

OVERSIGHT

newsletter

Welcome to our monthly newsletter which provides updates about the work of the Independent Office for Police Conduct (IOPC). The newsletter is for complaint handlers in forces and local policing bodies (LPBs).

Information for police

You can find lots of useful information for police officers and staff on our [website](#). This includes information and guidance for professional standards departments, complaint handlers and local policing body reviewers.

Topics include complaint handling guidance and a toolkit, IOPC discrimination guidelines, guidance on managing unreasonable and unacceptable complainant behaviour, an operational advice note on 12-month timeliness reports and more.

Referrals to the IOPC - complainant email addresses

When referring a complaint to the IOPC, can you please include the complainant's email address (if one is available) on the 7.1 referral form, unless this is not the complainant's preferred contact method.

Sending correspondence through the post results in delays in communicating our mode of investigation decisions to complainants. Also, we find that letters are not always welcome.

Sending large volumes of timeliness reports

We understand there will be occasions when you have a large number of timeliness reports to submit to both the Office of the Police and Crime Commissioner and ourselves. This is usually because a number of cases are due a milestone update at the same time, or where it's been discovered that updates were not provided and need to be, so the situation can be resolved in a timely manner.

Receiving such large numbers of reports in short succession significantly impacts on our resources and can cause delay in processing the information (or indeed other correspondence in our inbox). **If you have more than 15 timeliness reports to send at any one time, please notify us via your Oversight Liaison or by emailing oversight@policeconduct.gov.uk**. We can then discuss whether a strategy is required for sending the reports i.e. a certain number of letters each day, spread over a week.

Thank you for your assistance.

Learning the Lessons 44 (corruption) – coming soon

The latest issue of our Learning the Lessons magazine will be published 2 October 2024. It contains eight new case studies, alongside questions for people working in all roles and ranks in

policing to reflect on current policy and practice, to help identify and prevent corruption. We also welcome contributions from a range of leading stakeholders to expand the learning opportunities on offer. These include contributions from the NPCC's counter-corruption lead Chief Constable Lauren Poultney, the College of Policing, HMICFRS, Crimestoppers and more.

In particular, this may be of interest to colleagues working in:

- counter-corruption units
- professional standards departments
- human resources
- line managers / supervisors
- thematic leads for abuse of power for sexual purpose and violence against women and girls

To make sure the new issue reaches people who can best make use of it, we'd be grateful if you can help promote our mailing list to as many colleagues as you can. **Simply ask colleagues to email learning@policeconduct.gov.uk**, and they will receive a copy straight to their inbox on publication day.

We look forward to sharing the magazine with you soon.

Recent information

Professional standards departments new starter sessions

There are still places available on our two virtual new starter sessions. These sessions are a useful introduction to the IOPC and cover the origins of the IOPC, the work we do, tips on complaint handling, and the opportunity to ask questions on any area of our work. They are held remotely on Microsoft Teams and last around 60-90 minutes.

The remaining sessions are:

- Wednesday 16 October 2024
- Tuesday 21 January 2025

To book, please email oversight@policeconduct.gov.uk and include the name and email address for each new starter, and their first **and** second choice date preferences and we will do our best to accommodate them.

? Common questions from forces and LPBs

Q: Can the range of outcomes for a complaint handled otherwise than by investigation include Unsatisfactory Performance Procedures?

A: No. [Chapter 17 of the IOPC's Statutory Guidance](#) explains there are a number of routes into the Unsatisfactory Performance Procedures (UPP) process under the *Police Reform Act 2002*, and that it would need to be subject of an investigation for an outcome of UPP to be recommended.

This is because Unsatisfactory Performance Procedures is a formal process available to address a member of a police force or special constable's inability or failure to perform their role to a satisfactory level. It can be used to address failures to perform the role satisfactorily through lack

of competence or capability which may be identified through patterns of unsatisfactory performance and not a single event, although a single incident may suffice.

An explanation of the Unsatisfactory Performance Procedures and the different stages of the process are contained within [section 5 of the Home Office Guidance on Police Officer Misconduct, Unsatisfactory Performance and Attendance Management Procedures](#).

Q: Can an ex-police officer make a complaint about how their force, dealt with a criminal investigation in which they are the victim? The criminal investigation began during their time as a police officer, and their complaints cover both when they were still serving and after they left the force.

A: Police officers and staff members are not eligible to make a complaint about the conduct, behaviour and/or actions of a person serving under the remit of the same chief constable.

However, once an officer has left the force they become a member of public. This means they can make a complaint about police actions that happened after they left the force. An ex-police officer is unable to make a complaint after they have left the police, if the conduct occurred when they were still serving, and they were under the same chief constable as the person whose conduct it was.

An initial conversation with the ex-officer will be important as it can help to determine when the matters complained about took place, what complaints can be considered, the parameters of what enquiries will be undertaken and manage the ex-officer's expectations.

For more information on who can complain please see [chapter 5 of the IOPC's Statutory Guidance](#).

Corporate news

Learning recommendations

This month, we published information on a number of recommendations. Some of these are set out below.

Recommendations to Northumbria Police following their contact with a man behaving erratically due to mental health

[Northumbria Police accepted our recommendations](#) following the death of a man. We recommended that the force:

- provides guidance to frontline officers and the Street Triage Team about their responsibilities and actions when encountering a member of the public who has self-harmed in their presence, particularly if that person is exhibiting behaviour which could suggest they are in crisis.
- provides guidance to the Street Triage Team around the importance of considering the particular circumstances faced by frontline officers when attending an incident, when making a decision about how best to resolve a mental health matter. They should avoid placing too much weight on the patient's past presentation during other historical incidents which may have occurred several years ago

- should work with Cumbria, Northumbria Tyne and Wear NHS to review and revise the referral points discussed in the Street Triage Team Operational Policy document on when a member of the public may require CRISIS intervention or home-based treatment. They should ensure that the referral points and guidance to staff remain appropriate and offer the best possible support to members of the public, when considering the current demand on frontline officers and the STT.

Recommendations to Sussex Police following the case of missing teenager who took their life

[Sussex Police accepted all our recommendations](#) following an investigation into the case of a missing 15 year old who took their own life. We recommended that the force:

- takes steps to ensure the responsibility of sergeants to actively supervise medium risk missing persons cases is complied with.
- reviews its missing persons policy and relevant training and guidance, to ensure vulnerabilities in individual missing persons cases are acknowledged, assessed, and graded appropriately.
- amend its missing persons policy to clearly reflect the College of Policing Authorised Professional Practice for notifying the British Transport Police of when a missing person may potentially use the rail network.

Recommendations to MPS following our investigation into an officer's inappropriate relationship with a minor

[We made the following recommendations to the MPS](#) following our investigation into a relationship between a police officer and a 17-year-old child who was in foster care:

- Where information or intelligence is obtained by the MPS about a potential declarable association, or an actual or perceived inappropriate relationship which does not amount to potential conduct, that an intervention with the officer or staff member in the form of a reminder of the declarable association policy and invitation to consider their current relationships in conjunction with the policy, be considered in order to mitigate any future risk to themselves and/or others.
- The force should increase awareness amongst officers regarding the Resource Management Policy, particularly concerning the booking on and off of colleagues other than themselves through the CARMS system. Training should be put in place to ensure officers and staff understand how to reflect officers' actual working hours in CARMS, and the importance of ensuring that information is accurate.
- **The force should take steps to ensure that all police officers who regularly come into contact with members of the public, whether face-to-face or by some other means, receive training created by NPCC in 2021 on abuse of power for sexual purpose.** They should also ensure that an auditable record is made for each person, detailing that the training has been received and understood. Training should be repeated on a regular basis, and a record kept of any refresher training.

Latest news

Keep up to date on our investigations and other work to increase public confidence in the police complaints system. You can find our [latest IOPC news](#) on our website.

[Former Cleveland Police officer guilty of creating witness account to end an investigation](#)

[Essex police officer found guilty of assaulting woman in custody and ordered to do 100 hours of unpaid work](#)

[Former West Mercia Police officer charged with misconduct in public office for inappropriate conduct with vulnerable woman](#)

[Former Dorset Police special constable charged with misconduct in public office for sharing photos of dead body](#)

[Update on IOPC investigation into use of force arrests at Manchester Airport](#)

[Investigation finds Met Police firearms officers used necessary force during Bywater Place fatal shooting](#)

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If you have any questions, please get in touch with your Oversight Liaison or a member of the Oversight team.

