

Our Reference: COM 2003 002112



independent  
police complaints  
commission

comisiwn cwynion  
annibynnol  
yr heddlu

Eastern Business Park  
Wern Fawr Lane  
St Mellons  
Cardiff CF3 5EA

Mrs Bulbeck

**Code A**

16 January 2006

Tel/Ffôn: 029 2024 5400  
Fax/Ffacs: 029 2036 1967  
Email/E-bost: [enquiries@ipcc.gsi.gov.uk](mailto:enquiries@ipcc.gsi.gov.uk)  
Web/Gwefan: [www.ipcc.gov.uk](http://www.ipcc.gov.uk)

Dear Mr Bulbeck

I am writing to update you on the progress of your complaint since it was received at the Wales and South West regional office of the Independent Police Complaints Commission.

Attached, and for your information, is a brief timeline of actions taken with your complaint; however the purpose of this letter is also to explain how the IPCC intends to progress your complaint. I will also be writing to the other parties involved to provide them with the same update.

### **Progress of the case**

As highlighted by the attached, Commissioner Rebecca Marsh has decided on a course of action on your complaint. As you know you received a letter dated 28 June 2005 from Laurence Lustgarten outlining his provisional decision on your complaint but unfortunately Mr Lustgarten went on a period of sick leave shortly after and so a final decision on the file, taking into account any representations from the complaints could not be made. Having reallocated the file to Rebecca Marsh as she had been given responsibility for Hampshire Constabulary in the absence of Mr Lustgarten, it was necessary to decide on the best course of action after completing a review of the file, which as I am sure you will appreciate contains a considerable volume of papers. After consultation with various parties, it was decided that the file should be completed in line with procedures set for dealing with cases that fall within the Police Act 1996.

I have now requested various documents from Hampshire Constabulary to assist with the completion of the file to ensure that all relevant evidence can be taken into account when reaching our final decision. I am in regular communication with the force to ensure that the documents are supplied as soon as possible and will be in touch again once they have been received.

**Meetings with Ms Marsh**

As you will now be aware, meetings between Ms Marsh and individual complainants have been provisionally set for 23 February 2006. No final decision will be made on the complaint until those meetings have been concluded in order that your views can be considered alongside all other available information. It is the intention thereafter to schedule a group meeting with the Deputy Chair of the Independent Police Complaints Commission, John Wadham.

In respect of future updates of the progress of the case I will be in contact with you at regular intervals of 14 days, to ensure that you are aware of the current status of the file. In the meantime should you have any questions or concerns, please do not hesitate to contact me directly on  by e-mail  or in writing to the address at the top of this letter.

Yours sincerely

**Code A**

**Liz Semple  
Casework Manager  
Independent Police Complaints Commission**

## **Overview of Gosport Memorial Hospital Complaint from receipt in the Cardiff Office**

**25/9** Casework Manager Rebecca Fuhr contacted Rebecca Marsh in order to make her aware of the issues surrounding the complaint.

**18/10** The Commissioner's PA is asked to find a date in the diary for a meeting with Rebecca Fuhr, the liaison person for the Hampshire (Liz Semple) and the Senior Casework Manager (Jane Carter)

**1/11** A meeting is held with the Casework Manager (Rebecca Fuhr), Commissioner (Rebecca Marsh), Liaison person (Liz Semple) and Senior Casework Manager (Jane Carter). The purpose of the meeting is for the casework manager to take everyone attending through the file, what has been done up to this point and to get direction from the Commissioner on next steps.

**Early November** The Commissioner discusses moving the file to Cardiff with Jane Farleigh the Regional Director. Both agree that the file needs to be more closely managed. Jane Carter the Senior Casework Manager is consulted in order to determine which casework manager should manage the file.

**10/11** The file is packed and sent with a courier company to the Cardiff office.

**17/11** Liz Semple is allocated the file. She is the liaison Casework Manager for the Hampshire Constabulary and one of our most experienced Casework Managers.

**21/11** Liz Semple organizes a letter to go out in the Regional Director's name updating complainants and explaining why the file has been moved to the Cardiff office.

**24/11** Diane Allen Rebecca Marsh's PA sends out a letter to the complainants involved requesting dates for a meeting with the Commissioner.

**28/11** Liz Semple completes a timeline of events in order to brief the Commissioner on what has happened with the file to date. The Commissioner speaks with Liz regarding the timeline and agrees to consult the John Wadham before suggesting a way forward

**29/11** Liz Semple completes a minute outlining all the factors in the investigation and suggestions for what should be done at this stage. This minute is sent to the Commissioner, Jane Farleigh, John Wadham and Jane Carter. Jane Farleigh requests an update on the file.

**1/12** Liz Semple sends a letter to the Hampshire Constabulary asking for a list of documents relating to the complaint.

**5/12** Liz Semple and Jane Carter attend a meeting with Jane Farleigh outline what has been done with the file to date and what the Commissioner is recommending as the way forward.

**6/12** Final meeting attended by Liz Semple, Jane Carter and the Commissioner Rebecca Marsh. This meeting ensures there is consensus between the Regional Director and the Commissioner. An agreed list of action points are drawn up and signed off by the Commissioner the following day.

**8/12** Liz Semple sends a response to one of the Complainant's previous emails addressing all the questions listed after consulting with the Commissioner and John Wadham.

**4/1** Superintendent Ogden attends the Cardiff office to discuss a separate complaint matter. However Liz Semple is able to speak with her briefly to chase up the requested documents list.

Please note Diane Allen has done further work to arrange meeting with the Commissioner but I do not have access to her diary in order to address this additional contact