

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.

Receiving final reports from the IOPC

Since introducing the new Case Management System, the way that case bundles are produced has changed. The case bundles accompany our IOPC final reports. This change means:

- when you receive a final report and bundle, it will be in a zip file format (rather than the PDF format previously used), and
- the bundles will no longer be in the same order as they appear in the final report, but in alphabetical order

If you experience any issues with the new format, please do tell us by emailing isuwakefield@policeconduct.gov.uk

Recent information

Right Care Right Person Frequently Asked Questions

On 29 May 2024, we wrote to Heads of Professional Standards Departments, Professional Standards Departments and Office of Police and Crime Commissioners about a new set of [frequently asked questions and case studies](#). This document is available on our website, alongside our [Right Care Right Person \(RCRP\) position statement](#).

This document addresses some of the questions we received from police forces on our handling of RCRP cases and to help provide advice on when RCRP cases meet the death or serious injury referral criteria. It also poses reflective questions for Professional Standard Departments (PSDs) to consider.

We will review this document and update it as needed.

Professional Standards Department new starter sessions

Please continue to send us the names and email addresses of any new PSD staff members who would like to attend our new starter session. 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:

- Thursday 18 July 2024
- Wednesday 16 October 2024
- Tuesday 21 January 2025

Please email oversight@policeconduct.gov.uk with the name and email address for each new starter, together with their first and second choice date preferences. We will contact them directly with an invitation.

? Common questions from forces and LPBs

Q: Are the parents of an officer, who is the subject of an investigation and misconduct proceedings, considered eligible to make a complaint about the length of time it has taken to investigate the matter and the stress that it has caused them?

A: [Chapter 5 of the IOPC's Statutory Guidance](#) explains who can complain about the behaviour and decisions of the police service. This is dependent on whether the complaint is about the conduct of a person serving with the police, or about other matters.

In this scenario, the parents are not saying that they are acting on behalf of anyone else, they are not the person in relation to whom the conduct took place and they do not appear to be claiming to have witnessed the conduct themselves. They appear to be claiming that they have been adversely affected by the conduct.

To be adversely affected a person must have either:

- suffered any form of loss, damage, distress, or inconvenience as a result of the matter complained about
- been put in danger, or
- otherwise unduly put at risk of being adversely affected.

If it is unclear from the complaint that the parents meet the definition of being adversely affected, the appropriate authority can always ask for that level of detail and seek clarification to inform the recording and handling options.

For more examples of who can make a complaint and an example of being adversely affected please see [Focus issue 13](#).

Q. Is there a requirement to record a complaint the appropriate authority has decided is repetitious? Does section 6.30 of the IOPC's Statutory Guidance imply that because previous similar complaints have been recorded, they don't need recording again?

Complaints can no longer be treated as repetitious for recording purposes.

[Chapter 6 of the IOPC's Statutory Guidance](#) outlines the process for both logging and assessing whether the complaint meets the mandatory criteria for recording, and if not, whether steps can be taken to resolve the complaint outside of *Schedule 3 of the Police Reform Act (PRA) 2002*.

If the complaint does not meet the recording criteria, but the complainant still wants the complaint recorded it should be recorded, even if attempts have been taken to resolve it either inside or outside of Schedule 3.

Section 6.30 of the IOPC Statutory Guidance explains where there may be reasons to **still** consider recording something even if doesn't fit the criteria for recording, for example where there are a number of otherwise low-level complaints about the same set of circumstances; or to see if there is a pattern of behaviour for a team/person/area of policing.

If, after recording, the complaint handler is satisfied the complaint is substantially the same as one or more complaints that were previously recorded and fully addressed, and they are certain there is no more that can be done to handle the matter and respond to the complainant's dissatisfaction, the complaint handler may make a decision to take no further action and provide a right of review.

Corporate news

IOPC welcomes two new non-executive directors

Two new non-executive directors have been appointed to the Independent Office for Police Conduct's (IOPC) Unitary Board following a robust open competition, conducted in accordance with the Governance Code on Public Appointments.

Suzanne Jacob OBE and Clive Quantrill bring with them a wealth of experience from the public and private sectors and will provide valuable oversight and support our work.

Suzanne previously spent more than six years as chief executive at domestic abuse charity SafeLives. There, she developed and published the charity's first public strategy; oversaw delivery of the Domestic Abuse Matters culture change programme for tens of thousands of police first responders; achieved changes in legislation; made survivor voice an integral part of the charity's work; and influenced decision makers to think about domestic abuse in a far more holistic way.

Before joining SafeLives, Suzanne spent nearly a decade with the Home Office. She worked extensively on national security matters; established the National Crime Agency as a significant new part of UK law enforcement; and acted as private secretary to the minister responsible for crime and policing. Suzanne worked for several years on security for the London 2012 Olympics, and was awarded an OBE in 2013 for her work on intelligence collection, analysis, and enforcement activity.

She said: "Trust and confidence in policing has been badly damaged, including for communities who've often felt policing doesn't serve them. Morale among staff and officers is also under

significant pressure. In discharging its remit effectively, the IOPC needs to deal fairly and promptly with the facts, and uphold high standards. I'm looking forward to contributing to that.”

As a senior partner at Cambridge Management Consulting, and from his previous director level roles focussed on strategy and transformation at BT, Clive brings a wealth of experience in organisation development and digital transformation.

He said: “I am looking forward to supporting the IOPC’s critical work such as standard setting, sharing learning, and community engagement to ensure it delivers its vision that everyone is able to have trust and confidence in the police.”

Read the full article on [our website](#).

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.

[Cambridgeshire sergeant who used excessive force on man in custody dismissed for gross misconduct](#)

[West Yorkshire Police officer charged for WhatsApp images in support of a proscribed organisation](#)

[Greater Manchester Police officer dismissed after admitting he sexually assaulted child](#)

[Met officer dismissed after passing information without a policing purpose to embassy staff](#)

[Two British Transport Police officers on duty during Manchester Arena attack given final written warnings](#)

[Investigation into fatal shooting found City of London Police officer’s use of force was appropriate](#)

[Devon and Cornwall Police officers found not guilty at trial for assault on a man in Exeter](#)

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

