



REPORT TO: Joint Audit and Ethics Committee

DATE: 14th December 2020

REPORT AUTHOR: Angela Harrison, Director of the OPCC

Update on OPCC Reviews of Complaints

1. Issue for Consideration

To consider a Report from the Director of the OPCC regarding the OPCC Reviews of Complaints

2. Recommendation

To note the report.

3. Background

As members will recall, the Policing and Crime Act 2017 (The Act), was designed to bring about significant changes to the management of the Police Complaints System.

In implementing the management of the complaints processes, the Commissioner considered three models.

The three models are:

Model 1 — Statutory duty to hold the Chief Constable to account for the exercise of the Chief Constables function in relation to handling complaints.

Hearing appeals that would previously have been the responsibility of the Chief Constable;

Model 2 — Commissioner to take on triage function. Duty to make contact with the complainant to understand how best their issues might be resolved. Ability to resolve complaints outside Schedule 3 of the Police Reform Act 2002;

Model 3 — Commissioner to take responsibility for the whole complaints process. Model 2 above and also responsible for keeping complainant informed throughout process including the outcome of the right for review.

- 3.1 Accordingly, the Commissioner agreed to formally adopt Model 1 and has delegated the authority to the Director to undertake reviews in relation to complaints made against police officers under the Policing and Crime Act 2017 and associated regulations.
- 3.2 Supported by the Standards & Compliance Policy Officer, the Director reviews complaint cases to ensure that they have been dealt with reasonably and proportionately. Where there are failings or issues, the Director can request further action from the police in order to assist service recovery and resolve conflict. There have been 67 reviews submitted to the Office since the new legislation went live which is significantly higher than was originally anticipated. At the time of reporting 37 (55%) have been completed.
- 3.3 To ensure that all feedback is captured the office is maintaining accurate and consistent information about the reviews to help identify opportunities for learning and improvement. This information will also be used to identify issues and trends, and contribute to a sound evidence base that informs the development of future policy and practice at local and national levels.

4. Implications

Financial:	None
Legal:	None
Equality Impact Assessment:	N/A
Risks and Impact:	Low
Link to Police and Crime Plan:	Protect local policing Develop Safe and Confident Communities

5 List of attachments / appendices

None.

6 Background Papers

None.

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