

For Information	
Public/Non Public*	Public
Report to:	Audit and Scrutiny Panel
Date of Meeting:	June 2015
Report of:	FORCE IMPROVEMENT ACTIVITY, LESSONS LEARNED MONITORING, IPCC LESSONS LEARNED REPORT
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Agenda Item:	7

FORCE IMPROVEMENT ACTIVITY LESSONS LEARNED

1. Purpose of the Report

- 1.1 To inform the PCC in respect of force improvement activity, lessons learned monitoring, and the implementation of learning from the IPCC 'lessons learned' bulletins during the relevant period – October 2014 to March 2015.

2. Recommendations

- 2.1 That the Audit and Scrutiny Panel notes the report.

3. Reasons for Recommendations

- 3.1 To provide the PCC with relevant information and oversight of Nottinghamshire Police response to lessons learned as a result of public complaints and internal conduct matters.

4. Context

- 4.1 The identification of organisational learning within the context of Professional Standards is sourced through assessment of three key business areas:
- Complaints from members of the public
 - Police conduct
 - Independent Police Complaints Commission (IPCC)
- 4.2 The strategic aim is to ensure best practice across the organisation by sharing knowledge and learning with relevant business areas.
- 4.3 In addition to organisational learning, individual accountability is expected of specific officers through "management action" by their local leader.
- 4.4 Monitoring and evaluation of this approach is organised through the national police complaints recording system, "Centurion".
- 4.5 Where learning is considered relevant to the wider organisation it is shared with respective discipline heads including for example Learning & Development, Custody or Contact Management. Learning is also shared through the Police Intranet and "Keeping You Informed" bulletins. Discipline heads are invited to review current

practice against specific learning and if appropriate, deliver changes to policy and practice.

- 4.6 Governance and oversight of PSD organisational is secured at the '*Professional Standards, Integrity and Ethics Board*' Chaired by Deputy Chief Constable Fish.
- 4.7 Monitoring, evaluation and reporting mechanisms have recently been developed which will enhance the governance of learning and development at the *Professional Standards, Integrity and Ethics Board*. This scheme improves clarity of ownership for learning across a range of business disciplines as appropriate.

5. Learning from Complaints, Conduct, IPCC

- 5.1 Listed below are thematic examples of current learning during the reporting period. As described at 4.5, where appropriate, these topics will have been shared with discipline heads for consideration.

- 5.2 **Maximising use of the National Decision Making Model (NDMM).**
(Source: Centurion Lessons 281, 306, 307, 309).

Example:

- Include greater detail prior to the deployment of officers to inform a family of the death of a relative. Recognising the speed of information via social media, consideration should be given to attendance within 60minutes.

- 5.3 **Improving application of forms and notices with the public.**
(Source: Centurion Lessons 308, 332)
Local leadership: BCU Operations & Neighbourhood Policing

Examples:

- Community Resolution forms require sufficient information recorded to allow all parties concerned to supply a signature in full knowledge of the matter at issue.
- When serving a harassment warning letter on a person, it is fair and proportionate to give opportunity for that person to provide an account or explanation. This should be recorded as information/intelligence.

- 5.4 **Recognising and responding to needs of vulnerable people**
(Source: Centurion Lessons 298, 300, 332)

Examples:

- When dealing with a person with learning difficulties, consideration should be given to seeking support from any relevant social or health service the person may already be receiving advocacy from. This will improve communication and satisfaction.
- The police engagement of people with mental health conditions can vary outside of force boundaries. Consistency could be achieved through more regional police approaches in line with Health and East Midlands Ambulance Service areas.

- Occasions arise where the force may be slow to recognise vulnerability and officers unsure how to gain access to appropriate provision. Greater focus on the individual perspective, rather than “task oriented”.

5.5 **Safeguarding property & information on rights to property**

(Source: Centurion Lessons 280, 333, 352)

Examples:

- Opportunities exist to have due regard to “valuable” and unique property items. Recording detail of its condition including video footage of items can prevent future allegations of mishandling. Use of Body Worn Video during searches may assist reduce complaints and conduct.
- Complaints of failure to return property could be minimised through improved information. Use the Internet with FAQs on rights, explanation, venues and opening hours.
- Speed and timeliness in returning property is important to reduce unnecessary complaints.

5.6 **IPCC Learning**

Two Learning Lesson Bulletins have been released by the IPCC since October 2014 (see Appendix 1 & 2). Each bulletin has been shared with Departmental and BCU leads inviting consideration as to how the evidence can be used to inform business locally.

5.7 Bulletin 22, was a general topic circulation with the following areas of interest.

Suitability to hold a shotgun licence	Do you make sure that people are told at least 12 weeks before the expiry of certificates to allow enough time for the renewal process?
Responding to concerns about a woman	How does your police force make sure that incident logs are not downgraded without positive action being taken to deal with the incident?
Searching for a missing person	Does your police force provide clear guidance to officers about when searches should take place, especially if someone is missing from a hospital?
Managing a pursuit	What steps has your police force taken to make officers and staff aware of the general principles contained in the Authorised Professional Practice (APP) on Police Pursuits (2013)?

- 5.8 Protocols within Nottinghamshire Police have been reviewed against the challenge questions from the above bulletins. The organisation has satisfied itself that the aspect of learning are already fulfilled and no change is necessary.
- 5.8 Bulletin 23 is an article dedicated to Custody matters which presented a number of questions including:

Pre-arrest	Do you carry out a risk assessment before you arrest someone on a warrant?
	What contingencies would you consider as part of the arrest process?
Medical care	What advice do you give to officers on their responsibilities in relation to people who are detained under section 136 of the Mental Health Act?
Risk assessment, rousing and checks	What training or guidance have you given to officers to help them spot and deal with people who have head injuries?
	What steps do you take to make sure that officers are able to carry out constant observation of detainees effectively?

- 5.10 Bulletin 23 has prompted direct engagement with Criminal Justice lead officers. Aspects have been reviewed to the satisfaction of local leadership. However, plans are presently being made to undertake scenario based training on aspects of IPCC and local learning. This scenario will be based on factors affecting decisions prior an event resulting in death in custody.

6. Financial Implications and Budget Provision

- 6.1 No specific financial implications have been identified.

7. Human Resources Implications

- 7.1 No specific implications.

8. Equality Implications

- 8.1 No specific internal equality implications are identified. Learning around improving services to the vulnerable, the young and in respect of mental health services will enhance equality of service across the local communities.

8 Risk Management

- 9.1 The process as described ensures that learning is embedded in a way that mitigates against risk.

10. Policy Implications and links to the Police and Crime Plan Priorities

- 10.1. Strategic Priority Theme 1: Protect, support and respond to victims, witnesses and vulnerable people.

11. Changes in Legislation or other Legal Considerations

11.1 None.

12. Details of outcome of consultation

12.1 None.

13. Appendices

13.1 Appendix A IPCC BULLETIN 22

13.2 Appendix B IPCC BULLETIN 23