



Police Service of Northern Ireland
Legacy Investigation Branch

FAMILY GUIDANCE DOCUMENT

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Foreword

The Police Service of Northern Ireland (PSNI) is a unique Service, with unique challenges. Chief among these is dealing with the legacy of the past.

The PSNI's approach to legacy investigations is underpinned by a commitment to making the service we provide to families who have lost loved ones visible, accessible, responsive and focused on their needs. To demonstrate we care about the needs of families we will at every opportunity seek to engage with them, listen to their feedback, take action to ensure our policy and approach reflects them and in doing so work to secure and retain the assistance, confidence and support of families.

Every death has an impact. It has an impact on a family; on friends and often on entire communities. When a death is violent, that impact is magnified. Northern Ireland has had more than its share of violent and shocking deaths.

More than 3250 people died in Northern Ireland as a direct result of the security situation between 1969 and the signing of the Belfast Agreement on April 10, 1998, commonly referred to as 'The Troubles.' Many others outside of Northern Ireland lost their lives and significant numbers of individuals were injured.

The PSNI has established its Legacy Investigation Branch (LIB), bringing together several different parts of the PSNI who were, in January 2015, conducting reviews and investigations in historic homicide cases. The LIB remit is to review those cases not concluded by the Historical Enquiries Team (HET), as well as non-troubles related deaths. Where applicable, LIB will investigate those cases where evidential opportunities exist. Additionally, LIB review the wanted status of individuals who were previously considered by the 'on-the-runs' scheme.

LIB consists of Review and Investigation Teams as well as a bespoke engagement and support team (REDS). They are assisted by PSNI staff who perform an invaluable role in supporting the teams of investigators.

Reviews conducted by LIB are criminal justice reviews. This means that the review teams will examine the original investigation to identify opportunities to bring

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offenders to justice. If any evidential opportunities are found, the case will be forwarded to one of the LIB investigation teams for further investigation. In addition, LIB seeks to engage with families and provide them with reports relating to the reviews it conducts.

This is the Legacy Investigation Branch Family Guidance Document, which sets out the Branch's terms of reference and provides an overview of how it operates. It has been drawn up to be consistent with the PSNI's guiding principles of building a safer, more confident and peaceful society.

Every case examined by the LIB is reviewed or investigated to a fair, equitable and consistent standard. Work is carried out in accordance with the Branch's terms of reference. Relatives will be invited to engage with officers conducting reviews or investigations.

This document has been made available publicly in line with the PSNI's commitment to openness and transparency and the protective marking is designated as Official [Public].

It is designed to give confidence to society that reviews into historical police investigations are consistently carried out to the highest professional standards; that evidential opportunities are developed and that families are provided with as much information as possible without prejudice to the investigation.

This is a live document that aims to develop as and when required in accordance with the Branch Business Plan. LIB will seek to adapt and develop its procedures for the review and investigation of these most serious of crimes.

Robert Singleton
Detective Chief Superintendent
Head of Legacy Investigation Branch

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Introduction

The Legacy Investigation Branch (LIB) was established on 1 January 2015 as a component part of the Chief Constable's response to his statutory responsibilities regarding the past. Its formation ensured that the Police Service of Northern Ireland (PSNI) could continue to meet its obligations arising from statutory requirements, including but not limited to Section 32 Police (NI) Act 2000, The Human Rights Act 1998 and the European Convention on Human Rights (ECHR).

Background

LIB draws together a number of key strands of historical work. Firstly, it reviews those cases which were not concluded by the HET. Secondly, it continues legacy investigations to which the PSNI had committed resources prior to the inception of LIB, for example non-troubles related homicides. Thirdly, as and when required, it responds to fresh tasking's from the Service Executive Team overseeing Legacy and Legal Department. Finally, it continues the PSNI's response to the report of Lady Justice Hallett, arising out of the 'on-the-runs' Scheme.

The Branch is an operational function of the PSNI and is accountable through the Head of branch, Legacy Department for its performance and effectiveness.

Through all its work, LIB is seeking to identify or develop opportunities to bring offenders to justice.

More than 900 reviews were not completed by the HET and this workload subsequently transferred to LIB. These reviews are not investigations. A review is intended to assess the original investigation, identify what else, if anything, can be done, and make recommendations to others within LIB for doing so. Where applicable, this may lead to the commencement of a formal investigation.

This document guides the operations of LIB and should not therefore be used to benchmark the work undertaken by the HET. Where questions remain about the work undertaken by the former HET, these should be directed to LIB via the contact details at the end of this document.

The Policing Context

'The Troubles' devastated families and entire communities, many of whom have waited for many years to get answers and explanations. The Branch will seek to provide answers when it is able to do so. In providing those answers, it is important that Branch reviews also reflect the unique context of policing in Northern Ireland during this period.

Northern Ireland has been described as one of the most intractable political conflicts of the 20th Century. The policing environment was unique. No other part of the United Kingdom experienced the same challenges. On occasion mistakes may have been made and LIB will declare when this appears to have been the case. Equally, where there are explanations for apparent shortcomings or alleged failures, the Branch will record these also. Through this approach it is intended that the Branch will provide a conclusion which is as accurate and fair as the available material allows.

Inevitably, for some, context will be a matter of interpretation. Nevertheless, the figures are stark. In addition to those who lost their lives, some 40,000 people were injured, many in a life changing way. There were more than 35,000 shooting incidents. Some 15,000 bombs exploded.

Few escaped the impact of 'The Troubles.' A research paper¹ presented to the UK Political Studies Association in London in 2000 stated that, by 1998, one in seven people reported that they had been a victim of violence. One in five had a family member killed or injured. One in four had been caught up in a bomb explosion.

Police enquiries, which were routine in other parts of the United Kingdom, and in the Republic of Ireland, often could only be carried out with significant army support. The prevailing security threat sometimes prevented them from being carried out at all. There were often additional challenges in the form of community tension and limited support for policing during this period.

Forensic opportunities were often impeded by the inability of the police to collect evidence quickly, freely and without hindrance. In addition, the laboratories of Northern Ireland's forensic science service were damaged in bomb attacks. On one

¹ 'Sowing Dragons' Teeth: Public Support For Political Violence And Paramilitarism In Northern Ireland' Bernadette C. Hayes and Ian McAllister

occasion, the building was devastated, and some stored material was destroyed or contaminated.

LIB carries out reviews using available case papers, documentation and other material relating to the original police investigation. Unlike today, the police had no central storage for evidence and documentation. This material was usually kept at the local police station and over the years, many police stations were attacked and damaged. Documentation and exhibits were sometimes misplaced, lost or destroyed. This may impact on LIB's ability to fully answer investigative or family questions.

The passage of time has unfortunately meant that some witnesses and police investigators who may have been able to assist have since sadly died. For others, their recollection of events may have deteriorated.

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Terms of Reference

Branch Vision

To bring offenders to justice and work with victim's families, communities and partners to help provide answers and continue to make Northern Ireland safer, more confident and peaceful.

Branch Values

To be open and accountable, consistently demonstrating our impartiality, integrity and sensitivity.

Governance Arrangements

LIB is a branch within the Legacy and Legal Department of the PSNI and falls under its governance arrangements. Simon Byrne, PSNI Chief Constable has stated clearly that the PSNI supports the establishment of the Historical Investigations Unit (HIU) under the auspices of the Stormont House Agreement (SHA). However, the PSNI recognises the statutory obligations for the Legacy caseload until such time that the HIU becomes operational. These obligations are the basis for the work of LIB.

Investigative Obligations

Section 32 of the Police (Northern Ireland) Act 2000 states that it shall be the general duty of police officers

- (a) To protect life and property;
- (b) To preserve order;
- (c) To prevent the commission of offences;
- (d) Where an offence has been committed, to take measures to bring the offender to justice.

Section 32 (5) Police (Northern Ireland) Act 2000 further states 'Police officers shall, as far as is practicable, carry out their functions in cooperation with, and with the aim of securing the support of, the local community'.

Where the investigative obligation under Article 2 of the ECHR applies, it requires that the authorities must act of their own motion and not wait for the matter to be referred. When an investigation is taken forward it must be independent, effective and reasonably prompt. There must also be sufficient public scrutiny of the investigation and the next of kin of the deceased must be involved in the investigation to the appropriate extent.

What is the purpose of LIB?

In line with the Chief Constable's response to his statutory responsibilities regarding the past these responsibilities, the LIB has a duty to review and investigate cases and where credible evidence exists. Reviews and investigations of legacy cases rely on the existence today of investigative material, including exhibits. During the formation of the HET, such material was retrieved from across the PSNI estate and stored centrally in a secure archive. It is this material, coupled with intelligence, which provides the basis for the work of LIB.

Where an offence has been committed, the focus will be on identifying or developing opportunities to bring those responsible to justice. LIB will actively engage with family members to provide information about its work and will cooperate with other statutory bodies.

Branch Remit

Which cases are the responsibility of LIB?

In terms of review and investigation:

- All homicides between 1 January 1969 and 10 April 1998 relating to the security situation in Northern Ireland which remain incomplete following the closure of the HET on 31 December 2014.
- All homicides between 1 January 1969 and 10 April 1998 where deaths are attributable to military personnel.
- Homicides between 1 January 1969 and 10 April 1998 not relating to the security situation in Northern Ireland which were previously the responsibility

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of the Serious Crime Review Team (SCRT) and Retrospective Murder Investigation Team (ReMIT).

- Homicides cases (both relating to the security situation and non-terrorist, domestic cases) between 10 April 1998 and the establishment of Crime Operations department on 1 March 2004 which remain incomplete following the amalgamation of ReMIT into LIB on 1 January 2015.
- Those homicides which were referred by the HET to Serious Crime Branch (C2) for investigative action except where a C2 investigation is already underway by 1 January 2015 and where transference of the case is likely to impact on the effective and timely completion of that investigation.
- The current workload in connection with the report of Lady Justice Hallett into the 'on-the-runs' scheme
- Historical serious crime cases directed by the Service Executive Team.
- In terms of revelation of material: Those cases which are the subject of ongoing inquests, judicial proceedings or civil litigation, fall within the remit of the PSNI's Legal Services Branch

Which legacy cases are not the responsibility of LIB?

- Those homicide cases which occurred outside the set timeframes; no cases prior to 1 January 1969 or after 1 March 2004.
- Those homicide cases where a review and or an investigation was conducted and completed by the HET will not be reopened unless there are reasonable grounds for doing so². All decisions regarding specific cases will be taken and recorded by the LIB Senior Management Team. This is also the approach that will be adopted for those cases previously completed by other PSNI departments (i.e. ReMIT, SCRT or C2) where there are new calls for a fresh review or investigation.

²Given the constraints on resources and the Chief Constable's responsibility to keep people safe in the present day, any decision to conduct a re-examination of closed reviews should be based on the likelihood of developing evidential opportunities.

- Those cases where there were no fatalities, unless the case presents demonstrable evidential opportunity for a case already within LIB remit or is otherwise directed by the Service Executive Team.

While it is recognised that the cases set out above form the framework of LIB's remit, the Service Executive Team reserves the right to refer any historical case³ to the branch.

Each 'new'⁴ referral of this sort will be subject to LIB Case Sequencing policy. Any deviation from this policy will require the approval of the Service Executive in recognition of the potential impact on the equality of approach to case sequencing and the service's statutory obligations.

Legal Obligations

As a criminal justice agency and public authority, PSNI, and thereby LIB, is legally obliged to fulfil a range of duties in relation to dealing with the past. These legal obligations include;

- Police (Northern Ireland) Act 2000: Section 32 outlines that where an offence has been committed it is a police officer's duty to take measures to bring the offender to justice. Section 32 (5) Police (Northern Ireland) Act 2000 further states 'Police officers shall, as far as is practicable, carry out their functions in cooperation with, and with the aim of securing the support of, the local community'
- Human Rights Act 1998: Under Article 2 of the European Convention on Human Rights (ECHR) the PSNI has a procedural obligation to investigate how and why a person died, and where possible, to hold those responsible to account. Under Article 8, the PSNI has a duty to take appropriate steps to ensure respect for private and family life
- Inquiries Act 2005: Section 21 provides for very broad powers to require the PSNI to produce material to an inquiry

³The Legacy Investigations Branch defines an 'historical case' as any case which occurred prior to 01/03/2004.

⁴The term 'new' refers to those cases which may be referred by the Service Executive Team to LIB which fall outside of the currently stated remit above.

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- Justice (Northern Ireland) Act 2002: Section 35(5) requires the Chief Constable to ascertain and give information to the Director of Public Prosecutions which appears to the Director to need investigation in to the possible commission of a criminal offence.
- Coroners Act 1959: Section 8 requires the PSNI to disclose all material as directed by the Coroner. This is an ongoing obligation
- Official Secrets Act 1989: This Act demands the protection of state secrets and official information, mainly related to national security
- Criminal Procedure and Investigations Act (CPIA) 1996: Establishes the test for disclosure of material in a criminal investigation and sets out procedures for the proper and timely disclosure of material.
- Code of Practice to CPIA 1996: Provides guidelines on the precise roles of investigation teams in identifying disclosable material and sets out the duty of investigators to follow all reasonable lines of enquiry.
- Freedom of Information Act 2000: Requires the PSNI to provide official information as requested unless there are valid grounds to exempt or withhold it
- Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018: Requires the PSNI to manage personal information in a proper way and provide subject access.

Aside from LIB's legal obligations, there is an ethical obligation to deal robustly with serious crime. LIB is a part of the PSNI and the nature of its work is such that it cannot be formally independent of it. The Branch undertakes its work in line with the PSNI vision of helping to build a Safe, Confident and Peaceful society.

LIB safeguards the independence of its work through its systems of accountability, a robust conflict of interest policy and operating standards. This is also underpinned by a branch ethos of transparency and impartiality.

LIB will continue to keep its processes and operating procedures under review. In the event of legislative amendments or new case-law of relevance, these processes and procedures will be amended accordingly.

Conflict of Interest

LIB has a bespoke conflict of interest policy. LIB is also cognisant that in addition to specific circumstances in which a potential conflict of interest may arise, perceptions as to conflict of interest may have an impact on public confidence in the conduct of legacy investigations.

A conflict of interest may arise when a member of staff is allocated or is engaged in a review or investigation where a person who died, their family, suspect or significant witness is (or was) known to them, and, that relationship would or could affect their judgement, impartiality or objectivity. A conflict may potentially arise if a member/s of staff was previously involved in an investigation currently being reviewed. In addition, a conflict may arise where a person previously served in or worked for an organisation which had an involvement in the death. The LIB Conflict of Interest policy will be applied in every case and is available for reference on the external PSNI LIB website.

Legacy Investigation Branch Reviews

Before a Review Starts

The family of the deceased are a key consideration when a review is due to commence and engagement will happen at an early stage and remain ongoing throughout.

Collecting Material

Key agencies are notified by LIB when a review of a case is about to start. Case papers, exhibits, inquest files and other material are obtained from a range of other agencies (but not limited to), including PSNI, Forensic Science Northern Ireland (FSNI) and the Public Record Office of Northern Ireland (PRONI).

Support sections within the Branch contribute to the allocation process by identifying and tracing relatives in order to contact them, retrieving original documentation, case papers and other material. In addition, any remaining exhibits, fingerprints and palm prints are retrieved for the review teams to assess the potential for them to be re-

examined. Intelligence files are researched by the PSNI's Intelligence Branch (C3) and all intelligence is made available to LIB.

Sequencing of Cases

The effective sequencing of more than 1100 cases is a significant undertaking, if LIB is to support the Chief Constable in keeping people safe and bringing offenders to justice. It is understandable that every family who is affected by Northern Ireland's troubled past wishes that their case was prioritised, but with a relatively modest number of resources and an increased workload (as compared with the HET), it is simply not possible to open all cases simultaneously.

The caseload will therefore be sequenced in accordance with LIB's Case Sequencing Model. This brings to the fore those cases which contain offenders who continue to pose a risk to the public today, and those cases which appear to offer the best potential to bring offenders to justice.

The Allocation of Review Cases

The allocation process is initiated by the Historical Enquiries Analytical Database (HEAD). This database was created in 2005 and chronicles deaths that fall within the remit of LIB. Prior to the inception of HEAD, it was a challenge for the PSNI to fully assess and access accurate information about the number of deaths attributable to 'The Troubles.'

At the direction of the Deputy Head of LIB (Detective Superintendent), a list of the next cases to be reviewed is produced by HEAD. These are then assigned to review teams through the forum of a Coordination Group meeting.

The Allocation of Investigations

New investigations or further investigative work in connection with an identified evidential opportunity will also be processed through coordination and panel meetings.

Definition of a Review

Nationally, a review is defined as a formal and independent examination of an investigation with a view to ensuring it;

- Conforms to nationally approved standards
- Is thorough
- Has been conducted with integrity and objectivity
- Has not overlooked any investigation opportunities
- Ensures dissemination of effective practice and organisational learning

There is no national standard or direct comparator for the type of work being conducted by LIB. The closest comparison is with national cold case reviews, but these generally focus on single incidents, are non-terrorist related and focus heavily on the advancement of forensic technologies.

The context of 'The Troubles' is a vital element of every LIBreview. The operating environment at that time in Northern Ireland was unique and any direct comparison with today's investigative standards would be unfair. Therefore, a review conducted by LIB is more accurately defined as;

A formal and professional examination of an investigation, carried out to nationally approved standards, to assess the extent of the original investigation and with a view to;

- *Identifying if there are any new lines of enquiry, including forensic opportunities, that could reasonably be progressed*
- *Establishing if there is any intelligence that could be turned into evidence*
- *Responding to issues discussed and agreed with relatives that LIB may lawfully, justifiably, reasonably and proportionately answer*
- *Producing a written report.*

The Review Process

The review is a three stage process;

- Review(family informed)
- Family engagement
- Resolution.

Each stage will be approved by a supervisor before the next stage starts. It is important to LIB that families and their representatives, who engage, have a clear understanding about what to expect from a review.

Review Stage

Reviews are conducted by a review team, under the leadership of a Detective Chief Inspector. Although each case is different, the Branch conducts all of its reviews in a consistent manner as it seeks to identify evidential opportunities. Review officers complete a report as they progress through the review. This report identifies all areas to be considered in a review and is retained as a record of what review work has been completed.

The information in this report forms the basis of the family report and is obtained through detailed research undertaken by review staff from the available documentation. This may include for example, but not limited to, paperwork from the original investigation, open source material, inquest files and intelligence reports.

Consideration will also be given to any exhibits or unidentified fingerprints to establish whether modern technology and techniques may enable evidential opportunities to be developed.

During the course of the review, circumstances may arise where it is necessary to seek external advice and guidance, or to commission further examinations or analysis to assist the review. Such work may involve examining outstanding fingerprints, seeking forensic advice from a senior scientific advisor or assistance from a pathologist. The need may also arise to re-interview witnesses to seek clarification or remove ambiguity from original accounts.

Any further action will be considered carefully and documented by supervisors before being agreed or discounted.

There may be value in tracing and speaking with the officer in charge of the original investigation, or other officers involved in the case. Engaging with a review is however a voluntary undertaking. When considering an approach, review staff should be in a position to explain what specific areas of the case they wish to discuss.

Review and Investigation Support Team (RIST)

The Review and Investigation Support Team(RIST)links with other PSNI departments and external holders of material. Staff retrieve and manage all case papers and associated documents/information that are required to conduct a review or investigation.

Resolution Stage

What LIB provides to families

Families who engage with a LIBreview will be given a family report which provides information about the death of their loved one. This will be provided to those families that wish to engage with PSNI and not to the wider public. The report seeks, so far as is possible, to answer the family questions.

All engagement with LIB is voluntary. Some families, former police officers and witnesses choose not to engage and their wishes are respected. However, the Branch still reviews these cases to the same consistent standard. Reports detailing whether evidential opportunities exist will be prepared in every case. Where investigative opportunities exist, these cases will be referred for investigation. The family will be informed of the outcome of the review unless they have requested otherwise.

LIB will supply paper or electronic copies of reports to family members or when authorised, to their representatives.LIB recognises the benefits that families can get from the review when they receive independent support. For many people revisiting traumatic events and reawakening painful memories can be very distressing. At the start and end of the review LIB will, if families wish, provide contact details for the Victims & Survivors Service for further assistance.

LIB must comply with GDPR and other statutory obligations relating to the content of its family reports, but we will endeavour to supply as much information as we can

Families seeking further clarification

Families or representatives working on their behalf will be able to seek further clarification about the content of the family report. The mechanism for doing so will

be outlined during meetings with the review team. It is important that any questions are raised promptly so that relevant material is immediately to hand to answer them. Any agreed additional information will be provided in writing to the family or their representatives.

At the conclusion of the review, all material and records of the review are consolidated and filed in purpose built PSNI storage facilities, where they will be kept indefinitely.

REDS Team (Research, Engagement, Development and Strategic Support)

The REDS team is led by a Detective Chief Inspector and they play a bespoke and important role within LIB. Officers and staff within this team are responsible for the research and development of enquiries outside the parameters of either review or investigation. They are integral to the engagement process within LIB and seek to provide additional strategic support and communication within the PSNI and with external stakeholders and families.

Requests for information

All Freedom of Information and Data Protection requests will be co-ordinated by PSNI's Corporate Information Branch. Requests relevant to LIB will be passed to the Branch and processed in line with PSNI policy.

Investigations and Investigative Standards

An investigative opportunity is any new evidence or material that could credibly progress the case and potentially assist in bringing to justice those responsible. Primarily this relates to potential suspects, new witnesses or forensic opportunities. In considering whether to commission work to develop a potential opportunity, LIB will assess whether it is justified, relevant, proportionate and necessary.

While an outstanding fingerprint could be described as an investigative opportunity, if it contains insufficient detail or if it remains unidentified after a search on current records, it does not automatically amount to an evidential opportunity that would be referred for investigation.

The decision-making process also includes an assessment of the integrity of the exhibit to be examined, to include the continuity of its handling, its packaging and its storage. The principal aim is the development of evidential opportunities. Work will not be commissioned solely because exhibits exist.

When an evidential opportunity is identified, the case will be referred for investigation by a separate LIB team, in accordance with agreed processes.

Investigations conducted by LIB are conducted in compliance with national guidance and standards as laid out by the College of Policing. All officers are Professionalising Investigations Programme (PIP) accredited. Additionally, and to ensure that LIB is consistent in its approach, staff within the investigation teams access material and information in the same way as those within the review teams. They also have equal access to the support structures and processes of LIB.

The referral of cases to the Police Ombudsman for Northern Ireland (PONI)

LIB do not investigate the conduct of police officers or complaints about the conduct of police investigations. Where apparent police criminality, misconduct or failings are identified during the work of LIB, the Chief Constable will consider the matter in accordance with his obligations under Section 55 Police (Northern Ireland) Act 1998.

Family Engagement

It is recognised that the PSNI's full and committed role in dealing with the past is an essential element in building community confidence today. This assists the Police Service in delivering a safe and secure future for everyone living in Northern Ireland through helping to build confident communities.

LIB engages directly with the families and/or their representatives. No case is deemed more important than another.

How LIB engages with families

LIB will identify and engage with the most appropriate family members who are able to represent the needs and wishes of the family. LIB will not engage directly with all members of every family unless there are good reasons to do so, but will initially seek engagement with spouses, parents, children or siblings of those who died. Where there are different family needs, LIB will identify points of contact within each family grouping. Where there is the need to extend the search for family members, this will be documented.

LIB will seek to provide families with a greater knowledge and understanding of how their loved one died. LIB will answer questions that are reasonable, lawful, justifiable and proportionate. LIB cannot always commit to answering every question that may be asked but will seek to provide the fullest answers possible. Throughout their engagement with LIB, families will be told what information they can and cannot expect to receive.

Families who engage with LIB will be dealt with in a consistent, open and impartial manner. LIB staff will treat families and their representatives with fairness, courtesy and respect. We understand the needs of families often go beyond the criminal justice process and are unique to each family. Family engagement is managed and documented in a clear and consistent manner and a family engagement strategy will be applied in every case and is available for reference on the external PSNI LIB website. (see also appendix A (process map) for our outline of approach to family engagement).

Standards

All aspects of review and investigation are monitored closely by senior management who ensure that every effort has been made by members of their team to identify investigative opportunities. They also ensure that, where families have engaged, that they have been provided with answers to questions that are reasonable, lawful, justifiable and proportionate.

Through an internal quality assurance process, LIB ensures that reviews are conducted to a fair, equitable and consistent standard in accordance with its terms of reference. This process ensures;

- The high quality of Legacy Investigation Branch reports which meet the expected standard
- Trends and themes and learning are identified and good practice is disseminated
- Opportunities to improve are identified.

Media

To ensure corporacy and consistency of approach, all matters relating to the media will be managed by the Corporate Communications Department of the PSNI.

Family Guidance – Review Process

The Deputy Head of LIB will be responsible for ensuring that the content of this document is kept up to date. It will be reviewed on an annual basis. It is the responsibility of all staff to ensure that they update themselves regularly with its content.

Legacy Investigation Branch Contact Details

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Appendix 1

FAMILY ENGAGEMENT PROCESS MAP:

