



Royal Mail Internal Information
Criminal Investigation Team

8.2. Guide to the Preparation of Suspect Offender Reports, England, Wales and Northern Ireland

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Key Accountabilities

Who is accountable?	What do I have to do?	When do I have to do this?	How do I do this?
All members of Royal Mail Security	Ensure you comply with these procedures	Ongoing	As detailed within these procedures

Guide to the preparation of Suspect Offender reports

1. Purpose

- 1.1 The purpose of this Procedures and Standards document is to give guidance on the completion of Suspect Offender reports. The Suspect Offender report is to provide a storyboard of the events and evidence of an investigation to the Royal Mail Security Casework Management Team (CWM) and/or Criminal Law Team (CLT) to enable a decision to be made as to the future conduct of a case.

2. Introductions

- 2.1 This guide is produced for all RM Security Investigators, irrespective of jurisdiction, so Investigation Team Managers (ITM) and Investigation Managers (IM) in Scotland and Northern Ireland will need to interpret some of the content accordingly, e.g. for Scottish cases read 'Exhibits' as 'Productions'.
- 2.2 The general principle is that the description of investigation activities should read in the sequence they occurred so it may be necessary to re-order the paragraphs or elements within them. The following is only a guide to the preparation of a Suspect Offender report and accordingly relevant additional information should be included as appropriate.
- 2.3 A single report is required in cases where more than one suspect offender is identified and interviewed as being involved in the same offence, however a separate preamble must be included for each individual.
- 2.4 The text element of the Suspect Offender report should commence immediately underneath the preamble/s. The Header/Footer on the report should read 'ROYAL MAIL - CONFIDENTIAL'.
- 2.5 Where reference is made to evidence or property in the body of the report, the item reference number eg: AA/1 should follow the description.
- 2.6 **Use:**
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Style: Normal
Font size: point 12
Spacing: single

3. Content

- 3.1 The content of the Suspect Offender report should include the following areas in either a positive or negative way. If any of the headings below are not applicable it should be stated accordingly in the report rather than just omitting them.
- 3.2 **Background:**
Describe the circumstances that initiated the enquiry.
Include detail of how the criminal offences were identified

e.g. information received, intelligence received, Crimestoppers, locally received complaints e.g. Communication Link in Every Office (CLEO), telephone complaints, local analysis of complaints or diagnostic tools. Include name/position of person reporting the matter unless the source has been allocated an Intelligence Source Register (ISR) number when that should be used, witnesses and any other relevant parties with comments whether they will provide a witness statement if not already obtained. Also include all relevant dates eg: when mail was found, in addition to dates on which RM were informed. A copy of the Security Information Management System (SIMS) event printout and any local reports should be referred to and associated at Appendix 'B'.

3.3 Operational Procedure.

Required in unusual cases where it is felt that information about the Royal Mail process, e.g. pipeline, Track and Trace system, etc. may be of use to the CLT. Ensure full description/name is shown initially if abbreviations are used.

3.4 Enquiries undertaken:

- 3.4.1** This may include source of and evidence gathered, the outcome of access/absence analysis, basis for suspicions and applications for testing/surveillance operations.
- 3.4.2** Signed copies of testing/Regulation of Investigatory Powers Act 2000 (RIPA) applications must be associated at Appendix 'A'. Forms and outputs for other criminal checks should be associated at Appendix 'B'. The exception to this is where a positive result has been obtained in relation to a Police National Computer (PNC) check. In these circumstances the conviction details must be placed within a sealed envelope, marked 'In Confidence' and be associated at Appendix 'A'.

3.5 Planning:

It is sufficient to refer here to a copy of the Planned Operation Risk Assessment (PORA) documentation being associated at appendix 'A'. If no PORA has been completed a copy of the Investigator's notebook entry demonstrating the risk assessment undertaken must be associated at Appendix 'A'. This entry must refer to the name/grade of the person giving authority to proceed.

3.6 Operation:

- 3.6.1** To include details of the actual operation (not what was planned), decisions made, results of surveillance, arrest, searches conducted prior to interview, property recovered, additional evidence found etc. A copy of the notebook entry should be associated at Appendix 'A' with a typed version if thought appropriate. It is not necessary for the report to include details that are covered in the notebook entry such as the approach and introductions to the suspect.
- 3.6.2** The actions of the suspect that support a criminal charge during any observations should be clearly outlined. If observations were not conducted in the office an explanation should be given as to why it was

inappropriate to do so. Copies of any observation logs should be included in the papers.

- 3.6.3** In arrest cases reference should be made to the reasons and justification for the arrest with a copy of that notebook entry being associated at Appendix A if it is a different entry from the one above.

3.7 Interview/Searches:

- 3.7.1** Give a synopsis of the interview in bullet point style referring to admissions, denials, aggravating factors and mitigation. It is not necessary to refer to any tape counter times.
- 3.7.2** It is also not necessary to include any references to procedural matters such as issuing the caution, time of interview, those present, tape seal numbers or the completion of any forms unless anything untoward occurred which should then be highlighted.
- 3.7.3** Detail the outcome of searches including all property recovered, including test items, but it is not necessary to refer to any of the search forms. Where appropriate, schedules of recovered mail on forms GS008A, GS008B and GS008C should be prepared and associated at Appendix 'A' with comments on any factors of relevance eg: if the mail was in walk order, related to the last streets on delivery etc.
- 3.7.4** It is important to avoid words such as "several" or "a quantity" and to use precise figures when quantities of mail are recovered or otherwise referred to. Approximated figures should be avoided unless large quantities are involved.
- 3.7.5** If searches are not undertaken the reason for this should be referred to.

3.8 Review of Interview:

To include comment on the offender's demeanour, an assessment of their response to questioning, whether the full scope of the offence has been admitted, recommendation on whether prosecution, caution or no further action is considered appropriate based on the evidence and suggested reason as to why crime committed eg: greed, gambling.

3.9 Suggested charges with evidence and statements obtained:

- 3.9.1** Give a summary of suggested charges. It is sufficient to record "...for the theft of 3 postal packets on xxx". The suggested charges should not be written out in full and only the briefest of details are required.
- 3.9.2** Summarise or use bullet points to give details of the evidence available to support the suggested charges, eg: admissions made, access/absence analysis, Closed Circuit Television (CCTV), property recovered at searches etc.
- 3.9.3** Give the briefest of details regarding the statements obtained to support the suggested charges along the lines of "addressee and sender statements have been obtained to support charges of theft in relation to the postal packets found at the home address". It is not necessary to include any specific details of the statements.
- 3.9.4** Reference should be made here to any concerns as to the reliability of a witness.

3.10 Domestic/Financial circumstances:

3.10.1 To include domestic situation, health, financial position of suspect offender and any other relevant mitigating circumstances.

3.10.2 Detail any enquiries carried out to confirm or refute explanations or mitigation put forward by the suspect at interview.

3.11 NPA Forms/Antecedents:

Refer to the completion of Non Police Agency (NPA) and antecedent documentation. Copy documents are to be associated at Appendix 'B'.

3.12 Operational/Management failings:

Refer to how any failings may impact on a potential prosecution and describe any action already taken to prevent reoccurrence (eg: advice/guidance provided to Unit Manager) and also whether the matter has been referred to Security Risk Management (SRM).

3.13 Loss to Royal Mail and its customers:

3.13.1 In summary Investigators need to state and describe the value of the financial loss that can be directly attributed to the suspect based on the evidence including admissions, and also any consequential loss caused by their actions, for example the special delivery of delayed postal packets and claims paid in respect of unfulfilled Door to Door Postal Packets (D2D) deliveries.

3.13.2 Losses to customers should be referred to as well as to the business.

3.14 Outstanding enquiries:

Details of other avenues of enquiry to pursue, including statements yet to be obtained.

3.15 Exhibits:

3.15.1 There is no requirement for exhibits to be listed here. A separate schedule should be prepared and referred to as associated at Appendix 'A' along with copies (where practical) and/or photographs. Where appropriate if photographs are taken of all mail recovered, photographs of individual sample postal packets should be provided. If due to the size and condition of the exhibits it has been necessary to retain them under controlled conditions then refer to their location and provide the name of the Investigator who controls access to the same.

3.15.2 Additionally comment on what action has been taken to dispose of mail recovered during the enquiry eg: items identified as NDB/1, NDB/2 etc, have been specially delivered and sender/addressee witness statements obtained. Investigators must obtain a discharge for the recovered mail when it is handed back to the DOM or other person. A notebook entry should be made including the instructions given regarding the correct disposal of the mail and this should be signed

by the DOM. A copy of the notebook entry should be enclosed at Appendix A.

3.16 Restitution:

Comment on the circumstances under which restitution was made and accepted. A copy of the form GS026 should be associated at Appendix B and if relevant a copy of form GS025A.

3.17 Report Submission

It is not necessary to give an explanation why the case file is submitted other than if there is a delay when brief reasons should be given and reference to the fact that Casework Management have been notified.

(Signature)

Number	Investigators Name	Contact
	Investigators Grade	
	Date	
	Alternative Contact (ITM or 2 nd Officer)	
	Contact Number	
	Grade	

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Glossary

Abbreviation or Term	Meaning
CWM	Casework Manager
CLT	Criminal Law Team
ITM	Investigation Team Manager
IM	Investigation Manager
CLEO	Communication Link in Every Office
ISR	Intelligence Source Register
SIMS	Security Information Management System
RIPA	Regulation of Investigatory Powers Act 2000
CCTV	Closed Circuit Television
PNC	Police National Computer
PORA	Planned Operation Risk Assessment
NPA	Non Police Agency
SRM	Security Risk Management
D2D	Door to Door Postal Packets

Document Summary

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