

28A recommendation and response record

To	Head of PSD for Surrey Police (PSD@surrey.police.uk)
Copied to	PCC for Surrey (SurreyPCC@surrey.pnn.police.uk)
Date sent	22 April 2022
Case type	Handled otherwise than by investigation
Case reference	2021/157011

We have identified organisational learning for Surrey Police and make the recommendation below under Paragraph 28A of Schedule 3 to the Police Reform Act 2002¹.

You are required by law to respond, in writing to us by the deadline specified above (56 days from the date this recommendation has been sent to you) and should do so using this form. Paragraph 28B of Schedule 3 of the Police Reform Act sets out the requirements in relation to the response.

On receipt of your response, we are required to publish it within 21 days and send a copy to any person who was sent the original recommendation (as listed above). If you have any representations why this response should not be published, e.g. if it may prejudice ongoing proceedings, please let us know.

¹ In the case of contractors, Regulation 81 of the Independent Police Complaints Commission (Complaints and Misconduct) (Contractors) Regulations 2015 applies

To be completed by IOPC			To be completed by recipient	
Reference	Recommendation	Previously sent as an informal recommendation?	Do you accept?	Details, to include a) action to be taken, b) reason for no action, or c) reason not accepted
		Date sent		
2021/157011	<p><i>The IOPC recommends that Surrey Police updates relevant force policies relating to complaint handling [and body worn video (BWV) if appropriate] to include searching for BWV footage relevant to a complaint received and marking it as evidential as part of the initial handling of that complaint. This update should be communicated to all officers who may be involved in handling complaints.</i></p> <p><i>This follows an IOPC review where BWV was viewed by the complaint handler, but was then auto-deleted from the force system after 30 days as it had not been marked as evidential in order to be retained for a longer period. This meant that it could not be viewed by the reviewer of that complaint, or for a subsequent complaint related to the same incident. While force policy states that footage should be retained as evidential if it assists with investigating public complaints, it does not provide any guidance about when this could be done during the complaints handling process.</i></p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>The above recommendation was verbally updated to complaint handlers during morning briefing.</p> <p>Additionally, all persons involved in complaint handling were updated directly (by email on 14th April 2022) of the new policy ie to ensure that any footage relating to / reviewed in handling a complaint is marked as evidential / linked to an (Niche) occurrence and therefore preserved within NICE (our BWV repository) to ensure it remains available for later review by others.</p> <p>Instructions on how to do this were also attached.</p> <p>A reminder of the above will also feature in the next PSD quarterly newsletter (May) endorsed by the Deputy Head of PSD T/DCI Rafferty.</p>

[OFFICIAL]