

ORIGINATOR: CHIEF CONSTABLE

PAPER NO:

SUBMITTED TO: OFFICE OF THE POLICE AND CRIME COMMISSIONER

SUBJECT: COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE

SUMMARY:

1. This report relates to Complaints, Misconduct and Professional Standards information for the period 1 April 2021 to 31 March 2022.
2. The report provides the following information: -
 - Complaints about Police Officers and Police Staff
 - Organisational Learning
 - Complaints Training
 - Reviews
 - Reflective Practice Review Process
 - Discipline Outcomes

RECOMMENDATION:

1. The Office of the Police and Crime Commissioner is asked to note the contents of this report.

DETAIL OF THE SUBMISSION

1. KEY ISSUES FOR CONSIDERATION:

- 1.1 The legislative framework governing the recording and management of public complaints is the Police Reform Act 2002. Aspects of this legislation have been amended by the Police Reform and Social Responsibility Act 2011, and subsequently the Policing and Crime Act 2017. The latter made significant changes to the police complaints system with the aim to achieve a more customer-focussed complaints system.
- 1.2 From 1 February 2020 Forces are required to log and report complaints about a much wider range of issues including the service provided by the police as an organisation, handled outside of Schedule 3 of the PRA 2002.
- 1.3 The Office of the Police and Crime Commissioner is now responsible for conducting reviews on all complaints recorded under the new regulations where they are the relevant review body.
- 1.4 A total of 371 complaints were received in the reporting period, 1 April 2021 to 31 March 2022. Of these complaints, 288 were recorded under Schedule 3 of the PRA 2020 and 83 were logged outside of Schedule 3 of the PRA 2002.
- 1.5 This is a decrease of 8% compared to the previous year.
- 1.6 The largest area of complaints has been recorded under the category of Delivery of duties and service. Of the 1007 allegations recorded, 380 have been recorded under this category and this is 37.7% of the total.
- 1.7 The IOPC Statutory Guidance states that complaints should be logged and the complainant contacted 'as soon as possible'. Of the 371 complaints received under the new regulations, 86.8% were logged within 2 working days and 58.7% of complainants were contacted within 10 working days.
- 1.8 Of the allegations recorded, 42 have been made alleging discrimination. Of these, 26 have been made under the protected characteristic of race which is 62%.
- 1.9 Learning identified from complaints is detailed within this report, together with common themes relating to individual learning.

2. FINANCIAL IMPLICATIONS

- 2.1 There are no significant financial issues associated with this report.

3. OTHER IMPLICATIONS AND RISKS

- 3.1 There are no significant risks in relation to this report.