

To: Professional Standards Committee

From: Chief Constable

Date: 30th November 2009

LEARNING THE LESSONS BULLETIN 7

1. Purpose

- 1.1 To summarise the Force response to the seventh “Learning the Lessons” bulletin circulated in June 2009.
- 1.2 The Learning the Lessons Committee is a national body comprising IPCC, ACPO, APA, Home Office, NPIA and HMIC.
- 1.3 The purpose of the Committee is to review significant complaint and misconduct cases primarily investigated and directed by the IPCC, and circulate the learning points arising from the investigations within the Police Service and partner agencies.
- 1.4 Each case listed on the bulletin is accompanied by one or more learning points for Forces to address.
- 1.5 The seventh “Learning the Lessons” Bulletin lists 13 cases and their associated learning points and is attached as a separate document.

2. Methodology

- 2.1 On receipt the bulletin was reviewed by the ACC, who tasked the heads of the Investigations and Safer Communities Directorates to identify and act on any weaknesses with current procedures.
- 2.2 Each Directorate has considered the issues raised and has responded.
- 2.3 The responses from each Directorate are listed at Appendix A.

3. Learning points actioned from Bulletin 7

- 3.1 The learning points identified by the IPCC have been brought to the attention of the appropriate lead Officers. Only the major learning points that require action are detailed below.

3.2 2.1 – Planning for complex operations – Armed robbers shot dead by Police:

Note of useful practice: Visual/audio recordings:

Visual recording of firearms briefings to be considered by the Constabulary. To note: The Constabulary currently makes tape recordings of existing briefings.

3.3 2.4 – Attempted suicide by cop:

Need to ensure that Bronze Commander focuses on implementing tactics and the managing of other Authorised Firearms Officers):

This will be monitored to ensure a pattern is not developing:

Need to formalise any on-call system for second negotiators:

This recommendation has been considered by the Head of Department but rejected. The Force complies with the National Negotiators Group guidelines and has a 24/7 on call via a Single Point of Contact (SPOC). There is not the capacity to have two on call negotiators 24/7 and further negotiators could be contacted on an ad hoc basis if required by the SPOC.

3.4 2.5 – Using Command and Control systems (C&C) - Investigating a high-risk missing person:

Need to ensure handovers are sufficiently detailed:

The topic of Missing from Homes (MFHs) has been added to the Divisional Training Days so that these issues can be dealt with, which will ensure that the message will be re-enforced around this issue

Need to ensure that if both the Command and Control system and Force missing persons database are used that there is an electronic interface between the two systems:

A business case has been submitted to purchase a new Missing Persons database, which if sanctioned will facilitate an interface between Storm C&C and COMPACT (the name of the new system).

3.5 2.6 - Finding a girl killed by a train:

Need for search techniques to take into account the effects of a 'glancing blow' from a train.

Learning passed to Force lead PoLSA for information.

Need to identify and eliminate and deficiencies in Command and Control system for missing persons searches:

Command and Control system for missing persons searches to be reviewed by the FCR Compliance Sgt.

3.6 2.8 - Failure to check warning markers

Need to ensure Control Room is updated with details of Officers availability:

Steria (IT solutions provider) has been approached to investigate a change to C&C3 that will cause a reminder box to “pop up” in front of a Dispatcher if an Officer has not updated their status within 2 hours. Once the box pops it will continue to pop every 30 minutes until the status has changed.

3.7 2.9 - Handling reports of missing persons:

Need for a single electronic solution to record all enquiries and facts for the missing person enquiry:

The Constabulary is currently in the process of upgrading this system with the COMPACT system supported by a Steria Command and Control interface. This is subject of senior management approval.

Need to collect relevant evidence such as recorded messages even if the risk status at the time does not demand it:

It is possible to update the database to include a further specific question regarding answer-phone messages. This could be added on to the section that raises other forensic type issues.

3.8 2.10 – Ownership of incidents – Allocating tasks:

Need for Airwave radio to be used to transfer ownership of incidents and to ensure Control Room is copied in to endorse ownership in the incident log:

A fix to CC3 will ensure that if, after allocating or dispatching a job, the dispatcher will get a reminder if the responding Officer does not update themselves at scene. This will happen every 10 minutes for A grades, 30 Minutes for Pledge and 60 Minutes for B grades or Dispatched C grades. Awaiting agreement for funding.

3.9 2.13 - Resourcing the response – Knowing when action not taken:

Need to ensure Officers regularly update the command centre and incident log with progress on jobs:

A fix to CC3 will ensure that if a resource remains in the same state for more than 90 minutes, an alert will be sent to the dispatcher to challenge the Officer. This will “catch” any Officer who fails to update the FCR with the progress of the job. Awaiting agreement for funding.

4. Recommendation

4.1 The Committee is recommended to note the contents of this report.

BIBLIOGRAPHY

Source Document (s)	Contact Officer	Location
	ACC Mark Hopkins PA (01480) 422205	Cambridgeshire Constabulary Hinchingsbrooke Park, Huntingdon, Cambs, PE29 6NP.
<p>Originating OfficerACC.....</p> <p>Is it considered that this report contains 'exempt information' and should be considered in private? NO</p> <p>If the answer is "YES", please state the nature of the exempt information and the relevant clause in Part 1 of revised Schedule 12A to the Local Government Act 1972.</p> <p>.....</p> <p>The attached report has been cleared with the undermentioned Officers: (delete as appropriate)</p> <p>Chief Executive/Chief Constable/Treasurer</p> <p>Others</p> <p>Submitted on13th November 2009.....</p> <p>A report will not be sent to the Authority unless this box has been satisfactorily completed and all necessary consultation carried out - the responsibility for which rests with the originator (except for consultation with the Chairman and this will be undertaken by the Chief Executive).</p>		