

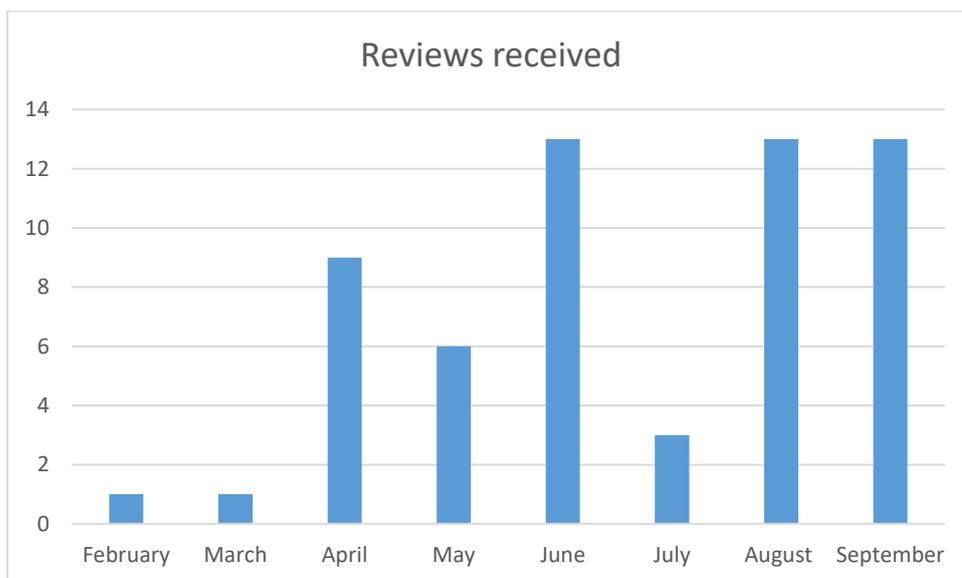
## OPCC COMPLAINTS REVIEWS UPDATE REPORT

### Background

1. Members will recall that the Policing and Crime Act 2017 (The Act), was designed to bring about significant changes to the management of the Police Complaints System.
2. In implementing the management of the complaints processes, the Commissioner considered three models.
  - 2.1. 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;
  - 2.2. 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;
  - 2.3. 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. Having previously indicated his intention to implement the mandatory model only the Commissioner formally adopted option model 1 in February 2020.
4. Accordingly, the Commissioner has now taken over the appeals function, previously carried out by the Professional Standards Department (PSD) for local resolution level complaints.
5. In addition to taking on the appeals function, the PCC has supported the introduction of a more customer focussed approach to lower level complaints through the constabulary's "Service Recovery" team. This involves early contact with complainants by a dedicated 'Triage Team' within the Constabulary's Professional Standards Department (PSD) in order to establish further details about the matters in question. The complainant's desired outcome is also discussed in order for PSD to work towards providing a conclusion that works for both the Constabulary and the complainant prior to the recording of a formal complaint. The move towards Service Recovery has improved public satisfaction and public trust through a process of effective and timely communication which then allows the Constabulary to learn important lessons; addressing any documented concerns.

### Reviews received

6. 59 Reviews have been received to date following the change in regulations on the 1 February 2020.



7. Whilst it is early days the OPCC is currently seeing an average of 7.4 reviews received per month. By comparison, in their report to the Committee in December 2019 (Prior to the introduction of the new regulations) PSD reported that there had been a reduction in Appeals received over the past 12 months with an average of 1.9 Appeals per month. The two years previous to this saw an average of 4.6 Appeals received per month.

### Review Outcome

8. It should be noted that the impact of covid-19 on such a small office has been considerable and has brought significant challenges to both staff and work processes.
9. Despite this, as at the 30 September, 2020, 31 Reviews have been finalised. Of these 28 (90%) were Not Upheld, 2 (7%) were Upheld and 1 (3%) was Not Valid / Withdrawn. Again, by comparison, in their report to the Committee in December 2019 (Prior to the introduction of the new regulations) PSD reported (94%) were Not Upheld, 5 (5%) were Upheld and 1 (1%) was Not Valid / Withdrawn