



**Lancashire  
Constabulary**  
police and communities together

## JOINT MANAGEMENT BOARD

<b>ITEM 2</b>	<b>DATE: 7 JULY 2015</b>
<b>TITLE: PSD UPDATE REPORT</b>	
<b>REPORT BY: DCI IAN WHITEHEAD</b>	

### **Executive Summary**

An interim report updating the action raised by April JMB regarding the review of current resourcing of the PSD, plus summary of quarterly CAP Data report.

### **Recommendation**

The Police and Crime Commissioner and Chief Constable are asked to consider the report.

Signature	Signature
Police and Crime Commissioner	Chief Constable
Date	Date

## **PART I**

### **1. Background and Advice**

At the April 2015 Joint Management Board meeting an action was raised for Professional Standards to report on the current resourcing of the department and how organisational reviews and changes in demand have affected the department's capacity and capability in respect of timeliness and quality. A report was requested to be presented to the JMB (due September 2015) following a comprehensive review of the department. This interim report is forwarded as an update in respect of progress on that action.

A full root and branch review of processes in respect of complaint and investigation handling has been instigated by the department. This is being supported by the futures team in order to apply a systems based approach and methodology. The review has already identified opportunities to reduce wastage and improve customer experiences in respect of both timeliness and quality of service. The review is focusing on increasing opportunities for service recovery and the recording of complaints and ability to resolve in a more timely fashion.

Concerns have been raised in respect of the current ratio of complaints / investigations being conducted after previous data highlighted that the Constabulary is currently out of kilt with figures produced nationally and for MSF areas.

Of note is that a review and comparison with other forces has identified that this issue is a direct result of changes in process made on 22<sup>nd</sup> November 2012 following the introduction of the Police Complaints and Misconduct Regulations 2012. Since that date, and in line with the amended regulations, Lancashire withdrew the Non Special Requirements (NSR) investigation forms in respect of non "Misconduct" complaints that are now dealt with by the Local Resolution process. Therefore complaints that would previously have been finalised as investigated are now finalised as locally resolved. This is not the case in other forces who have continued to record NSR investigations under "local investigation". The comparison of such data is therefore unhelpful and does not represent a true comparison between forces.

Whilst the percentage of complaints subject to a "formal" PSD investigations has fallen over the past three years since the changes in regulations (7% in 2012/13, 6% in 2013/14, and 5% in 2014/15) this is likely attributed to the increase in low level neglect of duty allegations unlikely to result in formal misconduct proceedings. In reality the number of "formal" PSD investigations, addressing the more serious aspects of misconduct, have remained broadly the same, despite a reduction in resources.

The department recognises that with reduced resources and increasing demand there is an inevitable impact on both timeliness and quality and a comprehensive report outlining options and recommendations will be available for the Board as requested by September 2015.

## Quarterly CAP Data Overview

Despite the Q1 2015 year on year comparison with Q1 2014 showing a reduction in the number of complaints the general trend remains upwards and is expected to continue to rise.

As per previous reports the main increase in complaint allegations continues to arise out of "Neglect or Failure in Duty". Further work is on-going to establish any patterns or trends in respect of this issue.

### 2. Links to the Police and Crime Plan

Monitoring the Constabulary's performance in the handling of complaints will contribute to ensuring public confidence in the police, and thus will contribute to the effective delivery of the Police & Crime Plan.

### 3. Consultation

### 4. Implications

- a. **Legal**  
None
- b. **Financial**  
None
- c. **Equality considerations**  
none

### 5. Background Papers

### 6. Public access to information

Information in this form is subject to the Freedom of Information Act 2000 and other legislation.

Part 1 of this form will be made available on the PCC website within 3 working days of approval. Any facts/advice/recommendations that should not be made available on request should not be included in Part 1 but instead on the separate Part 2 form.

<b>Officer declaration</b>	<b>Date</b>
<b>LEGAL IMPLICATIONS – As above</b>	
<b>FINANCIAL IMPLICATIONS – As above</b>	
<b>EQUALITIES IMPLICATIONS – As above</b>	
<b>CONSULTATION – As above</b>	

**Director to the Office of the Police and Crime Commissioner (Monitoring Officer)**

I have been informed about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner for Lancashire.

Signature.....Date.....