



## Cambridgeshire Police & Crime Commissioner

**Date:** 10 April 2013  
**Time:** 10.00am  
**Location:** Monkfield Room, Cambourne Business Park

**In Attendance:** Brian Ashton – Deputy Police and Crime Commissioner (Chairman)  
Dorothy Gregson – Chief Executive, OPCC  
John Feavoyour – Deputy Chief Constable  
Mark Hodgson – Head of Professional Standards Department  
(Collaborated Unit)  
Cristina Strood – Policy and Performance Manager, OPCC  
Paul Drew – Policy Officer, OPCC  
Kate Moore – Business Manager, Cambridgeshire Constabulary

### **1. Welcome and Apologies**

The Deputy Commissioner welcomed all those present. No apologies had been received.

### **2. Police Complaints System**

The Policy and Performance Manager introduced a brief overview of the Police complaints system, including the roles of the Commissioner, the Force and the Independent Police Complaints Commission (IPCC).

The Commissioner has a statutory duty under the Police Reform and Social Responsibility Act 2011 to have oversight of the Constabulary's complaints. Under the Act, the Commissioner also has a duty to handle complaints made by the public against the Chief Constable. The Professional Standards Department is collaborated across the Bedfordshire, Cambridgeshire and Hertfordshire Alliance.

The latest government proposals on police integrity were noted. Concerns about the proposal to provide extra resources to the IPCC by transferring these from professional standards departments were considered. Work was being undertaken by HMIC to look at force's professional standards departments. Further consideration should be given to whether any additional follow up was required in terms of the concerns previously raised.

The Deputy Commissioner noted the importance of ensuring and demonstrating to the public the highest standards of integrity, to support public confidence in policing.

The Deputy Chief Constable highlighted that in most cases complainants are satisfied if their complaint is handled quickly and locally, whether that be through immediately rectifying the matter or through Local Resolution. The Head of the Professional Standards Department added that he would be seeking to increase local handling of complaints where appropriate through immediate line managers.

The Deputy Commissioner highlighted the need for transparency when dealing with all complaints.

***Resolved:***

- (i) Further consideration should be given to whether any additional follow up was required in terms of the concerns previously raised regarding current proposals on the transfer of resource to the IPCC.

### **3. Monitoring of Professional Standards and Complaints**

The Deputy Chief Constable introduced the report which he commissioned across the three forces, as lead for Professional Standards, as part of the force's own controls assurance in this area. It is also used by the Assistant Chief Constable to identify issues and themes that need to be managed. The key trends identified by the Deputy Chief Constable were in relation to incivility, impoliteness and intolerance and in relation to the small number of serious matters.

The role of the Professional Standards Department in relation to conduct as opposed to dissatisfaction with service quality was noted. The three elements of their role, in prevention, intelligence and enforcement were also noted.

The Head of the Professional Standards Department noted the cultural issues relating to complaints and the provision of appropriate support for staff.

The Chief Executive noted that the Commissioner has a statutory duty under the Police Reform and Social Responsibility Act 2011 to have oversight of complaints against the Constabulary. The Deputy Commissioner noted the contextual information necessary to provide appropriate reassurance in this area, such as trends. The Deputy Commissioner requested information on productivity to be presented in a way which would enable the profile of the time taken to complete cases to be clearer.

The Deputy Chief Constable also reassured the Deputy Commissioner about the handling of the most serious individual cases.

The Deputy Commissioner was content that the Constabulary's complaints handling and oversight processes provided appropriate reassurance. He recognised the appropriate focus on conduct as opposed to business satisfaction. He also agreed with the focus on ensuring local ownership of issues.

***Resolved:***

- (i) Information on productivity to be presented in a way which would enable the profile of the time taken to complete cases to be clearer.

#### **4. Future Monitoring Arrangements**

The Chief Executive noted the role of public correspondences in gathering information about public concerns about policing and service quality as distinct from conduct matters being considered through the complaints system.

The Business Manager added that the development of the customer relationship management system could contribute to trend analysis in this area.

It was agreed that a Complaints meeting is to be arranged every six months. This would receive two Professional Standards Quarterly Reports. The Professional Standards Quarterly Reports are to be sent to OPCC every quarter.

***Resolved:***

- (i) A complaints meeting should be held every six months to be arranged after the publication of Professional Standards Quarterly Report
- (ii) That the Professional Standards Quarterly Report should be sent to the Office of the Police and Crime Commissioner

#### **5. OPCC Complaints Policy**

The Policy and Performance Manager introduced the draft OPCC Complaints policy. She noted the policy objectives and the way that the policy had been developed.

It was agreed that the policy would be finalised and adopted subject to minor amendments that might be required based on advice from the Deputy Monitoring Officer on the implications of the Police Reform and Social Responsibility Act 2011. The policy would be kept under review as necessary.

Deputy Chief Constable, the Head of Professional Standards Department and the Business Manager left the meeting due to the Item 6 being restricted.

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**CHAIRMAN**