

Investigation name:	Matthew Mackell
IOPC reference:	2020/135676

> Summary of IOPC conclusions

Our investigation found no officer or staff member had a case to answer for misconduct or should face unsatisfactory performance proceedings.

We recommended a Practice Requiring Improvement process for a police officer and two police staff members. Kent Police agreed with our findings.

> Organisational Learning - Kent Police, August 2021

Recommendation 1:

The IOPC recommends that Kent Police provide clarity within their policies and guidance in relation to the grading of and dispatch to incidents where a 'threat to life' has been received by the control room, but no exact location is available.

Recommendation 2:

The IOPC recommends that Kent Police should add 'consider sending the suicide text' to the list of actions for the dispatcher on the PAGES guidance 'Suicide - Threats or Attempts to commit'. The suicide text is a text message which can be sent direct to a person who has made a threat to take their own life, and signposts various charities to contact. Sending this text message should be a consideration for the dispatcher depending on the specific circumstances of the incident along with the list of other actions for them to complete which is present on this guidance, when treating the incident as a Suicide threat or Attempt to commit.

Recommendation 3:

The IOPC recommends that Kent Police should add 'consider sending the concern for safety text message' if one has not be sent by the call taker' to the list of 'dispatcher actions ' on the PAGES guidance 'Concern'. If a location is identified for the caller the incident will be transferred from the call taker to dispatch. If dispatch are subsequently unable to locate the caller and they are trying to get in touch with them, it may be beneficial to send the caller a text message (if they can see one has not been previously sent by the call taker). This text message would notify the caller there is a concern for their safety and provide non-emergency contact numbers for them to assist in the situation. Sending this text message should be a consideration

for the dispatcher depending on the specific circumstances of the incident along with the list of other actions for them to complete which is present on this guidance, whilst treating the incident as a concern for safety.

Recommendation 4:

The IOPC recommends that Kent Police should ensure that where computer systems are upgraded and updated, that default settings are checked and the operators of those systems are made aware of the changes to settings before use.