



**Lancashire
Constabulary**
police and communities together

REPORT TO: JOINT AUDIT AND ETHICS COMMITTEE

DATE: 11th September 2017

SUBJECT: Complaints performance report

1. Summary

1.1. This report provides the Committee with the latest Complaints Analysis report presented to the PCC under his Strategic Scrutiny process.

2. Decision Required

2.1. The Committee is asked to note the report.

3. Information

3.1. The latest report on complaints performance was presented to the PCC at the Scrutiny meeting held on 24th August 2017 and is attached at Appendix A.

3.2. Since this report was produced there have been some significant developments within PSD. The Complaints & Hearings Manager has now settled into post and has started to conduct a piece of 'Systems Thinking' work around the current processes as part of the review. This has already identified key areas for improvement specifically around Customer Focus, Service Recovery and Data Input.

3.3. Initial trials on Service Recovery has identified that up to 40% of complaints can be removed from the lengthy complaints process by making early contact with the complainant and resolving the issue there and then. This process is however time consuming and we are currently looking at ways to resource this in PSD to run a pilot scheme whilst also keeping daily business on-going; I have been working closely with the OPCC on this matter.

3.4. It is anticipated that once resourced correctly the pilot scheme will provide solid evidence in how demand can be reduced for the force whilst improving the service we provide to complainants and staff members subject of those complaints.

3.5. If successful this revised way of working will form part of the new structure in PSD which we hope to have in place by April 2018.

3.6. We have also identified that we could do more work around the lessons learnt during complaint and conduct investigations in addition to proactive work based on the data

held in PSD. Research and analysis of this data will allow us to address common themes at an organisational level and deliver specific training or advice to identified groups or departments with the overall aim of reducing demand. This is also an area we would like to pilot with the view to it becoming part of the new structure.

3.7. We are confident that once this work is done and the new structure is in place we will start to see improvements in performance.

4. Implications

4.1. N/A.

5. Links to Police and Crime Plan

5.1. To reassure our communities – Improve trust and confidence in policing the Committee is asked to note the report.

6. Background papers

6.1. N/A.

7. Report Author

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