

Examples of Lessons Learnt **(01/11/2017 – 30/04/2018)**

Case 1

Summary

He complains that a Police vehicle was parked on double yellow lines, causing an obstruction for non-Police purpose.

Learning Details/Code of Ethics

Officers need to be aware of the image portrayed to members of the public and ensure Police vehicles are parked appropriately

Action Taken

Lessons learnt produced

Case 2

Summary

On the 31st of May 2017 a complaint was received by Durham Police from a member of the public residing in the Portsmouth area.

The complaint was believed to relate to a serving Police Officer within the force.

The Officer is alleged to have set up a Crowd funding page for his own benefit shortly after the Manchester Terrorist attack.

The complainant believed the conduct and actions of the Officer to be inappropriate.

Enquiries made identified the involved Officer as serving within Cleveland Police.

Learning Details

The above incident raised issues and concerns relating to when or if it is appropriate for any members of staff within Cleveland Police to set up Crowd funding pages.

It is apparent various Crowd funding pages are set up to assist in charity funding etc.

It may also be appropriate for individuals to set up similar pages for that person/s own particular benefit

However the available Cleveland Police Social Media Electronic Communication Guidance should be referred to at all times with particular attention being paid to the information relating to Preventing Discredit on the Police Service.

Action taken

Management Action was offered and accepted by the Officer involved in complaint received. No other course of action required or necessary.

Case 3

Summary

Complaint made regarding length of time taken for CCTV footage to be viewed in relation to criminal damage. In this particular case it had taken the organisation 12 weeks to review CCTV footage which was pivotal to the progress of the case.

Learning Details

Highlighted the need to review overdue cases particularly where incidents allocated to Officers who are currently on leave of absence and to provide updates to members of the public in order to manage expectations.

Case 4

Summary

It was identified through the re vetting procedure that a Force System Administrator had been accessing his own personal information for the purposes of checking that Force systems were working correctly.

Through the investigation it was identified that there was no formal policy in place to deal with this matter and this process was being used across the force by various administrators.

Learning Details

This practice was to cease immediately as it potentially broke Data Protection.

Action taken

ICT admin will use a NICHE test account for future testing. If there is a potential compromise then ICT admins are to contact DofS&E to discuss this matter

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Case 5

Summary

On the 7th of May 2016 a male prisoner was transported from the Loftus area of Cleveland to the Middlehaven Police Office in Middlesbrough.

On arrival and having being escorted from the rear of vehicle by the arresting and escorting Officer's the prisoner intentionally or accidentally fell forward thus making contact with a metal door near to the entrance of the holding bay.

Neither the arresting nor escorting officer made mention of the incident to relevant custody staff. Within a couple of hours the prisoner had reason to be taken to hospital for treatment to his badly bruised and swollen eye caused by contact with the mentioned door.

Learning Details

The above incident raised issues and concerns relating to information being made available to custody staff concerning any obvious or likely injuries caused or suffered by detained person/s.

Any officers, who are aware of any such injuries, should inform custody staff immediately to allow detained person/s to be treated accordingly with any welfare issues raised and addressed.

Action taken

Suitable advice offered to person/s involved

Case 6

Summary

A complaint was received from a member of the public who had witnessed a Police Officer using a mobile telephone whilst stood in stationery traffic waiting for traffic lights to change.

Learning Details

Officers are reminded that the use of mobile telephones whilst driving is an offence; the law also applies if you are stopped at traffic lights or queuing in traffic.

These complaints will always be investigated and where proven could result in proceedings against individual Officers.

Case 7

Summary

A report was made of theft from vehicle and the injured party later located the offender and was threatened with a knife, this matter was also reported to Police. Officers attended the scene where the threats had been made to the IP and one of the attending officers told the complainant he was wasting his time as nothing would happen at Court.

An appointment was made for an officer to attend the IP's home address but due to unforeseen circumstances, the officer was unable to attend and updated control room, this message was not passed on to the IP and another officer was not allocated to speak with the complainant for several days.

Once an officer attended, the IP was informed that they would receive regular updates, which did not happen.

The crime investigation was allocated and the complainant was made aware from local business premises that the available CCTV had not been secured and a witness who could identify the offender not spoken to by the officer.

The complaint made by the IP was in relation to:

1. The attitude of the initial attending officer(s),
2. The officer not attending his home address as arranged

3. The length of time taken for an officer to obtain details of the offence and obtain a statement
4. The lack of updates
5. The lack of investigation

Learning Details

1. When officers attend an incident, their own personal views should not be expressed as this undermines the confidence of the public in both the police service and judicial system
2. If appointments cannot be kept due to operational reasons, the complainant should be contacted and advised of this as a matter of urgency
3. If there are delays in an officer being allocated to speak with a complainant, the complainant should be contacted and advised accordingly
4. When a complainant is advised that they will receive regular updates in respect of the investigation, this should be done as per the VCOP policy
5. When an officer is allocated an investigation, all available lines of enquiry should be followed in a timely manner in order to ensure evidence is not lost

Action taken

The officers concerned all received Management Advice, the complainant is satisfied with the outcome of the Complaint against Police made and the matter was Locally Resolved

Case 8

Summary

A recently investigated complaint highlighted a requirement for both Supervisors and Officers to be more aware of key dates in relation to the submission of case files within the six months deadline. In this case the submission of the case file was submitted within the six month timeframe; however no time was allowed for the postal charge process and the summons was received outside of the six month timeframe. This resulted in the case being withdrawn and subsequently a complaint was made of a malicious investigation.

Factors which contributed to the delay in the timely submission of this case were:

Re allocation of case to numerous Officers; owing to acting/course abstractions and the person being investigated making complaints against the OIC's

Job queue during July;

Problems experienced in obtaining statements from key individuals owing to incompatible shifts patterns;

Learning Details

Consideration as to whether deadlines should be noted on OEL, both for the attention of OIC's and supervisors

Case 9

Summary

Formal complaint in relation to contact she has received from the Police following a domestic incident between her and her partner. She informed Police that she wanted the incident recording but did not want to make a formal statement or go to court.

She has attended the Police Station and provided an account of the incident; however informed the Officer that she does not want to pursue a prosecution. She is unhappy that despite advising the Officer that contact should only be made via her mobile. Contact has been made to the landline number at the address she shares with her partner and a message has been left on the answerphone.

Learning Details

The necessity to record the preferred contact numbers for victims and to provide more accurate and detailed information to CSI's to ensure staffs are fully aware of the reported incident, particularly those relating to domestic abuse situations.

Case 10

Summary

Timeliness of investigation into alleged assault.

This report had been allocated to an Officer who subsequently took sick leave. This case was not highlighted until the victim re-contacted the Police, following no contact for over 3 months; the victim did receive an apology for the delay. The case was then progressed, however highlighted lack of monitoring and that the victims was not provided with regular updates regarding the case.

Learning Details

The need for supervisors to:

- 1) Monitor and reallocate workloads where Officers are on periods of extended leave;
- 2) Ensure that victims are updated regarding any expected delays owing to periods of extended leave by the assigned Officers.

Case 11

Summary

A male who suffers from severe autism was prevented from entering a cordon which was in place due to a murder. The male became anxious when he wasn't allowed through and had to be physically restrained and handcuffed. After a short while a police officer who recognised what was occurring de-escalated the situation and was able to guide the male and his carers through the cordon.

Learning Details

Consideration of placing signs at the site of a cordon.
OIC to ensure that officers on scene cordon are able to allow certain people through the cordon if at all possible.

Action taken

Discussion with the initial complainant, apology offered and accepted.