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Foreword

In addition to this we have conducted a series of research and investigation projects on different aspects of police policy and practice. Those reports have all been published on the web.

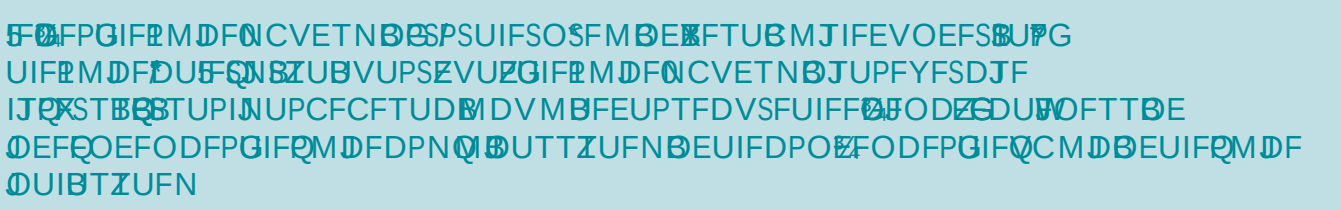
Our objective in doing all this work is to ensure that the public and police are accurately informed about the work of this office, thereby securing confidence in the police complaints system. We also seek to contribute to an improvement in policing by reporting on trends and patterns in police complaints, on investigations and associated policy and practice research.

This publication is a synopsis of all that work over the seven years of the existence of the Office. It has been prepared by the Director of Policy and Practice, Mr. Greg Mullan, and his staff. It presents a picture of trends and patterns in police complaints, of issues of concern, of recommendations made and responded to by the RUC and then by the PSNI. There have been massive changes in policing over the past seven years - in this short document we have attempted to record the story in research and analysis of aspects of policing and the police complaints process over those years. I hope that you will find it a challenging and interesting report.

Nuala O'Loan

Nuala O'Loan

Introduction



The first Police Ombudsman, Mrs Nuala O'Loan, took office on the 6 November 2000 for a term of seven years. The purpose of this report is to highlight areas of research undertaken by the Office during the past number of years and to detail the trends and patterns in complaints and allegations during Mrs O'Loan's period as Police Ombudsman. The report is intended to give the reader an overview of areas of work undertaken during 2000 to 2007, rather than a very detailed analysis.

Office Vision

Excellence in the provision of an independent impartial police complaints service in which the public and the police have confidence.

Office Mission

- To ensure maximum awareness of the Police Ombudsman complaints service.
- To ensure the police complaints service is fully accessible and responsive to the community.
- To provide a robust and effective investigation process leading to evidence-based recommendations.
- To analyse and research the outcomes of complaints so as to inform and improve the policy and practice of policing.

Trends and Patterns in Complaints and Allegations

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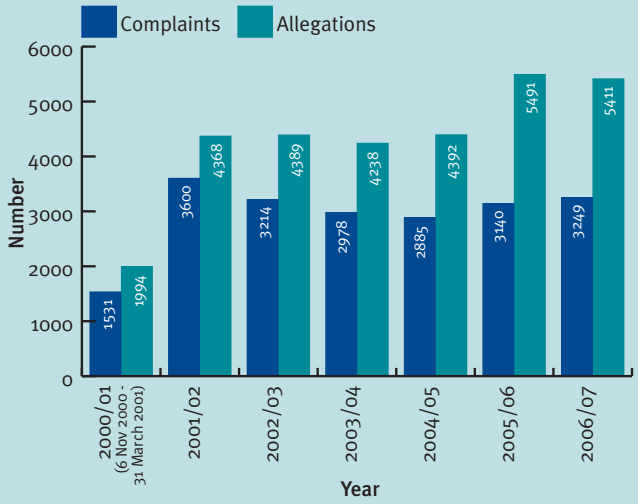
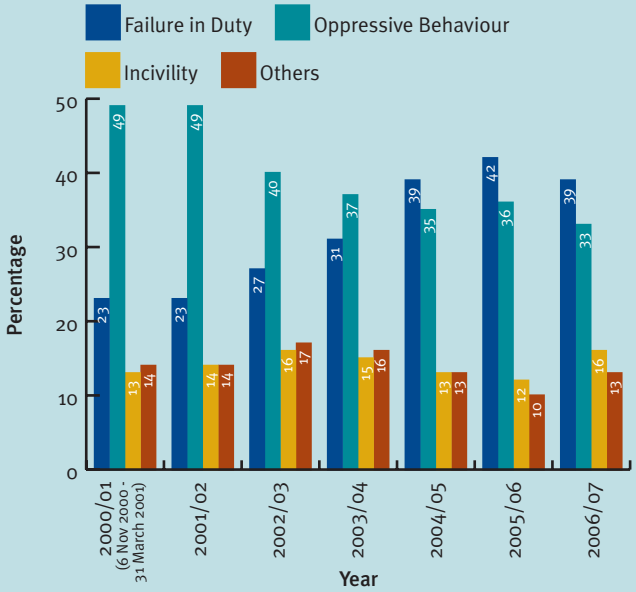
Number of complaints and allegations, 2000/01-2006/07



For the first two years of the Office's existence Oppressive Behaviour was by far the most prevalent allegation type, constituting almost 50% of those made. However, over the years, allegations of Oppressive Behaviour have decreased and police Failure in Duty has constituted the greatest proportion of complaints from the public.

Allegation types, 2000/01-2006/07



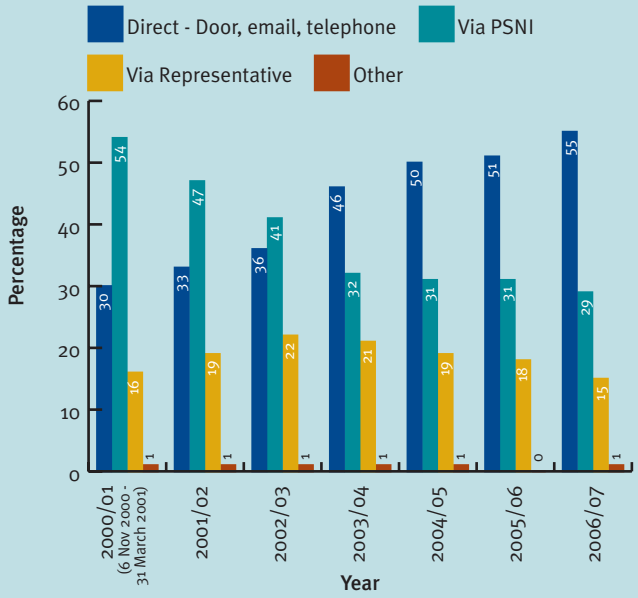
* A complaint can contain one or more allegations.

Percentages may not always total 100 per cent due to the effect of rounding.

In 2000/01, 54% of complaints were made directly to the PSNI with only 30% being made directly to the Police Ombudsman's Office. Since that time, however, there has been a complete reversal of this trend with 55% of complaints now being made directly to the Office and 29% being made directly to the PSNI.

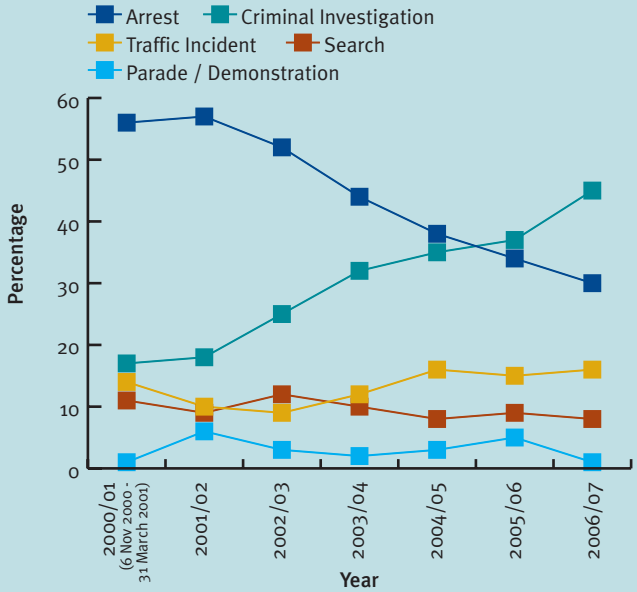
The Police Ombudsman is encouraged that members of the public are increasingly using her Office directly should they wish to make a complaint.

Source of complaints, 2000/01-2006/07



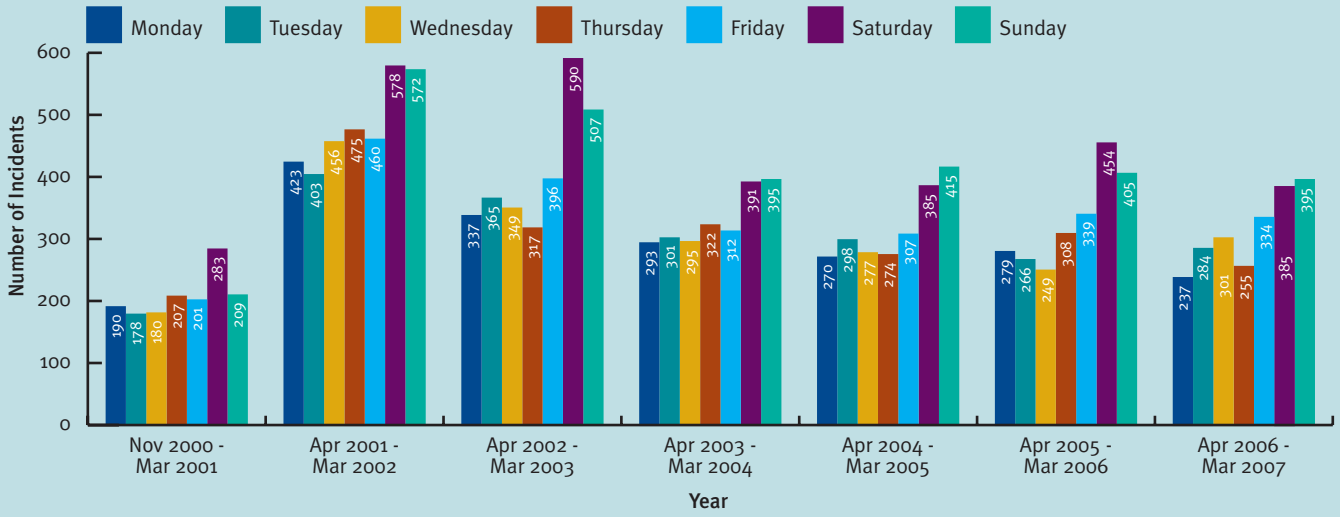
The Office records data identifying the nature of factors underlying complaints. Over the last seven years it was the manner in which the police conducted criminal investigations that has given rise to the greatest increase; from 17% in 2000/01 to 45% in 2006/07. Over the last seven years the percentage of complaints related to arrest has decreased from 56% to 30%. These figures are taken from known complaint factors and do not include other or unknown complaint factors.

Factors underlying complaint, 2000/01-2006/07



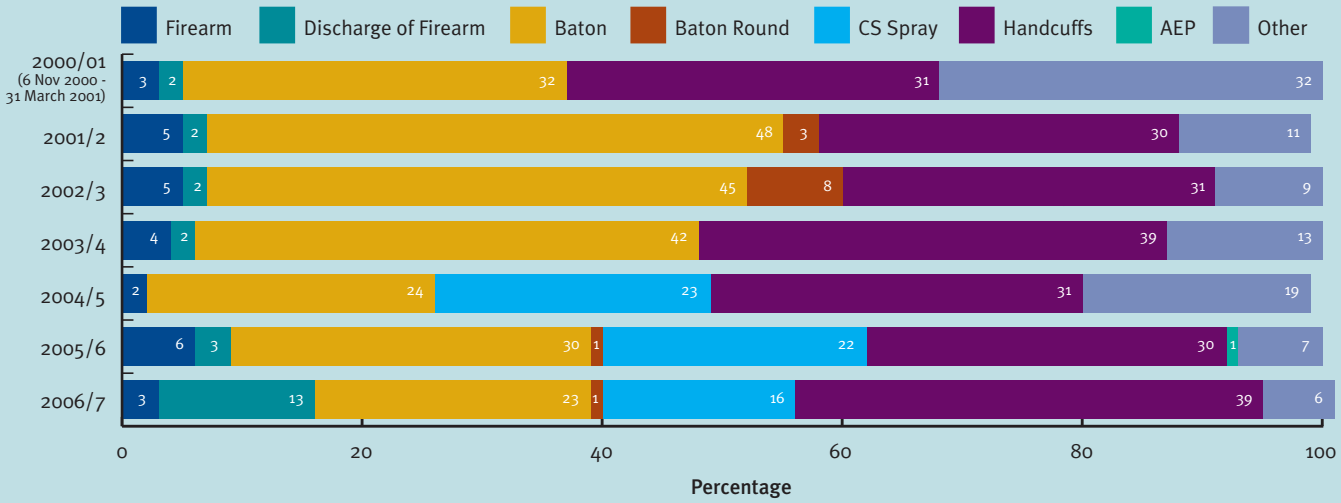
Over the last seven years a substantial proportion of complaints against the police have arisen from incidents occurring between midnight on Friday night and midnight on Sunday night.

Number of incidents occurring per day, 2000/01-2006/07



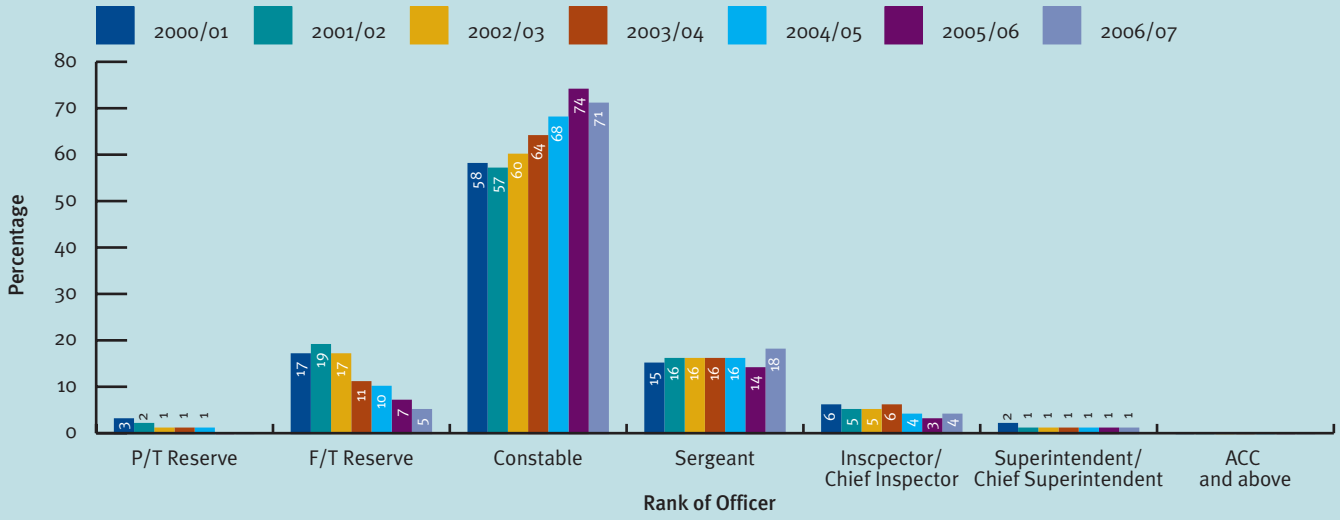
From 2000/01 to 2003/04, handcuffs and batons were the weapons or equipment that attracted most complaints. CS Spray was introduced in the summer of 2004. The Police Ombudsman automatically investigated use of the spray by police officers during the initial six months of its use. CS Spray has made up a fifth of all complaints alleging the use of a weapon or other equipment during the last three years.

Weapons or other equipment used, 2000/01-2006/07



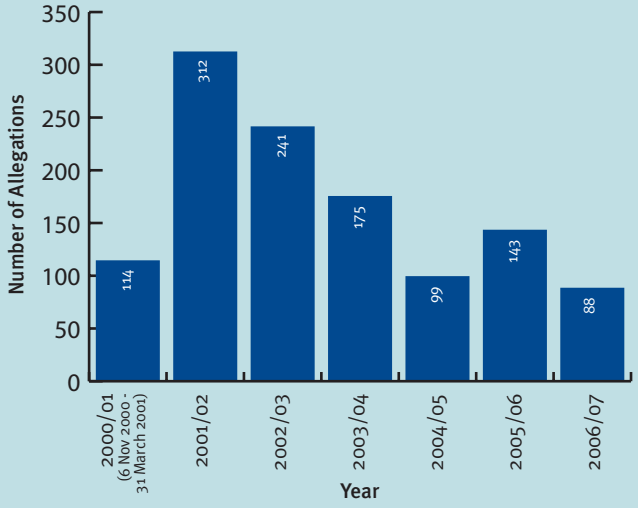
Since 2001/02 the proportion of complaints that were made against police constables rose steadily until 2006/07, when the proportion decreased. The number of complaints made against members of the full time reserve staff decreased steadily since 2001/02 while the proportion of complaints that were against Sergeants has risen in the last year.

Rank of officer complained about 2000-2007



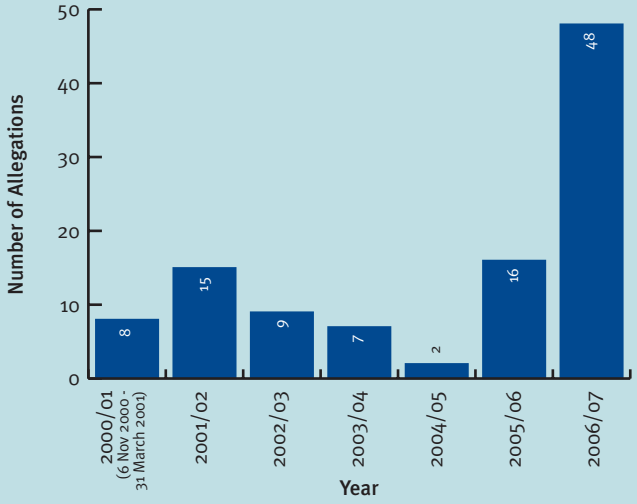
The number of allegations involving the use of a baton by police officers has decreased considerably since 2001/02 (72% decrease since 2001/02). In 2005/06 the number of allegations increased slightly due to a number of public disorder situations.

Allegations involving Baton use, 2000/01-2006/07



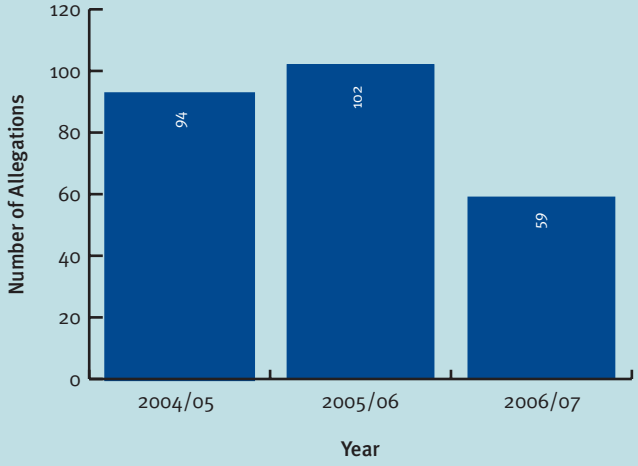
Since the Police Ombudsman's Office opened, the number of allegations involving the discharge of a firearm has decreased steadily. In 2005/06 and 2006/07 however, the number of allegations involving the discharge of firearms has increased. This is due to the fact that included in these figures are referrals from the PSNI Historical Enquiries Team (HET) that relate to discharges of firearms by police officers pre 1998.

Allegations involving discharge of firearms, 2000/01-2006/07



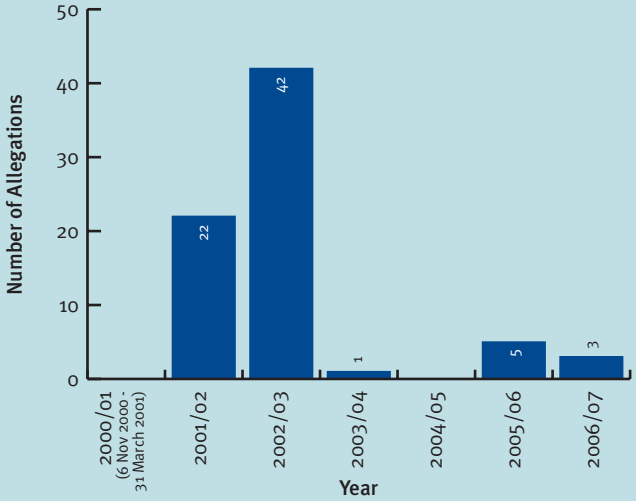
CS Spray was introduced in 2004 and between June and December of that year all occurrences of CS Spray usage by police officers were automatically referred to the Police Ombudsman's Office. The number of allegations has decreased in the last year.

*Allegations involving CS spray use, 2004/05-2006/07**



The number of allegations involving the baton round/AEP use has decreased considerably since 2002/03.

Allegations involving baton round/AEPs, 2000/01-2006/07



Informal Resolution

4DUJPOPGGJGF2MJDFDUSQPBWFT
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FFOSSNBMBTPMVUJOQPDFTTBMMPXUIF
PQSUVOUXSEFUBMFEEJTDVTTJPOBE
FYQMBBJPOPBXBEBUJOTCFUXFO
QMDFBEUIFDPNQMBBUFSFJTBUSPOH
DPNNUNFOUUPSFBIBPVUDPNFUIBJT
BDFQBMFUPUIFDPNQMBBUXVMUNBFMZ
IBUIFSBUUPSFRVFTUGMMSSNBMDWTUBBPO
BBJTBUPSZVUDPNFJTOPUSFBIFE

Profile of Informal resolution, by received date per year							
	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
Successful	93	301	281	312	278	353	405

The number of successfully informally resolved compaints has generally increased between 2000/01 and 2006/07.

Detailed information on Informal Resolution has been recorded since 2003 and from that time 3,179 complaints, or 26% of those received during that period were identified as suitable for Informal Resolution.

Of complaints closed by PSNI following the Informal Resolution process, around three quarters each year were successful.

Outcome of Informal Resolution where consent was given, by closure date 2003/04-2006/07

Outcomes of Successful Informal Resolution closed by PSNI, by year				
	2003/04	2004/05	2005/06	2006/07
Action taken accepted	24	28	25	27
Apology	9	9	13	9
Apology on behalf of PSNI	5	4	5	5
Brought to the attention of the offcer/ senior offcer or DCU Commander	32	29	22	26
Constructive advice	9	15	18	16
Explanation accepted	11	6	6	5
Expression of regret	4	2	3	4
Accepted nothing further could be done	2	4	3	3
Face to face meeting	1	3	4	3
Other	3	1	1	1
Totals	100	100	100	100

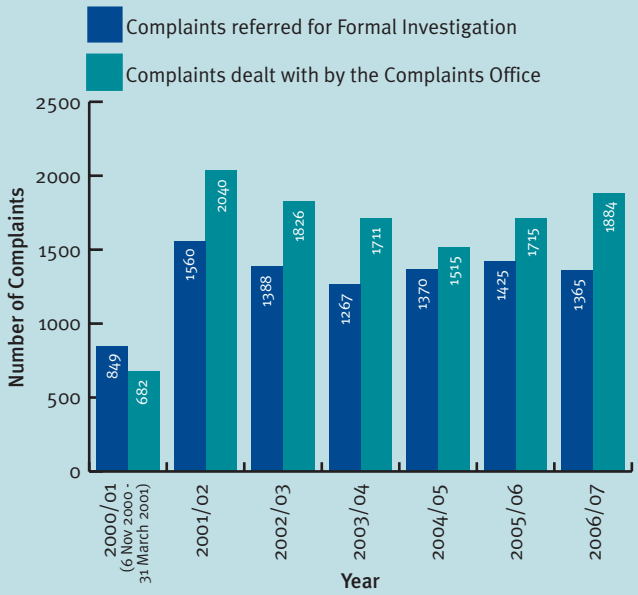
"There is an increasing recognition among the police that the Office is fair and independent and does a useful job in exonerating officers who have been unfairly complained against as well as identifying those guilty of misconduct."

Kit Chivers (CJI)

Processing of Complaints

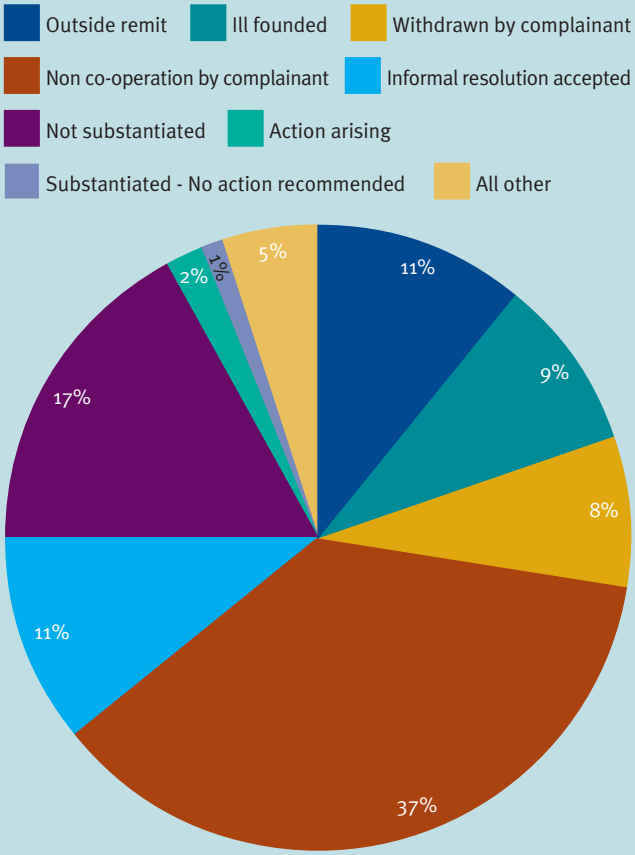
All complaints received by the Office are initially dealt with by Complaints Officers who determine whether or not a complaint falls within the Police Ombudsman's legislative remit. Subject to the necessary approval the Complaints Officers also seek further information from complainants and, should this not be forthcoming, may close the complaint due to the failure of the complainant to co-operate. In addition, Complaints Officers may, following receipt of relevant information, close a complaint as ill founded. Complaints Officers also handle complaints going through the Informal Resolution process. Over the last seven years more than 50% of complaints have been dealt with and closed by Complaints Officers.

Complaints referred for formal investigation and complaints dealt with by the complaints office, 2000/01-2006/07



Of all the complaints referred for investigation from 2000/01 – 2006/07, over a third were closed due to non co-operation by the complainant (37%).

Closure types, 2000/01-2006/07



Since 2000/01, 954 cases have been submitted to the Public Prosecution Service for direction as to whether criminal charges should be preferred or for advice/interim direction. 61 cases have been referred with recommendation for prosecution, with a total of 96 criminal charges.

Recommendations of prosecution to the Public Prosecution Service by year							
Charge	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	Totals
Offence under the Protection from Harassment (NI) Order (1997)	0	0	0	1	0	0	1
Perjury	1	0	0	0	0	1	2
Breach of Data Protection	0	0	1	0	1	1	3
Unlawful disclosure of information under the Data Protection Act	0	0	0	0	1	0	1
Driving whilst disqualified	0	0	0	0	0	3	3
Driving without insurance	0	0	0	0	0	3	3
Causing death by dangerous driving	0	2	0	0	0	0	2
Dangerous driving	0	1	2	0	0	0	3
Careless driving	0	1	0	0	0	0	1
Common assault	0	5	3	1	3	10	22
Assault occasioning actual bodily harm	4	4	0	3	0	2	13
Assault occasioning grievous bodily harm	1	0	0	0	0	0	1
Assault (aggravated - minor)	0	1	0	0	0	0	1
Perverting the course of justice	1	9	0	0	0	0	10
Attempting to pervert the course of public justice	0	0	0	5	4	1	10
Obstruction of the Police Ombudsman	0	0	0	4	0	0	4
Discharge of firearm with intent to endanger life	0	0	0	1	0	0	1
Misconduct in public office	0	0	0	0	0	1	1
Kidnapping	1	0	0	0	0	0	1
Theft	0	0	0	1	0	0	1
Administering a noxious substance	0	0	0	1	0	0	1
Criminal damage	0	0	0	2	0	0	2
Intimidation	0	0	1	0	0	0	1
Causing harassment alarm or distress	0	0	1	0	0	0	1
Racially or religiously aggravated	0	0	1	0	0	0	1
Breach of Criminal Procedure Investigations Act	0	0	1	0	0	0	1
Other	4	1	0	0	0	0	5
Totals	12	24	10	19	9	22	96

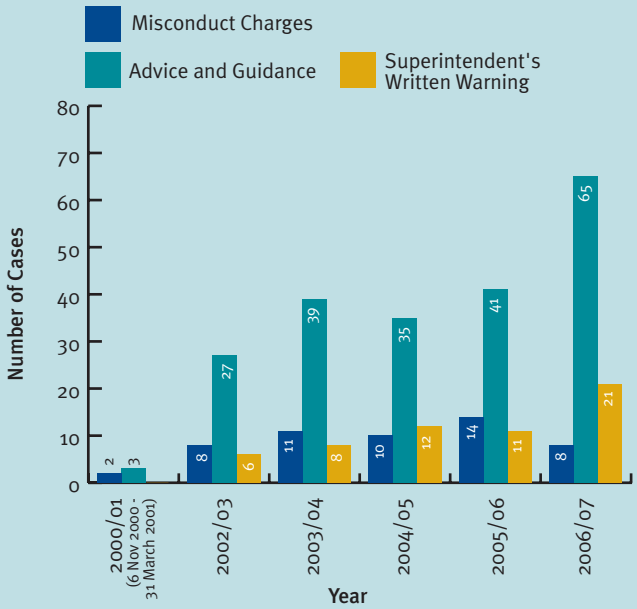
The Public Prosecution Service has (at date of publication) directed 47 criminal charges since 2000/01.

Direction by Public Prosecution Service, 2001/02-2006/07	
Type of Charge	
Assault incurring actual bodily harm	9
Common Assault	11
Causing death by dangerous driving	2
Dangerous driving	3
Careless driving	1
Perverting the course of justice	8
Criminal damage	1
Malicious wounding	1
Possession of frearm with intent	1
Unlawful and injurious imprisonment	1
Data Protection	3
Driving without insurance	3
Driving whilst disqualifed	3
Total	47

Some cases are referred to the Chief Constable when there is clear evidence that an offcer has committed a disciplinary breach. From 2001/02 until 2006/07, 321 cases have been referred to the Chief Constable with the Police Ombudsman making the following recommendations:

- Misconduct Charges
- Superintendent's Written Warning
- Advice and Guidance given to offcers

Cases recommended to Chief Constable, 2001/02-2006/07



Research Reports

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The Office of the Police Ombudsman for Northern Ireland released two baton round reports, which provided a synopsis of the investigations carried out by the Office. The incidents typically involved attacks on the police by rioters using bricks, masonry, fireworks, petrol, paint, acid and blast bombs; the police were also shot at on at least one occasion.

The Police Ombudsman carried out thorough examinations of all incidents with some minor criticisms of the police action emerging.

In the incidents examined, the Police Ombudsman concluded that the discharge of the baton rounds was fully justified and proportionate, as were the authorisation and directions given. With the exception of one incident, the deployment and use of the baton rounds were in accordance with the relevant RUC/PSNI and ACPO guidance. No matters of police misconduct were found however some deficiencies were found in police practice and processes that resulted in a number of recommendations to police in respect of:

- warnings to be given
- the issuing of ammunition
- the presence of baton gunner assistants
- the facilitation of interviewing officers involved in baton round discharges

"Police officers in Northern Ireland do a difficult job and they encounter public disorder situations that are considerably more violent and life-threatening than in other areas."

Mrs Nuala O'Loan

THE REPORT

The research found that police officers in Northern Ireland are six times more likely to be assaulted than their colleagues in Great Britain, but about 40 times more likely to receive complaints about their use of batons (truncheons).

It found that over 90% of the complainants were male, a third were aged under 21, and half lived in Belfast. It also found that about 40% of the incidents leading to complaints took place between midnight and 3am, with nearly half of them taking place on Saturdays and Sundays.

The Report recommended:

- That the Police Service of Northern Ireland should examine its training in Conflict Resolution Skills with reference to the following issues:
  - The content of the training
  - The timing of the initial training
  - The resources devoted to the training, especially the number of trainers and the physical conditions of the training environment
  - The deficit in refresher training
- The completion and promulgation of the updated Police Service Code on baton use should be expedited.
- Clear and consistent recording of the use of physical force by police officers should be required. The data collected should be centrally collated, perhaps by the Central Statistics Unit of the PSNI. Consideration should be given to the publication of these data.

Since the completion of the research detailed in this Report, the Chief Constable of the PSNI has approached the Northern Ireland Policing Board to request the supply of funds to equip officers with CS spray. This move was welcomed by the Police Ombudsman who stated, "CS sprays would give officers an alternative and sometimes more appropriate means of personal protection in close conflict situations". It is acknowledged, however, that the use of CS spray by police officers can give rise to complaints, and consequently the recommendations regarding training in the use of batons detailed above are equally applicable to training in the use of CS spray.

"I think that by identifying problems in this way and making recommendations we can help improve policing, which I know is the aim of both the Police Service of Northern Ireland and of this Office."

Mrs Nuala O'Loan

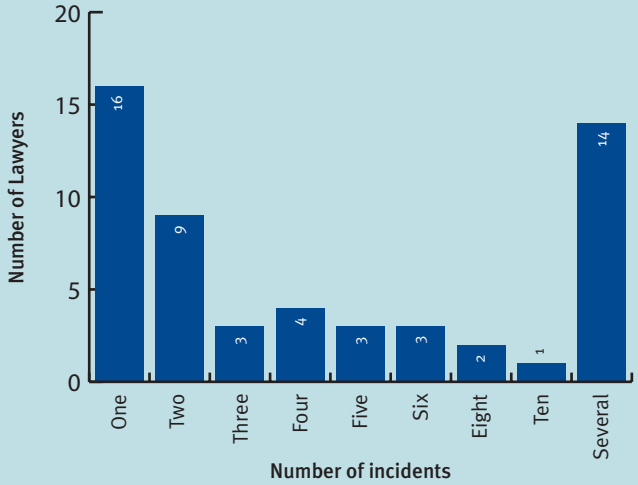
TUVEZGIFUSFBNFOUPG TPMDJUPSTBECSBSJUFSTCZ UIFQMDFOPSUIFSOSFMBE BDI

"The allegations that were made must be a matter of concern."

Nuala O'Loan

A research study was initiated by the Police Ombudsman into the treatment of solicitors and barristers by police officers in 2001 and 2002. 52% of those contacted responded (1,458). Of the respondents, 1,403 (96%) had not experienced any problems while 55 (4%) had.

Number of incidents of mistreatment experience by lawyers



The nature of the allegations included among other things, defamation of character, direct physical threats, racist or sectarian abuse, and unprofessional conduct. Many of the lawyers who had alleged mistreatment however chose not to complain about it, mostly because they felt that the police would do nothing about their complaint.

"The numbers and types of allegations reported in this survey do not paint a picture of widespread mistreatment of lawyers by police officers."

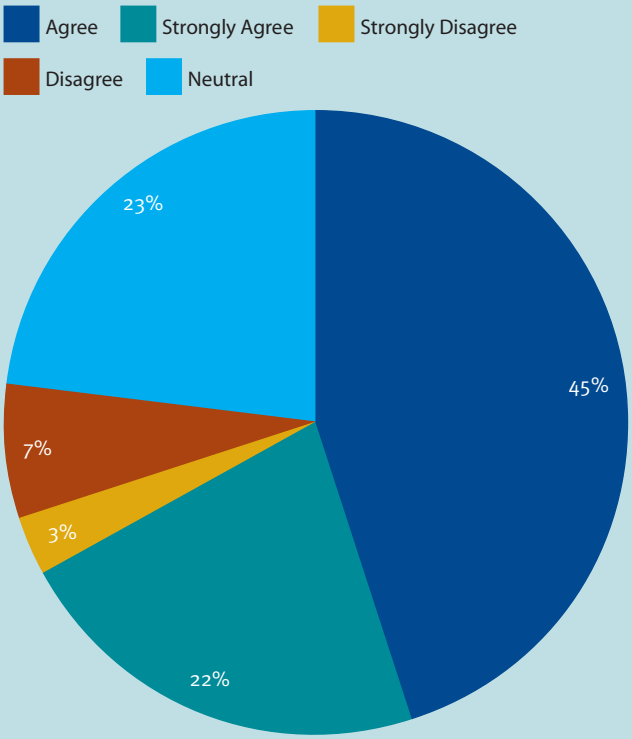
Mrs Nuala O'Loan

POLICE OFFICERS' VIEWS OF THE POLICE OMBUDSMAN'S OFFICE

A large-scale survey of all police officers was carried out in 2003. The research sought to provide information on officers' knowledge of and attitudes towards the Office. Over 3,924 officers responded to the survey.

Two thirds of officers questioned agreed that they would like to know more about the Police Ombudsman's Office.

Would you like to know more about the Police Ombudsman's Office?

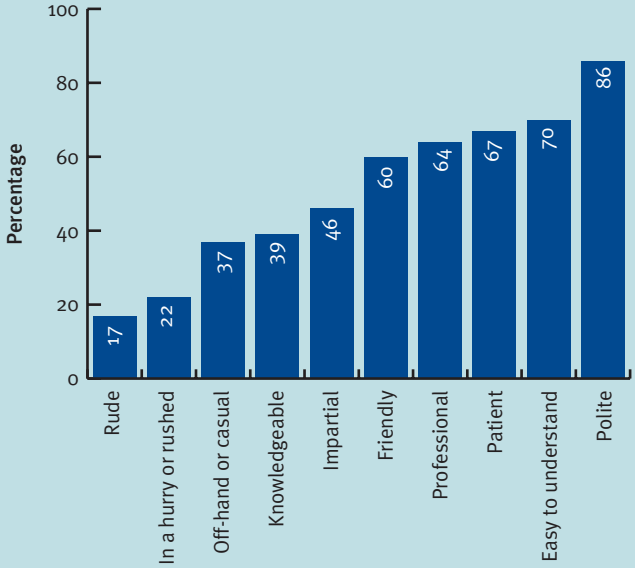


The majority of officers, who had been in contact with the Police Ombudsman's staff, thought they were: Polite (86%), Friendly (60%), Patient (67%), Easy to understand (70%) or Professional (64%).

Some 37%, however, thought that staff were off-hand or casual, 22% thought staff were in a hurry or rushed and 17% thought the staff were rude.

Only 39% thought that staff were knowledgeable and 46% thought that staff were impartial.

Police officers' views of Police Ombudsman's staff



The majority of officers agreed that complaints against the police should be independently investigated by people outside the PSNI and about two-fifths agreed that the Police Ombudsman's Office would help increase public confidence in the police. A further survey of Police attitudes and views towards the Office of the Police Ombudsman is expected to take place towards the end of 2007.

A number of recommendations were made including;

- That legislation is created to provide for a mediation process operated by the Police Ombudsman as an alternative to informal resolution upon receipt of a 'less serious complaint'.
- That sufficient training should be made available to enable officers of the Police Ombudsman to conduct effective mediation and develop the process.
- The term Informal Resolution be changed to the Home Office/Affairs Committee (1997) recommendation of Local Resolution.

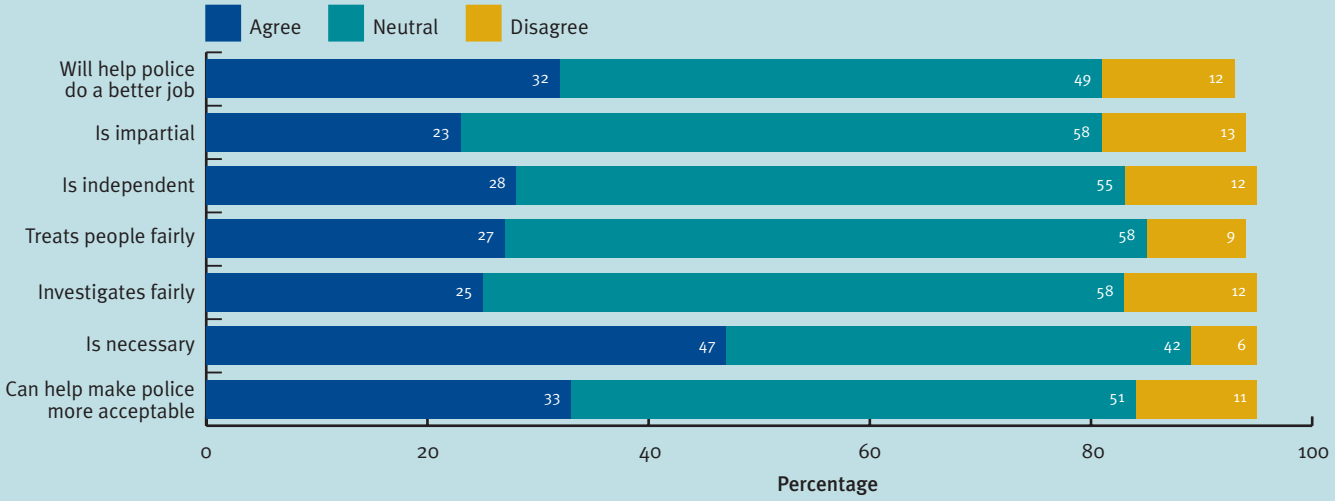
"The officer who dealt with my complaint was extremely polite and helpful."

41-year-old female

PVOEPQMFTUBUVWEFT UPQMMDDEM

Research on young people's attitudes to policing and police accountability was commissioned from the Institute for Conflict Research in 2003; in a novel initiative, the Police Ombudsman's Office and the Policing Board for Northern Ireland jointly funded this work. Over 1,150 young people were surveyed and a further 242 took part in focus groups in this study. Half of the young people questioned were aware of the Police Ombudsman's Office, with TV being the most frequently cited source of information.

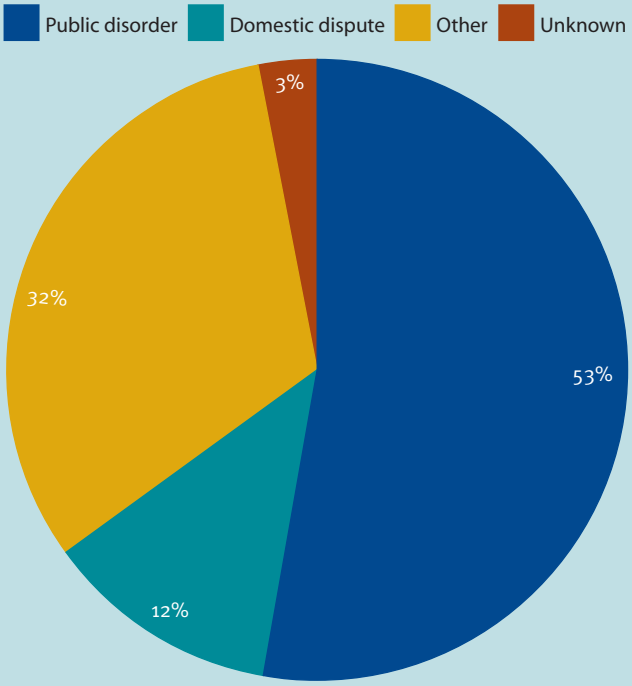
Young people's attitudes to the Police Ombudsman



When questioned about the Police Ombudsman's Office most young people found it difficult to express an opinion one way or the other, however half of them did agree that the Office was necessary and large proportions agreed that it would help the police do a good job and make them more acceptable.

The majority of CS Spray usage (53%) has been as a result of public disorder incidents, which have occurred on a street or road (38 incidents).

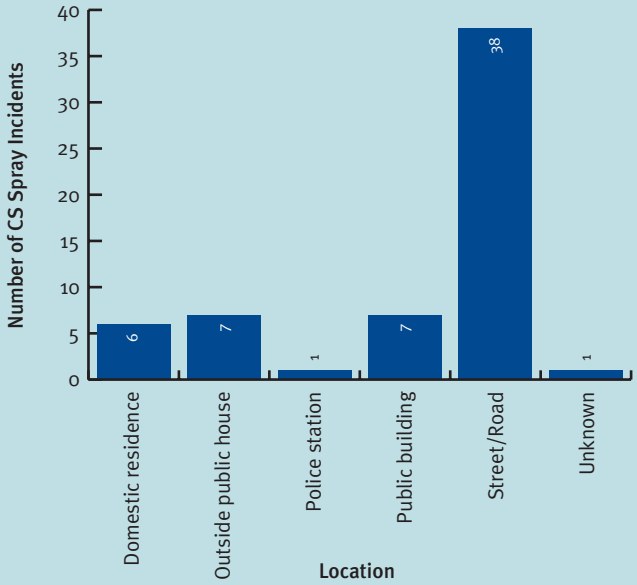
Circumstances leading to CS spray incident



In more than half (58%) of the incidents recorded it is unclear, from the CS1 forms or any subsequent documentation recorded on OPONI's Case Management System, how far away the officer was from their target when discharging CS Spray. Of those incidents where a distance has been recorded (either on the CS1 form or in police/witness statements) only one is recorded as being at less than one metre (20 – 30 centimetres away).

Source: CS Spray Report 2006

Location of CS spray incidents



Investigations conducted by the Police Ombudsman resulted in a variety of recommendations to the Chief Constable including:

- That CS Spray should not be used at a distance of less than one metre or on a subject who is restrained or handcuffed unless the nature of the risk to the officer is such that this cannot be avoided.
- That all Custody Officers should be reminded of the need for enhanced cell supervision, and their duty of care, when dealing with persons who have been exposed to CS Spray.
- That the guidance and training in the use of CS Spray, not only articulate caution as regards public order events but also in the more ad hoc street disorder.

In the vast majority of incidents (80%) a warning was issued prior to CS Spray being discharged. In 4 incidents it is stated on the CS1 form that no warning was given, and the issue of a warning is disputed in a further 2 incidents. In the 4 incidents where no warning was issued, the evidence would suggest that a warning would have been deemed pointless in the circumstances of the incident, or that there simply wasn't the opportunity to issue a warning.

Source: CS Spray Report 2006

Equality Monitoring Report (February 2006)

Between November 2000 and March 2005, the Office issued 14,068 self-completion questionnaires. A total of 4,028 complainants (29%) returned completed questionnaires. An analysis of the profile of complainants is based on gender, age, religious belief/community background, race or ethnic group, marital status, disability, employment, dependants and political opinion. A selection of the report findings is as follows:

- 38% of respondents described their religious belief as Catholic, 24% Presbyterian, 21% Church of Ireland, 4% Methodist, 8% as Other and 6% no religion.
- 71% of respondents stated that they were male and 29% were female.
- 97% of respondents described themselves as white.
- 28% of respondents stated that they were between 35 and 44 years of age.
- 38% of respondents reported being single.
- 28% of respondents considered themselves to be disabled.
- 19% of respondents reported being unemployed.
- 41% of respondents declared no support for any political party.
- Less than 1% of respondents disclosed being homosexual or gay.

A more detailed analysis of Section 75 data can be found under the 'Equality Monitoring' section of this report.

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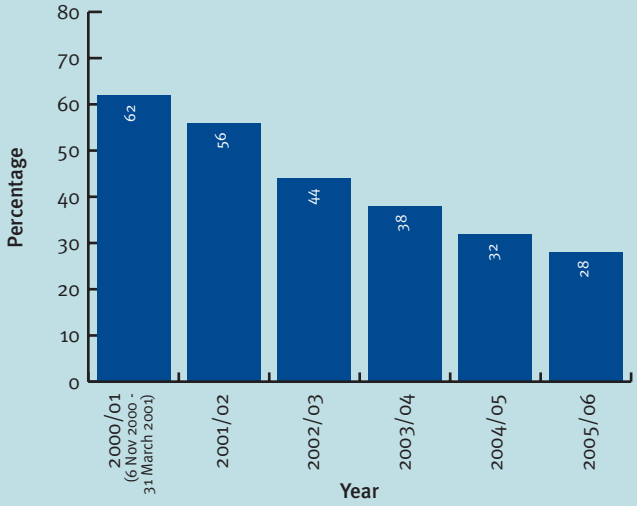
UIF$NQIBUTSPDFTT

This research was commissioned as part of the Police Ombudsman's ongoing search to understand why some people, having made complaints, do not follow through and co-operate in the investigation of those complaints.

The Non Co-operation report also included an analysis of complaints closed due to complainant non co-operation. The main findings were:

- Over the past six years there has been a significant increase in complainants co-operating with the complaints process.
- Persons making complaints to the Office of the Police Ombudsman are more likely to co-operate with the complaints process than those making complaints via the police.

Non co-operation closures



"The Ombudsman is a positive development in terms of policing, but there are problems, and some are unavoidable because policing is a contentious issue... and they're not just dealing with the here and now, they're dealing with a backlog... they're dealing with the legacy of the conflict..."

Respondent

[illegible]

Recommendation 1
PSNI policy on the wearing of name badges should be annually reviewed in light of the prevailing security situation and the Chief Constable should set a target date by which it will be compulsory for all officers to display name identification badges.

PSNI Response:
There will be an annual review of the wearing of name badges, with the default position being that name badges should be worn. Only the current security situation will be grounds for not wearing a name badge. The PSNI is also examining how best to identify plain-clothes officers.

"Advertisements on television warn people to be wary of callers and to check by way of a phone call, this method of educating the public re; bogus callers should also include the possibility of bogus Police Officers, especially plain clothes officers."

Respondent

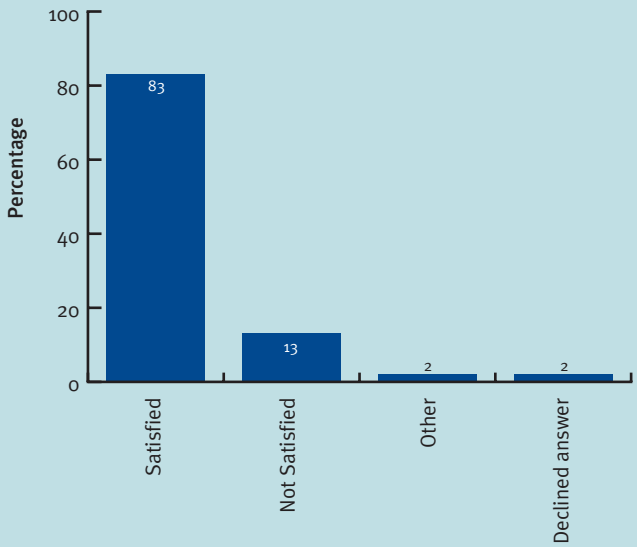
Recommendation 2
In the absence of name badges, breast pocket numeral identification should be introduced.

PSNI Response:
An officer's station and epaulette number should be worn when the wearing of a name badge is not possible.

Recommendation 3
Police personal issue equipment, including radios, CS spray, batons, firearms and handcuffs, should be uniquely linked to individual officers.

PSNI Response:
It was agreed that police personal issue equipment should be uniquely linked to individual officers. CS spray is the only item listed not on personal issue at this time.

Public satisfaction with uniform identification



"Numbers should appear on batons, handcuffs, and boots. Also, on all carried equipment..."

Respondent

Recommendation 4
Police vehicles should have unique identifers permanently in view on the sides and on the roof. These should be removed only with the authority of an offcer of Superintendent rank or above.

PSNI Response:
All police vehicles have permanently fxed vehicle registration plates at the front and rear. All current battenburg livery vehicles will shortly have thermal image (5 digit) feet number permanently fxed on the roof for air support identifcation during day and night time. Height 30.5cm, width 21.5 cm, thickness 5cm. With regard to the sides of all battenburg vehicles and the sides of all battenburg motorcycles, as an extension of the PSNI email address currently on the vehicles on blue against white/silver background, we can fx the 5 digit feet number to height 3.5cm, width 2.5cm, thickness 1.5cm. The timeframe for completion is August 2005. In addition, ALR's will be able to have unique TSG operational numbers for whatever type of operation undertaken. All unmarked police vehicles are excluded from this process.

Recommendation 5
The prevailing method of offcer identifcation should be clearly marked on police fuorescent coats.

PSNI Response:
It was agreed that the prevailing method of offcer identifcation should be clearly marked on police fuorescent coats.

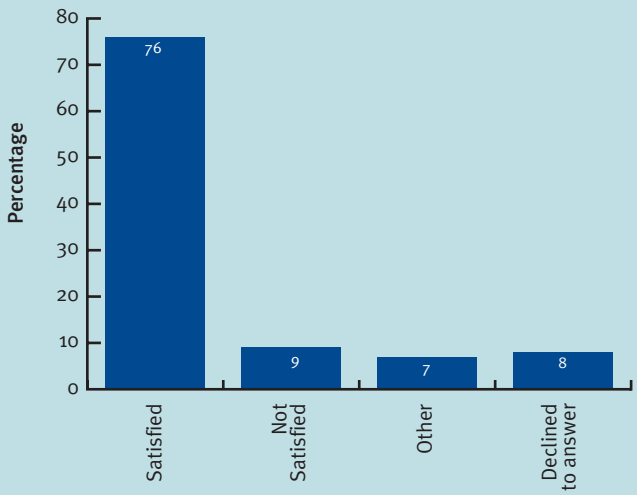
Recommendation 6
The sleeves and trim of fuorescent coats should be changed to police blue to clearly distinguish police from other emergency services.

PSNI Response:
It was not agreed that the sleeves and trim of fuorescent coats should be changed to police blue to clearly distinguish police from other emergency services. 'Police' appears on large fuorescent letters on the front and rear of these coats. The PSNI is not persuaded that the cost to make such a change is justifed, given what they consider to be questionable benefts.

Recommendation 7
The use of business cards by offcers should be promoted and encouraged.

PSNI Response:
It was agreed that the use of business cards by offcers should be promoted and encouraged.

Public satisfaction with identification by means of a warrant card



"If there is an occasion to show warrant card, perhaps a business card with officer's name etc should be given for reference."

Respondent

Recommendation 8
The PSNI should produce and disseminate a leaflet detailing all means used by the police to identify themselves.

PSNI Response:
Rather than leaflets detailing all means used by the police to identify themselves, they felt that posters could be displayed giving this information, which would be more effective.

Recommendation 9
The clarity of epaulette numerals should be improved.

PSNI Response:
Work has already begun on improving the clarity of epaulette numbers and the PSNI is prepared to discuss this issue further.

"...They are either too small and in the wrong place. How can you see a number at right angles on the shoulder?"

Respondent

Recommendation 10
Warrant cards should be redesigned to facilitate persons with visual disability.

PSNI Response:
Second generation warrant cards are now on issue and have Braille text.

"...Has any thought been given to Braille cards, e.g. for disabled, blind and partially sighted."

Respondent

Police Searches of Domestic Residences Policy and Practice Report

Recommendation 1
Police officers are reminded of the importance of ensuring that warrants are accurately completed and used solely for the purpose they are intended to avoid claims for wrongful searches.

PSNI Response:
Agreed: the PSNI search manual provides direction on accurate completion of all search documentation in Section 6.

"A bit of paper was thrust in front of my face... but I couldn't read it... I was too nervous and upset..."

CNR community member

Recommendation 2
Police officers are reminded of the correct use of appropriate search documentation, including the serving of PACE 20s, copies of warrants and PACE 1A documentation.

Recommendation 3
Police officers are reminded of the importance of fully and accurately completing search records.

PSNI Response:
Agreed: the PSNI search manual provides direction on accurate completion of all search documentation in Section 6.

Recommendation 4
Police officers are reminded of the importance that property seized is returned as soon as practicable.

PSNI Response:
Agreed: the PSNI policy directs that searches are carried out in compliance with legislation and the PACE codes of Practice. PACE Codes of Practice B provides guidance on dealing with property.

"When material is taken away from a search and there is no case to answer. Getting the articles back is a major issue for people... The local police station is full of stuff that has been taken and not returned..."

PUL Community Representative

Recommendation 5
Police officers are reminded of their duty to adhere to policies and practices in relation to property searches with particular emphasis on guidelines for dealing with vulnerable groups including ethnic minorities and migrant workers.

PSNI Response:
The issue of dealing with ethnic minority groups is an emerging problem with the increase in transnational migrant workers, asylum seekers, refugees and undocumented workers now living in the province. In addition, both our regions are increasingly working with the United Kingdom Immigration Service and one of the major issues is that of language and interpretation.

Following consultation with our Community Safety Branch, the following solutions are suggested as practicable steps towards addressing the communication issues:

- Search documentation (Warrants, PACE Article 20, Pace 1/TA)
- Raise awareness amongst TSG and others conducting domestic premises searches of the NIS facility (National Interpreting Service – 150 languages).

Our Operational Policy and Support Branch have been liasing with Community Safety Branch over these issues.

"new officers cause problems... they're not at all sensitive... that's when most problems occur... they do not seem to be trained in dealing with minority groups..."

Minority ethnic activist

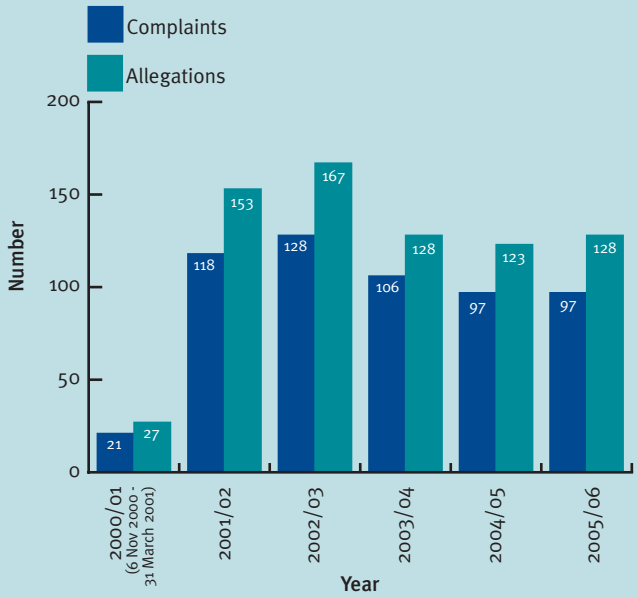
Recommendation 6
Police officers are reminded of the importance of securing unoccupied dwellings following searches.

PSNI Response:
Agreed: an Interim Direction has been issued by Operations Policy that highlights the PACE codes of Practice directions on securing premises after a search. Work is ongoing to provide practical assistance to operational police in this area.

Recommendation 7
Police officers are reminded that complaints made to police must be forwarded immediately to the Office of the Police Ombudsman. There should be no attempts by police officers to "deal with a matter privately".

PSNI Response:
Agreed.

Complaints and Allegations Regarding Property Searches 2000/01- 2005/06



Recommendation 8
At least one female police officer be in attendance during all searches of domestic properties carried out by police

PSNI Response:
Agreed. The PSNI 'Gender Action Plan', published in September 2004, raised concerns about the proportion of female officers serving in specialist units generally. Vacancies in TSG were specifically mentioned: 'female officers were proportionally more successful than male officers but applied in much smaller numbers. This may be due to female officers' perceptions about the type of work involved in some specialist units and the possibility of long hours culture.' The report proceeded to make the following practical recommendations:

- Welcoming statements to be included in vacancy bulletins which are issued for jobs in specialist units where females are under-represented; and
- Commanders of specialist units to be tasked with producing action plans to address under representation.

Positive steps were taken to attract female recruits to TSGs. Several 'open / information days' were organised and this appears to have had a positive impact. The latest establishment figures show that, within urban regions, TSGs have at least two female officers each. A project team has been established within rural regions to examine the under representation of female officers within its TSGs.

The revised Search Record (Form 29), which will be released [by November 2006] Section 8, which is part of the planning stage of the search, reads as follows: 'Persons believed to be present at (if it is known or suspected that females will be present, a female officer should attend)'.

"In a lot of searches they must know that there are women and children in the house but I haven't seen women police officers on the searches, particularly searches through clothing and particularly underwear... it's upsetting... one policeman searching through teenager's underwear nearly caused a full scale riot..."

PUL Community Representative

Recommendation 9
Police review the proportionality of the number of police officers involved in search operations against the nature of the offence being investigated and the potential impact on community relations.

PSNI Response:
The proportionality of police actions is a crucial consideration under Human Rights. The PSNI Search Manual states: 'Where the search objective can be achieved in more than one way, the least intrusive method should be chosen'. Under the RAPIDS (Reactive and Proactive Intelligence Driven Support) bidding system, Districts and Departments seeking TSG assistance to conduct searches are required to conduct or at least consider a 'community impact assessment'. This will not only give an indication of the potential impact on community relations of the proposed searches, but will also inform the decision making process in terms of the numbers of search teams or units required to undertake the operation. Commanders have a duty of care for their officers and, therefore, have to consider carefully all of the issues pertaining to the proposed search and not just to the search itself.

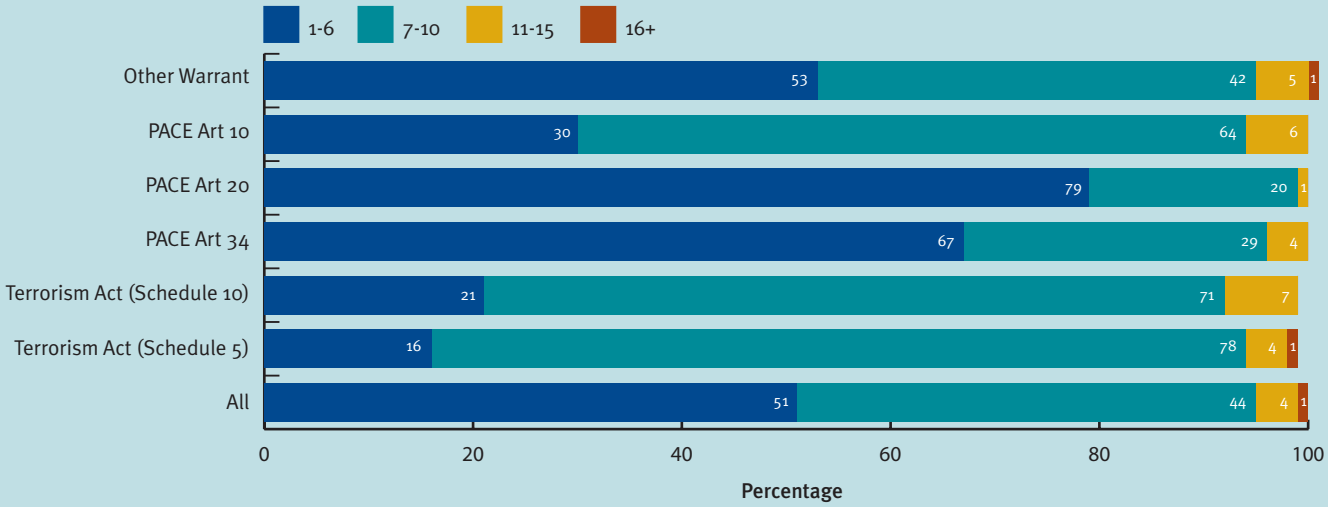
Factors to be considered include:

- the area within which the search is to take place;
- the likelihood of a hostile reception, which may necessitate additional officers to secure the area and provide public order support or security; and
- the climate under which searches are to take place (for example, heightened tensions as a result of an ongoing loyalist feud).

Responses that may appear 'over the top' and disproportionate, may in fact be entirely justifiable and appropriate, and the PSNI search manual advises that when either seven or more search aware officers or two or more search teams are required for a search, a Police Search Advisor should be consulted.

Statistics show that only in four per cent of searches are more than ten police officers present and in over half of all searches no more than six officers are involved.

Number of Officers by Authority to Search



Recommendation 10
All intelligence is verified and validated prior to searches being conducted.

PSNI Response:
Agreed: Direction on this is contained in PACE Code of Practice A, Section 2.

Recommendation 11
The police officer in charge of the search always make himself/herself known to the occupants and is available to deal with any issues that may arise resultant from the police search.

PSNI Response:
The PSNI search manual directs that officers in charge of search teams make themselves known to the occupants on entry to any premises and explain the nature of the search, the occupants' rights during the search and the fact that they may remain to oversee and deal with any issues that may arise. Several questions are also asked of the occupier before the search commences.

Form PACE 1/A search record, a copy of which is left with the occupant on the termination of the search, provides details of the officer in charge of the investigation and a contact number.

Recommendation 12
Police review guidelines relating to searches of traveller sites with particular reference to the use of warrants.

PSNI Response:
Agreed: whilst the PSNI policy directive does not specifically mention traveller sites, the guidance and direction it contains clearly states that all searches must be conducted in accordance with current legislation and be human rights compliant.

"If the police come with a warrant they use it to cover the whole site... they enter everyone's caravan... that can't be right..."

Travelling Community activist

Background to the Ombudsman's Statutory Duty

Between 6 November 2000 and 31 March 2006 the Office of the Police Ombudsman for Northern Ireland received more than 200 non-complaint matters arising from Section 55 of the Police (NI) Act 1998. Regulation 20 of the RUC (Complaints Etc) regulations places a statutory duty on the Police Ombudsman, at the conclusion of such investigations, to send a copy of the related report to the Northern Ireland Policing Board, the Chief Constable and the Secretary of State.

A substantial number of these completed reports have incorporated Police Ombudsman recommendations aimed at improving policing policies and procedures in generic areas such as the use of firearms, baton rounds or CS Spray, or they may make specific recommendations in relation to one-off incidents.

This policy and practice investigation was commissioned to review the operation of the Regulation 20 reporting procedure and assess the impact of the recommendations on policing policies and practices. The report will be published during 2007/08. The following are a sample of the recommendations contained in Regulation 20 reports and a summary of PSNI responses to them.

Crime Scene Management

Recommendation 1
Scientific Support Staff should receive training relating to forensic issues at major crime scenes, specifically the need to wear protective clothing and contamination issues.

PSNI Response
All PSNI Scientific Support staff have now received awareness training in relation to forensic issues at major crime scenes. New standard operating procedures have also been written and supplied to all staff.

Recommendation 2
All Scientific Support Staff should receive training in the law relating to the CPIA 1996, specifically relating to their need to record, retain and reveal to the Disclosure Office all the material produced by them in an investigation.

PSNI Response
A review is currently being undertaken of the training required by all Scientific Support staff in relation to the CPIA 1996.

Recommendation 3
The Senior Investigating Officer in charge of all major crime investigations should ensure that the crime scene is videoed before any forensic examinations take place.

PSNI Response
All officers attending the Senior Investigating Officer modules are now made aware of the need to video all Major Crime Scenes.

Recommendation 4
All SIOs should define the parameters of a major crime scene, ensure that a search plan is considered and set a Forensic Strategy. All actions / decisions / orders should be recorded and take place in accordance with the National Murder Investigation Manual.

PSNI Response
All officers attending the Senior Investigating Officer modules are now trained and made aware of their need to set a Forensic Strategy in line with the National Murder Investigation Manual.

CS Spray

Recommendation 1
It is recommended that all Custody Officers be reminded of the need to accurately record all required details pertaining to CS Spray discharges relating to prisoners who have been exposed to CS Spray on the relevant Custody Record. Such good record keeping ensures the accountability and transparency of the custody process in accordance with the PACE Codes of Practice.

It is recommended that all Custody Officers be reminded of the need to issue Form CS3 to prisoners who have been exposed to CS Spray prior to their release from custody. This is an important duty of care issue and the Police Service of Northern Ireland would be vulnerable to criticism if a member of the public were released from police custody and suffered an extreme reaction to the effects of CS spray having not been handed said information sheet.

PSNI Response
All Custody Officers were reminded, via DCU Command, of their duties in relation to detained persons who have been exposed to CS Spray, and these issues will be addressed in the training of Custody Officers.

Recommendation 2
All police officers issued with CS spray canisters should be reminded of the importance of accurately recording all aspects relating to the use of such devices and related aftercare issues. This specifically relates to distances at which CS spray is discharged, the nature of aftercare advice given, and the manner in which prisoners exposed to CS spray are conveyed from their place of arrest to the nearest Custody Office. Such attention to detail is stipulated in General Order 28/2004 and ensures the transparency and accountability of the process.

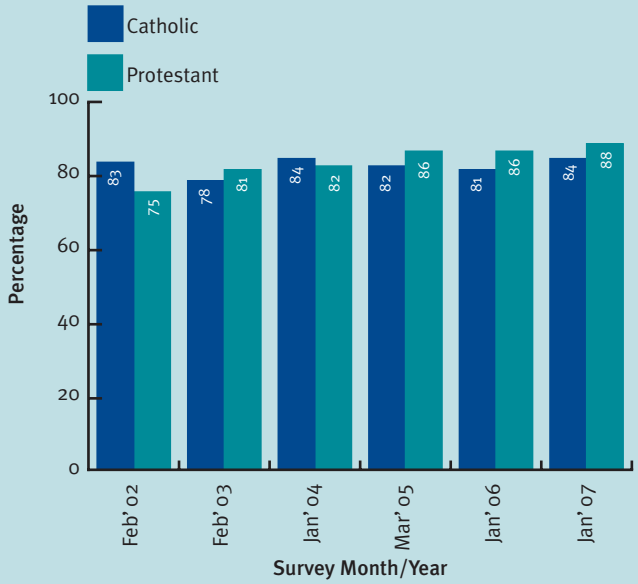
PSNI Response
On 23 March 2006 an email was issued to all police, reminding them of the need to maintain accurate records of any use of force; in particular, the use of CS Spray, including the distance at which CS Spray is discharged, the nature of aftercare advice given, and the manner in which prisoners exposed to CS Spray are conveyed from their place of arrest to the Custody Suite.

Recommendation 3
It is recommended that 'X' Police Station review its CS spray storage policy to ensure that at all times at least one senior officer on duty has access to storage facilities, in the event that CS spray is discharged and access to the storage facilities is required at short notice. Consideration should also be given to a force wide review of such storage policies in the event that this problem is not solely isolated to the above police station.

PSNI Response
DCU Commanders were requested to review their CS Spray storage policy to ensure that at all times at least one senior officer on duty has access to storage facilities in the event that CS Spray is discharged and access to the storage facilities is required at short notice.

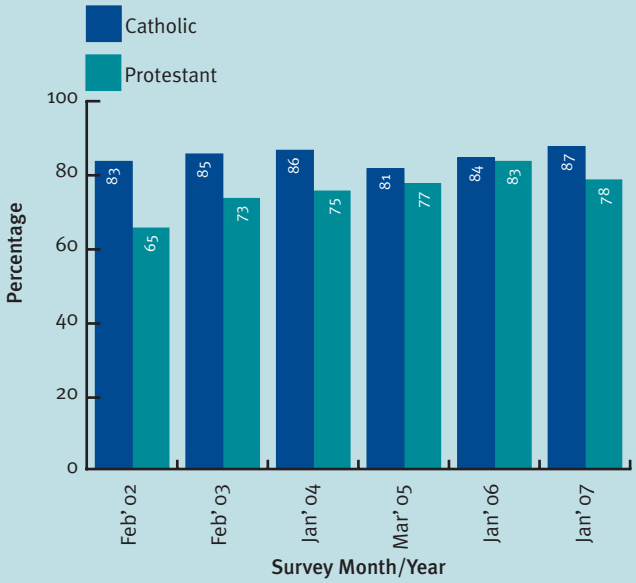
Further analysis shows that in 2007, there was only a difference of 4 percentage points between the proportion of Protestant and Catholic respondents who thought they would be treated fairly by the Police Ombudsman's Office.

Confidence in fairness of treatment by Police Ombudsman by community background



Respondents were also asked whether the Police Ombudsman would contribute to effective policing in Northern Ireland. In 2007, 82% felt that the Police Ombudsman would help ensure that the police do a good job. The chart shows that the proportion of Protestants who thought this has increased from 65% in 2002 to 78% in 2007.

Confidence that the Police Ombudsman will help ensure that the police do a good job, by community background 2002-2007



"Police will be more thorough in their procedures because of the Police Ombudsman."

Member of the public

Equality Monitoring

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Monitoring of political opinion and dependants commenced in 2004/05.

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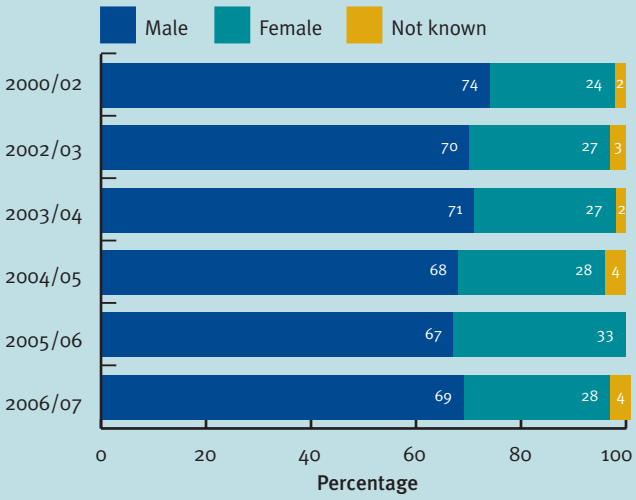

There has been a general upward trend in the proportion of female complainants, from 24% in 2000/02 to 28% in 2006/07. The proportion of male complainants has dropped from 74% in 2000/02 to 69% in 2006/07.

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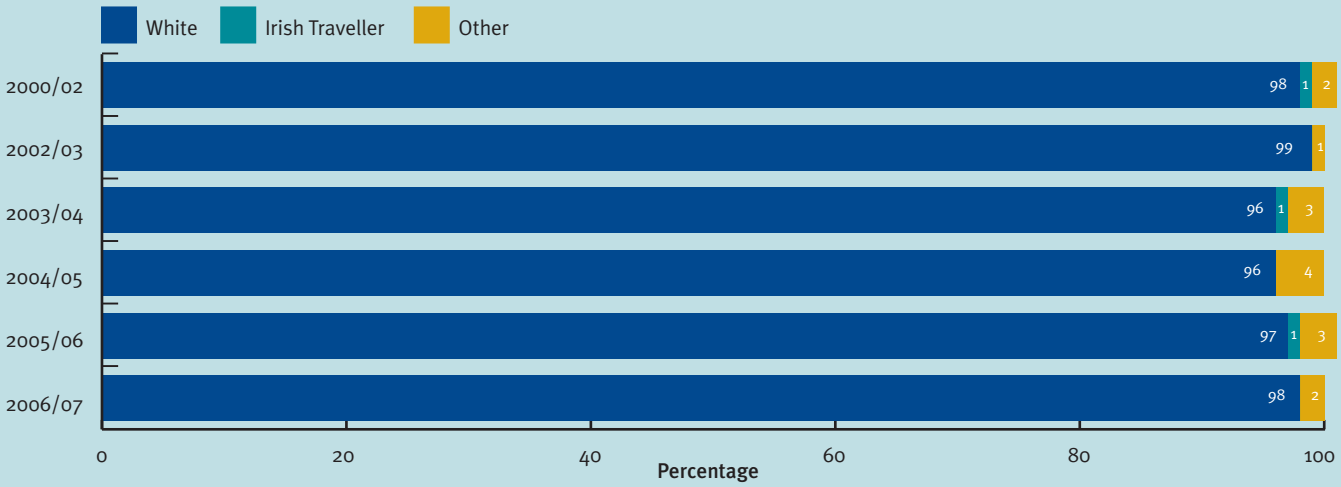
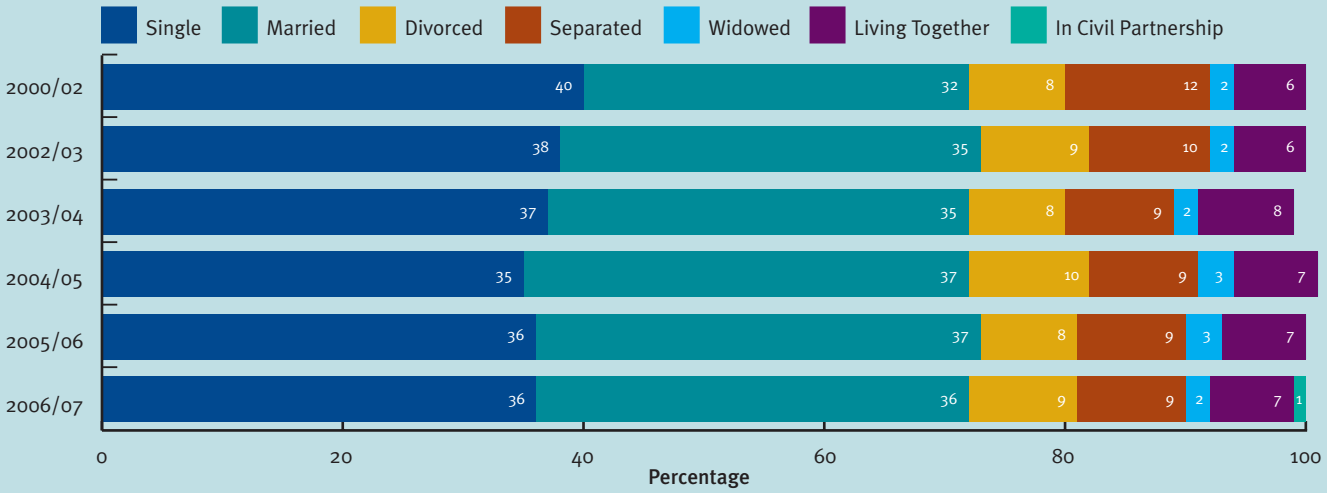


Over the last seven years the majority of complainants have been white. The percentage, however, decreased slightly in 2004/05 (96%), but rose to 98% in 2006/07. This decrease in 2004/05 may have been due to an increase in complaints from other ethnic minorities in this year (4%).

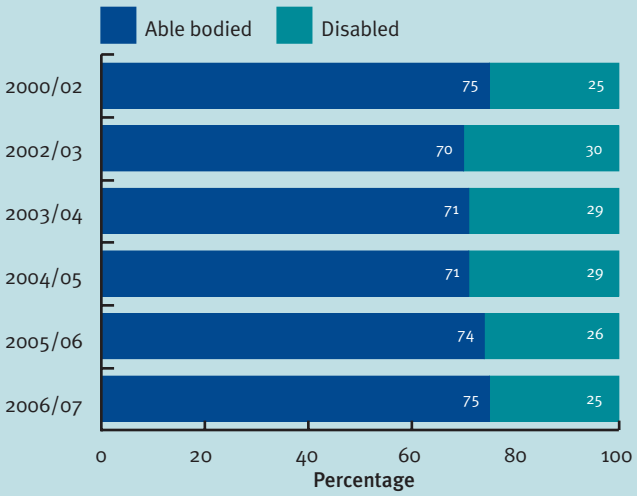
SUMMARY

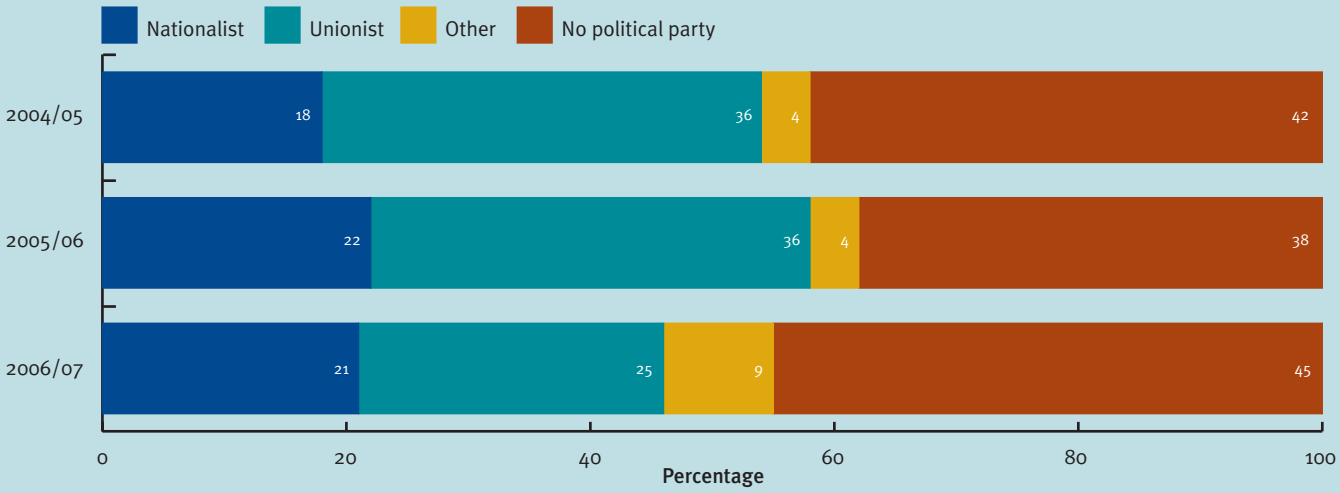


The percentage distribution of respondents' martial status has not altered signi f cantly over the seven years. In 2007 however 1% of the complainants reported being in a civil partnership.

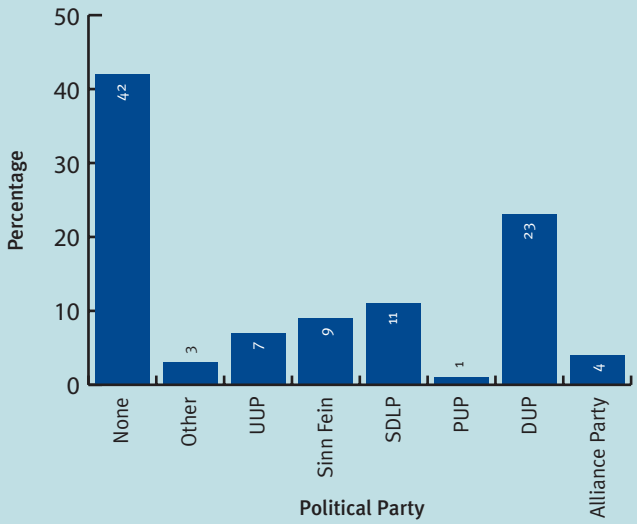
Disability

Although the percentages of able bodied and disabled complainants have altered slightly over the seven years, the breakdown is the same in 2007 as it was in 2000 (75% able bodied, 25% disabled).





The office began monitoring political opinion in August 2004. The percentage of Unionist complainants decreased from 36% in 2004/05 to 25% in 2006/07 and the percentage of Nationalists increased from 18% to 21%. The number of complainants reporting no political party allegiance increased from 42% to 45% and those supporting other parties outside the Unionist/Nationalist umbrella increased from 4% in 2004/05 to 9% in 2006/07.

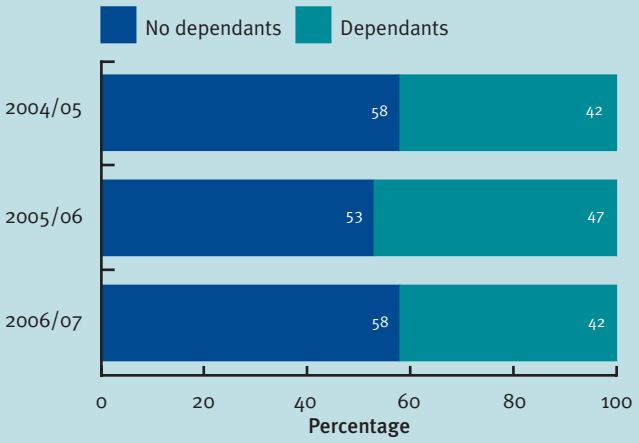


Overall since the monitoring began 58% of respondents reported supporting a political party; 23% supported the DUP, 11% the SDLP, 9% Sinn Feín and 7% the UUP.

&IQPXIFOU

The most signi f cant change in the employment status between 2000/02 and 2006/07 is the decrease of ten percentage points in the number of complainants reporting to be unemployed and a decrease of four percentage points of complainants who are unable to work due to sickness. The number of complainants reporting to be in full time employment has risen slightly from 25% in 2000/02 to 27% in 2006/07. The number of self-employed has also risen from 9% in 2000/02 to 12% in 2006/07. The proportion of complainants who are looking after the family/home has also risen slightly over the seven year period as has the number of retired complainants.

Dependants

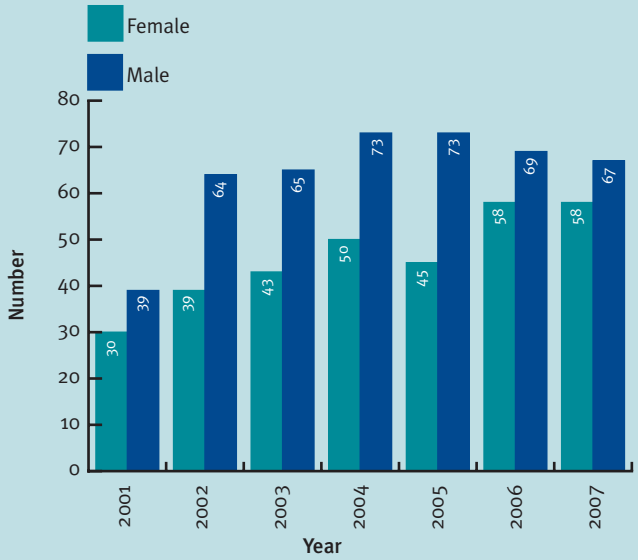


From 2004 there has been little change in the number of complainants who have dependants (42% in both 2004/05 and 2006/07).

Staff Profile

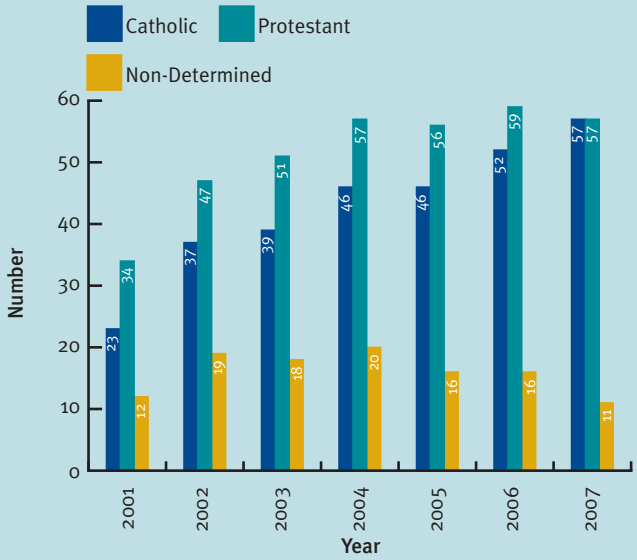
[illegible]

Staff profile by gender



The community background of employees has also altered over the last seven years. In January 2001 the number of Catholic employees was 23 while the number of Protestant employees was 34. In January 2007 the number of Catholic employees was 57 and the number of Protestant employees was 57.

Staff profile by community background



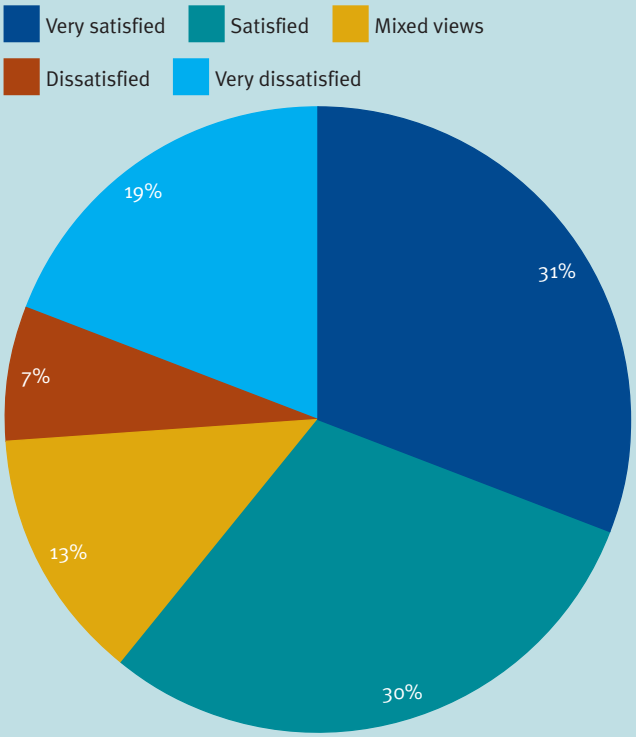
"I had also picked up your equality monitoring report and I thought it was excellent and a really good model for others to follow. We only ever seem to hear how "difficult" this kind of number crunching is, and yet it does seem possible! I am going to copy it to a few people who might be encouraged to emulate such a good system."

Maggie Beirne, Director of Committee on the Administration of Justice (CAJ)

Complainant Satisfaction

The Office began the Complainant Satisfaction Survey in 2001. The survey allows complainants to the Office to express their views on services provided by the Office. The chart below shows that up to March 2007 61% of complainants were satisfied or very satisfied with the overall service they received.

Complainant satisfaction with overall service 2001-2007

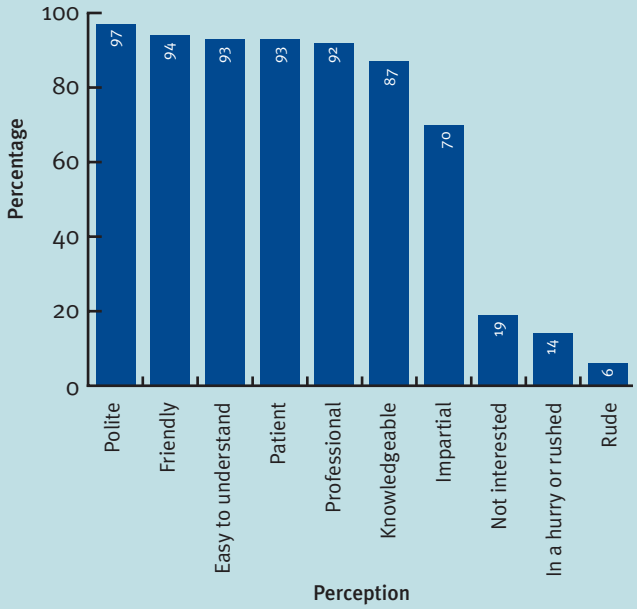


"At all times your officers have acted in an extremely courteous and professional manner. Very high standards that give confidence. We have been extremely satisfied with all aspects of the process. Excellent and thank you all very much."

Complainant

Respondents were also asked how they found staff in relation to a number of positive and negative characteristics. The majority of complainants had positive perceptions of staff.

Complainant perception of Police Ombudsman staff 2001-2007



Outreach Programme

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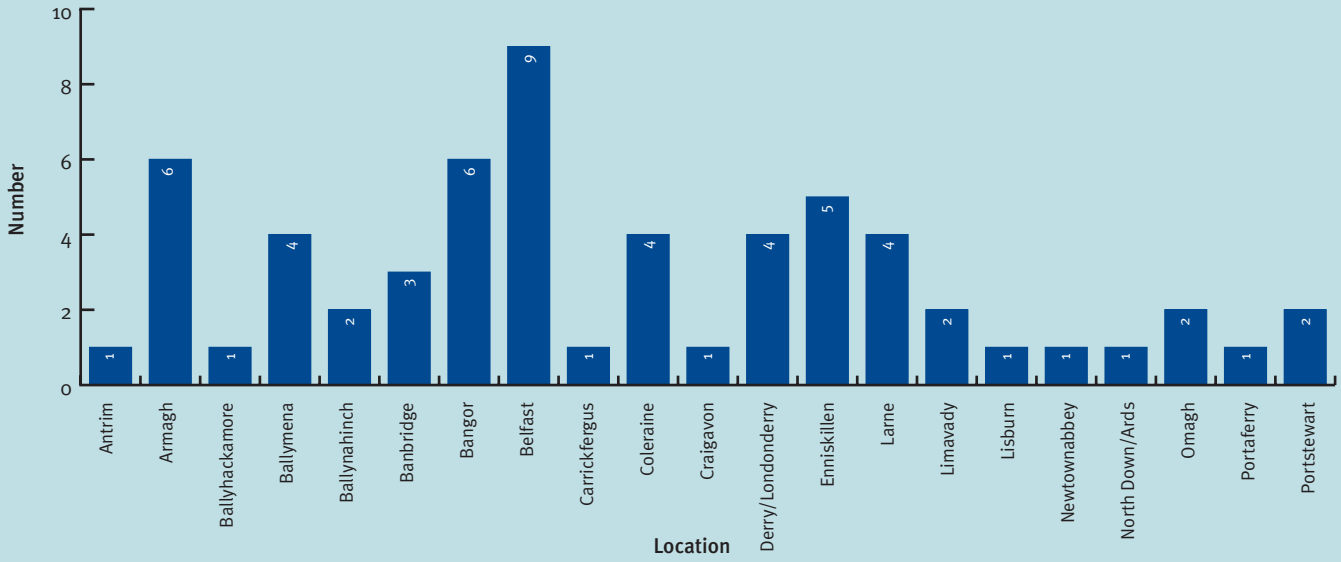
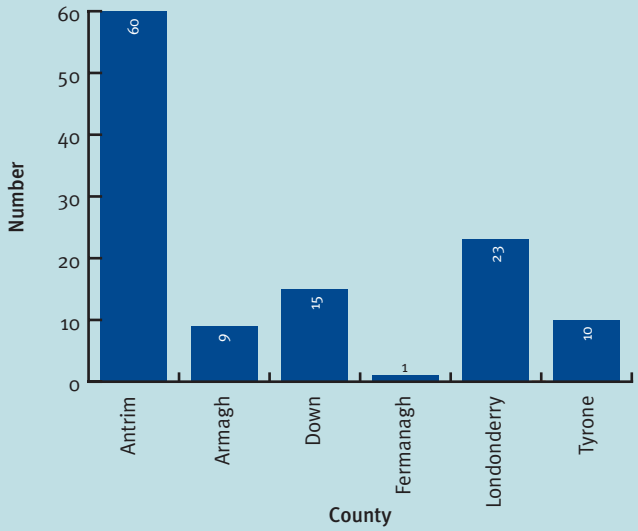
Visits to schools



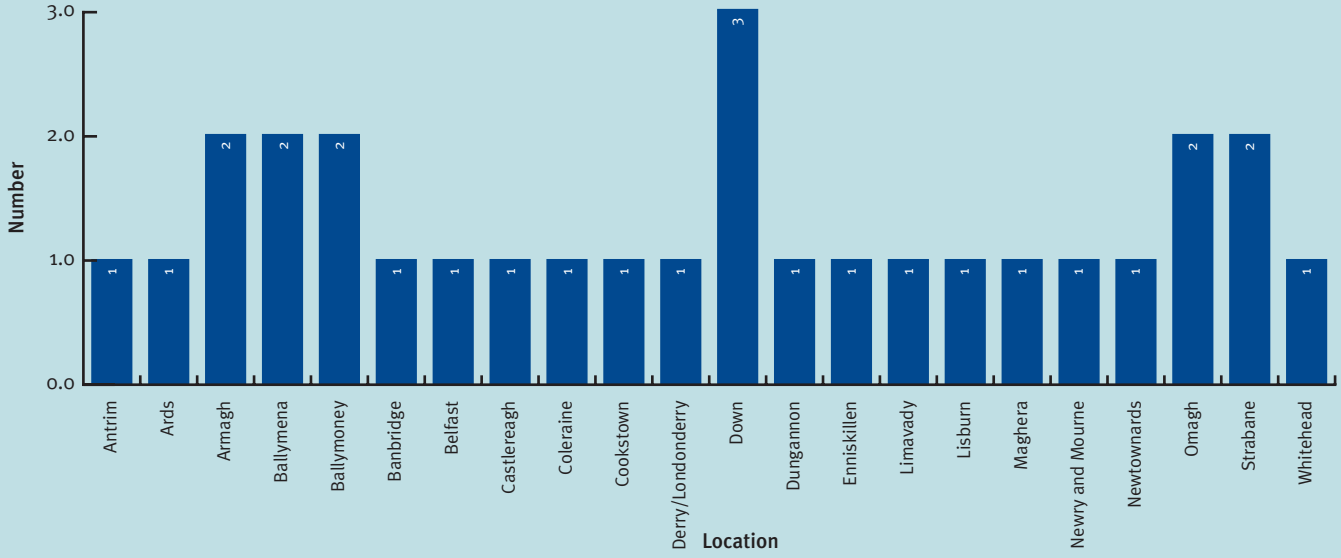
Community group visits



"Recognition of the integrity of the Ombudsman herself has been a recurring theme amongst our discussions with people within Northern Ireland and across the world. She and her staff are recognised as world leaders in civilian oversight."

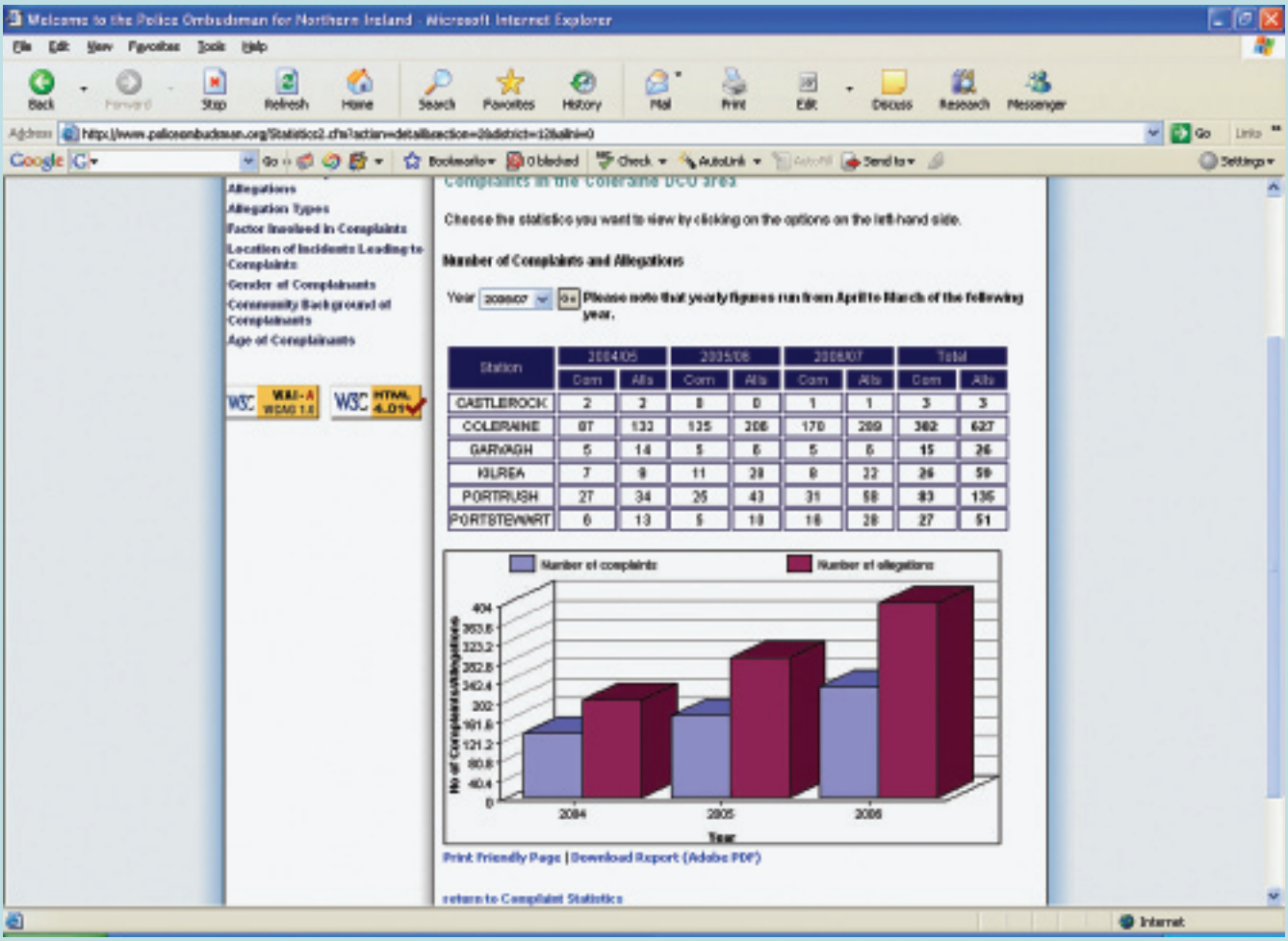
Independent Police Complaints Commission – England (Source NIAC Report)

Visits to DPPs



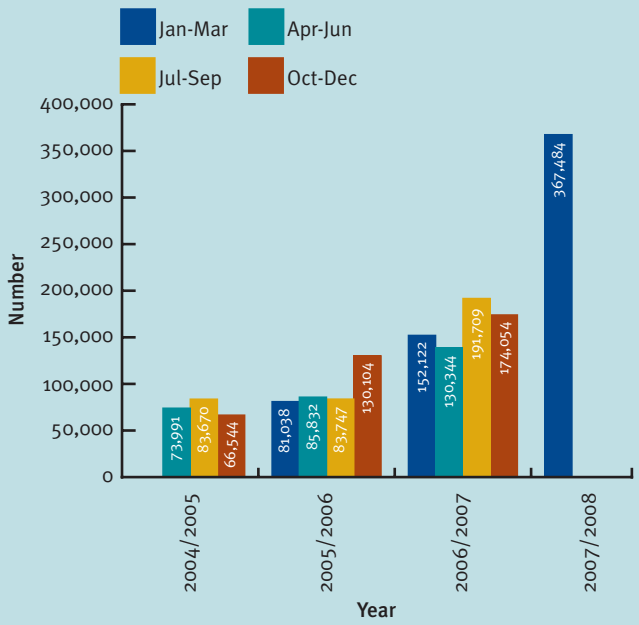
BCTWF

The Office of the Police Ombudsman for Northern Ireland has a dedicated website that individuals can access directly to view recent publications and reports or to find out about the office.

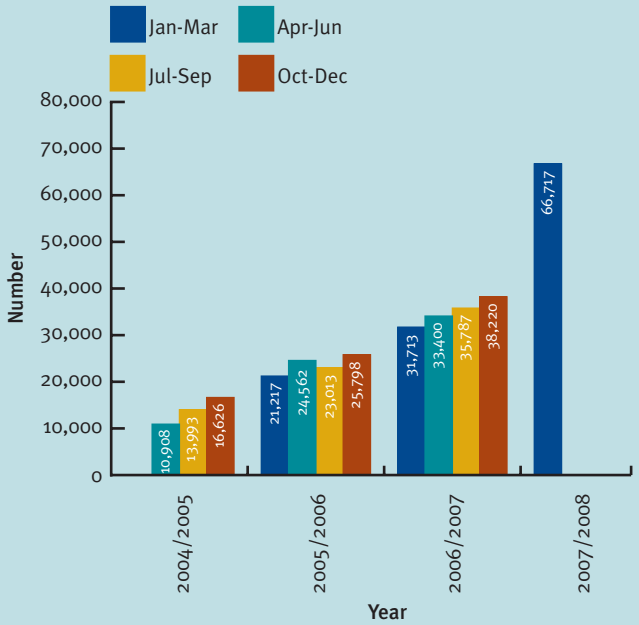


The website was re-launched in Jan 2004 and since then records have shown that there has been an increase in hits and page views.

Page views (Apr 2004-Mar 2007)



Visitor sessions (Apr 2004-Mar 2007)



In Jan 2007 there was a dramatic increase in web site hits and page views that is thought to be due to the high level of interest in the Ballast Report, which was issued at that time. This undoubtedly increased the public and media attention.

FEB

The long awaited new system for dealing with complaints against the police launched in Belfast on 3 November 2000 with the offcial opening of the Police Ombudsman's Offce by the former Minister of State, Adam Ingram MP.

Minister of State, Jane Kennedy MP was the guest speaker at a reception held to mark the first anniversary of the Office of the Police Ombudsman. With her are (from left) Director of Legal Services Eunan McMullan, Chief Executive Sam Pollock, Nuala O'Loan and Executive Director David Wood.

Mrs Nuala O'Loan marked the fifth anniversary of the opening of the Office at a celebration for staff.

The Police Ombudsman, Mrs Nuala O'Loan, has received an international award for her outstanding contribution to police accountability.

The award was presented to her during the 8th Annual Conference of the National Association for Civilian Oversight of Law Enforcement in Cambridge Massachusetts.

During the conference Mrs O'Loan delivered a speech on "Conducting oversight in the context of long-term political terrorism" and received a standing ovation from the 200-strong audience.

Mrs O'Loan said: "I was humbled by the award and feel it is recognition of the dedication and integrity of my staff and the difficulties they face, and of the organisations commitment to developing peace in Northern Ireland."

The Police Ombudsman meets officers on foot patrol

The Police Ombudsman at Magherafelt police station

The Police Ombudsman meets officers on patrol

The Police Ombudsman Office joined with the PSNI in organising a series of information events across Northern Ireland for young people.

Over the last seven years the Police Ombudsman's Office has also been host to numerous visitors.

A delegation of 15 Koreans visited the Police Ombudsman's office on 2 December 2003 as part of a two-week fact finding visit to Germany, Sweden and the UK.

The delegation included senior representatives from the Ombudsman of Korea, and representatives of other Korean government agencies. They heard a presentation from Mrs O'Loan and had an opportunity to tour the office. Visit organiser Jeong Ga Young commented: "I heard about your reputation and endeavours in protecting civil rights, therefore I recommended your office as one of the visits in the programme."

The former Moderator of the Presbyterian Church in Ireland, the Rev. Russell Birney, visited New Cathedral Buildings during February 2003. Dr. Birney met Mrs O'Loan and Chief Executive Sam Pollock and had an opportunity to meet staff during a tour of NCB.

A group of Norwegian envoys visited the Police Ombudsman's Office in 2004, on the first leg of a fact-finding tour of Northern Ireland. The group was led by Mr Eric Solheim, the Norwegian Envoy to the UK.

Dr Reiss, second left, and the US Consul Barbara Stevenson, pictured with Mrs O'Loan and Mr Pollock.

The US Peace Envoy, Dr Mitchell Reiss, visited the Police Ombudsman's Office during his first visit to Northern Ireland in his new role in 2004.

Captains Jim Egan and John Voge, from the LAPD's Professional Standards department, visited the Office on the return leg of a visit to LA by DSIOs Brian Doherty and Anne McShane. The trip has allowed them to see at first hand the way in which the Police Ombudsman's Office operates and they have had an opportunity to speak to many staff during their time here.

"Until we came here we did not fully understand the political issues and tensions that exist," said John. "Looking at it from a US perspective, we knew something had been going on, but until you see the murals and visit streets like the Shankill and the Falls, you do not fully appreciate the gravity of the tensions that exist."

John said it was clear, given that context, that the Police Ombudsman's office was performing a vital role in local society.

On 17-18 November 2005 the Office hosted a visit by 14 Brazilian Police Ombudsmen and members of the Subsecretaria de Direitos Humanos da Presidencia da Republica e de Secretaria Nacional de Seguranca Publica do Ministerio da Justica (Directorate of Human Rights and National Secretariat for Public Safety) of the Government of Brazil.

A letter of thanks was received from the Minister with comments about the Office:

"Thanks to the excellent preparation and organisation made by your office, the dedication of the people who took care of our ombudsmen, the high level and clarity of the presentations, their study visit in Northern Ireland has been extremely useful. It has shown them how sophisticated and efficient are the mechanisms of police control in Northern Ireland, the enormous amount of efforts carried out to transform its police service, 'now probably the best police force in Europe', according to the officer in charge of the Oversight Commission. The example of Northern Ireland remains for us an ideal to follow and to try to achieve."

The new Chairman of the Garda Siochana Ombudsman Commission, Judge Kevin Haugh, visited the Office with several of his colleagues, in April 2006 to prepare for their role in providing a police complaints system in the Republic in 2007. Judge Haugh said the visit to our office had underlined the scale of the work that needed to be done in preparation for the new organisation's launch.

He said he would take away two main messages from the visit. First, the importance of an efficient complaints system for improving policing standards, and secondly the value of statistical analysis to identify trends, patterns and recurring problem areas.

"The collection and dissemination of information is crucial," he said. "The public need to know the areas that are giving rise to complaints, the Government need to know and of course the police need to know."

The Basque Minister of Justice, Joseba Azcarraga, visited the Office as part of a fact-finding visit to Northern Ireland in 2006.

Five Year Legislative Review

[illegible]

Recommendation 1
That the initial term of the Police Ombudsman should be reduced to a term of five years, and that the Police Ombudsman should be eligible for re-appointment for a further term of five years.

Recommendation 2
That any post which was previously carried out by a police officer, and which has been civilianised under the civilianisation initiative and which involves contact with members of the public, should be brought within the remit of the Police Ombudsman for Northern Ireland for the purposes of complaints against those personnel and the exercise of the powers and duties under S.55 of the Police (Northern Ireland) Act.

Recommendation 3
That S.63 (2) of the Police (Northern Ireland) Act should be amended to include "(c) Such other persons to whom the Police Ombudsman is required by statute to release information."

Recommendation 4
That the Criminal Cases Review Commission and the Criminal Justice Inspector should be added to the list of those empowered to refer complaints to the Police Ombudsman under S.52 of the Police Act and that the Lord Chief Justice should also be empowered to refer to the Police Ombudsman matters brought to his attention by members of the judiciary and magistracy.

Recommendation 5
That police officers should be empowered to bring to the attention of the Police Ombudsman for investigation matters which appear to indicate that there are concerns about the conduct of fellow officers in the delivery of policing services to the public.

Recommendation 6
That the requirement to serve a notice under Regulation 6 of the RUC (Conduct) Regulations 2000, on officers, is repealed but that the Regulation 6 notices continue to be served on the PSNI to notify them of the existence of the complaint, so that all complaints are captured for statistical analysis.

Recommendation 7
That tracking and trending of officers who are the subject of multiple complaints should be triggered by the service of Regulation 9 Notices. No legislative amendment is required for this purpose.

Recommendation 8
That the title of the process currently referred to as "informal resolution" in S.53 of the Police (Northern Ireland) Act should be changed to "Local Resolution".

Recommendation 9
That S.54 of the Police (Northern Ireland) Act should be amended to give the Police Ombudsman discretion to decide whether a complaint which has been the subject of a failed informal resolution should be investigated, and that in such cases a new closure category "Failed Informal Resolution, further investigation not possible" be introduced.

Recommendation 10
That the Police (Northern Ireland) Act 1998 be amended to enable the Police Ombudsman to conduct mediation in appropriate circumstances, and that there be no requirement to investigate first.

Recommendation 11
That the RUC (Conduct) Regulations 2000, and the RUC (Senior Officer) (Conduct) Regulations 2000 should be amended to provide that matters the subject of questioning under PACE caution, do not require to be the subject of further questioning under a discipline caution; and that any matters relating to the discharge of a police officer's obligations under the PSNI Code of Ethics, which have not previously been addressed during a PACE interview, should be the subject of a second interview conducted following the administration of a disciplinary caution.

Recommendation 12
That the Police Ombudsman should be specifically empowered by statute to compel the attendance for interview of both witness and suspect officers.

Recommendation 13
That the Police Ombudsman be given a power to compel retired police officers to submit to witness interview, answer questions and provide all relevant documentation to her, which is within their possession, custody, power or control when she is conducting criminal investigations involving grave or exceptional matters.

Recommendation 14
That S.51 of the Criminal Law 1967 be amended to include after "constable"; "or where the information relates to police conduct, the Police Ombudsman for Northern Ireland."

Recommendation 15
That the Police Ombudsman is empowered to take out Form 1s, when engaged in the investigation of summary criminal offences in the same way that PSNI officers do.

Recommendation 16
That the requirement, under S.58, to submit files for the consideration, by the Director of Public Prosecutions, of criminal prosecution only applies when the complaint has been received before the alleged criminal offence became statute barred.

Recommendation 17
That the Police Ombudsman be empowered to arrest persons who are not police officers and who are engaged in a crime for which police officers are being investigated, and to conduct one investigation in respect of such a matter.

Recommendation 18
That there be statutory provision for the use of a conciliation process in appropriate cases in which there is clear evidence that the conduct alleged occurred, but an individual officer cannot be identified.

Recommendation 19
That, given the number of people who have difficulties in communicating in writing for various reasons, not least disability, complainants should no longer have to withdraw complaints in writing, but that they should be able to do so verbally, provided that the verbal withdrawal is accompanied by a formal written statement by the member of the Police Ombudsman's staff who receives the verbal withdrawal.

Recommendation 20
That Regulation 7 of the RUC (Complaints etc) Regulations 2000 be amended to enable the Police Ombudsman to recommend the suspension of an officer.

Recommendation 21
That the Police Ombudsman be given statutory power to direct that informal discipline be applied in cases where a complaint is substantiated, but the Police Ombudsman does not consider it appropriate to recommend formal discipline.

Recommendation 22
That Regulation 26 of the RUC (Conduct) Regulations 2000 and the RUC (Conduct) (Senior Officers) Regulations 2000 be amended to provide a right to the Police Ombudsman to attend all hearings which take place following a Police Ombudsman investigation.

Recommendation 23
That the Police Ombudsman should be involved as early as possible in discussions in relation to matters of relevant and necessary statutory change affecting the Office.

Recommendation 24
That the statutory guidance on police complaints, issued in accordance with S.65 of the Police (Northern Ireland) Act 1998 should be reviewed and where necessary revised.

Recommendation 25
The Police Ombudsman is empowered to direct the Chief Constable to make a payment not exceeding specified amounts to a complainant.

"The work of the Police Ombudsman remains immensely important. Its work is difficult and sensitive because of the subject matter it deals with. The challenge now is to move beyond the old arguments and view the Office objectively as a vital, impartial service to policing and the community."

Kit Chivers (CJI)

"Nuala O'Loan has done an outstanding job in establishing a reputation for rigour and independence and has set a template for the future."

Peter Hain – Northern Ireland Secretary
Source: Irish Times, Thursday 26th June 2007

Abbreviations

ACC	Assistant Chief Constable
ACPO	Association of Chief Police Officers
AEP	Attenuated Energy Projectiles
ALR	Armoured Land Rover
CARE	Child and Rape Enquiry Unit
CNR	Catholic Nationalist Republican
DCU	District Command Unit
DUP	Democratic Unionist Party
HMSU	Headquarters Mobile Support Unit
NIAC	Northern Ireland Affairs Committee
RUC	Royal Ulster Constabulary
PACE	Police and Criminal Evidence
PSNI	Police Service of Northern Ireland
PUL	Protestant Unionist Loyalist
SDLP	Social Democratic Labour Party
SIO	Senior Investigative Officer
TSG	Tactical Support Group
UUP	Ulster Unionist Party

FOR FURTHER INFORMATION

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Website: www.policeombudsman.org

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