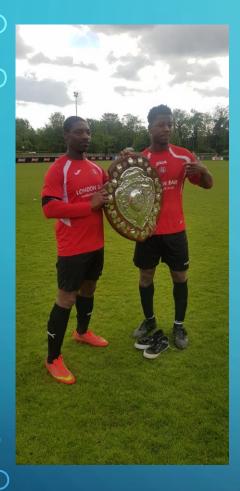
POLICE COMPLAINTS PROCESS REVIEW – MOPAC EVENT

HARINGEY INDEPENDENT STOP AND SEARCH MONITORING GROUP



A little bit about me

Andrew Boateng

Day Jobs: Sports coach/Youth Worker/University Administrator (Needmorefootball, PVR, Crystal Palace, Hope in Haringey, CYL City University)

Deputy Chair of Haringey Independent Advisory Group Member of Deputy Commissioner's External Reference Group Member of Haringey Youth Leader's Forum Executive Member of Haringey Stop and Search Monitoring Group

Examples of work carried out by the stop and search monitoring group include

Reviewing body worn video footage to raise any concerns around procedure and process.

New recruit community led training – providing overview of tensions and history on the borough using case studies.

Advising and assisting community members with complaints







COMMUNITY POLICE ENGAGEMENT



COMMUNITY LEADERS ENGAGEMENT EVENT (EDMONTON)

Attended by Police Commissioner Sir Mark Rowley and HISSMG



IOPC WORKSHOP (TOTTENHAM)

HISSMG engage with IOPC workshop attended by Uzma Babb and Sal Naseem



VIOLENT CRIME REDUCTION EVENT (TOTTENHAM HALE)

Attended by David L:ammy MP and PC
Ahmed Neighbourhoods Team

COMMUNITY POLICE ENGAGEMENT - HISSMG







NEW RECRUIT TRAINING

Wood Green Quick Silver Centre

VIOLENT CRIME REDUCTION FUNDING EVENT

Attended by Mayor of London hosted by Homecooked (Bridge Renewal Trust)

NEW RECRUIT TRAINING

Wood Green Quick Silver Centre

How did I get involved in this line of Community & Voluntary work?

I was involved in a high profile stop and search incident with my 13 year old son in Haringey during the first lock down in June 2020 a few weeks after the George Floyd murder. We were on a Kickoffat3 charity bike ride in conjunction with the police riding along the river Lea when we were stopped aggressively at taser point on suspicion of committing a stabbing in a nearby park and told we fitted the description of the perpetrator as we were on bikes and the same colour as the suspect. My son was chased into thorny rose bushes along the canal and sustained injuries. We were both handcuffed and questioned separately. Then let go after about 15-20 mins left traumatised by the incident which was partially filmed by a member of the public who also overheard officers involved joking about the incident. I decided to make a formal complaint.



STOP AND SEARCH INCIDENT - HARINGEY JUNE 2020





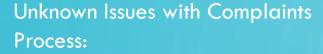
WAYS TO MAKE AN OFFICIAL COMPLAINT

- Online form Met Police or IOPC
- In Person
- By Phone
- Written Letter



• How I went about complaining:

- Submitted Metropolitan Police complaints form online.
- Needed to establish terms of reference for police to investigate. (For example below are ToR confirmed for my case)
- Both you and your son was stopped and detained in handcuffs for grounds you do not feel or know are reasonable
- You were handcuffed for an unknown reason
- Your son was handcuffed for an unknown reason.
- You were handcuffed for ten minutes
- Officer failed to identify himself as such to a child at the start of the approach and arrest
- Taser used in light of no resistance
- Your child was separated from yourself and was not provided an appropriate adult
- Officers were not wearing PPE and were not social distancing which increased risk and exposure to COVID-19
- Officers failed to attend to the injuries your son had sustained
- IMPORTANT TO NOTE:
- Need to have people on board who are familiar with the process and this area of law.
- Need to identify points to make within the PACE framework and target areas where there are perceived failings.





- Length of time taken before outcome reached (investigator aimed for 3 month outcome) over 2 years later received actual outcome.
 Updated every 28 days with little of no news.
- When report written, lots of flaws fabrications and inaccuracies so had to appeal decision of NFA on many points in the terms of reference. (Falsehoods included allegations of myself pushing an officer and my son throwing a bike at officer). The appeals review was conducted by the IOPC and recommendations made to the VCTF professional standards unit.
- NFA outcome on some points was due to BWV evidence not existing so there was no evidence to support my claims.
- Police manoeuvre between loopholes and the balance of probability phrase which favours police, Met police word carries more weight than general public.
- Unclear who is investigating. My case referred to the IOPC but was not aware that the case was referred back to the VTCF professional standards unit. Translates into Met investigating themselves.
- Discrimination claim not taken seriously initially. Only at review stage was asked about why raised claim and was sent an IOPC questionnaire.
- Found out that complaints process completely separate to compensation process and cannot get compensation until police report complete. (which takes considerable time)
- General public not aware of potential difference in payment between civil case and Met Police compensation scheme route.
- Was asked to resubmit a compensation claim after claim already been in system for a substantial amount of time.

- Barriers to Making a Successful Complaint
- Demographics of those most likely to want to make a complaint are from ethnic backgrounds and often don't feel listened to.
- English may not be first language
- May have literacy issues
- Disabilities (Physical/Mental)
- Suffering from trauma so cannot concentrate
- Sole provider with very limited time and family commitments
- Limited connectivity to networks and legal advice



Impact of Complicated Complaints Procedure

Lack of clarity around who is responsible for investigation at various stages increases stress on complainant.

Lack of clarity around length of time typically taken to arrive at outcome which can be stressful.

Lack of clarity around what an outcome might look like or involve for both complainant and police staff.

Confusion around whether complaint linked to compensation.

RECOMMENDED CHANGES

- A 6 months absolute limit on provision of final outcome.
- Increased police resources into processing complaints to help build trust with communities.
- Increased resources into funding and supporting independent complaint advisers (often voluntary work).
- Ensuring complainant notified if case investigator changes.
- Clarification at the offset as to which body is leading investigations.
- Access to dedicated counselling or advice hotline for complainants who may have experienced trauma.
- Clearer messaging on complaint sites explaining that complaints are separate from compensation claims.
- Information on possible outcomes for common scenarios.



Impact on mental health and useful resources

https://www.bbc.co.uk/news/uk-england-london-59756203

Stop and Search – Charity Bike Ride Incident

https://www.theguardian.com/uk-news/2020/jun/28/blackteenager-on-family-cycle-ride-injured-during-aggressive-policearrest

Stop and Search – River Lea Incident

https://www.mylondon.news/news/north-london-news/man-who-ran-tottenham-river-19070993

Stopwatch guide for parents and children

https://www.stop-watch.org/what-we-do/advice/stop-and-search-a-guide-for-parents-and-children-plus-short-film/

Lessons from the riots

https://www.theguardian.com/news/audio/2021/aug/06/racis m-policing-and-austerity-have-lessons-been-learned-sinceenglands-2011-riots-podcast?CMP=Share_iOSApp_Other What can I make a complaint about? Public Information You can complain to a police force about something that has had a negative impact on you, such as causing you any form of loss, damage, distress or inconvenience. This includes general policing standards, any service you've received from the police or how they are using their resources.

Complaints can be made about individuals who work for the police, including serving officers, members of police staff, contractors and volunteers or the service provided by the police as an organisation.

If your complaint is about the police as an organisation you need to have been directly affected by the issue you're complaining about.

If your complaint is about a person, you need to have either witnessed their actions or have been directly affected by them. For example, you can't make a complaint about a video you've seen on a mobile phone or social media involving people you don't know or an event you didn't attend.

Making a Complaint - Practical Measures

To make a complaint about a force **chief constable**, contact your local <u>Police and Crime Commissioner (PCC)</u>.

To make a complaint that isn't about a force chief constable, you can either complain directly or contact the <u>Independent Office</u> <u>for Police Conduct (IOPC)</u>, who'll forward your complaint to the relevant force or Police and Crime Commissioner for you.

You can also ask anyone else to make a complaint on your behalf, as long as you give them your written permission.

How to complain:

Use the online complaints form

Write to the police at:

Complaints Support Team
22nd Floor
Empress State Building
Lillie Road
London
SW6 1TR

Call 101 for guidance.

Visit your local police station.

If you need help to make a complaint
If English isn't your first language, Met Police offer translation support to help you make your complaint.

If you have a disability or difficulty with written or verbal communication they can support you.