



Organisational Learning Database Outstanding Lessons – Updated 15th May 2024

	Outstanding
	Ongoing
	Complete
	SORB

	Source Document	Date Received	Lesson	Allocated To	Date Allocated	To go to SORB meeting ?	Current Force Position	Update
354	CO851/22	Feb 23	<p>Following the outcome of a complaint the following learning has been identified:-</p> <p>Head of the Crime and Intelligence Directorate is asked to review the current arrest pro- forma to ensure that it provides appropriate information including confirmation that intelligence checks have been completed. This review should include the need for a field for the time and date the form is completed and a section for a supervisor to certify completion.</p>	<p>C/Supt O'Neill</p> <p>T/Ch/Supt Rich Ward</p> <p>DCI Jackson</p>	April 23	No		<p>26/04/23 – Learning sent</p> <p>18/07/23 – Update request sent.</p> <p>19/09/23 – Lesson re-allocated and sent to T/Ch/Supt Ward, Mr Ward confirmed he has allocated this to Ch/Insp Jackson.</p> <p>22/01/24 – Email sent to CI Jackson to request an update.</p> <p>22/01/24 – Response received from CI Jackson -</p> <p align="center"></p> <p align="center">FW Organisational Learning - Outcome</p> <hr/> <p>23/01/24 – Email to Rich Jackson for clarification as to whether he has been advised to proceed with the long term plan.</p> <p>12/04/24 – Update request sent to Rich Jackson.</p>

								<p>08/05/24 – Further update received from DCI Jackson via Becs Hardie. An email has been sent to all NPA commanders with a request for the attached Arrest Pro forma to be used.</p> <p> Arrest request pro forma.docx</p> <p>GIRFT – COMPLETE?</p>
--	--	--	--	--	--	--	--	--



370	CM36/23	Aug 23	<p>Following the outcome of a conduct matter the learning below has been identified:-</p> <p>1 The AA directs that DCI Hubbard review and communicate where appropriate the current procedure (Operation Bridger) for investigators who have responsibility for crimes reported by Members of Parliament to ensure that accurate and swift risk assessments are completed by investigators with regards to the perpetrators and these are communicated to the MP.</p> <p>The AA has concerns that there is a much wider issue regarding use of Community Resolutions across the force area, with a significant variance in Officers understanding of the force procedure. This needs to be quickly addressed, therefore recommending that Team Leicestershire Academy considers the current training inputs for Officers in the use of Community Remedy.</p>	<p>1 DCI Deb Hubbard COMPLETE</p> <p>2 Sarah Taylor O/S</p>	August 23	No		<p>04/09/23 – Learning sent.</p> <p>06/09/23 – Response received from DCI Hubbard:- I can confirm that the OP Bridger OP Order has gone out to all DIs and DSs and they are aware of its contents and implications for investigations, Sarah - In terms of OOCR training, a powerpoint was recently sent to all SHINS to deliver via their Sgts in briefing. I am not sure however of the reality of this and this is certainly training that needs embedding further. I am aware that there is a powerpoint presentation which has been written to be delivered within TLA and Tim Lindley has been involved in previous discussions to ensure this is part of core learning. I am moving from the role soon and we're waiting to see where OOCR will sit but Mr Ditcher will be the new lead I believe. We are also hoping for a Supervisor within the team who may be able to pick some of this work up and promote further training</p> <p>06/09/23 – Email received from sarah Taylor I am not sighted on the training for all SHINS.</p> <p>Tim/Mark – Please can you send me an update on what is being delivered, to who, when and a copy of the lesson plan and</p>
-----	---------	--------	--	---	-----------	----	--	--

							<p>PowerPoint and details of how this is being tracked and monitored. IF I can have this by the end of next week,</p> <p>07/11/23 – Update received from DCI Lindley:- You will see the answer below and I understand the other answer has been sent by PC Dave Sweetman who has attached the power-point delivery.</p> <p>The PowerPoint covers the learning objectives desired by the college / curriculum.</p> <p>In answer then to the direction, the Academy has considered the current training input and it is fit for purpose.</p> <p>The greater question is whether the force has any capacity to address the issue more widely as the TLA only captures a proportion of the wider force. Whilst community resolutions are one of the current 22 crime outcomes if this not something I cover in any of the inputs I give.</p> <p>I know the use of CRs has been discussed in previous Investigation Standards meeting and I believe HMICFRS have recently looked at our use of CRs, it might be worth linking in with</p>
--	--	--	--	--	--	--	---

								Pete Flynn to see who have the portfolio now Deb asked back to LPD and if CAID have anything in the pipeline. GIRFT – highlighted section for discussion.
371	CO490/23	Aug 23	Following the outcome of a complaint the learning below has been identified:- The Head of the IMU is to be asked to review this complaint and issue a force wide briefing on Force ISA and disclosure procedures.	Mr Steve Morris	Sept 23	No		15/09/23 – Learning sent. 22/01/24 – Update request sent to Steve Morris. 12/04/24 – Update request sent. 15/05/24 – Update request sent.
372	CM73/23	Oct 23	Following the outcome of a conduct matter the below learning has been identified:- A review should be conducted of the mandatory online learning material in terms of 'Browsing' and 'Policing Purpose' The online learning package is appropriate, but these terms need to be re-iterated by the Information Management department on a regular basis via latest new articles.	Mr Steve Morris	Oct 23	No		13/11/23 – Learning sent. 22/01/24 – Update request sent to Steve Morris 12/04/24 – Update request sent. 15/05/24 – Update request sent.
376	CM116/23	Nov 23	Following the outcome of a conduct matter, the learning below has been identified:-	Helen Smith and Aime Peplow	Nov 23	No		Nov 23 – Learning discussed with Helen and Aime and sent out by the IO. 23/01/24 – Update request sent.

			<p>I recommend that EPAC instigate a working practice that only OIC's or their supervisors can authorise the disposal of property.</p> <p>EPAC and Niche IT to work towards a system solution by way of a Niche update that ensures that OIC details reflect the Responsible Officer details and are updated automatically and an update which only allows for the OIC / their supervisor to authorise the destruction of property.</p>					<p>24/01/24 – Update received from Aime Peplow:- I had a meeting with Sophie and Yassin on Monday.</p> <p>I recommend that EPAC instigate a working practice that only OIC's or their supervisors can authorise the disposal of property.</p> <p>We had implemented this but after a relatively short period of time it became apparent that there are too many scenarios when it's not appropriate to only accept instruction from the OIC. During our meeting on Monday, we agreed that we must be proportionate in our approach. As there has only been one recorded incident it significantly reduces the likelihood, we will instead push the education of updating the RO against the property entry and I have asked the EPO's to be vigilant when accepting disposal requests. EPAC and Niche IT to work towards a system solution by way of a Niche update that ensures that OIC details reflect the Responsible Officer details and are updated automatically and an update which only allows for the</p>
--	--	--	---	--	--	--	--	--

								<p>OIC / their supervisor to authorise the destruction of property.</p> <p>Merseyside have submitted an RFC. This RFC has two options for the auto-updating of the RO. I will continue to track this change request, looking at their lessons learnt when/if it passes the test phase.</p> <p><u>GIRFT – Please advise if complete or if we await the outcome of RFC test?</u></p>
380	CO256/23	Oct 23	<p>Following the outcome of a complaint the learning below has been identified:-</p> <p>The circumstances of this complaint are to be brought to the attention of the Keyham Lane NPA Commander, Inspector Madeley-Harland so that she can ensure that robust handover processes are in place between officers at her NPA.</p>	Insp Madeley-Harland	Dec 23	No		<p>21/12/23 – Learning sent</p> <p>28/12/24 – Email received from Insp Madeley-Harland - Can I ask who the learning was for as I have no knowledge who I'm meant to be directing my required learning at?</p> <p>22/01/24 - Responded and await confirmation learning addressed.</p> <p>19/02/24 – Update received from Insp Madeley-Harland:- So there is a updated handover process in place on the NPA to ensure concise and accurate handovers are completed. This includes any prisoner handovers have Crime Manager or Performance Ps oversight to</p>

								ensure they are effectively managed and progressed.
								GIRFT COMPLETE?
382	CO410/23	Jan 24	<p>Following the outcome of a complaint the learning below has been identified:-</p> <p>The Head of Crime is to be asked to determine best practice in relation to how officers' crime assaults upon them on the force crime system. This would be to ensure appropriate oversight on the subsequent criminal investigations.</p> <p>The Head of Leicestershire Team Academy is to be asked to review the current Community Resolution procedure and ensure that current training material provides sufficient on the application of the procedure with particular reference to the need for full admissions and for which offences it should be used for. Providing specific guidance for assault emergency worker.</p>	<p>1. Ch/Supt Rich Ward O/S</p> <p>2. Sarah Taylor DCI Rob Arthur COMPLETE</p>	Feb 24	No		<p>05/02/24 – Learning Sent</p> <p>06/02/24 – Ch/Supt ward confirmed he will pick this up, although he has asked Chief Supt Emma Maxwell to add this into her Op Hampshire meeting which is looking at Police assaults as the learning identified by Mr Gamble correlates with this ongoing work.</p> <p>06/02/04 – Sarah Taylor asked where she can find the Community Resolution procedure. Confirmed that CR Final Outcome is identified in Annex H of Leicestershire Police Investigation Standards Procedures. This directs that CR are administered in compliance with COP Guidance.</p> <p>Sarah has re-allocated this to DCI Arthur.</p> <p> 65. Leicestershire Police Investigation</p> <p> Community-resoluti on-guidance-2022..j</p>

								<p>21/03/24 – DCI Arthur confirmed that he will be dealing all learning directed to TLA.</p> <p>21/03/24 – Update received from DCI Rob Arthur:-</p> <p>Community Resolution gets its own input separate from the rest of the OOC material due to the extent of use and that we want the students to get a grip of it early on in the course.</p> <p>We cover all the pertinent points such as when one can be given, the requirements for an admission (including some form of remorse) and the requirement for conditions on the CR to be punitive, reparative and/or restorative.</p> <p>We are trying to teach out the concept that has developed that CR's are a "quick win". If done correctly they should require a reasonable amount of work.</p> <p>The only thing we don't specifically cover is not to use them for assault on emergency work offences. However we do detail that they should not be used for serious offences, which AEW is one of them. We will add clarity to the lesson plan around EAW</p> <p>File quality website contains all</p>
--	--	--	--	--	--	--	--	---

								relevant material in relation to CR's and considerations. GIRFT Point 2 Complete? 12/04/24 – Update request sent re point 1.
383	CO1052/22	Feb 24	<p>Following the Outcome a Complaint the learning below has been identified</p> <p>In reviewing the chronology of this complaint allegation there is an indication of Organisational failure to identify repeat victimisation of a vulnerable female who had reported domestic related abuse involving her neighbour. Whilst Policies and Procedures provide guidance and instruction on Investigation Standards, this complaint has highlighted collective failures in the investigation and supervision of those processes. D/Ch/Supt Ward is to be asked to review the circumstances of this complaint to ensure current training encompasses the requirement for professional</p>	DCS Rich Ward	Feb 24	No		<p>20/02/24 – Learning sent.</p> <p>12/04/24 – Update request sent.</p>

			curiosity and a holistic approach to investigations.					
384	CO825/23	Feb 24	<p>Following the outcome of a complaint the learning below has been identified:-</p> <p>Chief Inspector Lindsey Madeley-Harland is to be asked to review the circumstances of this complaint and ensure that operational briefings are available and delivered to officers deployed to the scene of these protests.</p>	Ch/Insp Madeley-Harland	Mar 24	No		<p>04/03/24 – Learning sent.</p> <p>06/03/24 – Update received from CI Madeley-Harland:- There is now a briefing sheet in place for Officers attending UTACS, local officers are aware of the procedures but this is for all officers who attend from across the Force area. The Oscar ones are also aware of the briefing sheet and pass guidance when assigning officers.</p> <p>Oscar two are also aware and expected to deliver on attendance around style and tone of the response and a starting point of neighbourhood policing and peaceful protest.</p> <p>Tactics are trained by the TLA to all PSU officers, if not PSU trained then although nationally there is no national protest scenarios trained, they are trained around challenging conversations during the Stop search input.</p> <p>I am happy this covers the Organisational learning required. GIRFT Learning complete?</p>

385	CO340/23	Jan 24	<p>Following the outcome of a complaint the learning below has been identified:-</p> <p>The Head of Team Leicestershire Academy is asked to review the circumstances of this complaint and provide force wide guidance on the use of common law powers.</p>	<p>Sarah Taylor – TLA</p> <p>DCI Rob Arthur</p>	Mar 24	No		<p>15/03/24 – Learning sent.</p> <p>21/03/24 – DCI Arthur confirmed that he will be dealing with all learning directed to TLA.</p> <p>03/04/24 – Update received from DCI Arthur I've been sent this in order to deal with the recommendation attached within. There is just one element in the summative narrative (used to determine that the service wasn't acceptable) I wanted to flag to you for when I put the learning out/ update our lessons</p> <p><u>The "service not acceptable" part seems to surround the fact she was taken to McDonalds as opposed to a Police station</u></p> <p>The comments within the form detail: "Where a Breach of the Peace has occurred under common law, officers have the power to arrest a person and put them before the next available Magistrates' Court. Section 30 of PACE directs that a person under arrest for an offence must be taken to a police station. Whilst acknowledging that the arrest of Ms Stabanaar was made under common law, I am of the view that the principle of</p>
-----	----------	--------	---	---	--------	----	--	--

							<p>taking the detained person to a police station remains valid.”</p> <p>This unfortunately is not correct. I've double checked with legal services for completeness who have stated:</p> <p><i>“Although an individual can be arrested for breach of the peace (BOP), it is not a criminal offence. The case of Williamson v. Chief Constable of the West Midlands Police (2003) 167 JP 181 considered the relationship between BOP and PACE 1984 and determined that breach of the peace does not constitute an offence for the purposes of PACE 1984. Consequently, s.30 of PACE 1984 does not strictly apply as BOP is not an ‘offence’ for the purpose of s.30.</i></p> <p><i>As such, it may be acceptable for an officer to take a person arrested for a BOP to a location other than a police station for them to calm down and then release them if there is longer/or likely to be a BOP. However, if a person is detained for longer than necessary, this may leave us open to a civil claim for wrongful arrest/unlawful detention.</i></p> <p>As such it does appear that regardless of whether they are still under arrest or not, they can</p>
--	--	--	--	--	--	--	--

							<p>be taken elsewhere other than a Police station (which is what the officer did here). Clearly this doesn't change the fact that the biggest bit of learning is that hardly anything was written down in terms of decision making, but I thought it important to clarify the legislative angle because the principal of taking to a police station doesn't remain valid</p> <p>I will ensure that the comms go out but can I ask you feed back to T/Insp HURST regarding the nuance please</p> <p>GIRFT – COMPLETE?</p>
386	CO336/23	Mar 24	<p>Following the outcome of a complaint the learning below has been identified:-</p> <p>As a result of handling public complaint CO336/23 an issue has arisen over the ability of officers to search individuals who have been arrested at police stations.</p> <p>This public complaint centred around an individual being arrested at Mansfield House and then conveyed to Euston Street police station. As part of their response to the complaint the officers have explained that section 32 PACE did not</p>	<p>Sarah Taylor – TLA</p> <p>DCI Rob Arthur</p>	Mar 24	No	<p>15/03/24 – Learning sent to Sarah via email from Mr Gamble (AA).</p> <p>21/03/24 – DCI Arthur confirmed that he will be dealing all learning directed to TLA.</p> <p>21/03/24 – Update received from DCI Arthur. Lesson plan updated covering the specific legal advice regarding sec 32 vs sec 54(6a). Kerry Taylor has requested confirmation that the message has been disseminated to all officers in order for the learning to be closed.</p>

			<p>cover them to search the arrested individual. This is clearly a concern for officer safety and as such I have consulted legal services as below.</p> <p>They have given guidance that s54 (6A) PACE provides the necessary power. Could I please ask you to review this advice along with your training and then issue a briefing to all officers/update your training accordingly.</p>				<p>26/03/24 – DCI Arthur advised that he will formulate an email and confirm when this has been sent.</p> <p>03/04/23 – Further update received from DCI Arthur:- Lesson plan updated covering the specific legal advice regarding sec 32 vs sec 54(6a). Wider learning shared with the force and specifically with the custody training team and skills training team too.</p> <p>GIRFT – COMPLETE?</p>
387	CO495/23	Feb 24	<p>Following the outcome of a complaint, the learning below has been identified by the case Handler DCI Sinski:-</p> <p>I consider the time taken to erect effective screening at the crime scene as unacceptable and demonstrates an organisational vulnerability in this area. As such in order to ensure effective organisational learning and improve service delivery I have commissioned the following, which is either completed on in progress:</p> <p>1 The purchase of effective bespoke crime scene screens to be held at key geographical locations across the Force Policing Area.</p>	DCI Mark Sinski	Mar 24	No	<p>25/03/24 – Learning sent and acknowledged.</p> <p>26/03/24 – Update from Joseph Morgan Via DCI Sinski:- Dave and I had a conversation a little while ago to discuss the amendments that needed to be made to the original SOP and accompanying guidance package. I have made these amendments already and the package is ready to be released. This is pending the arrival of the screens and the confirmation of their location so this can also be included within the SOP to ensure there are no delays to deployment when they are required.</p> <p>Once the exact location where the screens will be stored is</p>

		<p>2 The production of a Standard Operating Procedure (SOP), training package and internal communications campaign to include exact location of screens at each nominated location (i.e. Station, room number) and associated access arrangements. Access must be unrestricted and not liable to failure due to availability of a key holder etc, as such should be accessible via an identification card activated electronic lock.</p> <p>3 SOP / Training package to be updated and stored on Force Document Library, Training Academy and Crime Scene Investigators websites</p> <p>4 Call Management Centre suspicious death response sheet to include a prompt to consider screening with associated access details.</p> <p>5 Sudden, unexplained and suspicious death procedure to include an associated entry to consider screening with associated access details.</p> <p>6 Communications campaign to include force and local briefing documents and the Force Intranet.</p> <p>7 Direct E mail reference the procedure to be sent to key staff including Call Management Centre Supervisors, Operational</p>				<p>confirmed, the package will be ready to be released.</p> <p>29/03/24 – update received from DI Dave Greenhalgh:- The SOP and presentation is on my desktop ready to go. The problem we face is we seem to have lost two £800 screens! I need to go to Shane/Jonny in the new financial year and get them to part with £800 each..i didn't want to make this approach this year given the budget constraints.</p> <p>02/04/24 – Further email received from DCI Sinski Definitely worth putting the onus back on the relevant NPA's to search buildings to try and locate, they must be in the Force somewhere, perhaps a latest news article with photo? Once that is done you can make the approach for funding from the relevant budget.</p>
--	--	---	--	--	--	---

			Command Inspectors, Neighbourhood Policing Area Commanders / Deputies, On Call Detective Inspectors, On Call Senior Investigating Officers, Crime Scene Investigators at all levels. etc. 8 Training input at Senior Investigating Officer Continual Professional Development (CPD) event.					
388	CO1063/23	Feb 24	Following the Outcome of a complaint the learning below has been identified:- It is recommended that CMC are asked to review current procedures to establish if a photograph could be requested from forces who make arrest requests to Leicestershire Police.	Supt Steve Bunn	Mar 24	No		25/03/24 – Learning sent
389	CM6/24	Mar 24	Following an initial Conduct Severity Assessment which has resulted in a Learning by Reflection outcome for the individual concerned, the matter has also highlighted some Organisational Learning:- The AA has concerns over the position that Cadet Leaders are placed in. There is a significant amount of autonomy and responsibility,	D/Supt Avery and Ch/Insp Gorman	Mar 24	No		25/03/24 – Email sent by the AA

			with limited support and guidance placed on individuals. D/Supt Avery and C/Insp Gorman who oversee the Cadets are to be made aware of this incident in order to address the wider issues with the aim of preventing a reoccurrence of the incident.					
390	CO942/23	Mar 24	<p>Following the outcome of a complaint, the learning below has been identified:-</p> <p>It is recommended that the Head of Team Leicestershire Academy is asked to circulate a further briefing to all officers on the use of airwave terminals whilst driving, in accordance with the Force Police Vehicle Driver Policy and Procedure.</p>	Ch/Insp Rob Arthur	Apr 24	No		<p>05/04/24 – Learning sent.</p> <p>09/04/24 – Update received from DCI Arthur:-</p> <p>This one has been dealt with as follows:</p> <p><i>“”Airwave training material checked within TLA- I can confirm it is already clear and explicit that hand held terminals should not be used whilst driving</i></p> <p><i>I have sent out the comms briefing reminding the wider force of this</i></p> <p><i>I have briefed the Chief Driving Instructor on the issue who is also fully aware of the policy “””</i></p> <p>GIRFT COMPLETE?</p>
391	MI13/24 Learning the Lessons IOPC	Apr 24	Vulnerable Man with warning marker left alone – Key questions for policy makers / managers:-	1 STEVE BUNN / BARNEY THORNE	Apr 24	No		08/04/24 – Learning sent

	Bulletin 43 - Lesson 1		<p>1 How do you make sure your policy on Police attendance at incidents involving mental health is in line with national guidance and can stand up to scrutiny?</p> <p>2 How do you support officers and staff to understand the importance of identifying and understanding known risks about a person?</p> <p>3 How do you make sure officers are aware of the mental health support and advice available to them, and how it can help in their day-to-day work?</p>	<p>2 BARNEY THORNE</p> <p>3 BARNEY THORNE</p>				
392	MI14/24 Learning the Lessons IOPC Bulletin 43 – Lesson 2	Apr 24	<p>Changing priority level for a mental health call – Key questions for policy makers / managers:-</p> <p>1 How do you support officers and staff to understand and apply your local partnership agreements to their decision-making?</p> <p>2 How do you promote understanding of what constitutes a real and immediate risk to life or serious harm with control room staff?</p> <p>3 How do you promote the mental health services you have to help officers and staff responding to relevant incidents?</p> <p>4 How do you support officers and staff to understand and</p>	<p>1 STEVE BUNN</p> <p>2 STEVE BUNN</p> <p>3 BARNEY THORNE</p> <p>4 STEVE BUNN</p> <p>5 STEVE BUNN</p>	Apr 24	No		08/04/24 – Learning sent

			<p>confidently apply your policy on call gradings?</p> <p>5 What steps do you take to quality assure decisions made in the control room about call gradings to identify learning needs?</p>					
393	MI15/24 Learning the Lessons IOPC Bulletin 43 - Number 3	Apr 24	<p>Concern for welfare call for a vulnerable woman – Key questions for policy makers / managers:-</p> <p>1 How do you help officers and staff to apply your local partnership agreements in their day-to-day work?</p> <p>2 What escalation channels do you have to support staff when the police and health services disagree on the need for police to attend an incident?</p> <p>3 How do you keep in touch with partner agencies to understand how well your local partnership agreements are working in practice, and to identify opportunities for improvement?</p> <p>4 What do your policies and guidance say about circumstances where another agency asks for your help because of the unique powers afforded to police?</p> <p>5 What quality checks to you complete to make sure officers and staff record sufficient rationale for key decisions?</p>	<p>1 STEVE BUNN</p> <p>2 STEVE BUNN</p> <p>3 STEVE BUNN</p> <p>4 STEVE BUNN</p> <p>5 STEVE BUNN</p>	Apr 24	No		08/04/24 – Learning sent

394	MI21/24 Learning the Lessons IOPC Bulletin 43 – Lesson 4	Apr 24	Missed opportunity to identify risk and record a mental health incident – Key questions for policy makers / managers:- 1 How does your guidance and training support staff to understand when and how to complete THRIVE assessments? 2 How do you make sure that staff make use of information available to force systems to identify relevant risk information? 3 How do you support control room staff to make decisions about when there is a policing duty to respond to an incident? 4 How do your policies, guidance and training help staff to identify incidents which demonstrate a real and immediate risk to life or serious harm? 5 What processes do you have in place to regularly review your policies and practices to make sure they are in line with national guidance? 6 What quality checks do you have in place to make sure incident logs are completed following calls?	1 Steve Bunn 2 Steve Bunn 3 Steve Bunn 4 Steve Bunn 5 Steve Bunn 6 Steve Bunn	Apr 24	No		08/04/24 – Learning sent
395	MI24/24 Learning the Lessons	Apr 24	Arrest and transportation of a violent man experiencing mental ill health – Key	1 DCI Rob Arthur / DCI Jim Heggs	April 24	No		08/04/24 – Learning sent

	IOPC Bulletin 43 – Lesson 5		<p>questions for policy makers / managers:-</p> <p>1 What guidance do you provide to officers on transporting someone who is trying to self-harm?</p> <p>2 What provisions do you have in place to reduce the risk of people self-harming in police vehicles?</p> <p>3 How do you train custody officers and staff to respond to a person trying to self-harm in a cell?</p> <p>4 What does your policy say about how healthcare assessments should be completed when a person is violent?</p> <p>5 What arrangements do you have with local health boards to manage patients who are violent or under the influence?</p>	<p>2 DCI Rob Arthur / DCI Jim Heggs</p> <p>3 DCI Rob Arthur / DCI Jim Heggs</p> <p>4 DCI Rob Arthur / DCI Jim Heggs</p> <p>5 DCI Rob Arthur / DCI Jim Heggs</p>				<p>09/04/24 – Updates received from DCI Rob Arthur:-</p> <p>1 What guidance do you provide to officers on transporting someone who is trying to self-harm? Officers transporting a violent detainee to the custody suite should inform custody staff of their impending arrival. Violent detainees should be prioritised in any queuing situation and brought into the station as quickly as possible. Other people should be removed from reception areas to prevent them being involved with or injured by the violent detainee. Officers and staff should be aware that there may be an underlying medical reason for violent behaviour. Custody officers and staff should prioritise and triage vulnerable detainees as part of the booking-in process. Where practicable, officers Should inform the custody suite of their impending arrival. <i>APP Page 41</i></p> <p>2 What provisions do you have in place to reduce the risk of people self-harming in police vehicles? Officers responsible for any movement of a detainee should be fully briefed on any heightened risk or increased</p>
--	-----------------------------------	--	--	---	--	--	--	--

							<p>vulnerabilities that have been identified for that detainee prior to departure. There must be constant supervision and monitoring if officers and staff have any concerns relating to the detainee's physical or mental health, including where the detainee:</p> <ul style="list-style-type: none"> -is drunk and incapable -is believed or known to have swallowed or packed drugs -is violent or known to be violent -is believed or known to be at risk of suicide or self-harm -has increased susceptibility to positional asphyxia <p>An ambulance must be called for any detainee who appears to be unconscious or requires urgent medical assessment. <i>APP Page 63</i></p> <p>3 How do you train custody officers and staff to respond to a person trying to self-harm in a cell?</p> <ul style="list-style-type: none"> -Custody officers need to be aware of the enhanced risk of suicide and self-harm during
--	--	--	--	--	--	--	--

							<p>periods of detention. Detainees who are deemed to be a high risk of suicide or self-harm must be seen by an HCP and kept under close proximity supervision. This allows officers and staff to engage with the detainee and intervene if required. APP p79</p> <p>-Custody training product Use of Force slide Module 6 Preventing Deaths & Adverse Incidents slide 44 states:-</p> <p>Use of Force</p> <p><i>The initial risk assessment should consider the circumstances of the arrest and any relevant use of force.</i></p> <p><i>Staff should treat detainees with dignity and respect and aim to de-escalate any situations that may lead to force having to be used. Custody officers should manage their environment so that situations where the use of force may be necessary are de-escalated.</i></p> <p>The three main powers relating to the use of force are contained within:</p>
--	--	--	--	--	--	--	--

							<p>Common law</p> <p>Section 3 of the Criminal Law Act 1967</p> <p>Section 117 of the Police and Criminal Evidence Act 1984 (PACE).</p> <p><i>The arresting/escorting officer must inform the custody officer immediately if any force has been used during the arrest and/or escort of the detainee.</i></p> <p><i>Use of force and control and restraint methods must always be proportionate to risk and necessity. Officers should use the least restrictive and least stigmatising approach to detaining individuals who are unwell and in need of medical assistance.</i></p> <p>Delegates are taught that Article 2 ECHR is paramount, therefore mitigating the threat of a detainee causing themselves harm whilst in a cell could range from an enhanced care regime such as being monitored on CCTV Level 3 to a detainee actively trying to self-harm whereas above in order to mitigate this threat it may be necessary to place officers in the cell with them whilst utilising</p>
--	--	--	--	--	--	--	---

							<p>primary and secondary control measures to prevent the detainee from self-harming i.e. Level 4 open door care regime where 1 or more officers are present to intervene.</p> <p>4 What does your policy say about how healthcare assessments should be completed when a person is violent?</p> <p>-In all cases, the HCP should provide a care plan that will specifically identify their assessment of the risk and any mitigating measures in all cases of suicidal ideation and self-harm. If the person has disclosed to them issues of self-harm or suicide, these will be mentioned in the care plan. This care plan should also give the custody officer adequate information on which to base an exit risk assessment from custody and should be included in any PER documentation which would accompany the detainee to court if remanded and to HMP if necessary so that any risk can be tracked throughout the transport process. <i>APP p79 & 80</i></p> <p>5 What arrangements do you have with local health boards to</p>
--	--	--	--	--	--	--	--

							<p>manage patients who are violent or under the influence?</p> <p>-The principles of safer detention state</p> <p>3, Detainees have access to health and social care services appropriate to their physical and mental health needs. They receive emergency medical care where necessary and are provided with appropriate medication or support according to their needs.</p> <p>5, All custody officers and staff have undergone appropriate and adequate training. Police, contract and healthcare professionals (HCPs) understand their role and their legal responsibilities, and are operationally competent.</p> <p>Although medical confidentiality is supported by the right to respect for private life under of the European Convention on Human Rights, the state has positive obligations under , the right to life, to protect a detainee from the risk of suicide or self-harm. Effective information exchange, in accordance with privacy rights, between the police, prison, immigration service and health services, on the vulnerability of a</p>
--	--	--	--	--	--	--	---

								<p>detainee to suicide or mental illness, or the threat which he or she may pose to others, is crucial to establishing an individual approach to detainee care in accordance with the positive obligations under Article 2.</p> <p>Senior management considerations include</p> <p>-working effectively with commissioners and providers of health services, immigration services, youth offending teams, criminal justice teams, the Crown Prosecution Service, courts and other law enforcement agencies <i>APP p 14 & 15</i></p>
396	MI25/24 Learning the Lessons IOPC Bulletin 43 – Lesson 6	Apr 24	<p>Decision making during a mental health incident – Key questions for policy makers / managers:-</p> <p>1 How does your force work with partner agencies to make sure local partnership agreements reflect the nature of local provision and support available to people experiencing a mental health crisis?</p> <p>2 How do you support officers to understand options if they are with a person in a mental</p>	Barney Thorne	Apr 24	No		08/04/24 – Learning sent

			<p>health crisis, but use of section 136 powers is not appropriate?</p> <p>3 How do you make sure your policies reflect current national guidance around police involvement in mental health incidents?</p> <p>4 how do you support officers and staff to understand when there is a policing duty to respond to an incident?</p>					
397	MI26/24 Learning the Lessons IOPC Bulletin 43 – Lesson 7	Apr 24	<p>Absent without leave from a mental health hospital - Key questions for policy makers / managers:-</p> <p>1 How do your local partnerships support understanding of the responsibilities of the police and other agencies to complete checks to establish a person's whereabouts and welfare?</p> <p>2 How do you help officers and staff to understand your local partnership agreements?</p> <p>3 What does your policy say about what to do when the police have attempted to check on a person's whereabouts and welfare, but have not physically seen the person they were looking for?</p>	All - Steve Bunn / Dwight Barker	Apr 24	No		08/04/24 – Learning sent.
398	MI27/24 Learning the Lessons IOPC	Apr 24	<p>Changing priority level for a young person at risk of harm - Key questions for policy makers / managers:-</p>	1 Steve Bunn / Dwight Barker	Apr 24	No		08/04/24 – Learning sent

	Bulletin 43 – Lesson 8		<p>1 What resources do you have to narrow search areas when tracing calls?</p> <p>2 What steps do you take to make sure sufficient detail is captured on call logs to aid dispatch teams?</p> <p>3 What resources do you have available to try to identify unknown callers?</p> <p>4 How do you promote understanding through policies, guidance and training of what constitutes a real and immediate risk to life or serious harm?</p> <p>5 How does your force use text messages to help reach people at risk?</p>	<p>2 Steve Bunn / Dwight Barker</p> <p>3 Steve Bunn / Dwight Barker</p> <p>4 Dwight Barker</p> <p>5 Dwight Barker</p>				
399	CO1455/23	Apr 24	<p>Organisational Learning has been identified following the outcome of a complaint:-</p> <p>Organisational learning has been identified for the Contact Management Department. The Chief Inspector has been notified of the lack of attendance for this grade 1 incident which she shall review and identify any learning for members of staff.</p>	CI Audrey Danvers	Apr 24	No		<p>18/03/24 – Learning sent out the IO.</p> <p>19/03/24 – Response received from CI Danvers:- I've reviewed the incident with an inspector. There was some organisational learning, with regards to the efforts made to resource the incident. The only learning that we've identified is that the dispatchers could have been clearer on the incident with what they'd done to attempt to resource the incident. It was also noted that the area Sgt was made aware, and they also failed to resource the incident.</p>

							<p>From a number of reviews that I've completed this appears to be prevalent, where the dispatchers don't document efforts fully, and the Sgts don't appear to document their efforts either. I'm treating this as organisational learning, rather than anything specific to an individual.</p> <p>19/04/24 – Further update received from CI Danvers:-</p> <p>There were two key issues that impact deployment. Firstly the lack of availability of resources and then ensuring that we've documented our efforts to confirm that we don't have any resources. From reviewing the incident, it could have been made clear as to what was being done to try to resource the incident. Not only by CMD but also by the Sgt who was notified. There was limited information on the incident re this. It appears that it was a Friday afternoon, and they were awaiting the call signs from late shifts (the dispatcher is already noting this at 16.22). This is part of a trend that we've noticed and is being addressed via messages to CMD staff and to sergeants at briefings.</p> <p>The second issue is the re-THRIVE of the incident. This has</p>
--	--	--	--	--	--	--	---

							<p>taken a number of hours to have it re-thrived and then downgraded. The downgrade was in line with policy in that it was done by a team leader, and it was not done on the basis of the ability to resource the incident (we will not downgraded an incident simply because we are struggling to resource it).</p> <p>An issue has been flagged to us about the number of incidents that dispatchers are at times managing on one desk. This creates pressures on the staff and can at times result in incidents not being reviewed as expeditiously as we'd like. This is being addressed. We have a dispatcher course running in the near future, and we're also trying to ensure that we have 3 staff on each desk position to build in some resilience (at times it has been two)</p> <p>We are endeavouring to address the issues especially in light of the challenges caused by the elevated levels of demand but trying to manage these with somewhat constrained resources numbers.</p> <p>If there is more information please let me know</p>
--	--	--	--	--	--	--	---

400	CO1299/23	Apr 24	<p>The outcome of a complaint has identified the learning below:-</p> <p>It is recommended that dog Awareness be included on the officer safety training course.</p>	<p>DCI Rob Arthur / Insp Nick White</p>	Apr 24	No		<p>23/04/24 – Learning sent.</p> <p>23/04/24 – Response received from Insp Baxter:- I have read the report and note the recommendation. As you allude to, the new CoP PPST training package is explicit with regard to contact training time and learning outcomes for students in order to comply with the new licencing requirements. This new package went live on the first April this year. We are therefore moving away from a position of being able to bolt on additional learning objectives as these impact on the available contact time in which instructors have to deliver the new mandated training package. I would therefore advise we cannot reasonably accommodate such a learning outcome within PPST, particularly without any specific guidance around exactly what “Dog Awareness” learning is required to be shared.</p> <p>That said, I have had recent conversations with one of the current dog handlers (incidentally, not the handler subject to the complaint) who has raised concerns more broadly around area officer actions when police dogs are deployed and has also suggested some form of input to area officers. This may have</p>
-----	-----------	--------	--	--	--------	----	--	---

							<p>been brought about following this complaint and the subsequent actions taken by PS Lowe however I cannot be certain as I was unaware of this complaint at the time I spoke to the officer (late last week).</p> <p>There is clearly a need to educate area colleagues and it may be that the NPO training days are a more appropriate forum in which to deliver this element of learning rather than PPST. I would welcome your thoughts. If agreed, I can take this forward with Insp Shauna Atkins who coordinates the NPO training days.</p> <p>Insp Nick White also confirmed:- I would echo Graeme's comments in terms of the NPO training days or some kind of short training video which could be located in share point the only issue being with option 2 compliance. Experience tells me those who are interested would view it others won't bother.</p>
--	--	--	--	--	--	--	---