



Agenda

COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE

31 August 2010

Bridgebury House, Woburn Road, Kempston, Bedford MK43 9AX

For further information, or to see the papers, please contact the Police Authority:



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To: Members of the Complaints and Professional Standards Committee

(Mr P Conniff, Mr L Denny, Mrs S Holland, Mrs P Fletcher, Ms A Graham, Mr P Hollick, Mrs K Malik, Mrs C Turner, Mr L Singh and Mr J Williams)

A meeting of the **COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE** of the **Bedfordshire Police Authority** will be held at Bridgebury House, Woburn Road, Kempston, at **2.00 pm** on **Tuesday 31 August 2010**. Files will be available for Members' scrutiny from **Noon**.

JANET WARDELL
Member Services Support Manager

AGENDA

(*indicates that a supporting document accompanies this Agenda)

- 1. Apologies**
 - 2. To confirm the minutes of the meeting held on 18 May 2010**
By Chairman - Minutes*(**Pages 3-10**)
 - 3. Matters Arising –**
Status Report *on the Progress of the actions arising from the last meeting
(**Pages 11-12**)
 - 4. Declarations of Interest**
To receive any personal or prejudicial interests from Members
 - 5. Strategic Analysis - Victims Code of Practice**
Report* of the Chief Constable (**Pages 13-14**)
 - 6. IPCC Guidance – Scrutiny of Dissatisfaction**
 - (a) Report* of the Chief Constable (**Pages 15-20**)
 - (b) Report* of the Chief Executive (**Pages 21-28**)
 - 7. Impact Assessment – Public Accessibility to the Complaints System**
Report of the Chief Constable (**Pages 29-42**)
 - 8. Professional Standards Cases and Issues**
Report* of the Chief Constable (**Pages 43 -80**)
 - 9. Independent Custody Visitor Scheme**
To receive the Minutes of the meeting of the Independent Custody Visitor’s Panel held on 20th July 2010 (**Pages 81-86**)
- To consider the exclusion of the press and public from the meeting on the grounds that the item to be discussed is confidential and involves the disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12A to the Local Government Act 1972. Papers are not being sent to the press or made available to the public.**
- 10. Summaries of Professional Standards Cases**
The Chief Constable’s report is available for collection by Members from the Member Services Support Manager
 - 11. Civil Claims - Report of the Chief Constable (Circulated Separately)**

COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE

18 May 2010

PRESENT

Mrs P Fletcher (In the Chair)

Ms A Graham Mr L Denny, Mrs S Holland Mr P Hollick and Mrs C Turner Mr J Williams

Mrs K Johnson also attended the meeting

10/qz/11 MINUTES

The minutes of the meeting held on 26 January 2010 were confirmed

10/qz/12

MATTERS ARISING – STATUS REPORT ON THE PROGRESS OF THE ACTIONS ARISING FROM THE LAST MEETING

The Committee received a monitoring report of the action taken to implement the decisions arising from the last meeting.

In noting the report the Chair commented that she was pleased to see that Officers were observing the dress code. Ms Graham provided an update on the review that had been undertaken on the style of the letters sent to complainants. The group had only reviewed a small sample of letters and had suggested a number of changes to ensure 'plain english' was used. The group would meet again to review other letters and Ms Graham agreed to continue to be part of the review group.

10/qz/13 DECLARATIONS OF INTEREST

There were no declarations of personal or prejudicial interests from Members.

10/qz/14 IPCC- CURRENT ISSUES

Ms Cerfontyne's the (IPCC Commissioner) attended the meeting to update Members on current issues. In her update to Members she advised that the new structure for the IPCC was working well. She also advised that the Chair of the IPCC, Nick Hardwick, would be leaving the organisation shortly. This was a Royal appointment and therefore it would be next year when a new Chair would be appointed. Arrangements were being made for an acting Chair to be appointed in the meantime.

Ms Cerfontyne was pleased with the dialogue that the IPCC had with the Authority and the Force. In terms of the newly collaborated professional standards unit she considered that further work was required around the governance arrangements. Ms Cerfontyne advised that in connection with the forthcoming Police Authority Inspection she had reflected these comments in her interview with the Inspection team

The Chair thanked the Commissioner for her comments and also welcomed the good working relationship that had been developed. In relation to the Authority's scrutiny role of the collaborated professional standards function the Commissioner was reassured that Bedfordshire and Hertfordshire Police Authorities were making

good progress in ensuring appropriate processes were in place.

10qz/15 **IPCC GUIDANCE 2010 & POLICING WHITE PAPER 2009 – IMPLICATIONS FOR PROFESSIONAL STANDARDS**

The joint report of the Chief Constable and Chief Executive was submitted which provided Members with an overview of the implications that the IPCC's statutory guidance for the police service on the complaints process and the Policing White Paper 2009 - Protecting the Public supporting the Police had on the work of the Bedfordshire & Hertfordshire Professional Standards Department (BHPSD) and the Authority.

The report set out the key points and implications from both documents. Similar to both publications, was the need to recognise public dissatisfaction, the need to raise standards, empower the public and develop Citizen Focused Policing and the Policing Pledge.

The IPCC Statutory guidance specifically sought changes to public access to the complaints process, initial recording, resolving, and dealing with outcomes. The Authority needed to ensure that

- The complaints system was accessible ensuring equal access to all
- Scrutiny arrangements were in place to cover the new area around dissatisfaction
- Adopt methods of capturing and disseminating local lessons
- Adopt the IPCC performance Framework
- Be reassured that the Authority had in place adequate oversight and dip sampling processes that focus on both the quality of the investigation and the satisfaction of the public.

The White Paper specifically required a more active role of Police Authorities in monitoring complaints by ensuring that that there are at least 3 public scrutiny meetings a year at BCU level and that the authority has a Lead Member in each BCU . Members were advised that following the recent change in Government the provisions of the White paper were awaiting direction from the new Government. Those provisions of the White Paper required to be in place by 1st April 2010 had however been implemented.

With the exception of accessibility to the complaints system and the scrutiny of arrangements for public dissatisfaction Members were satisfied that the Authority was compliant with the guidance.

A general discussion took place on how the Authority could ensure that improvements were made around the accessibility to the complaints process. In addition to this the IPCC had undertaken some research into the barriers that prevent people using the complaints system. The IPCC had found a number of reasons why people felt disengaged from the complaints process which included different cultural expectations, reactions of the police, perception of bureaucracy, and little potential for a positive outcome. To address these issues the Committee

considered that better communication with the public was essential and agreed that a Public Information Strategy should be developed to specifically focus on the Complaints process. The Strategy would aim to improve upon the current accessibility to the complaints process with a particular focus on how to make a complaint. To ensure equal access for all the strategy would present a positive approach to encouraging those considered to be disengaged by the IPCC's findings to engage in the complaints system

The Strategy would be linked to the Communication Strategy to ensure that the Authority maintained a strategic oversight

The Chief Executive confirmed that the authority would also be reviewing its own website to ensure that the complaints process was well signposted and that both Police Authority Members and Staff would be made fully aware of how the process worked so as to be able to inform Members of the Public.

Building upon the need to ensure better communication with the public around the complaints process the Deputy Head of BHPSD alluded to IPCC's change in the outcome of an investigation from substantiating to upholding. This change anticipated a rise in the number of upheld complaints as the findings were not to be solely based on whether or not an Officer had acted within the law and made provision for complainants who still felt they had a grievance to be able to ask that this was recognised and learnt from. Whilst the IPCC were of the opinion that this would lead to greater satisfaction and confidence from the public in the system the Deputy Chief Constable considered that it may well have an adverse impact on the reputation of the force and this would have to be carefully managed in any communication with the public.

Ms Cerfontyne's (IPCC Commissioner) was in attendance for this item and Members questioned the reason for the increase in the number of upheld appeals. Ms Cerfontyne reassured Members that there were no specific concerns for the Authority to address. She explained that some of the inconsistencies seen in determining appeals had resulted from the structural changes to the organisation and was happy to have a dialogue with both the Force and the Authority on any matters of concern.

RESOLVED

1. That the changes to IPCC Statutory Guidelines and the implications for the Authority in its monitoring and scrutiny role of Complaints and Professional Standards be noted
2. That Authority develop a 'How to Complain' section on its website which outlines how to make a complaint and the complaint system and encourages feedback
3. That the Authority considers how it will scrutinise the new area of dissatisfaction and that this be the subject of a report to the next meeting.
4. That a Public Information Strategy be developed to ensure that there is easy access to the complaints system and that there is equal access for all.

10qz/16

SELF ASSESSMENT

The report of the Chief Executive was submitted which presented the outcome of the self assessment undertaken on the role of the Complaints and Professional Standards Committee to ensure the Committee's remit was in line with Association of Police Authorities guidance

There were two key areas highlighted in the assessment that the Committee was asked to give particular consideration and were in relation to;

- The access ways to the complaints system and whether there was equal access for all and
- How the Authority inform the public about scrutiny activity and ensuring the information is appropriate

In relation to accessibility to the complaints process the Committee was satisfied that this would be progressed through the Public Information Strategy and Equality Impact Assessment discussed during the meeting. In terms of scrutiny it had been intended to pursue the role of a BCU lead Member as identified in the White Paper and a meeting would be arranged with the Chairs of Complaints, Community Engagement and Performance on how this might want to be progressed once the political landscape and its implications became clearer.

Overall the assessment showed that the Committee was performing well and the areas for improvements which had been detailed in the Assessment attached to the report would be incorporated into the Committee's work plan. Training had also been identified to better equip Members of the Committee in their role and this would be incorporated into the Members Training Plan

In the self assessment the Chief Executive highlighted that the committee should be looking to develop lead members to support the Committee's scrutiny function and to provide resilience to its work.

RESOLVED

1. That the self assessment against the APA guidance on the oversight and scrutiny of professional standards matters be approved together with the areas for improvement now identified.
2. That the Chairs of Complaints, Community Engagement and Performance meet to progress the role of BCU Lead Member once the political landscape and its implications became clearer.

10qz/17

IMPACT ASSESSMENT – PUBLIC ACCESSIBILITY TO THE COMPLAINTS SYSTEM

In accordance with the decision of the Committee at its meeting on 26 January 2010 an Equality Impact Assessment (EIA) had been completed on public accessibility to the complaints system. The Chief Constable presented a report outlining the methodology on how the EIA was completed and the results and findings of the assessment.

The report highlighted that there was no policy in place with regards to the accessibility to the complaints system. Prior to completion of the EIA reviews had therefore been undertaken on the processes and procedures in place to enable

members of the public to make a complaint

The findings from these reviews had been used to undertake the EIA returned a high designation, meaning that there were potential impacts on equality and diversity.

A full (stage 2) equality impact assessment involving public consultation and an action plan was therefore suggested. The action plan was detailed in the report.

The Committee agreed that the outcome of the Impact assessment should be used to develop the Public Information Strategy referred to earlier in the meeting.

RESOLVED

1. That the outcome of the stage 1 equality impact assessment completed for public accessibility to the complaints system be noted
2. That a stage 2 equality impact assessment be carried out on public accessibility to the complaints system.
3. That the outcome of the Equality Impact Assessment be used to inform the development of Public Information strategy

010/qz/18 PROFESSIONAL STANDARDS CASES AND ISSUES

The report of the Chief Constable was presented on the performance of the collaborated Bedfordshire and Hertfordshire Professional Standards Department (BHPSD) for the period 1st April 2009 to 31st March 2010. An executive summary of the report was also submitted

The Committee noted the new format of the performance report had been developed in consultation with both Police Authorities to ensure that members were provided with a harmonised report set out in a logical and clear format. It was noted that future reports would include the key performance indicator set out in the IPCC Guidance 2010.

New information such as demographics and lessons learnt had also been included to provide members with a wider context in which to review performance.

The Deputy Head of the BHPSD presented the report and gave a brief overview of performance during 2009/10. He opened his address by drawing Members attention to the fact that the early performance of the BHPSD, particularly timeliness has been affected by the changes needed to build a collaborated department over the past year. As harmonised working practices became fit for purpose timeliness began to improve.

This year had seen an increase in recorded allegations with other neglect showing the largest increase. This year had also seen an increase in direction and control cases, which was also a national trend linked to the publicity following the launch of the policing pledge.

Of concern was the increase in the number of upheld appeals and was now the subject of an internal review in the Department and discussions with the IPCC and this would continue to be monitored. Also to be discussed with the IPCC and with the Home Office was the increased use of proportionate investigations following the

Taylor Reforms and as a consequence a reduction in Local Resolutions. The new IPCC guidance moved the emphasis away from this resolution as a key indicator of public satisfaction as the public were now encouraged to agree the way in which their complaint is handled.

In comparison with the MSF the BHPSD had performed well.

The Deputy Head of the BHPSD advised that the data in the report around sickness levels for Police Staff and Police officers was inaccurate and would be rectified in the report to the next meeting. Overall he considered that as harmonised working practices were now seen as fit for purpose this provided a firm foundation on which to improve performance during 2010/11 from the baseline established within the context of the IPCC guidance which came into effect from the 1st April 2010

The main issues arising from the report were as follows

(a) Policing Pledge and the link to the increase in complaints

Members questioned why the introduction of the Policing Pledge was impacting upon the performance of the Department. In response the Deputy Head of the BHPSD advised that the general increase in complaints could possibly be linked to the high profile media attention that the Policing Pledge had received. This would be established through the BHPSD complainant surveys and the outcome would be reflected in the next quarterly report.

The IPCC Commissioner urged Members not measure performance purely on whether or not complaints had increase or decreased. The best performance indicator was overall satisfaction and this could be determined by examining particular types of trend over a period of time.

(b) Increase in Complaints in Specific areas

The report highlighted increases in Direction and Control, Breach of Code C and Neglect of Duty complaints and it was agreed that the reasons for the increases would be considered in the next quarterly report.

(c). Strategic Analysis

It was agreed that the Strategic Analysis for 2010/11 would be on the Victims Code of Practice.

RESOLVED

That the report be noted and the actions identified above be progressed.

10/qz/19 MINUTES OF THE INDEPENDENT CUSTODY VISITORS PANEL

The Minutes of the meeting of the Independent Custody Visitors Panel held on 27 April 2010 were considered.

RESOLVED

That the minutes be received.

10/qz/20 COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE – OPERATIONAL RISKS

The Chief Executive orally reported that there were no specific operational risks assigned to the Committee. However Members were reminded that the Committee had obligations to the Authority's Strategic priorities in respect of robust governance arrangements, public confidence and customer needs particularly delivery of the policing pledge and that there were potential operational risks for the committee in each of these areas. Any issues arising from meetings of the Committee would therefore be incorporated into the risk register.

10/qz/21 EXCLUSION OF PRESS AND PUBLIC**RESOLVED**

That the press and public be excluded from the meeting during the discussion of the following item on the grounds that it is confidential and may involve the disclosure of exempt information as defined in paragraph 1 of part 1 of Schedule 12A to the Local Government Act 1972.

10/qz/22 SUMMARIES OF COMPLAINTS AND DISCIPLINE CASES (In Private)

A report of the Chief Constable was submitted which summarised those cases of complaints and civil claims which had been completed during the period 1 April 2009–31 March 2010.

The Chair confirmed that under the dip sampling process to review complaints that were a risk area for the Authority Members had dip-sampled those complaints involving direction and control, victim's code of practice and the policing pledge. Members also reviewed a sample of the letters of appreciation.

Members also considered a complaint that had been received by the Authority which questioned the effectiveness of complaints procedure. The Head of BHPSD had looked into the how the complaint had been dealt with and acknowledged that the correct process had not been followed. The complainant had now been contacted to resolve the outstanding issues.

RESOLVED

That the report be noted.

STATUS REPORT ON THE PROGRESS OF THE ACTIONS ARISING FROM THE LAST MEETING

	ITEM	DECISION		ACTION TAKEN
1	Matters Arising	The group set up to review letters to complainants to meet again and review other letters and Ms Graham agreed to continue to be part of the review group.		An assessment has been made on how many letters required to be reviewed. Given that there are only a few letters to be reviewed assurance has been given that the remaining letters would adopt the group's approach to ensuring 'plain english'.
2	Policing White Paper 2009 – Implications for Professional Standards	That Authority develop a 'How to Complain' section on its website which outlines how to make a complaint and the complaint system and encourages feedback	Chief Executive	Web section updated
		That the Authority considers how it will scrutinise the new area of dissatisfaction and that this be the subject of a report to the next meeting.	Chief Executive	Item 6 Refers
		That a Public Information Strategy be developed to ensure that there is easy access to the complaints system and that there is equal access for all.	Force – C Simon	Item 7 Refers
3.	Self Assessment	Areas for improvement approved	Chief Executive	Work in Progress to implement the improvements.
		That the Chairs of Complaints, Community Engagement and Performance meet to progress the role of BCU Lead Member once the political landscape and its implications became clearer.	Chief Executive	Progress of White Paper provisions remain unclear.
4	Impact Assessment – Public Accessibility to	Stage 2 equality impact assessment be carried out on public accessibility to the complaints system.	Force -C Simon	Item 7 Refers

	the Complaints System	That the outcome of the Equality Impact Assessment be used to inform the development of Public Information strategy	Force	Item 7 Refers
5	Professional Standards Case and issues	The general increase in complaints possibly linked to the high profile media attention that the Policing Pledge had received. This would be established through the BHPSD complainant surveys and the outcome would be reflected in the next quarterly report.	Force	Item 8 Refers
		Increases in Direction and Control, Breach of Code C and Neglect of Duty complaints and it was agreed that the reasons for the increases would be considered in the next quarterly report	Force	Item 8 Refers
		The Strategic Analysis for 2010/11 would be on the Victims Code of Practice.	Force c Simon	Item 5 Refers



Bedfordshire Police Authority

COMMITTEE AND MEETING DATE	COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE, 31ST AUGUST 2010
AGENDA ITEM No:	5
TITLE:	VICTIMS CODE OF PRACTICE STRATEGIC ANALYSIS; TERMS OF REFERENCE
DATE OF REPORT:	17TH AUGUST 2010
REPORT OF:	ASSISTANT CHIEF CONSTABLE (PROTECTIVE SERVICES)
AUTHOR:	MARK EVANS
ACTION REQUIRED:	REPORT FOR INFORMATION
APPENDICES:	NONE

EXECUTIVE SUMMARY:

This report presents the proposed terms of reference for the forthcoming strategic analysis of the Victims Code of Practice.

RECOMMENDATIONS:

Recommendation 1

Members are asked to ratify the proposed terms of reference for the forthcoming strategic analysis of the Victims Codes of Practice.

Originators: Mark Evans, Force Customer Services Manager
 Maria Lewis, Business Performance Manager, Bedfordshire and Hertfordshire Professional Standards Department

Date: 17th August 2010

Telephone No: (01234) 842158

E-mail: mark.evans@bedfordshire.pnn.police.uk

1 INTRODUCTION

- 1.1 The Bedfordshire and Hertfordshire Professional Standards Department is due to complete a strategic analysis of the Victims Code of Practice before March 2011.
- 1.2 Terms of reference for the analysis have been prepared and are presented below for ratification by the Committee.

2 TERMS OF REFERENCE

- 2.1 Terms of reference for the strategic analysis are as follows:
 - To confirm aims and principles of the Victims Code of Practice (VCOP).
 - To measure performance against compliance by:
 - Dip sampling monthly audit compliance and comparing to previous audits;
 - Assessing monthly complaints data in relation to 'failing to keep informed' compared to the previous period.
 - Conduct analysis of Strengths, Weaknesses, Opportunities and Threats in relation to VCOP.
 - To make recommendations to improve performance.
- 2.2 An interim report will be presented to the 23rd November 2010 meeting of the Complaints and Professional Standards Committee.
- 2.3 The final report is required by 31st March 2011.

3 CONCLUSION

This report presents the terms of reference for the forthcoming strategic analysis of the Victims Code of Practice.

4 RECOMMENDATIONS

Recommendation 1

Members are asked to ratify the proposed terms of reference for the forthcoming strategic analysis of the Victims Codes of Practice.



Bedfordshire Police Authority

COMMITTEE AND MEETING DATE	COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE, 31ST AUGUST 2010
AGENDA ITEM No:	6(a)
TITLE:	DISSATISFACTION REPORTING
DATE OF REPORT:	17TH AUGUST 2010
REPORT OF:	ASSISTANT CHIEF CONSTABLE (PROTECTIVE SERVICES)
AUTHOR:	MARK EVANS, FORCE CUSTOMER SERVICES MANAGER AND STEPHANIE MCMENENY, CHIEF EXECUTIVE, BEDFORDSHIRE POLICE AUTHORITY
ACTION REQUIRED:	REPORT FOR INFORMATION
APPENDICES:	NONE

EXECUTIVE SUMMARY:

This report presents the current position regarding recording of dissatisfaction and complaints. It presents plans to introduce a dissatisfaction database to record all reports of dissatisfaction and improve the linkages between dissatisfaction and complaints

RECOMMENDATIONS:

Recommendation 1

Members are asked to consider and note the report.

Originators: Mark Evans, Force Customer Services Manager
Date: 17th August 2010
Telephone No: (01234) 842158
E-mail: mark.evans@bedfordshire.pnn.police.uk

BACKGROUND PAPERS:

None

ADDITIONAL PAPERS:

None

1 INTRODUCTION

- 1.1 This paper informs Police Authority members of the proposals to improve the recording and management of dissatisfaction.
- 1.2 In May 2010 members were provided with a paper '*IPCC Guidance 2010 and the Policing White Paper 2009 – the Implications for Professional Standards*'. This is a joint paper setting out the implications from both the IPCC Statutory Guidance and the Policing White Paper when implemented on 1st April 2010. Although separate publications, both deal in some way with the need to recognise public dissatisfaction, the need to raise standards, empower the public and develop Citizen Focused Policing and the Policing Pledge.
- 1.3 The above paper concluded that the 'expression of dissatisfaction' will need to be taken at face value and recorded in a consistent way to ensure public confidence in the complaints system.

2 CURRENT POSITION

- 2.1 Bedfordshire Police currently uses two mechanisms to analyse dissatisfaction; victim satisfaction surveys and formal complaints to the Professional Standards Department.
- 2.2 **Victim satisfaction surveys**
 - 2.2.1 The statutory victim satisfaction surveys are carried out on the Force's behalf by an external contractor. Approximately 200 telephone calls are made per month to victims of crime and people involved in road traffic collisions. Around 50 calls are made per month to people reporting anti-social behaviour.
 - 2.2.2 Survey results are recorded and analysed by the Performance and Planning Department.
 - 2.2.3 Any reports of dissatisfaction from the survey relating to an individual officer or police staff member are forwarded to the relevant supervisor. Appropriate steps can then be taken for service recovery and/or personal development of the officer or staff member concerned.
 - 2.2.4 Currently the key survey themes relevant to overall satisfaction are:
 - Reassurance of the victim;
 - Keeping the victim informed of progress without them having to ask;
 - The giving of practical help;
 - The victim's happiness with explanation of the arrival time;
 - The offering of advice such as crime prevention.

2.3 Complaints to the Professional Standards Department

2.3.1 The Bedfordshire and Hertfordshire Professional Standards Department (PSD) records and monitors numbers of complaints made to the organisation. The following table shows the top five categories of complaints received by PSD for the most recent quarter.

Category	Number of allegations	Proportion of allegations
Other neglect or failure in duty (including failure to keep victims informed and lack of investigation)	67	37.2%
Incivility, Impoliteness & Intolerance	27	15.2%
Oppressive conduct or harassment	13	7.3%
Lack of fairness or impartiality	12	6.7%
Other assault	10	5.6%

2.3.2 Information on complaints received by PSD is reported to a number of Force management groups, including the Public Confidence Delivery Board, Service Improvement Group, Divisional Leadership Teams and Raising the Bar meetings

2.3.3 Complaints recorded under the largest category, 'other neglect', are likely to include cases where the complainant had been in contact with the Force prior to making a formal complaint. Such complainants may have taken part in a previous victim satisfaction survey. However it is currently not possible to link formal complaints with previous dissatisfaction expressed through the survey.

3 INTRODUCTION OF A DISSATISFACTION DATABASE

3.1 The Force is preparing a business case for a dissatisfaction database to record and enable analysis of all reports of dissatisfaction. This will improve Customer Service by responding proactively to reports of dissatisfaction, thus preventing escalation into a formal complaint.

3.2 There is currently no accurate picture of the key drivers of dissatisfaction. The dissatisfaction database will lead to a more detailed picture of the level of dissatisfaction. This will include issues currently not covered by the victim satisfaction survey, for example lack of contact from an individual's local safer neighbourhood team and issues around deployment of the police helicopter. These issues are regularly received within the Contact Management Centre but are not recorded.

3.3 The Force Customer Service Teams at Bedford, Luton and Dunstable will actively manage the dissatisfaction database. The Customer Service Teams will be responsible for ensuring that reports of dissatisfaction are acted upon in a timely manner. Quick evaluations will enable rapid escalation to PSD of complaints of Conduct or Direction and Control.

3.4 Analysis will include the number and type of complaint, mapped against locality, department and the officer involved. This will assist community

engagement by departments and partner organisations, as well as individuals' development.

4 SERVICE AND FINANCIAL IMPLICATIONS

- 4.1 This business case will be presented to the Senior Leadership Team (SLT) on 28th September 2010. Delivery will depend on SLT approval and the priority given against other projects. The Force is considering adoption of a dissatisfaction database developed by Suffolk Constabulary. This is being offered free of charge and will entail a minimal installation cost. The system meet the Force's needs and is adaptable to meet changing future requirements. Systems used by a number of other forces have been reviewed but are considered overly bureaucratic and of limited effectiveness. Opportunities have been sought to share dissatisfaction data with local authority partners in Bedfordshire and Luton. However, partners do not collect dissatisfaction data and lack systems that could be adapted to meet the Force needs.

5 CONCLUSION

This report presents the current position regarding recording of dissatisfaction and complaints. It presents plans to introduce a dissatisfaction database to record all reports of dissatisfaction and improve the linkages between dissatisfaction and complaints.

6 RECOMMENDATIONS

Recommendation 1

Members are asked to consider and note the report.



Bedfordshire Police Authority

COMMITTEE AND MEETING DATE	COMPLAINTS & PROFESSIONAL STANDARDS COMMITTEE 31 AUGUST 2010
AGENDA ITEM No:	6(b)
TITLE:	IPCC STATUTORY GUIDANCE – SCRUTINY OF DISSATISFACTION
DATE OF REPORT:	18 August 2010
REPORT OF:	POLICE AUTHORITY
AUTHOR:	CHIEF EXECUTIVE
ACTION REQUIRED:	FOR DECISION
APPENDICES:	NONE

EXECUTIVE SUMMARY:

As a response to the revised IPCC Statutory Guidance and the implications for Professional Standards which was reported to the last Committee meeting in May 2010 this report presents a proposal for future scrutiny of dissatisfaction as requested. It also proposes a consistent approach to all public feedback considered by the Committee.

RECOMMENDATIONS:

Recommendation 1

To approve the scrutiny arrangements for expressions of dissatisfaction with the Police Service.

Recommendation 2

To approve the process of all feedback from the public in respect of complaints, expressions of dissatisfaction and civil litigation, as proposed in Section 3 of this report, and of an evaluation to be undertaken to review its effectiveness at year end.

Originators: Stephanie McMenamy
Date: 18th August 2010
Telephone No: 01234 842066
E-mail: Stephanie.mcmenamy@bedfordshire.pnn.police.uk

BACKGROUND PAPERS:

None

ADDITIONAL PAPERS:

None

1 INTRODUCTION

- 1.1 Members considered a report at the last Committee meeting which provided an overview of the implications of the IPCC Statutory Guidance, which came into effect from 1 April 2010, and the Policing White Paper 2009 for both the Force and the Authority.
- 1.2 The Authority needs to consider how it will scrutinise the new area of dissatisfaction and this report sets out a proposal for members' consideration and approval. The report has been produced with the knowledge of the proposal for a dissatisfaction database that members are considering earlier on the agenda and therefore makes reference to the proposed database within the report.
- 1.2 1.3 Given the significant changes that have been brought about by the coalition Government since the last meeting of this Committee this report is focussing on the IPCC Statutory Guidance, incorporating the ambitions of the White Paper where they are aligned with the Authority and Force strategic priorities.

2 IPCC GUIDANCE – RECORDING PUBLIC DISSATISFACTION

- 2.1 The revised guidance moves away from a focus on whether an officer has committed misconduct towards:
- Encouraging the police to acknowledge poor service, apologise and put things right whether or not an individual officer is at fault
 - Stating that complaints should be upheld when the service has fallen below an acceptable standard, and not just when misconduct against an officer can be proved
 - Aiming to cut bureaucracy and speed up how Forces deal with lower level complaints. It emphasises that individual officers should still be held rigorously to account where they are alleged to have committed criminal or disciplinary offence.
 - Aiming to drive national consistency in the way complaints are handled.
- 2.2 In order to comply with the guidance the Committee will want to understand how an expression of dissatisfaction is defined by the Force. It will also need to consider how the scrutiny of this new area of 'dissatisfaction' is achieved efficiently and effectively.
- 2.3 Given the Authority now has a duty to progress service delivery complaints the introduction of a dissatisfaction database would allow it to fulfil this duty.

3 SCRUTINY ARRANGEMENTS

3.1 Once the Committee is satisfied that there is a clearly understood definition and process in place then the focus of its scrutiny will be:

(1) Accessibility/Communication

- Are the public clearly signposted to ways of expressing dissatisfaction with the Police service?
- Are officers and staff aware of the process?

The accessibility of the dissatisfaction process should be shaped by the Public Information Strategy and the impact assessment that has been undertaken as part of its development. This should ensure that barriers that have been identified as preventing people engaging are addressed through the positive approach the Committee have defined as a key focus of this strategy as it is developed.

(2) Reassurance

The Committee will want to be assured that reports of dissatisfaction are dealt with appropriately and in a timely manner.

The proposed database would be able to provide a summary of the types of dissatisfaction with timelines.

(3) Lessons learnt

The proposal for a database recognises the opportunity to increase organisational learning.

From the research that the IPCC have undertaken they have found that the majority of those that make a complaint, or express dissatisfaction with the service received, are looking for recognition that improvements can be made. It is important therefore that the Committee is assured that lessons are learnt from this form of feedback to improve the service thereby adding value to the procedures under review and informing the skills gaps and training needs within the organisation.

(4) Complaints

- Are reports of dissatisfaction escalated into complaints, as appropriate?

This can be recorded using existing systems if the need is identified during the proposal stage.

Although the short term implications are difficult to ascertain if reports of dissatisfaction are dealt with appropriately then in the longer term the Committee may expect the number of complaints to reduce.

Proposal

To assist the Authority's scrutiny in these areas it is proposed that all feedback from the public, whether in relation to complaints, dissatisfaction or civil litigation, as defined within the Committee's terms of reference, are dealt with in a consistent manner by the Complaints and Professional Standards Committee.

(1) Monitoring

This would ensure that the Committee receives regular monitoring reports on complaints, dissatisfaction and civil litigation, providing an overview of the types, numbers and the timeliness of responses.

In recent years the Authority has only received a monitoring report of complaints.

(2) Dip Sampling

If the Committee dip samples each form of feedback, having pre-selected a category type, then it can reality check the focus points as previously highlighted:

- Accessibility/Communication
- Reassurance
- Lessons learnt
- Complaints, as appropriate.

(3) Progress Report

This will provide the Authority with assurances that agreed recommendations arising from complaints, expressions of dissatisfaction or civil litigation are implemented.

Members are asked to consider this process being used for all relevant feedback to this Committee

4 SERVICE AND FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report however there will be service implications if the Committee agrees to increase the monitoring undertaken by the Force to be extended to include expressions of dissatisfaction and civil litigation. It is therefore essential that if monitoring increases the Committee is assured that it can provide value for money to the process.

5 OTHER IMPLICATIONS

- 5.1 Equality, Diversity and Human Rights-an equality impact assessment has been undertaken of the public accessibility to the complaints process which will inform the Committee's scrutiny of accessibility and communication.
- 5.2 Procurement-none identified.

- 5.3 Legal Implications-none identified.
- 5.4 Human Resources-none identified.
- 5.5 Corporate Governance –the proposal would enable the Authority to comply with its responsibilities in a consistent manner thereby clarifying and simplifying the governance arrangements with regard to public feedback.
- 5.6 Policy and Strategic Aims- the proposal enables the Authority to fulfil it's responsibilities against the IPCC Statutory Guidance however it also strives to ensure VFM to support strategic priorities by capturing learning for the organisation.
- 5.7 Reducing Carbon footprint / waste-none identified.
- 5.8 Confidence-The proposal enables the Complaints and Professional Standards Committee to ensure that all public feedback relevant to its remit is monitored and considered with the purpose of improving the service experienced by Bedfordshire's communities. By effectively identifying learning and progressing agreed recommendations public confidence can be improved.

6 RISK

- 6.1 If the Committee is not using public feedback to improve the policing service then this could have a detrimental impact on the perception that the public have of the Force and Authority, compromising the vision and impacting on the ability to deliver against strategic priorities.
- 6.2 In addition to the corporate governance issues raised earlier in the report the proposal would mitigate against two particular operational risks:
 - A learning environment that enables innovation from bottom up and vice versa particularly in relation to the issues of a) processes not being aligned to the most effective and efficient service delivery model b) training plan is not aligned to performance priorities and c) the supervision process provides for addressing poor and rewarding good performance.
 - Managing public expectations and confidence including understanding customer needs.

7 CONCLUSION

Members are asked to consider whether they wish the Authority to develop this approach to all aspects of feedback under the Committee's consideration for a year, whether this is delivered through the proposed database or otherwise, and then undertake a review to evaluate its effectiveness.

The way in which the Committee undertakes its scrutiny role should be aligned with the strategic priorities to individuals and value for money.

8 RECOMMENDATIONS

Recommendation 1

To approve the scrutiny arrangements for expressions of dissatisfaction with the Police Service.

Recommendation 2

To approve the process of all feedback from the public in respect of complaints, expressions of dissatisfaction and civil litigation, as proposed in Section 3 of this report, and of an evaluation to be undertaken to review its effectiveness at year end.



Bedfordshire Police Authority

COMMITTEE AND MEETING DATE	COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE, 31ST AUGUST 2010
AGENDA ITEM No:	7
TITLE:	IMPACT ASSESSMENT – PUBLIC ACCESSIBILITY TO THE COMPLAINTS SYSTEM
DATE OF REPORT:	17TH AUGUST 2010
REPORT OF:	ASSISTANT CHIEF CONSTABLE (PROTECTIVE SERVICES)
AUTHOR:	EDWARD MAJOR
ACTION REQUIRED:	REPORT FOR INFORMATION
APPENDICES:	APPENDIX A: FULL EQUALITY IMPACT ASSESSMENT FOR ACCESSIBILITY TO THE COMPLAINTS PROCESS APPENDIX B: PUBLIC ACCESS TO THE COMPLAINTS SYSTEM IN BEDFORDSHIRE

EXECUTIVE SUMMARY:

This report presents a full equality impact assessment for accessibility to the complaints procedure and data on public access to the complaints system in Bedfordshire Police.

RECOMMENDATIONS:**Recommendation 1**

Members are asked to consider the full equality impact assessment for accessibility to the complaints process.

Recommendation 2

Members are asked to note the data presented on routes used to access the complaints system in Bedfordshire.

Recommendation 3

Members are asked to consider how the Public Information Strategy agreed at the meeting on 18th May 2010 is taken forward following the completion of the Equality Impact Assessment.

Originators: Edward Major, Planning and Inspections Manager
Maria Lewis, Business Performance Manager, Bedfordshire and Hertfordshire Professional Standards Department
Detective Chief Inspector Shane O'Neill, Head of Public Complaints Bedfordshire and Hertfordshire Professional Standards Department,
Date: 17th August 2010
Telephone No: (01234) 842062
E-mail: edward.major@bedfordshire.pnn.police.uk

BACKGROUND PAPERS:

IPCC Statutory Guidance 2009
Overview of the implications of the IPCC Statutory Guidance 2009 (presented at meeting on 18th May 2010)
Police Authority self assessment (presented at meeting on 18th May 2010)

ADDITIONAL PAPERS:

None

1 INTRODUCTION

- 1.1 This report presents a full equality impact assessment for accessibility to the complaints procedure and data on public access to the complaints system in Bedfordshire Police.

2 FULL EQUALITY IMPACT ASSESSMENT FOR ACCESSIBILITY TO THE COMPLAINTS PROCESS

- 2.1 The initial, Part 1 equality impact assessment for accessibility to the complaints process indicated potential high level differential service aspects in relation to race, disability and religion/belief. It indicated potential medium level differential service aspects in relation to sexual orientation and gender.
- 2.2 The Complaints and Professional Standards Committee of 18th May 2010 asked for a full, stage 2 equality impact assessment to be completed. This assessment has been completed under the direction and guidance of the Force Diversity and Inclusions Advisor who is aware of and has approved the content.
- 2.3 The full equality impact assessment is attached at Appendix A. This has been completed on the Force's standard equality impact assessment template.
- 2.4 The full equality impact assessment shows the feedback received during the assessment. This shows the range of organisations consulted to cover the areas raised by the stage 1 assessment. The following eight actions were identified as a result of the full assessment:

No.	Objective	Action	Timescale	Lead officer
1	Broaden accessibility to the Police Internet.	Liaise with Beds IT to consider options to ease access to Internet (cf. Suffolk's website and the 'flag' system).	April 1 st 2011	DCI PSD*
2	Gauge if the low level of young persons complaining is representative.	Liaise with ACPO Lead on Complaints to discuss low reporting levels of younger and more elderly people.	1 st October 2010	DCI PSD*
3	Seek to achieve the number of BME front-office staff is representative of the Bedfordshire communities.	Measure number of BME front-office staff with view to proportionately representing communities.	1 st April	AD (PS)
4	Ensure that the Beds website is not exclusive towards trans community	Liaise with Diversity Manager to review website	1 st December 2010	DCI PSD*
5	Ensure that staff understand the formal procedure for recording complaints.	Consider marketing options re complaint-recording within Force.	1 st December 2010	DCI PSD*
6	Provide audio instructions on complaints process for members of public (particularly for those with	Scope opportunity to provide audio assistance.	1 st April 2011	DCI PSD*

	learning difficulties or who are blind/partially sighted).			
7	Ensure complaint forms (and forms generally) are available in to visually impaired community.	Scope what is currently present and provide suitable material for visually impaired community.	1 st April 2011	DCI PSD*
8	Ensure D/deaf ¹ and deafblind community know existence of police Link officers and staff.	Liaise with DC Driscoll to explore best methods to advertise.	1 st April 2011	DCI PSD*

* Detective Chief Inspector, Bedfordshire and Hertfordshire Professional Standards Department.

- 2.5 The action plans will be monitored on a bi-monthly basis through feedback from the main action owner, the Professional Standards Department Detective Chief Inspector, to the Bedfordshire Diversity and Inclusion Advisor. Action plans will be reported to the Bedfordshire Service Improvement Group, chaired by the Chief Superintendent K Division, which meets monthly.

3 PUBLIC ACCESS TO THE COMPLAINTS SYSTEM IN BEDFORDSHIRE

- 3.1 In taking forward the Public Information Strategy members may wish to consider Appendix B that summarises the various reporting routes used to access the complaints system in Bedfordshire, comparing the first quarter (April to June) of 2010-11 with the same period in 2009-10. Routes for reporting complaints are presented according to age, gender, disability, sexual orientation and ethnicity.

4 SERVICE AND FINANCIAL IMPLICATIONS

- 4.1 The full equality impact assessment was undertaken to assess the potential differential service implications identified in the initial stage 1 assessment. The resultant action plans will continue to address the service implications.

5 OTHER IMPLICATIONS

- 5.1 Accessibility to the complaints process carries implications in the following areas:

- Equality, diversity and human rights;
- Legal;
- Welfare of children and vulnerable adults;
- Confidence.

The action plans deriving from the full equality impact assessment will continue to address these implications.

¹ D refers to individuals who see themselves as part of the deaf community, deaf refers to individuals who are deaf but do not consider themselves as part of the deaf community for example they do not use sign language

6 **RISKS**

- 6.1 Improving accessibility to complaints from the public is an identified action under the operational risk 'Delivery of the Policing Pledge'.

7 **CONCLUSION**

This report presents a full equality impact assessment for accessibility to the complaints procedure and data on public access to the complaints system in Bedfordshire Police.

8 **RECOMMENDATIONS**

Recommendation 1

Members are asked to consider the full equality impact assessment for accessibility to the complaints process.

Recommendation 2

Members are asked to note the data presented on routes used to access the complaints system in Bedfordshire.

Recommendation 3

Members are asked to consider how the Public Information Strategy agreed at the meeting on 18th May 2010 is taken forward following the completion of the Equality Impact Assessment.

APPENDIX A**FULL EQUALITY IMPACT ASSESSMENT FOR ACCESSIBILITY TO THE COMPLAINTS PROCESS**

PART TWO - FULL EQUALITY IMPACT ASSESSMENT FOR POLICIES AND STANDARD OPERATING PROCEDURE.

Complete only if Part One received a Medium or High Impact Assessment

Name of policy/SOP to be assessed	ACCESSIBILITY TO THE COMPLAINTS PROCESS	Date of Assessment	6 th August 2010
Person responsible for assessment	Detective Chief Inspector, Head of Public Complaints, Beds and Herts Professional Standards Department		

The EIA Part One identified a Medium/High differential impact in the following area(s) (*tick as appropriate*)

	Racial	Sex	Gender reassignment	Disability	Sexual Orientation	Age	Religion /Belief	Dependents/ caring responsibilities	Socio-economic
Medium		Low	Low		X	X		Low	Low
High	X			X			X		

As a result of the initial assessment provide details of the additional consultation that has taken place.

Date	Whom	How did that feedback impact on any changes?
23/07/2010	Luton IAG Member	A Luton IAG member spoke from a perspective of Race, Religion and Age. His feedback included thoughts on enhancing the Internet. He stated that black people and Asians were less likely to complain in person as they feared being humiliated when attending police stations; they are more likely to use the internet (this is backed up by our data) so any prerogative aimed at this will be useful. (Thoughts shared by the Chair of the Bedfordshire Police Black and Asian Staff Support Group (BASSG)). (See Action 1)
23/07/2010	Marsh Farm Young Advisor	The advisor said that <u>young people</u> are less likely to complain as it "takes too long and they are too busy getting involved in other things". To encourage young people to complain more, awareness of the Beds Police internet site should be raised via a poster campaign in schools, youth centres and colleges. The police should also visit such establishments more on a relaxed, informal basis to try and bridge the anti-authoritarian gaps that are trendy to adopt within youth culture. Nationally, young people are less likely to complain. Bedfordshire is not alone in this. Young people are most likely to be both victims and offenders and so they do 'meet' the police regularly. (Action: link in with ACPO Complaints Lead to discuss any initiatives to explore this issue.) The national (and our local statistics show that elderly people are also less likely to complain (although they do have less contact with police)).
27/07/2010	Bedfordshire African	The feedback was that people would not necessarily know how to complain but would be able to 'work it out' and that their preference

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	Community Centre	would be the Internet as it provided such ease, and a quicker response.
02/08/2010	Chair, BASSG	<p>The feedback echoed the Luton IAG member, above re the Internet being accessible in the top languages for Bedfordshire. He also suggested:</p> <ul style="list-style-type: none"> • Front offices need <u>BME</u> staff as visible comfort and cultural/spoken guidance; • The complaints procedure be displayed in the top 5 languages in Beds; • Posters displaying procedure in various languages should be placed at police buildings and community centres; • A telephone message in various languages should be placed on the options once a central number has been dialled explaining what to do and how to do it; • Officers should provide the central number at crime scenes for people to use if required. <p>Additionally, should the contact number for Beds Police be a 'free phone number'?</p>
23/07/2010	Luton IAG and Marsh Farm Young Advisor	<p>The consultee spoke about <u>young people</u> and echoed the thoughts of the Marsh Farm Young Advisor above, saying that young people were distracted by their other activities and too busy to complain. I put to him the thoughts of the Marsh Farm Young Advisor and he agreed. Speaking on race and religion, said that people knew how to complain and he listed several methods. He said that <u>Asian people</u> had a mistrust of the police and how they would be treated as they viewed the police as 'white'. Efforts need to be increased to reassure these communities that they will be treated fairly and openly when they approach the police with complaints.</p>
02/10/2010	National Trans Police Association	<p>The consultee was careful not to claim to speak for the whole <u>transgendered society</u> but he said that the trans community would generally know HOW to complain. The issues came beyond this point:</p> <ul style="list-style-type: none"> • He explained that the <u>trans community</u> are one four communities (the others being disabled people, refugee and asylum seekers and Gypsy and Traveller people) which the government want to target to close their 'confidence gap' in the Police. See page 12 of http://library.npia.police.uk/docs/homeoffice/hate-crime-action-plan.pdf • They may lack confidence that they would be treated fairly, and fear that pursuing a complaint may necessitate the disclosure of one's gender identity which may have negative consequences: i.e. being victimised a second time by being treated in a transphobic way by those to whom they may complain. See page 38 of http://www.equalityhumanrights.com/uploaded_files/trans_research_review_rep27.pdf • Ensure that gender identity is included in Bedfordshire's monitoring of complaints – the Beds current on-line complaint form only monitors gender and ethnicity - this would reassure members of the trans community that they would be treated with equal respect. • Detail how disclosure of one's gender identity will be kept confidential when making a complaint - this would reassure members of the trans community that they are not at risk of being victimised a second time: i.e. "Confidentiality is an especially sensitive issue for trans individuals. No non-essential disclosure of their trans status or history will occur." • Expand the Beds complaint "title" box to include non-gender specific options i.e. offer the option of 'no title' - this would indicate you are inclusive of those who do not identify as either male or female i.e. genderqueer. • Ensure references to the trans community on your website and on

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		<p>other printed material does not confuse gender identity with sexual orientation. For example, the current Beds Internet page on reporting transphobic hate crime confuses gender identity with sexual orientation - which a member of the trans community may perceive as a lack of knowledge and awareness likely to mean they will be treated poorly.</p> <p>(Action 4)</p>
02/08/2010	Information Service Manager, Disability Resource Manager	<p>Consultee felt that if <u>disable bodied</u> people wanted to make a complaint, they tended to be very computer-literate and would be able to do so. She added that if a disabled person did not know, they would approach the Citizen's Advice Bureau to find out. She ended by saying, "In the six years that I have been Information Manager at the Disability Resource Centre I have never been asked this question which hopefully means that few people with disabilities need to access the complaints process."</p> <p>(No action from this)</p>
02/08/2010	Bedford and District Access Group	<p>This group provides a focus for matters relating to safe and easy access to buildings and facilities and to disseminate information and advice with the concerns of <u>physically disabled</u> people in mind. It felt that access to police buildings in Bedfordshire was very good now, as long as you only needed to go to the front office, which in most cases was enough. The group saw no barriers to physically disabled people, of any culture, accessing the complaints system as long as they had support; they recognized the variety of ways in which to access the process. One point that was discussed was "Do people who want to make a complaint know that PSD would go out to see them if their mobility was restricted?"</p> <p>They agreed though that the remit was too broad and needed redefining.</p> <p>(No action)</p>
02/08/2010	MIND	<p><i>"Mind" helps people take control of their <u>mental health</u>. We do this by providing high-quality information and advice, and campaigning to promote and protect good mental health for everyone.</i></p> <p>MIND agreed that this was a complex area. They recognized that the area of question was broad but felt it was too difficult to further an accurate answer. Mind recognized that many people with mental health issues would absolutely complain to the police as the police offers a 'focus' for the individual to engage with, even though it may be in the form of a complaint. The EIA Pt 1 suggested a gap in services here, but Mind felt that if any of their members sought advice they could point them to the Internet, local MP or Citizen's Advice to make a complaint.</p> <p>On speaking with staff and officers within and outside of PSD, they did seem aware of the options available for dealing with people with disability (either mental or physical)...i.e. identifying as 'vulnerable', use of ABE and Special Measures generally, with focus on "who can provide support" for a range of vulnerable people, and maintaining this through the whole process and to Court if necessary)</p> <p>(Action 5: Review with authors of Part 1 EIA, the rationale for stating answer to Q10)</p>
02/08/2010	Mencap	<p><i>Mencap support thousands of parents, carers and people with a <u>learning disability</u> to lead a full and valued life.</i></p> <p>Mencap stated that the nature of the person's learning difficulties was the barrier to complaining, not the processes that we spoke about. They felt that if the person had support (through family or friends or Mencap) then access to the complaints process would not be an issue. Again, we spoke of ABE and the safeguards in place to protect and support people with learning difficulties.</p> <p>Nevertheless, as reading is an issue, could some audio facility explaining the process be made available to assist this community</p>

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		and empower them to find information on their own? (either a helpline or a facility on the Internet?) (See Action 6)
26/07/2010	RNIB and 'Sight Concern', Luton	(Supporting <u>visually impaired</u> people). Unsure about the complaints system itself, although the both the RNIB and Sight Concern felt that their members would know where to find information on how to make a complaint, they offered generic feedback to ensure the process was made easier to access: <ul style="list-style-type: none"> • Do we have forms available in Braille? If they are not readily available are we able to get them as and when required? • Is literature available in large font for visually impaired people? • Can we change the colour of font and background for people with dyslexia? (See Action 7)
02/08/2010	Deaf Association and Bedfordshire Police Link officer for D/deaf* and deafblind	As with the RNIB and Sight Concern, the Deaf Association consultee knew no specifics of the complaints process although stated that their members would work out 'many of the avenues to complain. The D/deaf* community is no different to any snap shot of people in respect of access to education, public information and services. There are varying degrees of ability relating to social & economic backgrounds etc. "Access to information has changed dramatically since computers and mobile phones opened up the world and changed methods of communication for the better (easily affordable and in many cases provided free etc). Mobile phones and email have over-taken use of technical aids such as minicom units, so the police generally are more accessible to more people. Older generation still do not tend to use computers or mobiles though. This is no different to the hearing elderly." Access to the complaint system would be via Police Authority or the IPCC or MP, rather than direct to the Police as this would probably be seen as too official and out of reach: Police have generally been seen as totally 'hearing'. Bedfordshire/Hertfordshire have trained 'Link' officers for the D/deaf* & deafblind who are able to carry out an assessment on the communication methods of an individual or advise their colleagues on methods and tactics. The website advertises use of Minicom and RNID 'typetalk' too. Bedfordshire Police Link officer for D/deaf* and deafblind says that D/deaf* people are generally less likely to complain or contact the police generally for the reasons above plus that they do not know about the existence of Link Officers who can assist them. We have the Bedfordshire Police Link officer for D/deaf* and deafblind, mentor and lead for the Link Officers for the D/deaf* & deafblind, with the following qualifications: MIFL/Dip RSA/Foundation Cert Deaf Studies, BSL 2/Pre- level 3, Cert Deaf Community & Culture/ Cert Deaf Awareness/ Cert communication tactics, plus the 'Signature' Organisational Achievement Award 2009, Diversity Award Herts Police Authority 2008, and one of the Nominees for Janes' Police Review Diversity in Policing 2008. (Action 8: ensure the presence of Link Officers is overtly advertised on the website and in literature)

*refer to page 4 footnote 1

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Action Plan.

List any actions you have identified as a result of undertaking the EIA. Actions should be prioritised and have a monitoring mechanism in place

No	Objective	Actions	Outcomes	Timescales/ Milestones	Lead Officer
1	Broaden accessibility to the Police Internet	Liaise with Beds IT to consider options to ease access to Internet (cf. Suffolk's website and the 'flag' system)		April 1 st 2011	DCI PSD
2	Gauge if the low level of young persons complaining is representative.	Liaise with ACPO Lead on Complaints to discuss low reporting levels of younger and more elderly people.		1 st October 2010	DCI PSD
3	Seek to achieve the number of BME front-office staff is representative of the Bedfordshire communities.	Measure number of BME front-office staff with view to proportionately representing communities.		1 st April	TBC
4	Ensure that the Beds website is not exclusive towards trans community	Liaise with Diversity Manager to review website		1 st December 2010	DCI PSD
5	Ensure that staff understand the formal procedure for recording complaints.	Consider marketing options re complaint-recording within Force.		1 st December 2010	DCI PSD
6	Provide audio instructions on complaints process for members of public (particularly for those with learning difficulties or who are blind/partially sighted)	Scope opportunity to provide audio assistance.		1 st April 2011	DCI PSD

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7	Ensure complaint forms (and forms generally) are available in to visually impaired community.	Scope what is currently present and provide suitable material for visually impaired community.		1 st April 2011	DCI PSD
8	Ensure D/deaf* and deafblind community know existence of police Link officers and staff	Liaise with DC Driscoll to explore best methods to advertise.		1 st April 2011	DCI PSD

*refer to page 4 footnote 1

Describe how will you monitor the policy/SOP and implementation of the Action Plan.

The action plans will be monitored on a bi-monthly basis through feedback from the main action owner, DCI O'Neill, to the Bedfordshire Diversity and Inclusions Advisor, Theresa Peltier, and will also be reported on at the Bedfordshire Service Improvement Group, chaired by Chief Supt Simon, which meets monthly.

The Equality Impact Assessment and action plan have been approved by the Diversity and Inclusions Advisor. :

Additional Comments:

Bedfordshire Police is committed to providing an excellent service to the public. Professional standards are at the core of policing, in its integrity, ethics and the impact it can have on public reassurance and confidence in the service provided.

The Beds and Herts Professional Standards Department complaint form currently records details of self defined ethnicity and gender. It requires a box to be ticked where the complainant perceives the alleged conduct to be aggravated by discriminatory behaviour in respect of race, ethnicity, gender, mental health, disability, sexual-orientation, and religion. Data is recorded on the PSD Centurion database re age, gender and self-defined ethnicity in respect of complainant, and self defined ethnicity in respect of the person complained against. Also, there is a statutory right of appeal in respect of complaints, to the IPCC, and this data is carefully monitored in order to learn from any feedback.

Organisational learning is collated and disseminated by PSD to record lessons learnt from complaint and misconduct investigations.

PSD also conducts continuous 'Customer and Staff satisfaction surveys' and these are provided to the Police Authority.

Data (Entitled "Access to the Complaints System" comparing this to last year's 'quarter' is attached....

This EIA Part II assessment necessarily 'scratches the surface' and for real, effective feedback, requires a more carefully defined focus specifying exactly which communities within "Age", within "Religion and Faith", within "Race" etc, are to be engaged with and then ALL must be addressed in a systematic manner; this would be a very significant piece of work and much longer-term necessarily. The current EIA process needs a more "scientific" approach than it currently employs.

Signature .Theresa Peltier.
Diversify and Inclusions Advisor

Date 12th August 2010

Approved by Board Date:

Please email completed form to Information Governance at

dataprotection@bedfordshire.pnn.police.uk

Contact Information Governance: Bedfordshire Police Headquarters, Woburn Road, Kempston, Bedfordshire.MK43 9AX.

APPENDIX B

PUBLIC ACCESS TO THE COMPLAINTS SYSTEM IN BEDFORDSHIRE (APRIL TO JUNE 2010 COMPARED TO APRIL TO JUNE 2009)**Summary**

Between 1st April and 30th June 2010 134 members of the public made a recorded complaint against Bedfordshire Police compared to 103 in the same period the previous year.

Of these 134 complainants 43% made their complaint via electronic routes (website and emails) and 37% by written letter. This compares 40% and 32% respectively for the previous year. Use of the more personal forms of access (by telephone or by visiting a police station) is decreasing. Complaints via telephone or a visit to a police station offered the opportunity for an immediate response which could provide a timely and suitable resolution.

The following tables present data on the various reporting routes used to access the complaints system in Bedfordshire according to age, gender, disability and ethnicity.

Table B1: Method of reporting by complainant age

Age	Unknown	Letter	Telephone	Visit	Website	E-mail	Total
Unknown	0	20	3	0	2	5	30
1 - 20	0	2	0	2	2	2	8
21 - 30	0	8	2	5	6	5	26
31 - 40	0	5	2	3	3	7	20
41 - 50	0	6	5	0	0	17	28
51 - 60	1	5	0	1	2	4	13
over 60	0	4	2	0	1	2	9
Total	1	50	14	11	16	42	134

Electronic routes combined (email and website) are the preferred method of access across all age groups with the exception of those over 60, where reporting by letter is preferred. Compared to the previous year use of electronic routes in the age bands up to 20 and over 60 has increased. Age is unknown for 22% of complainants, the majority of which are reported by letter. The numbers where age is unknown fall during the investigation; latest data for the preceding year shows only 4% unknown.

Table B2: Method of reporting by complainant gender

Gender	Unknown	Letter	Telephone	Visit	Website	E-mail	Total
Female	0	17	4	0	4	18	43
Male	1	32	10	11	12	24	90
Unknown	0	1	0	0	0	0	1
Total	1	50	14	11	16	42	134

Table B2 shows complainants by gender. Of the additional 31 complainants compared to the previous year 30 are males. Whilst statistically males commit more crimes than females it is not known if this is behind the gender disparity as, at the time of recording it is not always determined if the complaint is linked to the complainant being a detainee. Female use of electronic routes and male use of

letters has significantly increased with a decrease in reporting via telephone, fax or visiting a station.

Table B3: Method of reporting by complainant ethnicity

Ethnicity	Unknown	Letter	Telephone	Visit	Website	E-mail	Total
Unknown	0	0	1	0	0	0	1
Asian	0	3	1	2	5	7	18
Black	1	2	0	0	0	5	8
Other	0	0	0	2	0	1	3
Unknown	0	21	3	0	2	7	33
White	0	24	9	7	9	22	71
Total	1	50	11	11	16	42	134

Members of the public from an Asian or Black ethnic group utilise the electronic route significantly more than any other ethnic group, over 50% of their recorded complaints were received via this method. Whilst those from the White community have utilised electronic routes more than any other method the difference between this route and a letter is much smaller than for Asian and Black complainants. Reporting a complaint via the electronic route has increased across all ethnic groups compared to the previous year. Ethnicity is a characteristic not always known at the beginning of a case. The current percentage of unknown is 25% compared to 4% last year.

Table B4: Method of reporting by complainant disability

Disability	Unknown	Letter	Telephone	Visit	Website	E-mail	Total
None	0	40	8	9	12	38	107
Other	0	9	4	1	1	4	19
Physical	1	0	0	0	1	0	2
Physical	0	0	1	0	1	0	2
Other	0	0	0	1	0	0	1
Prefer not to say	0	1	1	0	1	0	3
Total	1	50	14	11	16	42	134

Information regarding any disabilities is sought through a diversity questionnaire which is sent to a complainant when their complaint is recorded and finalised. This is an area where the number of unknowns is in the majority. Therefore any pattern or preferences is difficult to ascertain.



Bedfordshire Police Authority

COMMITTEE AND MEETING DATE	Complaints & Professional Standards Committee – 31st August 2010
AGENDA ITEM No:	8
TITLE:	Executive Summary On Professional Standards Matters
DATE OF REPORT:	19th July 2010
REPORT OF:	ACC Protective Services
AUTHOR:	Detective Superintendent Martin Darlow
ACTION REQUIRED:	That members note the content in the context of the full report at Appendix 'A'.
APPENDICES:	'A' - Chief Constables Report on Professional Standards Issues.

1. Introduction

- 1.1. This paper provides members with an executive summary of the Chief Constables report into Professional Standards matters found at appendix 'A'.
- 1.2. The report covers the first quarter data for the collaborated Bedfordshire and Hertfordshire Professional Standards Department (BHPSD) for the period 1st April to 30th June 2010.
- 1.3. The format of the report has been agreed by both Police Authorities to ensure that members are provided with a harmonised report set out in a logical and clear format.
- 1.4. The format sets out data under 10 headings and provides information in a consistent way showing each forces performance separately and then combined.

- 1.5. Members will note that at Section 1 of the report it was the intention to provide the latest IPCC performance 'dashboard' each quarter. Whilst an explanation of the dashboard has been provided, no data is presently available owing to an IPCC national IT upgrade. It is anticipated that this will become available in October 2010. As an interim measure most similar family data has been provided at pages 7 & 8.

2. Performance Overview

- 2.1. The BHPSD is performing well when compared with its most similar family (MSF).
- 2.2. The local performance indicators (page 9) provide comparative data between Bedfordshire and Hertfordshire and while there is some disparity the gaps are closing as harmonised processes have embedded. Of particular note is the low Independent Police Complaints Commission (IPCC) upheld appeal rate with only 2 appeals being upheld, 1 for each Force.
- 2.3. The productivity of the BHPSD has improved significantly. 222 cases have been finalised this quarter compared to 115 for the same period last year (Bedfordshire 58 to 91, Hertfordshire 57 to 131).

3. Performance Highlights

- 3.1. **Timeliness** – The number of cases over 120 days at the end of the first quarter 09/10 stood at 10 (6 Bedfordshire and 4 Hertfordshire) compared to this year at 4 (3 and 1). The aim is to have no such cases although it is recognised that a small number are complex and time consuming and can take longer than the 120 day limit.
- 3.2. **MSF Comparisons** – Bedfordshire (122) and Hertfordshire (120) have recorded the lowest number of complaints when compared to their peers. The BHPSD is performing well when compared with MSF Forces across the range of performance measures.
- 3.3. **Local Resolutions** - There has been national reduction in local resolutions following implementation of the Taylor Reforms. This has manifested itself in proportionate investigations becoming a more inviting outcome for investigators and complainants. This has been acknowledged by the IPCC.
- 3.4. **Direction and Control** – The number of direction and control complaints (page 17) have fallen significantly when compared to the same period last year from 111 to 72 (Bedfordshire 60 to 36, Hertfordshire 51 to 36). This is as a result of harmonising of recording processes and learning the lessons from IPCC upheld appeals for failing to record. This has inevitably resulted in a rise in public complaint cases for Bedfordshire whilst Hertfordshire remained stable. The majority of matters recorded as Direction and Control fall into the category of 'General Policing Standards'.

- 3.5 **Gross Misconducts** – Of particular note is the 100% compliance with the statutory obligations of the Taylor Reforms (page 9) when dealing with gross misconduct. This compliance has resulted in 5 members of staff (2 Bedfordshire and 3 Hertfordshire) resigning whilst under investigation as an alternative to facing the consequences at a discipline hearing .

4. Conclusion

- 4.1. The first quarter performance of the BHPSD indicates that the collaborated unit is performing well in its MSF with significant improvements in productivity performance when compared to the same period last year.

5. Recommendation

- 5.1. That the Report be accepted by the Committee.

6. HUMAN RIGHTS, EQUALITY AND DIVERSITY IMPLICATIONS

- 6.1. None

7. FINANCIAL IMPLICATIONS

- 7.1. None

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BACKGROUND PAPERS:

Chief Constables Report on Professional Standards Issues – April – June 2010
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ADDITIONAL PAPERS:

None

Chief Constable's Report

On

Professional Standards Issues



APRIL 2010 – JUNE 2010

**Bedfordshire Police Authority
Tuesday 31st August 2010
Hertfordshire Police Authority**

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Bedfordshire Police Authority

31st August 2010

Hertfordshire Police Authority

**For publication Bedfordshire and Hertfordshire’s Police Authorities
Professional Standards Committees**

REPORT AUTHOR: CHIEF CONSTABLE

SUBJECT: Professional Standards

.....
BACKGROUND PAPERS Summary of Complaints

.....
**PURPOSE: To advise members of the current position with regard to
Professional Standards issues, including complaints against
police, within the Force.**

RECOMMENDATION: The Committee is asked to consider this report.

.....
1. INTRODUCTION

Under the provisions of Section 77 of the Police Act 1996, every Police Authority, in carrying out their duty with respect to maintenance of an efficient and effective Police Force, shall keep themselves informed as to the workings of Sections 67 to 76 of the above legislation in relation to the Force.

2. THE PURPOSE OF THE REPORT

The purpose of this report is to brief members of the Authorities on current professional standards issues within the force.

3. The current report reflects issues for the period of April 2010 to June 2010.

GLOSSARY OF TERMS

Allegation is the recorded complaint type under Home Office defined categories.

Complaint against Police is a complaint made by a member of the public about the behaviour or actions of members of the police force (both staff and officers). A case may consist of several allegations.

Conduct is an internal matter recorded about a member of the force.

Conduct Breach is a matter that is recorded under a conduct case and is a breach of the standards of professional behaviour. A conduct case may consist of several breaches.

Confidence limits are the lower and upper boundaries / values of a confidence interval. A confidence interval gives an estimated range of values which is likely to include an unknown data parameter; the estimated range being calculated from a given set of sample data.

Direction and Control are matters raised regarding the organisation and its policies and processes rather than the actions of individual officers or staff

Dispensation is a complaint outcome whereby the complaint cannot be taken forward, an example of this is insufficient information and lack of co-operation from complainant

Discontinuance is a complaint outcome whereby it is deemed impractical to conclude an investigation, an example of this is complainant refuses to co-operate or complaint is repetitious

End of Year (EOY) is the date parameters of 1st April to 31st March each year

Inbox is an issue that is recorded for tracking and audit purposes.

1st Quarter is the date parameters of 1st April 2010 to 30th June 2010 (or corresponding dates for an earlier year)

Independent Police Complaints Commission (IPCC) has since 2004 overseen the system for dealing with a complaint about inappropriate conduct of those serving with the police.

Key Performance Indicators (KPI) is a set of indicators acting as a mechanism to monitor progress towards achieving an objective or an aspect of it.

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Local Resolution is a way of dealing with a complaint by solving, explaining, and settling the matter directly with the complainant. In order to proceed with this process the complaint has to meet certain criteria and the complainants consent is required. Locally resolving a complaint can be proportionate, timely and an effective way of resolving the matter.

Most Similar Family Forces (MSF) HMIC pioneered the “Most Similar Force” approach, whereby each force is linked to a number of others which are “closest” in terms of the force values for a number of exogenous factors. This group is used for as a comparative measure of performance

Moving Average Trend Line uses a specific number of data points averages them, and uses the average value as a point in the trend line, it smoothes out fluctuations in data to show a pattern or trend more clearly.

Professional Standards Department (PSD) within the police service deal with issues that directly or indirectly impact on the organisational health of the service, and levels of public confidence and support. These issues include the handling of complaints against members of the force and investigation of professional misconduct

Substantiated /Unsubstantiated are complaint outcomes following an investigation whereby the findings show that the service provided through the conduct of those serving with the police did not reach the standard a reasonable person could expect.

Subject is the term used for those serving with the police who have been subject to a public complaint or conduct matter

Withdrawn is a complaint outcome whereby the complainant decides to retract the allegation or not proceed with it.

Upheld /Not Upheld (formerly substantiated and unsubstantiated) are complaint outcomes following an investigation whereby the findings show that the service provided did not reach the standard a reasonable person could expect.

<p>SECTION 1 Performance Dashboard</p>
--

The Independent Police Complaints Commission (IPCC) provides each force with a performance summary quarterly report based on key performance indicators (KPI). The IPCC have stated:

'The expected benefits of introducing a Performance Framework have been defined as follows:

- *the creation of an agreed consensus view of what good performance looks like for the police complaints system, which is evidence based rather than intuitive*
- *the introduction of a tool that enables accurate comparisons to be made about the performance of each constituent part of the complaints system*
- *increased clarity for the police service and the IPCC on expected performance and reducing the burden of reporting*
- *the ability to identify and share best practice across the system*
- *access to timely, relevant, consistent performance data that supports decision making among those responsible for the complaints system*
- *the ability to demonstrate increased accountability to stakeholders and the public by publishing performance data.*

As with any Performance Framework, the ultimate benefit of its introduction should be the improved delivery of the outcomes that the complaints system seeks to achieve. By selecting appropriate performance indicators that tell us whether outcomes are being achieved, and by making this data available, those responsible for the complaints system will have the opportunity to take action in response to that information and so improve future performance.

When the data relating to all the performance indicators is collected, the result will be a balanced view of the performance of the complaints system and its constituent parts. The results for each indicator will give only limited insight when viewed alone, but collectively they will provide a picture of how the system is performing and what drives that performance. It is therefore important to consider each indicator as part of the package that forms the overall Performance Framework rather than as a standalone view of performance.

In order to make performance information meaningful, it is necessary to have something to compare actual performance too. Performance results in this framework will be compared to one of the following:

- *The average performance result for the most similar forces*
- *Direction of travel (i.e. changes in performance result since the last quarter)*
- *The national average*
- *An existing performance target or standard'*

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The dashboard is currently unavailable due to the IPCC implementing new IT therefore the Most Similar Forces data comparison will be shown in this section until the dashboard becomes available scheduled for September / October 2010.

Most Similar Family Comparative – Bedfordshire & Hertfordshire

Nationally forces are grouped into a most similar family (MSF) based on demographics; Bedfordshire and Hertfordshire are in the same group. The tables below provides comparative data of key performance indicators (KPI's) for the period April 10– June 2010 and the MSF average

Chart 1 MSF Recorded Complaint Cases

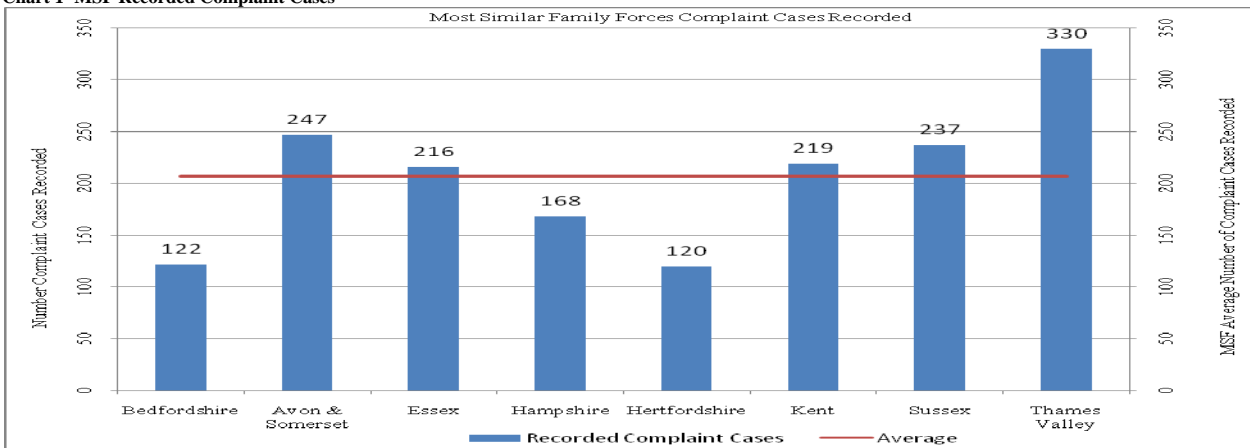


Chart 2 MSF Percentage Allegations Locally Resolved

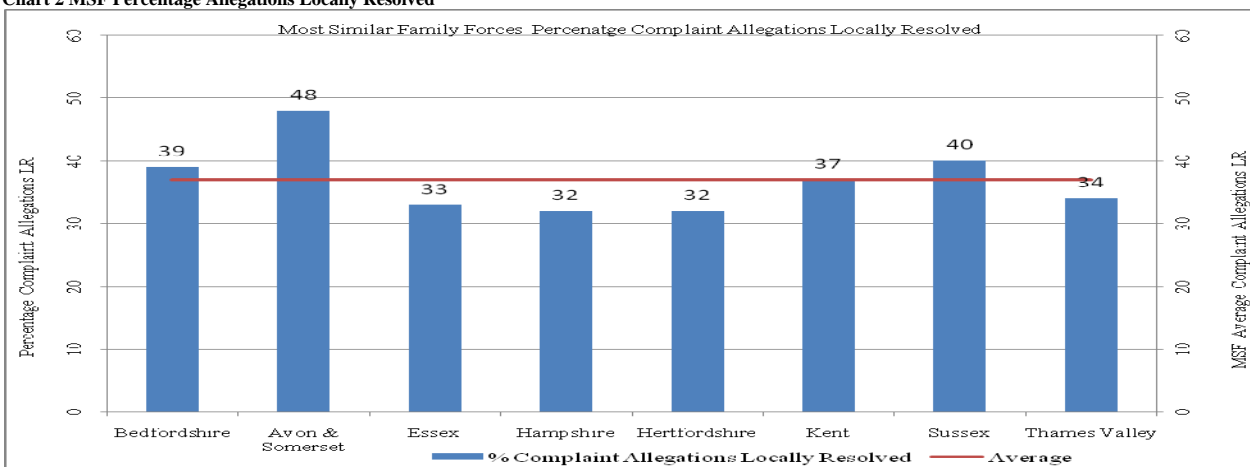
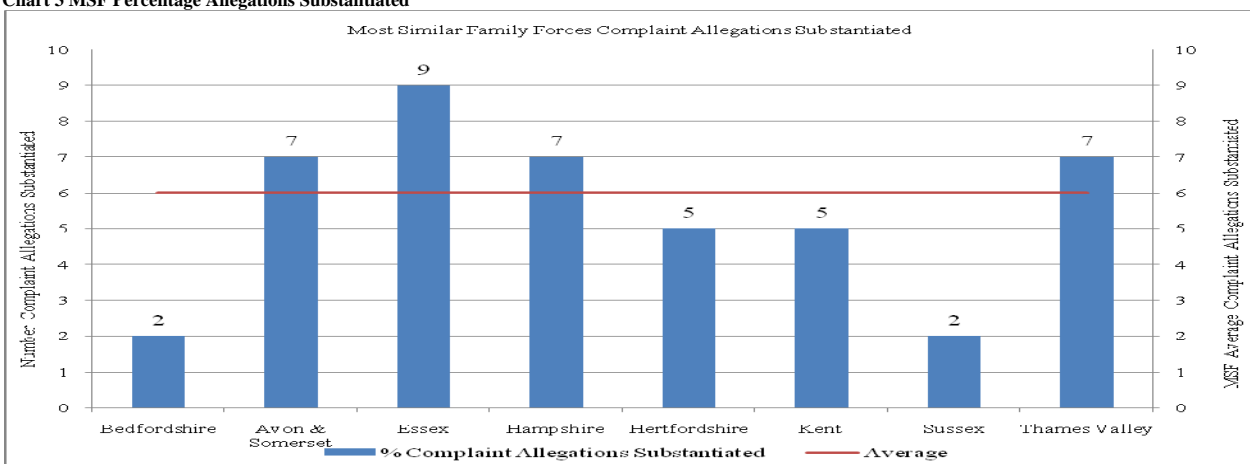


Chart 3 MSF Percentage Allegations Substantiated



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Chart 4 MSF Cases per 1000 Staff

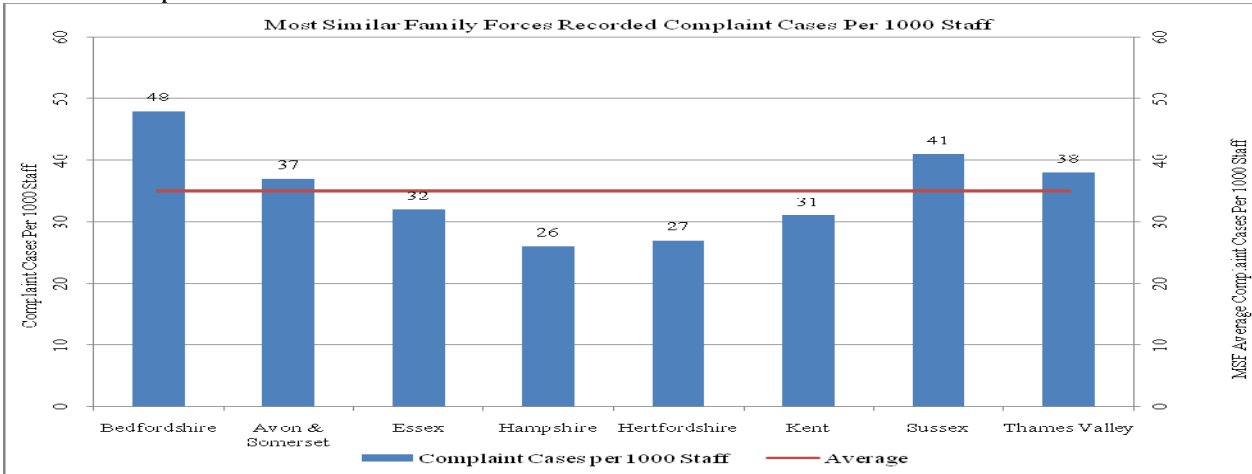
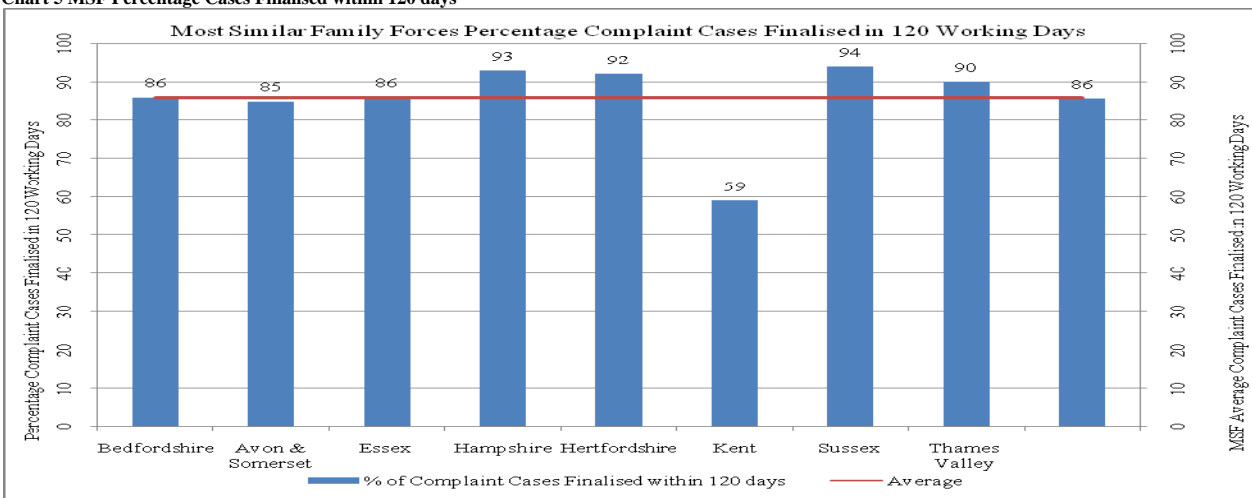


Chart 5 MSF Percentage Cases Finalised within 120 days



1 COMMENTS

- Both forces compare favourably with other forces in the MSF especially on cases recorded and cases finalised within 120 days.
- Hertfordshire are below the average for cases per 1000 staff
- Bedfordshire are above the average for Locally Resolved Allegations.

SECTION 2
Bedfordshire & Hertfordshire Performance Indicators

Each year the Professional Standards Department (PSD) sets internal KPI's as a way to measure its performance against set criteria. Whilst targets have not been set the below provides an indication of the current performance of the complaints and misconduct sections of the unit. The current status of each force and combined figures are given.

Table 1

Bedfordshire & Hertfordshire Performance Indicators 2010/11			
Performance Indicator	Beds 1st Q	Herts 1st Q	Combined 1st Q
Complaint cases per 1000 staff	48	27	34
Percentage Local resolution rate for complaint allegations	39	32	36
Percentage of complaint cases completed within 120 working days	86	92	90
Percentage of upheld appeals by the IPCC (Actual Numbers)	16 (1)	9 (1)	12 (2)
Average number of days to complete an LR case	48	44	46
Percentage of staff satisfied with PSD	57	59	58
Percentage of public satisfied with PSD	67	62	64
Quality assurance (mystery shopper) checks	1		1
Random drugs testing procedures in line with the substance misuse policy	0	35	35
Percentage statutory obligations in terms of timeliness of gross misconduct and misconduct procedures (Reg.21)	100	100	100

2.1 COMMENTS

- The percentage of appeals upheld is measured as a percentage of those completed, 6 Bedfordshire and 11 Hertfordshire, both having one upheld.
- The random drugs testing policy for Bedfordshire is going through the consultant process with an implementation date of 1st October 2010 and the budget allocation for this year is to be targeted towards intelligence led testing.
- The satisfaction surveys for both forces are yielding much better results and a higher participation rate following the introduction of telephone surveying for both complainants and staff.

**SECTION 3
Workload**

This section provides the recorded cases and allegations of the collaborated PSD for the current year with month on month breakdown charts over a consecutive two year period and a moving average trend line and annual charts with lower and upper confidence limits.

The current moving average trend line is the average of the previous two data points, this process smoothes out any fluctuations in the data therefore showing a pattern or trend more clearly.

Lower and upper confidence limits provide an indication of any deviation within the range of monthly values.

3.1 Combined Cases Recorded 1st Quarter 2010/11

The table below provides a total number of cases recorded within PSD during the period.

Table 2 PSD Workload

	Complaints	Conducts	Inbox	Direction & Control*	Vetting	CRB
BEDS	122	10	61	89	727	0
HERTS	120	12	85	152	1450	32775
COMBINED	242	22	146	241	2177	32775

* includes letters of appreciation.

3.2 Cases Recorded

3.2.1 Complaints

A public complaint case may contain one or multiple allegations made by a/or member/s of the public against person/s serving with the police force, one case signifies a single investigation.

The charts below provide a breakdown of the number of public complaint cases recorded against each force and as a combined unit.

Chart 6 Bedfordshire monthly recorded complaint cases & trend line

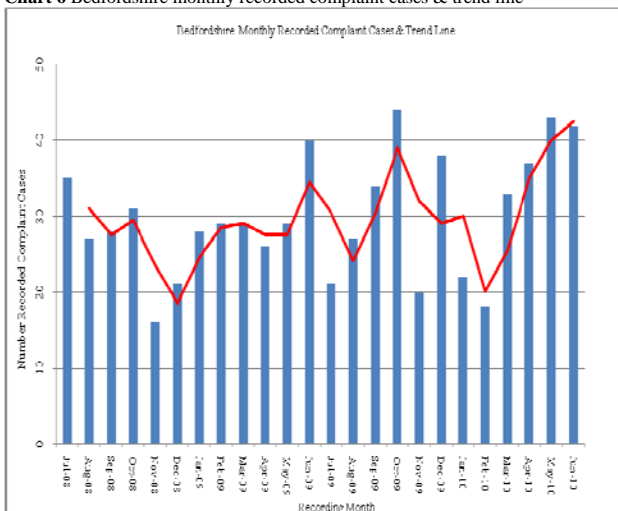
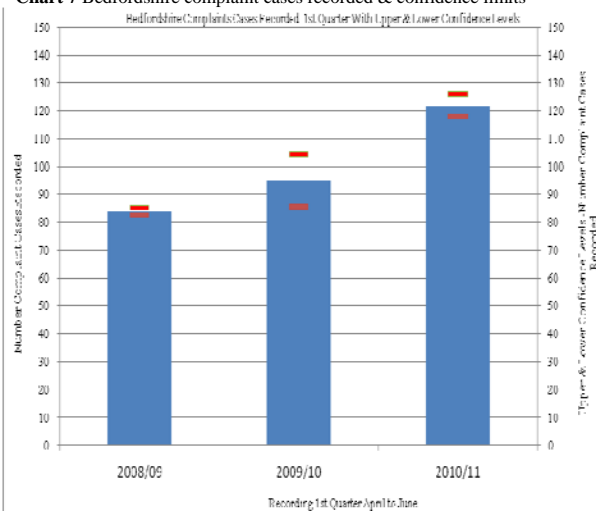


Chart 7 Bedfordshire complaint cases recorded & confidence limits



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Chart 8 Hertfordshire monthly recorded complaint cases & trend line

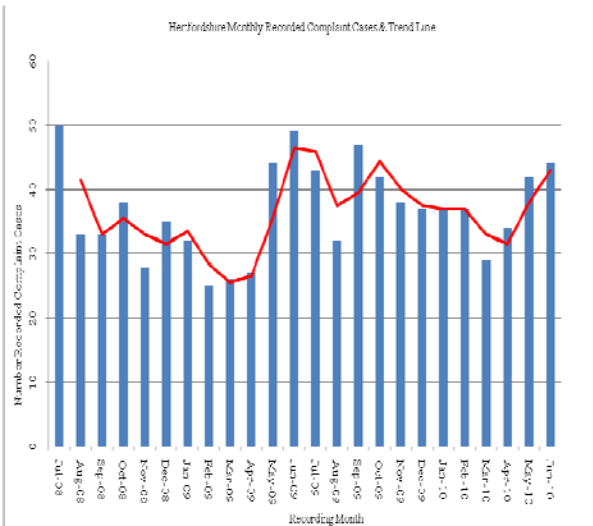


Chart 9 Hertfordshire complaint cases recorded & confidence limits

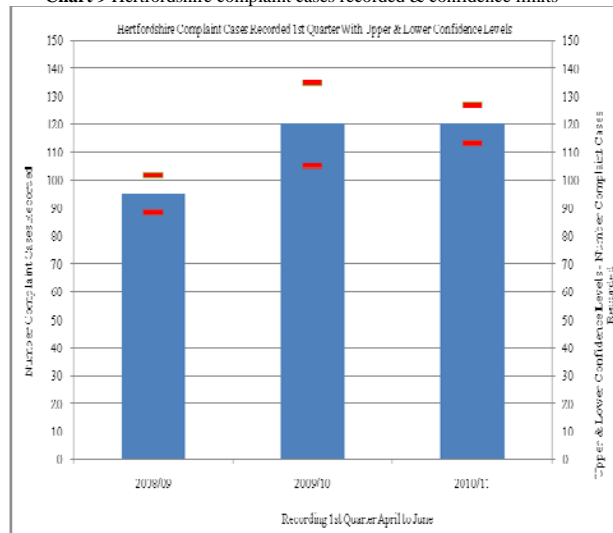


Chart 10 Combined monthly recorded complaint cases & trend line

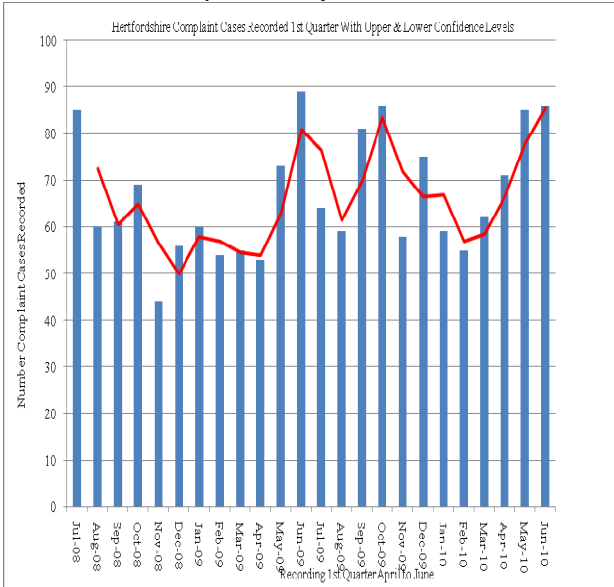
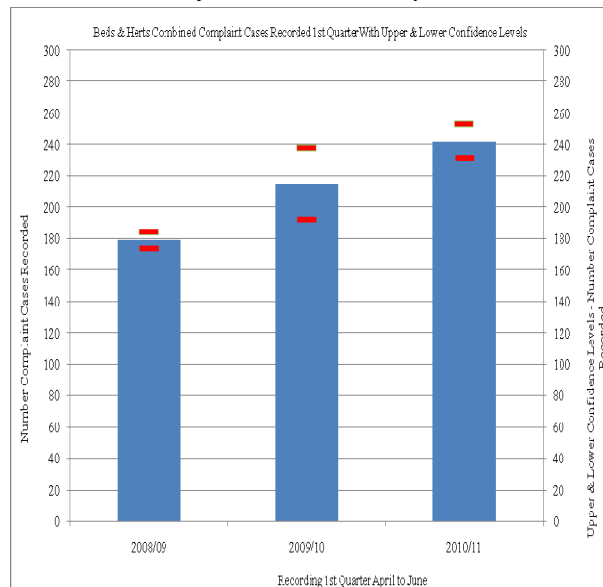


Chart 11 Combined complaint cases recorded annually & confidence limits



3.2.1 COMMENTS

- The number of recorded cases compared to the same period last year have
 - Bedfordshire increased by 28%
 - Hertfordshire remained stable
- The harmonisation of recording practices and learning the lessons from appeals to the IPCC has also resulted in a change of approach with matters that previously would have been recorded as direction and control matters for Bedfordshire now being correctly recorded as complaints. This has seen a decrease in direction and control complaints (from an average of 16 per month to 11) and as a consequence a benefit with a reduction in upheld recording appeals to the IPCC.
- There may also be an unscientific, chaotic and unexplained spike in complaint recording that occurs from time to time and this has been experienced by both Forces in the last three years.

3.2.2 Conducts

A conduct case may contain one or multiple breaches of the Code of Professional Standards. One case signifies a single investigation and could emanate from a public complaint or an internal matter.

The charts below provide a breakdown of the number of conduct cases recorded against each force and as a combined unit.

Chart 12 Bedfordshire monthly recorded conduct cases & trend line

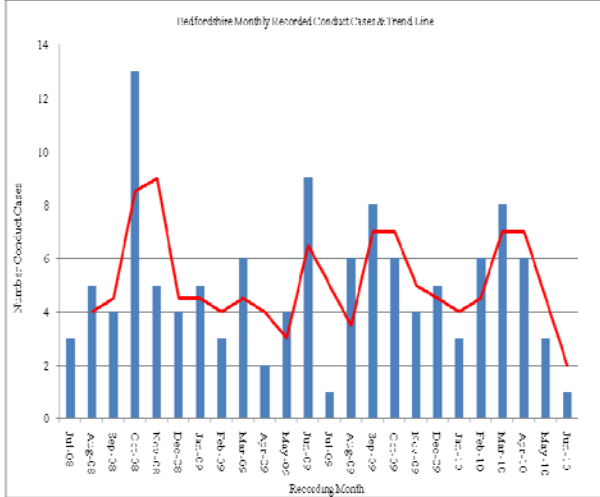


Chart 13 Bedfordshire conduct cases recorded annually & confidence limits

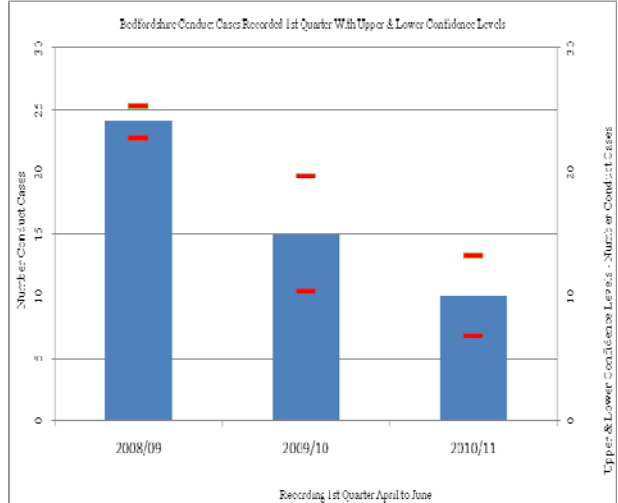


Chart 14 Hertfordshire monthly recorded conduct cases & trend line

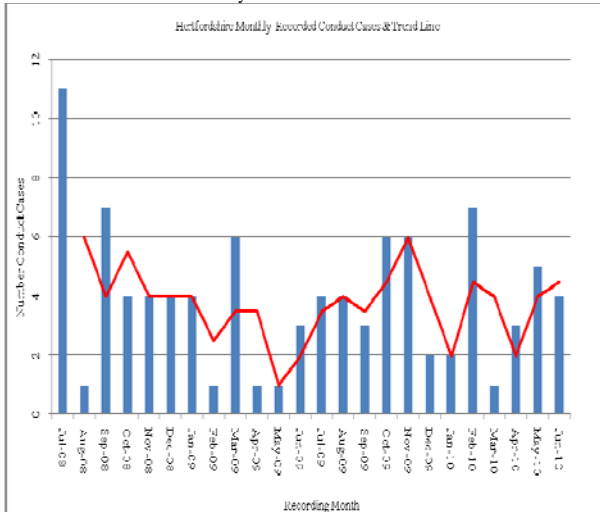


Chart 15 Hertfordshire conduct cases recorded annually & confidence limits

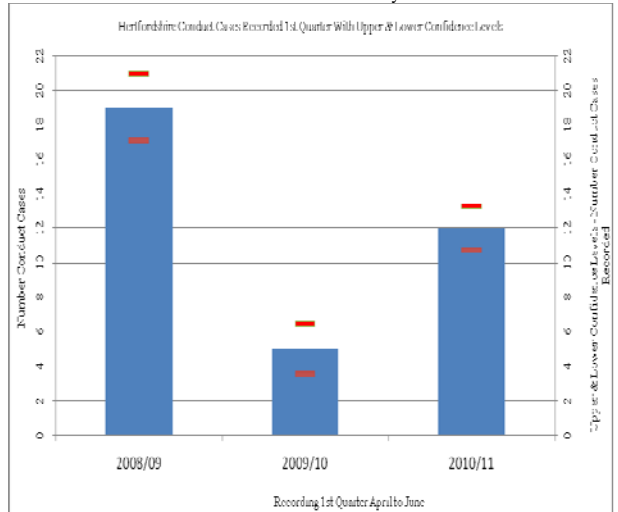


Chart 16 Combined monthly recorded conduct cases & trend line

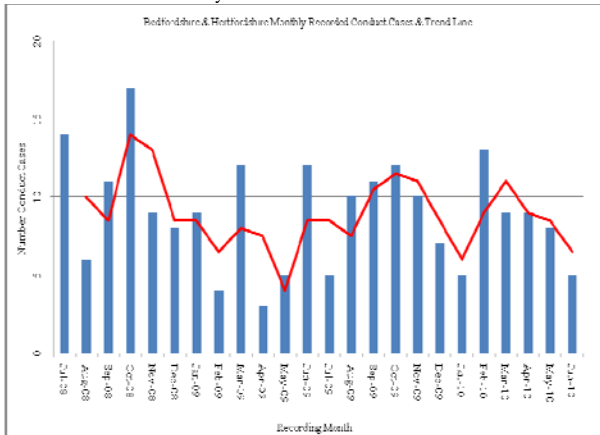
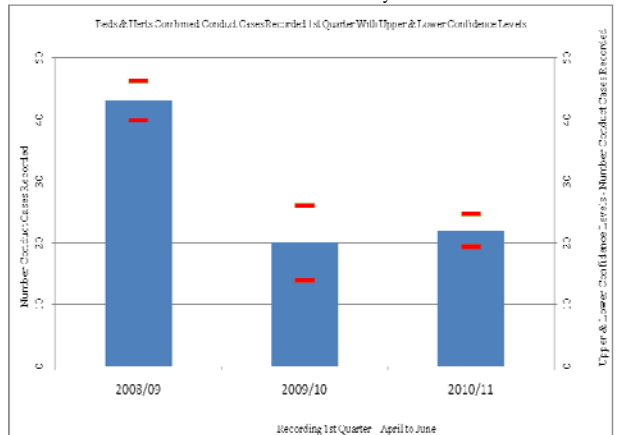


Chart 17 Combined conduct cases recorded annually & confidence limits



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3.2.2 COMMENTS

- The number of recorded conduct cases compared to the same period last year have
 - Bedfordshire decreased by 33% (15-10)
 - Hertfordshire numbers more than doubled (4-12)
- The two forces are now aligned due to the harmonisation of recording practices

3.2.3 Direction & Control

A complaint about direction and control relates to the operational discretion of the Chief Officer.

Chart 18 Bedfordshire monthly recorded direction & control cases & trend line

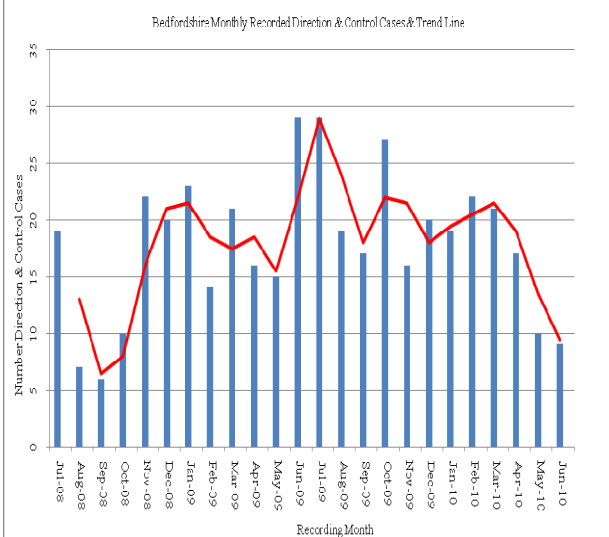


Chart 19 Bedfordshire direction & control cases recorded annually & confidence limits

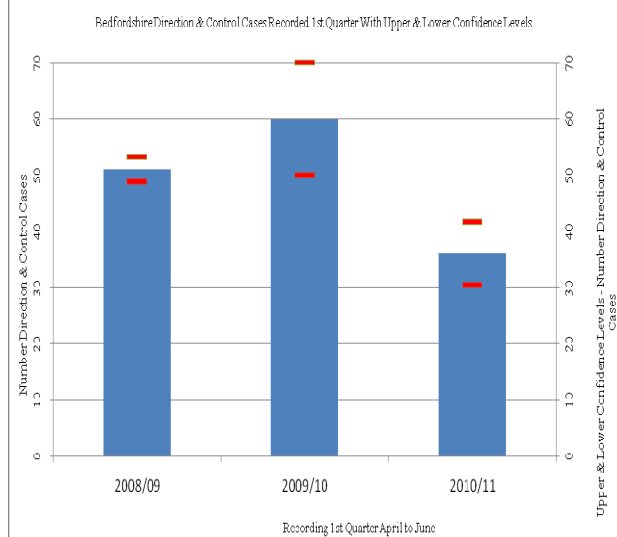


Chart 20 Hertfordshire monthly recorded direction & control cases & trend line

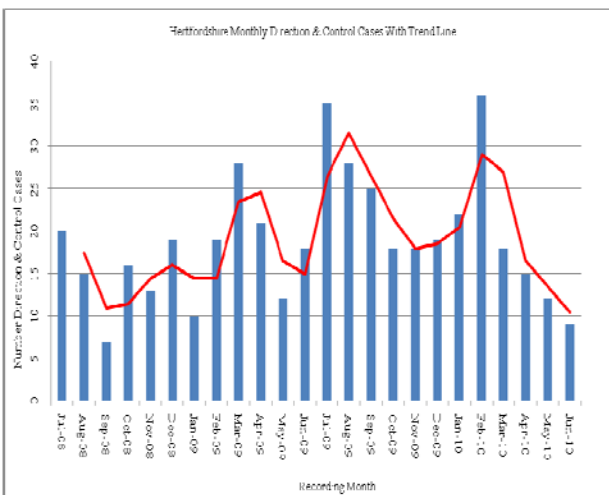
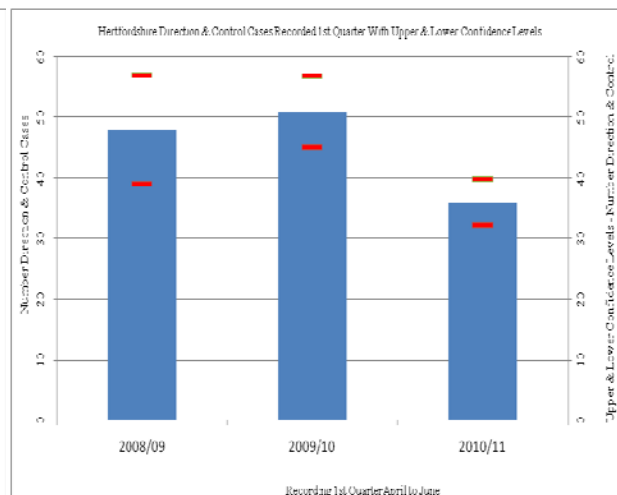


Chart 21 Hertfordshire direction & control cases recorded annually & confidence limits



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Chart 22 Combined monthly recorded direction & control cases & trend line

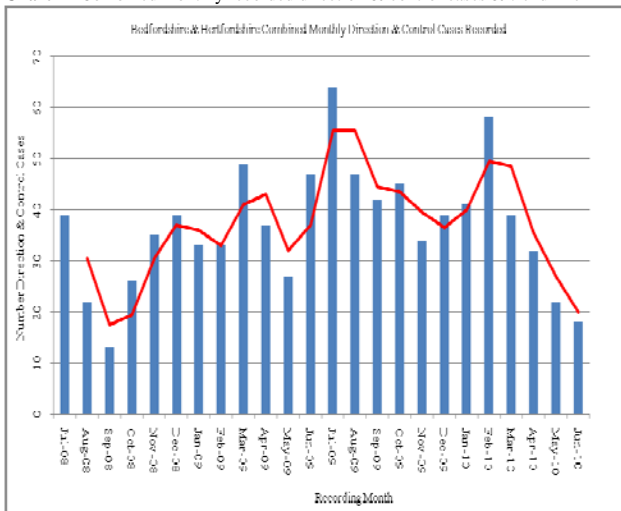
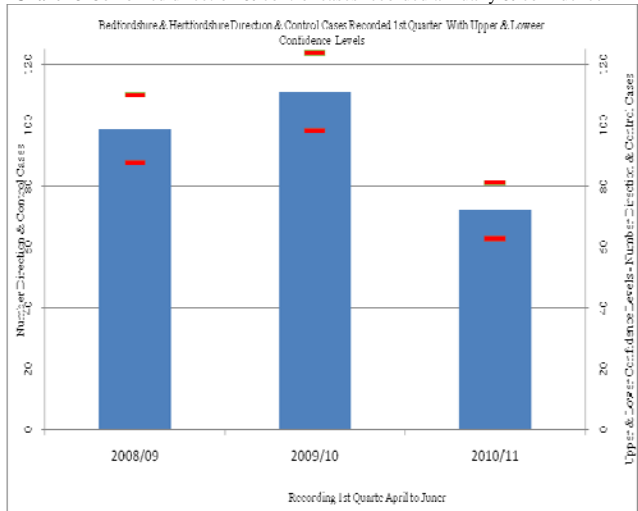


Chart 23 Combined direction & control cases recorded annually & confidence limits



3.2.3 COMMENTS

- Direction and Control matters have fallen for both forces by
 - Bedfordshire 40% (60-36)
 - Hertfordshire 30% (51-36)
- The decrease in Direction & Control cases is linked to the increase in complaint cases as commented earlier in 3.2.1 whereby the harmonisation of recording practices and learning the lessons from IPCC appeals has changed the recording approach.

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3.3 Allegations Recorded

3.3.1 Complaints

A complaint case can have multiple allegations within it, the allegations are categorised by the Home Office. The table below is a reflection of complaint allegations recorded between April 10–June 10 compared to the same period last year. The status shows whether the number of allegations has increased, decreased or remained stable compared to the previous year.

Table 3 – Complaint Allegations Recorded

Bedfordshire & Hertfordshire Complaint Recorded Allegations							
Code	Performance Indicator	Beds 09/10 1st Q	Beds 10/11 1st Q	Beds Status	Herts 09/10 1st Q	Herts 10/11 1st Q	Herts Status
A	Serious non sexual assault	0	0	Stable	1	0	Decreased
B	Sexual assault	0	0	Stable	0	0	Stable
C	Other assault	14	10	Decreased	21	25	Increased
D	Oppressive conduct or harassment	19	13	Decreased	10	16	Increased
E	Unlawful/unnecessary arrest or detention	1	6	Increased	1	13	Increased
F	Discriminatory behaviour	1	5	Increased	7	4	Decreased
G	Irregularity in evidence/perjury	1	3	Increased	11	3	Decreased
H	Corrupt practice	3	0	Decreased	1	0	Decreased
J	Mishandling of property	5	8	Increased	11	8	Decreased
K	Breach code A PACE Stop and search	0	0	Stable	3	2	Decreased
L	Breach code B PACE Search of premises	5	3	Decreased	5	11	Increased
M	Breach code C PACE Detention	7	6	Decreased	5	10	Increased
N	Breach code D PACE Identifications	0	0	Stable	0	0	Stable
P	Breach code E PACE Tape Recordings	0	0	Stable	0	0	Stable
Q	Lack of fairness & impartiality	16	12	Decreased	8	9	Increased
R	Multiple or unspecified breaches	0	0	Stable	1	1	Stable
S	Other neglect or failure in duty	51	67	Increased	87	52	Decreased
T	Other irregularity in procedure	2	4	Increased	15	4	Decreased
U	Incivility, impoliteness and intolerance	19	27	Increased	53	32	Decreased
V	Traffic irregularity (Driving standards)	3	5	Increased	3	3	Stable
W	Other	7	5	Decreased	6	0	Decreased
X	Improper disclosure of information	6	4	Decreased	3	5	Increased
Y	Other sexual conduct	0	0	Stable	0	0	Stable
Total		160	178	Increased	252	198	Decreased

Performance Rating			
	Decreased		Stable
	Increased		

3.3.1 COMMENTS

- Bedfordshire have seen a rise in allegations although in percentage terms it is less than the percentage rise in cases (11% and 28%).
- Hertfordshire recorded allegations decreased despite recording the same number of cases.
- Hertfordshire are recording fewer allegations per case, this is more in line with Bedfordshire and the other forces in both the Region and MSF.
- Other neglect of duty continues to be the highest reporting category for both forces with allegations of not keeping people informed.

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3.3.2 Conducts

A conduct case can have multiple breaches within it, which are categorised by the Home Office. The table below is a reflection of breaches recorded between April 10– June 10 compared to the same period last year. The performance rating shows each breach has increased decreased or remained stable compared to the previous year.

Table 4 – Conduct Allegations Recorded

Bedfordshire & Hertfordshire Conduct Recorded Allegations							
Code	Code of Professional Behaviour	Beds 09/10 1st Q	Beds 10/11 1st Q	Beds Status	Herts 09/10 1st Q	Herts 10/11 1st Q	Herts Status
1	Honesty & Integrity	5	0	Decreased	1	1	Stable
2	Authority, Respect & Courtesy	1	0	Decreased	0	3	Increased
3	Equality & Diversity	2	0	Decreased	0	0	Stable
4	Use of Force	0	0	Stable	0	0	Stable
5	Orders & Instructions	0	2	Increased	0	4	Increased
6	Duties & Responsibilities	10	6	Decreased	1	6	Increased
7	Confidentiality	2	4	Increased	1	1	Stable
8	Fitness for Duty	0	0	Stable	0	1	Increased
9	Discreditable Conduct	2	4	Increased	3	5	Increased
10	Challenging & Reporting Improper Conduct	0	0	Stable	0	0	Stable
H	Criminal Offences*	N/A	N/A		N/A	N/A	
I	Property*	N/A	N/A		N/A	N/A	
J	Sobriety*	N/A	N/A		N/A	N/A	
L	General Conduct*	N/A	N/A		N/A	N/A	
Total		22	16	Decreased	6	21	Increased

* No longer a category of the standards of professional behaviour

Performance Rating	
	Decreased
	Stable
	Increased

3.3.2 COMMENTS

- Bedfordshire 16 breaches are within 10 cases
- Hertfordshire 21 breaches are within 12 cases.
- Duties and Responsibilities is the highest reporting category for both forces, which includes failures:
 - follow force policy in relation to investigations - 2
 - attend court - 1
 - deal properly with property – 2
 - misuse of a police vehicle - 1

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3.3.3 Direction & Control

The direction and control of a police force is the legitimate independent operational responsibility and discretion held by a chief officer. A complaint that relates to the direction and control of a force by a chief officer is one that relates to the Home Office categories stated in table 5 below:

The table below is a breakdown of recorded direction and control cases

Table 5 – Direction & Control Matters Recorded

Bedfordshire and Hertfordshire Direction & Control Matters Recorded						
Direction & Control Categories	Beds 09/10 1st Q	Beds 10/11 1st Q	Beds Status	Herts 09/10 1st Q	Herts 10/11 1st Q	Herts Status
General Policing Standards	47	29		27	23	
Organisational Decisions	5	1		10	3	
Operational Management Decisions	5	3		8	1	
Strategy & Policy on Operational Policing	3	3		6	9	
Total	60	36		51	36	

Performance Rating	
	Decreased
	Stable
	Decreased

3.3.3 COMMENTS

- The number of direction and control recorded complaints has decreased for both forces compared to the same period last year.
 - Bedfordshire by 40%
 - Hertfordshire by 30%
- The majority of those recorded against both forces are in relation to general policing standards
- The decrease in Direction & Control matters is in line with the reduction in cases previously identified in 3.2.3

SECTION 4
Performance / Timeliness

4.1 Finalised Allegations

4.1.1 Complaint Results

Each allegation within a case is independently resolved, and can be Withdrawn, Dispensed, Discontinued and, Locally Resolved or via a full investigation found Unsubstantiated or Substantiated. The result of a full investigation has changed since April 2010 and now refers to Upheld or not upheld, when a complaint is resulted in this manner the result against subjects may differ with case to answer or no case to answer.

Substantiated

This section is the number of complaint allegations substantiated each month and the trend line plus the annual total with the upper and lower confidence limit with previous two years for comparison.

Chart 24 Bedfordshire complaint allegations substantiated & trend lines

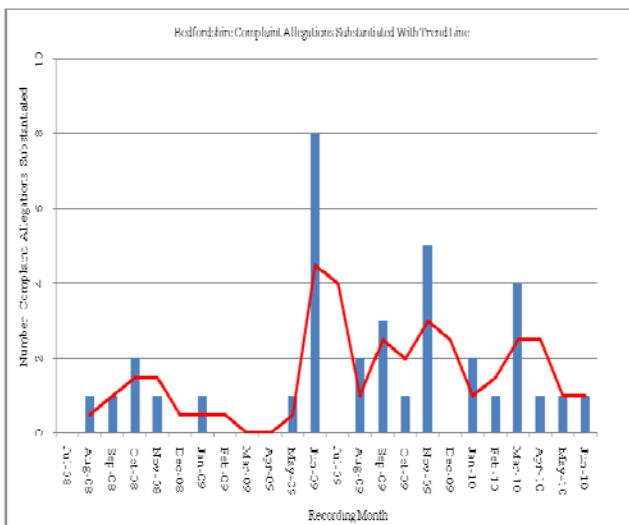


Chart 25 Bedfordshire complaint allegations substantiated & confidence limits

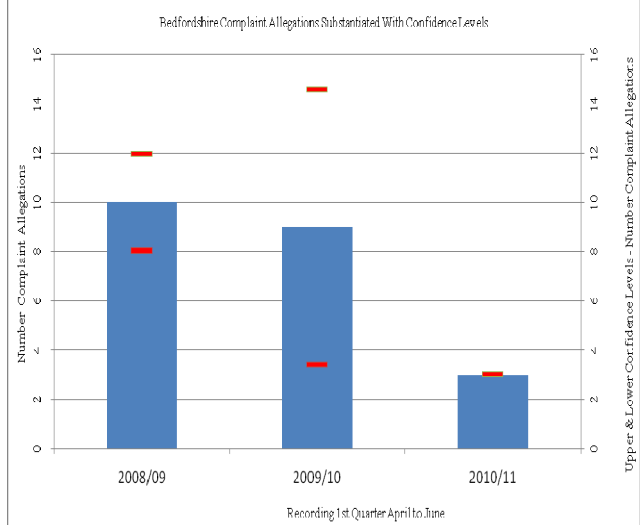


Chart 26 Hertfordshire complaint allegations substantiated & trend lines

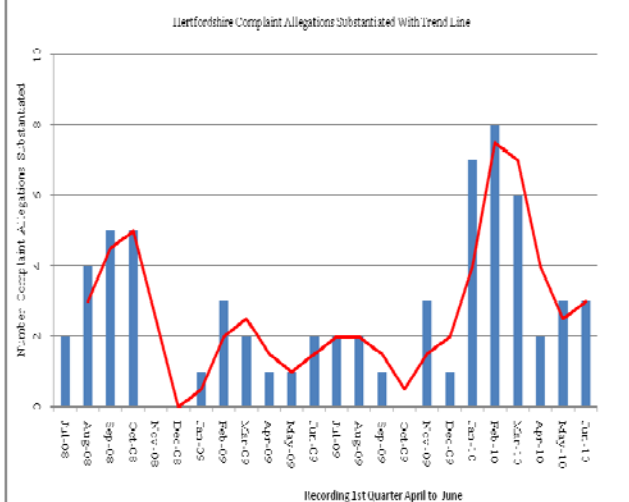
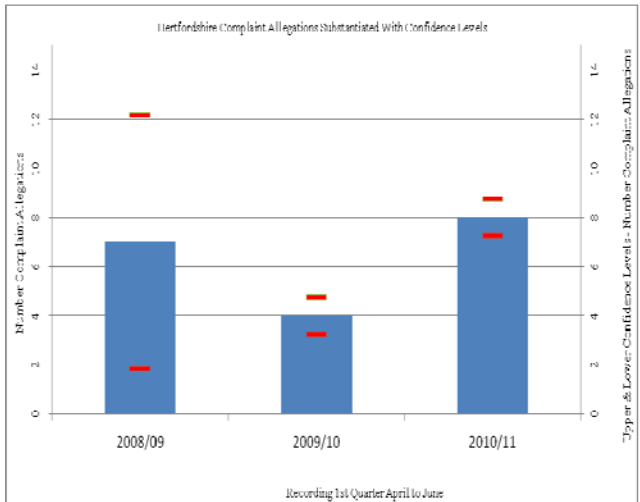


Chart 27 Hertfordshire complaint allegations substantiated & confidence limits



GPMS – Not Protectively Marked

Chart 28 Combined complaint allegations substantiated & trend lines

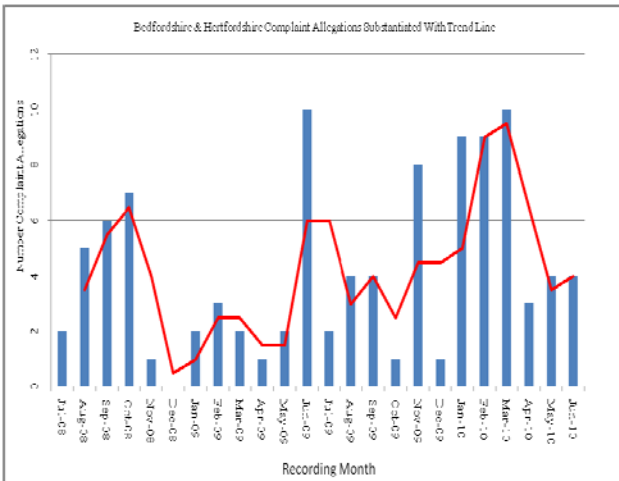
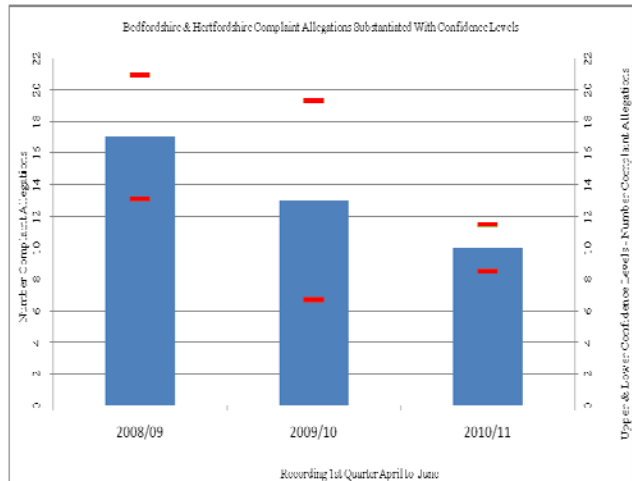


Chart 29 Combined complaint allegations substantiated & confidence limits



Upheld

No allegations finalised during this period have been upheld

Not Upheld

During this period both forces have finalised three allegations as not upheld

Unsubstantiated

This section is the number of complaint allegations unsubstantiated each month and the trend line plus the annual total with the upper and lower confidence limit with previous two years for comparison.

Chart 30 Bedfordshire complaint allegations unsubstantiated & trend lines

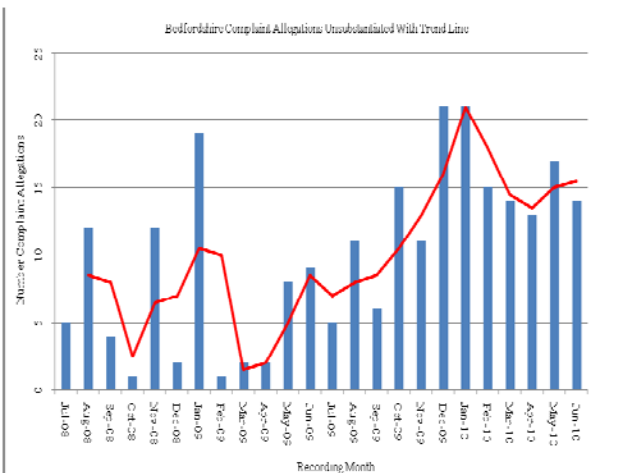
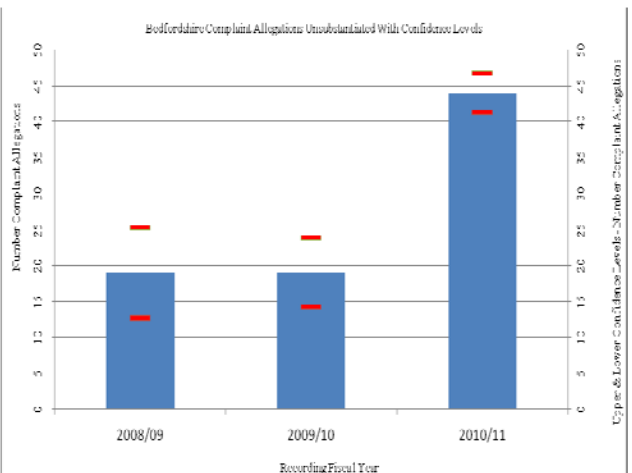


Chart 31 Bedfordshire complaint allegations unsubstantiated & confidence limits



GPMS – Not Protectively Marked

Chart 32 Hertfordshire complaint allegations unsubstantiated & trend lines

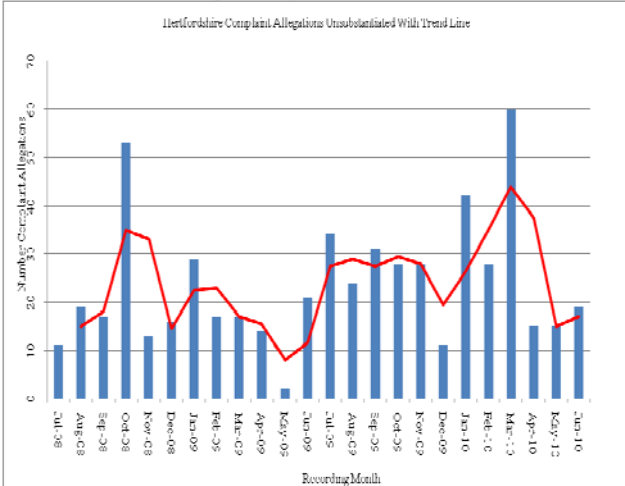


Chart 33 Hertfordshire complaint allegations unsubstantiated & confidence limits

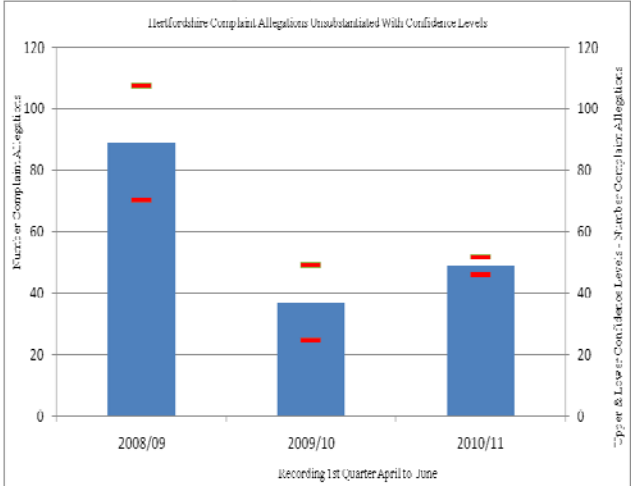


Chart 34 Combined complaint allegations unsubstantiated & trend lines

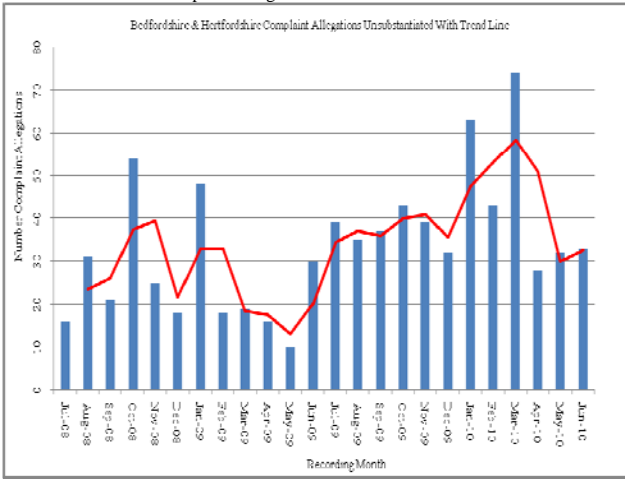


Chart 35 Combined complaint allegations unsubstantiated & confidence limits



Local Resolution

This section is the number of complaint allegations locally resolved each month and the trend line plus the annual total with the upper and lower confidence levels with previous two years for comparison.

Chart 36 Bedfordshire complaint allegations locally resolved & trend lines

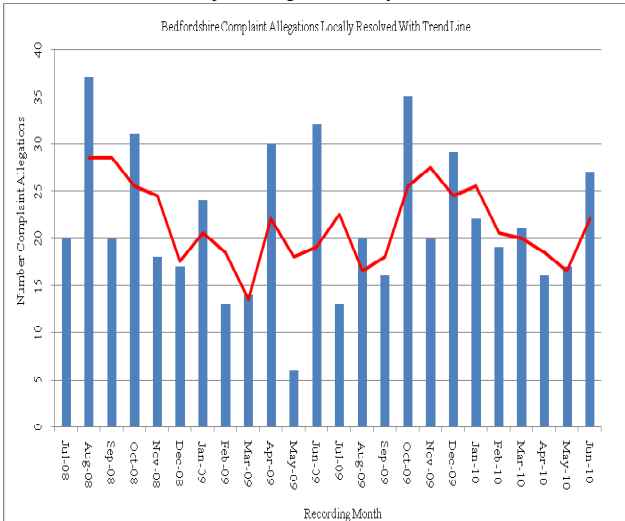
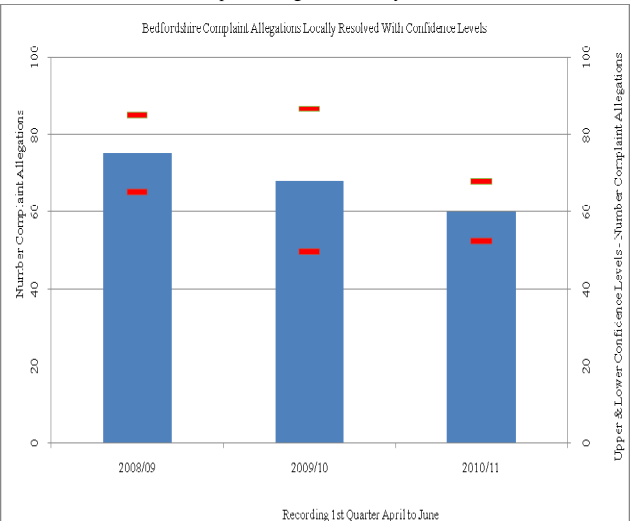


Chart 37 Bedfordshire complaint allegations locally resolved & confidence limits



GPMS – Not Protectively Marked

Chart 38 Hertfordshire complaint allegations locally resolved & trend lines

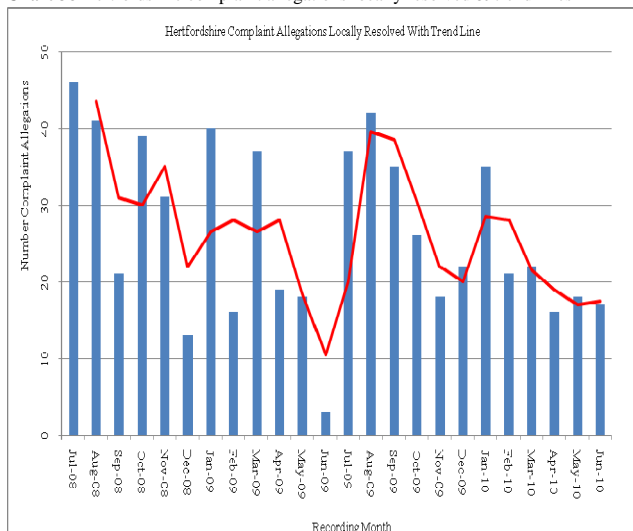


Chart 39 Hertfordshire complaint allegations locally resolved & confidence limits



Chart 40 Combined complaint allegations locally resolved & trend lines

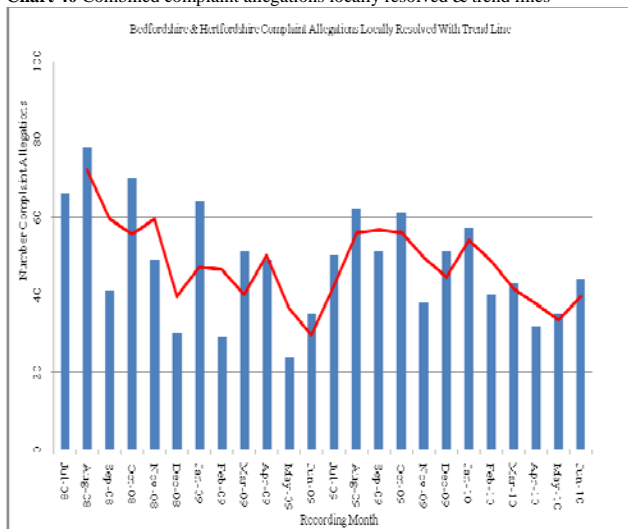
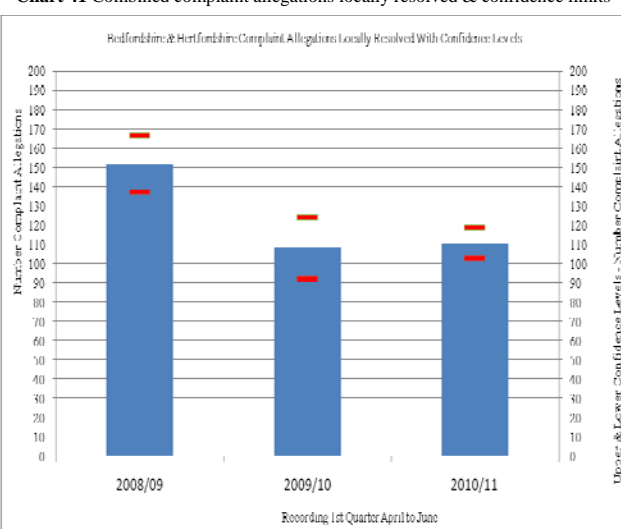


Chart 41 Combined complaint allegations locally resolved & confidence limits



4.1.1 COMMENTS

- The local resolution rate fluctuated over the last three years but has generally fallen since December 2008 with the implementation of the Taylor regulations as more complaints are being proportionately investigated by local managers and this is evidenced in the rise in allegations unsubstantiated, as below
 - Bedfordshire has more than doubled (19/44)
 - Hertfordshire by 30% (37/49)
- Both forces have seen a fluctuation in the number of allegations resulted by either being withdrawn, dispensed or discontinued. Compared to the same period last year
 - Bedfordshire has remained stable at 28%
 - Hertfordshire have increased from 18% to 31%
- Both forces have resulted three allegations as not upheld with no case to answer for the subjects involved.
- Both forces have increased productivity compared to the same period last year
 - Bedfordshire finalised 58 cases and 125 allegations compared to 91 cases and 153 allegations
 - Hertfordshire finalised 131 cases and 158 allegations compared to 57 and 128

4.1.2. Timeliness of Complaint Cases

This is measure from the day the case is recorded to finalised, it is anticipated that dealing with complaints would undertake a proportionate approach in accordance to the seriousness of the complaint. The timescales in the below charts is a performance indicator, with an aim of completing cases within 120 working days, although it is acknowledged that due to a number of factors it is not possible for all cases.

Full Investigations

Chart 42 Bedfordshire timescales fully investigated complaint cases finalised 2010/11 1st Q includes confidence limits

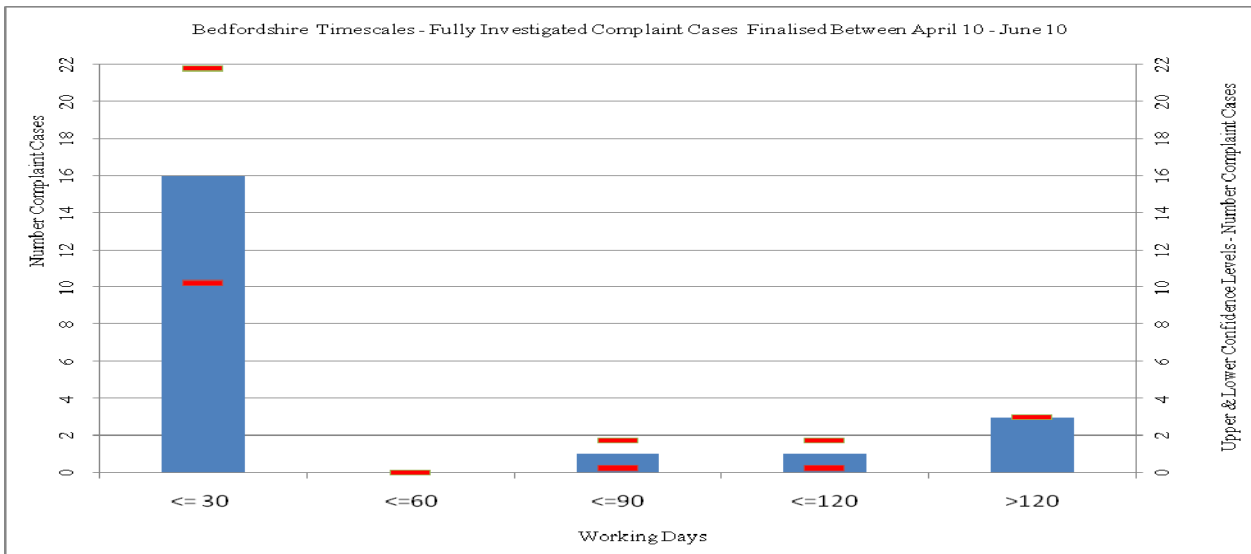
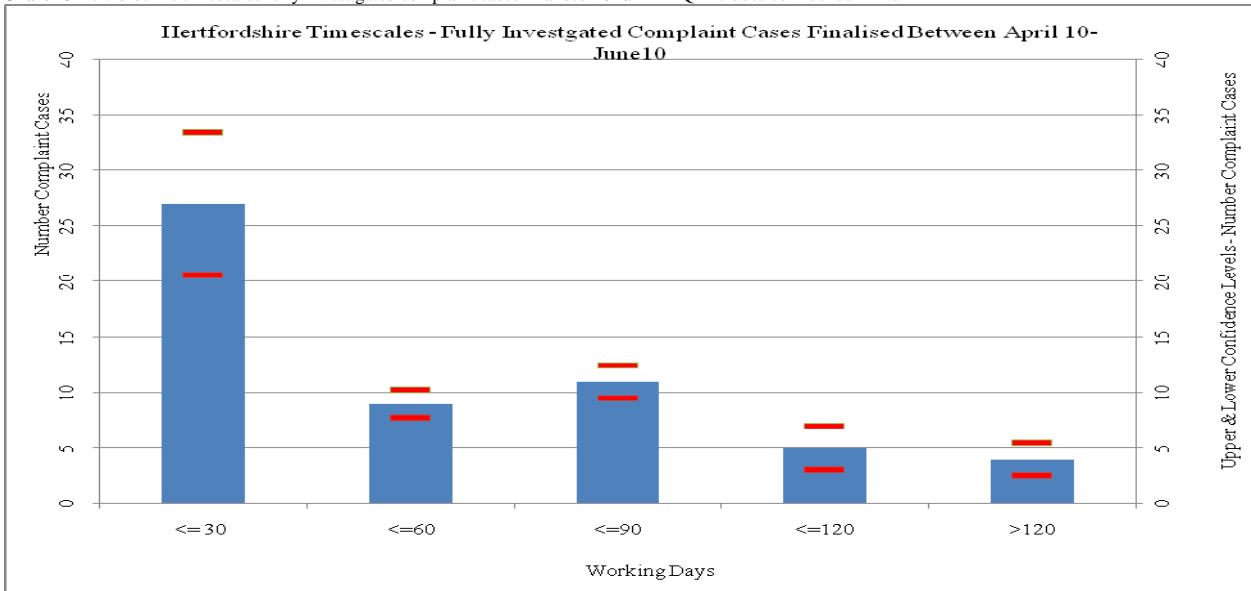
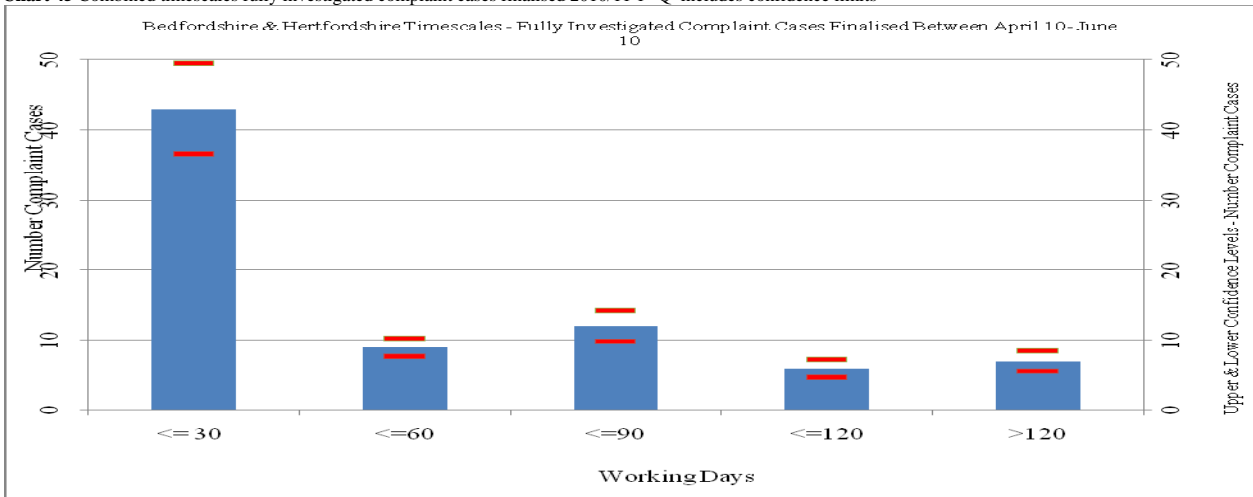


Chart 43 Hertfordshire timescales fully investigated complaint cases finalised 2010/11 1st Q includes confidence limits



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Chart 45 Combined timescales fully investigated complaint cases finalised 2010/11 1st Q includes confidence limits



4.1.2 COMMENTS

- Timeliness continues to improve across both forces with active monitoring by the unit
- The number of cases going over the 120 day investigation time has reduced from the same period last year with 10 cases being over 120 days at the end of June 2009 and at the end of June 2010 that number was 4.

Locally Resolved Cases

Chart 46 Bedfordshire timescales locally resolved complaint cases finalised 2010/11 1st Q includes confidence limits

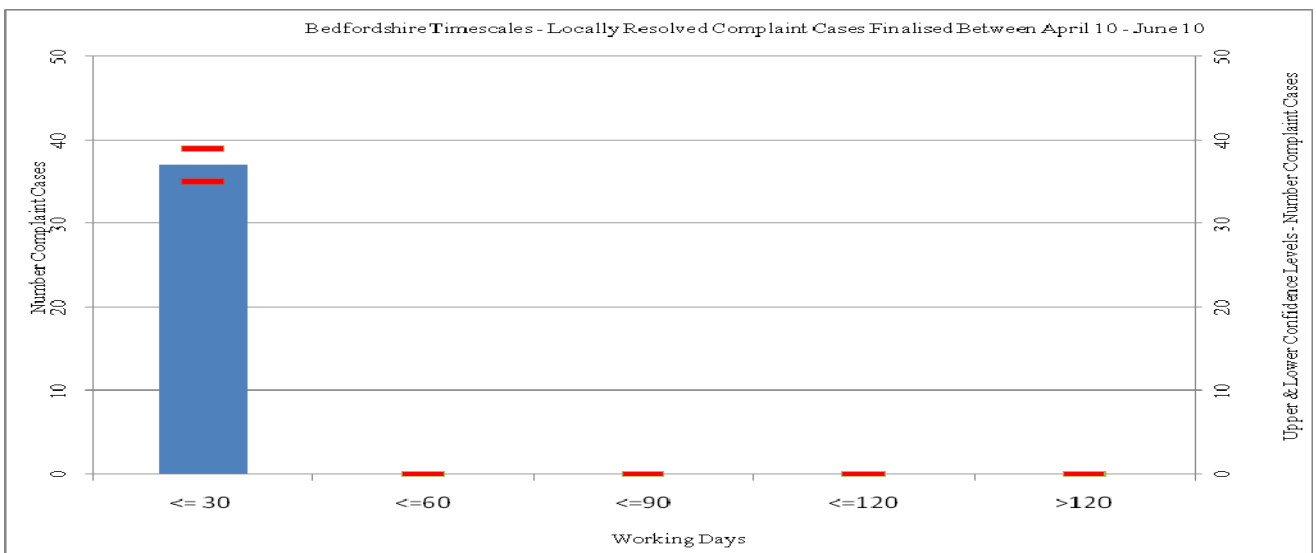


Chart 47 Hertfordshire timescales locally resolved complaint cases finalised 2010/11 1st Q includes confidence limits

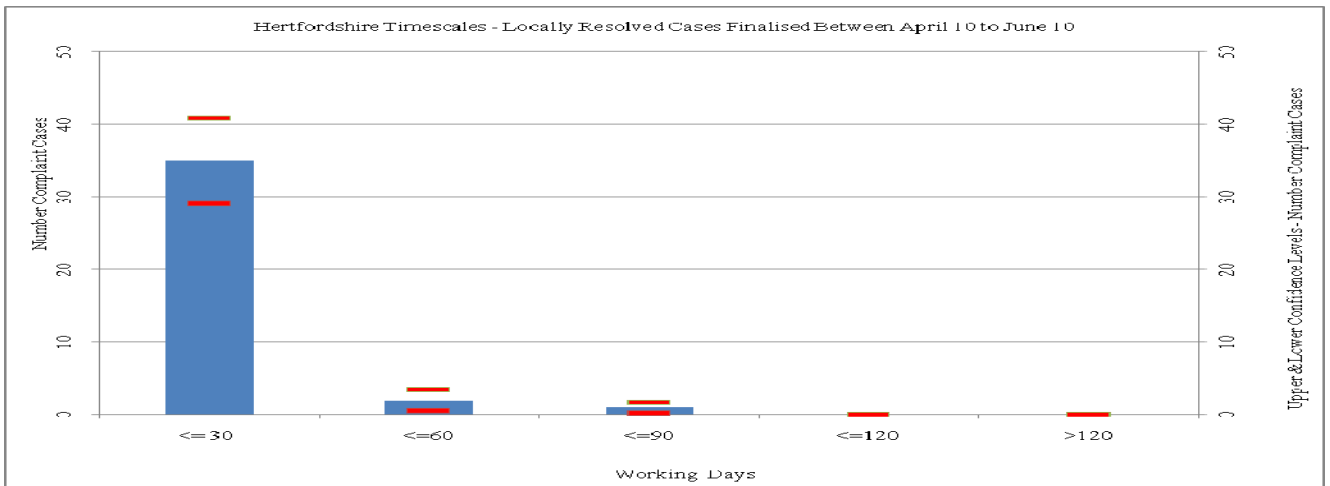
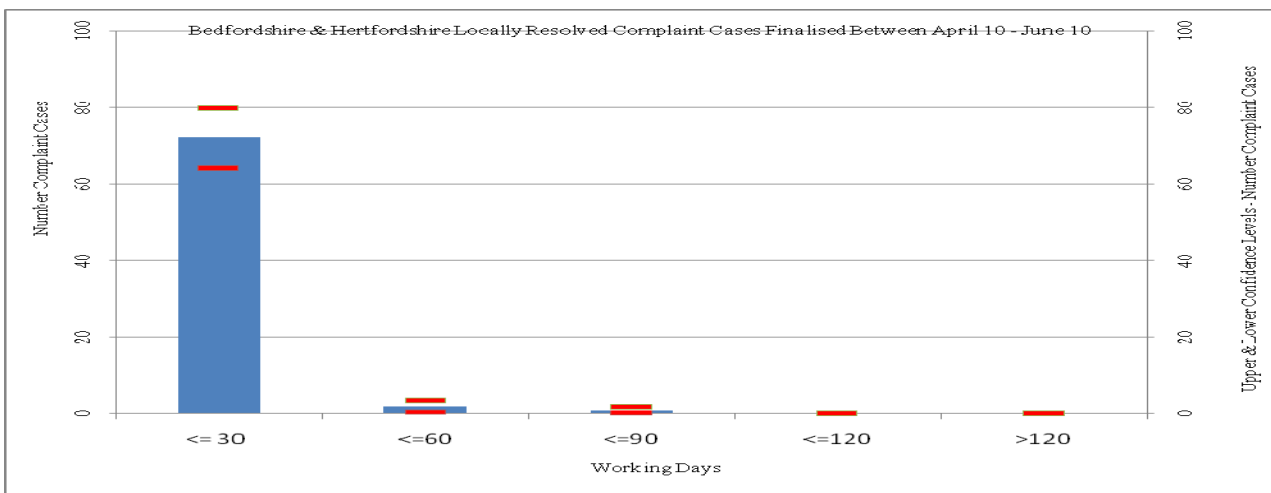


Chart 48 Combined timescales locally resolved complaint cases finalised 2010/11 1st Q includes confidence limits



4.1.3 COMMENTS

- Local resolution timeliness is improving across both forces with 96% completed in less than 30 days

GPMS – Not Protectively Marked

4.2.1. Conduct Formal Sanctions

Where the findings of conduct case is that of a case to answer the individual concerned may be taken to a disciplinary meeting or hearing depending on the severity.

The tables below show the most severe sanction and breach code in any one particular case for one subject.

Police Officers / Specials Hearings & Sanctions**Table 7** Bedfordshire Conduct Outcomes emanated from a Hearing (Old Regulations)

SANCTION	CODE OF CONDUCT
	Honesty and Integrity
Fine	1

Table 8 Hertfordshire Conduct Outcomes emanated from a Hearing

SANCTION	CODE OF CONDUCT
	0

Table 9 Bedfordshire & Hertfordshire Combined Conduct Outcomes emanated from a Hearing

SANCTION	CODE OF CONDUCT
	Honesty and Integrity
Fine	1

Police Officers / Specials Meetings & Sanctions**Table 10** Bedfordshire Conduct Outcomes emanated from a Meeting

SANCTION	CODE OF CONDUCT
	Honesty & Integrity
Final Written Warning	0
Written Warning	3
Management Advice	0

Table 11 Hertfordshire Conduct Outcomes emanated from a Meeting

SANCTION	CODE OF CONDUCT	
	Orders & Instructions	Duties and Responsibilities
Final Written Warning	1	0
Written Warning	0	1
Management Advice	0	0

Table 12 Bedfordshire & Hertfordshire Combined Conduct Outcomes emanated from a Meeting

SANCTION	CODE OF CONDUCT		
	Honesty & Integrity	Duties & Responsibilities	Orders & Instructions
Final Written Warning	0	1	0
Written Warning	3	0	1
Management Advice	0	0	0

Police Staff / Community Support Officers Hearings & Outcomes

Table 13 Combined Conduct Outcomes emanated from a Hearing

SANCTION	CODE OF CONDUCT	
	Equality and Diversity	Discreditable Conduct
First Written Warning	1	1

4.2.2. Resigned during an Investigation before Formal Proceedings

On occasions individuals who are under a conduct investigation choose to resign before any formal proceedings. The table below shows the number of subjects who have resigned under these conditions.

Table 14 Staff Resignations

	Beds	Herts	Combined
Resignations	2	3	5

4.2 COMMENTS

- Following the introduction of the 2008 Police Conduct Regulations more issues are being dealt with at a misconduct level leading to a meeting at which the highest sanction is a final written warning.

4.2 IPCC APPEALS

The complainant has the right to appeal to the IPCC against three main areas, these are:

- 1) The use of the Local resolution process
- 2) The outcome of a police investigation
- 3) The non recording of a complaint

The tables below show how many appeals have been made for each category and the outcome.

Table 15 Bedfordshire IPCC Appeals and Outcomes

		Out-standing	Not Upheld	Upheld	Total
Complaint	LR Process				
	1 st Q 2010/11	1	1	0	2
	1 st Q 2009/10	0	4	0	4
	Outcome of Police Investigation				
1 st Q 2010/11	11	2	0	13	
1 st Q 2009/10	0	6	1	7	
Direction & Control	Non Recording of a Complaint				
	1 st Q 2010/11	0	2	1	3
1 st Q 2009/10	0	1	2	3	
Inbox	Non Recording of a Complaint				
	1 st Q 2010/11	1	0	0	1
1 st Q 2009/10	0	1	1	2	

Table 16 Hertfordshire IPCC Appeals and Outcomes

		Out-standing	Not Upheld	Upheld	Total
Complaint	LR Process				
	1 st Q 2010/11	0	1	1	2
	1 st Q 2009/10	0	2	1	3
	Outcome of Police Investigation				
1 st Q 2010/11	7	4	0	11	
1 st Q 2009/10	0	2	2	4	
Direction & Control	Non Recording of a Complaint				
	1 st Q 2010/11	2	5	0	7
1 st Q 2009/10	0	3	2	5	
Inbox	Non Recording of a Complaint				
	1 st Q 2010/11	1	0	0	1
1 st Q 2009/10	0	0	0	0	

GPMS – Not Protectively Marked

Table 17 Bedfordshire & Hertfordshire Combined IPCC Appeals and Outcomes

		Out-standing	Not Upheld	Upheld	Total
Complaint	LR Process				
	2010/11	1	2	1	4
	2009/10	0	6	1	7
	Outcome of Police Investigation				
2010/11	18	6	0	24	
2009/10	0	8	3	11	
Direction & Control	Non Recording of a Complaint				
	2010/11	2	7	1	10
	2009/10	0	4	4	8
Inbox	Non Recording of a Complaint				
	2010/11	2	0	0	2
	2009/10	0	1	1	2

4.3 COMMENTS

- At this stage in the reporting year the majority of recorded appeals have yet to be finalised. Of the 17 completed appeals 2 have been upheld.

SECTION 5
Complainant Demographics

This section provides a measure of proportion of population demographics as guideline for comparative measures of complainants.

Table 18 Bedfordshire & Hertfordshire Complainant Demographics against Population

Bedfordshire & Hertfordshire Complainant Demographics against Population									
Code	Beds 10/11 - % of Population	Beds 10/11	Beds Status	Herts 10/11-% of Population	Herts 10/11	Herts Status	Combined Population09/10	Combined Force 10/11	Combined Status
GENDER									
Male	49.9	67.2		48.8	60		49.35	63.6	
Female	50.1	32.1		51.2	40		50.65	36.05	
AGE									
0-19	25.4	3		25.1	4		25.25	3.5	
20-29	13.3	20		11.8	16		12.55	18	
30-39	14.6	16.4		14.3	16		14.45	16.2	
40-49	15.3	18.6		16	21		15.65	19.8	
50-59	12	10.4		12	9		12	9.7	
60+	19.4	6.7		20.8	3		20.1	4.85	
Unknown		25			32.1			28.55	
ETHNICITY									
Asian	10	13.4		4.5	0.7		7.25	7.05	
Black	4.1	5.2		2.4	11		3.25	8.1	
Mixed	2.1	0		1.9	0		2	0	
White	82.2	51.5		89.6	55		85.9	53.25	
Other	1.6	2.2		1.6	4		1.6	3.1	
Unknown		27.6			29.1			28.35	

Bedfordshire population based on midyear population estimates and forecasts 2008

Hertfordshire population based on midyear population estimates 2008 and Office of National Statistics mid 2007

	Higher than population
	Stable
	Lower than population

5 COMMENTS

- Due to the high number of unknowns at this stage in the reporting year any trend is difficult to identify
- The higher level of complaints from the black and minority ethnic population across both forces has been noted and is being monitored to ensure there are no identifiable issues. The allegation categories are across a range with the highest being incivility and other assault.

SECTION 6
Subject Demographics

This section provides a measure of proportion of the workforce demographics as a guideline for comparative measures of subjects.

Table 19 Bedfordshire & Hertfordshire Subject Demographics against Workforce

Bedfordshire & Hertfordshire Subject Demographics against Workforce									
Code	Beds 10/11- % of Workforce	Beds 10/11	Beds Status	Herts 10/11 -% of Workforce	Herts 10/11	Herts Status	Combined 10/11 -% of Workforce	Combined 10/11	Combined Status
STAFF TYPE									
Officer	49.7	88.3		46.9	91.7		48.3	90	
Special	8.2	1.6		8.5	3.6		8.35	2.6	
PCSO	4.6	2.1		5.8	0.5		5.2	1.3	
Police Staff	37.5	7.9		38.8	4.1		38.15	6	
SERVICE									
0-2	26.9	17.4		25.1	18.8		26	18.1	
3-5	17.8	16.8		21.6	18.3		19.7	17.55	
6-10	27.3	23.4		26.1	24.2		26.7	23.8	
11-15	8.9	6.5		8.8	5.9		8.85	6.2	
16-20	7.7	4.3		7.3	5.9		7.5	5.1	
21-25	6.3	4.3		6.4	6.4		6.35	5.35	
26+	5	5.9		4.5	3.8		4.75	4.85	
ETHNICITY									
Asian	3.5	5.8		1.8	3.1		2.65	4.45	
Black	1.6	0.5		0.8	0		1.2	0.25	
Mixed	1.4	1.1		1.2	1		1.3	1.05	
White	91.4	73.5		94.7	76.8		93.05	75.15	
Other	0	0		0	0		0	0	

Staffing levels based on end of March 2010 workforce

Excludes unknowns but the percentages are percentage of total therefore may not add up to 100

Performance Rating	
	lower than workforce
	same as workforce
	higher than workforce

6 COMMENTS

- The proportion of police officers who are subjects is higher than the force level due to their front facing role which makes them susceptible to complaints.
- The number of unknowns for Bedfordshire is 32 and for Hertfordshire is 30, these totals are based on recorded complaints and during investigation the majority of subjects are identified.

SECTION 7
Letters of Appreciation

This section provides an overview of the external number of letters of appreciation recorded onto the PSD system.

Table 20 Bedfordshire & Hertfordshire Recorded Letters of Appreciation

Letters of Appreciation	Beds	Herts	Combined
	53	116	169

7 COMMENTS

- The levels of recorded letters of appreciation are proportionate to the size of the respective forces.

SECTION 8 Lessons Learnt

The IPCC state that they as well as police forces and policing partners have a role to play in ensuring that learning from the complaints system is captured, disseminated and monitored. Bedfordshire and Hertfordshire continually strive to improve the service they offer to members of the public and identifying, reviewing, monitoring and disseminating lessons for learning have contributed to this aim.

Where learning has been identified a Service Improvement Document (SID) is generated stating areas / actions for reviewing and actioning.

Notable Lessons identified through complaints during this quarter have included:

- Hertfordshire: Vehicle Recovery - Unilateral decisions in relation to release or destruction of vehicles and the use of certain garages for recovery within the Vehicle Recovery Unit were identified as an issue therefore new Standard Operating Procedure have been implemented.
- Bedfordshire: Reprimand Form – Form amended as incorrect advice was given in relation to how long the reprimand should be declared.
- Bedfordshire: Requests for legal advice in custody – Following a request from a detainee for legal advice, the request was not actioned in a timely fashion by custody staff due to a break down in communication and the detainee had to request a solicitor for a second time. The detainee did get legal advice albeit delayed and the custody sergeant took full responsibility for this as it was a genuine error for which an apology was given. The computer system within custody has been enhanced to improve timely response of actioning a request for legal advice.

Notable Lessons identified via the IPCC where further action is required by each force are:

- Are custody records dip sampled to ensure that risk assessments have been properly conducted and recorded?
 - Bedfordshire custody records are dip sampled once a month and a report provided, this includes a risk assessment. Eight custody records per suite are produced plus every prison production and every detention not authorised record. Any custody sergeants making consistent mistakes are then considered for remedial or additional training.

SECTION 9
Conclusion

The Force continues to meet the requirements of the provisions of the Police Act 1996 with regard to the handling of Complaints and Misconduct and the Police Authority remained properly informed of the workings of Sections 67 to 76 of that Legislation.

SECTION 10
Recommendation

That the report be accepted and noted by members of the Police Authority.

INDEPENDENT CUSTODY VISITING PANEL

20th July 2010

Minutes of Meeting

PRESENT

Mrs Linda Hockey (Chair)

Mr Arnold Brown, Mr George Dykes, Mr Vic Eltringham, Mrs Honey Farmer, Mr Nick Hill, Mr Philip Jerred, Ms June Laws, Ms Susan Lofthouse, Mr Abdul Malik, Mr Mark Mason, Mr David Miller, Mr Sidney Miller, Mr Hugh Pratt, Mr Mike Rudd, Mr Richard Sutton, Mr Stephen Tiktin, Mr Barry Wheeldon, Mrs Lenanne Whitehead, Ms Alison Graham, Mrs Kathy Johnson, Chief Inspector Jaki Whitted, Mrs Pat Brown and Ms Janet Wardell.

Apologies for absence were received from Mr Barry Brown, Ms Jacqueline Dowsing, Mrs Shamim Hamida, Mr Lee Knapp, Mr Graham Mitchell, Mrs June Vallerius, Mr Ian Webster, Mr Shahzad Choudhry and Mrs Sarah Holland.

Welcome to the Chair

The Panel welcomed Mrs Linda Hockey as the new Chair of the ICV Panel.

1 MINUTES

The minutes of the Independent Custody Visitors Panel held on 27th April 2010 were confirmed.

2 MATTERS ARISING

There were no matters arising.

3 REPORT OF THE CHAIR

Mrs Linda Hockey expressed on behalf of Bedfordshire ICV Scheme appreciation to Penny Fletcher for all her hard work and achievements in her role as the previous Chair of the ICV Panel.

Mrs Hockey informed the panel about recent and ongoing Police Authority activity particularly in light of the current economic climate.

Recent decisions on public consultation to merge Bedfordshire and Hertfordshire Police Forces had resulted in this matter not being taken forward. Options left for the Bedfordshire Police to address funding shortfalls expected over the next few years were further collaboration with Hertfordshire and other partner organisations to reduce the risk of a cut in delivery of services.

Members of the panel were advised that there was no plan to collaborate on Custody across Bedfordshire and Hertfordshire and therefore there would be no impact of the ICV Schemes.

Mrs Hockey informed the panel that Bedfordshire Police was to undergo a restructure of policing under Programme 2011 and that further information would be available later in the year.

Members of the panel were informed that the HMIC/Audit Commission Inspection of Police Authority had taken place on 5 – 9th July 2010. A case study on the ICV Scheme had been submitted as evidence of effective process and had been commended by the inspection team. A copy of the case study would be emailed to ICVs for information.

4 CUSTODY SUITES REPORT

Chief Inspector Jaki Whittred submitted an update report of Custody Suites.

The following was highlighted:

Resource Levels

Difficulties regarding staffing levels were to result in closure of Dunstable Custody on 18-20th July and 3-5th August 2010.

The next Custody Officers course was to be held on 27th September for four weeks and was to occur twice yearly after that. Custody sergeants were tenured to remain in post for one year. The ICV Scheme did have input into Custody and Detention Officer training.

Estates Issues

Cleaning issues

Chief Inspector Whittred expressed appreciation of the scrutiny and feedback of ICVs on all custody matters particularly with regard to cleanliness. The cleaning contract was due for renewal in early 2011. The custody service requirements for the new contract were to be brought to the October meeting of the ICV panel. The panel was informed that cleaning was carried out once per day, in the morning, at each facility and considering the throughput of detainees this was deemed unsatisfactory. The panel was informed that any deep cleaning requirements for contaminated cells meant calling in a different contractor and that a cell may be out of use for some time waiting for this service. Members of the panel agreed that the current cleaning arrangements were not fit for purpose. It was agreed that detainees should be moved to a clean cell each morning to allow the cleaners access to all cells.

Chief Inspector Whittred advised that she welcomed comments from the panel on the revised cleaning contract from 2011.

It had been generally agreed that the cleaning whiteboards were not meeting requirements and the panel was advised that this matter was to be reviewed.

CCTV

Chief Inspector Whittred updated the panel that a report regarding CCTV in Custody was to be presented to the Force Executive Team later in July and outcomes would be provided to the next ICV Panel meeting.

Essential upgrade of the power supply was to be carried out at Dunstable Police Station to tie in with the temporary closure of the custody suite in August 2010.

Custody Performance

The Panel was advised Custody Managers were conducting regular custody audits to ensure compliance with PACE and Safer Detention and met with Chief Inspector Whittred on a monthly basis to scrutinise performance and review feedback from Custody Visiting Record reports.

Work to improve the 'Near Miss' reporting process was being undertaken. The new process would be titled 'Successful Intervention' and would include clear lines of reporting and ownership of responsibility and would ensure lessons learnt and training requirements were identified through a regular feedback process.

Operation Safeguard

There had been no request made by the Home Office to reinstate Operation Safeguard.

Her Majesty Inspector of Constabularies (HMIC) Inspection of Custody.

No notification had been received regarding the anticipated inspection of custody to date.

The Force HMIC Custody Inspection Challenge Group was to meet on 27th July 2010 and two ICV representatives, Mrs Honey Farmer and Mr Philip Jerred, were to attend to scrutinise and provide input from an external perspective.

Resolved

That the report be noted

5 MONITORING REPORT

Chief Inspector Whittred submitted a monitoring report of the Police Authority and Force which summarised the activities of Independent Custody Visitors between 1 April 2010 and 31 June 2010 and highlighted associated issues.

Areas highlighted were:

- There were 37 visits carried out against a target of 39 during this quarter.
- 150 detainees had consented to be seen against 243 in detention at the time of the visits – 62%.
- Most visits had occurred on weekdays; one visit had occurred on a Sunday and one on a Saturday.

Chief Inspector Whittred advised that exercise yards were being monitored for evidence of smoking to support the total ban across the Force.

Chief Inspector Whittred informed the panel of responses to matters of concern raised to the Head of Estates including:

- Sharps boxes were to be changed to Velcro strap secured units
- Graffiti had been dealt with
- Problems were explained for the reason the CCTV cell at Greyfriars was out of use for five weeks.
- Cleaning issues were being monitored
- Cleaning notice board use was to be reviewed

In answer to a question from the panel Chief Inspector Whittred agreed to inform ICVs which doors within each custody unit were required to be kept locked when not in use.

The condition of Luton Custody kitchen area had been recognised as poor and the Estates Department had quoted costs to improve it of £5000. No decision had been taken to progress this matter to date.

ICVs were asked by Chief Inspector Whittred to carry out some visits during unsocial hours, particularly at weekends when custody would be busy and detainees might be at risk.

Members of the panel advised that there had been instances when custody staff did not know where Flash Cards were stored. It was agreed that a coloured box file would be provided to each custody suite specifically for use of ICV material.

Chief Inspector Whittred informed the panel that the Custody Managers and the Head of Estates appreciated the work of the ICV Scheme.

Members of the panel asked for more detailed breakdown regarding detainees seen/unseen and those who declined a visit in future reports.

Chief Inspector Whittred advised the panel that she was to meet with the Customer Services Manager to discuss the role of ICVs and ensure all front desk staff were made aware that ICVs should have immediate access to custody.

Resolved

That the report be noted

6 REPORT OF THE SCHEME ADMINISTRATOR

ICV Scheme Administrator, Mrs Pat Brown, raised the following matters:

Flash Cards

Flash cards were a collaborative initiative of the six counties of the Eastern Region. As such any review would need to be undertaken on a regional basis and other schemes had not considered this necessary. It was agreed not to translate the introduction pages to fit with 'Self Introduction' because of the high cost of translation.

Form Filling

Mrs Brown requested that when a detainee is marked as 'not seen' on the record sheet that a reason is always given.

Members of the panel remarked on the fact that since self introduction most detainees were seen and they either agreed or declined an interview at that point. It was agreed that the Custody Visiting Record required amendment to better capture this information.

7 REPORT OF THE SCHEME CO-ORDINATOR

Mr Mike Rudd, Scheme Coordinator, was pleased that the targets for the last quarter had almost been met. He asked that ICVs arrange their visits over the whole month. Visits had been arranged for three consecutive days at one custody suite recently and this was considered not best practice.

Mr Rudd had been invited to a Cambridgeshire ICV meeting to inform them about self-introduction in June 2010 and this had been very much appreciated by Cambridgeshire Police Authority.

ICVs were asked to ensure that they copied/emailed Mr Rudd into their visiting arrangements so that he could monitor the visits against the

targets set.

Mr Rudd highlighted the need for older ICVs to receive some refresher training and this was to be looked into by the Scheme Administrator.

8 EASTERN REGION ICVA REPORT

Mr Nick Hill submitted an report to the panel on the meeting held on 15 July 2010 of the Eastern Region Independent Custody Visiting Association at Newmarket.

Highlights of the report were;

- ICVA Update
- Next Regional Conference
- Scheme Administrator Conference feedback
- Codes of Practice
- ICV Recognition
- New ICVA Training
- Custody Inspection updates
- Police Authority inspections
- ICVA Regional Representative
- Scheme updates

The minutes from this meeting were to be made available on request to members of the panel.

Resolved

That the report be note

ANY OTHER BUSINESS

Members of the panel enquired about the lifespan of Greyfriars Police Station. The Chair was able to inform the panel that the redevelopment of Bedford Town Centre had been halted at this time and that Greyfriars would be in use for some time yet.

The Chair advised that the ICV Annual Report would be brought to the next ICV Panel meeting in October.

The date of the next meeting was Tuesday 19th October 2010.