



annual conference 2003

The following extracts provide a brief overview of some presentations from our annual conference. For the full presentations, please visit www.icva.org.uk.





Andrew Felton



romania & beyond





police complaints



Police Complaints – the new system

From April 2004:

- IPCC - new body to oversee complaints system, replacing Police Complaints Authority (PCA)
- More emphasis on police local resolution and investigation – appeal provided
- New system covers all police personnel designed to be **impartial, open and just** – for both police and public
- IPCC will have stronger powers

www.ipcc.gov.uk

Key aims of IPCC

- To ensure an open, timely and fair police complaints system is in place
- To increase access to the system, and community accountability
- To raise standards of complaint handling
- ... and ultimately to boost public confidence in the police service

www.ipcc.gov.uk

Our Values

JUSTICE AND HUMAN RIGHTS

INDEPENDENCE

VALUING DIVERSITY

INTEGRITY

OPENNESS

www.ipcc.gov.uk

Commissioners and Staff

- Central support functions and interim arrangements
- Commissioners, based regionally acting as guardians of the system
- Investigators and caseworkers, mix of police and civilian investigative backgrounds

www.ipcc.gov.uk

History of the IPCC and the new complaints system

- Public and police dissatisfaction
- Concerns raised by
 - Police Federation,
 - the Lawrence Inquiry,
 - Inquest, Liberty,
 - the Police Complaints Authority and
 - the Home Affairs Select Committee

www.ipcc.gov.uk

Stakeholders

- Gateways/advice and support groups – e.g. Citizens Advice, ICVS
- Local/regional community
- Legal
- Lobby groups: Inquest, PALG
- Policing family HMIC, CENTREX

www.ipcc.gov.uk

New Investigative Powers

- Independent
- Managed
- Supervised
- Local

www.ipcc.gov.uk

New Investigative Powers

- Complaints made against Police officers of all ranks
- Same system for dealing with complaints against all officers and staff, up to the outcome of the investigation
- IPCC will be able to present cases at police disciplinary proceedings

www.ipcc.gov.uk

Guardianship

IPCC will:

- Oversee the whole complaint system
- Set standards and monitor each force's complaints handling procedures
- Carry out research to identify best practice and raise standards of policing

www.ipcc.gov.uk

Reporting Complaints, Supporting Complainants

- in writing
- by telephone
- through a local referral and support group - ICVS
- By bystanders who witness police misconduct and have been adversely affected.

www.ipcc.gov.uk

Local Resolution

- Local resolution and local investigation
- Core framework with variety of models enabling Mediation, Restorative Conference, Negotiation
- Recording, informed consent, reasons
- Ownership and learning
- Appeal

www.ipcc.gov.uk

APPEALS

- Replaces previous supervisory system
- Scope Access and support
- Volume of appeals expected
- Complaints against IPCC

www.ipcc.gov.uk



Ian Smith

codes of practice & national standards

ICVA NATIONAL STANDARDS

Codes of Practice para 3 refers to National Standards

- National Standard
- Statutory requirement
- Local practice

ICVA STATUTORY REQUIREMENT

ICVA NATIONAL STANDARD

ICVA LOCAL PRACTICE

ICVA The Independent custody visiting association

IMPLICATIONS FROM CODES OF PRACTICE

- ✓ Organisation and Infrastructure
- ✓ Recruitment and conditions of service
- ✓ Training
- ✓ Frequency and coverage
- ✓ Working arrangements
- ✓ Visiting procedures at stations
- ✓ Feedback and making a difference

ICVA TRAINING

- ✓ Responsibility for training
- ✓ Structure and contents
- ✓ Initial training
- ✓ Induction training
- ✓ Continuous training
- ✓ Evaluating training

ICVA FREQUENCY & COVERAGE

- ✓ Visits **must** be sufficiently regular to support the effectiveness of the system.
- ✓ The frequency of visits **must** be monitored against expectations and reported to the police authority at regular intervals.
- ✓ Where insufficient visits are taking place, causes **must** be investigated and corrective action taken.
- ✓ Consideration **must** be given to making visits to all police stations where detainees are held even where they are only accommodated for relatively short periods of time.

ICVA The Independent custody visiting association

VISITING PROCEDURES

- ✓ Access to detainees
- ✓ Conversations with the detainee
- ✓ Custody records
- ✓ CCTV footage
- ✓ Medical issues
- ✓ Dealing with issues and complaints
- ✓ Effective working relationships
- ✓ Reporting on a visit
- ✓ Confidentiality and disclosure

ICVA RECRUITMENT AND CONDITIONS OF SERVICE

- ✓ Organising recruitment
- ✓ The recruitment process
- ✓ Who should be selected?
- ✓ Basis of service
- ✓ Tenure
- ✓ Removal
- ✓ Complaints procedures
- ✓ Payment
- ✓ Insurance

ICVA WORKING ARRANGEMENTS

"Visits should normally be undertaken by pairs of independent custody visitors working together.

Visits should only be undertaken by a single independent custody visitor working alone where the police authority has carried out a thorough and robust assessment of the risks that presents and has concluded that it is, in all the circumstances, the best option."



Independent Custody Visiting Association

- Manchester
- 29 November 2003
- Dr Michael Knight
- Honorary Secretary
- Association of Forensic Physicians

medical care

Quality measures "Central" perspective

- Royal Commission on Criminal Justice 1993 Rec. 74
- Audit Commission Report 1998 "The Doctors' Bill" 24 recommendations
- "Report of Home Office Working group on Police Surgeons" 2001

QUALITY

Of Medical Care to Detainees in Police Custody

Declining level of consciousness

CALL
AMBULANCE

1887

Formation of Metropolitan Police Surgeons' Association

2003

Association of Forensic Physicians

1951

Association of Police Surgeons

"DOC"

- Police Surgeon
- Forensic Physician
- Forensic Medical Examiner (Met. and others e.g. TV)
- Forensic Medical Officer

Roles

- Custody
- Drink / drug driving
- Sudden unexpected death
- Sexual offences
- Child protection cases
- (physical and sexual)

Custody Roles 2

- Documentation and treatment of injuries
- General health advice
- Intimate samples
- Intimate searches (s. 55 PACE)
- RTA 1988

How can QUALITY in custodial medicine be measured

Carefully constructed market research style customer exit survey??

Quality measures Police perspective

- Response times
- Custody Officer feedback
- Number of complaints
- Quality of statements
- Quality of evidence in Court
- Collection of forensic evidence

COMMUNICATION

- With custody officers
- With CID
- With CPNs
- With Arrest Referral Workers
- With CJUs & CPS
- With colleagues



conference reception at lowry gallery, salford - fri 28th nov 2003







conference photo round-up - old trafford cc, manchester - sat 29th nov 2003



Annual Conference 2004

Saturday 20th November

The Assembly Rooms, Fenkle Street, Newcastle upon Tyne