

Date: 12th September 2024
Our ref: FOI/24/013161/B

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/24/013161/B

I write in connection with your request for information dated 23/08/2024, received by Greater Manchester Police (GMP) for the following information:

Revised dates: January 1, 2023 - December 31, 2023

I am writing to request information under the Freedom of Information Act 2000. Please provide the following information regarding prisoner abuse, mistreatment, and complaints within the jurisdiction of Manchester Police:

- 1. Number of Complaints: The total number of complaints made by prisoners regarding abuse or mistreatment while in custody from January 1, 2023 - December 31, 2023.***
- 2. Nature of Complaints: A summary of the nature of these complaints (e.g., physical abuse, verbal abuse, denial of basic needs, medical neglect, etc.).***
- 3. Outcomes of Investigations: The outcomes of these complaints (e.g., number of complaints upheld, dismissed, ongoing investigations, resulting in disciplinary actions, etc.).***
- 4. Policies and Procedures: Copies of policies and procedures in place to prevent and address prisoner abuse and mistreatment.***
- 5. Training: Information on the training provided to officers and staff regarding the handling of prisoners and the prevention of abuse and mistreatment.***
- 6. Independent Oversight: Details of any independent oversight mechanisms or bodies that monitor and review the treatment of prisoners in custody.***

If any of this information is not available in the requested format or if the request exceeds the cost limit, please provide advice and assistance on how I may refine my request.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm the information requested is held by GMP.

Question 1

290 complaints made to PSD about treatment in Custody in the period stated. The complainant is not necessarily the detained person as people can complain on their behalf. The 290 complaints contain 767 allegations (more than one allegation type can be present on a complaint, there can also be allegation against more than one subject on a case).

Question 2

Due to low numbers being returned, some of the totals have been replaced with X, as by providing all this information as you have requested would significantly increase the likelihood of identifying the individual(s) concerned, and as such the exemption under S40(2) – Personal Information, would be engaged and result in information being refused. By replacing this data in this way, it can be provided in its entirety.

Allegation	Total
Use of force	78
Unprofessional attitude and disrespect	25
Sexual assault	10
Sex Discrimination	X
Searches of premises and seizure of property	6
Religion or belief Discrimination	X
Race Discrimination	16
Power to arrest and detain	14
Police action following contact	68
Overbearing or harassing behaviours	9
Other policies and procedures	15
Other	X
Lack of fairness and impartiality	X
Information	22
Impolite language/tone	14
Impolite and intolerant actions	13
Handling of or damage to property/premises	40
Handling of information	X
General level of service	20
Gender reassignment Discrimination	X
Evidential procedures	X
Discreditable conduct	X
Disclosure of information	X
Disability Discrimination	6
Detention in police custody	363
Decisions	10
Bail, identification and interview procedures	14
Abuse of position for other purpose	X

Question 3

Allegation Outcome	Total
The service provided was acceptable	396
Ongoing	106

Resolved	89
The service provided was not acceptable	70
Not determined if the service acceptable	51
No further action required	23
Withdrawn	15
Not Resolved - NFA	15
No case to answer	2
Grand Total	767

Question 4

GMP work from College of Policing authorised Professional Practise, this can be found on the following link - [Detention and custody | College of Policing](#)

Please see below the relevant extract from the Custody Procedure December 2023

Complaints

PACE Code C 9.2 outlines the complaints process for detainees in custody. Complaints made by detainees must be brought to the attention of an Inspector without delay and the custody record updated. The detainee should be provided with a copy of the Independent Office for Police Conduct (IOPC) information leaflet whilst they remain in custody and the custody record updated accordingly. For complaints relating to assault before or in custody, a HCP should carry out an examination of the complainant and the police officer/police staff involved.

- *Any refusal by a police officer/staff to be examined must be recorded on form.*
- *The HCP should record details of the examination on a medical examination form.*
- *If the complainant is in custody, record details of their injuries on the custody record.*
- *The police officer/staff may: have another person of the same sex present during examination; can only be examined with their consent; can choose to be examined by another HCP at their own expense and may consult a federation/trade representative.*

Question 5

Treatment of detainees is one of the core principals of training. The aim of the training provided is to refresh the legal elements around authorising of detention and core principles of treating detainees with care, dignity, and respect. The objectives are to recognise key areas for continued improvement, understanding the importance of decision making and applying knowledge to making a discernible difference.

Question 6

GMP have an internal Compliance and Performance Team, which is an internal governance and compliance dept who feed into the Organisational Learning Branch. Independent Custody Visitors also provide support, and their feedback is recorded and actioned upon.