first three reports were all read out verbatim and both families affirmed they understood the reports, albeit remained in abject disagreement with the conclusions drawn. Questions posed were taken down by DC McVey and DC Farrell and directed to CPS. Notes were taken by DC McVey in this meeting which I was sent after the meeting (I refer to these as NGPF0004150). She also forwarded me questions from Dr Kumar which he had

raised in this meeting. An issue prevailed regarding any toxicology taken from Calocane in prison which was directed to DSupt Sanders to answer as the SIO (referred to as NGPF0009682 – family notes from meeting).

475. At 1048 hours on the 13th December 2023 DSupt Sanders provided the FLOs and I with the copy of the fourth report which had been received from Dr Latham (NGPF0007501 and report of Dr Latham is referred to as CPSE0000017). DC Johal had been omitted; therefore, I ensured that this was forwarded to her. I read the report in its entirety and the conclusions were aligned with those in the first three reports. All families and victims were updated with the salient details and advised that CPS would now consider this report and the prosecution's stance. Further meetings would be held to discuss the case now in its entirety. The FLOs explained that the CPS would send them a further letter regarding any acceptance of plea in line with the Victims' Code and explaining the route therein (NGPF0008727). PC Baxter advised that this report would be discussed in person during the SIO visit with DSupt Sanders on the 17th December 2023. I agreed this was a reasonable plan as it would then be read and discussed at length with the SIO (NGPF0009684).

476. On the 14th December 2023, an email containing the official link for a Judicial Review was forwarded via email to the Webber and Kumar/O'Malley-Kumar families as directed. I was copied into an email from Sam Shallow which confirmed that there had been no formal acceptance of plea at this juncture, however the CPS were to provide the [which?] report to the court on the 15th December 2023

to comply with court timelines. The prosecution had been reminded they had until the 22nd December 2023 to advise the court regarding the acceptance of plea (NGPF0008726). They advised this would be performed administratively, negating a need for a hearing. This would then progress to a Plea and Sentencing Hearing in January. The CPS agreed that the acceptance would be formally conveyed on the Monday and all families were to be updated at this time.

477. In a text message sent to DC Farrell at 1511 hours on the 14th December 2023, Emma Webber replied that she saw no point in meeting on Tuesday 19th December 2023 and asked what the steps were in relation to the court and the acceptance of plea given the update from CPS. DC Farrell forwarded this to DSupt Sanders, Sam Shallow, DC McVey, DC Cutts, DC Piggott and I (NGPF0009797). Sam Shallow and Alan Murphy both replied that the acceptance of plea was performed administratively, and this would be conveyed to the court, likely on Monday 18th December 2023 (NGPF0008726 and NGPF0008727).

478. DC McVey emailed DSupt Sanders with a question from Dr Kumar where he asked if the hair sample from Calocane could be submitted at this point for toxicological testing. DSupt Sanders had previously advised this would not be done as the defendant had no history of drug taking. This however was clearly a contentious issue for Dr Kumar, and he remained adamant that he disagreed with the SIO and felt this was a key line of enquiry which ought to be pursued. DC McVey therefore posed this to DSupt Sanders for further consideration and response (NGPF0009685).

479. On the 14th December 2023 I emailed DC Kimberley and PC Baxter to confirm receipt of Dr Latham's report and a precis that it dovetailed with the previous reports. I advised this could be shared with the families but not in hard copy (NGPF0009684). PC Baxter sent a positive reply of receipt and detailed her intention to discuss this face-to face in the SIO visit on the 17th December 2023. As the SIO was going to discuss the previous reports, I felt it would be suitable to wait and discuss all together, with the SIO on hand to answer any questions. As I later detail, DC Kimberley informed Elaine Newton on this date to ensure they were updated together. The decision to accept the pleas was not being formalised until likely Tuesday 19th December 2023 and the plans were to convey the notice of formal acceptance to the families at this time. In light of this, I felt that the update on Sunday 17th December to both Elaine Newton and James Coates (and in person) would be the better way to detail the fourth report (see NGPF0009684).

480. The Kumar/O'Malley-Kumar family were still offered the visit from DSupt Sanders and FLOs on the 19th December 2023 with a further offer of discussing the content of the fourth report and the route forwards.

481. Following concerns of the FLOs regarding the wellbeing of the Webber and the Kumar/O'Malley-Kumar families, calls were made via the FLOs. Further signposting to support networks were offered but declined. The families indicated they appreciated the call and were having counselling, except for Dr Kumar who continued to decline this offer. The families were all emailed notes of the meetings

from the 7th December and the 13th December 2023 to aid their recollection and understanding.

482. DSupt Sanders emailed ACC Griffin at 1411 hours on the 14th December 2023. I was copied into this email, as was T/Supt Reynolds. The email referenced the three PSD investigations and requested guidance from Mr Griffin, as Gold Commander. DSupt Sanders stated that there needed to be as much clarity for the families as possible which I entirely agreed with given the prior delay. I had requested that the updates be one of totality to avoid any drip feeding to the families which would potentially increase the stress upon them. The email also requested further reassurance of any safeguarding enacted within force to prevent a recurrence of this in future, which would also be disclosed to the families. It indicated the concerns shared by the FLOs and I that the families were facing an incredibly stressful time navigating the forensic psychiatry and the implications of this on the outcome of the case; in essence, the likelihood of losing a murder conviction. I felt that this would be too much to handle at this point which was clearly alluded to in the email (NGPF0009801).

483. The SIO and FLO visit to James Coates and family occurred at 1400 hours on the 17th December 2023. The SIO covered the same points as the previous meeting with the Webber and Kumar/O'Malley-Kumar families including the timeline of events on the 13th June 2023, his mental health background and the psychiatric reports. These were determined by the SIO and were shared with the FLO and me. The meeting purportedly went well, and the family stated that the meeting was

helpful, however the family were very angry about the potential defence of diminished responsibility.

484. ACC Griffin's response regarding the updating of the PSD investigations differed to that expressed by DSupt Sanders and I at this point and he was clear that there was a need to inform the families affected regarding the SPC who had viewed footage of Barnaby and Grace. He was clear this needed to be addressed as soon as possible with the families (NGPF0009802). I accepted this decision and informed him that I would await direction from DSupt Sanders and PSD regarding the full facts to be disclosed. I now realise that this email does not address the text message sent by PC Gell and investigated under Op Glint. This investigation was two dimensional, covering the accessing of information in relation to Calocane and the message sent out of force and using the derogatory term of two students being 'proper butchered.' I did not identify this in the correspondence between ACC Griffin and DSupt Sanders. This was an oversight for which I apologise.

485. I was then 'on call' DI for the weekend of the 15th December 2023 returning to duty on the 21st December 2023 for one day prior to going onto annual leave over the Christmas period. I was away from the office again between the 22nd December 2023 and the 28th December 2023.

486. On the 17th December 2023 DC Kimberley confirmed he had read the fourth psychiatric report and would explain this to Elaine in his call to her on the 17th December 2023. This is aligned with the SIO and FLO visit to the Coates brothers

and therefore the information was to be provided to both families in a similar timeframe (NGPF0009803).

487. On the 18th December 2023 I was on a rostered rest day so I was not in attendance at two meetings held to discuss the case. The first meeting was held with DSupt Sanders, T/Supt Reynolds from PSD and FLOs. In this meeting DSupt Sanders discusses the PSD investigations into the three individuals facing misconduct and Op Glint. He advised that he would be compiling detailed updates for all families in a form of words which will be approved by ACC Griffin prior to onward disclosure to the families.

488. There then followed a meeting with DSupt Sanders, CPS and DC McVey, DC Farrell and DC Piggott. I do not recall who was in attendance from the CPS. In this meeting the CPS advised that they had received the psychiatric report of Dr Latham, and this dovetailed with the other psychiatric reports. CPS advised that they therefore had formal notification for all families and victims of the Crown's decision to formally accept the pleas offered by the defence. This was not guilty to three counts of murder but guilty to three counts of manslaughter on the grounds of diminished responsibility and three counts of attempted murder. As per protocol, the CPS advised they would provide these letters which would then be hand delivered by the FLOs to the relevant families. It was clear that this would be incredibly distressing for the families. The SIO and CPS requested the FLOs extended an offer to meet with them post-Christmas and pre the Plea and

Sentencing Hearing. DSupt made plans with the FLOs to ensure all are hand delivered (NGPF0008519).

489. The letter from CPS detailing the formal acceptance of plea was given to all families and affected victims on the 19th December 2023. All FLOs document in their respective logs the times the families were informed and the delivery of the letter from CPS. DC McVey spoke with Dr Kumar to firm up meeting plans for the following day (19th December 2023) and in this conversation she updated him of the decision of the CPS to accept the pleas offered. He cancelled the meeting with the SIO, apologising for the late notice but advising that the family saw no benefit in meeting as the decisions had been made and nothing this meeting would bring would alter this situation. The FLOs still advised they would travel to hand deliver the letter from the CPS, which they accepted.

490. On the 19th December 2023 Dr Kumar sent DC McVey an email in which he formally documented his concerns surrounding the pleas acceptance which was shared per his request with the SIO and the CPS.

491. The FLOs provided all letters to families in either personal visits or via Janine McKinny. DC Piggott attended the home address of the Webbers and hand delivered the letter. They were advised the pleas would be accepted at the next hearing and their response was that they strongly disagreed with this and were incredibly unhappy with the decision. They state that they did not wish to see the CPS again following their decision making. They further advised the FLOs that

they were planning to seek further legal advice from their own barrister instruction in the new year, in conjunction with Grace's parents. They intended to explore any potential challenge to the decisions reached by the CPS. Emma Webber added that she had a meeting booked with Alex Chalk, the former UK Minister of State for Prisons, Parole and Probation, on the 20th December 2023. She explained she intended to raise her concerns with the conclusions of the forensic psychiatrists in their reports.

492. DC Kimberley emailed DSupt Sanders and I providing potential dates for the SIO home visit which Elaine Newton had now requested. In line with her dates provided, this was arranged for the 16th January 2024, in line with her request for this to be in the new year (NGPF0010257). DC Kimberley later requested this was brought forwards to the 4th January 2024 so as to avoid such close proximity to the hearing. This was accommodated by DSupt Sanders (NGPF0009686).

493. I was made aware by DC Farrell that the Webber and Kumar/O'Malley-Kumar families had advised that they wanted a meeting with the SIO and CPS in the New Year to discuss their concerns with the investigation and CPS handling of the case. The FLOs agreed to pass this onto them and advised they would do their utmost to plan for this in the new year which was agreed.

494. I was copied into a trail of emails between Sam Shallow and Emma Webber. Emma Webber contacted the SIO, the CPS and their FLOs on behalf of the Webber and Kumar/O'Malley-Kumar family, indicating their grave concerns with

the CPS decision making. She explicitly asked that this was forwarded to Janine McKinney, as Chief Crown Prosecutor for the East Midlands area. Emma Webber also requested that there was a stop on the delivery of the letter from the CPS to the defence accepting the pleas offered by Calocane. DC Farrell updated me that she has been in telephone contact with Emma Webber who expressed she was, and I quote in my FLA log, "gunning for CPS and Sam Shallow." This was relayed urgently to the CPS. However Sam Shallow replied to the SIO that the acceptance of plea has already been conveyed to the defence administratively and this would not be rescinded. Sam shallow stated she would meet with the families who requested this in the new year to discuss the concerns raised. I was not copied into this email from Emma Webber but was made aware of the content and had discussions with the FLOs and SIO about this (NGPF0008629).

495. In this email Emma Webber reiterated her grave concerns as the acceptance of the pleas, was angry with the rationale and decision making and indicated that she felt railroaded and hastened by these decisions. She again requested that the acceptance of the pleas was halted pending further consideration. Both the SIO and CPS confirmed that the pleas had now been accepted, and this position would not alter.

496. The HMCPSI report addressed the claims of the families being railroaded and hastened, and I concur with their assessment of this position (I refer to this report as NGPF0009687). Ultimately, pleas were delayed until the fourth psychiatric report was received and digested by the Crown. Once this was received, the CPS

were duty bound to make decisions in respect of the pleas given. Given the timings of these reports, it was closer to the trial date. There had been a number of meetings and discussions prior to the acceptance of plea and families had been updated regarding the psychiatric reports. I do not therefore believe that there was – objectively - any hastening or railroading of any families, but I can understand why the families might have subjectively felt this.

497. The FLOs, the SIO and the CPS all offered several meetings with the families, adhering to the Victims' Code but also to ensure understanding of the families as to the intricacies of the mental health elements of this investigation. Quite understandably the families of the deceased victims were dealing with trauma and cited being overwhelmed and unable to face the minutiae of detail within the case. They were vocal to the FLOs that they were struggling mentally and emotionally and needed time to process this before meeting with the SIO and CPS.

498. Emma Webber then emailed DC Farrell for advice on where they could elevate their concerns and in reply, she provided a link to both the Victims' Code and how to submit a judicial review in relation to CPS prosecuting decisions (NGPF0009805).

499. On the 22nd December 2023, the FLOs for the Webber family assisted GRO-E GRO-E The Kumar/O'Malley-Kumar family updated that they did not require assistance with this as they were not wanting to pursue any

claim at this time. I requested that DC Kimberley, PC Baxter and DC Johal all broach this with their families and victims, aiding wherever this be required.

500. We were requested by CPS to liaise with families regarding the seating capacities they would like to request at the court for the Plea and Sentencing Hearing. There was clearly limited space in the courtroom for all persons attending and therefore the FLOs were instrumental in trying to meet the family requirements for seating. Emma Webber was unhappy at being asked to provide details of whom she would like at court so the seating could be arranged. DC Farrell rang me very upset as she has been sworn at by Emma Webber whilst trying to obtain numbers to assist with the administration of this. She [who?] then texted David Webber to apologise but did advise that this was an administrative task that needed completing to ensure they were considered when the seating was allocated to families, the public, media and police attendance. I had a welfare conversation with DC Farrell who advised that she felt better at the end of our conversation. It was not lost on DC Farrell that such mundane administration would be frustrating given everything that the family were navigating, however she was working to try and ensure that they did not miss out on seating for their loved ones. Throughout the investigation the emotive nature of the investigation and traumatic details had been difficult for the FLOs to navigate. This was one such example of the difficult nature of the deployment and trying to provide support throughout.

501. On the 3rd January 2024 I emailed Alan Murphy regarding any indication that a judicial review had been submitted by any families. At this time there had been

nothing received but there was still ample time for this to land prior to the planned hearing for the 16th January 2024. DC Farrell also asked if sentencing was likely to follow conviction or if there would be an adjournment. Alan Murphy replied it was likely to follow and could take a couple of days (NGPF0009806).

502. On the 4th January 2024 DC Farrell contacted the Webber family, as promised. They requested a meeting with the CPS as soon as possible, which DC Farrell began enquiries to facilitate. I asked DC Farrell if there was any indication from Emma Webber regarding them seeking a judicial review and the reply was that the family were in the process of seeking advice (NGPF0009688).

503. DSupt Sanders had his SIO visit with Elaine Newton on the 4th January 2024. DC Kimberley was also present. Whilst Elaine was disheartened regarding the acceptance of plea, she informed DSupt Sanders that she understood the position with the psychiatric reports. On the 5th January 2024 I requested the FLOs updated their families that we were awaiting confirmation of dates for the Plea and Sentencing Hearing (NGPF0009689). I asked that all Victim Personal Statements (VPS) were undertaken with Wayne, Sharon and Marcin and the families for Grace, Barnaby and Ian. Multiple VPSs can be obtained from families who have been affected and therefore more than one person per family can make statements to detail the impact upon them. Alan Murphy was keen to be in receipt of these so that they could be placed within the evidential bundle for the hearing. I note in my FLA logs this was recorded as the 6th of January which is a typing error. I am updated that all VPSs were underway and would be submitted upon

receipt to the CPS. I asked all FLOs to ensure that VPSs were taken from all families, in accordance with their wishes and at a time convenient to them in line with the HOLMES action relating to VPSs. I note this Action was finalised on the HOLMES system on the 26th February 2024, which was after the sentencing hearing. I therefore retrospectively confirmed that all VPSs had been completed and had been submitted to the CPS, and subsequently the court for the Plea and Sentencing Hearing. This action is referred to as police item NGPF0010090. DSupt Sanders also copied me into an email to Alan Murphy requesting any update as to the Plea and Sentencing Hearing dates, especially to enable families to plan for their attendance (NGPF0009807). Both Sam Shallow and Alan Murphy replied that they would be in touch as soon as a date was known (NGPF0009808).

504. I then received an email from DC Farrell who updated that she had been advised by the CPS that there was to be a potential vacation of the plea and sentencing from the 16th January 2024 for one week, commencing instead on the 23rd January 2024. I ask that all FLOs made their families or victims aware of this potential delay (NGPF0009689).

505. DSupt Sanders emailed a copy of the prosecution opening note on the 5th January 2024 and asked the FLOs and I to read this but this was to be treated in strict confidence (I refer to the email as NGPF0009810and the copy of the opening note as NGPF0009811).

506. On the 8th January 2024, the CPS confirmed that the new sentencing dates were confirmed as the 23rd to the 25th January 2024 and this was communicated via the FLOs to the families (NGPF0008634). Arrangements were made, led by DC Farrell, for a Teams meeting that the Webber and Kumar/O'Malley-Kumar families had requested pre-Christmas with the prosecution Counsel, CPS, SIO and the family FLOs for the 15th January 2024 (NGPF0009813). The Webber family advised that Charlie Webber, Barnaby's brother, would not be attending the hearing as he was struggling to deal with it all. As Charlie was very keen to produce a VPS, DC Farrell and DC Piggott attended their home address in Taunton to pre-record his VPS which we had prior approved by the CPS. This allowed him to have his say to the court room personally, albeit pre-recorded, as opposed to this being read out by a third party on his behalf. DC Farrell arranged this (NGPF0009814).

507. DC Farrell also sent an email to all FLOs to ask about seating in court. This clearly needed some logistical thinking given the number of families and affected victims, as well as press likely wanting seating (NGPF0009815) She further contacted the Crown Court enquiry team to ascertain if there was scope for an overflow room at the court with an available CVP link for any unable to be seated in the court room (NGPF0009816).

508. On 9th January 2024 I received a further email from Rachel Limb asking if the family of Calocane could now be approached by the NHS Trust performing their investigations (NGPF0009817).

509. GRO-E

Regarding the line that the brothers (referring to James, Lee and Darren) were not invited to the vigil, this was incorrect. I personally invited them via James in a telephone call. I do not know if they knew about this via the media initially as this was not discussed. As a result, no action was taken, and no further issues were reported.

510. On the 12th January 2024 I was copied into the agenda for the forthcoming Gold Group planned for the 19th January 2024 and the minutes of the previous meeting. I refer to these as NGPF0009819 and NGPF0009820, respectively.

511. On the 12th January 2024 I was copied into an email exchange between Matt Jarram of the Corporate Communications team, DSupt Sanders and ACC Griffin regarding a media compilation due for release post sentencing. I do not have my replies to this however I agreed with the comments made and the edited version which did not name the affected victims and did not include footage of Grace and

Barnaby walking, which was in line with the family wishes. I was copied into this thread to enable me to ascertain that all families and Wayne, Sharon and Marcin had had a chance to view this compilation and to personally approve this prior to release. The FLOs detailed their respective approval in their logs (I refer to the email as NGPF0009821 and the media clip entitled Operation Hendrix Comms Video as NGPF0010193

512. On the 14th January 2024 DC Johal emailed a FLO contact log in which she updated that she had made arrangements for Sharon, Wayne and Marcin to view the Operation Hendrix Comms Video prior to release. She also attached the VPSs of Wayne Birkett, his partner Tracey Hodgkinson, Sharon Miller and Marcin Gawronski (I now refer to these as NGPF0009822, contact log exhibit NGPF0009823, Wayne's VPS as NGPF0009824, Tracey's VPS as NGPF0009825, Sharon's VPS as NGPF0009826 and Marcin's VPS as NGPF0009827). On the 14th January 2024 I emailed the FLOs asking for updates regarding seating allocation in the court to enable fairness to all wanting to be in attendance. Sharon and Marcin updated via DC Johal that they would not be attending, and Wayne asked for five seats which were duly allocated to him (NGPF0009828). PC Baxter replied confirming she was awaiting the signing of James Coates' VPS and that they would be requesting ten seats in court (NGPF0009829).

513. I was emailed on the 14th January 2024 by DC Farrell who was concerned about the obtaining of the VPS for Charlie Webber as this was to be done following the

meeting on the 15th January 2024. In the email it was clear that she was concerned about the meeting and the potential of this to upset the family and result in them cancelling the meeting. The intention was to obtain the VPS from Charlie Webber after this meeting and any cancellation would mean the VPS would not be taken. I could see she was concerned as the FLOs would have been struggling to obtain his VPS on an alternate date, given the proximity to the hearing. I did not see a response to this and cannot recall if this was discussed given the passage of time, however the meeting went ahead as arranged and the VPS of Charlie was obtained by video at the home address with no issues (NGPF0009830).

514. On the 15th January 2024 the case officer, DC Beddoe, emailed me asking about the VPS for the Webber family to which I responded explaining that Charlie's was being obtained that day and those of Emma and David were in hand and were to be submitted by the deadline given by Alan Murphy (NGPF0010091). PC Baxter then emailed me following her efforts to secure enough witness rooms for the Plea and Sentencing Hearing. However ultimately there were too many in attendance for this to be logistically possible (NGPF0010092).

515. At 1343 hours on the 15th January 2023 I was forwarded the Prosecution Opening Note and the Sentencing note by DC Beddoe (referred to as NGPF0009831 and NGPF0009832 respectively).

516. The meeting of the Webber and the Kumar/O'Malley-Kumar families took place as arranged at 1700 hours on the 15th January 2024. I attended this meeting and also

present were DSupt Sanders, Sam Shallow (CPS CCU), Alan Murphy (CPS), DC Piggott, DC Farrell, DC Cutts and Mr Khalil KC. Following introductions by Sam Shallow, Mr Khalil KC then provided a step-by-step account of the Plea and Sentencing Hearing. He explained there would be a factual explanation of the attacks on all victims which he expected would take a couple of hours. It would reference the movements of Valdo Calocane, both from CCTV and audio sources. He did caveat there would be pauses at significant points to allow any persons to leave the courtroom if there were parts that they did not wish to hear. It was explained that the judge may view some material in private chambers, preventing the need for it to be shown in open court. The CCTV was highlighted as a likely potential for this given the extremely distressing nature. Mr Khalil KC advised that the judge would be fully appraised with all the information and evidence relating to the case.

517. Once this was completed the opening of the sentencing regime would then follow. Mr Khalil KC explained that this would be aligned to the charges as presented. He then explained the Section 37/41 Hospital order with attached restrictions and the Hybrid Order comprising a prison sentence with a minimum sentence and with an attached hospital order. He carefully explained each route and the nuanced differences between the two, with an argument for each. He explained that the Prosecution Counsel will advocate for the Hybrid Order, but that likely the defence would advocate for the Hospital Order.

518. Mr Khalil KC explained that whatever the route, there would be provisions in place to ensure that Calocane would only ever be released if it was deemed that it was safe to do so, and he was clear that this will very likely require many years of psychiatric treatment. Public protection is always the overarching consideration and would be the paramount focus. He then explained the conditions of Calocane being on Life Licence if released in future, and the attached conditions that he would be recalled to prison if any further offences were committed.

519. Mr Khalil KC reassured the families that neither the prosecution nor the defence sought to assert that there was anything other than a clear intention to kill the six victims. He answered questions posed regarding Calocane's prior tendency to refuse medication and the assertions of both families that he had constantly sought to deceive medical practitioners. His medical history would be disclosed to the judge who would have a full understanding of his medical history and the resulting forensic psychiatric reports.

520. The families were clearly perturbed at the Hospital Order and this being a regime with, in their perception, no element of punishment. Mr Khalil KC explained the Hospital Order was applied without a limit of time and that the primary supervision were medical professionals and not the Probation Service or a parole board. Mr Khalil KC advised that he understood their concerns and desire for punishment but that the Hospital Order would provide the best public protection. He assured them that he would be advocating for the Hybrid Order.

521. The families continued to express their anger as they felt that Calocane was escaping punishment for his actions and that he had deceived the psychiatrists to avoid a prison sentence. Mr Khalil KC reminded the families that four psychiatrists had considered the history, the case and presentation of Calocane at the material time of the offences and had all concluded that Calocane was suffering from Paranoid Schizophrenia, providing the partial defence of diminished responsibility. He explained that they could expect to hear live testimony from at least two of the psychiatrists during the Plea and Sentencing Hearing. VPSs were then discussed and the families indicated they understood the importance of these and had completed or were in the process of completing these.

522. Asked regarding family concerns, Dr O'Malley-Kumar wanted to reiterate that Calocane had a history of violence and was medically non-compliant. She asked for reassurance that the judge would be aware of these facts and Mr Khalil KC assured her that he would be au fait with all these facts in the case.

523. At 1800 hours Mr Khalil KC agreed that the opening note could be read out verbatim to families via the FLOs, although hard copies could not be shared at this point. I therefore tasked the FLOs present with ensuring all families were sighted on the opening note and the option to have it read to them in full. I contacted the other FLOs after the meeting to offer the reading of the opening note to all involved families and victims. I reiterated that copies could not be left with the families. Alan Murphy agreed to furnish the police with the final, approved opening note that evening so this could in turn be shared with the families (HMCP0000448).

524. A further concern raised by the families was the information to which media outlets would be privy. This was updated as anything said in open court, what was provided by the police and CPS which would be prior approved by the families and then anything else that may come from direct approaches made by the media to persons outside of the Criminal Justice arena, over which we had no control.

525. At 2107 hours DSupt Sanders emailed the opening note and sentencing note to ACC Griffin and explained that the meeting with the Op Hendrix families had taken place. This only referred to the meeting with the Webber and Kumar/O'Malley-Kumar families who had requested this meeting. The other families had not requested a further meeting. The FLOs for Elaine Newton, James Coates, Wayne Birkett, Sharon Miller and Marcin Gawronski had been requested to share the opening note with them to ensure they were sighted upon this. The FLO logs will detail when these were individually shared. In the email DSupt Sanders updated ACC Griffin that the outstanding warrant and the mental health background of Calocane had been discussed. In the meeting DSupt Sanders detailed that a member of the force had been dismissed for accessing material relating to the investigation which he had agreed with Mr Griffin would be disclosed. This did not however explicitly detail the material accessed and that it related to Barnaby and Grace. I raised this with DSupt Sanders who advised me this had been agreed with the Gold Commander, and this was what had been agreed at this point disclosure wise (NGPF0009751). DSupt Sanders included that the families of Grace and Barnaby had approved inclusion in the CCTV compilation of them

walking down the street prior to the attacks. Matt Jarram had been copied into his email and replied that the version would be reedited to include this (NGPF0009834).

526. On the 16th January 2024 I received a copy of the opening note and ensured all FLOs were in possession of this and advised that they needed to contact their families to ascertain what, if any information they wanted from this. All FLOs acknowledged receipt of this (this is taken from my typed FLA Log exhibit NGPF0010243). I did send an email to the FLOs for the Webber and Kumar/O'Malley-Kumar families with a copy of the opening note which stated at this point I have only shared it with them (NGPF0009835). I cannot explain this anomaly and I know that the opening note was shared with all families prior to the court date. It was read verbatim only as no copies were allowed to be provided. I also emailed DSupt Sanders asking him to follow up with CPS about court seating allocation for the families (NGPF0009836).

527. DC Johal replied to an email from DS Cooper which I had forwarded her on the 14th December 2023. This related to the potential for the three victims to be eligible for compensation despite Calocane not being insured on the vehicle he was driving. DC Johal confirmed she had spoken to all three surviving victims, and they had legal representation that were pursing this on their behalf (NGPF0009837).

528. DC Piggott forwarded the VPSs in relation to Emma and Charlie Webber on the 16th January 2024 (I refer to the email as NGPF0009838, Charlie's VPS as

NGPF0009839 and Emma's VPS as NGPF0009840). This was followed on the 17th January by an email confirming that Charlie's VPS video was on NICE, our evidential storage system for media (I refer to the email as NGPF0009841and the VPS video of Charlie Webber as NGPF0010189, **NGPF0010190**). PC Baxter then forwarded the VPS of James Coates (I refer to the email as NGPF0009842 and the statement as NGPF0008513).

529. On the 17th January 2024 Michelle Mannion from the CPS advised that the hearing has been listed for Court 3, which was significantly smaller than Courts 1 and 2, with the obvious implications that these contain less seating than is afforded by those bigger courtrooms. I did not see the email sent by DSupt Sanders and was initially alerted when DC Piggott forwarded me the response from Emma Webber where she was updated of the court allocation. She was very unhappy with this position, and I replied that I too was perplexed as to the allocation of Court 3 given the size of the case and likely interest in the hearing. DC Piggott then resent me the email which detailed that this allocation was owing to two part-heard trials in Courts 1 and 2. At this point this made it difficult as there was also no possibility of an overflow room for family and supporters. DC Piggot emailed David Rees at court listings requesting any reconsideration given the size of Op Hendrix and numbers expected (NGPF0009844). In the end, the matter was resolved as one of the other trials vacated, moving the Op Hendrix hearing to Court 1. This therefore resolved the issue.

530. On the 17th January 2024 DC Piggott sent me an email containing questions asked by Emma Webber. I picked these up on the 18th January 2024, asking if she needed assistance answering these (NGPF0009691). The questions included who paid for Calocane's legal assistance, inclusive of court costs and who subsequently pays the bill for his legal aid. It further requested information relating to Calocane's arrest and in particular if a mental health assessment was completed, if the interviews were video recorded, his medication since incarceration and visits from medical professionals. The email detailed that she was not clear about the existence of a warrant for Calocane's arrest and what this related to. This had been explained by the FLOs and SIO in previous meetings, including SIO home visits and in the meeting on the 7th December at Avon and Somerset HQ. Finally, the email requested confirmation of the name being used by Calocane for sentencing and if this was a deed poll name and whom his previous tenancy was under. DC Piggott replied to Emma Webber that the responses were being worked on (NGPF0009692). These were with the Gold Commander who assisted in the responding to the posed questions. Once the response was collated, it was shared with Emma Webber.

531. DSupt Sanders provided a link that was sent to the FLOs and I which linked to the Operation Hendrix Comms Video for the approval of families and affected victims (NGPF0005375). The FLOs all showed this to their respective family and victims and updated the times in their individual logs. PC Baxter asked if this could be sent to the Coates family (NGPF0009847). I advised her that this was to be shown to them but not shared so as to maintain control over the media.

532. On the 18th January 2024 I advised the FLOs that we may be reverted to Court 1 , which we later were (NGPF0009693). DC McVey updated me by email that both her and DC Cutts had arranged to attend the home address of Dr Kumar and Dr O'Malley-Kumar on the 19th January 2024 to go through the opening note in person and to complete the VPSs in time for the deadline of the 19th January. They attended on this date and both the above actions were completed.

533. At 0907 hours on the 18th January 2024 I emailed Sam Shallow, Alan Murphy and DSupt Sanders forwarding an email from Emma Webber to DC Piggott detailing her anger at being in the smaller court. This was to ensure that they were sighted. At this point I was hopeful that it would revert to Court 1 to resolve any issues. She felt that this trial was bigger than any other ongoing trial and voiced her intentions to go to the media to raise this. She included in her email that this was another example of how badly they had been treated (NGPF0009848). At 1210 hours Alan Murphy replied that Court 1 had been reallocated (NGPF0009849). This was updated to the families by the FLOs.

534. At 1048 hours DC Piggot emailed me answers collated to the questions posed by Emma Webber. I forwarded these at 1052 hours to DSupt Sanders for approval of the content (NGPF0009850).

535. At 1210 pm on the 18th January 2024 I emailed DS Cooper and DC Beddoe to ask if any of Calocane's family were intending to attend the hearing as this would need

to be broached with the families and Wayne Birkett who were attending court. DC Beddoe replied that he would ask this question of the family and update me (NGPF0009851). At 1222 hours DC Beddoe responded that he had spoken with Elias Calocane and that the family were intending to watch via video link, which was ultimately what they did (NGPF0009852). DC Kimberley updated me that Elaine Newton had requested only three seats for court (NGPF0009853).

536. PC Baxter emailed me to update that she has described the Operation Hendrix Comms video to James Coates and that he was content with this. He advised PC Baxter that he would watch this at court on the 23rd January 2024 but had given his approval for release (NGPF0009854). DC Johal emailed me to update that the CCTV had been played to Wayne Birkett who was content with the release (NGPF0009855). DC Kimberley updated via email that Elaine Newton did not wish to watch the compilation as she has remained away from all media. She also requested to be seated as far away from the defendant as possible, which was arranged to the best of DC Kimberley's ability given the logistics of the courtroom (NGPF0009856).

537. Court seating arrangements continued with Alan Murphy at the CPS. He advised that the Case Progression Officer had arranged for the seating allocations based on requests (NGPF0009857). Alan Murphy also advised he was arranging an overflow link into either the Crown Court or the Magistrates' Court. The media had eight seats allocated. The SIO was clear that FLOs would be present in court to support the families but that officers from the wider investigation team would only

be permitted once all family and friends of the victims were sufficiently catered. FLOs passed this onto the families.

538. I was updated that the University of Nottingham had arranged to transport all family members of the Webber and Kumar/O'Malley-Kumar families to and from the court daily. The families had been updated of this via the university directly and were staying at the hotel on the university campus.

539. DC Johal advised that she would be meeting Wayne Birkett on a daily basis, and this is too confirmed by DC Kimberley for Elaine and family and PC Baxter for the Coates family. DC Johal contacted Sharon Miller and Marcin Gawronski who updated that they would not be attending court.

540. At 1300 hours I received a telephone call from DSupt Sanders whereby he discussed the questions sent by Emma Webber to DC Piggott. He stated that the responses given required approval from ACC Griffin as Gold Commander. I agreed and DSupt Sanders advised he would advise DC Piggott of this update and she informed Emma Webber that a response would be provided as soon as possible. This message was acknowledged by Emma Webber.

541. On the 18th January 2024 Dr Kumar cancelled a planned visit by DC McVey and DC Cutts planned for the 19th January 2024. He offered his apologies but explained, understandably, that they felt unable to meet as the trial was so close and they were dealing with the grief and emotions associated with this.

542. On the 19th January 2024 I sent a reminder to the FLOs to furnish the names of those attending court so these could be provided to Alan Murphy along with a chaser regarding outstanding VPSs which he advised he needed that day (NGPF0009858). PC Baxter emailed informing that Ian's sister wanted to submit a VPS, this was of course approved and PC Baxter obtained this (NGPF0009694). DC Piggott then forwarded two further VPSs from GRO-B who were friends of Barnaby (I refer to the email as NGPF0009859, the statement of GRO-B GRO-B as NGPF0009860 and the statement of GRO-B as NGPF0009861). Greg Windmill, a court employee, then emailed me to confirm seating numbers for the court (NGPF0009862).

543. At 1300 hours I attended an Operation Hendrix Gold Group at Nottinghamshire Police headquarters, chaired by ACC Griffin. Present also was DSupt Sanders and Matthew Jarram of our Corporate Communications Department. The purpose of the meeting was to discuss the pre-recorded media releases planned by ACC Griffin with the media department. ACC Griffin was keen to ensure that any media release was accurate in content, and he sought absolute reassurance that the information being released had been shared with the families and that therefore nothing would come as a surprise to them. This specifically included information regarding the outstanding warrant for Calocane's arrest from September 2022, the previous contact with mental health services and prior police contact with Calocane. Both DSupt Sanders and I offered our assurances that these had been

disclosed, and moreover discussed in length, with the families and victims to which the information pertained.

544. A significant proportion of the discussion focused upon the families being fully updated regarding the Professional Standards Department investigations regarding the inappropriate access to material relating to Operation Hendrix and the sharing of the WhatsApp message discussing Op Hendrix which was named Op Glint. Op Glint focused on there also being a potential leak to the media, from within the organisation. There had been no identified leak, however PC Gell had been identified as sharing a WhatsApp message using inappropriate language to discuss Op Hendrix and sharing this with persons outside of the organisation. PC Gell had also been found to have reviewed material without a policing purpose. This had been determined as Gross Misconduct. Also discussed were the SPC and front counter clerk who had accessed distressing material in relation to the case and had been dismissed. It remained my counsel that this ought to have been previously disclosed as per my emails back in September 2023. DSupt Sanders advocated strongly that these investigations and their findings required sensitive disclosure at a suitable time, and he suggested this was not just prior to the Plea and Sentencing Hearing. ACC Griffin was clear in his response to DSupt Sanders regarding this position and categorically directed that this information needed to be shared and should have been shared previously. ACC Griffin directed that there was no right time to share what will be distressing information, especially considering the material viewed, some of which included the bodies of Grace and

Barnaby. ACC Griffin and DSupt Sanders agreed that this would be shared with the families at a suitable time, to which DSupt Sanders agreed.

545. At 1500 hours there was a further Teams meeting with ACC Griffin and DSupt Sanders which, after an initial delay, commenced at 1524 hours. ACC Griffin updated that some of the families were meeting with the Prime Minister and the policing minister, Chris Philp, MP at 1600 hours. DSupt Sanders updated that Dr Kumar had asked for a list of all toxicology that was taken from Grace and Barnaby. This would be detailed within Dr Michael Biggs' post-mortem reports and would likely represent standard toxicology procedures followed during a Home Office Post-Mortem, which by their very nature, are more invasive than the standard post-mortem procedures. Emma Webber had also requested access to all samples taken from Barnaby.

546. ACC Griffin and DSupt Sanders agreed that these could be shared. Post-meeting, I updated DC Piggott, DC Farrell and DC McVey of this confirmation. A further question posed was if the Webber and Kumar/O'Malley-Kumar families could have access to their children's post-mortem reports. DSupt Sanders advised that he would defer to Ma'am Casey as the senior coroner for Nottingham for her approval.

547. ACC Griffin also updated on the reviews of the case that has been agreed which included the College of Policing (COP) and the IOPC to review the police, the HMCPSI for the CPS actions and decision making, an Attorney General review

and a review of the mental health care provisions within Nottinghamshire Health Care Trust.

548. ACC Griffin then discussed that Emma Webber had asked for a meeting with senior officers on television. He discussed when the best time for this would be and both DSupt Sanders and I stated that this would be better to be offered after the Plea and Sentence Hearing which was to commence four days later. I advised this given the Webbers and Kumar/O'Malley-Kumar families speaking candidly of how they were struggling with the upcoming hearing. Indeed, Dr Kumar had cancelled meeting with FLOs that very day as they wanted to focus on the hearing. It was my counsel that the offer would be best placed after court and DSupt Sanders agreed. ACC Griffin then posed some potential availability that could be offered which was:

"-ACC Griffin alone and in person on the 30th January 2024

-ACC Griffin alone and online on 30th January 2024

-CC visit next week – date to be determined

-CC and ACC Griffin next week online and online

-CC and ACC Griffin in person post 19th February 2024".

(This is documented on page 45 of NGPF0010243).

549. On the 20th January 2024 DC Johal received a final confirmation that neither Sharon Miller nor Marcin Gawronski were attending the Plea and Sentencing Hearing. DC Johal updated that both had been played the Operation Hendrix Comms Video and were content (NGPF0009863). PC Baxter emailed a copy of Susan Coates' VPS, who is the sister of Ian (NGPF0009864).

550. On the 21st January 2024 DC McVey emailed me the VPSs for the family and friends of Grace, completed by Dr Kumar, Dr O'Malley-Kumar, James O'Malley-Kumar and Grace's aunt Catherine O'Malley. These had been supplied to Alan Murphy at the CPS (I refer to these as NGPF0009865, NGPF0009866, NGPF0009867 and NGPF0009868 respectively). They were also emailed to Matt Jarram with families' approval to use these for any media release (NGPF0009752). Chief Constable Meynell also emailed the FLOs and I to offer her thanks for the support we have given to the families (NGPF0009695).

551. On the 22nd January 2024 DC Piggott emailed Alan Murphy the VPS for David Webber which had taken him extra time to complete. I was copied into this email (NGPF0009869). Alan Murphy emailed me to advise that there was a CVP link for any persons that could not get into court. I provided this to the FLOs (NGPF0009753). The Plea and Sentencing Hearing took place between the 23rd and 25th January 2024. All FLOs and I were present throughout in support of their relevant families. The details of the psychiatric reports were recounted for the court, including live witness testimony from Professor Blackwood, Dr McSweeney and Dr Mirvis, the clinician who had been involved in Calocane's care and treatment after his incarceration. They had all concluded that Calocane was suffering from Paranoid Schizophrenia at the time of the attacks, which impaired his ability to form rational judgement and exercise self-control. This aligned with the explanation given to the families by Mr Khalil KC surrounding diminished responsibility.

552. Mr Justice Turner sentenced Valdo Calocane following his guilty pleas to three counts of manslaughter on the grounds of diminished responsibility and three counts of attempted murder. In passing sentence, Mr Justice Turner advised that the sentence he was imposing would likely result in Calocane being detained in a High Security Hospital and likely for the remainder of his life. He elaborated on the details that had been recounted in the courtroom over the previous two days resulting in the attacks on the victims. He then recounted the psychiatric evidence of Dr McSweeney, Dr Shafiulha, Dr Latham, Dr Blackwood and lastly, Dr Mirvis who had been Calocane's clinician at Ashworth Secure Hospital.

553. The judge indicated his contentment with the pleas and discussed the sentencing guidelines and the Hospital Order versus the Hybrid Order. He expressed grave concerns for public safety and the provisions under the Hospital Order to ensure continued supervision by medical experts as opposed to probation. He noted within the sentencing guidelines that there would be, on occasion, the need to put public protection above the desire for a penal element. He then passed sentence of a Section 37 Hospital Order with restrictions under Section 41 of that same Act.

554. It was clear that this was a further outrage to the Webber and Kumar/O'Malley-Kumar families, who were vocal that there must be a penal element for justice to be served. The Coates family also voiced their anger at the sentencing, particularly vocalised by Lee Coates in the courtroom. The FLOs and I appreciated that this would fuel anger, and we were aware that Emma Webber had indicated her

intentions to utilise media forums to broadcast their anger and discontent. Once the proceedings concluded their distress and anger were clear. I was not surprised that the Webber, Kumar/O'Malley-Kumar and Coates families approached the media outlets on the steps of the Crown Court to voice their anger.

555. The key themes expressed to the media included their perceptions that justice had not been served and that they felt failed by the police and the NHS, particularly Mental Health Services. They felt missed opportunities had resulted in the death of their loved ones. They were also very critical of the Crown Prosecution Service, further adding that they were not properly consulted or informed throughout the investigation and decisions were made hastily and without their involvement and co-operation. They voiced that they had not been supported throughout the investigation.

556. Whilst this was not directly aimed at the FLOs nor the family liaison process, the insinuations that they had not been kept informed or updated was a reflection on the role performed by the FLOs, strategically led by me as the FLA. It was distressing for the FLOs and I who retired upstairs in the Crown Court to contemplate the events as they were unfolding. The FLOs were incredibly upset and distressed which further compounded the traumatic effects of managing such a complex case with so many victims and families involved. I, too, felt this pressure and felt upset that the families had voiced feeling so let down. For the previous seven months, the FLO officers and I had tirelessly worked to provide the best service we could to the families and victims so deeply affected by the atrocities

committed by Valdo Calocane. Emotions ran high with the FLOs and I as we struggled to hold back tears, feeling disappointed by the comments made about support and updates. I felt, and still feel, this is a very inaccurate reflection of the updates given which are detailed above, within documentation produced to the Inquiry and within the incredibly detailed and meticulous logs maintained by FLOs throughout. I feel that the dedication and unwavering effort of the FLOs was being unfairly represented to the media outlets just outside the doors to the courthouse. However, I recognise that the families were distraught at this time.

557. The CPS and the SIO remained at court, after sentencing to answer any questions posed by the families. The Webber, Kumar/O'Malley-Kumar and Coates families all undertook interviews with the attending media outlets on the steps of the Crown Court. As far as I am aware, they did not return inside the court building.

558. Wayne Birkett and Elaine Newton thanked the CPS and the investigation team via DC Johal and DC Kimberley, and advised they had no need to speak to the CPS or SIO further. They did not wish to interact with the media outlets congregating en masse outside and therefore the FLOs escorted them out of the building to avoid the awaiting press, as per their request. Both Wayne, Elaine and their accompanying families thanked their FLOs for the continued support throughout.

559. DC Johal contacted Sharon and Marcin post-conviction and sentence to provide them both with an update. Both were grateful for the update and had no questions.

560. On the 28th January 2024 DSupt Sanders forwarded an email update from the Secretary of State for the Department of Health and Social Care (DHSC) that a special review had been ordered by the Care Quality Commission (CQC) into the NHS Trust where Valdo Calocane was treated. This was to focus on an investigation into the care to understand any failings, to consider any wider issues in mental health services in Nottinghamshire and to ascertain the CQC's view on patient safety and the care provided (NGPF0009870). This was to be forwarded on to the families, which the NHS Trust duly did following the lifting of the embargo at 0001 hours on the 29th January 2024. The FLOs were called by me and the FLOs were asked to update the families and affected victims that this would be released in the media by the DHSC on the 29th January 2024.

561. DC Farrell sent an email to the East Midlands Victim Contact Services to ask who the dedicated Victim Liaison Officers were for all the victims and affected families. She provided the details of all and the relevant FLOs (NGPF0009871). The National Probation Service (NPS) replied the same day requesting that the Victim Contact Service Referral Form was completed for every family and affected victim. All FLOs were copied into this and completed their relevant referrals (NGPF0008381).

562. DSupt Sanders then forwarded me an email from Sam Shallow requesting email addresses for the families of the deceased victims. DSupt Sanders provided the email addresses for the Webber and the Kumar/O'Malley-Kumar families (NGPF0009873). I forwarded the email for James Coates and advised I would get

the contact for Elaine. She advised this letter would invite the families of the bereaved to a meeting with her chief and head of legal services (NGPF0009873).

563. On the 29th January 2024 Emma Webber emailed DC Farrell and DC McVey requesting information relating to the HOPM toxicology. I was copied into the response from DC Farrell asking what information was being requested (NGPF0009875). DC McVey forwarded the PM toxicology report to Dr Kumar as per his request and copied me into the email (I refer to this report as NGPF0004166). She advised that she also had the full HOPM report but did not want to send this without the formal request for this from the family (NGPF0010094).

564. At 0930 hours on the 30th January 2024 I attended a Gold Group chaired by ACC Griffin. This commenced at 1015 hours. This discussed several topics. The questions raised included whether the families were raising any public complaints that required PSD oversight and/or a referral to the IOPC. At this time, it was confirmed that no public complaints had been received I refer to the Open Action log for this meeting as (NGPF0009877, the minutes from the 19th January 2024 meeting as NGPF0009878 and the Agenda as NGPF0009879).

565. There then followed a discussion about why toxicology had been taken from Grace and Barnaby during their PM toxicology but had not been taken from the suspect, during his police detention. As previously detailed, DSupt Sanders had directed the taking of intimate samples from Calocane whilst in police custody, but he had

exercised his legal right to refuse these. I am further aware that DSupt Sanders made a policy decision that head hair samples would not be taken from Calocane. These were decisions for DSupt Sanders in his capacity as the SIO. The toxicology and histology samples of Grace and Barnaby were taken by Dr Michael Biggs during the HOPM, which were detailed in the forensic strategy of Crime Scene Manager (CSM) Tess Buxton.

566. I was then updated that the Webber and Kumar/O'Malley-Kumar families had called for a Public Inquiry which had not been approved by the Prime Minister at this time.

567. Dr Kumar also questioned the FLOs regarding the Slazenger bag that was in the possession of Calocane on CCTV as he returned to Nottingham on the 13th June 2023. He asked if this had ever been recovered. Despite extensive enquiries, the Slazenger bag must have been placed somewhere by Calocane and despite CCTV trawls and several premises' searches, this was never recovered.

568. There then followed a discussion regarding the claims by the Webber family, Kumar/O'Malley-Kumar family and James Coates that there were a lack of general updates and then a lack of updates pertaining to the psychiatric reports during the investigation. Both DSupt Sanders and I explained to ACC Griffin that the FLO logs were meticulously documented, and they demonstrated that a significant

amount of support was provided throughout the duration of the investigation. The logs captured the multiple instances of proactive communication with families, attempts to facilitate meetings with the SIO and CPS and updates from court hearings that families did not attend. Where issues were raised, these were fed back promptly to relevant bodies for resolution or explanation. The comprehensive and contemporaneous log keeping shows the family liaison team were diligent, and at times went above and beyond, to ensure communication lines into the CPS and the SIO were clear and unambiguous. In terms of the outstanding court warrant and general police contact with Calocane, the FLO logs all detail the dates and times of when these were discussed.

569. Final questions posed in the meeting related to the prosecution and the conviction for manslaughter and not murder. The families had requested disclosure of the psychiatric reports which gave rise to the grounds for diminished responsibility. The families were indicating that they perceived the sentence to be unduly lenient and were considering their options with the Court of Appeal.

570. The Nottinghamshire Police misconduct cases were then discussed. Mr Griffin advised that this urgently needed disclosing to the families, at a suitable time and he asked DSupt Sanders whether this ought to come from him as the SIO or from a member of the Chief Officer Team. I felt strongly that this should come from more senior officers as my direction had been that this should have been disclosed months ago by the FLOs, as per my form of words. I felt it would be unfair to put the FLOs in line for likely criticism and anger from a situation that was not of their

making. DSupt Sanders and ACC Griffin agreed with my view which was also guided by concerns for the wellbeing of some of the FLOs in this case. DSupt Sanders advised Mr Griffin that he would take responsibility for these updates and would be open and transparent, and given without delay, to the families regarding all the investigations.

571. FLO welfare was then discussed at length. The FLOs for the Webber, Kumar/O'Malley-Kumar and Coates families were all struggling both mentally and emotionally following the trial. This was due to a number of factors but was exacerbated by these families being vocal in the media, which they felt was inaccurate and unfairly representing the support they had given.

572. It had been an intensive deployment from the outset, and incredibly emotive given the atrocious and sickening nature of the attacks on all the victims. The detail of the attacks was heartbreaking, compounded by the Dashcam footage which showed the attacks, on Grace and Barnaby in particular, in its horrifying entirety. I had struggled to sleep and concentrate, both personally and professionally, on matters other than Op Hendrix. Given my role does not involve developing relationships with the families, I had no doubt that the effect on them far outweighed mine. I ensured I proactively contacted the FLOs throughout from a welfare perspective and, before the court outcome. I knew this case had taken a significant toll on them all individually.

573. FLOs are human beings, who volunteer for this rewarding yet difficult role as they ultimately have a desire to support those in times of their, often, greatest need and turmoil. This role however sadly exposes them to the often-horrific intricacies of murder investigations, terrorism or disasters; with Op Hendrix being by far the saddest and most tragic case I have ever dealt with in my 21 years of policing.

574. The FLOs' struggle was compounded by the very public criticism and media backlash which, whilst I believe was not directed at family liaison, compounded the distress and anguish they were all managing personally. I was incredibly concerned about their welfare. Alongside the deployment, and without betraying confidentiality, I was also aware of some personal matters that officers were dealing with that occurred during the Operation Hendrix investigation. I ensured support was given to them, but I know that several were struggling to balance these on top of the Operation Hendrix responsibilities, which I can categorically state were so very important to them all. PC Baxter has given me permission to discuss that her daughter was in hospital for many months during her deployment. At the time I asked about her withdrawal as a FLO from this case and advised her I would source a suitable replacement and that this would be explained to James Coates who, given the circumstances, should understand the change of FLO. PC Baxter was however adamant that she could balance her daughter and her FLO responsibilities. She was clear that she wanted to continue to support James, Lee and Darren and wanted to ensure they had consistency having built a positive relationship with them all. She had expertly arranged round the clock visits to her daughter, including her visits and ensured that she remained a support for the

Coates brothers. Her tenacity and work ethic were exemplary, and I remain in admiration of her ability to juggle her responsibilities. This is one example of the level of investment and sense of duty that each FLO brought to this investigation.

575. The criticism was predominantly directed towards the SIO and the CPS however this vicariously included the FLOs as they were the lines of communication between the family and the investigation. The FLOs and I were so invested, and we constantly replayed our role and actions, concerned as to whether we had let the families down. I reassured them that our joint aim had always been to do the right thing, at the right time and for the right reasons. We never lost sight of this as a team and I can honestly say we tried our very best throughout. I know there will be learning and reflection, which I will take on board. Despite these reassurances, I recognised that several of the FLOs required further support. Many were regularly crying and feeling unsupported by their own families who, by reason of them having no understanding of the complexity and personal impact of the family liaison role, were unable to appreciate the significant impact upon them. I therefore arranged with the Human Resources (HR) department and the Occupational Health Unit (OHU) for professional counselling support which I believe all FLOs accepted. Some continue to receive counselling to date. I also arranged for stays at the Police Convalescent Home which is a facility that provides recuperation to officers. This can be for recovery from physical, emotional and mental injury. These stays were undertaken. I also worked with heads of departments to ensure they understood that the FLOs had been affected gravely by the deployments and to provide support where and as required.

576. As a result of this, I was incredibly concerned about the ongoing wellbeing of some of the FLOs. I also anticipated that the media interest and criticism would continue as the various reviews were undertaken. It was a decision I did not make lightly, but I felt that, for their wellbeing, there needed to be consideration as to their withdrawal from the deployment. I discussed this at length with DSupt Sanders and ACC Griffin and we agreed that a plan was needed for the withdrawal of the current FLO deployments for the Webber, Kumar/O'Malley-Kumar and Coates families. This plan was to be informed by expert advice from Sian Lewis-Williams, the national Family Liaison Advisor.

577. I was clear that no withdrawal would be made until a suitable, alternative offer of support could be sourced and in place. This would also not be via the force legal department. I was vocal that I felt that these needed to be family liaison trained officers/staff and I would remain as FLA for consistency and support. I also wanted to source FLOs with a prior understanding of the case and some of the intricacies involved.

578. I know the families were disappointed to lose their dedicated FLOs who I knew had been instrumental as part of their support network. I had heard that the Kumar/O'Malley-Kumar family felt this was borne out of retaliation to their vocalising criticisms of the investigations. I can absolutely state that this was in no way a retaliation to the families. They were within their right to voice concerns; however, I felt this was necessary in the interests of the FLOs' wellbeing. I also

considered this to be necessary to enable the reviews that had been announced. These would inevitably have a focus on the family liaison aspects and therefore it would prevent any potential conflicts as these reviews were undertaken. I felt it would be impossible to navigate an ongoing deployment whilst the FLOs actions were being scrutinised. I could not see any way for the two arenas to co-exist.

579. DSupt Sanders and I agreed with ACC Griffin we would seek the counsel of the national FLA as a priority. Following this meeting DSupt Sanders spoke with Sian Lewis-Williams via telephone in my presence. The above was all relayed and she advised that this was indeed a precarious situation to navigate. She advised that she would consider what she felt would be the best solution and revert in due course.

580. On the 29th January 2024, all FLOs were requested to send National Probation Service (NPS) Victim Contact Service Referral forms to all victims. These were to ensure that families were put in touch for updates relating to Calocane and ongoing support services. They ensure families are updated regarding key events such as change in offender's status, and so forth (NGPF0008381).

581. On the 30th January 2024 DSupt Sanders updated me that Sian Lewis-Williams had advised she felt that there was no option but for the withdrawal of these FLOs on the grounds of welfare but also for transparency with the forthcoming reviews of the investigation. She advised that they ought to be replaced by persons with experience in complex family liaison deployments and with, if possible, an

understanding of the investigation. We agreed with her counsel, which aligned with our thoughts.

582. In the interim I had revisited the Nottinghamshire Police FLO cadre for available FLOs who would be suitably experienced to replace the existing FLOs. Unfortunately, many were up to capacity or were new to the role and without the necessary experience. This year had witnessed a significant number of deployments on murder and fatal road traffic collisions. DC Rowbotham was available who is an officer on EMSOU-MC based in Nottingham. She was not deployed at the outset as she was the officer with an ongoing trial at court at the time of the attacks. She had since worked on the case in an investigative capacity and had a good understanding. She was a very experienced FLO having worked on a number of murders across the East Midlands region but had also transferred from the Metropolitan Police where she had worked on their Homicide Unit and had undertaken the FLO role in a number of complex investigations. DSupt Sanders and I then discussed Police Investigation Officer (PIO) Phil Cumberpatch. PIO Cumberpatch was not currently on the FLO cadre having recently retired as a Detective Sergeant where he worked for many years on EMSOU-MC. PIO Cumberpatch had an extensive FLO portfolio and had trained many FLOs throughout his tenure on major crime. Additionally, his role as a PIO was on EMOUS-MC and he had been the document reader for Op Hendrix. He was therefore entirely au fait with the investigation having read this in detail. He worked closely with DC Rowbotham and had capacity to step into a FLO role. Both were PIP Level 2 qualified. DSupt Sanders and I discussed the pros and cons of this

and felt that the pros outweighed the cons. The cons included only having two FLOs for the three families (Webber family, Kumar/O'Malley-Kumar family and the Coates family), and having new FLOs being introduced to the enquiry whom the family had not met. The pros were that both were experienced in the realm of family liaison, having completed a number of deployments on murder investigations, both had knowledge of the case from working with the Major Crime Unit and both had capacity to undertake this role alongside their core business role.

583. As DSupt Sanders was working from the same office as DC Rowbotham and PIO Cumberpatch he informed me he would provide them with an initial brief of the events above and broach the idea of their being the replacement FLOs. If this was agreed, I would then provide a more in-depth briefing. Both were very willing to step in and take on this role to support the families. DSupt Sanders and I discussed the number of FLOs required to step in, as five were being removed. There were limited options from a FLO cadre perspective with either no capacity or limited experience but DSupt Sanders and I discussed whether, given the point in the investigation, more FLOs were needed. We both concluded that we felt that the FLO input would be significantly reduced given Calocane had been convicted, and the families were increasingly withdrawing from the police. They had been allocated NHS FLOs who were to guide them through the mental health services route, which I knew was a key focus for them after the criminal trial. I also felt this would keep family liaison within the EMSOU-MC arena and the two FLOs could provide updates to the three families more quickly and easily then managing three

different deployments. I was aware that East Midlands Police Legal Services would be handling some matters going forward and the IOPC were involved given the complaint made by Dr Kumar. I felt very strongly that I remain for consistency and to guide PIO Cumberpatch and DC Rowbotham, to continue the best service we could to the families, but I did feel this could be managed via this dual appointment.

584. I informed DSupt Sanders that a letter needed to be written to the Webber, Kumar/O'Malley-Kumar and Coates families to explain the need to replace their FLOs and to introduce DC Rowbotham and PIO Cumberpatch. Anticipating upset being caused by this, it was agreed this would be sent via a senior officer and later this was completed and sent by Chief Constable Meynell. At this time there was no removal of DC Kimberley and DC Johal as their families (Elaine Newton, Wayne Birkett, Sharon Miller and Marcin Gawronski) had not raised any concerns, complaint or questions relating to the investigation or conviction. I spoke with both officers who were very content to remain deployed.

585. DC Piggott, DC Farrell, DC McVey, DC Cutts and PC Baxter were all updated regarding the plan for their withdrawal and all agreed they felt there was no option for their continuance given their current wellbeing and the increasing media coverage.

586. On the 31st January 2024 DC McVey informed me that she had received an email from Dr Kumar posing further questions relating to the toxicology decisions relating

to Calocane and those taken from Grace and Barnaby. DC McVey forwarded this to Chief Constable Meynell and DSupt Sanders who advised they would reply in due course. DC McVey then forwarded it to PSD for the attention of T/Supt Reynolds as Dr Kumar advised he wanted this raising as a public complaint and requested onward referral to the IOPC. She advised that DSupt Sanders had sought permission from HM Coroner Ms Casey to provide the toxicology reports which had since been shared by DC McVey and DC Farrell with their relevant families. Dr Kumar was updated by DC McVey. In his emails Dr Kumar raised concerns that no toxicology had been taken from the suspect, which was a result of his refusal to provide intimate sample, but these had been taken during the HOPM, which were stipulated in the CSI strategy to the pathologist (NGPF0009696).

587. On the 30th January 2024 DC Farrell sent me the most recent family liaison log which I refer to as NGPF0009882 (I refer to the email as NGPF0009883).

588. PC Baxter emailed me to advise that James Coates had asked her questions relating to the toxicology taken from his father (NGPF0009884). This was borne from a meeting he had been to with Dr Kumar who had raised concerns about the toxicology in the case (NGPF0009885). DC McVey provided PC Baxter with the HPOM report of Ian and a separate PM toxicology report for sharing with James Coates. These came from DC McVey as they had all been provided to her from the coroner's office. I now refer to these as CPSE0006756 and NGPF0008388, respectively.

589. On the 31st January 2024 DC McVey emailed T/Supt Reynolds in PSD to advise that Dr Kumar wanted to make a complaint to the IOPC in relation to the toxicology samples. He replied that this could not be raised by the PSD as it did not relate to the other matters within the Terms of Reference from the ongoing complaints. DC McVey therefore asked if Dr Kumar would be required to raise this as a public complaint himself at which point DSupt Sanders informed T/Supt Reynolds that he would contact him to discuss. I am aware the complaint was subsequently logged (NGPF0009888 and NGPF0009696). DC McVey emailed T/Supt Reynolds for guidance for Dr Kumar to raise this complaint so it could be logged. She was cognisant of the need to be impartial given her role in the CCU and that the complaint related to the SIO (NGPF0009696).

590. On the 1st February 2024 I agreed that DC McVey could continue her efforts to support the family with the return of Grace's property from her Halls of Residence. She emailed Dr O'Malley-Kumar about this on the 2nd February 2024, advising of location and that this was available whenever she wanted this returning (NGPF0009890). The CPS were also provided with the details of the involved families and victims so these could be provided to the Attorney General's Office. DC McVey and I sent these to Kessie Pochin following her emailed request on the 1st February 2024 (NGPF0009891 and NGPF0009892).

591. At 1358 hours on the 1st February I was emailed by a staff officer on behalf of ACC Griffin. This email was a request from the Home Office asking if all families were

provided with a FLO and the regularity of contact. I reply to this at 1408 hours confirming that all families and affected victims were provided with a FLO and I respond that the level of contact varied throughout the deployment. I detailed the support included investigative updates, signposting to support (including Homicide Support referrals and EMBRACE), meetings to arrange property returns and visits both in person and online regarding SIO and Counsel updates, which the FLOs attended. The FLOs were at court for every appearance and the three-day Plea and Sentencing Hearing. I added that FLO logs detail all engagement and are significant in size demonstrating the extent of the contact and support offered and that all continue to be supported (NGPF0009893).

592. DC Farrell sent me a copy of the final FLO log completed by her and DC Piggott. This has been submitted to HOLMES. I read the log and was content with the detail contained within (I refer to the email as NGPF0009894 and the FLO log as NGPF0009895).

593. On the 1st February 2024 I was copied into the NPS Victim Contact Form for James Coates submitted by PC Baxter (I refer to the email as NGPF0009896 and the form as NGPF0009897).

594. On the 2nd February 2024 I emailed DC Beddoe to obtain approval for the return of Ian's phone to Elaine, and the possibility of having this cleaned prior to return. GRO-E

GRO-E

GRO-E

595. DC Kimberley submitted the NPS Victim Contact Form for Elaine Newton on the 2nd February 2024 and copied me into the email (I refer to the email as NGPF0009899 and the NPS form as NGPF0009900).

596. At 1442 hours on the 2nd February 2024 DI Waller provided me with copies of a letter that Chief Constable Meynell had emailed to the families and affected victims which detailed an update as to the referral to the IOPC relating to the outstanding contact with Calocane, inclusive of the warrant and an update that the Police and Crime Commissioner for Nottinghamshire had requested a review of Op Hendrix be completed by the College of Policing (CoP). I refer to these as: letter to Elaine Newton NGPF0009901, letter to the Coates family as NGPF0009902, letter to Grace's family (sic) as NGPF0009903, letter to the Webber family as NGPF0009904, letter to Wayne Birkett as NGPF0009905, letter to Sharon Miller as NGPF0009906 and letter to Marcin Gawronski as NGPF0009907.

597. On the 2nd February 2024 DC Kimberley emailed me to advise that he had submitted his written FLO log to HOLMES and once this was full, he went on to

complete electronic contact logs. He then appended 11 of these to the email dated 9th November 2023, 12th November 2023, 24th November 27th November, 8th December 2023, 18th December 2023, 4th January 2024, 23rd-25th January 2024, 26th January 2024, 28th January 2024 and 2nd February 2024. I refer to these as exhibits NGPF0009908, NGPF0009909, NGPF0009910, NGPF0009911, NGPF0009912, NGPF0009913, NGPF0009914, NGPF0009915, NGPF0009916, NGPF0009917, NGPF0009918 to .

598. On the 5th February 2024 DC McVey submitted her final FLO log to HOLMES and copied me into the email (I refer to this email as NGPF0009919 and the completed FLO log as NGPF0009920). This was followed on the 6th February 2024 by DC Farrell and DC Piggott's completed log for the Webber family (NGPF0009921 and the log as NGPF0009922).

599. On the 6th February 2024 DC McVey forwarded an email request from Dr Kumar to Chief Constable Meynell in which he requested they were provided with the full mental health timeline which the investigation collated for Calocane. He advised that his family were meeting with the CQC and the HMCPSI with the Webber family and wanted this information prior to these meetings. He requested the information that was verbally briefed to him at the meeting at Avon and Somerset Constabulary and at subsequent Teams meetings with Counsel, CPS and police. The information was also read out in open court by Mr Khalil KC on the 23rd January 2024. DC McVey confirmed in her email to Chief Constable Meynell this information has been verbally passed, as per Counsel's directions, but they did

not have detailed notes and therefore wanted hard copies providing. DC McVey advised Dr Kumar that she could not send this without approval and hence the email to Chief Constable Meynell. Dr Kumar reiterated that he wanted this prior to his meeting and was not able to understand why this could not be given as it had been in open court and read to them prior. This request was dealt with by Chief Constable Meynell (NGPF0009697 and NGPF0009924).

600. I spoke with each of the FLOs in welfare telephone calls and updated them that the senior HR person was speaking with the OHU to get the referral forms for the Police Convalescent Homes sorted for those who had requested stays and treatment.

601. At 1000 hours on the 6th February 2024 I attended Op Chainlink Gold Group chaired at Headquarters by ACC Griffin. This operation related to the review phase of Operation Hendrix, pending the forthcoming reviews. The FLO exit was discussed, and I was advised that Chief Constable Meynell would sign off the letters to the families detailing the exits, the rationale and the replacement FLOs. These were to be sent to Sian Lewis-Williams again for her counsel and then forward to all families, directly from Chief Constable Meynell.

602. T/Supt Reynolds also confirmed that the IOPC referral had been submitted following the public complaint lodged by Dr Kumar. All correspondence would go via Chief Constable Meynell and hence no input was needed from an FLA perspective.

603. On the 6th February 2024 DSupt Sanders sent an email to Chief Constable Meynell which had copied in three of his policy decisions from HOLMES which he felt may have prudent to her responding to the request regarding Calocane's mental health timeline. These were in relation to Policy Decision 117: Investigations: Liaise with NCA crime support - National Family Liaison Advisor, Policy Decision 118 : Family Strategy: Toxicology decision to be referred to PSD and complaints procedure and Policy Decision 119 : Legal services to explore the legal gateway with CQC with regards the information exchange of personal data from the HOLMES account to CQC investigators commissioned to perform the legal review. These included his attached rationale. This was for the Chief Constable and required no action from me (NGPF0009925). I responded to this and requested a form of words from the CPS that the FLOs could use to respond to the request from Dr Kumar which would provide a rationale as to the refusal to provide Dr Blackwood's report. I knew Sam Shallow was obtaining a legal perspective on this and I wanted to be able to furnish an accurate and detailed response to requests for the psychiatric reports, notes from the meeting with Counsel and so forth. I knew the families felt these were important for their meetings with the CQC ad HMCPSI (NGPF0009697). DSupt Sanders sent an email to legal services containing an attachment entitled 'Medical and Police Incident Timeline' and requested advice regarding onward sharing with the families as requested (I refer to the email as NGPF0009926and the timeline as NGPF0009927).

604. GRO-E

605. On 7th February 2024 I emailed Chief Constable Meynell a draft copy of a letter for the families informing them of the exiting of the FLOs for the Webber, Kumar/O'Malley-Kumar and Coates families. This had been drafted by DSupt Sanders and, following reading this, signed off by me. I did not participate in drafting it. It was sent to the Chief Constable for her amendment as she saw necessary and onward delivery to the relevant families (NGPF0009755).

606. Alan Murphy then sent a reply to DSupt Sanders explaining that Dr Blackwood's report was not being provided by the CPS at this point as reviews, including that of the Attorney General, were ongoing. I am forwarded this email by DSupt Sanders (NGPF0009929).

607. I emailed DC Farrell, DC Piggott, DC McVey, DC Cutts and PC Baxter on the 7th February 2024 to confirm in writing that their exit had been agreed (NGPF0009930). In this I asked that any requests received from James Coates, the Webber family and the Kumar/O'Malley-Kumar family were directed to myself. These would be forwarded to the Chief Constable who would seek the relevant advice and hitherto manage all replies. I acknowledged all requests sent thus far and advised these would be sent onwards for reply. I specifically asked DC McVey

to advise Dr Kumar that his recent requests including the mental health timeline were already in hand with the Chief Constable.

608. I advised the families would all be receiving a letter from the Chief Constable explaining their removal and advising them of the new points of contact, being PIO Cumberpatch and DC Rowbotham. I informed them that I anticipated that their ongoing involvement would be minimal, and I would absorb as much as I could as the FLA going forwards. I did caveat that I may need to contact them for any information I did not have but was hopeful these requests would be few and far between. I knew the FLOs needed a break, and a FLO exit strategy ought to be a clear ending of involvement, albeit I have never managed a deployment that has ended so abruptly and painfully for families and FLOs alike. I was saddened to pen the email as I know how deeply the FLOs cared about their families, and it was obvious that the families had appreciated the support given. This is demonstrated via the plethora of emails and messages of thanks they had received over the course of the last seven months.

609. I ended the email with a promise I will continue to support their welfare via phone calls. By staying in contact, I knew I could monitor their wellbeing and assist if required. I advised them my phone was always on for them all, which has never changed. Finally, I signed off with the following, which I wholeheartedly believed:

"This was an incredibly complex deployment, and you have handled yourselves professionally and provided incredible support for these families. I know the reviews are going to take some time, but I am entirely content that

everyone will see the fantastic work you have all done. I have never had a deployment like this. It was exhausting and challenging – Please speak up to myself or line managers for any support and we will see how we can support you.

Genuinely, I could not have managed the FLA role without the input of you all. I am more grateful than I can ever convey in an email."

610. At 0950 hours on 7th February 2024 I made a call to DS Allsop in the PSD following a lengthy discussion with DC McVey. She had spoken to me about how she felt exhausted by the ongoing media intrusion and reporting around Operation Hendrix. She updated me that she was not eating and struggling to sleep which had led to her feeling exhausted. She had been advised by OHU to consider taking a period of sickness absence and to concentrate on her counselling sessions and overall health. DC McVey is aware that I have disclosed this as part of my account. She instead requested that she reduce her hours to four hours per day for a defined period so she could focus on counselling and getting the rest she needed. It was clear that there was a lack of understanding about the family liaison role from the line managers of Fiona and they had failed to appreciate the impact of this deployment on DC McVey. I spent time explaining the role, the longevity and emotive nature of this investigation and the ongoing reviews relating to the role the FLOs played in this case. DS Allsop remained steadfast in his opinion that these hours could not be authorised and hence I requested this be passed onto T/Supt Reynolds, as Head of PSD, for consideration and approval.

611. At 1221 hours I received an email from DC McVey whereby Dr Kumar had again contacted requesting the mental health contact timeline for the meeting with the CQC. DC McVey forwarded this to Chief Constable Meynell for instruction. A response was received from her staff officer at 1311 hours that this was being considered by the legal team and a response to Dr Kumar would be provided in due course by the Chief Constable. DC McVey advised she would update Dr Kumar (NGPF0009756).

612. The letters detailing the withdrawal of the FLOs for the Webber, Kumar/O'Malley-Kumar and Coates families were sent to these families by the Chief Constable via email. It advised that there would be a replacement FLO who would be in touch to introduce themselves. There was a further letter sent via Chief Constable Meynell to Dr Kumar which advised that she had sought legal advice regarding the provision of the mental health timeline but that she had been advised that she was not able to provide this. I did not note the rationale for her decision (NGPF0009931).

613. I made further calls to DS Allsop regarding DC McVey and her welfare as I had not received a return call, and I was concerned about her ongoing wellbeing (noted in FLA log exhibit NGPF0010243).

614. I received an email at 1414 hours on the 8th February 2024 from DC McVey which contained the response from Dr Kumar regarding the change in FLO. They were

saddened by this news which again, I believe, is testament to the hard work of DC McVey and DC Cutts in supporting the family throughout.

615. The correspondence was addressed to Chief Constable Meynell and DI Waller, the staff officer to the Chief Constable. CC Meynell advised she was in receipt of this and would respond in due course. In this missive Dr Kumar explained he felt that this was not victim focused and that the removal of the FLOs had been a setback for him and his wife. He added that the family were intent on requesting DC McVey receive a commendation for her support to them throughout the investigation. This saddened me to read as I knew that DC McVey had put every effort into supporting the family and this was testament to this. However, I could see the distress she felt at the allegations in the media that the family had not been supported or provided updates which were conflicting with the email and the projected feelings of the family at her withdrawal. I knew how much they had appreciated DC McVey from their previous contact with her (NGPF0009932).

616. DSupt Sanders also responded to DC McVey's email reiterating the great role she performed as FLO and the reasons why the withdrawal decision had been reached; being the welfare of DC McVey and the implications from the inferred criticism of the FLOs voiced by the families in the media (NGPF0009933). I understood DC McVey was disappointed but given her fragile state I remained satisfied that as the FLA this was the correct decision to safeguard her emotional and mental wellbeing, as well as that of the other FLOs.

617. The exit of the FLOs was absolutely considered and one I thought about for considerable time. It was in no way a means of responding to the families' statements to the media. On the contrary, this was in response to the deep hurt felt by the FLOs, to ensure transparency for the forthcoming reviews and for the avoidance of any potential conflict therein.

618. At 1432 hours on the 8th February 2025 I emailed DC Rowbotham and PIO Cumberpatch to thank them for stepping forwards to assume the replacement FLO (email exhibit NGPF0010262). I initially allocated the Kumar/O'Malley-Kumar family to PIO Cumberpatch and the Webber and Coates family to DC Rowbotham, as I felt this would potentially be the best way to manage the deployments. I advised them that the families had been contacted by the CC to explain the withdrawal and ask them to read the FLO logs from the previous FLOs in order to familiarise themselves with the family liaison to date. I arrange to brief them personally the following day.

619. DI Waller sent me the Op Chainlink Gold Group minutes at 1459 hours on the 8th February 2024 (I refer to the email as NGPF0009934 and the minutes as NGPF0009935).

620. I am forwarded an email from Elias Calocane, the brother of Valdo, on the 8th February 2024. This letter was addressed to Mr Birkett, Mr Gawronski, Ms Miller, the Coates family, the O'Malley-Kumar family and the Webber family. Elias Calocane requested that the police facilitated providing these persons with the furnished letter. I was informed by Chief Constable Meynell in an email that she

would advise me how she wanted this contact from Elias Calocane managing. This was discussed and the decision was that we would inform the families of the existence of the letter and ask them if they wanted this forwarding to them. If they so wanted, a precis of the contents could be provided. This way it gave layers of protection as to what I felt would be badly received. It was for the families to decide if they wished to be sent a copy (I refer to the email containing the letter as NGPF0009936, the email from the Chief Constable as exhibit NGPF0009937 and the letter itself as exhibit NGPF0010263). I awaited direction from Chief Constable Meynell and then this was disseminated to the families and victims via PIO Cumberpatch which is discussed chronologically later in this statement.

621. The letter was four pages in length and began by stating that the letter was written to the families and victims on behalf of Valdo Calocane's immediate family. It explained that they would be grateful if the families would read the entirety of the letter, with a caveat that they understood if this was too difficult. It offered an apology for the brutal attacks and implicitly stated that the letter was not meant to be in any way offensive. It offered apologies in personal terms towards all the victims and the things that these attacks have 'stolen' from them. It then talks of the family having wanted to make contact previously to offer explanations that may help them in understanding the mental health battles of Calocane, but that they had previously been told to refrain from doing. It then spoke about the sentence being one in a hospital as opposed to a prison and how the Calocane family felt this was necessary for the greater protection of the public. It did reiterate how they were not attempting to detract from the barbaric nature of the attacks, just that this was due to Calocane being unwell. He then wrote about what he regarded as

failings of the police and mental health services and the mis-care of Calocane previously. It then discussed that mental health services and the government ought to bear some responsibility for the failings. The letter then advocated for reviews and a public inquiry and to highlight the failings, particularly within mental health services. Elias provided his contact details for any questions the families or victims may have. He ended by asking the families and victims not to make the same mistake as the authorities in failing to appreciate how serious ill Calocane was/is. The letter was signed off with kind regards from Elias Calocane.

622. At 0848 hours on 9th February 2024, I was copied into an email from DC McVey to PIO Cumberpatch detailing items of Grace's outstanding property that required returning, including her mobile phone. DC McVey noted that this may be **GRO-D** and hence her ensuring PIO Cumberpatch was aware. I later discussed this with him and updated that, as with her jewellery, we would arrange cleaning if requested by the family. PIO Cumberpatch acknowledged this at 0855 with a thank you reply (NGPF0001249).

623. At 1400 hours on the 9th February 2024 I provided a full briefing to PIO Cumberpatch as one of the two replacement FLOs for the Webber, Kumar/O'Malley-Kumar and Coates families. DC Rowbotham was otherwise engaged on a training course and therefore could not make the briefing. I briefed her separately to PIO Cumberpatch.

624. I discussed with the SIO and then subsequently the FLOs regarding the replacement of the previous FLOs with only two FLOs going forwards. DSupt Sanders and I considered this at length and felt this was the most appropriate option. PIO Cumberpatch and DC Rowbotham were very experienced and had an extensive history of FLO deployments, including a number of complex murder investigations. They were both well versed on Operation Hendrix, having been involved from the outset, or near outset of the investigation. I also anticipated that contact would decrease significantly following the conviction of Calocane and the subsequent decrease in contact from families with the FLOs.

625. I felt that this would be a manageable amount of contact for two persons, and this would provide consistency of messaging and ensure timeliness of messaging to the three families. We agreed this could be revisited if this became unmanageable for them or if it was felt this was impacting on the level of service being given to the families. I asked PIO Cumberpatch for his honest opinion of this assessment, and he assured me they felt it would be manageable and that he, or DC Rowbotham, would raise any issues if this were not the case. From my subsequent conversations, predominantly with PIO Cumberpatch as the lead, this has proven to work well, and no issues were raised. Contact is limited from the families, which was to be expected given the finalisation of the case and the families engagement with other agencies and their legal teams regarding the ongoing reviews and now, the Public Inquiry.

626. Following this discussion, I decided that the best way forward for all families was to be managed by both DC Rowbotham and PIO Cumberpatch working together with joint deployment to the three families. This would assist in ensuring that all updates went to all families at the same time.

627. I noted in my FLA log that Emma Webber had confirmed that she was aware of the withdrawal of DC Farrell and DC Piggott and the replacement FLOs.

628. At 1445 hours on the 9th February 2024 I attend a meeting with Chief Constable Meynell regarding the new FLO deployments. We discussed the reasons for the exit and replacements, and I assured her that this was a decision considered at length, with discussion with the national FLA which I know she, too, had contacted. I discussed the new replacements and how I felt they would be able to continue with the level of service offered and were experienced and robust enough to deal with any challenging times that may lay ahead with the reviews.

629. At 1700 hours PIO Cumberpatch advised that he had sent an email of introduction to the Webber, Kumar/O'Malley-Kumar and Coates families.

630. I was forwarded an email exchange between Chief Constable Meynell and Emma Webber which detailed a conversation relating to complaints made and ongoing reviews. I exhibit this as NGPF0009939 however no action was required of me in relation to this exchange.

631. I emailed Chief Constable Meynell with a chronology of the FLO deployments as per her request. I refer to the document as NGPF0010258

632. On the 13th February 2024 Chief Constable Meynell had a welfare meeting with the FLOs that were able to attend. DC Johal sent her apologies as she was otherwise engaged. I did not attend as I was on a rest day. I also received confirmation from PIO Cumberpatch that there has, so far, been no acknowledgement of his email sent to the families.

633. On the 14th February 2024 I received an email from Rachel Limb, the NHS Patient Safety Manager, who advised me of plans to commence the review of treatment and care received by Valdo Calocane within the NHS. She advised me the Trust were planning on contacting Calocane and his family to gather their perspectives about the level of care and treatment they felt he had received. It was a courtesy email to make me aware of the plans. I knew that the NHS FLOs were updating the families regarding the NHS Trust angle and no request was made to update any families (NGPF0009678).

634. DC Johal forwarded me 42 contact logs relating to the support given to Wayne Birkett, Sharon Miller and Marcin Gawronski, all of which have been submitted to HOLMES. I refer to these as exhibits NGPF0009941, NGPF0009942, NGPF0009943, NGPF0009944, NGPF0009945, NGPF0009946, NGPF0009947, NGPF0009948 NGPF0009949, NGPF0009950, NGPF0009951, NGPF0009952, NGPF0009953, NGPF0009954, NGPF0009955, NGPF0009956, NGPF0009957,

NGPF0009958, NGPF0009959, NGPF0009960, NGPF0009961, NGPF0009962, NGPF0009963, NGPF0009964, NGPF0009965, NGPF0009966, NGPF0009967, NGPF0009968, NGPF0009969, NGPF0009970, NGPF0009971, NGPF0009972, NGPF0009973, NGPF0009974, NGPF0009975, NGPF0009976, NGPF0009977, NGPF0009978, NGPF0009979, NGPF0009980, NGPF0009981, NGPF0009982 through inclusive.

635. PC Baxter emailed me her FLO log for James Coates which had been submitted to HOLMES (NGPF0009983).

636. At 1120 hours on the 14th February 2024 PIO Cumberpatch emailed me to inform that there still had been no contact from the families and asked if I felt he ought to send a follow up email. On the same day, I responded at 1813 hours approving this recontact. I advised that they may not engage which was a matter for each family (NGPF0009984).

637. On the 16th February 2024 I arranged a Teams meeting for Monday 19th February 2024 with Claire Miller. She is a Victim Liaison Officer for the Probation Service. This was to discuss the updates for the National Probation Service FLOs who were to be in contact with the families during Calocane's treatment in the Secure Hospital setting. This meeting took place, and all questions responded to as asked. I do not recall the content of these conversations.

638. PIO Cumberpatch advised me he sent a follow up email to the Webber, Kumar/O'Malley-Kumar and Coates families to ensure receipt of his previous email as there have still been no responses (NGPF0004274). The email explained that he understood if they did not wish to respond or if they had no questions at that point, but he was just following up that his email had landed. At 1221 hours I replied to PIO Cumberpatch thanking him and advising that this may elicit a response, however if they do not engage then that is their prerogative. I had an overriding feeling that the families were disappointed to have their original FLOs withdrawn which was entirely understandable.

639. PIO Cumberpatch sent the emails that afternoon and received positive confirmation from James Coates and Emma Webber. Both thanked him for his email and advised that they have nothing they needed at this point.

640. On Sunday 18th February 2024 I was at home on a rest day when I was contacted by Deputy Chief Constable (DCC) Cooper who advised me of a potential article being released on the 19th February 2024 regarding a WhatsApp group between officers following the incident which contained disparaging language. This included the terminology regarding Grace and Barnaby being 'proper butchered.' DCC Cooper asked that I made the families aware prior to this being in the media. I placed a call to PIO Cumberpatch and a form of words was compiled between he and I, which PIO Cumberpatch drafted in email format and shared with DCC Cooper for his approval. Following slight amendments he approved the updates. This was approved at 2112 hours (NGPF0009986).

641. As it related to the incident on Ilkeston Road, the families of Grace and Barnaby were the priority. James Coates was also to be updated by PIO Cumberpatch. It was also important to update the families that Chief Constable Meynell's son was a participant in the WhatsApp group, though it was made explicitly clear that there were a number of officers in this group. The PSD had investigated this and concluded that there was no indication whatsoever of any wrongdoing on the part of any other officers aside of the composer of the message and another officer who had forward this on to other persons. This person being PC Gell who had been investigated for Gross Misconduct in relation to this (Op Glint refers). The update given provided details of the sanctions those officers had subsequently received following the PSD investigations. The composing officer had received management action, and the second officer (PC Gell) had faced an independently chaired Gross Misconduct panel and had received a Final Written Warning.

642. PIO Cumberpatch emailed both the DCC and I to advise he would start calling the families, which was sent at 2113 hours (NGPF0009987).

643. PIO Cumberpatch updated me regarding the delivery of the information. Dr Kumar thanked him for the information and advised he understood and wanted this information in writing. This was completed via an email sent from PIO Cumberpatch. Dr Kumar did state that he was disappointed that the call did not come directly from the Chief Constable as it involved her son. PIO Cumberpatch

did state that the FLOs are the conduits of information and hence the call from him, but that he would feed this back to the Chief Constable.

644. Emma Webber was contacted but there was no reply to telephoning her. She replied to PIO Cumberpatch that she was unwell in bed and requested a text message update. This was emailed to update me at 2149 hours (NGPF0004280). He abided by the request and texted the brief details, advising that he had also forwarded an email containing the same information as requested by Dr Kumar. Emma Webber replied that she was already aware of this but gave no information as to how she was informed and stated that she had 'commentated.' Again, she did not qualify how or to whom she had commentated. She advised that she was 'disgraced 'and requested that there was no further contact between the SIO and the family which was fed back to DSupt Sanders.

645. At 2156 hours PIO Cumberpatch forwarded me a thread of the text message conversation with Emma Webber (NGPF0004276). A further email was sent at 22:28 hours containing the continuation of the text message thread (NGPF0004338).

646. PIO Cumberpatch then contacted James Coates and provided the same update. He did not raise any issues at this time, albeit he did allude to the brief information passed by PC Baxter several months ago about an officer viewing something he should not have. No other detail had been passed at this time (NGPF0001319).

647. As it was now almost 11pm on a Sunday evening I made the decision that Elaine Newton, Wayne Birkett, Sharon Miller and Marcin Gawronski would be made aware the following day. Whilst they did need to be aware, the text did not relate directly to them and thus my assessment was that this was suitable for a call on the Monday morning. At 2246 hours I emailed PIO Cumberpatch to thank him for his efforts (NGPF0001192). I am aware he then forwarded the information in writing to Emma Webber and James Coates to ensure they had this information in writing, as requested by Dr Kumar (NGPF0001320).

648. At 0845 hours on the 19th February 2024 I emailed DC Johal and DC Kimberley and requested they provided the above update to Elaine, Wayne, Sharon and Marcin (NGPF0010095 I followed this up with a call to DC Johal who confirmed receipt and would make the calls that morning. I was awaiting a reply from DC Kimberley regarding the update to Elaine. I subsequently updated DCC Cooper. Dr O'Malley-Kumar emailed PIO Cumberpatch detailing receipt of his emails and confirming nothing was required at this time.

649. I was forwarded an email from DC Beddoe to DSupt Sanders from Elias Calocane asking questions relating to the investigation which DSupt Sanders directed to Chief Constable Meynell for reply. It asked questions regarding family liaison and toxicology. This was for my information only and no action was required thereafter (NGPF0009698).

650. At 1826 hours on the 20th February 2024 I received an email sent from the staff officer, DI Waller, to the Chief Constable whereby he attached letters for the Webber, Kumar/O'Malley-Kumar and Coates families. PIO Cumberpatch was also copied into this email. The letter contained an invite from the Chief Constable to the families to meet her in person to discuss the PSD investigations (I refer to the email as NGPF0009993, the letter to James Coates as NGPF0009994, the letter to the Webber family as NGPF0009995 and the letter to the Kumar/O'Malley-Kumar family as NGPF0009996). These were being sent from DI Waller directly to the families. PIO Cumberpatch attempted to contact all the families to advise they would be receiving these letters. DI Waller then sent the letters attached via email to the families.

651. PIO Cumberpatch then emailed me with the responses of the families. James Coates did not offer a response at this time. Emma Webber could not be contacted and so was left a voicemail and the email. Dr Kumar advised that he did not wish to meet with the CC and would write to her personally to express his dissatisfaction and to request full details of the investigations and to understand why they were not invited to attend the PSD hearings (NGPF0009997).

652. At 0956 hours on 20th February 2024 I received a further email from DI Waller updating that Nottinghamshire Police had received a letter from Elias Calocane, the brother of Valdo. Elias requested that his letter was shared with the families affected by Op Hendrix. The letter was read to ensure that this did not contain inappropriate language or content. I forwarded this email to the FLOs for all

families at 1016 hours with an update that I was awaiting confirmation from the Chief Constable to send this to all families that day. The FLOs were asked to update the families as to the existence of the letter initially and to then forward on to only those who wished to receive it. In the email I asked DC Kimberley to discuss the PSD investigations with Elaine as she was meeting the Chief Constable that week and may have some questions. I ended the mail with a note to DC Johal offering potential dates for Wayne Birkett to meet the Chief Constable as he had decided to do this post the conviction of Calocane (NGPF0009998).

653. At 1102 hours I emailed DI Waller, copying in the FLOs, a draft email which conveyed a precis of what the letter contained. I ask for approval from the Chief Constable to use this to update the families consistently and they could then make an informed decision as to whether they wished to receive/read the letter (NGPF0009999). At 1122 hours I received the go-ahead from the Chief Constable to send this precis and the emails. DI Waller also provided letters for Marcin and Sharon from the Chief Constable detailing the offer to meet with her to discuss the PSD investigations. No letter was sent to Elaine or Wayne as they were meeting with the Chief Constable personally and she informed me that she would offer to discuss this then (I refer to the email as NGPF0010000 and the letters to Sharon and Marcin as NGPF0010001 and NGPF0010002 respectively).

654. On the 20th February 2024 DC Johal completed the National Probation Service Victim Contact Service Referral forms for Wayne Birkett, Sharon Miller and Marcin

Gawronski. These ensured that they would receive contact and updates regarding all matters related to the Probation Service and their dealings with Calocane.

655. At 1218 hours PIO Cumberpatch updated that he had rang the Webber family, Kumar/O'Malley-Kumar family and James Coates around midday that day. As there was no reply to ringing from Emma Webber and Dr Kumar, a message was left with a brief explanation regarding the reason for the call. James Coates answered and advised he was undecided. They agreed that he would be sent the email with a precis and the letter attached, and he could therein decide whether he wished to open this or not (NGPF0010003).

656. PIO Cumberpatch advised he would make further calls that afternoon to Emma Webber and Dr Kumar and if no response was forthcoming, he would send an email explaining he would be sending a further email containing the letter and a precis. I replied at 1222 that I approved that idea (NGPF0010004). In this email I chased updates from DC Kimberley and DC Johal. PIO Cumberpatch sent emails again asking the families to contact him before attaching the email.

657. Emma Webber replied by email that she could not answer but approving the letter being emailed to her. She also raised some questions regarding the PSD investigations and advised that she did not feel it was prudent to meet with the Chief Constable at this stage as they were having meetings with the IOPC. This was fed back to the Chief Constable and the letter from Elias Calocane forwarded

to her (NGPF0010237). PIO Cumberpatch informed me he had forwarded the letter to Emma Webber via email.

658. I was then emailed by DC Beddoe that Elias Calocane had asked if his letter had been sent to the families. PIO Cumberpatch called DC Beddoe to update that the process had started and that we would keep him updated (NGPF0001230). I followed up this email at 1842 hours to Neil Beddoe. I asked that he inform Elias Calocane that the families had now all been contacted regarding the letter. I then asked that no more was disclosed as it is a matter for the families if they wished to contact him (NGPF0010097).

659. At 1502 hours on the 20th February 2024 I received an email from Kessie Pochin confirming that the Solicitor General had taken the decision to refer the sentencing of Calocane to the Court of Appeal for review for being unduly lenient (I refer to the NGPF0010098 and the attached referral as NGPF0010099).

660. At 1717 hours on the 20th February 2024 I was emailed the proposed Agenda for the Op Chainlink Gold group scheduled for the 21st February 2024 (I refer to the email as NGPF0010100 and the attached agenda as NGPF0010101).

661. PIO Cumberpatch continued throughout the day to contact the Kumar/O'Malley-Kumar family. At 1917 hours he forwarded me the emails that he had sent to the familied entitled 'Letter to forward'. A separate email was then sent detailing what is in the following email and that this email contained the attachment of the letter.

The decision to email this was made following being unable to contact the family (NGPF0010102). The email attaching the letter was entitled 'PLEASE DELETE AT SOURCE IF NOT WANTED.' This was to ensure they were aware of what the email contained, and it was not opened accidentally (NGPF0010103).

662. At 2100 hours on the 20th February 2024 I forwarded PIO Cumberpatch a letter drafted by the Chief Constable to the Webber, Kumar/O'Malley-Kumar and Coates families. This was in response to the requests to know more about the PSD investigations (NGPF0010104). PIO Cumberpatch subsequently forwarded an email to the families that they would be receiving a letter from the Chief Constable. The letters were attached to the email, and I refer to these as exhibits NGPF0010105 (Letter to the Kumar/O'Malley-Kumar family), NGPF0010106 (letter to the Webber family and NGPF0010107 (letter to the Coates family).

663. At 2231 hours on this date I received an email from PIO Cumberpatch expressing annoyance from both Dr Kumar and Dr O'Malley-Kumar for forwarding the email with the warning. This was sent after a number of attempts to contact the family and not wanting them to hear from other families about the existence, or content, of the letter. Both Dr Kumar and Dr O'Malley-Kumar were annoyed that this had been sent and therefore PIO Cumberpatch emailed an apology. I could sense he was troubled having made numerous efforts to contact the family. As ever, I could see PIO Cumberpatch was trying his utmost to deliver the information in a timely manner (NGPF0010108).

664. DC Kimberley emailed me confirming that Elaine Newton had asked for the letter to be sent to her email, which DC Kimberley confirms he did (NGPF0010109).

665. On the 21st February 2024 I was copied into an email from DSupt Sanders to Chief Constable Meynell and ACC Griffin containing the court transcripts from the three-day Plea and Sentencing Hearing which I refer to as exhibits NGPF0010110, NGPF0010111 and NGPF0010112.

666. Whilst on annual leave on the 23rd February 2024 I was contacted via email by Matt Jarram from our Corporate Communications department. As I was on leave and did not respond to his email, he called me on my mobile phone number and the content of his email was read to me verbatim and agreed by myself, pending agreement with the SIO and ACC.

667. This related to a prepared statement to be provided to the journalists in response to several requests received in force. This related to the non-disclosure briefing delivered by Chief Constable Meynell the day previous. It explained the reasons for the briefing being one of non-disclosure to the public, namely the potential for any public reporting to affect any ongoing reviews, including the IOPC and College of Policing investigations. This incorporated the information relating to the outstanding warrant for Calocane's arrest and the previous police involvement. Matt Jarram further alluded to previous briefings completed post sentencing and by ACC Griffin to several media outlets. He advised that once the reviews were published, they would be able to comment further.

668. He then read aloud the part relating to the misconduct hearings and the force decision not to publish the contents of the WhatsApp message relating to the misconduct. It detailed the families had been made aware as to the contents and it would be unfair to cause any further distress by wider sharing. I clarified further that no other persons in the WhatsApp group had been found to have engaged in any wrongdoing. It clarified that two of the words in the text were distasteful and the officer sending it had been disciplined and had received a final written warning given by an independent LQC.

669. I advised that I would ensure the families were updated and that I was content with the wording read to me.

670. On the 27th February 2024 I was emailed by DI Waller the agenda for the forthcoming Op Chainlink Gold Group due to be held on the 1st March 2024 (NGPF0010113) and the minutes from the meeting held on the 21st February 2024 (NGPF0010114).

671. On the 29th February 2024 I was further contacted by Matt Jarram who was replying to the BBC in relation to initial deployment of family liaison officers to James Coates and his brother Lee and Darren. I verbally approved his penned reply to contact from the BBC which stated that the questions were addressed in the non-disclosure briefing. This remained non-reportable and therefore no further information would be provided at this time. There was some context provided

regarding the initial FLO response, which was to Elaine Newton, being the next of kin of Ian Coates. This is standard practice in family liaison. As soon as it was established that Ian had sons, contact was made by the family liaison team, and their own family liaison henceforth took place. The FLO has remained with them throughout the process (NGPF0010115).

672. DSupt Sanders sent me a copy of the Police Incident Timeline relating to the Nottinghamshire Police contact with Valdo Calocane prior to the attacks. This was for my information and no action was required (I refer to the email as NGPF0010116 and the attached timeline as NGPF0010117).

673. On the 6th March 2024 I was emailed by DI Waller providing a letter from Chief Constable Meynell detailing the misconduct updates relating to Op Hendrix. These were sent to the Webber family, Kumar/O'Malley-Kumar family, James Coates, Elaine Newton, Wayne Birkett, Sharon Miller and Marcin Gawronski (I refer to these as exhibits NGPF0010118, NGPF00010124, NGPF0010119, NGPF0010120, NGPF00010127, NGPF0010121, NGPF0010122, respectively). These were to be sent that evening however a further email advised that these were being updated in response to a further query by Dr Kumar. The revised letters were sent to me, and I ensured that PIO Cumberpatch arranged the onward sharing of these letters to the families (I refer to these as exhibits NGPF0010123, NGPF0010124, NGPF0010125, NGPF0010126, NGPF0010127, NGPF0010128 through to NGPF00010122 respectively). DI Waller then forwarded me the minutes from the Op Chainlink Gold Group held on the 1st March 2024 (I refer to

the email as NGPF0010129 and the document containing the minutes as NGPF0010130).

674. On the 7th March 2024 I was made aware that PIO Cumberpatch had been asked by Dr Kumar to clarify whether Grace's phone was downloaded as part of the investigation. PIO Cumberpatch clarified that it was seized at the scene, but no download of the phone was required as this was not pertinent to the enquiry and the content was private to Grace (NGPF0010131).

675. On the 8th March 2024 Chief Constable Meynell emailed me requesting further information regarding Wayne Birkett's ongoing recovery and any issues that I felt he may have raised. Unfortunately, I was not working and did not respond prior to the meeting that Chief Constable Meynell held, in person, with Wayne Birkett (email from Chief Constable Meynell is referred to as NGPF0010132).

676. DC McVey emailed me to update that Dr O'Malley-Kumar had rung her enquiring as to whether Grace's phone had been downloaded. It was confirmed that this had not been as it was not evidentially necessary and therefore the contents therein remained private to Grace (email NGPF0010133).

677. On the 11th March 2024 PIO Cumberpatch forward me an email he sent to the families in response to an article in the Times magazine which mentioned that the FLO had been replaced for the families by a 'Document Manager'. I do not recall the content of this document, but I know that PIO Cumberpatch wanted to explain

more of his vast experience of family liaison, including the London Bombings, and his long career as a homicide DS (NGPF0010134). On the 11th and 12th March 2024 he also contacted Dr O'Malley-Kumar to arrange the return of some of Grace's property and offered times to visit the family to return her property (NGPF0010135).

678. On the 13th March 2024, DI Waller forwarded me an email containing an attachment of an email from Emma Webber. This email contained a request to facilitate contact between her and the persons subject to the misconduct investigations. The email from DI Waller forwarded me the response from Chief Constable Meynell who replied that she was unable to facilitate this owing to the ongoing reviews and investigations and to do so may have caused conflict therein. The emails were for my information and no action was required. (I refer to the email as NGPF0010136 and the attached email from Emma Webber as NGPF0010137).

679. On the 14th March 2024 PIO Cumberpatch arranged a home visit with the Kumar/O'Malley-Kumar family for the 21st March 2024 to return the property (NGPF0009757). DI Waller sent me the minutes of the Op Chainlink Gold Group which was held on the 8th March 2024 (I refer to the email as NGPF0010138 and the minutes as NGPF0010139).

680. On the 15th March 2024 PIO Cumberpatch, DC Johal and DC Kimberley were all emailed a letter to send to all families to advise that they would be receiving a letter

from the College of Policing which, in brief summary, introduced the persons outlined to perform the College of Policing review of Op Hendrix and invited the families to engage with them. This included consideration as to the draft terms of reference (NGPF0007531). These were sent to all families and the affected victims, and I refer to copies of these as NGPF0007663, NGPF0007658, NGPF0003283, NGPF0007661 NGPF0007664, NGPF0007662 to NGPF0007660 inclusive. DI Waller then sent me the agenda for the Gold Group on the 15th March (I refer to the email as NGPF0010148 and the agenda as NGPF0010149).

681. On the 21st March 2024 PIO Cumberpatch and DC Rowbotham attended the home address of the Kumar/O'Malley-Kumar family and returned Grace's property. PIO Cumberbatch sent an email of thanks to the family for their kind hospitality (NGPF0010150).

682. On the 22nd March 2024 PIO Cumberpatch emailed confirmation that he had spoken with Dr Kumar regarding questions Dr Kumar had written to Chief Constable Meynell regarding the PSD investigations and the thread of messages contained within the WhatsApp that were subject to the misconduct investigations. PIO Cumberpatch advised he would await the response from Chief Constable Meynell and that it needed only be addressed to Dr Kumar as he had asked the questions. If Dr Kumar wished to share this, he would do so (NGPF00001306).

683. On the 5th April 2024, the gross misconduct hearing was held at Nottinghamshire Police relating to the police staff member who had misused Nottinghamshire

Police systems and breached data protection by searching for and accessing information and evidence relating to recent homicide investigations and cases linked to her own family between the 22/03/2023 and 08/07/2023. This searching included, but was not limited to, Op Hendrix. The gross misconduct was found proven, and the staff member was dismissed.

684. DCC Cooper provided PIO Cumberpatch with a letter addressed from him for all families. These were then sent out on the afternoon of the 5th April 2024 (these letters are referred to as NGPF0009699, NGPF0009700, NGPF0009701, NGPF0009702, NGPF0009703 and NGPF0009704).

685. On Friday 19th April 2024 DSupt Sanders forwarded a notification from Alan Murphy (which he received on the 18th April 2024) detailing that the date for the Unduly Lenient was to be heard at the Court of Appeal on the 8th May 2024. Unfortunately, DSupt Sanders did not copy myself or the FLOs into this email though I was later copied in regarding updating CPS with how many persons would be attending the hearing and how many would like to request the CVP link to watch the hearing remotely (NGPF0010151).

686. PIO Cumberpatch drafted an email to the families that was approved (NGPF0010152) and sent to the families at 1013 hours. This also included the request regarding personal or remote attendance.

687. I emailed DC Kimberley and DC Johal to ensure that Elaine Newton, Wayne Birkett, Sharon Miller and Marcin Gawronski were made aware of the hearing date and also updated of the remote CVP link. This was emailed to the FLOs at 1316 hours (NGPF0010153). At 1351 hours PIO Cumberpatch emailed an update with a response from Dr Kumar regarding acknowledgement of the date and an update they will need to move other meetings on the 8th May 2024. The other responses were still awaited (NGPF0004212). A further email was forwarded from Emma Webber who confirmed receipt of the date and also would alter meetings on the 8th May 2024 (NGPF0004287). James Coates also confirmed receipt to PIO Cumberpatch.

688. DC Johal updated me on the 19th April that Wayne Birkett would be attending the hearing in person with Tracey and his solicitor. Marcin Gawronski requested access to the CVP link to watch remotely and Sharon Miller politely declined any attendance, either in person or remote (NGPF0010156). DC Kimberley emailed me to request the CVP link for Elaine Newton (NGPF0010157).

689. PIO Cumberpatch updated Kessie Pochin (CPS) of the replies of the families above at 1351 hours. She replied at 1506 hours stating she would await the confirmation of Elaine Newton and the attempted murder victims before updating the contacts at the ULS (Unduly Lenient Sentencing) team (NGPF0001194).

690. At 1619 hours on Friday 19th April 2024 PIO Cumberpatch copied me into an email to CPS where he asked if there was a time for the hearing so that he could advise

his families regarding which meetings they would have to move or cancel . Kessie Pochin replied at 1641 hours on Monday 22nd April 2024 that she would chase this up on the families' behalf (see NGPF0001194).

691. At 1328 hours on the 23rd April 2024 I sent an email to all FLOs, DSupt Sanders and Michelle Mannion (CPS) updating the confirmed position from all the families. Attending in person were Dr Kumar and Dr O'Malley-Kumar, James Coates and Lee Coates and the legal representative of Wayne Birkett. Requesting a CVP link to watch this remotely were Elaine Newton, Wayne Birkett, Sharon Miller and Marcin Gawronski. Wayne had since decided not to attend in person and be represented by his legal team. There had been no confirmation from the Webber family which I advised I would follow up (NGPF0010159).

692. At 1116 hours on the 29th April 2024 PIO Cumberpatch emailed the Webber, Kumar/O'Malley-Kumar and Coates families to update that he would be at the Court of Appeal for 0930 hours. He advised that he had still not got a firm timing for the hearing. This was emailed to these families as they were rearranging other meetings so as to facilitate attendance (NGPF0001122).

693. Emma Webber replied to PIO Cumberpatch asking who was to be in attendance from Nottinghamshire Police and the CPS. Cumberbatch replied stating himself and DC Rowbotham and that he was not sure regarding the CPS. He forwarded this to me for my information and I noted that he had not advised of my planned attendance (NGPF0001220). I therefore replied to PIO Cumberpatch and asked

that he made Emma Webber aware that I had planned to attend. If there had been any objections raised to this, I would not have attended. I updated that CPS were watching the hearing remotely (NGPF0010162).

694. At 1522 hours on 29th April 2024 PIO Cumberpatch forwards me an email he had forwarded to the Webber, Kumar/O'Malley-Kumar and Coates families from the ULS Team advising of how the hearing would proceed on the day and whom they would meet and that there would be a meeting room for them to meet Counsel (NGPF0004287). As they were the only families attending, it was not forwarded to the other families, which in hindsight it should have been as it did advise that there could be a delayed judgement whereby the outcome would be handed down by the Lady Chief Justice sometime after the hearing date.

695. On the 3rd May 2024 PIO Cumberpatch copied me into an email updating the ULS team of those attending from the Webber party, including non-family members (NGPF0004278). Lily from the ULS Team confirmed receipt of this email (NGPF0001172).

696. On the 7th May 2024 I was copied into another email from PIO Cumberpatch which detailed further attendees for the Kumar/O'Malley-Kumar party (NGPF0004286). Later during the 7th May 2024 all families were forwarded an email from Lily Fitch (ULS Team) providing instructions for those attending in person and remotely. These were disseminated to all via the FLOs (NGPF0001301). She advised that it

would be heard before Lady Chief Justice of England and Wales, Lord Justice Edis and Mr Justice Garnham.

697. The Lady Chief Justice of England and Wales gave a reserved judgement which she stated would be handed down in the Court of Appeal on the 14th May 2024. Following the hearing, PIO Cumberpatch advised the attending families that we would not be attending on this date. He also requested any details of those who would require the CVP link to watch this remotely. These were forwarded to the ULS team on the 9th May 2024 and included members of the Coates family who were to watch this remotely (NGPF0001279). DC Johal also updated that Wayne Birkett's partner, Tracey, his legal representative, Sharon Miller, Marcin Gawronski and she would like the CVP link. This was forwarded by PIO Cumberpatch to the ULS team who confirmed these had been added to the list for the hearing (NGPF0001193).

698. Following receiving a copy of the judgment, this was sent to all families and affected victims. I refer to a copy of the ULS – Judgment 14.05.2024 as NGPF0001124.

699. PIO Cumberpatch made me aware of an email from Emma Webber to Chief Constable Meynell in which he was copied This advised her of their legal representation going forwards (NGPF0001292). This was for my information and no action was required.

700. On Thursday 6th June 2024 I was copied into an email from PIO Cumberpatch to Chief Constable Meynell regarding an email from Dr Kumar citing his intentions to walk down Ilkeston Road and lay a rose on the 13th June 2024 at the location where Grace was killed. PIO Cumberpatch requested a steer from the chief officer team as to the likely police presence, if any, at this location on this date so he could inform Dr Kumar. There was to be a remembrance service at the University of Nottingham, but this was something Dr Kumar proposed to do following his personal tribute. The Webbers were copied in the email and thus I formed the opinion that the Webber family, and indeed others, may too have joined this walk. From a public safety perspective, it was prudent this was raised with the Chief Constable and so the family could be updated with what to expect upon their arrival. This would indeed be a solemn visit to remember the loss of Grace and Barnaby and I agreed that it required consideration and any presence of the police to be respectful to the families that were attending.

701. PIO Cumberpatch compiled a proposed forms of words to reply to Dr Kumar however DI Waller requested that he pended this until the following day as Chief Constable Meynell wanted to make some alterations. I am copied into this email trail which I refer to as NGPF0010172. On the 7th June 2024, DI Waller replied with a condensed version which I agreed and PIO Cumberpatch was asked to disseminate (NGPF0010173). This he duly did.

702. At 1412 hours on the 11th June 2024 I was copied into an email response from DC Rowbotham to Dr Kumar. Dr Kumar had responded to PIO Cumberpatch's

previous email and had requested a closure of Ilkeston Road for approximately one hour whilst the flowers were being laid. Nottingham City Council perform road closures in these circumstances, and I was also aware that Ilkeston Road is an arterial route in and out of the city of Nottingham. So as to respond to Dr Kumar as quickly as possible, I passed on this email to DI Waller for consideration by the Chief Constable (NGPF0010174).

703. I was then copied into an email from Chief Supt Verma directing officers to have minimal presence at the scene on Ilkeston Road as the Webber and Kumar/O'Malley-Kumar families lay their tributes (NGPF0010236).

704. On the 4th July 2024 I was copied into an email from DC Farrell relating to a media broadcast updating that the IOPC were investigating officers in Leicestershire Police in relation to the assault for which Calocane was wanted and occurred in early June 2023. This followed with an update that the watchdog was also investigating a number of complaints made by the families regarding Op Hendrix, and in relation to family liaison, how the families were informed of the death of their loved ones, and the support they put in place for them and how information from the ongoing investigation was communicated to them. This was the first I was aware of the IOPC investigation (NGPF0010175). Questions were then asked what the IOPC Terms of Reference (TOR) were and if the FLOs could be updated. DSupt Sanders requested that I provided the availability of the FLOs so he could arrange a meeting so that as much information could be gained as possible relating to this and the FLOs then briefed regarding Op Astwell, the IOPC

investigation name and the agreed TOR. I requested availability from the FLOs, and a meeting was arranged with DSupt Sanders (NGPF0010176).

705. PIO Cumberpatch also updated me that he was delivering some pictures to James Coates of them during the NFFC visit (NGPF0010177).

NOTIFICATION OF PSYCHIATRIC DEFENCE

706. I have been asked by the inquiry to include, in as much detail as possible, any conversations I had, both with the families and the CPS, relating to the possibility of a mental health defence and its possible implications; the confirmation that a defence of diminished responsibility was in fact being pursued and its implications; and confirmation that a defence of diminished responsibility was initially accepted by the prosecution and its implications. I have outlined this in my general chronology but for succinctness I cover these points below in a chronological order.

707. My FLA logs detail any contemporaneous notes taken regarding Op Hendrix and this details where mental health updates featured. These were initially recorded in Major Enquiry workbooks as previously detailed (these are referred to as NGPF0009431 and NGPF0010242). I later typed these into an electronic FLA log which has been submitted to HOLMES (Exhibit NGPF0010243).

708. I had no personal visits to the families throughout the investigation at all. All telephone, email and personal visits with the families were by the FLOs, as per

family liaison protocol. The FLOs were accompanied on occasion by the SIO and/or CPS. My role was focused on co-ordinating updates to the families and affected victims, via the FLOs, to ensure they were updated about the progression of the investigation and criminal justice process and any questions or concerns raised were fed back to the SIO. The only face to face meeting I had with any families was at the PTPH on the 28th November 2023 and at the Plea and Sentencing Hearing on the 23rd to 25th January 2024.

709. As my chronology details, my dealings with CPS were all via email, either directly from them or from the SIO, until the online meetings with the SIO, Sam Shallow and Mr Khalil KC on the 24th November 2023 and the 15th January 2024 which were attended by the Webber and Kumar/O'Malley-Kumar families. They were also in attendance at the PTPH and Plea and Sentencing Hearing. As far as I recollect, I had no meetings or personal discussions with CPS prior to this.

710. I did request that all FLOs attend the initial Crown Court hearing of Valdo Calocane at Nottingham Crown Court on the 20th June 2023. At this hearing it was established that no plea would be entered and that the defence would be instructing expert psychiatric reports. In my experience these take several months to be completed. I requested that the FLOs updated all families as to the hearing and court timetable. This was with the exception of PC Baxter and DC Kimberley as James Coates and Elaine Newton were present at the hearing. They were therefore present in the court as the defence indicated their intention to instruct a

psychiatric report. It was unclear at this point what the defence case would be, and this would come in time, once the reports had been obtained.

711. Elaine Newton, James Coates and families spoke with the police, CPS and junior Counsel following this hearing and an explanation was given as to what had been said and that the defence were obtaining psychiatric reports. No questions were raised to the FLOs (paragraph 266 refers).

712. Whilst the families of Grace and Barnaby were informed of this information, they were very clear with the FLOs that they could not handle details of the attacks or information relating to the ongoing legal process in the early stages, as they were focusing on their grief following the loss of their children. This was entirely understandable. In the interim the FLOs continued to offer support and advised they were available for any questions. There were no questions following the initial hearing from the families of Grace, Barnaby or Ian. The affected victims also asked no questions.

713. DC Johal updated Wayne Birkett, Sharon Miller and Marcin Gawronski of the initial Crown Court hearing.

714. DSupt Sanders offered SIO visits on a number of occasions to all families. These were politely declined initially by the Webber and Kumar/O'Malley-Kumar families as they needed time to navigate their grief. James Coates and Elaine Newton were offered an SIO visit but this was initially declined as they stated they had no

questions following the court hearing. None of the affected victims wanted an SIO visit.

715. Throughout the coming months the FLOs were in regular contact with the families as my chronology, and their individual FLO logs will detail. This support included funerals, signposting to support services through to facilitating visits to NFFC for the Coates family and Ashley Newton. It was a busy time but from an investigation perspective, there were limited updates regarding the investigation and none from a criminal justice perspective. Essentially, the Crown were awaiting the defence case.

716. On the 22nd August 2023, the Kumar/O'Malley-Kumar family had their home visit from the SIO followed by the Webber family on the 12th September 2023. At this point however the defence had not received their initial psychiatric report and therefore there was no further information that could be provided to the families in terms of the defence case. I was not present in these home visits but was updated by the attending FLOs who took notes of the areas discussed by DSupt Sanders.

717. The points discussed are detailed in my chronology and the FLO logs.

718. Paragraphs 308 -311 refer to the meeting with the Kumar/O'Malley-Kumar on the 22nd August 2023. This covered a number of questions raised by the family pertaining to the mental health of Calocane. The family were very concerned that there may have been missed opportunities by mental health services which could

have prevented the death of Grace. They were very clear that they wanted a deeper understanding of his previous contact with mental health services, which DSupt Sanders agreed to provide to the family. This was subsequently provided by the FLOs. The family were distressed that mental health could be a factor in the death of their daughter and, both being medical doctors themselves, they had a much-heightened knowledge of mental health and the NHS.

719. The forthcoming PTPH was then discussed along with the trial dates and the details of the prosecuting Counsel. The family advised they would like a future meet with the KC and CPS. DSupt Sanders then described the case as being strong but that there was no indication of plea until the PTPH, and this was where mental health may well be raised as a defence. I note in my FLA log that DSupt Sanders did stipulate that he was very alive to this possibility and the family, albeit upset, indicated their understanding.

720. I am unsure whether the update was from DC Farrell or DC Piggot relating to the SIO meeting on the 12th September with the Webber family, but my notes detail that DSupt Sanders answered questions raised regarding the investigation and discussed the timeline that lay ahead with court dates. He explained the PTPH and whilst there was no indication of plea at this point, there was a likelihood that mental health would be raised by the defence.

721. On the 21st November 2023 I asked PC Baxter to arrange an SIO visit with James Coates, aware that he had declined these previously and stated he had no

questions. Cognisant of the psychiatric reports, I felt it was now very prudent that a meeting was held. I knew he worked long hours and had previously requested updates from PC Baxter in telephone calls and from the SIO and Counsel at court, but there was a lot of information which I knew DSupt Sanders was keen to explain including the implications of the defence psychiatric report and the previous mental health timeline of Calocane. I knew that he was attending the PTPH with his brothers the following week where James Coates had indicated he wished to speak with the SIO, CPS and Counsel but I asked her to arrange a date with him and the SIO when they were together at court to arrange this as soon as possible.

722. No SIO visit was arranged as James Coates advised that he was content that he would see the SIO, CPS and Counsel at the PTPH.

723. The notification of a potential psychiatric defence was discussed in length during the meeting on the 24th November 2023. This was the online meeting arranged at the request of the Webber and Kumar/O'Malley-Kumar families. Paragraphs 409-418 provide a detailed synopsis of the discussion points from the meeting which was attended by the SIO, CPS, Counsel, the families' FLOs and I. Mr Khalil KC provided a detailed explanation of diminished responsibility and the implications this had on this case. the partial defence of diminished responsibility.

724. Mr Khalil KC further explained that to disagree with this stance, and pursue a trial for murder, the Crown would have to demonstrate that they had come to the wrong conclusions. He advised that this could not be successfully argued. The CPS also

advised around the findings from the report from Dr Blackwood of the prosecution which further cemented the partial defence of diminished responsibility. This is explained in detail in paragraph 410- 413.

725. Mr Khalil KC then explained that on this basis the prosecution would likely be accepting the defence's pleas to three counts of manslaughter on the grounds of diminished responsibility and three counts of attempted murder. It was explained that diminished responsibility only applied to murder and not attempted murder and hence why those charges remained.

726. Mr Khalil KC then explained the sentencing process, including the intricacies of the Hospital Order with restrictions and the Hybrid Order.

727. The family were very distressed and angry about this explanation again arguing that they felt that the psychiatrists had not assessed Calocane until some months post the attacks and had suffered a mental health deterioration in the intervening period.

728. They were adamant that pleas should not be accepted at this point and further psychiatric assessments were required, with, the families argued, a renewed focus on his presentation at the time of the attacks.

729. The meeting ended with the families very distressed and unaccepting of the prosecution's current position and with the likelihood was that the pleas would be accepted at the PTPH.

730. Following this meeting the FLOs updated the other families as to the points of discussion in this meeting to ensure all were updated. They were provided with a form of words penned by DSupt Sanders that I include in my FLA log and I have included at paragraph 418.

731. The FLOs updated all persons, and the specific times are recorded in their FLO logs. There were no questions from Elaine Newton, Wayne Birkett, Sharon Miller or Marcin Gawronski. James Coates was contacted by PC Baxter and updated over the phone as to this update. This was the method of communication preferred by James given his busy work schedule and he wanted to receive updates as timely as possible, rather than to delay for a home visit. PC Baxter specifically asked if he wanted the update over the phone or in a home visit and he advised that he wanted this there and then over the phone. Following the update, he was upset and angry and told PC Baxter he felt that Calocane was getting away with murder.

732. Following the meeting on the 24th November 2024, both the Webber and the Kumar/O'Malley-Kumar families contacted the FLOs, the SIO and CPS with their requests that there was not to be an acceptance of plea at the PTPH. They

requested further psychiatric assessment as they did not agree with the reports obtained. They felt that further assessments needed to be undertaken as they felt insufficient consideration had been made in regard to the mental health of the defendant at the time of the attacks and as a result the CPS commissioned Dr Latham's report (see paragraph 445). This is not usual practice for CPS but, I feel, demonstrates the commitment and desire to fully explore the diminished responsibility defence.

733. I attended the PTPH held on 28th November 2023. At this hearing, the prosecution formally declined to accept the pleas offered by the defence to three counts of manslaughter on the grounds of diminished responsibility and three counts of attempted murder. Mr Khalil KC advised the court that the prosecution was to instruct a further psychiatric report which was agreed. The prosecution was informed they had until the 22nd December 2023 to decide upon their acceptance of pleas. The families were still incredibly distressed but pleased that the acceptance of plea had been postponed.

734. Following the hearing the SIO, CPS and Counsel had meetings with the families in attendance. Post the hearing, they met first with Elaine Newton, James Coates and families as they agreed to be spoken to together in one of the rooms in witness care. The SIO was present in this discussion as were the FLOs. I was not present as the room was compact. The SIO, CPS and Counsel then had a meeting with Dr Kumar and Dr O'Malley-Kumar to repeat the updates given to Elaine Newton and James Coates. I was present in this room as it took place where I was seated.

735. Both Dr Kumar and Dr O'Malley-Kumar were very concerned that the psychiatric reports had not focused on the mental health of Calocane at the material time of the attacks but had instead suffered a deterioration in his mental health post his incarceration. They felt that the psychiatric reports where therefore flawed and he was essentially getting away with murder.

736. Mr Khalil KC was very clear that the psychiatrists were expert witnesses and offered his reassurances that they had been focused on his mental health at the time of the killings. He reassured the family that they would meet again once this additional report was returned.

737. The Webbers did not attend the PTPH in person as Emma Webber was in GRO-E GRO-E and David Webber attended the hearing remotely via a CVP link. DC Farrell contacted him post hearing to ensure he had understood what had occurred. He indicated he did but that he was still very much angry at any proposition that Calocane was mentally ill.

738. On the 29th November 2023 Dr O'Malley-Kumar cancelled an arranged visit by the FLOs and SIO to go through the psychiatry and the PTPH. On the 30th November both the Webber and the Kumar/O'Malley-Kumar family agreed to a joint visit with the SIO and CPS. This relates to the meeting held at Avon and Somerset HQ

which is detailed in paragraphs 450- 460. This meeting was eight hours in length, albeit the Webber family did leave early, felling unwell.

739. On the 4th December 2023 DC Farrell shared a text message from Emma Webber whereby she asked for a joint visit with the Kumar/O'Malley-Kumar family and suggests Bristol as a location. DSupt Sanders and CPS agreed and stated that a suitable location would be required for privacy (NGPF0010179).

740. On the 12th December 2023 DSupt Sanders provided a full briefing to DC Kimberley, PC Baxter and DC Johal covering the information provided on the 7th December 2023. The delay was owing to other commitments and, I believe, the rest days of DSupt Sanders. I wanted to ensure that this brief was clear as he had been present at the previous meeting. He provided a full overview of the meeting on the 7th December 2023 which was then delivered by the FLOs to other families and affected victims.

741. He offered to meet with James Coates, Elaine Newton, Wayne Birkett, Sharon Miller and Marcin Gawronski in person, accompanied by CPS if they so wish. No requests were made by any of them for such a meeting.

742. DC McVey, DC Farrell and I discussed the psychiatric reports and felt it would aid the families if they could read the contents of the psychiatric reports themselves as, at this point, they had only been given the details of the content and the overall

findings. DC McVey therefore asked DSupt Sanders to ask CPS to give approval for the reports to be given or at least read, verbatim, to the victims. Permission was granted to read the reports to them but not to provide hard copies. This was then completed by the FLOs with their respective persons.

743. On the 13th December 2023, the CPS received the final psychiatric report from Dr Latham. This correlated with the previous reports. The families were updated that the CPS were now considering this in line with the other reports.

744. James Coates delayed his SIO visit until the 17th December 2023, which was arranged following a number of calls from PC Baxter to arrange around his shifts. These were all conducted, rightly, at a time when the families felt able to meet with the SIO and discuss details of the case in more detail. The SIO covered the timeline of the incident and investigation from start to finish and included the background of Calocane covering his previous interactions with mental health services and that he was wanted on warrant for an assault on an emergency worker in 2021. He also discussed the psychiatric reports in detail. James Coates advised he had no questions following the meeting but was very angry at the likelihood that the pleas to manslaughter relating to his father would be accepted at the next court hearing (paragraph 483).

745. On the afternoon of the 18th December 2023 the CPS advised the SIO and FLOs that they were accepting the pleas offered by the defence on the 22nd December 2023. They were therefore compiling letters to each victim, as per the Victim's

Code and these were delivered to the families. This letter established the formal acceptance of pleas.

746. At Nottingham Crown Court on the 22nd December 2023 the prosecution formally accepted pleas to three counts of manslaughter on the grounds of diminished responsibility relating to Grace, Barnaby and Ian and then three counts of attempted murder relating to Wayne, Sharon and Marcin.

747. Elaine Newton had her SIO meeting with DSupt Sanders and DC Kimberley on the 4th January 2024. Whilst this appears very late, a number of offers were made to Elaine Newton previously however she advised DC Kimberley that she did not need a further meeting with the SIO until this point. Elaine attended all court hearings from the 20th June 2023. She met with the SIO and Counsel following the PTPH on the 28th November 2023 and had been provided with updates by DC Kimberley in the interim. Given the pleas had been accepted and there was the upcoming Plea and Sentencing Hearing, DC Kimberley asked Elaine Newton if she felt a meeting with DSupt Sanders would be beneficial prior to this. She agreed and this date was arranged for the new year at her request. In this meeting the psychiatric reports were again discussed alongside the potential outcomes on conviction, being the Hospital Order or the Hybrid Order.

748. The Plea and Sentencing Hearing then took place at Nottingham Crown Court on the 23rd to the 25th January 2024.

749. I have been asked to set out in as much detail as I can any conversations that I had with (1) the CPS and (2) the family / affected in respect of the instruction of a second prosecution psychiatric expert. Without repeating all the information laid out in the previous paragraphs, I summarise this in two parts: the first being present in the meeting requested by the Webber and Kumar/O'Malley-Kumar families on the 24th November 2023 whereby Mr Khalil KC explained the likelihood of the prosecution accepting the pleas of three counts of manslaughter on the grounds of diminished responsibility as opposed to murder in relation Grace, Barnaby and Ian; the second part relating to the instruction of Dr Latham, who provided the second report. Please refer to paragraphs 409- 418 for a synopsis of this meeting and the explanation provided around the psychiatric defence.

750. Following this meeting DSupt Sanders wrote a form of words to update the other families and affected victims of which I have included above. This was read to all other parties to update them.

751. The Webber family and the Kumar/O'Malley-Kumar family were adamant that this should not be accepted and that they disagreed in the strongest terms with the psychiatric assessments that had been undertaken. Their main preoccupation was that the psychiatrists had focused on Calocane's mental health post his incarceration which was several months post his remand to prison. They felt that he had undergone a significant decline in his mental health since the attacks, but this was not his presentation at the time of the attacks. They were incredibly vocal that further psychiatric assessments needed to be undertaken to thoroughly

explore his presentation on the 13th June 2023. Mr Khalil KC and CPS had addressed this previously and reassured the families that this had been the focus of the previous experts, however the families were adamant that this had not been adequately explored.

752. As a result of this, the CPS updated the families that they had made the decision not to accept the pleas offered by the defence at the PTPH on the 28th November 2023 but instead to request more time for senior lawyers to thoroughly review the reports thus far obtained and to further instruct a second prosecution psychiatric report. This was agreed and the court gave the prosecution until the 22nd December 2023 to obtain this report and to decide upon any acceptance of plea.

753. All parties were updated as to this position. The Coates Family, Elaine Newton and family and the Kumar/O'Malley-Kumar family were present at court and spoke with the SIO, CPS and Counsel post the hearing. David Webber had attended virtually as Emma Webber was unavailable to attend.

754. Following receipt of the second prosecution psychiatric report, which correlated with the previous three reports, the CPS updated the families that they would formally accept the pleas from the defence at court on the 22nd December 2023. This formal acceptance was conveyed administratively to the court and the formal CPS letters drafted and delivered to the families by hand.

755. This second prosecution report did not allay the concerns of the Webber and Kumar/O'Malley-Kumar families who were upset to hear that the psychiatrist had not interviewed certain witnesses and had also not visited Calocane in person. Indeed, this report had been written via his review of the other psychiatric reports.

756. I have been asked by the inquiry to set out in as much detail as I can any conversations that I had (if any) with (1) the CPS and (2) the family / affected in respect of confirmation that a defence of diminished responsibility was finally accepted by the prosecution and its implications.

757. The fourth psychiatric report was commissioned just prior to the PTPH on the 28th November 2023, following the concerns raised by the Webber and Kumar/O'Malley-Kumar families. This led to the Crown's rejection of the pleas offered by the defence on the 28th November 2023 at the PTPH. A second prosecution psychiatric report was therefore commissioned, and there followed the instruction of Dr Latham. He was informed of the concerns raised regarding the presentation of Calocane on the 12th and 13th June 2023 and was instructed to focus upon this. His report was received by the police on the 13th December 2023 (CPSE0000017). His conclusions mirrored those of Dr Blackwood, Dr McSweeney and Dr Shafiulah, and indicated a defence of diminished responsibility was available to Calocane.

758. Upon receipt of the fourth report, the CPS conveyed the pleas' acceptance to the courts administratively on Monday 18th December 2023 and the families were all

provided with the necessary CPS letters detailing the acceptance of plea and rationale.

759. I have been asked by the inquiry to set out in as much detail as I can any conversations that I had with (1) the CPS and (2) the family / affected in respect of a 'hybrid order' or other sentence and its implications.

760. The initial conversations I was party to in respect of a potential 'hybrid order' was in the meeting on the 24th November 2023 that was requested as a joint meeting by Emma Webber with the Kumar/O'Malley-Kumar family. Present were CPS, prosecuting Counsel, the family FLOs, DSupt Sanders and I. In this meeting Karim Khalil KC explained the legal concept of diminished responsibility and then potential sentencing orders post-conviction. Please refer to paragraphs 409- 419 where the legal concept of diminished responsibility was explained by Karim Khalil KC. This covered the Section 45A Hybrid Order, including the ongoing provisions throughout the treatment regime. The Section 37 Hospital Order with Section 41 restrictions was also discussed. Mr Khalil KC explained that many psychiatrists advocate the Hospital Order as, in their perception, it offers the greatest protection of the public. Mr Khalil KC explained that the prosecution would be advocating for the Hybrid Order.

761. In this meeting the families were vocal regarding their anger at the potential acceptance of pleas of manslaughter and were adamant that they remained

unaccepting of anything other than murder in relation to the deaths of their children.

762. Mr Khalil KC explained that under a S37/41 Hospital Order the defendant would be treated in a secure hospital and treated for however long medical experts felt he required this. He was clear he anticipated that this would be for an extremely long time before he would be considered safe for release, if ever. The order entails constant supervision by psychiatrists.

763. Mr Khalil KC informed them that the psychiatrists had both advocated for the Hospital Order.

764. DSupt Sanders provided a form of words detailing the above that was for sharing with the other families. This was delivered by the individual FLOS directly. I was not party to these updates. I was updated that no issues arose from the updates to Wayne Birkett, Sharon Miller or Marcin Gawronski. DC Kimberley explained this in detail with Elaine and she too, advised she understood and had no questions or concerns to raise.

765. PC Baxter provided the update to James Coates and again I was not party to the conversation though I was told that this had been delivered, in verbatim format. His response was one of anger and he felt that Calocane was escaping punishment for the murder of his father and had deceived the psychiatrists. James Coats asked PC Baxter to explain the two orders and the difference between them,

which she did. James was angry throughout. PC Baxter explained she was there to answer any questions he had and that this could be discussed with the legal team and SIO at the PTPH.

766. I was also present at the PTPH on the 28th November 2023 where diminished responsibility and the hospital versus hybrid order was discussed. These conversations were led by the CPS and Counsel with Elaine Newton, James Coates, Dr Kumar and Dr O'Malley-Kumar present. The Webbers were not present at this PTPH. CPS and Counsel spoke with Elaine and James Coates (and families) together and the Kumar/O'Malley-Kumar family separately, which has been the consistent approach through the investigation, to allow for personal approaches and confidentiality. The families had already been informed prior to the PTPH that the prosecution was instructing a further prosecution psychiatric assessment, focused on the mind of Calocane at the material time of the offences.

MATTERS ARISING

767. I have been asked by the inquiry to detail any issues that arose in respect of: a) the timings of the meetings with the family; b) the location of the meetings; c) liaison with respect to (1) psychiatric reports; (2) potential or accepted defences; (3) sentencing; and/or (4) the provision of other legal papers or advice d) involvement of any non-family members, and e) the time period available to the family/affected to consider matters arising. I have considered these in order.

768. As an overview, meetings were arranged by the FLOs for their families, be this a FLO meeting for updates or with the SIO, CPS and/or Counsel. In the initial months Elaine Newton, the Coates family, the Webber family and the Kumar/O'Malley-Kumar families were clear that they did not want to be given any level of detail in relation to the attacks on their loved ones who had been fatally injured. The attacks involved an extremely high level of violence, and each victim suffered catastrophic injuries. The attacks on Grace and Barnaby were captured in their entirety on dash cam footage, which remains the most distressing footage I have viewed in 21 years of policing. Quite understandably the families of the deceased requested time to come to terms with their grief and needed the support of family and counsellors. The surviving victims had also suffered significant injuries in what was, very clearly, an attempt to murder them. They too requested space and time to recuperate and to come to terms with the physical and psychological injuries inflicted on them. This made updating the families of the investigation and subsequent progress very challenging. The FLOs had to carefully balance the needs of the families and their welfare, with updates regarding the investigation and the criminal justice proceedings.

769. No families attended court on the 17th June 2023 for Calocane's initial hearing and only Ian's families attended the hearing on the 20th June 2023. This was understandable given the geographical locations of the Webber and Kumar/O'Malley-Kumar families who had just endured a week of incredible pain and suffering. This did however mean that they were not present to meet with the CPS to discuss the criminal justice route.

770. Initially the Webber and Kumar/O'Malley-Kumar families had declined to attend the PTPH, where again they could have met with the SIO, CPS and Counsel. Further offers of meetings with the CPS were also declined, preventing opportunities for the FLOs to discuss the case in detail. They also felt unready to meet with the SIO in the initial months as they were dealing with their grief. This was incredibly difficult to navigate throughout.

771. SIO meetings were delayed, at the request of the families, for some time. The Kumar/O'Malley-Kumar family requested theirs in August 2023 with the Webber family having theirs in September 2023. In these meetings the SIO broached the mental health of Calocane and the possibility for mental health being raised as a partial defence. Therefore, the issue of diminished responsibility was placed this on the families' radars some time before the psychiatrists' reports were returned.

772. Whilst James Coates and Elaine Newton had both declined SIO visits to this point, they had been informed by the FLOs of the findings of the defence psychiatric report on the 9th October 2023, followed by the form of words from DSupt Sanders explaining the findings of the prosecution psychiatric report. They were also present at the PTPH on 28th November 2023.

773. The Webber family, Kumar/O'Malley-Kumar family and James Coates have raised concerns that these were hastened during November and December 2023 and as a result they felt railroaded by the CPS in relation to the pleas acceptance. They

also raised that they did not feel as though they were consulted but that the decisions had been made without them. As the HMCPSI report highlighted, the use of the word 'consult' should be avoided, and I think this did cause some confusion as to where the authority lay and implied that the families had a shared or more prominent role in the CPS' acceptance of pleas.. The ultimate authority lay with CPS who were bound by the Code for Crown Prosecutors.

774. The meetings in relation to the dissection of the psychiatric reports, the implications therein and the resulting acceptance of plea were predominantly in November and December 2023 which was as a result of the time needed by the defence, and subsequently the prosecution, to complete the psychiatric assessments and compile the reports. The meetings in November and December 2023 were held as soon as the prosecution's psychiatric reports were received and the Crown were in a position to assess the evidential implications of these reports, both of which argued for the partial defence of manslaughter on the grounds of diminished responsibility.

775. As the defendant was remanded into custody the CTLs were invoked which presented a responsibility to ensure the case is trial ready within the strict 182-day time limit. Once the reports were obtained there was a strain to consider these expeditiously.

776. The defence report was returned in early October 2023, and the families were then informed that this had raised the partial defence of diminished responsibility. David

Webber requested further explanation of what this meant for the case, and this should have been provided sooner than early November. More timely provision of this explanation would have provided greater understanding for all families and more time to reflect on the potential implications.

777. No issues were raised by any families at any point in terms of the locations of the meetings [to discuss diminished responsibility? Be clear what meetings you are referring to]. The meeting locations were agreed between the FLOs and the family and in conjunction with the SIO and/or CPS who attended some of these meetings. I was not involved with the arrangements of these meetings, but I did make it clear to the FLOs that if travel was required to visit families, this would be authorised. Given that the Kumar/O'Malley-Kumar families lived in London and the Webber family in Somerset, this did entail some days of travelling to these locations. The overriding objective was always to visit all families where, and when, convenient to them. We wanted them to make logistics as simple as possible and remove any stress of travelling significant distances to meetings.

778. SIO home visits were conducted at the family home addresses of James Coates, Elaine Newton, the Webber family and the Kumar/O'Malley-Kumar families. Visits were offered on a number of occasions, which are detailed within the chronology, but Elaine Newton and James Coates requested that the main communication method was via telephone calls, which was most convenient for them, around their working hours.

779. The affected victims politely declined SIO or CPS visits.

780. With regard to liaison with the families pertaining to the psychiatric reports, I have considered each family and the affected victims in turn.

781. In relation to the psychiatric reports, no issues arose throughout, or, to my knowledge, have arisen since, from Wayne Birkett, Sharon Miller or Marcin Gawronski. This is in relation to either the timing of, location of or the liaison relating to the psychiatric reports.

782. Meetings with the SIO and CPS were all politely declined on each occasion they were offered. This was perfectly understandable as they thanked DC Johal for her support but each of them wanted time to recuperate and come to terms with the attacks. Wayne Birkett did attend the Plea and Sentencing Hearing and was supported by DC Johal. Here he did meet the CPS and SIO where the psychiatric reports were discussed. There were no issues raised by Wayne.

783. Elaine Newton raised no issues in relation to the timings of, locations of and the manner of the liaison in relation to the psychiatric reports. She has been extremely complimentary of the family liaison support received and for the hard work of the investigation team leading to Calocane's conviction. The psychiatric reports leading to the conviction of manslaughter on the ground of diminished responsibility were relayed to her by the FLO, by the SIO in his home visit and by the SIO, CPS and Counsel at the court hearings which she attended.

784. Elaine was disappointed with the conclusions of the reports which raised the defence of diminished responsibility, however when these were explained to her, she accepted the explanations given and the implications these had on pursuing the murder charges. She met with the Chief Constable after the sentencing and was complimentary of the support given.

785. James Coates was the point of contact for his brothers throughout the investigation. From the outset very few questions were asked of the FLO in relation to the investigation and she instigated all updates. Regular contact was established with PC Baxter and, I believe, a trusting family liaison relationship developed. She maintained regular contact with James Coates, mainly via telephone calls or support at court hearings, which were tailored to his requests. Home visits were conducted. James and Lee attended all court hearings, from the 20th June 2023. Darren Coates was present at some of the hearings, though I am unclear if he attended all. They were present in court and met CPS following the hearings where they indicated they understood that the defence were obtaining a psychiatric report in relation to Calocane's mental health. From this hearing and throughout the investigation James and Lee were very vocal that they would be angry if mental health was to form the basis of the defence case.

786. In relation to the liaison side, no issues were raised by James Coates on his behalf or those of Lee and Darren. Many updates, including those of the psychiatrists' reports, were provided over the telephone, following James advising he was able

to talk and wished to have the information over the phone, without delay. He was often busy at work and preferred to be called than delay updates for a home visit. No issues were ever raised by him requesting further home visits.

787. From the outset PC Baxter offered home visits to James at any point from herself for updates, but he requested phone contact initially. She also offered SIO and CPS visits on regular bases which he declined, stating that they were content with the updates from her via phone and would raise any issues. He also stated that he would be attending court hearings where he would, and did, speak with the SIO and CPS/Counsel directly. These meetings were declined by James Coates on the basis that he felt there was no need for the visits, and they had no questions.

788. SIO visits, inclusive of CPS if required, were offered at court by PC Baxter on the 20th June 2023, on the 4th September 2023 and again on the 9th October 2023.

789. On the 9th October 2023 James Coates was contacted by PC Baxter by telephone and she updated him as to the defence psychiatric report and that the psychiatrist has raised the potential defence of diminished responsibility. She advised that the prosecution has therefore commissioned their own expert report.

790. On the 14th November 2023, PC Baxter contacted James Coates offering an SIO visit, post the PTPH, in a home visit to discuss the case in its entirety, including the psychiatric statements. PC Baxter asked for some suitable dates for the SIO to visit. James responded that he would need to arrange this around his work and

thus stated they were struggling for time. PC Baxter advised both her and the SIO would work around them.

791. On the 24th November 2023 PC Baxter contacted James Coates and provided the update from DSupt Sanders in relation to the completed prosecution psychiatric statement that aligned with the defence report. This update advised that the Crown were likely to accept pleas of not guilty to murder but rather guilty to three counts of manslaughter on the grounds of diminished responsibility and three counts of attempted murder. The lengthy update was shared, and James Coates was very distressed, and of the opinion the defendant would get away with murdering his father. James Coates was updated that this would be discussed at the PTPH, and they would have the opportunity to ask questions with the SIO and Counsel at the hearing.

792. PC Baxter contacted Jame Coates on the 27th November 2023 to arrange meeting the following day. She also informed him that the prosecution was now seeking a further psychiatric report and hence no pleas would be accepted at the PTPH.

793. James, Lee and Darren Coates all attended the hearing on the 28th November 2023. They were taken to the witness room where they met with the SIO and Mr Karim Khalil KC. Elaine Newton was present in the room, which was agreed by all. The PTPH hearing took place, but the pleas were formally rejected by the Crown and time allowed by the judge for a further psychiatric report.

794. David and Emma Webber were very honest with their FLOs throughout in terms of their grief at losing Barnaby. Understandably, they were navigating this grief whilst supporting their youngest son, Charlie, who was deeply affected by his brother's death. The family developed a good relationship with their FLOs, DC Farrell and DC Piggott. They were very honest and very clear to the FLOs in the months following the attacks that they could not face any level of detail at this point about the investigation or the criminal justice proceedings. This was entirely understandable but proved challenging in when and how to broach the need for them to be given the information.

795. David Webber alluded to DC Farrell in her call following the PTPH that it was time that he and Emma started to face the details of the case.

796. David and Emma Webber had an SIO visit, with the FLOs, on the 12th September 2023 where the mental health of Calocane was discussed and DSupt Sanders advised that he was alive to the possibility of a mental health defence.

797. David and Emma Webber were informed about the defence psychiatric report of Dr McSweeney during a telephone update from DC Piggott on the 4th October 2023. In this call she explained that the conclusion was that the defendant had a partial defence of diminished responsibility. On the 9th October David Webber asked DC Farrell for an explanation as to diminished responsibility which she made me aware of and raised this in the meeting with the SIO on the 13th December 2023.

798. They had the meeting with the SIO, CPS and Counsel along with the Kumar/O'Malley-Kumar family on the 24th November where the defence and prosecution psychiatric reports were discussed. Mr Khalil KC advised that it was likely that the prosecution would be accepting the pleas at the forthcoming PTPH.

799. Following concerns raised by the families the second prosecution psychiatric report was commissioned.

800. The family met again with the SIO, FLOs and CPS at Avon and Somerset HQ on the 7th December 2023. This was a lengthy meeting where the psychiatry was discussed in detail. Sam Shallow was very open with the families that both reports advocate for the defence of diminished responsibility and there was, quite plainly, no getting away from those assessments.

801. On the 13th December 2023, the FLOs read verbatim the defence and prosecution psychiatric reports to the Webber and Kumar/O'Malley-Kumar families who are in attendance. The report of Dr Latham landed just prior to this meeting and a precis of this was given, caveated with the fact it had just arrived and required digestion by CPS and Counsel. Ultimately though, this offered a further proposition that diminished responsibility was available to Calocane.

802. On the 18th December 2023, the families were provided with the CPS letter advising that the CPS would be accepting the pleas to manslaughter on the grounds of diminished responsibility for Grace, Barnaby and Ian.

803. On the 19th December 2023 Emma Webber asked that the CPS halt the planned acceptance of the pleas, to which Sam Shallow was clear that this would not happen. Emma Webber advised that they would be seeking legal advice and was provided with the link for a Judicial Review by DC Farrell.

804. The Webber family were incredibly upset from the defence report about the possibility of a mental health defence and were vocal about this throughout the proceedings. Efforts were made by the FLOs, CPS, SIO and Counsel to explain the psychiatric reports and the implications of these, however Emma and David Webber remained adamant that the defendant was culpable for his actions, and nothing short of murder would be acceptable to them.

805. The Kumar/O'Malley-Kumar family similarly asked not to be provided with any level of detail in relation to the investigation as they navigated their grief from June 2023. They had their SIO visit on the 22nd August 2023 which was attended by the FLOs.

806. In this meeting SIO Sanders discussed the mental health background of Calocane and again raised that the potential for a mental health related defence. They were

upset by this and stated they wanted to understand if there had been any missed opportunities to prevent the death of Grace.

807. DC McVey updated the family regarding the defence psychiatric report during a home visit on the 3rd October 2023 where the partial defence of diminished responsibility was raised by Dr Leo McSweeney. The family were informed that the prosecution was now instructing their own psychiatric report.

808. Following request from Dr Kumar and Dr O'Malley-Kumar, there was a joint CPS meeting on the 24th November 2023 where the SIO, CPS and Counsel were present. As described above, the psychiatric reports were discussed along with the hospital and hybrid orders. The family were angered and distressed at the potential acceptance of plea for manslaughter.

809. The Kumar/O'Malley-Kumar family were originally not intending on attending the PTPH dated the 28th November 2023 but had a change of mind. At this PTPH the pleas were not accepted, and the second prosecution psychiatric report was instructed.

810. The Kumar/O'Malley-Kumar family were in attendance at the meeting on the 7th December with the Webber family, as detailed above and were present in the online meeting on the 13th December 2023 when DC McVey read out the psychiatric reports.

811. On 18th December 2023, the Kumar/O'Malley-Kumar family were informed of the formal acceptance of plea and were hand delivered the CPS letter by DC McVey. The family were incredibly dejected and had a number of concerns that were raised. These included aspects of the toxicology and they maintained their concerns regarding the psychiatric reports. They were concerned the psychiatrist had not assessed Calocane in person nor had they interviewed whom they felt were key witnesses to his state of mind on the 13th June 2023.

812. A further meeting was planned for the SIO and FLOs to meet with the Kumar/O'Malley-Kumar family on the 19th December 2023 in Romford. This was however cancelled by the family on the 18th December 2023 following confirmation that the pleas were to be accepted by the prosecution. The purpose of the meeting was to discuss the psychiatric reports further and to answer other questions that the family had, specifically the forensic strategy of DSupt Sanders relating to toxicology. A further meeting was held on the 15th January 2024. I have been asked to detail any matters arising relating to the provision of other legal papers or advice.

813. The introductory letters by the CPS were out of date when the families received them, which is noted in the HMCPSI report. The letters were sent on the late afternoon of the 16th June 2023 to the SIO, DSupt Sanders. He did not forward this on to the FLOs until 2250 hours on the 17th June 2023. At this point, the FLOs were off duty, having worked extensive hours across the previous four days. This coincided with this being a weekend and the rest days of many of the FLOs. As a

result, the letters were delayed. Whilst no families raised an issue of this at the time, they should have been delivered in a timelier manner.

814. The letters from CPS relating to the acceptance of plea were all delivered in line with the Victim's Code, by hand or via Janine McKinney. These letters explained that the pleas to manslaughter were to be accepted and a detailed rationale explaining the reasons therein. No issues were raised in terms of the delivery of the letters. However the Webber family, the Kumar/O'Malley-Kumar and James Coates, also on behalf of his brothers, were very upset that the pleas were to be accepted. The Webber and Kumar/O'Malley-Kumar families requested that the acceptance of plea be halted whilst they sought legal advice and that the administrative conveyance to the court be stopped.

815. This request was made directly of Emma Webber to the SIO and to Sam Shallow. Sam Shallow replied that this had been conveyed, and that the acceptance would go ahead in the hearing on the 22nd December 2023. She provided a further explanation that the psychiatric evidence was so overwhelming that there was no other decision open to the Crown and a murder trial could not be pursued. The families remained angry and advised they were to seek their own legal advice.

816. I have no comments to make in relation to any of the families in relation to the involvement of any non-family members. I do not recall the involvement of non-family members in this case, aside of those who provide VPSs to the courts via the FLOs who facilitated these.

817. I have been asked to consider any matters arising relating to sentencing. All families and affected victims were fully informed in advance of the Plea and Sentencing Hearing of the two potential outcomes. These were a Section 37 Hospital Order with Section 41 restrictions and the Section 45a Hybrid Order. Each option was explained in detail, including the legal distinctions between them and the implications for the defendant's treatment and detention.

818. The Webber and Kumar/O'Malley-Kumar families were informed of this during the meeting they had requested with the CPS and Counsel on the 24th November 2023 and the other families and victims were informed, verbatim, of the above, written in a form of words by DSupt Sanders (see FLA log exhibit NGPF0010243 or paragraph 739 of this statement).

819. James Coates and the Webber and Kumar/O'Malley-Kumar families were very angered at the potential for manslaughter to be accepted over the indicted murder charges. They were further outraged as they felt whichever sentence imposed, particularly the Hospital Order, did not constitute a punishment, and the outcome offered no accountability. In their view it appeared to be defendant-focused and failed to reflect the severity of the harm caused and offered little sense of justice for their loved ones.

820. This anger was mirrored during the sentencing hearing and following the summing up of the judge who imposed the hospital order. Counsel had been clear that

psychiatrists advocate for the hospital order as this offers the greatest public protection, which is their overriding concern.

821. As the families left the court room following sentencing, they expressed their deep anger and frustration to the media, again detailing how they felt that justice had not been served.

822. I understand the frustrations expressed entirely, having witnessed how deeply this has affected the families of Grace, Barnaby and Ian. The FLOs were there during the meetings with the SIO, CPS and Counsel when the sentencing options were explained. Judges however have to operate within the established sentencing guidelines and have a basis in legislation, precedent and defendant culpability which was explained by Counsel and also, at length, by The Hon. Mr Justice Turner.

823. Following the Attorney General's review, the case was submitted to the Court of Appeal for consideration of the sentence being unduly lenient. This was hearing in May 2024 and the hearing found that the sentence was legally sound.

824. I have been asked by the inquiry to detail any information that relates to the time period available for the families and affected victims to consider the matters arising in this case.

825. As previously detailed, the families and affected victims were updated once the first defence psychiatric report had been completed. Whilst the families were not updated as closely together as they should have been, they were all informed between the 3rd and 9th October 2023, following the report being sent from CPS to the SIO on the 3rd October 2023.

826. At this time, they were informed that the prosecution would then instruct their own psychiatric report. This is usual practice to await the defence case and once mental health was highlighted as a potential defence, the prosecution then instructs their expert. This was completed as expeditiously as possible.

827. In agreement with the HMCPSI report, I feel the families and affected victims would have benefitted from an early explanation from CPS as to the legal concept of diminished responsibility and the potential implications on this case. David Webber did ask, and the FLO, DC Farrell, was right in not attempting an answer what was a complex legal issue and might potentially have misinformed the family. The delay however in getting this explanation should have been avoided, which would have provided a timelier response.

828. The psychiatric reports were spoken about during the home visits and CPS meetings either at court, in-person meetings or online.

829. As the HMCPSI report stated, once the CPS had received the report of Dr Latham it was incumbent on them to make the decision to accept the pleas offered quickly

to meet the timetable set by the presiding judge. This had to be communicated to the defence without delay. The fourth psychiatric report took this almost up to the date that it was due and given that this dovetailed with the existing reports, it further cemented the position that there was no viable option other than to accept the pleas to three counts of manslaughter on the grounds of diminished responsibility and the three counts of attempted murder.

830. This fourth report was on the back of concerns raised by the Webber and Kumar/O'Malley-Kumar families and therefore was instructed by the CPS to allay these concerns by obtaining a further expert report. This led to the delay in the acceptance of plea from the PTPH date on the 28th November 2023 to the 18th December 2023. This could not have been delayed any further as there was no legal reason to delay confirmation to the defence of the intention to accept the pleas offered.

831. I do feel that there was an unnecessary delay in the FLO approaching CPS for a form of words explaining diminished responsibility when this was requested in early October 2023 by David Webber following the family being updated regarding findings of the defence psychiatric report and the subsequent instruction of the prosecution expert. This was chased up by Emma Webber a month later and then provided. There should not have been such a delay and for this I apologise.

832. The partial defence of diminished responsibility was raised to all families in early October 2023 following the receipt of the report by the CPS on the 2nd October 2023.

833. This was disseminated to all FLOs on the 3rd October 2023 and then all families were updated between this date and the 9th October 2023. There should not have been this delay in informing Elaine Newton, the Coates family and the affected victims of this report and the instruction of a prosecution report.

834. The families were offered SIO and meetings with CPS and Counsel which were tailored to their requests. Any concerns that were raised were responded to with offers of meetings to explore these in more detail.

CONCERNS REGARDING CPS ACTIONS.

835. I have been asked to detail any concerns I have in respect of the CPS, including but not limited to, their relationship with the family / affected and the provision of information. I can confirm that I have no concerns in respect of the actions of the CPS regarding any aspect of the investigation. Personally, this case weighed heavily on me as I entirely empathised with the families that manslaughter on the grounds of diminished responsibility is not akin to a murder conviction. The family liaison role provides an insight into the victims and the persons they ought to have gone on to be. It gives a raw and lasting impression of the families whose lives are destroyed in the aftermath. As a mother to a young girl, I found the case incredibly upsetting and traumatic. I empathised with how they struggled to accept a

conviction for anything less than murder and then with the ensuing hospital order, perceived as without a penal element.

836. Professionally, however I believe that the CPS followed their duty as prosecutors and acted within the Code for Crown Prosecutors. Once the defence raised diminished responsibility as a defence, they immediately instructed a prosecution psychiatric report. Its findings dovetailed that of the defence, that a partial defence of diminished responsibility was available. Throughout the criminal justice process the CPS and Counsel offered to meet with all families, on a number of occasions. This included at every court hearing, but not all families/ victims attended these.

837. The CPS provided the letter of introduction to all families and surviving victims which included a road map detailing the route ahead. I note the HMCPSI review is somewhat critical of the timings of delivery as it was dated before the Crown Court hearing but not delivered until afterwards. This delay was partly due to it going to the SIO later than it ought to have, and then a further delay of a day until the SIO provided this to the FLOs. As this was over a weekend and following several long days for the whole investigation team, these were delivered after the Crown Court hearing on the 20th June 2023. This should have been delivered sooner. It was also a generic letter, to which the HMCPSI report alludes. I do agree with finding that it was generic in content and ought to offer more explanation as to any legal concepts from the outset which I feel would be beneficial to the FLOs and would assist families in understanding more about the legal process as a whole.

838. The CPS also offered a number of meetings to all families affected, as well as the surviving victims, which the CPS duly attended when asked. I believe that CPS went above their duty in offering the number of meetings they did, even travelling to meet families when requested of them. An example of this was the personal visit by Sam Shallow of the CPS CCU to Avon and Somerset on the 7th December 2023 at the request of the Webber and Kumar/O'Malley-Kumar families. Attending with the FLOs and SIO, the legal concept of diminished responsibility and the implications this had on the case were explained in detail. That was a meeting of considerable length, where the CPS provided opportunity for the families to ask questions. The content of the psychiatric reports was explained and all questions posed of the CPS were answered candidly but sensitively. Whilst I was not personally present at this meeting, the FLO debrief covered everything discussed and I read this from the contemporaneous notes taken of the meeting thereafter. The Webber family left part way through the meeting as they felt unwell. As a result, after the meeting, notes were emailed to the families covering the points raised. This was important as the meeting lasted approximately eight hours and covered a significant amount of information. This could therefore serve as a reminder regarding the topics discussed and also ensured that the Webber family were informed of what was discussed post their exit.

839. Another meeting was held on the 24th November 2023 which was requested and attended by the Webber and the Kumar/O'Malley-Kumar families. This meeting discussed the psychiatric reports at length and as a result of the concerns of the

families, the second prosecution psychiatric report was instructed. The SIO and CPS therefore took the concerns of the families seriously.

840. A further meeting took place on the 15th January 2024 at the request of the Webber and Kumar/O'Malley-Kumar families. Present were the SIO, FLOs, CPS, Counsel and I. In this meeting Mr Khalil KC explained in detail the psychiatric reports and the implications of these reports, namely that the Crown were left with no alternative other than to accept the pleas for manslaughter on the grounds of diminished responsibility. The reports all drew the same unambiguous conclusion as to Calocane's psychosis, and a resulting inability to form rational judgement and to exercise self-control. Mr Khaalil KC explained that it was not viable to ignore these reports.

841. This meeting also discussed the upcoming Plea and Sentencing Hearing, telling the families what this would entail from the opening of the case to the judge to sentencing. This included the likely live evidence from some of the psychiatrists whose conclusions of diminished responsibility were accepted by the prosecution.

842. The prosecution instructed a further prosecution report, having listened to the concerns raised by the families regarding the initial reports. The families specifically requested that a further report was obtained for the psychiatrist to focus on the state of mind of the defendant at the material time of the attacks. The other reports had specified they had done exactly this, however the families felt this required further exploration. The CPS were not obliged to obtain this report

but did so to allay the concerns of the families. The conclusion of this report aligned with the preceding ones, reinforcing the defence of diminished responsibility. As Mr Khalil KC eloquently explained, to ignore these reports would result in judicial criticism and was the incorrect application of the prosecutors' code.

843. Whilst understandably being distressing for the families to hear, the psychiatric evidence was clear and unambiguous. I feel the CPS and Counsel attended all meetings, either by request or post court hearings, on multiple occasions. These meetings were honest, clear and detailed. The extra psychiatric report demonstrates that every effort was made to ensure the acceptance of plea was watertight and one that has since withstood the HMCPSI review and subsequent challenge at the Court of Appeal which was heard on the 8th May 2024. The Lady Chief Justice of England and Wales, Lady Carr, was asked to consider if the sentence of a Hospital Order with restrictions was unduly lenient and if a Section 45A 'hybrid order' should have been imposed. Lady Carr was also asked to consider if Mr Justice Turner had failed to take account sufficiently evidence that the defendant's culpability was diminished. Th Lady Chief Justice found that the law had been correctly applied and there had been no error on the part of the presiding judge.

844. I note that Emma Webber has stated publicly that the families felt railroaded and hastened. From a CPS perspective, I do not feel this is an accurate reflection of the service it provided. The families of Grace, Barnaby and Ian initially did not want to face the details of the case, understandably, given the barbaric nature of the

attacks. This was the same request from all: to allow time to grieve as families and to start to process the loss of their loved ones. This was respected by all FLOs in the early days. As the investigation progressed, the SIO, CPS and Counsel offered multiple meetings, either via visits to those affected or during court hearings. These were all offered and facilitated by the FLOs. In these meetings the issues in case were explained, including detailed explanations of the psychiatric evidence and the mental health history of Calocane. The CPS also approved the reading, verbatim, of the psychiatric reports that were all unanimous in their support of the correct conviction being manslaughter on the grounds of diminished responsibility. Whilst the reports could not be provided in hard copy, the families were read the reports to explain the assessments and subsequent conclusions.

845. The fourth psychiatric report was commissioned just prior to the PTPH on the 28th November 2023, in response to concerns raised by the Webber and Kumar/O'Malley-Kumar families. This led to the Crown rejecting the pleas offered by the defence on the 28th November 2023. Upon receipt of the fourth report from Dr Latham, the CPS conveyed the acceptance of plea to the courts administratively on Monday 18th December 2023 and the families were all provided with the necessary CPS letters detailing the acceptance of plea and rationale. This is in adherence to the Victim's Code. Whilst this was done quickly on receipt of the fourth report, this was to ensure compliance with the timetable laid by the presiding judge and to ensure compliance with CTLs.. This was unavoidable but it did not mean the families were not informed about the issues in case, and the likelihood

of the acceptance of manslaughter pleas on the grounds of Diminished Responsibility.

846. I have no concerns with the CPS' relations with the affected families nor the provision of information, except I think there should be less generic letters of introductions to the families. I feel letters should be bespoke for each case and include, from the outset, detailed explanations of any legal concepts to ensure family understanding.

847. I have been asked by the inquiry to detail any concerns that I have in respect of the relationship between the CPS and Police and their respective roles in the context of liaison with the family / affected. Throughout the investigation there existed a close working relationship between the police and the CPS, from the initial approach to CPS for a charging decision under the Threshold Test, to the Plea and Sentencing Hearing and subsequent Court of Appeal Hearing. I felt that there was a collective desire to give the best service to all affected by the actions of Valdo Calocane.

848. The CPS and SIO, DSupt Sanders, worked closely together to ensure families were updated by the FLOs and provided information in as timely a manner as possible. I note in the HMCPSI report that the families reported that they felt the FLOs were a barrier to them speaking to the CPS. This, however, is the whole premise of family liaison, who are the conduits of communication and information, both ways between the SIO/CPS and the families. In my view, the FLOs worked

tirelessly to pass information in a timely manner, albeit with some areas where the timeliness could, and should, have been tighter.

849. The SIO and CPS liaised closely throughout the investigation and ensured that the FLOs were updated with the relevant information to be passed to the families. The SIO and CPS offered multiple visits to families and the affected victims, and every request was facilitated and met. Any visits that did not go ahead were cancelled by the families, not the SIO or CPS.

850. The FLOs were present at court for all hearings and the three-day Plea and Sentencing Hearing. They attended meetings with the SIO and CPS/Counsel. The FLOs were present at all SIO visits with families. They also attended the homes of their families where requested.

851. There ought to have been a clearer line of communication between the SIO and myself as the FLA, where I would then disseminate the direction to the FLOs for action required. On occasion the SIO, DSupt Sanders, would send updates to myself and the FLOs which caused some confusion with some FLOs delivering messages prior to the correct checks and balances being in place via myself to ensure timeliness of messaging for all families and affected victims. An example of this being the update regarding the findings of the initial psychiatric report whereby the partial defence of diminished responsibility was formally introduced. The Kumar/O'Malley-Kumar family were updated of this on the 3rd October 2023 as this coincided with the FLO on a home visit to the family for other reasons. The

Webber family were not told until the 4th October 2023 and I then instructed the other FLOs to tell Elaine Newton, James Coates, Wayne Birkett, Sharon Miller and Marcin Gawronski on the 6th October 2023. If this update had come only to myself, I would have disseminated the updates in a timelier manner. This was a very important update for the families and, in the interests of fairness to all, this ought to have been delivered to all at, or as near to, the same time.

852. I feel the CPS were professional in their dealing with the families, particularly given the difficult nature of the conversations surrounding the potential partial defence of diminished responsibility and the implications with accepting pleas to manslaughter as opposed to murder for Grace, Barnaby and Ian. The families for Grace and Barnaby were very critical of this stance and posed a significant number of questions to the CPS which were answered honestly.

853. I reviewed the relationships between the families and FLOs throughout the deployment, and I was satisfied that the FLOs were working tirelessly, often on their rest days, weekends and in the evenings. Each FLO was incredibly dedicated to delivering an outstanding service to the families and the affected victims. This was evidenced via the continued thanks and positive feedback received from the families via emails, text messages and in person. This is testament to their work ethic and desire, as a FLO, to provide the best possible service we could to the families experiencing the highest level of emotional turmoil.

854. I feel that the FLOs and I came together as a team. Our unwavering ambition has always been to give the highest standard of care, driven by a genuine commitment to keep the families updated and provide answers to questions where able. Every action taken by the FLOs was, I believe, guided by the desire to support as fully, compassionately and professionally during the most difficult moments of their lives.

855. This remained my ambition following the withdrawal of the FLOs and the replacement with DC Rowbotham and PIO Cumberpatch.

856. I have reflected upon the decision to exit the original FLOs for the Webber, Kumar/O'Malley-Kumar and Coates families. This was a decision that was considered at length, between the SIO, Gold and I. Following our conclusions that we felt this was the most appropriate way forward. We sought advice from the National Family Laision Advisor who also shared our concerns and agreed this was the most appropriate action.

857. The FLOs were incredibly distressed by the very public nature of the allegations that the family had not been consulted or supported during the investigation. I note the HMCPSI report highlights the use of the term 'consulted' by CPS in terms of acceptance of plea. I very much agree that this inadvertently caused confusion with the families as to their role and influence in the legal process. I agree that 'informed' would have been a more accurate phrase to emphasise that the decision-making was ultimately for Counsel and CPS in accordance with the Code

of Crown Prosecutors and their statutory duty. I know James Coates gave his opinion to PC Baxter that the case should proceed to a murder trial and let the jury decide as he felt there was nothing to lose. This demonstrates the apparent lack of understanding of the application of the law and the responsibility of the judge to properly direct a jury.

858. Upon reflection I feel that the timing of information sharing should have been tighter and on occasions there have been some delays in some families or victims being updated as quickly as they should have been. Murder investigations, particularly as nuanced and complex as Op Hendrix, can take time and the ensuing delays in communicating with families can exacerbate distress. I feel this was experienced with the psychiatric reports. The initial defence report took several months which, given the circumstances, was inevitable to ensure that the assessments and reports were detailed and accurate. Once the defence report was completed, it is standard practice for the CPS to then instruct a report on behalf of the prosecution. This could not have been instructed any earlier. I know the families felt in the dark about these issues.

859. It is clear from the public feedback and the HMCPSI report, that the Webber, Kumar/O'Malley-Kumar and Coates families were critical of the CPS whom they indicated were distant and focussed only on legal technicalities. The CPS however did meet with families to explain the psychiatric reports, the concept of diminished responsibility and the implications therein for the three murder charges for Grace, Barnaby and Ian. The FLOs are the conduits for communication and the CPS is

abided by this procedure, which is in adherence to the Victim's Code. Emma Webber was particularly vocal to DC Farrell about "gunning for CPS and Sam Shallow." I appreciate this was in anger and distress at the situation; however, the CPS were acting in accordance with the Code for Crown Prosecutors and had no option but to follow the advice of Counsel in accepting the pleas.

860. I have detailed in my chronology my decisions regarding the updates to the families in respect of the three PSD investigations into misconduct on behalf of Nottinghamshire Police employees. I remain steadfast that this ought to have been updated sooner than it was. DSupt Sanders, as the SIO, directed me not to provide the updates as per my emailed form of words that had been signed off by ACC Griffin and was awaiting further information and sign off from PSD. I feel that being transparent and open from the outset and providing details of the investigations as they progressed would have been the best scenario for the families.

861. I know DSupt Sanders had an opposing viewpoint and, as the SIO, I followed his direction to me. I did not acquiesce to this decision immediately and DSupt Sanders and I had a professional discussion about this matter. I felt that the trust and confidence of the families and victims could be adversely affected by not being transparent. Moreover, I felt this was the right thing to do in the circumstances. DSupt Sanders was however clear that, as a previous Appropriate Authority in the PSD, due diligence with the investigations ought to take precedence and the families would be updated once these investigations had concluded. He felt this

would then be a single and conclusive update which contained the full facts, and we would be in a position to answer any questions.

862. I updated the FLOs as to this decision and this was pended. In hindsight, I should have updated ACC Griffin personally as to this decision, instead of DSupt Sanders stating he would discuss this with PSD and the ACC himself. I feel a joint meeting with Gold, the SIO, PSD and I would have resulted in everyone being clear as to the position and allowed for further discussion points.

863. Furthermore, I was not immediately aware that DC Kimberley and PC Baxter had updated Elaine Newton and James Coates as to the existence of an investigation into a police officer who had accessed material that they should not have (referring in this instance to Op Glint). This again represents a situation where two of the families have been given more information than the others. No questions were asked about this by the families, and I do not recall updating DSupt Sanders about this. Fairness in sharing the same information to all families is pivotal to family liaison and this is one area I feel the families were let down.

864. I was also asked my opinion as to whether each of the bereaved family groups and survivors were offered the same level of support by (1) the Police and (2) the CPS. I start my response to this by saying that fairness between all involved families is a cornerstone of family liaison. All families must be treated fairly, equally and impartially and this was my aim as the FLA in this investigation.

865. It was a complex deployment, with multiple families of deceased and affected victims. Ensuring that all families are updated and provided with the same access to meetings and information was very difficult throughout. It was the constant aim of myself and all the FLOs that communication flowed quickly but accurately to all families to ensure that they were kept informed of the investigation progression and the ongoing criminal justice process.

866. Each family was unique and the trauma they were experiencing was shaped by their characteristics, perspectives and emotions. It was important to me, as the FLA, that we understood the families and their needs so we could tailor the type and level of support needed. It was imperative that each family was supported without bias or favour. I wanted to provide a service whereby every voice mattered and was heard. I remain acutely aware that our role is to support, inform and represent the needs of grieving families and victims whilst maintaining operational and investigative integrity.

867. I felt the FLOs worked hard to create environments where the families felt supported and understood, fostering the trust and confidence with the families. I feel the vast number of tributes given to all the FLOs was testament to the successful relationships maintained by the FLOs up to the point of the acceptance of plea. The FLOs were regularly sent messages of thanks by the families which I knew meant a great deal to them all. Dr Kumar even requested that Chief Constable Meynell consider an award for the services given to his family by DC McVey.

868. The family of Ian Coates were estranged, and this posed a difficult dynamic to navigate. Elaine Newton was Ian's next of kin having been his partner for nigh on 30 years. GRO-E

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GRO-E. It was therefore a challenge to support them separately as their wishes were often polarised. Elaine wanted a very private response with Ian's sons being much more vocal and public with their grief. They very much wanted their father named and remembered in the media alongside the other victims.

869. Finding an agreed ground and balancing expectations that were so inherently diverse was difficult for all involved. To manage this, I asked that DC Kimberley and PC Baxter work closely together to ensure that both of these families were provided updates at the same time. I did not want the Coates brothers to feel sidelined or out of the loop of updates being provided, or vice versa. Thankfully, they worked well as a team, and this was never raised as an issue by either family.

870. As explained in the chronology, deploying the appropriate number of suitably trained and skilled FLOs was a challenge. I therefore made the decision that I would wait to deploy a dedicated Family Liaison Officer to the Coates family until PC Baxter was available on the 16th June 2023. When initially deploying FLOs I

was not aware of the existence of Ian's sons and hence this not featuring in the initial deployments. I knew the FLO needed to be skilled and experienced as the FLO side would be challenging to navigate given the dynamics of the case and the wide media coverage it received. I have reflected upon this decision and feel that I ought to have deployed a less skilled officer to bridge the gap between the 13th June 2023 and the 16th June when PC Baxter first made contact. This was a decision based not upon my assuming the family lesser importance but rather wanting to deploy someone suitably skilled from the outset. I felt I could manage the calls with the other responsibilities of the role but in hindsight, this was shortsighted. I appreciate the family have reported feeling overlooked and for this I apologise.

871. I feel that the families were always treated equally and provided with the same level of support from the police and CPS alike. All were offered meetings with the CPS and Counsel, which was offered from the introductory letter onwards. The Police and CPS representatives went to every court hearing and offered the families meetings there before and/or after every court hearing. None of the surviving victims attended the earlier court cases with only Wayne Birkett attending the Plea and Sentencing Hearing. They were however reminded by DC Johal that they could meet with CPS. Likewise, they were offered SIO visits, none of which were accepted. No issues were raised to me by any of the affected victims about the level of support they received from the CPS or the police. Even though their needs were managed by a single deployment, I was, and still remain, content that this was managed very well by DC Johal who was committed to them throughout.

872. Not all families attended court hearings and so therefore could not take up the offer of meeting with the CPS before or after the hearing. The Coates brothers and Elaine Newton attended all of these from the 20th June 2023 onwards and met with CPS and Counsel where they were informed of the road ahead and had opportunity to raise issues or concerns. Both James Coates and Elaine Newton were offered SIO and CPS visits. James Coates turned down offers of CPS visits as he updated that he had no questions for them and would see them at the next hearing. He was given an SIO visit on the 17th December 2023. This is some time after the other families' meeting with DSupt Sanders, but this was led by James Coates. He had previously declined an SIO visit, stating that he did not need one at that time. Family liaison is tailored to families individually and visits are made at their behest. As he did not want one before, it was pended until he did, although PC Baxter was asked to make it clear this, and CPS visits, were open offers.

873. Elaine Newton had an SIO visit by DSupt Sanders on 4th January 2024 where he discussed the psychiatric reports and the process of the upcoming Plea and Sentencing Hearing. DC Kimberley was present in this meeting.

874. Whilst the Webber and Kumar/O'Malley-Kumar families had more meetings with CPS and SIO, this was owing to them requesting these. Had other families requested these, we would have made every effort to facilitate the same. This includes the meetings on the 7th December 2023, the 24th November 2023 and the 15th January 2024. As I will explain in more detail in question 18 when

discussing the HMCPSI report, it is not standard practice for family liaison to offer joint meetings. The Webber and Kumar/O'Malley-Kumar families requested theirs be joint and this was therefore approved and tailored for them as this was what they wanted. It would not have been prudent to offer this meeting to other families as this had not been requested by them.

875. Meetings are confidential and bespoke to the families in relation to their questions, issues or concerns. These meetings were individual for families to feel comfortable and safe in their surroundings to raise what was pertinent to them. In particular the meeting on the 7th December 2023 also incorporated DC Stevens-Garrib taking the families through the CCTV capturing the brutal attacks on Grace and Barnaby. CCTV footage was available for the families to decide if they wished to view this or be taken through the attacks verbally. This information is incredibly sensitive and at that point, only for the families which it involved. It would not be fair to all to invite other parties to meetings where other families are being discussed and such distressing information is being discussed.

876. This is not indicative of an enhanced service for certain families over others. It was handled in a manner to offer meetings and to respond individually to requests. The reason some families had more, was because they asked for them and had issues to raise.

877. In much the same vein, concerns raised by one family would not be passed to another family to see if they had the same concerns. This is a breach of

confidentiality. I feel all families felt comfortable enough with their FLOs to raise any issues, and that they knew we were receptive to this. Different families asked different things of their FLOs. For example, the Webber and Kumar/O'Malley-Kumar families were very concerned about the issue of toxicology which others did not raise. Efforts were therefore made by the CPS and SIO to answer these concerns. James Coates leaned on PC Baxter for assistance with matters relating to Nottingham Forest Football Club for example. The service given was always tailored to respond to each family's circumstances and needs. Where families requested to be left alone to recuperate and grieve in private, these requests were understood and respected.

878. Every family is unique, every family grieves differently, and every family has their own pressures and concerns. This is the crux of family liaison and is important that a bespoke service is given to all to meet their overall requirements. This remained central to my family liaison strategy and to the credit of the FLOs, I witnessed their incredible hard work to support the families with anything they needed.

879. I have been asked if, in my view, I feel that the HMCPSI review (1) accurately and (2) adequately set out the history of the case and actions of the Family Liaison Officers and if not, to explain in what respects I disagree. Firstly, I have read the HMCPSI report into this case which is entitled 'An inspection of Crown Prosecution Service actions in the Valdo Calocane case' (HMCP0000625). I will add any comments in chapter order.

880. Chapter one presents a report summary and the headline findings. I agree with the content of this, particularly in relation to the need for the CPS letters of introduction to be bespoke to each investigation as opposed to generic introductions. I also concur, as previously detailed in question 15, with the letters of introduction being out of date when provided to the families. This spoke of the first appearance at Nottingham Crown Court which had already taken place by the time the families were in receipt of the letters. This was a result of delays with this being passed by CPS to the SIO, DSupt Sanders who did not forward this for over 24 hours. There were further delays given this coincided with a weekend when many of the FLOs and I were on rest days after working considerable hours from the onset of the investigation. I was out of my home county at my daughter's christening and unable to access my work emails. I agree this delay was unfortunate.

881. I disagree however with the headline finding that other families ought to have been informed of the meetings that the Webber and Kumar/O'Malley-Kumar families had with the police and CPS/Counsel. I do not agree that this has resulted in these families being given a higher level of service than the Coates family (which is to whom I believe this relates). I have explained my rationale for this previously in this statement, but for clarity, family liaison is inherently bespoke, tailored to meet the needs and circumstances of each family. Where there are multiple bereaved, each family must be given a service that is individual and confidential to them. It is important to recognise that this case was tragic and the details of each attack deeply distressing. The approach I led was one that recognised the deeply

personal nature of each attack and therefore the family liaison response had to be flexible, respectful to all and attuned to the specific family wants and needs.

882. Every meeting or interaction is conducted to ensure the utmost confidentiality, to safeguard privacy and the emotional well-being of all. This extends across the investigation as a whole, the victims and information shared by the families. We aim to provide environments that are psychologically safe for families to speak openly and honestly with the police and the prosecutors. Any discussions therein remain private to build the necessary trust and confidence with the families.

883. Grace and Barnaby were friends, studying at the same university and were walking together when they were attacked and killed. These circumstances clearly created a bond between the two families. For the meetings from November 2023 onwards, they requested that they be held jointly so that they could be together. As FLA I never questioned whether this would be allowed; we tailor our response to the needs of the families and, as this was what they wanted, we facilitated it. I did wonder if separate meetings would have been better, but it is not for me to refuse this request which was entirely understandable in the circumstances.

884. There was never a request to have a joint meeting including Ian's families or those of the affected surviving victims. Indeed, Grace's family met separately from Ian's families when they met with the SIO and Counsel at Nottingham Crown Court during the PTPH.

885. In response to the assertion in the HMCPSI report that other families ought to have been included, I remain content that other families should not have been invited to the joint meeting of the Webbers and the Kumar/O'Malley-Kumar families. It would not have been prudent for this to have been suggested; the families may not have felt secure and able to be as honest and open with persons they did not know present. The circumstances of the attacks were inherently different, in terms of time, location and manner of the attack. The deeply personal information was to be shared solely with the families involved at this point and the FLOs worked closely with the families to explain what may, in the fullness of time, become public information in open court. Before then, I am content that the meetings were dictated by the individual family wishes. The other families were all offered meetings with the CPS and SIO and therefore they did not miss out on any opportunities.

886. As I have detailed above, I agree that the CPS use of the word 'consulted' did cause confusion for the families and implied an elevated role in the decision-making process and gave rise to the impression that their opinions could change the acceptance of plea.

887. I agree with the factual case summary detailed in Chapter 2, which provides accurate background and context to the case. In relation to Chapter 3 – Context I agree with points 3.1 through 3.6.

888. Point 3.7 relates to the families' reporting that they were not adequately consulted about the case before significant decisions were made, including the initial decision to accept the pleas offered by the defence at the PTPH on the 28th October 2023.

889. The families perceived that they were not provided with sufficient information at an early enough stage about the potential for diminished responsibility to be a factor in this case. I disagree that the families had been "led to believe by the police that this was a clear case of murder. It therefore came as a shock to them when, on 24 November 2023, they were informed that pleas to manslaughter by reason of diminished responsibility would be accepted" (HMCPSI report point 3.7).

890. I was not present when the SIO performed the family visits, but the contemporaneous FLO logs do not detail DSupt Sanders sharing this perception, rather that it was a case that needed to consider the psychiatric evidence when this was available. I am content that the FLOs maintained this position throughout and gave no updates that the case was a straightforward murder investigation.

891. Throughout the investigation the families were updated on multiple occasions that psychiatric reports were being obtained, both for the defence and one which was instructed by the prosecution once the initial report of Dr McSweeney identified there were grounds for accepting pleas of manslaughter with the partial defence of diminished responsibility.

892. The families were aware that the prosecution was conducting its own assessment on behalf of the Crown.

893. I disagree with the contention that the families were not kept updated about the mental health of Calocane being a key issue in the case. Calocane's mental health was discussed during a FLO and SIO home visit with the Webber family on the 12th September 2023. In this meeting DSupt Sanders explained the court process with the PTPH listed for the 31st October 2023. The Webbers were clear they did not plan on attending this hearing. DSupt Sanders explained Calocane's history including his interactions with mental health services.

894. After this SIO visit, I was updated by the FLOs that DSupt Sanders was explicitly clear that there was a strong possibility that the defence would be conducting psychiatric assessments, and this could form part of his defence. In this update DSupt Sanders also spoke of the outstanding warrant which resulted from the enforcement of a mental health warrant.

895. The families were also updated by the FLOs of the defence psychiatric report which the CPS received on the 2nd October 2023. Whilst the timeliness of these updates should have been better, the families were all updated as to the conclusion of Dr McSweeney's report where he explains there are grounds for a partial defence of diminished responsibility. He determines that had it not been for the Paranoid Schizophrenia from which Calocane was suffering, the attacks would not have occurred. The Kumar/O'Malley-Kumar family were updated of this on the

3rd October 2023, the Webbers on the 4th October 2023 and I requested that Elaine Newton and James Coates be updated on the 6th October 2023. I take responsibility for the delay in the updates as this falls to my guidance as the FLA. I believe this was a result of the SIO sending out the updates to the FLOs directly. DC McVey and DC Cutts were at a home visit with the family and this was therefore discussed. It was an unfortunate case of playing catch up from there on for this. I offer my apologies to the families that this was not delivered in a timelier manner.

896. The report implies, in my interpretation, that the families of Grace and Barnaby were only updated by the CPS four days before the PTPH that they were intending accepting the pleas offered by the defence and that they felt 'railroaded and hastened.' Whilst this meeting did indeed take place on this date with both families, it was offered from the outset by the FLOs. It was an open offer that could have been taken up at any point. Additionally, FLO contact kept the families abreast of the psychiatric reports and their headline findings regarding diminished responsibility. Visits by the SIO explained these in more detail.

897. The CPS and Counsel made themselves available to meet the family after the first hearing which the Webber and Kumar/O'Malley-Kumar families declined and did not attend. The families also declined the initial offer for a CPS meeting. The FLO logs for all families detail the updates regarding the psychiatric elements and the ongoing psychiatric assessments. In early July 2023, the reports document the efforts being made by CPS with the FLOs to facilitate meetings between Grace

and Barnaby's families and the CPS, however the families stipulated this was not to be before the funerals had taken place.

898. During the SIO visit to the Kumar/O'Malley-Kumar family on the 22nd August 2023, they were updated about the potential for a defence being centred around Calocane's mental health. A meeting with the CPS and Counsel were offered, however the family advised that this was something they would consider in the future.

899. The report mentions that James Coates, Ian's son, informed the HMCPSI that he would have attended the meetings on the 24th November 2023, 7th December 2024 and 15th January 2024 had he been invited. I have explained the rationale for this when discussing the headline findings. I maintain that this extended offer would not have been prudent in the interests of confidentiality.

900. James Coates also states that his meetings with CPS were brief. I respectfully disagree with this contention. A meeting with CPS was held after court on the 20th June 2023 where the Coates family were given an explanation of the route map therein and asked if they had any questions. They again met with CPS post PTPH on the 28th November 2023 where a meeting was held with the family, SIO, CPS and Counsel. This was lengthy and the family advised that they had no other questions.

901. James Coates was also offered an SIO meet on multiple occasions which was declined by him as he stated to PC Baxter that at that time, he had no need for a meeting and had no questions to ask. James Coates was informed that if he needed anything, including meetings, to ask her and she would facilitate. James Coates made a number of requests to PC Baxter but these predominantly focused upon paying for the funeral wake and requests relating to Nottingham Forest Football Club including ground and player visits, football kits and obtaining the offered season tickets by Steve Cooper.

902. I disagree also with the statements that the CPS felt impersonal. I found the CPS were very forward and committed to meeting any families when required. CPS attended the Avon and Somerset meeting, were present at the court hearings and also remotely attended online meetings. All of which were requested by the Webber and Kumar/O'Malley-Kumar families. Elaine Newton was content with her meetings with CPS at court as was James Coates according to the updates he provided to PC Baxter. None of the surviving victims requested a meeting with CPS.

903. I also respectfully disagree with the statement of James Coates that the CPS left court immediately after sentencing and so they were unable to speak with the CPS. This is incorrect as the CPS were present with me, the FLOs, the SIO and Counsel after sentencing finished. The families left the court to address the waiting media and did not return inside the court, to the best of my knowledge.

904. Chapter 4 details the chronology of events from September 2021 onwards. I agree with this summary. Chapter 5 details the legal outline. I agree with the contents therein. Chapter 6 details the decision to charge murder but to accept pleas to manslaughter. I agree with the contents of this section. Chapter 7 details the CPS' previous involvement with the offender. I agree with the contents of this chapter. Chapter 8 details the CPS obligations to victims and bereaved families. I agree with the contents of this chapter.

905. Chapter 9 details CPS engagement with the bereaved families before the decision to accept pleas for manslaughter. I agree with the finding that the CPS were committed to delivering the best possible service, and this was my experience of dealing with the CPS throughout this case. I disagree with points 9.7 and 9.8 which I have already explained above. Point 9.7 relates to the contention that there was little engagement prior to the 24th November 2023 with CPS. Grace and Barnaby's families had been offered these meetings and had politely declined them, requesting future dates as they felt unable to face the details of the case.

906. Mental health had been raised with all three families on multiple occasions. Taking Grace and Barnaby's families, they had declined to attend the initial court hearing on the 20th June 2023. Whilst this was understandable given the traumatic week they had experienced; it meant that they declined an initial meeting with CPS and junior Counsel. The Webber family declined to attend the PTPH where they would have opportunity to meet with the CPS. Emma Webber was GRO-E and David Webber attended remotely.

907. Both families had met with the SIO on dates of their choosing. For the Kumar/O'Malley-Kumar family this was held on the 22nd August 2023. The Webber family met the SIO in a home visit on the 12th September 2023. James Coates declined home visits as he had no questions for the SIO until 19th December 2023. They had also all been offered CPS visits which the families either met with CPS and Counsel at court or declined until this was held on November 2023, four days prior to the PTPH.

908. All families had been updated by their respective FLOs of the findings of the initial defence report completed by Dr McSweeney. These updates were provided between the 3rd and 9th October 2023 following being received by the CPS on the 2nd October 2023.

909. I feel the CPS were clear in their offer of meetings which they duly attended either remotely or in person. These meetings were held in accordance with the families' wishes, as per the protocol for family liaison. No meetings would ever be mandated, nor would families be coerced into attending meetings that they did not feel ready to face. The families were updated of the reasons for delaying the PTPH which was to obtain a psychiatric assessment and subsequent report on behalf of the prosecution.

910. Point 9.8 addresses the contention that Ian's sons ought to have been invited to the meetings held between the CPS/Counsel and the Webber and

Kumar/O'Malley-Kumar families. I have already addressed my belief and rationale for why I feel this is incorrect and reasons why this was not extended to James Coates and his brothers.

911. I agree with point 9.12 which deals with the out-of-date letter of introduction sent by the CPS to the families. I concur that this ought to have been delivered in a timelier manner. I also concur with point 9.14 that care ought to be taken to ensure that the letters are bespoke to the families to whom they relate.

912. Point 9.15 clearly indicates that the CPS letter advised the families that they could meet with the CPS and Counsel at a time appropriate for them. This is an offer that was followed up by the FLOs and facilitated at a time when the families requested this.

913. I agree with the comments made in this chapter, including point 9.33 where David Webber requests more information to aid their understanding of the concept of diminished responsibility. I am aware that DC Farrell updated him that she would request this in a form of words from the CPS as it was a legal concept, and she wanted to ensure that this was explained accurately and not in layman's terms. DC Farrell updated this in a meeting with the SIO held on the 13th October but no request is made of CPS by DC Farrell. She accepts this was an oversight on her part. Once this is followed up by Emma Webber in early November 2023, DC Farrell forwards this to Alan Murphy in CPS who then provides a response.

914. This ought to have been submitted when first raised by David Webber on the 9th October 2023. I concur with the report that the CPS could have provided an explanation of this concept when sharing the first psychiatric report with the families post disclosure from the defence of this report. I agree that this likely would have aided understanding of all families about the meaning of diminished responsibility and its inherent implications on this case. The report highlights that all families must be given equal consideration. I entirely agree with this proposition and feel that this was the aim of the FLOs and CPS throughout Operation Hendrix. That said, I do agree with the finding that it may assist families if the CPS update other families, via their FLOs, when other meetings between the CPS and other families are taking place. This should be kept to the topic area to ensure that confidentiality is not compromised in any way.

915. In relation to the point 9.59, I disagree that the FLOs ought to have raised with Ian's sons the issues that the other families were raising. I feel this would be in breach of confidentiality and the issues that the families raised were raised with CPS and Counsel who were in a position to respond to these concerns. Families need to be confident that they can share personal information and concerns without fear that this will be disclosed to other parties aside of the prosecution and SIO. To share information could lead to compromising legal and ethical responsibilities.

916. Chapter 10 details the CPS engagement with the bereaved families after the decision to accept the pleas to manslaughter. I agree with points 10.1 through

10.72. Point 10.73 relates to Ian's sons not being invited to meetings on the 7th December 2023 and the 15th January 2024. I have previously detailed the reasons why I disagree with this position. I also disagree with James Coates' assertion that CPS lacked contact. Despite previous offers of meetings, James Coates had reiterated to PC Baxter that he was content to see CPS at court and raised no concerns or questions or asked for a meeting. That said, I do agree that in future it would be prudent to inform families of CPS and Counsel meetings with other families and the brief reasons for this meeting.

917. Point 10.74 relates to James Coates claiming the CPS left court swiftly. This is incorrect. CPS remained inside the court with the FLOs and the SIO. The families were the ones to leave following sentencing to address the awaiting media outside.

918. In relation to point 10.81, each FLO contacted their families by means agreed between the FLO and the family. It does not necessarily follow therefore that because one family had an email, all should receive one. PC Baxter maintained contact with James predominantly via phone, and I was updated that she had made it clear that he could request a meeting with CPS and Counsel, and this was an open offer.

919. In relation to point 10.83, the meeting was an SIO visit that had been offered for some time but had been declined by James Coates initially. It took PC Baxter considerable time to agree a date with James Coates who updated that he was incredibly busy with work. There was no request for CPS to be present in this

meeting. He advised he was content with the update from CPS and Counsel at court and did not require a further meeting at this point. In this meeting the HMCPSI records that DSupt Sanders informed James and Lee Coates that they would be able to meet with CPS, which was prudent as DSupt Sanders explained the findings of the second prosecution report, compiled by Dr Latham, which aligned with the other reports. DSupt Sanders therefore informed the brothers that his expectation was that the CPS would accept the pleas the following day.

920. In more general terms I feel that the HMCPSI would have benefitted from liaising with myself as the FLA and the FLOs for the families. I note that they read the FLO logs but some of the issues raised could have been discussed directly and, in more detail, than merely reading the logs in isolation. No questions were asked of the FLO approach or any contact made with the police family liaison despite such a detailed report being written.

LESSONS LEARNED

921. I have been asked to consider if there are any structural issues (such as guidelines, policies, training) which contributed to any issues that I have identified. I have given this much reflection over the course of writing this statement. As far as I am aware there is still no national family liaison guidance for managing multiple homicide and multiple family deployments. This was a very complex case, and I feel that guidance would have assisted myself as the FLA. I feel strongly that this should be considered going forwards, especially in light of further complex

family liaison cases such as the Southport murders of Bebe King, Elsie Dot Stancombe and Alice de Silva on the 29th July 2024.

922. I would also advocate for further training for FLA and FLOs. Since my initial FLA training course, I have received no further bespoke training aside of attending Family Liaison Conferences which are held yearly but are limited in capacity. These are incredibly valuable courses, with guest speakers discussing cases they have worked on and some of the obstacles and challenges they have encountered during their deployments. This year's conference included the M53 bus crash in the Wirral where a bus overturned killing a 15-year-old girl and injuring many others. The presentations highlighted the difficulties with the crash on such a busy motorway and managing the multitude of families involved. I feel all FLOs and FLAs should attend these conferences to share learning and experiences.

923. A bespoke common platform for family liaison would be beneficial when dealing with multiple FLOs. It was difficult to manage via telephone calls and emails, to stay atop of all communications and ensure that all communication was flowing and being received by all, in a timely manner. A shared platform where FLOs can see communications from myself and indicate receipt, preferably with a time and date stamp for accurate auditing, would have assisted. I am now more au fait with SharePoint than I was in 2023, but I still find this application clunky and difficult to navigate. A bespoke App or IT system for family liaison would be incredibly useful.

924. There was also a huge disparity in experience across the FLO cadre when I reviewed the available resources to deploy on Op Hendrix. I could not source the amount of FLOs I required for the deployments, leading to DC Johal managing Wayne Birkett, Sharon Miller and Marcin Gawronski alone. I am indebted to her for her efforts and dedication to these victims, who I knew were always a priority for her and I do not feel that their service faltered because of this. The deployments were manageable as the families did not want contact from the SIO or visits from CPS and requested limited contact as they wanted to recover in private following the incident. This could have been much more difficult to manage if they required more. I would have returned to the FLO cadre for more resources, but I was very conscious that the skillsets and experience were incredibly limited. The FLC is now a DCI, having previously been a DI. I know work is ongoing in force to upskill the FLOs which will therefore bolster the available resources. I had suitable options, in my opinion, to deploy a FLO to James, Lee and Darren Coates and decided to wait to deploy PC Baxter on the 17th June 2023. Whilst I am entirely satisfied that deploying PC Baxter was the correct decision, and she performed the role excellently, I feel that this delay impacted negatively on the family.

925. Performing the role as a FLA for three simultaneous deployments was difficult, especially navigating these around my core role as a DI (and DCI from March 2024) and being on the on-call DI cadre. These responsibilities included me working afters and night shifts covering the entire force as the senior officer on duty. They were regularly very busy shifts and thus detracted me from the FLA role.

926. The FLA role for the tragic death of PS Graham Saville (Known as Op Henman) in the line of duty was another complex role to manage alongside Op Haiku (murder of Barry Spooner) and Op Hendrix. This was an intensive deployment involving a number of statutory agencies and was a highly emotive investigation. Managing the three alongside core roles and responsibilities, whilst completing my MSc, was exhausting.

927. I have been asked to consider if there was anything that I could or should have done differently in relation to my decision-making and conduct in this case, including communication with bereaved families and survivors. Again, this is something that I have spent significant time thinking over.

928. I reflected on my decision-making throughout this investigation and do feel that there are some areas where I could, and should, have done some things differently. With every deployment, reflection is important to learn where things could have been better, and to lead to continuous development and, hopefully, better service to all families. I am proud of the roles performed by the FLOs during Op Hendrix which was a highly emotive and complex deployment. I never once had to question their work ethic or commitment to this case. They always demonstrated how passionate they all were to deliver the best service to all those affected. I shared this passion. Every decision I made, I made with the intention to do the right thing, at the right time (sometimes at the only time available) and for the right reasons. In hindsight I am aware that this may not have worked out as I

had wanted and may not have been in the best decision, in the cold light of day. I wish to offer my apologies to any persons or families where these decisions were incorrect or where a better decision could have been made.

929. I will always say, hand on heart, that my driving objective was to ensure the FLOs and I did our very best to serve the families and to assist the investigation and ensure the conviction of Valdo Calocane.

930. I feel that there ought to have been more frequent contact made with James Coates (as the point of contact for Lee and Darren) from when it was established that Ian had sons. Whilst he was contacted every day, he did not receive a home visit from the FLO, PC Baxter, until she was deployed on the 17th June 2023. He also was called by me once per day, as I was juggling a multitude of other responsibilities. He called in on 14th June 2023 asking for updates which I had not been in a position to give as I had been tasked with attending Grace O'Malley-Kumar's HOPM which took the majority of the day on the 14th June 2023.

931. In hindsight I could have deployed PC Baxter on the 14th June 2023 and I feel we could have managed the updates to James Coates when she was out of force on the 15th June 2023. This was a decision I made, in good faith, as correct at the time as I felt I could provide the updates required and deploy PC Baxter following these commitments. I feel James, Lee and Darren would have received a better service had I deployed PC Baxter on the 14th June 2023. I apologise to them all for this. I did not appreciate just how utterly busy those few days would be.

932. Informing the families of the results of the initial defence psychiatric report was not done in as timely a fashion as it should have been. The first psychiatric report arrived and was disseminated by the SIO and included the FLOs. I therefore did not have control over when and how the dissemination of this report to families commenced. The Kumar/O'Malley-Kumar family were told on the 3rd October 2023 in what was a pre-arranged visit. The Webbers were then informed after contacting their FLO, DC Piggott on the 4th October 2023. It was not until the 6th October 2023 that I forward the email to PC Baxter, DC Kimberley and DC Johal for onward explanation to the other families. In any event, unbeknownst to me at the time, DC Kimberley and PC Baxter informed their families of this on the 9th October 2023. Given that this report had significant implications on the investigation and opened up a potential defence of manslaughter on the grounds of diminished responsibility, this issue should have been handled better and carefully timed to ensure all parties received this information together, or as closely to together, as possible. I apologise for this delay and hence my recommendation that there should be a shared platform for information for FLOs. This would aim to show that all FLOs have received an update and act as a prompt for any who have not received this.

933. Whilst I always remained of the opinion that the families should have been informed earlier about the ongoing PSD investigations, I should have informed Supt Williams in PSD and, more importantly, ACC Griffin as Gold Commander, that DSupt Sanders had halted the family updates. I did have a professional

conversation with DSupt Sanders as I entirely disagreed with his decision, however I acquiesced with his direction that he would speak personally with Supt Williams and ACC Griffin. I ought to have ensured that I fed back that I had been directed not to provide the updates. I feel this may well have encouraged a dialogue between ACC Griffin and DSupt Sanders and this decision may have been reversed. Furthermore, I should have challenged the decision more robustly. I did explain my rationale but accepted the direction of the SIO that they would decide, in conjunction with the PSD, when and what ought to be disclosed.

934. I remain very apologetic to the families that they were not informed sooner of these PSD investigations, especially in light of PC Baxter and DC Kimberley inadvertently passing a limited update to James Coates and Elaine Newton, respectively. I was not aware of this until sometime afterwards, albeit I cannot clarify how long afterwards. I cannot recall if this was raised with DSupt Sanders in the meeting regarding the PSD updates on the 13th October 2023.

935. Transparency is the cornerstone of family liaison, and I feel that I ought to have challenged this position more, so there was full disclosure of the investigations underway.

936. I should also have chased up DC Farrell to ensure that she had requested a definition of diminished responsibility from the CPS which David Webber had requested on the 9th October 2023 and which had been raised in a meeting on the 13th November 2023. All the FLOs were incredibly busy managing this and other

cases, alongside their core roles. I feel I should have remembered to ensure that this had been completed sooner. Diminished responsibility was the crux of the whole criminal justice process and, whilst this request only came through in early October, it would have assisted the family in understanding the potential ramifications of this on the conviction of Calocane. Emma Webber chased this up on the 7th November and a reply was hastened by DC Farrell. I can speak for her when I say she was incredibly apologetic about this. Despite this reply, when taken in context of the speediness of case progression in November 2023, this limited the time available for the family to digest this information and raise the relevant questions.

937. In relation to reflection of my conduct, I wish to reiterate that all the decisions I made, which were often in a pressurised environment on an unprecedented scale for family liaison in Nottinghamshire, were what I truly believed were in line with the Police Code of Ethics; to do the right thing for the right reason. This was what I aimed to do throughout, whilst treating all those involved with dignity and respect. I have never managed a deployment on such a scale, aiming to deliver a service tailored to each individual and proving them with support and guidance throughout. It was incredibly impactive on me emotionally. For any shortcomings identified, I wholeheartedly apologise. The events of the 13th June 2023 resulted in three persons losing their lives and three others being affected forever in the most tragic and barbaric of circumstances. I will never forget the names of any of the victims.

938. I have then been asked about what steps could or should be taken to improve communication with and treatment of bereaved families and survivors in the future. As mentioned previously, a purpose-built family liaison shared platform would significantly enhance the communication flow between the FLA/SIO and the FLOs. A centralised communication space would have made communication slicker and easier for information sharing and checking these have been received. It would have provided a space for real-time updates, all time and date stamped providing an audit trail. Investigative updates could be placed on the forum and advising when these messages have been read. Emails are reliant on officers being logged on and at work. Telephone calls are very lengthy when there are many to make. This platform could potentially send a notification to the officer, via their personal mobile device for example, that an important update had been received. Discussion threads would minimise confusion and ensure clarity that all persons had received the necessary updates.

939. Relevant documents could potentially be stored, such as the psychiatric reports in this centralised hub for ease of access. This of course would have to be in line with GDPR and removed when finalised. Task administration would benefit from task assignment from meetings and ongoing progressed more easily tracked.

940. I feel such a system would have hugely benefitted the investigation.

941. As per the HMCPSI report, I agree that further communication from CPS around the involved legal concepts would have benefitted all families. If families had been

provided with a legal document explaining Diminished Responsibility from the point this became an issue in the defence psychiatric report, this would have enhanced their understanding of this concept and hitherto the implications upon the investigation. I feel this would have reduced confusion and uncertainty, particularly given their state of emotional vulnerability. I do wish to also note that the FLO ought to have contacted CPS earlier for the explanation requested by David Webber which took considerably longer than it ought.

942. I have also reflected on the families' assertions that they were not told specific information where the FLO logs and various briefing notes and policy books show differently. I feel that this may be attributable to the families being unable to retain the amount of information provided to them at a particular point, at the same time as navigating what is unimaginable grief.

943. The families were clearly traumatised and navigating understanding what had happened to their loved ones and the ongoing criminal justice process. I feel that writing to the families post-meetings would have cemented further understanding and a recap of all that had been covered. This happened following the lengthy meeting at Avon and Somerset HQ on the 7th December 2023 to ensure the Webbers did not miss out on information as they left around the half-way point. It also served to remind both the Webber and Kumar/O'Malley-Kumar families what had been discussed as the briefing sheet was incredibly lengthy.

944. I feel this process would benefit families in future and should be followed during any significant or lengthy updates. This would serve them as a reminder and a point of reference to go back over and consider if they had any concerns or questions that they wished to raise.

945. I have reflected on it being entirely possible for the families to have been told some information, but given their trauma, the amount of information or their perceived importance of that information at that time, it may not be recalled or have been understood as clearly as the police/CPS had hoped.

946. I also believe that PC Baxter should have been deployed sooner to James Coates as the representative for his brothers. This would have been easier for me, managing so much happening but absolutely most importantly, this would have provided more information on in a timelier manner to the brothers.

947. I have been asked if I had any other recommendations that I consider could help prevent any of the issues that I have identified in respect of this matter. As stated previously, the effectiveness of the Family Liaison service for this case, and for future complex cases, would be significantly enhanced through the provision of more comprehensive training and the creation of national guidance, led by the national family liaison advisor. This would be particularly valuable for the more complex, or large-scale deployments.

948. I feel the lack of a nationally regarded and unified framework leads to inconsistency in practice, despite the best efforts of those working on the case. National standards, with accredited training, would ensure a more consistent and professional approach, with clear expectations throughout.

949. The challenges faced in this case, from the very outset, were exacerbated by an inexperienced workforce. This limited the number of potential deployments in force which I desperately needed. With the multitude of other murder investigations across the region during this month, and other ongoing trials, I was unable to pool more resources regionally to assist, especially in the early days of the investigation which are clearly incredibly busy. I felt it would have been detrimental to the officers and in turn the affected families, if I were to deploy inexperienced staff to navigate a very complex and nuanced investigation. Continuous professional development is also required to continue to upskill FLOs. Increased provision of training would be beneficial for all.

950. Throughout the investigation it was also evident that there was a lack of understanding outside the family liaison sphere about the role of a FLO. I anticipated the longevity of the deployments and, whilst this was made clear to supervisors of the FLOs, I feel there was a very limited understanding of the responsibilities and workload relating to such a deployment. This lack of understanding impacted the FLOs as they often faced criticism or negative commentary about the abstraction that the role necessitated. This exacerbated the

stress of the role and led to feelings of guilt regarding being away from their core roles.

951. Following the conviction of Calocane and the ensuing media backlash which vicariously incorporated the FLOs, there was also very limited understanding in many departments about the impact this had on all the FLOs deployed. Many underwent, with some still undergoing, counselling to deal with the impact this investigation had upon them. Some worked reduced hours as a coping mechanism for stress as, testament to their ongoing commitment, they refused to report sick at work. I assisted in liaising with department heads throughout and was particularly vocal post-sentencing regarding the support required, however I feel that more training is required, particularly for heads of department so they can increase their understanding of the level of commitment required on complex or large-scale cases.

952. I would also recommend that family liaison officers and family liaison advisors assigned to a case of this scale and duration be excused from on call rotas. This would have reduced my abstraction from this enquiry significantly and I believe prevented the timing slippages of some of the messaging to the affected families. Also, considering the sustained requirements and emotional complexity inherent in supporting families throughout such an extensive investigation, consideration should be given to abstracting these officers on a full-time basis. This would enable them to focus solely on their family liaison responsibilities, free from the competing pressures and operational obligations of their core roles. Such an approach would

not only enhance the quality and consistency of support provided to families, but also better safeguard the wellbeing and effectiveness of the officers themselves. The role of the FLO is critical in maintaining trust and to provide accurate and consistent messaging as they support the families. Dedication to the role, away from core responsibilities would devote greater focus. Fewer competing demands would have allowed the FLOs to be completely focused and provided timelier responses to the families' needs.

953. My final recommendation would be an agreed memorandum of understanding (MOU) between the Police, specifically the FLOs, and CPS regarding the updates to families relating to complex legal issues. This would include concepts such as the reduction of murder to manslaughter on the grounds of diminished responsibility. This way the FLOs can have early access to a form of words detailing any legal complexities and the implications this can have on a case. This could negate any delays in explaining to families the issues at hand and swiftly offering families meetings with CPS and Counsel, where appropriate.

Statement of Truth

I believe the content of this statement to be true. I understand that proceedings may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief of its truth.

Signed: GRO-B

Dated: 14th January 2026

Index to witness statement DCI Claire Gould

No.	URN	Description
1	NGPF0008672	Practical Advice For Family Liaison Deployment – Supporting and Welfare Considerations'
2	NGPF0008684	Practical advice for Family Liaison Deployment -Strategies, briefing, tasking and withdrawal
3	NGPF0008675	NPCC Practical Guidance relating to the Management Structure for Family Liaison
4	NGPF0008679	NPCC guidance pertaining to Family Liaison and Independent Legal Advice
5	NGPF0007415	Nottinghamshire Police bespoke guidance for Family Liaison. PD109 – Family Liaison Co-ordination and Deployment
6	NGPF0008680	NPCC Practical Advice – Family Liaison Deployment to Murder/Manslaughter of British Nationals Abroad
7	NGPF0010241	Family Liaison Withdrawal strategy
8	NGPF0008356	The Code of Practice for Victims of Crime, known as the Victims' Code
9	NGPF0009431	Major Incident Enquiry Officers Booklet first booklet
10	NGPF0010242	Major Incident Enquiry Officers Booklet second booklet
11	NGPF0010243	Typed version of CLG/9 and CLG/10
12	NGPF0009264	Explanation of Critical Incident
13	NGPF0009276	Explanation of a major incident
14	NGPF0002562	Incident one Ilkeston road 0065_13062023
15	NGPF0007848	Incident two Magdala road 0079_13062023
16	NGPF0007847	Incident three Milton street, Parliament street, Noel street and Waverley street
17	NGPF0009287	Initial Family Liaison Strategy
18	NGPF0009291	Email FCR Webber 0955 13062025
19	NGPF0009300	Email from Matthew Jarram force communications dept 1025 hours on 13/06/2025.

20	NGPF0009299	Email from Jo Baxter 1124 regarding availability
21	NGPF0009308	Email received from Insp Paul Gummer 13/06/2025 containing details for Barnaby and Grace.
22	NGPF0009317	Email exhibit CLG/17 forward by DS Adam Cooper to DCI Claire Gould.
23	NGPF0009332	Electronic Message 50 emailed DCI Claire Gould by the HOLMES supervisor re Daniel NEWTON
24	NGPF0010238	Action 13 (A13) generated by HOLMES
25	NGPF0003697	Completed Action 72 (72) request to speak to James COATES
26	NGPF0003631	Completed Action 15 (A15) request for contact to be made with Daniel NEWTON family member of Ian COATES
27	NGPF0000170	Completed Action 156 (A156) refers to all families being referred to victim support homicide referral service
28	NGPF0000158	Completion of Action 144 (A144) initial strategy approved by DSUPT Sanders
29	NGPF0010250	Action 57 (A57) call from Sinead O'Malley Kumar asking for contact due to being unable to get in contact with Grace
30	NGPF0009342	Finalisation of Action 57 (A57) merge with A60
31	NGPF0009343	Email 57 (EM57) created following a call from Sanjoy Kumar requesting a call back he couldn't contact his daughter
32	NGPF0009344	Email 34 (EM34) relates to contact from Sinead KUMAR not being able to contact her daughter Grace
33	NGPF0000163	Action 149 (A149) to ensure repatriation of body parts to families prior to body release
34	NGPF0009690	Action 151 completion of human tissue act forms to ensure release of the relevant bodies to the relevant family
35	NGPF0009346	Email of a further action relating to a call received from Susan Bakajsa (Mother of James and Lee Coates) asking for contact to be made

36	**NOT USED**	
37	NGPF0009348	FLO log from PIO Melbourne relating to contact DC Johal and PIO Melbourne had with Marcin Gawronski
38	NGPF0009349	Officers report from PIO Melbourne
39	NGPF0009350	FLO log from PIO Melbourne relating to her and DC JOHALs contact with Sharon Miller
40	NGPF0009351	Officer report from PIO Melbourne relating to her and DC JOHALS' contact with Sharon Miller
41	NGPF0009352	Email from DC MCVEY containing approved photo of Grace O'Malley Kumar
42	NGPF0009353	FLO risk assessment for Wayne Birkett
43	NGPF0009354	FLO risk assessment for the O'Malley-Kumar family
44	NGPF0009355	FLO risk assessment for the Coates family
45	NGPF0009356	FLO risk assessment for the Weber family
46	NGPF0009357	Email DCI Burrow confirming sourcing assistance Home office post mortems of BW and IC
47	NGPF0009358	Email containing the Sudden death report of Ian Coates
48	NGPF0009359	Email tribute by the Webber family Barnaby provided to Corp comms
49	NGPF0009360	Email containing a FLO log completed by DC Farrell and DC Piggott of their visit to see The Webber family
50	NGPF0009361	Email from Tess Buxton CSI Manager detailing the schedule for the home office post mortems of Grace, Barnaby and Ian
51	NGPF0009362	Attachment contained within CLG/47 EMSOU- FS operations update containing information used to brief Dr Biggs
52	NGPF0009363	Attachment contained within CLG/47 containing the evidence recovery plan for Grace
53	NGPF0009364	Attachment contained within CLG/47 containing the evidence recovery plan for Barnaby
54	NGPF0009366	Attachment contained within CLG/47 containing the evidence recovery plan for Ian Coates

55	NGPF0000161	Completion of Action 147 (A147) to ensure risk assessments were completed in relation to all deployments
56	NGPF0009370	Photograph of Grace O'Malley- Kumar used to confirm her identification which was positive
57	NGPF0007091	Photograph used to identify Barnaby Webber at the QMC Mortuary
58	NGPF0002635	Post mortem examination report FP4820 for Grace O'Malley-Kumar
59	NGPF0007092	Email from DC Mcvey to DS Lill and DCI Gould which contained a tribute to Grace and a family photo for media release
60	NGPF0007090	CLG/56 forwarded by DS Lill to corporate communications
61	NGPF0006203	Preparation of the proposed release of the tribute and photograph of Grace by corporate communications
62	NGPF0009380	Email from S HATHER details James Coates call requesting update about his Father
63	NGPF0009382	Email ds Lill co-ordinated the Webber OMK families meeting CC following Univ Nott vigil
64	NGPF0009384	Briefing notes for the Chief Constable from FLO's of Grace O'Malley-Kumar
65	NGPF0009386	Briefing notes for the Chief Constable from FLO's of Barnaby Webber
66	NGPF0009388	Email to DC Johal containing details for the Polish embassy which she provided to Marcin Gawronski
67	NGPF0010180	Email received via ACC Griffin from the public safety group at the Home office relating to a request from Prime minister Rishi Sunak to contact families and offer support and condolences
68	NGPF0009390	Email SUPT Craner establish faith groups families represented vigil
69	NGPF0009392	FLO logs from DC Johal in relation to Wayne Birkett
70	NGPF0009394	FLO logs from DC Johal in relation to Sharon Miller

71	NGPF0009396	FLO logs from DC Johal in relation to Marcin Gawronski
72	NGPF0009398	Email staff officer contact made King via exec ass contained request details victims write families
73	NGPF0009399	Email response to correspondence at Number 10 Downing street advising that the offer of calls had not been broached with the families yet
74	NGPF0009401	Approved and updated media release detailing that the Police had secured a warrant for further detention for Calocane
75	**NGPF0009401**	Media release which was emailed to Corporate communications in relation to Calocane
76	NGPF0002631	Preliminary post mortem reports for Grace O'Malley Kumar reference FP4820 C
77	NGPF0002633	Preliminary post mortem reports for Barnaby Webber reference FP4821
78	NGPF0002632	Preliminary post mortem reports for Ian Coates reference FP4822
79	NGPF0009412	Email head comms PM Sunak details of families no haste
80	**NGPF0009401**	Email from corporate communications that the stakeholders were to be updated by ChSupt Verma
81	NGPF0009415	Formal identification of Barnaby Webber signed by David Webber
82	NGPF0009417	Email containing CLG/81
83	NGPF0009419	Email from ChSUPT Scurr to inform the MET Police had updated that the press intrusion had waned
84	NGPF0009421	Email from DC De Waele reporting there had been press intrusion at home addresses of the suspect Calocane
85	NGPF0009423	Email from Sam Shallow at the CPS detailing the relevant CPS Personnel involved in the investigation
86	NGPF0010253	Email to the correspondent of Number 10 Downing Street requesting details of next of kin for the three victims

87	NGPF0009425	Email providing the contact details of James Coates to CH SUPT Verma to arrange a visit to Nottingham Forest FC
88	NGPF0009427	Email from DC Sarah Draper containing contact details of Ashley Newton also invited to NFFC
89	NGPF0009429	Email forwarded to DCI Gould containing the released public media update relating to the charge of Calocane
90	NGPF0007505	Email responding to contact from the Coroners Office providing details of the allocated FLO's
91	NGPF0007527	Email forward to the Coroners Office containing human tissue act forms
92	NGPF0009437	Email S llewellyn CPS contact families victims enable CPS letters provided
93	NGPF0009439	Response email to the emergency response team at The Home Office who had requested an update with any charges of the suspect
94	NGPF0009441	Email from DC Farrell to the Coroners Office containing completed Human Tissue Act forms
95	NGPF0009443	Email reply to the private secretary of PM arrange a call for Elaine Newton from the PM
96	**NOT USED**	
97	NGPF0009448	Human Tissue Act forms for Ian Coates
98	NGPF0009446	Body release form and completion tissue retention forms for Ian Coates
99	NGPF0007639	Death certificate of Ian Coates
100	NGPF0007638	Ministry of Justice guide for bereaved families detailing the services of the Coroners Office
101	NGPF0009243	FLO log of DC Mcvey
102	NGPF0009244	Email chaser by DI Crutchley on behalf of Sian Lewis-Williams who is the National Family Liaison advisor

103	NGPF0009245	Email contact made with Georgina Manley the private secretary planning for the families to have contact with the Prime Minister
104	NGPF0009246	Email from Georgina Manley confirming the call with Elaine Newton had taken place
105	NGPF0009247	FLO log from DC Johal relating to contact with Wayne Birkett dated 15.06.2023
106	NGPF0009248	FLO log from DC Johal relating to contact with Wayne Birkett dated 16.06.2023
107	NGPF0009249	FLO log from DC Johal relating to contact with Sharon Miller dated 15.06.2023
108	NGPF0009250	FLO log from DC Johal relating to contact with Sharon Miller dated 16.06.2023
109	NGPF0009251	FLO log from DC Johal relating to contact with Marcin Gawronski dated 14.06.2023
110	NGPF0009252	FLO log from DC Johal relating to contact with Marcin Gawronski dated 15.06.2023
111	NGPF0009253	Short descriptive note for the Video recorded interview of Gawronski
112	NGPF0009254	G211 Medical consent form Sharon Miller
113	NGPF0009255	Email video Barnaby Grace not Grace or Barnaby
114	NGPF0009256	Further email video Barnaby and Grace not Grace or Barnaby
115	NGPF0009257	Email update families possibility Daily mail
116	NGPF0009258	Email discussing the offer of help of funeral arrangements from Prime Minister Sunak for Grace
117	NGPF0009259	Email DC Baxter contact James Coates funeral arrangements
118	NGPF0009260	Alan Murphy's charging advice
119	NGPF0009261	Email from DI Gibson sending thanks to various persons involved in OP HENDRIX

120	NGPF0009262	Email ACC Griffin FLO's DCI Gould a heartfelt email thanks support to families
121	NGPF0009263	FLO contact log from DC Johal of Sharon Miller dated 17.06.2023
122	NGPF0009265	Statement from DC Johal exhibiting the clothing of Gawronski and the VRI with him
123	NGPF0009266	Statement from DC Grayson who also conducted the VRI with Marcin Gawronski
124	HMCP0000153	Letters from CPS to O'Malley-Kumar family received from DETSUPT Sanders
125	HMCP0000152	Letter from CPS to Webber family received from DETSUPT Sanders
126	HMCP0000151	Letter from CPS to Coates family received from DETSUPT Sanders
127	HMCP0000150	Letter from CPS to the families Gawronski, Miller and Birkett
128	NGPF0009271	FLO contact log from DC Johal relating to Wayne Birkett dated 18.06.2023
129	NGPF0009272	FLO contact log from DC Johal relating to Sharon Miller dated 18.06.2023
130	NGPF0009273	FLO contact log from DC Johal relating to Marcin Gawronski dated 18.06.2023
131	NGPF0009274	Statement from DC Johal relating to the elimination DNA being taken from Gawronski
132	NGPF0009275	SDN from DC Johal relating to the VRI with Sharon Miller
133	NGPF0009277	Statement from DC Johal detailing the VRI with Sharon Miller
134	NGPF0009278	Statement from DC Grayson detailing the VRI with Sharon Miller
135	NGPF0009279	Email from SUPT Verma having made contact with James Coates about visiting NFFC
136	NGPF0001798	Human tissue act forms completed by DC MCVEY

137	NGPF0009281	Letter from the Duchess of Edinburgh that she had been asked to pass on to Grace's family
138	NGPF0009282	Email Julie Myatt SUPT Sanders victim support contact Elaine Newton
139	NGPF0009283	Email referencing homicide victim referral forms for James Coates and family
140	NGPF0009284	Email to arrange seating in the public gallery at crown court for Coates family
141	NGPF0009285	Email from DC McVey regarding funeral arrangements for Grace O'Malley-Kumar.
142	NGPF0009286	Email from DC Mcvey organising recovery of Grace's vehicle to her family home address
143	NGPF0009667	Email from CHSUPT Verma regarding offer from NFFC to meet the family of Ian Coates
144	NGPF0009668	Email detailing James Coates accepting the offer of NFFC but declining an offer of the meeting
145	NGPF0009288	Email from SUPT Verma to say NFFC would accommodate two separate visits from Ian's sons and Ashley Newton C
146	NGPF0009289	Email from DETSUPT Sanders to request details of the FLO's so that TRIM referrals could be made
147	NGPF0009290	Email from DC Johal containing updated FLO log of Wayne Birkett following Crown court hearing
148	NGPF0009669	Email from DC Johal containing updated FLO log of Sharon Miller following Crown court hearing
149	NGPF0009670	Email from DC Johal containing updated FLO log of Marcin Gawronski following Crown court hearing
150	NGPF0009715	FLO log from DC Johal containing contact with Wayne Birkett on 20.06.2023
151	NGPF0009716	FLO log from DC Johal containing contact with Sharon Miller on 20.06.2023
152	NGPF0009717	FLO log from DC Johal containing contact with Marcin Gawronski on 20.06.2023

153	NGPF0009671	Email containing contact made with all the families to discuss wishes for floral tributes and tokens left at the scene from Nottingham City council
154	HMCP0000052	Email containing contact families discuss floral tributes
155	NGPF0009673	Email containing contact made with all the families to discuss wishes for floral tributes and tokens left at the scene from Nottingham City council
156	NGPF0009292	Email Dc Mcvey OMK understanding of court hearing 20062023
157	NGPF0009293	Email from PC Baxter arranging for the Coates family to visit NFFC on 23.06.2023
158	NGPF0009294	Email from CHSUPT Verma confirming arrangement with NFFC for 23/06/2023.C
159	NGPF0009295	Email from DC Beddoe that the PTPH date changed from 25/09/2023 to 31/10/2023
160	NGPF0008546	Email from DC Farrell sharing the slides sent by Emma Webber to be shown at Glastonbury festival
161	NGPF0009297	Email to Coroners Office updating the funeral directors for Grace O'Malley-Kumar
162	NGPF0009298	Email from DC Farrell detailing the return of Barnaby's vehicle by the Force vehicle recovery scheme
163	NGPF0009301	Email from DC Mcvey and DC Kimberley liaising in relation to Ian Coates funeral for Grace's family to send flowers
164	NGPF0009302	Email Colin Wilderspin tributes 27062023
165	NGPF0009303	Email Coates family wished meet
166	NGPF0009304	Email DC Farrell accepts officer Webber family attend funeral Barnaby SUPT Sanders approved via email
167	NGPF0009674	Email exchange from staff Officers of the Chief Constable from the Polish consulate not being informed that a Polish national had been a victim of the attacks
168	NGPF0009305	Email to SUPT Craner to keep her informed of any public or media interest

169	NGPF0009306	Email regarding the return of certain property items belonging to Barnaby and Ian
170	NGPF0009307	Email via CSI to clean Ian's ring for Elaine Newton
171	NGPF0009309	FLO log DC Johal contact W Birkett to 29062023 Incld update of letters form the King
172	NGPF0009310	Email from DC Mcvey detailing the O'Malley-Kumar family did not wish to meet with CPS and counsel
173	NGPF0009311	Emails relating to a condolence card for the Webber family
174	NGPF0009312	Emails relating to FLO deployments with DI Crutchley
175	NGPF0009313	Emails relating to FLO deployments with DI Crutchley
176	NGPF0009314	Email from Coroners Office to DETSUPT Sanders and DCI Gould relating to Calocane's contact with mental health services
177	NGPF0010088	Letter from Chief Constable to the Polish Consulate with Marcin Gawronski's details
178	NGPF0009315	Email relating to collection and return of Barnaby's property as requested
179	NGPF0009316	Email from DC Beddoe updating CSI had cleaned Ian's ring for Elaine Newton
180	NGPF0010244	Emails with corporate communications relating to press interest and potential intrusion, they confirmed there was little interest from media outlets.
181	NGPF0010245	Email relating to FLOs facilitating a tribute on behalf of the Webber family
182	NGPF0009719	Emails relating to NFFC tributes on 13/07/2023
183	NGPF0009318	Copy of the memorial reference
184	NGPF0009319	Email from PC Baxter arranging tribute of James Coates to be sent to the family of Barnaby Webber
185	NGPF0009320	Email from DC Johal updating DCI Gould request speak Marcin, Sharon and Wayne CPS meetings
186	NGPF0009321	FLO contact log from DC Johal for Wayne Birkett

187	NGPF0009322	FLO contact log from DC Johal for Sharon Miller
188	NGPF0009323	FLO contact log from DC Johal for Marcin Gawronski
189	NGPF0009324	Email from DC Johal to witness care with details of Marcin, Sharon and Wayne
190	NGPF0009675	Email with Amy Kaye Family liaison employee for the NHS arranging a meeting for 25/07/2023
191	NGPF0009325	Email From FLOs relating to witnesses required to give evidence should the case progress to trial from witness care
192	NGPF0009326	Email noting the Coates brothers are not listed but Elaine Newton was- clarified with witness care
193	HMCP0000175	Briefing note prepared by DETSUPT Sanders for meeting with the O'Malley Kumar family
194	NGPF0009328	Emails with PC Baxter and DC Kimberley relating to the athletic magazine tribute
195	NGPF0009329	Email relating to concerns from Elaine Newton about her witness warning
196	NGPF0009330	FLO log from DC Mcvey on 31/08/2023
197	NGPF0009331	Email SUPT Sanders advise Webber family requests discuss mental health possible implications unfit
198	NGPF0002635	Home office post mortem report Grace O'Malley-Kumar
199	CPSE0006754	Home office post mortem report Barnaby Webber
200	CPSE0006756	Home office post mortem report Ian Coates
201	NGPF0009724	Emails relating to missing property from Grace's university room
202	NGPF0009725	Emails relating to missing property from Grace's university room
203	NGPF0009726	Email relating to overtime for DC Kimberley to complete VPS with Elaine Newton
204	NGPF0009727	Email relating to Jacksons recovery refund of costs for vehicle recoveries
205	NGPF0009728	Email With Amy Kaye relating to a meeting request

206	NGPF0009729	Email trail relating to OP Glint
207	NGPF0009730	Emails relating to disclosure of OP Glint to families with ACC Griffin and DSUPT Williams
208	NGPF0009731	Email from PC Baxter from 22/09/2023 relating to audio recording update to James Coates and family
209	NGPF0009732	Email DC McVey obtaining alternative support victim support OMK family
210	NGPF0009733	Email from DC Mcvey forwarded from Alan Murphy relating to adjournment of PTPH
211	NGPF0009734	Email from DC Mcvey relating to concerns regarding missed opportunities received from O'Malley-Kumar family
212	NGPF0009735	Email SUPT Sanders advise PC Baxter, DC Kimberley DCI Goud intentions brief Elaine Newton
213	NGPF0009676	Email from DC Kimberley to DETSUPT Sanders regarding a form of words
214	NGPF0009736	Email from DCI Gould to FLO's to ensure other updates were delivered
215	NGPF0009737	Email to DC Mcvey to discuss updates given out of kilter to families
216	NGPF0009738	Emails from PC Baxter and DC Kimberley relating to updates to Elaine Newton and James Coates
217	NGPF0009677	Email from DC Mcvey relating to disclosure of form of words for PSD investigation
218	NGPF0009739	Email from PC Baxter and DC Kimberley relating to updates to James Coates and Elaine Newton
219	NGPF0010254	Emails relating to delay to allow for CPS to instruct independent psychiatric reports
220	NHFT0012616	Emails with Rachel Limb including precis
221	NGPF0009678	Emails with Rachel Limb regarding permission to commence review into treatment

222	HMCP0000287	Email response from DETSUPT Sanders on 08/11/2023 with Rachel Limb
223	NGPF0009761	Email detailing Valdo Calocane had been transferred to Ashworth secure hospital from HMP Manchester
224	NGPF0009762	Email to FLOs advising update to families regarding NHS writing to them regarding their investigations into treatment/care of the defendant and how the review will be structured
225	NGPF0008610	Confirmation of meeting on 24/11/2023 by Kessie Ponchin (CPS paralegal)
226	NGPF0009763	Email from DC Mcvey advising she will contact the O'Malley KUMAR family on 15/11/2023 to make arrangements
227	HMCP0000285	Email from DETSUPT Sanders re informing families of DC Beddoe's update from Dr Blackwood
228	NGPF0009679	Email from DC Mcvey to DETSUPT Sanders regarding meeting with O'Malley Kumar family got 29/11/2023
229	NGPF0009743	Email offering SIO visit to Webber family
230	NGPF0009744	Email to DC Farrell from DETSUPT Sanders requesting a time for a meeting to be arranged
231	NGPF0009745	Email confirming meeting on 01a/12/2023 in Taunton
232	NGPF0009746	Email from DC Farrell to Alan Murphy regarding attendance of Julian Hendy to meeting
233	NGPF0009747	Email from Alan Murphy advising a change of mind relating to Julian Hendy's attendance
234	HMCP0000305	Email from Mr Khali KC concluding that Julian Hendy should not be present
235	NGPF0009764	Email from DETSUPT Sanders containing psychiatric report for the prosecution
236	CPSE0000011	Dr Blackwoods' psychiatric report
237	HMCP0000304	Email from DETSUPT Sanders to FLOs aside from DC Johal and PC Baxter

238	NGPF0009767	Email from DC Farrell explaining rationale to not permit Mr Hendy to the meeting with CPS
239	NGPF0009335	Email forwarded to Chief Crown prosecutors by CPS
240	NGPF0009768	Gold group meeting notes
241	HMCP0000321	Email from DETSUPT Sanders relating to a form of words on the current position
242	NGPF0009748	Email to DC Johal regarding FLO meeting
243	NGPF0009337	Email list from FLO's regarding topics prior to SIO meeting
244	NGPF0009338	Email from Webber family stating they have no agenda but wanted assurance regarding defendant release
245	NGPF0010246	Email from SIO
246	NGPF0009339	Email from DETSUPT Sanders containing Draft prosecution opening note
247	NGPF0009340	Email from DC Farrell regarding D Webber attendance to PTPH
248	**NOT USED**	
249	NGPF0009772	Email from DC Mcvey on behalf of O'Malley-Kumar's requesting meeting
250	NGPF0009773	Email from PC Baxter to DETSUPT Sanders regarding Coates family feelings about decision making
251	NGPF0009774	Email from DETSUPT Sanders to PC Baxter regarding discussing visits re Coates family
252	HMCP0000340	Email from DETSUPT Sanders to CPS regarding disclosure of reports
253	NGPF0009776	Email from ACC Griffin updating key stakeholders re PTPH
254	HMCP0000346	Email relating to CPS position regarding accepted pleas
255	NGPF0009778	Email from ACC Griffin sending updated form of words from all stakeholders
256	NGPF0009779	Email from DC Mcvey from Dr Kumar following CPS decision
257	NGPF0009780	Email from DC Kimberley advising Elaine Newton had been updated

258	NGPF0010247	Email from SIO with family updates
259	NGPF0009781	Email SUPT Sanders form words instruction second prosecution psychiatrist
260	NGPF0009782	Email to arrange joint visit with the FLOs and SIO to Webber family
261	HMCP0000377	Email to arrange joint visit with the FLOs and SIO to O'Malley-Kumar family
262	NGPF0009784	Email from PC Baxter stating Coates family had arranged to meet the SIO on 17/12/2023
263	NGPF0009785	Email from PC Baxter to DETSUPT Sanders confirming home visit with James Coates stating Lee Coates was not available
264	NGPF0009786	Email DC Mcvey updating Dr Kumar emailed DETSUPT Sanders CPS thanking attending meeting requested court process slowed down
265	NGPF0009787	Word document from Dr Kumar outlining concerns
266	NGPF0009788	Email from DETSUPT Sanders confirming receipt of email
267	NGPF0009749	Email from DETSUPT Sanders to DCI Gould regarding PSD matters
268	NGPF0009681	Email with DETSUPT Sanders and DCI Dean regarding whether a safeguarding adult review was required
269	NGPF0009789	Email from DC Mcvey containing word document of meeting notes from 07/12/2023
270	NGPF0009790	Document of meeting notes from 07/12/2023
271	NGPF0009791	Email from DETSUPT Sanders permitting sharing report with families
272	NGPF0004150	Notes taken by DC Mcvey from online family meeting on 13/12/2023
273	NGPF0009682	Questions raised by Dr Kumar in the online family meeting
274	NGPF0007501	Email including report from Dr Latham
275	CPSE0000017	Report from Dr Latham
276	**NOT USED**	

277	NGPF0009684	Email to PC Baxter to agree the report will be discussed in the family meetings with the SIO
278	NGPF0008726	Email from CPS
279	NGPF0009797	Email containing text message reply from Emma Webber to DC Farrell stating no point to meeting on 19/12/2023
280	**NOT USED**	
281	NGPF0008727	Email from Alan Murphy stating acceptance of plea was performed administratively and conveyed to the court
282	NGPF0009685	Email from DC Mcvey to DETSUPT Sanders with a question from Dr Kumar regarding toxicological testing
283	**NOT USED**	
284	NGPF0009801	Email between DETSUPT Sanders and ACC Griffin regarding PSD investigations
285	NGPF0009802	Email from ACC Griffin response regarding the update of the PSD investigations
286	NGPF0009803	Email from DC Kimberley confirming he had read the fourth psychiatric report and would explain
287	NGPF0008519	Email from DETSUPT Sanders to FLOs ensuring CPS letter are hand delivered to families
288	NGPF0010257	Email from DC Kimberley to DETSUPT Sanders with dates for the SIO home visit to Elaine Newton
289	NGPF0009686	Further email from DC Kimberley requesting meeting brought forward to 04/01/2024 which was accommodated by DETSUPT Sanders
290	NGPF0008629	Email from Emma Webber and Sam Shallow regarding concerns about CPS decision
291	NGPF0009687	HMCPSI report
292	NGPF0009805	Email from Emma Webber to DC Farrell for advice on where they could elevate their concerns
293	NGPF0009806	Email reply from Alan Murphy asking if judicial review had been submitted by any families

294	NGPF0009688	Email from DC Farrell to Emma Webber facilitating meeting between Webber family and CPS
295	NGPF0009689	Email to FLOs requesting they update regarding dates for plea and sentencing hearing
296	NGPF0010090	Actions relating to VPS
297	NGPF0009807	Email with DETSUPT Sanders and Alan Murphy requesting an update for the plea and sentencing hearing
298	NGPF0009808	Email from Sam Shallow and Alan Murphy reply regarding being in touch regarding dates
299	NGPF0009689	Email to FLOs requesting to make families aware of the potential delay to plea and sentencing hearing
300	NGPF0009810	Email from DETSUPT Sanders
301	NGPF0009811	Copy of the opening note from DETSUPT Sanders
302	NGPF0008634	Email detailing dates as 23rd-25th January 2024 then communicated by FLOs to families
303	NGPF0009813	Email arrangements made for meeting with Webber and O'Malley-Kumar
304	NGPF0009814	Email from DC Farrell regarding Charlie Webber not attending the hearing due to struggles
305	NGPF0009815	Email from DC Farrell to all FLOs regarding logistics for all families at court
306	NGPF0009816	Email from DC Farrell to crown court inquiry team for scope for overflow room at the court
307	NGPF0009817	Email from Rachel Limb regarding approach to families from NHS investigations
308	NGPF0009818	Email from DETSUPT Sanders forwarding tweet from Phillip Coates
309	NGPF0009819	Agenda for the forthcoming gold group planned for 19th January 2024
310	NGPF0009820	Minutes from the previous gold group meeting

311	NGPF0009821	Emails relating to Matt Jarram corporate communications, DETSUPT Sanders and ACC Griffin re media release
312	NGPF0010193	Media clip entitled Operation Hendrix Comms video
313	NGPF0009822	Email from DC Johal containing VPS of Wayne Birkett, Tracey Hodgkinson, Sharon Miller and Marcin Gawronski
314	NGPF0009823	Contact log from DC Johal
315	NGPF0009824	Wayne Birkett VPS
316	NGPF0009825	Tracey Hodgkinson VPS
317	NGPF0009826	Sharon Miller VPS
318	NGPF0009827	Marcin Gawronski VPS
319	NGPF0009828	Email with DC Johal regarding Sharon and Marcin not attending court and Wayne asked for 5 seats
320	NGPF0009829	Email from PC Baxter confirming she was awaiting sign off from James Coates VPS and request for 10 court seats
321	NGPF0009830	Emails with DC Farrell regarding Charlie Webber's VPS
322	NGPF0010091	Email from DC BEDDOE re VPS Webbers
323	NGPF0010092	Email from PC BAXTER re court rooms
324	NGPF0009831	Prosecution opening note
325	NGPF0009832	Sentencing note
326	HMCP0000448	Email from Alan Murphy agreeing to Police having final approved opening note
327	NGPF0009751	Emails concerning agreements on PSD matters
328	NGPF0009834	Email with Mat Jarram concerning CCTV compilation
329	NGPF0009835	Email to FLOs for Webber and O'Malley-Kumar families with a copy of the opening note
330	NGPF0009836	Email to DETSUPT Sanders about court seating allocation
331	NGPF0009837	Email from DC Johal and DS Cooper regarding compensation
332	NGPF0009838	Email from DC Piggott containing Emma and Charlie Webber VPS
333	NGPF0009839	Charlie Webber VPS

334	NGPF0009840	Emma Webber VPS
335	NGPF0009841	Email confirming Charlie Webber's VPS was on NICE
336	NGPF0010189 **NGPF0010190**	VPS video of Charlie Webber
337	NGPF0009842	Email from PC Baxter containing VPS from James Coates
338	NGPF0008513	VPS Statement of James Coates
339	NGPF0009844	Email from DC Piggott to David Rees at court listing regarding reconsideration
340	NGPF0009691	Email from DC Piggot containing questions by Emma Webber
341	NGPF0009692	Email from DC Piggott
342	NGPF0005375	Email from DETSUPT Sanders to FLOs containing link for Operation Hendrix Comms video for approval
343	NGPF0009847	Email from PC Baxter asking if the video could be sent to the Coates family
344	NGPF0009693	Email from DCI Gould to FLOs advising revert to court room 1
345	NGPF0009848	Email to Sam Shallow, Alan Murphy and DETSUPT Sanders forwarding email from Emma Webber
346	NGPF0009849	Email from Alan Murphy relating to reallocated court room
347	NGPF0009850	Email to DETSUPT Sanders with email from DC Piggott with answers
348	NGPF0009851	Email with DC Beddoe regarding any attendance of Calocane's family
349	NGPF0009852	Email from DC Beddoe relating to Elais Calocane and video link
350	NGPF0009853	Email from DC Kimberley requesting 3 seats for court from Elaine Newton
351	NGPF0009854	Email from PC Baxter relating to James Coates approving OP Hendrix comms video
352	NGPF0009855	Email from DC Johal confirming Wayne Birkett was content with the OP Hendix comms video release

353	NGPF0009856	Email from DC Kimberley relating to court arrangements for Elaine Newton
354	NGPF0009857	Email from Alan Murphy advising the case progression officer had arranged seat allocations
355	NGPF0009858	Email to FLOs confirming names of those attending court alongside chasing the VPS'
356	NGPF0009694	Email form PC Baxter informing that Ian's Sister wished to write a VPS
357	NGPF0009859	Email from DC Piggott containing BPS os GRO-B GRO-B
358	NGPF0009860	VPS statement of GRO-B
359	NGPF0009861	VPS statement of GRO-B
360	NGPF0009862	Email from Greg Windmill to confirm court seating numbers
361	NGPF0009863	Email from DC Johal confirming nonattendance of Marcin or Sharon to court and both were content with the video
362	NGPF0009864	VPS of Susan Coates
363	NGPF0009865	VPS Dr Kumar
364	NGPF0009866	VPS Dr O'Malley- Kumar
365	NGPF0009867	VPS James O'Malley-Kumar
366	NGPF0009868	VPS Catherine O'Malley
367	NGPF0009752	Email to Matt Jarram with families approval to use these for any media release
368	NGPF0009695	Email from Chief Constable thanking FLOs for support to families
369	NGPF0009869	Email from DC Piggott to Alan Murphy the VPS of David Webber
370	NGPF0009753	Email to FLOs with CVP link
371	NGPF0009870	Email from DETSUPT Sanders forwarded from DHSC
372	NGPF0009871	Email from DC Farrell to East Midlands Contact Services
373	NGPF0008381	Email from National Probation Service to FLOs relating to referrals

374	NGPF0009873	Email from DETSUPT Sanders forwarded from Sam Shallow requesting email addresses of families of four deceased victims
375	**NGPF0009873**	Email relating to invite for families to meet with the Chief and head of legal services
376	NGPF0009875	Emails with Emma Webber and DC Farrell/Mcvey relating to toxicology
377	NGPF0004166	PM Toxicology report of Grace O'Malley-Kumar
378	NGPF0010094	Email with DC Mcvey regarding full PM report
379	NGPF0009877	Open action log for hold group meeting 30/01/2024
380	NGPF0009878	Minutes from gold group meeting 19/01/2024
381	NGPF0009879	Agenda for gold group meeting
382	**NOT USED**	
383	NGPF0009696	Emails relating to Dr Kumar concerns about toxicology
384	NGPF0009882	FLO log from DC Farrell 30/01/2024
385	NGPF0009883	Email from DC Farrell containing FLO log
386	NGPF0009884	Email from PC Baxter relating to questions from James Coates re toxicology
387	NGPF0009885	Email concerning meeting from Dr Kumar about toxicology in the case
388	**NOT USED**	
389	NGPF0008388	PM Toxicology report of Ian Coates
390	NGPF0009888	Email from DC Mcvey to T/SUPT Reynolds PSD regarding complaint from Dr Kumar
391	NGPF0009696	Email from DETSUPT Sanders informing T/SUPT Reynolds he would contact him to discuss
392	NGPF0009696	Email from DC Mcvey to T/SUPT Reynolds for guidance for Dr Kumar to raise the complaint
393	NGPF0009890	Email with DC Mcvey regarding return of Grace's property
394	NGPF0009891	Email from Kessie Ponchin for families details
395	NGPF0009892	Email to Kessie Ponchin with families details

396	NGPF0009893	Email to staff officer of ACC Griffin detailing FLO involvement
397	NGPF0009894	Email from DC Farrell containing final FLO log
398	NGPF0009895	Final FLO log of DC Farrell and DC Piggott
399	NGPF0009896	Email from PC Baxter with NPS victim contact form
400	NGPF0009897	NPS Victim contact form James Coates
401	NGPF0009898	Emails relating to return of property to Elaine Newton and Darren Coates
402	NGPF0009754	Email from DETSUPT Sanders regarding ownership of the van
403	NGPF0009899	Email from DC Kimberley submitting NPS Victim contact form for Elaine Newton
404	NGPF0009900	NPS Victim contact form Elaine Newton
405	NGPF0009901	Letter to Elaine Newton
406	NGPF0009902	Letter to the Coates family
407	NGPF0009903	Letter to Grace's family
408	NGPF0009904	Letter to the Webber family
409	NGPF0009905	Letter to Wayne Birkett
410	NGPF0009906	Letter to Sharon Miller
411	NGPF0009907	Letter to Marcin Gawronski
412	NGPF0009908	Flo log DC Kimberley 09/11/2023
413	NGPF0009909	Flo log DC Kimberley 12/11/2023
414	NGPF0009910	Flo log DC Kimberley 24/11/2023
415	NGPF0009911	Flo log DC Kimberley 27/11/2023
416	NGPF0009912	Flo log DC Kimberley 08/12/2023
417	NGPF0009913	Flo log DC Kimberley 18/12/2023
418	NGPF0009914	Flo log DC Kimberley 04/01/2024
419	NGPF0009915	Flo log DC Kimberley 23rd-25th 01/2024
420	NGPF0009916	Flo log DC Kimberley 26/01/2024
421	NGPF0009917	Flo log DC Kimberley 28/01/2024
422	NGPF0009918	Flo log DC Kimberley 02/02/2024
423	NGPF0009919	Email from DC Mcvey with final FLO log

424	NGPF0009920	Final FLO log DC Mcvey
425	NGPF0009921	Email containing final FLO log for DC Piggott and DC Farrell
426	NGPF0009922	Final FLO log from DC Piggott and DC Farrell
427	NGPF0009697	Email from Dr Kumar to Chief Constable Meynell regarding mental health timeline
428	NGPF0009924	Further emails with Chief Constable Meynell regarding mental health timeline
429	NGPF0009925	Email from DETSUPT Sanders to Chief Constable with Policy decisions
430	NGPF0009697	Emails with Sam Shallow regarding a form of words from the CPS
431	NGPF0009926	Email from DETSUPT Sanders to legal services
432	NGPF0009927	Medical and police incident timeline
433	NGPF0009928	Email from DC Beddoe confirming ownership of the van sat with LV
434	NGPF0009755	Email to Chief Constable a draft letter for the families informing of FLO's exit
435	NGPF0009929	Email between DETSUPT Sanders and Alan Murphy regarding Dr Blackwoods' report
436	NGPF0009930	Email to DC Farrell, DC Piggott, DC Mcvey, DC Cutts and PC Baxter informing of FLO exit
437	NGPF0009756	Email from DC Mcvey regarding Dr Kumar request for mental health timeline
438	NGPF0009931	Email relating to emails sent by Chief Constable to families and being unable to provide mental health timeline
439	NGPF0009932	Email relating to O'Malley-Kumars regarding DC Mcvey withdrawal
440	NGPF0009933	Email from DETSUPT Sanders to DC Mcvey regarding FLO role
441	NGPF0010262	Email to DC Rowbotham and PIO Cumberpatch regarding FLO replacement

442	NGPF0009934	Email from DI Waller containing OP CHAINLINK gold group minutes
443	NGPF0009935	OP Chainlink Gold group minutes 08/02/2024
444	NGPF0009936	Email containing letter from Elais Calocane
445	NGPF0009937	Email from Chief Constable relating to the letter from Elais Calocane
446	NGPF0010263	Letter from Elais Calocane
447	NGPF0001249	Emails with PIO Cumberpatch regarding Grace's property
448	NGPF0009939	Emails between Chief Constable and Emma Webber relating to complaints and ongoing reviews
449	NGPF0010258	Document of chronology of FLO deployments
450	NGPF0009678	Email from Rachel Limb NHS regarding plans to commence the review of treatment and care of Valdo Calocane
451	NGPF0009941	FLO log from DC Johal BIRKETT 14/06/2023
452	NGPF0009942	FLO log from DC Johal BITKETT 15/06/2023
453	NGPF0009943	FLO log from DC Johal BIRKETT 16/06/2023
454	NGPF0009944	FLO log from DC Johal BIRKETT 18/06/2023
455	NGPF0009945	FLO log from DC Johal BIRKETT 20062023
456	NGPF0009946	FLO log from DC Johal 3 victims 22-28062023
457	NGPF0009947	FLO log from DC Johal BIRKETT 15072023
458	NGPF0009948	FLO log from DC Johal BIRKETT 11092023
459	NGPF0009949	FLO log from DC Johal BIRKETT 22092023
460	NGPF0009950	FLO log from DC Johal BIRKETT 22092023 2
461	NGPF0009951	FLO log from DC Johal 3 victims 24112023
462	NGPF0009952	FLO log from DC Johal BIRKETT 24112023
463	NGPF0009953	FLO log from DC Johal BIRKETT 18012024
464	NGPF0009954	FLO log from DC Johal BIRKETT 23012024
465	NGPF0009955	FLO log from DC Johal HODGSON 11092023
466	NGPF0009956	FLO log from DC Johal BIRKETT 22092023 3
467	NGPF0009957	FLO log from DC Johal BIRKETT 22092023 4

468	NGPF0009958	FLO log from DC Johal 3 victims 24112023 2
469	NGPF0009959	FLO log from DC Johal BIRKETT 24112023 2
470	NGPF0009960	FLO log from DC Johal BIRKETT 18012024 2
471	NGPF0009961	FLO log from DC Johal BIRKETT 23012024 2
472	NGPF0009962	FLO log from DC Johal MILLER 14062023
473	NGPF0009963	FLO log from DC Johal MILLER 15062023
474	NGPF0009964	FLO log from DC Johal MILLER 16062023
475	NGPF0009965	FLO log from DC Johal MILLER 17062023
476	NGPF0009966	FLO log from DC Johal MILLER 18062023
477	NGPF0009967	FLO log from DC Johal MILLER 20062023
478	NGPF0009968	FLO log from DC Johal MILLER 15072023
479	NGPF0009969	FLO log from DC Johal MILLER 11092023
480	NGPF0009970	FLO log from DC Johal MILLER 28112023
481	NGPF0009971	FLO log from DC Johal 3 victims 14012024
482	NGPF0009972	FLO log from DC Johal MILLER 2012024
483	NGPF0009973	FLO log from DC Johal MILLER 25012024
484	NGPF0009974	FLO log from DC Johal GAWRONSKI 14062023
485	NGPF0009975	FLO log from DC Johal GAWRONSKI 15062023
486	NGPF0009976	FLO log from DC Johal GAWRONSKI 18062023
487	NGPF0009977	FLO log from DC Johal GAWRONSKI 20062023
488	NGPF0009978	FLO log from DC Johal GAWRONSKI 15072023
489	NGPF0009979	FLO log from DC Johal GAWRONSKI 11092023
490	NGPF0009980	FLO log from DC Johal GAWRONSKI 28112023
491	NGPF0009981	FLO log from DC Johal GAWRONSKI 20012024
492	NGPF0009982	FLO log from DC Johal GAWRONSKI 25012024
493	NGPF0009983	FLO log from PC Baxter for James Coates
494	NGPF0009984	Email from PIO Cumberpatch advising there had been no contact from families and DCI Gould confirming he can re contact
495	NGPF0004274	Email from PIO Cumberpatch to 3 families as there had been no response

496	NGPF0009986	Email approving form of words regarding whatsapp group messages
497	NGPF0009987	Email from PIO Cumberpatch to DCC Cooper and DCI Gould advising phone calls to update families regarding media release
498	NGPF0004280	Email from PIO Cumberpatch advising Emma Webber was unwell and requested a text message update
499	NGPF0004276	Email from PIO Cumberpatch
500	NGPF0004338	Email of text message thread between PIO Cumberpatch and Emma Webber
501	NGPF0001319	Email from PIO Cumberpatch updating James Coates of media release
502	NGPF0001192	Email from DCI Gould to PIO Cumberpatch thanking for efforts
503	NGPF0001320	Email forwarding in writing to Emma Webber and James Coates
504	NGPF0010095	Email to DC Johal and DC Kimberley requesting their families were updated
505	NGPF0009698	Email from DC Beddoe to DETSUPT Sanders from Elais Calocane regarding toxicology
506	NGPF0009993	Email from DI Waller attaching letters inviting families to meetings with the CC
507	NGPF0009994	Letter to James Coates
508	NGPF0009995	Letter to the Webber family
509	NGPF0009996	Letter to O'Malley-Kumar family
510	NGPF0009997	Email update from PIO Cumberpatch with updates from families regarding the letter
511	NGPF0009998	Email from DCI Gould to FLOs regarding Elias Calocane letter and meetings with the Chief Co
512	NGPF0009999	Email to DI Waller and FLOs containing a precis of Elias Calocane's letter

513	NGPF0010000	Emails with DI Waller concerning precis and confirmation from Chief constable
514	NGPF0010001	Letter to Sharon Miller with precis of letter
515	NGPF0010002	Letter to Marcin Gawronski with precis of letter
516	NGPF0010003	Email from PIO Cumberpatch having updated Coates family regarding the letter
517	NGPF0010004	Email from DCI Gould to PIO Cumberpatch approving contact
518	NGPF0010237	Emails with Emma Webber regarding meeting chief constable
519	NGPF0001230	Email from DC Beddoe regarding Elias Calocane and the letter
520	NGPF0010097	Email to DC Beddoe agreeing disclosure to Elias Calocane
521	NGPF0010098	Email from Kessie Ponchin in relation to the Court of appeal
522	NGPF0010099	Referral to court of appeal
523	NGPF0010100	Email containing proposed agenda for the OP Chainlink Gold group
524	NGPF0010101	Agenda for OP Chainlink gold group 20/01/2024
525	NGPF0010102	Email from PIO Cumberpatch to O'Malley-Kumar family informing of following email with letter
526	NGPF0010103	Email from PIO Cumberpatch to O'Malley-Kumar family containing letter
527	NGPF0010104	Email to PIO Cumberpatch containing letter drafted by the Chief Constable to victim families
528	NGPF0010105	Letter to O'Malley-Kumar family from Chief Constable
529	NGPF0010106	Letter to Webber family from Chief Constable
530	NGPF0010107	Letter to Coates family from Chief Constable
531	NGPF0010108	Email from PIO Cumberpatch to DCI Gould expressing annoyance from O'Malley Kumar family
532	NGPF0010109	Email from DC Kimberley advising Elaine Newton received the letter
533	NGPF0010110	Day one plea and sentencing hearing

534	NGPF0010111	Day two plea and sentencing hearing
535	NGPF0010112	Day three plea and sentencing hearing
536	NGPF0010113	Agenda for upcoming OP Chainlink gold group 27/02/2024
537	NGPF0010114	Minutes from OP Chainlink gold group 21/02/2024
538	NGPF0010115	Email from Matt Jarram regarding initial deployment to Coates brothers
539	NGPF0010116	Email from DETSUPT Sanders containing Police incident timeline
540	NGPF0010117	Timeline of police incident
541	NGPF0010118	Letter from CC Meynell regarding misconduct to Webber family
542	NGPF0010124	Letter from CC Meynell regarding misconduct to O'Malley-Kumar family
543	NGPF0010119	Letter from CC Meynell regarding misconduct to James Coates
544	NGPF0010120	Letter from CC Meynell regarding misconduct to Elaine Newton
545	NGPF0010127	Letter from CC Meynell regarding misconduct to Wayne Birkett
546	NGPF0010121	Letter from CC Meynell regarding misconduct to Sharon Miller
547	NGPF0010122	Letter from CC Meynell regarding misconduct to Marcin Gawronski
548	NGPF0010123	Revised letter from CC Meynell to Webber family
549	NGPF0010124	Revised letter from CC Meynell to O'Malley-Kumar family
550	NGPF0010125	Revised letter from CC Meynell to James Coates
551	NGPF0010126	Revised letter from CC Meynell to Elaine Newton
552	NGPF0010127	Revised letter from CC Meynell to Wayne Birkett
553	NGPF0010128	Revised letter from CC Meynell to Sharon Miller
554	NGPF0010122	Revised letter from CC Meynell to Marcin Gawronski

555	NGPF0010129	Email from DI Waller regarding OP Chainlink gold group 01/03/2024
556	NGPF0010130	OP Chainlink gold group minutes
557	NGPF0010131	Email with PIO Cumberpatch regarding Grace's phone
558	NGPF0010132	Email from CC Meynell regarding Wayne Birkett
559	NGPF0010133	Email with DC Mcvey regarding O'Malley-Kumar query regarding Grace's phone
560	NGPF0010134	Email from PIO Cumberpatch regarding Times magazine article
561	NGPF0010135	Email from PIO Cumberpatch to Dr O'Malley Kumar regarding property
562	NGPF0010136	Email DI Waller CC Meynell request Emma Webber contact individuals misconduct matters
563	NGPF0010137	Email from Emma Webber containing request to speak with individuals subject to misconduct
564	NGPF0009757	Email from PIO Cumberpatch to O'Malley-Kumar family arranging to return Grace's property 21/03/2024
565	NGPF0010138	Email from DI Waller containing OP Chainlink gold group minutes
566	NGPF0010139	OP Chainlink gold group minutes 08/03/2024
567	NGPF0007531	Email with Pio Cumberpatch, DC Johal and DC Kimberley containing draft terms of reference
568	NGPF0007663	Draft terms of reference to Webber family
569	NGPF0007658	Draft terms of reference to O'Malley-Kumar family
570	NGPF0003283	Draft terms of reference to Coates family
571	NGPF0007661	Draft terms of reference to Elaine Newton
572	NGPF0007664	Draft terms of reference to Wayne Birkett
573	NGPF0007662	Draft terms of reference to Sharon Miller
574	NGPF0007660	Draft terms of reference to Marcin Gawronski
575	NGPF0010148	Email from DI Waller containing gold group agenda 15/03/2024

576	NGPF0010149	Agenda For gold group meeting 15/03/2024
577	NGPF0010150	Email from PIO Cumberpatch to O'Malley-Kumar family regarding visit
578	NGPF0001306	Email from PIO Cumberpatch confirming he had spoken to Dr Kumar regarding misconduct questions
579	NGPF0009699	Letter from DCC Cooper to Webber family
580	NGPF0009700	Letter from DCC Cooper to O'Malley-Kumar family
581	NGPF0009701	Letter from DCC Cooper to James Coates
582	NGPF0009702	Letter from DCC Cooper to Wayne Birkett
583	NGPF0009703	Letter from DCC Cooper to Sharon Miller
584	NGPF0009704	Letter from DCC Cooper to Marcin Gawronski
585	NGPF0010151	Email updating CPS regarding court of appeal attendees on 08/05/2024
586	NGPF0010152	Email from PIO Cumberpatch drafting update to families at 10:13
587	NGPF0010153	Email to FLOs making aware of hearing date and CVP link
588	NGPF0004212	Email from PIO Cumberpatch regarding Dr Kumar moving meeting to accommodate 08/05/2024
589	NGPF0004287	Email from PIO Cumberpatch regarding Emma Webber moving meetings to accommodate 08/05/2024
590	NGPF0010156	Email from DC Johal updating in relation to Wayne, Sharon and Marcin on 19/04/2024
591	NGPF0010157	Email from DC Kimberley requesting CVP link for Elaine Newton
592	NGPF0001194	Email from PIO Cumberpatch to Kessie Ponchin regarding updates from families regarding ULS
593	NGPF0010159	Email to FLOs. DETSUPT Sanders and M Mannion from DCI Gould updating families attendance
594	NGPF0001122	Email from PIO Cumberpatch updating families of time of meeting for court of appeal 29/04/2024

595	NGPF0001220	Email from PIO Cumberpatch to Emma Webber advising who from Nottinghamshire Police were attending the court of appeal
596	NGPF0010162	Email to PIO Cumberpatch from DCI Gould updating of her attendance and CPS virtual attendance
597	NGPF0004287	Email PIO Cumberpatch forwarded to families from ULS team advising of the proceeding matters
598	NGPF0004278	Email from PIO Cumberpatch 03/04/2024 updating attendees from Webber families
599	NGPF0001172	Email from Lily from ULS team confirming receipt of this email
600	NGPF0004286	Email from PIO Cumberpatch 07/05/2024 detailing attendees from O'Malley-Kumar family
601	NGPF0001301	Email containing instructions for attending the meeting to Webber family
602	NGPF0001279	Email to ULS team from PIO Cumberpatch on 09/05/2024 with families details
603	NGPF0001193	Email from PIO Cumberpatch to ULS team containing update from DC Johal
604	NGPF0001124	Copy of the ULS judgement 14/05/2024
605	NGPF0001292	Email involving PIO Cumberpatch with Emma Webber and CC Meynell regarding Webbers legal representation
606	NGPF0010172	Email with DI Waller and PIO Cumberpatch re form of words to O'Malley-Kumar family re visit to scene
607	NGPF0010173	Email from DI Waller 07/06/2024 with condensed form of words
608	NGPF0010174	Email to DI Waller regarding road closure of Ilkeston road
609	NGPF0010236	Email from CHSUPT Verma relating to officers presence at Ilkeston road tribute
610	NGPF0010175	Email from DC Farrell regarding IOPC, Leicestershire police and FLOS

611	NGPF0010176	Email with DETSUPT Sanders regarding FLO availability for meeting
612	NGPF0010177	Email from PIO Cumberpatch updating he was delivering NFFC photos to James Coates
613	NGPF0010179	Email from DC Farrell sharing text message from Emma Webber regarding joint visit
614	HMCP0000625	HMCPSI report entitled 'An inspection of Crown Prosecution Service actions in the Valdo Calocane case'