

## FOI Disclosures October 2024

### Index

This month we have responded to questions relating to the following topics:

- [Stonewall](#)
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- [Streatham road traffic incident Investigation](#)
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If you require a full copy of any of the embedded attachments, please contact [Requestinfo@policeconduct.gov.uk](mailto:Requestinfo@policeconduct.gov.uk) quoting the reference number from the relevant response.

<b><u>Ref</u></b> <b><u>5025108</u></b> <small>Back to top</small>	<b><u>Stonewall</u></b>
<b><u>Request</u></b>	<p>1. In respect of each of the years 2022, 2023 and 2024 (year to date) please confirm what monies the IOPC has paid to Stonewall (Stonewall Equality Ltd) and what goods and services have been received.</p> <p>2. Where the monies paid in 1 above has been by way of payment for goods or services, please specify:</p> <p>(a) what analysis has been conducted to ascertain whether these goods or services meet contractual and/or legal requirements;</p> <p>(b) what contractual or other recourse exists to reclaim in respect of goods or services that are defective, substandard or delivered in contravention of the law;</p> <p>(c) what steps are being taken to seek recourse for any such contractual or legal shortfalls.</p> <p>3. In respect of the payments referred to in 1 above, please state:</p> <p>(a) What criteria were applied in deciding to make payments by way of direct grants;</p> <p>(b) What tendering process was conducted with regard to provision of goods or services;</p> <p>(c) What alternative suppliers of goods or services were considered.</p> <p>4. Please provide a a copy of your document titled 'Glossary of LGBT Terms if this is still in use.</p>

**Response**

1. In respect of each of the years 2022, 2023 and 2024 (year to date) please confirm what monies the IOPC has paid to Stonewall (Stonewall Equality Ltd) and what goods and services have been received.

Stonewall Diversity Champions Membership for England & Cymru runs from 10/9/2025, and is broken down as follows:

£3,334 for the period from 10/09/22 to 31/03/23

£6,011 for the period from 01/04/23 to 31/03/24

£5,995 for the period from 01/04/24 to 31/03/25

£2,660 for the period from 01/04/25 to 09/09/25

2. Where the monies paid in 1 above has been by way of payment for goods or services, please specify:

(a) what analysis has been conducted to ascertain whether these goods or services meet contractual and/or legal requirements;

No formal analyses have been conducted.

(b) what contractual or other recourse exists to reclaim in respect of goods or services that are defective, substandard or delivered in contravention of the law;

The IOPC has the right to terminate the subscription by writing to the supplier. There are a number of terms and conditions in which we have the right to do so.

(c) what steps are being taken to seek recourse for any such contractual or legal shortfalls.

None.

3. In respect of the payments referred to in 1 above, please state:

(a) What criteria were applied in deciding to make payments by way of direct grants;

Not applicable

(b) What tendering process was conducted with regard to provision of goods or services;

The IOPC engaged the supplier directly and entered into a Single Tender Action

(c) What alternative suppliers of goods or services were considered.

See above

	<p>4. Please provide a copy of your document titled 'Glossary of LGBT Terms if this is still in use.</p> <p>This is no longer in use.</p>
<p><b><u>Ref</u></b> <b><u>5025112</u></b> <a href="#">Back to top</a></p>	<p><b><u>Missing Persons Cases in Wales</u></b></p>
<p><b><u>Request</u></b></p>	<p>1. <i>How many complaints have you received regarding missing persons investigations by Welsh police forces? Please provide a breakdown of the number of complaints by Welsh police forces.</i></p> <p>2. <i>How many of those complaints have you:</i></p> <p>a) <i>investigated yourselves</i></p> <p>b) <i>referred back to the original police force to investigate</i></p> <p>c) <i>referred to another police force to investigate</i></p> <p>*** <i>Please provide a breakdown of the number of complaints by Welsh police forces.</i></p> <p>3. <i>Of the cases you investigated yourselves, how many of those complaints were substantiated/upheld or involved services that fell below acceptable standards? Please provide a breakdown of the number of complaints by Welsh police forces.</i></p> <p><i>I do require the data in Bulletin table A3.1 filtered by the 'missing person' factor for the Welsh forces please.</i></p>
<p><b><u>Response</u></b></p>	<p>The majority of police complaint and misconduct cases are dealt with by the police without any IOPC involvement. The IOPC investigates only the most serious and sensitive cases. This means that we do not hold records that comprehensively reflect all complaints made about the police.</p> <p>You ask that we provide a breakdown of the number of missing person complaints relating to Welsh police forces. As you have not asked for this information for any specific period we have considered the statistical data we hold that would be most likely to assist with your request.</p> <p>We collect complaints data from police forces and publish an annual report '<a href="#">Police Complaints: Statistics for England and Wales</a>'. We also use this data to produce <a href="#">quarterly bulletins for police forces</a>. Amongst other things, the quarterly bulletins report on the number of complaint cases and allegations recorded and the nature of these allegations and, from 1 February 2020, the data we collect has included national complaint factors which provide the situational context of complaints. One of these factors is 'missing persons'. We began reporting on the situational context from 1 April 2021 and this data is available by financial year in Table 1.4 of the bulletins for each of the Welsh forces.</p> <p>Please see attached an Excel table of this data separated by calendar year.</p>

Allegations made to police forces in Wales with a national complaint factor of Missing Persons				
	Dyfed-Powys	North Wales	Gwent	South Wales
2020 (from 01/02/2020)	4	0	3	13
2021	7	13	3	27
2022	7	37	7	37
2023	15	11	17	64
2024 (to 30/06/2024)	2	3	18	35

When interpreting this data please note:

- selection of this factor would not necessarily denote that the allegation was about police handling of a missing person report;
- as a complaint may involve more than one allegation, the number of complaint cases with this situational context may be less than the number of allegations listed in the table;
- the force bulletins relate only to public complaints and thus do not include cases that began with a conduct matter or Death or Serious Injury matter and did not subsequently involve a public complaint; and
- we do not hold enough information about these complaints or allegations to enable us to link them to a case in which we have been involved (e.g. a specific referral) and you would have to contact the force to find out more about the cases reported in these statistics.

You also ask for data about the number of missing person complaints involving Welsh police forces the IOPC has:

- a) investigated itself and the number of these complaints that were substantiated/upheld or involved services that fell below acceptable standards;
- b) referred back to the original police force to investigate; and
- c) referred to another police force to investigate.

Police forces are required to refer certain complaint and other matters to the IOPC to decide on the mode of investigation. A referral may relate to a complaint, a conduct matter, or a death or serious injury (DSI) matter.

We report on referrals in section C of our published force bulletins. These confirm that in the period from 1 April 2021 to 30 June 2024, the IOPC received 1,229 referrals from the four Welsh police forces and that 98 of these referrals were determined as IOPC investigations.

The data we receive from forces does not include the situational context of referrals (which would apply only to referrals involving a public complaint) and we cannot narrow our searches of referrals using an automated search for any particular allegation or case type. This means that we can identify referrals relating to a missing person case only by carrying out a manual search of the information we hold for all the referrals received from these forces.

Owing to the number of referrals we would have to search in this period, the work involved in finding out how many of these related to missing person cases would engage the FOIA cost limit, which is set for the IOPC at £450 or 18 hours work at £25 per hour.

In regard to the referrals in this period that were determined as IOPC investigations, we would again anticipate that the FOIA cost limit would be

engaged by the work involved in identifying whether they involved a missing person. This takes into account the number of cases and our previous experience of confirming this type of information from documents on our investigation files. We would suggest that there would be only a few cases from this period within the scope of your request, only some of which would have reached the stage where we could confirm whether there had been any adverse outcomes, as required by the final part of your request.

In relation to outcomes, we would refer you to section A3.1 of the Force bulletins: 'How allegations were handled and their decisions'. Please find attached the data for each of the four Welsh forces reported in section A3.1 of the Force bulletins refined to allegations logged with the situational context 'missing persons'. We would refer you to the notes in the Bulletins, on pages 5 and 7 in particular, for an explanation of this data.

Notes: Data covers the period 1 February 2020 to 30 June 2024

Table 1 - Total allegations finalised, by force

Organisation Name	2020	2021	2022	2023	2024	Total
Dyfed-Powys	4	6	6	10	4	30
Gwent	3	3	5	6	8	25
North Wales		13	2	45	5	65
South Wales	7	30	33	47	41	158

Table 2 -Allegations finalised by informal handling (outside of Schedule 3)

Organisation Name	2020	2021	2022	2023	2024	Total
Dyfed-Powys	2	3	2	5	1	13
Gwent	3	3	2	4	8	20
North Wales			1	1	1	3
South Wales	3	7	11	15	10	46

All outside Schedule 3 allegations resulted in a finding of Resolved

Table 2a -Allegation actions on allegations finalised by informal handling (outside of Schedule 3)

Organisation Name	Actions On Allegations Outside Schedule 3	2020	2021	2022	2023	2024	Total
Dyfed-Powys	Apology	1	0	0	1	0	2
	Explanation	1	0	1	4	0	6
	Goodwill gesture	0	0	0	0	1	1
	Learning from reflection	0	1	0	0	0	1
	Other action	0	1	1	0	0	2
	Policy review	0	1	0	0	0	1
Gwent	Apology	0	0	1	2	6	9
	Debrief	0	3	0	0	0	3
	Explanation	0	0	0	1	0	1
	Learning from reflection	0	0	1	0	0	1
	No further action	2	0	0	0	0	2
	Other action	1	0	0	1	2	4
North Wales	Explanation	0	0	0	1	1	2
	Learning from reflection	0	0	1	0	0	1
South Wales	Apology	3	1	5	7	4	20
	Explanation	0	4	5	8	7	24
	Learning from reflection	0	2	0	1	0	3
	Other action	0	0	1	0	0	1

**Table 3 - Allegations finalised by formal handling (under Schedule 3)**

Organisation Name	Handling Method	2020	2021	2022	2023	2024	Total
Dyfed-Powys	Not investigated	2	3	4	5	2	16
	Investigated (not subject to special procedures)	0	0	0	0	1	1
Total		2	3	4	5	3	17
Gwent	Not investigated	0	0	1	2	0	3
	Investigated (not subject to special procedures)	0	0	2	0	0	2
Total		0	0	3	2	0	5
North Wales	Not investigated	0	13	1	9	4	27
	Investigated (not subject to special procedures)	0	0	0	34	0	34
	Investigated (subject to special procedures)	0	0	0	1	0	1
Total		0	13	1	44	4	62
South Wales	Not investigated	4	14	17	19	19	73
	Investigated (not subject to special procedures)	0	8	5	13	12	38
	Investigated (subject to special procedures)	0	1	0	0	0	1
Total		4	23	22	32	31	112

Investigations subject to special procedures can result in disciplinary proceedings

**Table 4 - Allegation decisions on formally handled allegations**

Organisation Name	Allegation Result Description	2020	2021	2022	2023	2024	Total
Dyfed-Powys	No further action required	0	0	1	0	0	1
	The service provided was acceptable	1	2	3	3	3	12
	The service provided was not acceptable	1	1	0	2	0	4
Gwent	No further action required	0	0	1	2	0	3
	The service provided was acceptable	0	0	2	0	0	2
North Wales	No case to answer	0	0	0	1	0	1
	Not able to determine if the service provided was	0	0	0	1	0	1
	The service provided was acceptable	0	13	1	25	4	43
	The service provided was not acceptable	0	0	0	17	0	17
South Wales	No further action required	1	4	1	1	1	8
	Not able to determine if the service provided was	0	0	1	4	9	14
	The service provided was acceptable	0	16	16	19	15	66
	The service provided was not acceptable	3	2	4	8	4	21
	Withdrawn	0	1	0	0	2	3

**Table 4a - Allegation actions on formally handled allegations**

Organisation Name	Actions On Allegations Under Schedule 3	2020	2021	2022	2023	2024	Total
Dyfed-Powys	Apology	1	1	0	2	0	4
	Debrief	0	1	0	0	0	1
	Explanation	0	2	2	4	3	11
	No further action	1	0	2	0	0	3
Total		2	4	4	6	3	19
Gwent	No further action	0	0	9	3	0	12
Total		0	0	9	3	0	12
North Wales	Apology	0	0	0	1	0	1
	Explanation	0	13	0	29	1	43
	Learning from reflection	0	0	0	11	0	11
	No further action	0	0	1	1	0	2
	Organisational learning	0	0	0	8	0	8
	Referral to RPRP	0	0	0	2	0	2
Total		0	13	1	52	1	67
South Wales	Apology	0	0	4	2	0	6
	Debrief	0	1	4	0	0	5
	Explanation	0	9	11	22	22	64
	Learning from reflection	2	1	1	2	1	7
	No further action	1	10	3	3	8	25
	Organisational learning	1	2	0	0	0	3
Total		4	23	23	29	31	110

A search of our [Learning Recommendations](#) filtered by each of the Welsh forces and the key word 'missing person' produces this result for Gwent Police:  
[Recommendations - Gwent Police, February 2021 | Independent Office for Police Conduct \(IOPC\)](#)

This search produced no results for Dyfed-Powys, North Wales or South Wales Police

	<p>We have carried out an <a href="#">Investigation summary search</a> on our website filtered by force and the key word 'missing'. At time of writing this produced the following data:</p> <p>South Wales Police (3 results): <a href="#">Investigation summaries   Independent Office for Police Conduct (IOPC)</a></p> <p>Gwent Police (3 results): <a href="#">Investigation summaries   Independent Office for Police Conduct (IOPC)</a></p> <p>There were no results for the same search filtered by Dyfed-Powys Police and North Wales Police.</p> <p>The following live investigation may be of interest: <a href="#">IOPC investigation into police handling of missing person reports prior to vehicle and occupants found in Cardiff at advanced stage   Independent Office for Police Conduct (IOPC)</a></p> <p>You may wish to consider discussing your request with a member of our media team. Their contact details are here: <a href="#">Media team contact details   Independent Office for Police Conduct (IOPC)</a></p>
<p><b>Ref</b> <b>5025121</b> <a href="#">Back to top</a></p>	<p><b><a href="#">Training and Guidance for Casework Managers</a></b></p>
<p><b><u>Request</u></b></p>	<p><i>I am looking into campaigning for more effective reform in police accountability and am in the initial stages of investigating why the complaint system fails so often, particularly at the IOPC.</i></p> <p><i>To that end I am looking for information regarding the training and guidance given to your casework staff and other staff that make decisions on complaints as well as any information explaining how the IOPC can effectively challenge misconduct when it cannot make balance of probability determinations as to whether an office has broken the law or not. I understand that this will come from information you already have and you will not be able to create information to provide a response but I expect all this information is readily available as if it isn't then you wouldn't be able to carry out your functions.</i></p>
<p><b><u>Response</u></b></p>	<p>There are two elements to casework manager training: induction training (for new starters) and continuous professional development (CPD) for all casework staff. Below is a document which contains the headline areas for both elements.</p>

	<p style="text-align: center;"><b>Overview of casework manager induction training</b></p> <ol style="list-style-type: none"> <li>1. Introduction to the police complaints system for casework managers.</li> <li>2. Overview of the case management system.</li> <li>3. Defending decisions and managing unacceptable service user contact.</li> <li>4. DEMS – Digital evidence management system overview.</li> <li>5. Understanding quality processes and QSI (quality and service improvement) post decision making.</li> <li>6. The National Decision Model.</li> <li>7. Introduction to safeguarding.</li> <li>8. Resilience.</li> <li>9. Race discrimination. <ol style="list-style-type: none"> <li>a. Understanding the focus on race-based discrimination.</li> <li>b. Defining race-based discrimination.</li> <li>c. Applying IOPC (race) discrimination guidance.</li> <li>d. Analysing unconscious bias in race discrimination investigations.</li> </ol> </li> <li>10. Introduction to Fundamentals of investigation reviews. <ol style="list-style-type: none"> <li>a. Various considerations in conducting a review</li> <li>b. Special procedures</li> <li>c. Commissioning further work</li> <li>d. Remedies</li> <li>e. Redetermining/reinvestigation</li> <li>f. Case to answer</li> <li>g. Available outcomes</li> <li>h. Proposed actions</li> <li>i. Learning</li> </ol> </li> <li>11. Understand police disciplinary panel processes in relation to the justice system</li> <li>12. Making and presenting your decision</li> <li>13. Special procedures and Case to answer</li> <li>14. Case study: Arrest, use of force and custody</li> <li>15. Case study: Discrimination</li> <li>16. Understand the referral process and the role of the IOPC in a Death or Serious Injury (DSI) matter. <ol style="list-style-type: none"> <li>a. Understand decisions to suspend a police investigation pre work</li> <li>b. DSI case study review and Q&amp;A session based on pre-work completed prior to session</li> </ol> </li> </ol>	<p style="text-align: center;"><b>Overview of casework manager CPD framework</b></p> <ol style="list-style-type: none"> <li>1. <b>Technical expertise</b> <ol style="list-style-type: none"> <li>a. Quality (minimum standards)</li> <li>b. PACE (stop and search)</li> <li>c. PACE (powers of entry, search and seizure)</li> <li>d. PACE (powers of arrest)</li> <li>e. PACE (detention of suspects)</li> <li>f. PACE (use of force)</li> <li>g. Discrimination</li> <li>h. Mental health</li> <li>i. Domestic abuse</li> <li>j. Road traffic incidents</li> <li>k. Safeguarding</li> <li>l. Missing persons</li> <li>m. Thresholds for misconduct/gross misconduct</li> <li>n. Legal awareness</li> <li>o. Human rights act</li> <li>p. Decision letter</li> <li>q. Learning recommendations</li> <li>r. Knowledge of force oversight</li> <li>s. Re-determination of a complaint as part of the appeal/review process</li> <li>t. Digital platforms</li> </ol> </li> </ol>
<p style="text-align: center;"><b>Ref</b> <b>5025124</b> <a href="#">Back to top</a></p>	<p style="text-align: center;"><b><u>Reviews ruled in favour of the complainant</u></b></p>	
<p style="text-align: center;"><b><u>Request</u></b></p>	<p><i>Could you please let me know over the last 24 months how many of the cases referred to the IOPC were ruled in favour of the complainant?</i></p>	
<p style="text-align: center;"><b><u>Response</u></b></p>	<p>This information is available in our published report on the police complaint statistics. The latest available report can be found on our website here: <a href="#">Police complaints statistics for England and Wales report - 2022/23   Independent Office for Police Conduct (IOPC)</a>. Page 16 of this report provides the following information regarding reviews:</p> <p>A complainant can request a review if they are not satisfied with how their complaint was handled. The nature of the complaint determines whether the review should be handled by the Local Policing Body (LPB) or the IOPC. There has been a rise in reviews received for the IOPC, and a drop for LPBs leading to a small decrease overall. This is likely to be because of workshops and individual assistance we have given in relation to the test so there is increased</p>	



	<p>understanding in this area. It may also be due to a small drop in the number of cases finalised formally; either due to forces using informal complaint handling more often or due to backlogs within complaint handling departments. The proportion of investigation reviews upheld have remained very similar to last year, 27% in both years for LPBs and a rise of one percentage point from 31% to 32% for the IOPC. There is a more significant rise for reviews where the complaint has been handled outside of investigation, from 15% to 19% for LPBs and 37% to 44% for the IOPC.</p> <p>You may also want to consider the police complaints data tables, and in particular table 27 which outlines the outcomes of IOPC reviews. The data tables can be found on our website here; <a href="#">Police complaints statistics data tables - 2022/23   Independent Office for Police Conduct (IOPC)</a></p> <p>The previous year's report can be found on our website here: <a href="#">Police complaints statistics for England and Wales report - 2021/22   Independent Office for Police Conduct (IOPC)</a>.</p> <p>The latest police complaint statistics report for 2023/24 is due to be published shortly.</p>
<p><b><u>Ref</u></b> <b><u>5025125</u></b> <a href="#">Back to top</a></p>	<p><b><u>Streatham road traffic incident Investigation</u></b></p>
<p><b><u>Request</u></b></p>	<p><i>Please could you provide access to the report of your investigation into PC Mark Fisher in relation to the driving incident in Feb 2020.</i></p>
<p><b><u>Response</u></b></p>	<p>We understand your request to relate to the IOPC independent investigation into a road traffic incident involving a Metropolitan Police car which collided with two vehicles while responding to the terror attack in Streatham in February 2020.</p> <p>We published some information on our website regarding the progress of this investigation and the outcome. These statements can be found on the National Archives website here:  <a href="#">[ARCHIVED CONTENT] Investigation into police collision involving officers responding to Streatham terrorism incident   Independent Office for Police Conduct (nationalarchives.gov.uk)</a>  <a href="#">[ARCHIVED CONTENT] Investigation Update: Streatham High Road terror attack   Independent Office for Police Conduct (nationalarchives.gov.uk)</a></p> <p><a href="#">[ARCHIVED CONTENT] Met Police collision Streatham Common North   Independent Office for Police Conduct (nationalarchives.gov.uk)</a></p> <p>We have decided that you are not entitled to the investigation report because it is exempt under sections 30 and 40 of the FOIA.</p> <p>In the case of information falling within the terms of section 30, we are refusing your request because the public interest in maintaining the exemption outweighs the public interest in disclosure.</p>

	<p>The content includes some reference to operational tactics, techniques and processes which would provide the public with insight into how the police operate and respond to this type of incident. Disclosure therefore provides those with criminal intent further intelligence into how they may be able to disrupt police activity and seek to undermine and evade detection and apprehension. This is particularly significant in this case as the incident involved a suspected terror attack.</p> <p>As referenced above, a summary of this investigation has been published on our web site in line with our <a href="#">Policy on the publication of final investigation reports and report summaries   Independent Office for Police Conduct (IOPC)</a> and remains accessible via the National Archives website. We consider this information to be a proportionate response to the public interest in transparency and accountability, taking into account the competing public interest in preserving the confidentiality of investigations and the persons to whom they relate.</p>
<p><b>Ref</b> <b>5025141</b> <a href="#">Back to top</a></p>	<p style="text-align: center;"><b><a href="#">Costs of Investigations and Hearings</a></b></p>
<p><b><u>Request</u></b></p>	<p><i>Under the terms of the Freedom of Information Act, please provide me with the following:</i></p> <p><i>All of the costs to the Independent Office of Police Conduct involved in the investigation and hearing into John Apter.</i></p> <p><i>If those costs have not been paid and/or invoiced yet, please send me an estimate.</i></p>
<p><b><u>Response</u></b></p>	<p>We do not record precise breakdowns of costs for individual investigations, meaning the cost of items such as operational staff time, organisational overheads, media handling or work undertaken after completion of the report (including any work on a misconduct hearing) are not held. In addition, we no longer attribute purchases and expenses to individual investigations. Therefore, we are unable to provide the full costs associated with carrying out one of our investigations.</p> <p>Misconduct hearings are arranged by the relevant police force, in this case Hampshire Constabulary. Therefore, we do not hold this information and recommend that you contact the force directly if you want to know more about these costs.</p>