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**Enquiries to: Mrs J Head  
Telephone: 01768 217734**

**Our reference: jh/EIP**

**Date: 1 August 2018**

## **AGENDA**

**TO: THE MEMBERS OF THE ETHCS AND INTEGRITY PANEL**

### **CUMBRIA POLICE & CRIME COMMISSIONER AND CUMBRIA CONSTABULARY ETHICS AND INTEGRITY PANEL**

A Meeting of the Ethics and Integrity Panel will take place on **Thursday 8 November 2018** in **Conference Room 3** , Police Headquarters, Carleton Hall, Penrith, at **1.15pm**. Please note that a buffet lunch will be served for Members of the Ethics and Integrity Panel.

**G Shearer  
Deputy Chief Executive**

**Note:** Members are advised that allocated car parking for the meeting is available in the Visitors Car Park to the left of the main Headquarters building.

**The Panel members will meet at 9.15 am to carry out two dip sampling sessions**

### **PANEL MEMBERSHIP**

Mr Michael Duff  
Mrs Lesley Horton  
Mr Alan Rankin (Chair)  
Mr Alex Rocke

# **AGENDA**

## **PART 1– ITEMS TO BE CONSIDERED IN THE PRESENCE OF THE PRESS AND PUBLIC**

### **1. APOLOGIES FOR ABSENCE**

### **2. DISCLOSURE OF PERSONAL INTERESTS**

Members are invited to disclose any personal/prejudicial interest which they may have in any of the items on the Agenda. If the personal interest is a prejudicial interest, then the individual member should not participate in a discussion of the matter and must withdraw from the meeting room unless a dispensation has previously been obtained.

### **3. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC**

To consider (i) any urgent items of business and (ii) whether the press and public should be excluded from the Meeting during consideration of any Agenda item where there is likely disclosure of information exempt under s.100A(4) and Part I Schedule A of the Local Government Act 1972 and the public interest in not disclosing outweighs any public interest in disclosure.

## **PART 2– ITEMS TO BE CONSIDERED IN THE ABSENCE OF THE PRESS AND PUBLIC**

### **4. NOTES OF THE PREVIOUS MEETING**

To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 8 August 2018 (copy enclosed).

### **5. SPIT GUARDS**

To receive a report and briefing on the proposed use of Spit Guards by Cumbria Constabulary (copy xxxxxx) – *To be presented by Inspector Dave Barr*

### **6. CIVIL CLAIMS**

To receive and note a report by Cumbria Constabulary on Civil Claims (copy enclosed) - *To be presented by Mr A Dobson, Director of Legal Services.*

### **7. GRIEVANCES**

To receive a report on Grievances against the Constabulary with particular note of any cases of bullying - *To be presented by Deputy Chief Constable Webster.*

**8. MISCONDUCT**

- (a) To receive and note a report by Cumbria Constabulary on police staff misconduct (copy enclosed) - *To be presented by Deputy Chief Constable Webster.*
- (b) To raise any overall issues identified during the dip sample session and discuss progress of allocated actions.

**9. INTEGRITY – ANTI-FRAUD & CORRUPTION**

To receive and note a report by Cumbria Constabulary on work undertaken by the Anti-Fraud and Corruption Unit (copy enclosed) – *To be presented by Deputy Chief Constable Webster*

**10. INTEGRITY – COMPLAINTS BY THE PUBLIC**

To receive and note a report by Cumbria Constabulary on public complaints (copy enclosed) – *To be presented by Deputy Chief Constable Webster.*

**11. OPCC COMPLAINTS AND QSPI**

To receive and note a report by the Office of the Police and Crime Commissioner regarding complaints and quality of service issues received (copy enclosed) – *To be presented by the OPCC Deputy Chief Executive .*

**12. 2019 ANNUAL WORK PROGRAMME AND MEETING DATES**

To receive and note a report by the Office of the Police and Crime commissioner (copy enclosed) – *To be presented by the OPCC Deputy Chief Executive.*

**Agenda Item No 04**

**ETHICS AND INTEGRITY PANEL**

Notes of a meeting of the Ethics and Integrity Panel held on  
Thursday 9 August 2018 in Conference Room 3, Police Headquarters,  
Carleton Hall, Penrith, at 2.00 pm

**PRESENT**

Mr Michael Duff  
Mr Alex Rocke  
Mrs Lesley Horton

**Also present:**

T/Deputy Chief Constable Mark Webster  
Superintendent Sarah Jackson  
Complaints and Misconduct Manager – Barry Bell  
OPCC Chief Executive - Gill Shearer  
OPCC Governance Manager - Joanne Head

**1. APOLOGIES FOR ABSENCE**

There were apologies for absence from Mr Alan Rankin. Lesley Horton undertook the role of Panel Chair in Mr Rankin's absence.

**2. DISCLOSURE OF PERSONAL INTERESTS**

There were no disclosures of personal interest regarding any agenda item.

**3. URGENT BUSINESS**

There were no items of urgent business to be considered by the Panel.

**4. NOTES OF THE PREVIOUS MEETING**

The notes of the meeting held on 16 May 2018 had been circulated with the agenda.

Superintendent Jackson updated the panel regarding the 15-week reviews that were being undertaken. The reviews consisted of a coaching style conversation with officers and staff,

also included four questions on integrity. These acted as a reminder to staff to consider and, where appropriate, self-refer or disclose relationships, friendships or vulnerable associations.

A recent newspaper article brought attention to the number of police officers and staff nationally who had secondary business interests. Superintendent Jackson advised that such interests in Cumbria related to property rentals or sales/marketing for skin care products. A number of officers and staff were also referring voluntary roles they undertook such as a school governor. All applications were considered against the working time directive to ensure that this was not being exceeded. Currently the process for recording secondary business interests was paper-based and made it difficult to process and monitor. An electronic system would increase efficiency in the workflows.

Deputy Chief Constable Webster advised that the Constabulary could also provide financial support and counselling to officers and staff.

**Agreed;** that, the minutes be agreed.

## 5. INTEGRITY – ANTI-FRAUD & CORRUPTION

Deputy Chief Constable Webster presented the quarterly report on work undertaken by the Constabulary's Anti-Corruption Unit. It was noted that there had been a significant reduction in allegations of discreditable conduct, domestic issues, honesty & integrity and data security & disclosure. There had been an increase in categories relating to associations but these had predominantly been self-referrals or becoming apparent through the individual's work. During the reporting period 5 police officers had been suspended.

Superintendent Jackson briefed the Panel on the proposed remodelling of the department, which included the investment of an additional detective constable and an analyst.

Development of the portal had been 95 % delivered and work was being carried out via a new audit tool to allow staff to carry out searches on all force systems at any one time; enabling more data to be assessed. The department had previously been reactive to information or intelligence received whereas now it was their intention to become more proactive. This would be achieved by utilising a process currently being used by Lancashire Constabulary. The system looked across a number of indicators and once these were pulled together would identify within the workforce who was a greater risk of corruption due to their lifestyle. The unit would start to look at information and assess whether or not it was intelligence or purely information. It was agreed that an update on the progress of this system would be reported to the Panel in 2019.

Superintendent Jackson advised that accessing data was a cause for concern but there were no real themes emerging at the moment.

**Agreed;** that,  
(i) the report be noted;

- (ii) an update on the Lancashire Constabulary intelligence system and its progress once in place (2019);

## 6. INTEGRITY – COMPLAINTS BY THE PUBLIC

Deputy Chief Constable Webster presented the quarterly report detailing the Constabulary's performance in dealing with public complaints. It was noted that the Constabulary currently had the lowest number of complaints within its Most Similar Force (MSF). Direction and Control complaints were the main group showing an increase within the last 12 months with an increase of 40 (59%). The merits of digging deeper into the cause of the increase was proposed by a Panel member. It was agreed that the Panel would look at a selection of Direction and Control complaints at the November dip sample session.

The Complaints and Misconduct Manager briefed the members on the process of identifying Direction and Control issues, how these were then reviewed and highlighted to relevant departments. Such examples were the use of appropriate adults and when they should be used within custody; this was brought to the attention of the Custody Forum. Another was in how the Constabulary trained officers in the use of force and why complaints were being received. The Constabulary had not concentrated on communication techniques within their training. The importance of this was recognised and this would be brought back into all training.

A quarterly report was prepared for all Territorial Policing Areas (TPA) and the Constabulary as a whole that identified the issues being raised through the complaints process.

A member asked how the new There and Then process was being received by complainants and by staff within the Professional Standards Department (PSD). The Complaints and Misconduct Manager advised that it was working well and by investing time at the beginning of the complaints process allowed issues to be resolved at a much earlier stage, with less matters being sent to TPA inspectors to deal with. Currently investigators were dealing with the There and Then process but this did have an impact on their investigation timeliness. Work was being carried out to re-model the whole of PSD to enable this work to be shared throughout the department

The There and Then process was a key element to improving the complaints process as the current system was based on officer misconduct. The Independent Office of Police Conduct (IOPC) were moving towards a system which learnt from outcomes rather than misconduct.

It had previously been reported that PSD would be seeking customer feedback from complainants who had been processed through There and Then. Mr Bell advised that he carried out a quarterly dip sample whereby he undertook to contact 10 people who had been dealt with as part of the There and Then process. Many advised that they had not expected to be contacted within 24 hours of them submitting their complaint. This early contact enabled the Constabulary to understand how the issues have affected the individual and what impression the officer had left them with. The information received as feedback is then fed

back to Superintendent Jackson and the Deputy Chief Constable. It was agreed that this feedback would be included in future reports.

**Agreed;** that,

- (i) the Panel note the update;
- (ii) review a selection of Direction and Control complaints during their November dip sample session; and
- (iii) feedback from the There and Then process would be reported upon in future reports.

## **7. IMPROVING THE POLICE COMPLAINTS PROCESS**

Superintendent Jackson presented a report highlighting the work that had been undertaken to improve the accessibility of the complaints process within PSD. Many of the areas within the report had been discussed within the two previous agenda items.

In response to a member's question Superintendent Jackson advised that she had oversight of Health and Wellbeing within the Constabulary as part of the People Department. The Constabulary had recently launched an initiative whereby 21 people had been appointed as a wellbeing advocate and an investment in mental health first aiders. Being subject of a complaint or misconduct process was recognised as being a stressful situation. The aim of the wellbeing advocates were to have an understanding but playing no part in the process, but having the skills and abilities to support the individual.

**AGREED;** that the report be noted.

## **8. SPECIAL CONSTABULARY RECRUITMENT UPDATE**

A number of special constables had left to become regular officers during the current recruitment process resulting in officer numbers reducing. Recruitment had paused whilst work was carried out with the Cadet and Mini Police programmes. Work was being carried out to re-design what the Constabulary required from a special. Currently they were asked to attend 10-week sessions one after another which did not always suit individuals who had busy working or family lives. The Constabulary were looking to design a distance learning capability which would include tests and scoring against criteria. They were also viewing an option to have volunteers as certain powers could be devolved to them. This would present a reduced requirement for the individual and may be more appealing with the Constabulary being able to utilise different skills and abilities. The next intake was programmed for 2019 to allow the reviews to take place.

Members were advised that under the new College of Policing framework from 2020 there would be 3 routes to becoming a police officer, but all would require officers to have a degree. This could be attained via a specialised university course; a foundation/conversion course for other degrees or via a constable apprenticeship programme. It was recognised that for many this would present a disincentive and could present diversity issues. The rationale for the

decision was discussed and the Panel members felt that this could narrow the routes in policing when other organisations were opening up a diversity of opportunities.

**AGREED;** that, the

- (i) report be noted; and
- (ii) officer recruitment be included within the Panel's work programme for 2019

## **9. REVIEW OF SMALL EX-GRATIA PAYMENTS**

Superintendent Jackson advised the Panel of the work which had been carried out to simplify the process for making ex-gratia payments to members of the public. The new process aimed to assist the complainant to access the correct process; speeding up the issuing of payments and providing a better experience to the complaints system overall.

**AGREED;** that the verbal report be noted.

## **10. STOP AND SEARCH**

In 2016 the Panel when reviewing the forms had the quality of completion was poor which the Constabulary recognised and undertook a training programme for officers. In 2017 the Panel found that the quality had improved significantly.

During the morning the Panel had carried out a dip sample of 50 stop and search forms. Learning had clearly become embedded, as the quality of completion was being maintained. It was noted that some forms were still not clear on the exact reason for the stop/search and advised that this should be fed back.

In response to a member's question, Superintendent Jackson advised that where a form indicated that the stop/search was due to intelligence, supervising officers who reviewed the forms would check to ensure that this was in fact correct.

**AGREED;** that the verbal report be noted.

## **11. BODY WORN VIDEO**

During the morning the Panel had also received a presentation and demonstration on the Body Worn Video (BWV) equipment that was being rolled out across the Constabulary. The equipment was easy for officers to use and robust to withstand policing incidents.

The members were pleased with the integrity of the system and the audit processes in place to enable supervision to review footage and access to it. There were also safeguards in place when footage related to a complaint or investigation.

Members asked that if an officer did not active their BWV at an incident whether any disciplinary proceedings would be taken. The Complaints and Misconduct Manager advised



that officers were mandated to activate BMV and if they did not he would uphold a complaint against them.

The Panel has also dip sampled recorded footage during the morning. They reviewed seven items of footage covering a diverse range of incidents. These included dealing with a fight in Carlisle, a vulnerable youth, people with mental health issues and a safeguarding issue. In each instance the officers conducted themselves appropriately to the situation they were dealing with. They displayed good levels of civility and respectfulness, dealing with situations in a sensitive and caring manner when required. The attitude of each officer in every crime, showed sensitivity and civility in some very challenging and upsetting incidents.

Deputy Chief Constable Webster stated that a lot would be learnt about the equipment's capability and benefits from operational use and implementation. A review of the system was to be carried out in December 2018 and it was agreed that this would be reported upon to the Panel's February 2019 meeting.

**Agreed;** that,  
(i) the verbal report be noted ;  
(ii) the Panel be provided with the outcome of the Body Worn Video review at their February 2019 meeting

## 12. PANEL TENURE

The OPCC Chief Executive briefed the meeting on a proposal to extend the current tenure of Panel membership. At present members were appointed to the Panel on 2 x 2 year terms up to a maximum of 4 years.

Following a review and consultation with the Constabulary it was recognised that the work of the Panel had developed significantly over the past 4 years. It had taken time for members to come to grips with the different elements of Constabulary work and therefore it was proposed that the tenure be extended to a maximum of 8 years. Members appointments would still be reviewed on a 2 year basis and of course members could leave the Panel at any time of their choosing. The proposed extension was comparable with the Commissioner's and the Constabulary's Joint Audit and Standards Committee.

A decision paper would be presented to the Commissioner at the beginning of September to approve the proposal.

**Agreed;** that, the verbal update be received.

**Meeting ended at 3.50 pm**

Signed: \_\_\_\_\_  
Panel Chair

Date: \_\_\_\_\_

# Constabulary Report to OPCC



## Agenda Item No 07

**TITLE OF REPORT:** Constabulary Grievances

**DATE OF MEETING:** 8 November 2018

**ORIGINATING OFFICER:** Kerry Rogerson, HR Manager

**PART 1 or PART 2 PAPER:** PART 1 (OPEN)

### Executive Summary:

*No more than 100 words.*

The report provides a position overview in respect of ongoing, finalised and newly submitted grievances for this financial year until 29 October 2018.

A summary of the main changes in respect of the management, monitoring and recording of grievances is also provided.

### Recommendation:

*Set out clearly the recommendation to be approved, using bullet points and ensure references are included to previous decisions on this matter. Any alternative options considered should not be outlined here but in the 'introduction and background' section.*

- That the Ethics and Integrity Panel note the report.
- That the Ethics and Integrity Panel provide feedback regarding the format of the report and how they wish this to be presented for future panels.

## MAIN SECTION

### 1. Introduction and Background

- 1.1 The attached Grievance Statistics Report shows the number of grievances lodged during this financial year up to 29 October 2018, together with a summary of ongoing and finalised cases within the reference period.
- 1.2 Included in the report is an overview of the characteristics of those lodging grievances. The report identifies the gender and race of those submitting grievances as well as an overview as to the nature of the grievance. In addition statistics relating to whether the aggrieved is a police officer or member of staff and whether the grievance relates to unlawful discrimination have been included.
- 1.3 Summary position is as follows:
  - To date, there has been one grievance lodged in this financial year, 2018/2019.
  - One grievance has been resolved at stage three.
  - Four grievances remain outstanding from the previous year, one at stage 1, one at stage 2 and two at stage 3.
- 1.4 Issues range from grievances against the application of a policy or procedure to complaints related to action taken against an individual e.g. investigation.
- 1.5 By their very nature all grievances have an element of perceived inequality and/or unfairness.

The one grievance submitted this financial year is directly linked to alleged disability discrimination under the Equality Act.

This is a longstanding attendance case which has been managed in accordance with the medical advice received from the Force Medical Adviser. Adjustments in respect of hours, role and duties have been put in place where considered appropriate and reasonable over an extended period of time. The individual in this case is challenging the medical opinion and as a result the adjustments and management action taken in this respect.

### 2. Issues for Consideration

#### 2.1 Drivers for Change

*Links to Police & Crime Plan and priorities; legal requirement; efficiency requirement; improvement.*

- There are no specific emerging trends or patterns at the time of submitting this report.
- Grievances submitted are predominantly from white, British males. Specific items impacting on equality are raised through the Valuing Individuals Group (VIG) to ascertain if there are any issues that the Constabulary should be dealing with. At this time no issues have been raised.
- The People Department will continue to meet with the Federation and Unison when necessary to discuss issues that are emerging and look to informally resolve them prior to a formal grievance being submitted. The Constabulary proactively engages to address concerns.
- Funding has been secured to train 8 internal accredited mediators. This is currently being progressed with the aim that they are utilised in the resolution of any grievance.

### 3. Financial Implications and Comments

*Budget implications – one off and/or on-going costs, savings, growth, capital and revenue.*

3.1 Please see Risk and Equality Implications

#### **4. Legal Implications and Comments**

*Including advice received.*

4.1 Please see Risk and Equality Implications

#### **5. Risk Implications**

*Including any mitigating actions that can be taken.*

5.1 With any complaint which is potentially linked to the employment relationship there is the risk of employment tribunal or judicial review should the matter not be resolved.

5.2 Through working in partnership with Unison and the Federation the aim is to continue to avoid formal proceedings and resolve issues in an informal manner to the satisfaction of all parties.

#### **6. HR / Equality Implications and Comments**

*Including any actions arising from Equality Assessment.*

From May 2018 the management of Grievance transferred to the HR department including the recording and monitoring of progress and outcome.

A number of key change have been introduced to improve the management of cases but also to reflect feedback received from HMICFRS:

- Stage 3 consideration can now be undertaken by a senior member of the Constabulary e.g. (member of COG) this was amended from a member of Chief Officers.
- The Grievance form has been revised to act as a running case summary of the grievance for each stage enabling recording of action taken and outcomes.
- A HR officer, with no previous involvement, will be now allocated to provide advice and guidance to the stage manager.
- Consideration of welfare support where applicable for the aggrieved individual.

#### **7. Supplementary Information**

7.1 List any relevant documents and attach to report

*Such as Business Cases, Equality Assessments, PIDs, Media Strategy.*

(i) Grievance Data for the period 2018/2019

(ii) Grievance Procedure – September 2018



Peter McCall

## Office of the Police & Crime Commissioner Report

### Title: Police Staff Discipline and Misconduct

**Date: 8 November 2018**

**Agenda Item No: 08**

**Originating Officer: Kerry Rogerson, HR Manager**

**CC:**

#### **Executive Summary:**

The Constabulary has a Disciplinary Policy and Procedure, which affords the opportunity to resolve cases quickly and effectively at the lowest possible management level. This report provides a summary and analysis of the cases, which have been dealt with in the six months preceding this year's meeting of the Panel

#### **Recommendation:**

That, the Ethics and Integrity Panel note the Report.

#### **1. Introduction & Background**

1.1 This report details the number of police staff discipline and misconduct cases dealt with during the period 1 May 2018 and 15 October 2018.

#### **2. Issues for Consideration**

2.1 Four members of Police Staff were the subject of disciplinary proceedings in accordance with the Constabulary Policy on Police Staff Discipline. Of the four cases three were male and one was female, and none were recorded as being of a minority ethnic origin.

2.2 Of the four cases;

- One originated from a public complaint, which was initially investigated as a criminal matter. This resulted in NFA but was then subject of an internal disciplinary investigation. This investigation resulted in insufficient evidence to progress formally with the individual receiving management words of advice.
- The three remaining cases were subject of a criminal investigation, two were NFA whilst the other resulted in a criminal conviction.

- Of these three cases one was provided with words of advice, with the two remaining considered gross misconduct and progressed to a hearing. One resulted in a final written warning with the other individual resigning prior to the hearing.

2.3 There are currently seven further cases which are ongoing and not subject to review by the panel at this time. Of these seven cases three relate to potential matters of gross misconduct with three staff members currently suspended from duty and a further two placed on management restricted duties.

2.4 No appeals were heard during this time period.

### **3. Implications**

#### **3.1 Financial**

Please see Equality Implications

#### **3.2 Legal**

In accordance with the introduction of the Advisory and Barred lists cases which result in dismissal for misconduct are referred for inclusion on this list – this applies to police staff and officers. To ensure consistency with officers in the case that an employee resigns prior to a hearing consideration is being given to the completion of any disciplinary process to allow a determination regarding whether they would have been dismissed if still employed. This will allow for the individual to be referred for inclusion on the Barred list as appropriate.

#### **3.3 Risk**

Please see Equality Implications

#### **3.4 HR**

##### **3.4.1 Joint approach**

From April 2018 the HR and PSD departments are operating a more integrated approach to police staff misconduct. Whilst HR will retain ownership investigations will be supported by the PSD Department with consolidation of guidance and template documentation.

A number of the current investigations have been progressed jointly reducing the timescales associated with any investigation.

This builds on the joint working already in place regarding investigations and the joint development and delivery of the Code of Ethics training across the Constabulary.

##### **3.4.2 Equality**

If the provisions of the Employment Rights Act 1996 are breached in terms of unfair dismissal then there would be implications for the Constabulary which may lead to financial and status loss.

If any equality or diversity issues are identified that would lead to unlawful discrimination being proven then there would be implications for the Constabulary which may lead to financial and status loss.



# Constabulary Report to OPCC

## Agenda Item No 10

**TITLE OF REPORT:** INTEGRITY – COMPLAINTS BY THE PUBLIC

**DATE OF MEETING:** 8<sup>th</sup> November 2018

**ORIGINATING OFFICER:** Superintendent Jackson – Head of People Department

**PART 1 or PART 2 PAPER:** PART 1 (OPEN)

### Executive Summary:

*No more than 100 words.*

- IOPC data continues to show that Cumbria complaints per 1000 employees remains lowest in the MSF at 72 (most similar forces - Norfolk 73, Lincolnshire 94, North Wales 109) however the national average for the period is less:
  - Apr 18 to Jun 18, Cumbria: 72, MSF average: 87 National average: 66
- The current 12 month rolling figures show that cases reduced by 29.44% and allegations by 17.50% in comparison to the last 12 months.
- A breakdown of allegations shows that all areas apart from West TPA have reduced their level of allegations in the rolling 12 months.
- The main group showing a decrease when comparing the rolling 12 months is Unprofessional Conduct by 42 (-21.99%).
- Allegations finalised as Upheld by PSD increased by 17 allegations (212.5%) comparing the last period with the current 12 months.
- The number of Force appeals has increased from 22 to 42 (90.91%), IOPC appeals have also increased by 4 (11.76%), when comparing the last 12 months against the previous.
- The number of Upheld appeals for the IOPC has increased by 4 (36.63%) compared to the last 12 month period, upheld Force Appeals have increased by 4 (100%).

## MAIN SECTION

### 1. Introduction and Background

*Alternative options considered, evaluation, benefits – anything not covered in sections below etc.*

The latest data periods available & reported on in this document are as follows:

IOPC Q1: April – June 2018

IOPC 12 month rolling: 1<sup>st</sup> July 2017 – 30<sup>th</sup> June 2018

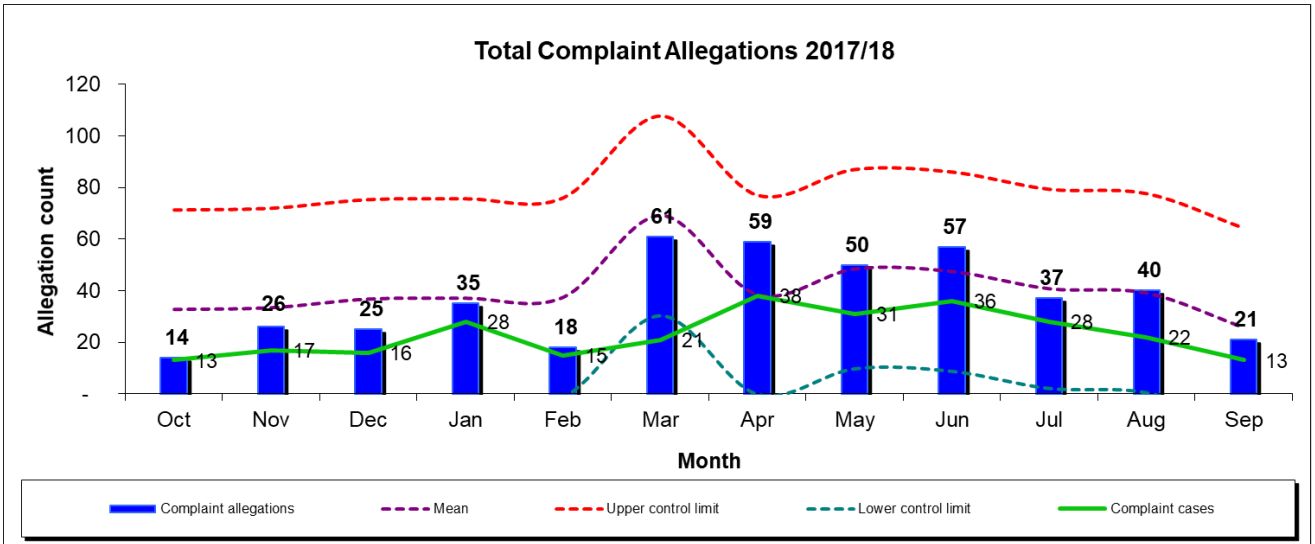
Cumbria Q2: July – September 2018

Cumbria 12 month rolling: 1<sup>st</sup> October 2017 – 30<sup>th</sup> September 2018

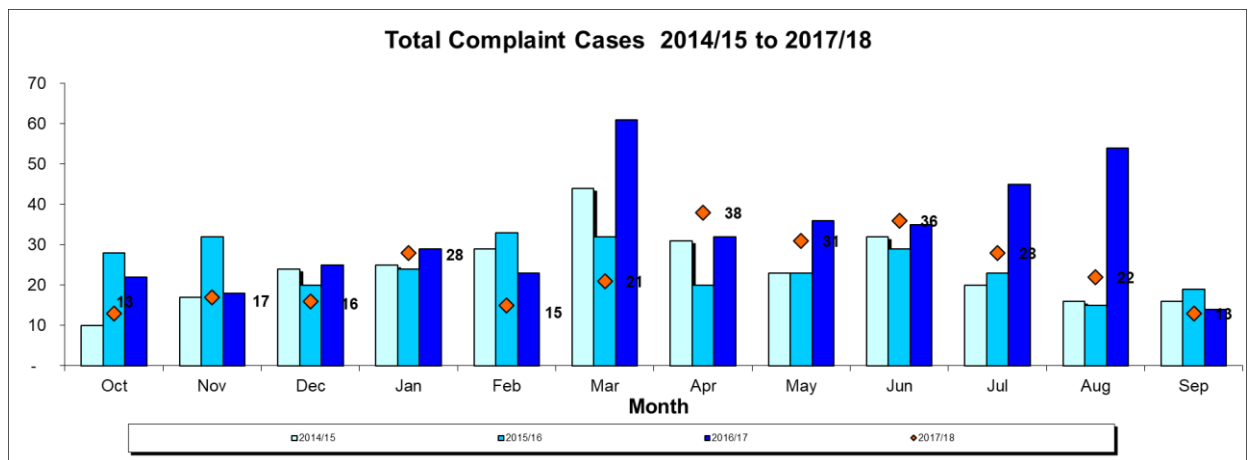
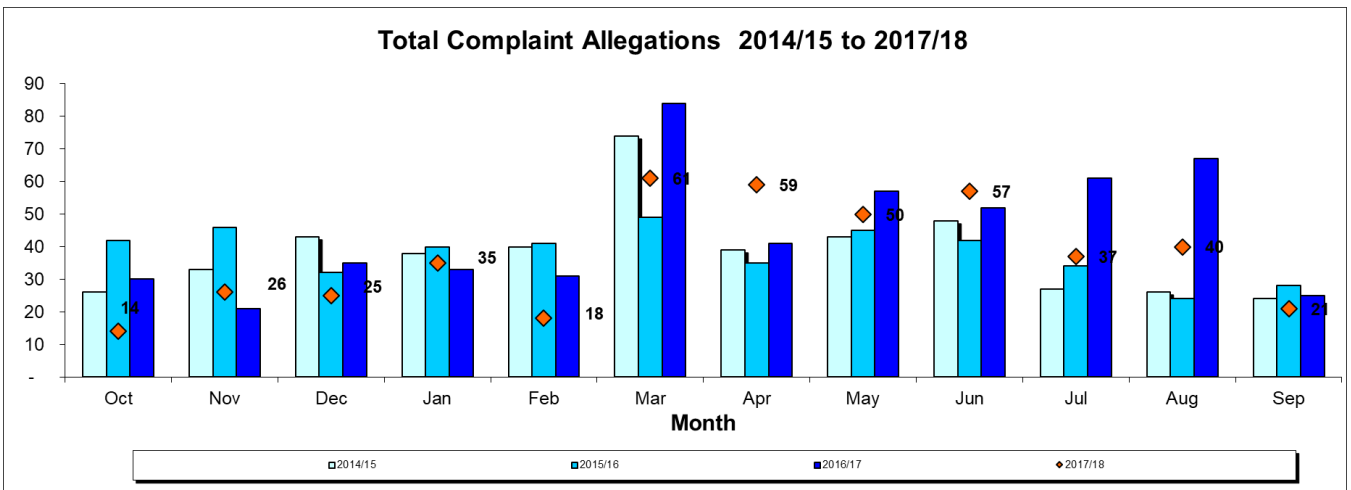
#### 1.1 Complaint Allegations

The below chart shows levels of complaint cases and allegations in the last 12 months from October 2017 to 30<sup>th</sup> September 2018:





The chart shows that following the winter reduction, figures rose for both complaint allegations and cases over summer months and are now on the decline heading towards winter months again. Over the 12 month period the total allegations are 443 and cases are 278. Cumbria complaints have been on or below their 3 year average when comparing the last 12 months, apart from in April and June.



Allegations & Cases<sup>1</sup> have reduced after the period from April to June.

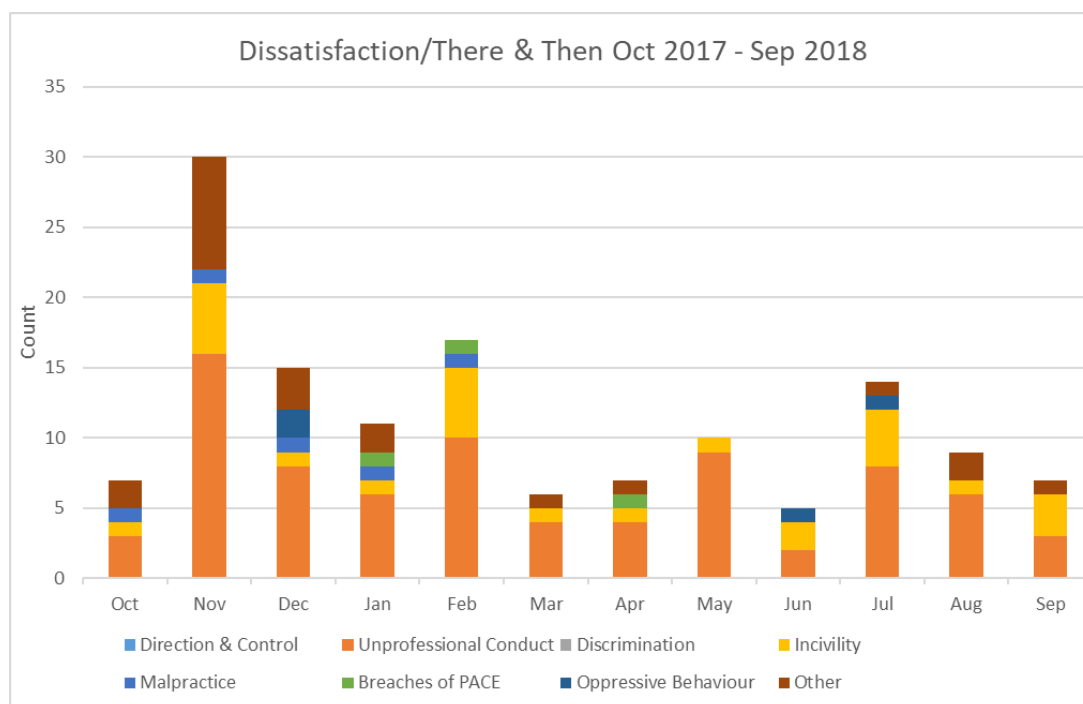
**Allegations and Cases totals (rolling 12 month 17/18)**

	12 Month Rolling to end of Sept 2017	12 Month Rolling to end of Sept 2018	Percentage Change
Cases	394	250	-36.18%
Allegations	537	443	-17.50%

\*Including Direction and Control cases/allegations.

The table shows the total number of cases and allegations including direction and control for 12 months to the end of September 2017 and 2018. The figures show that the recorded numbers of allegations and cases over the current 12 month period have decreased compared to the last 12 months in the same period.

The Professional Standards Department have invested in additional training for supervisors to develop their skills in complaint handling. Supervisors now have the confidence and expertise to work with the complainant to swiftly resolve an expression of dissatisfaction at source, rather than route people into the convoluted PSD complaints process.



In the calendar year of 2017 there were 28 expressions of dissatisfaction recorded on the Centurion System.

“There and Then” was introduced at the end of 2017

Year to date in the 2018 calendar year there have been 118 expressions of dissatisfaction dealt with via There and then. Having regard to the overall reduction in cases and allegations, it is highly likely that the reduction in cases is due to the recording under the “There and Then” process, rather than a reduction in complaints.

<sup>1</sup> A case is defined as a public complaint that has been recorded in accordance with the Police Reform Act. Within the case, there may be one or more separate allegations identified and / or investigated.

### Allegations and Cases broken down into TPA/Area

The table below shows the numbers of allegations and cases broken down into areas:

Area	Allegations			Cases		
	12 Month Rolling to end of September 2017	12 Month Rolling to end of September 2018	Change	12 Month Rolling to end of September 2017	12 Month Rolling to end of September 2018	Change
North	169	146	-13.61%	130	89	-31.54%
South	127	114	-10.24%	88	62	-29.55%
West	130	134	3.08%	91	68	-25.27%
UOS	38	21	-44.74%	28	14	-50%
HQ/Other	73	28	-61.64%	57	17	-70.18%
<b>Total</b>	<b>537</b>	<b>443</b>	<b>-17.50%</b>	<b>394</b>	<b>250</b>	<b>-36.55%</b>

\*Including Direction and Control cases/allegations<sup>2</sup>

The table shows an decrease in allegations and cases with the largest decrease in HQ & Other followed by UOS in this period.

#### 1.2 Area Allegation group breakdown (Glossary of allegation types at end of document)

The table below shows the difference between the 12 month rolling total allegations broken down into area and group:

Change between 12 Month Rolling September 2017 and September 2018 (537 to 443 in total)						
Group	North	South	West	UOS	HQ	Group Total
Breaches of PACE K,L,M,N,P,R	6	-3	2	3	0	8
D&C	7	3	4	-7	-24	-17
Discrimination F	-1	1	0	1	1	2
Incivility U	-16	-6	-5	-7	-4	-38
Malpractice G,H,J	-1	-5	4	1	-4	5
Oppressive Behaviour A,B,C,D,E,Y	7	-10	31	0	-2	3
Other W	-4	-5	-3	0	-3	-15
Unprofessional Conduct S,T,V,Q,X	-21	2	-6	8	-9	-42
<b>Area Total</b>	<b>-23</b>	<b>-13</b>	<b>4</b>	<b>-17</b>	<b>-45</b>	<b>-94</b>

The four main groups reported on are Direction and Control, Unprofessional Conduct, Oppressive Behaviour, and Incivility. Each is explained in more detail below:

#### Direction & Control<sup>3</sup>

<sup>3</sup>Direction and Control complaints are those received from members of the public regarding matters of strategy, policy, structure and organisation.

Allegation Type Description	12 Month Rolling to end of Sept 2017	12 Month Rolling to end of Sept 2018	Change
General policing standards	3	0	-3
Operational management decisions	25	5	-20
Operational policing policies	10	15	+5
Organisational decisions	54	55	+1
<b>Grand Total</b>	<b>92</b>	<b>75</b>	<b>-17</b>

Direction & Control has decreased by 17 (-18.28%) in the current 12 month period when compared to the previous 12 months. <sup>3</sup>

North, South and West have all increased, whereas UOS has decreased by 7 (-100%) and HQ has decreased by 24 (-80%).

Organisational Decisions decreased by 17 although there are no particular trends of note. The totals for HQ and UOS have reduced significantly year on year, North and West both saw slight increases in Organisational decisions.

Other complaints categorised as Direction and Control include complaints about the 101 telephone system response times. These complaints have significantly reduced in the last quarter and are the main contributor to the overall decrease.

## Unprofessional Conduct

Unprofessional conduct focusses on the following areas:-

- Lack of fairness and impartiality
- Other neglect or failure in duty
- Other irregularity in procedure
- Traffic Irregularity
- Improper disclosure of information.

Despite the recorded high reductions in North there are no significant patterns or themes to report. However, a significant point of note is that those complaints that would have previously have been recorded as unprofessional conduct in 2017, may now be recorded as a "There and Then", and therefore will contribute to the reduction. The graph above shows that a large proportion of "There and Thens" are unprofessional conduct. Future reporting periods will allow a better comparison of like with like.

## Oppressive Behaviour

Oppressive Behaviour includes the following Home Office Classifications:

- Serious Assault
- Sexual Assault
- Other Assault
- Oppressive Conduct/Harassment

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NB. If the complaint from a member of the public relates whole or partly to the conduct of a member of staff it will be recorded and dealt with in accordance with the conduct procedures.

- Unlawful/Unnecessary arrest or detention
- Other sexual conduct

**Oppressive Behaviour** has remained stable increasing only by 3 (4%) when comparing the previous 12 months to the 12 months beforehand.

There were 2 Sexual Assaults in the 12 month period. Both were in North TPA.

- One allegation was that a female was searched following a stop on her vehicle whereby she states the female officer placed her hands inside her swimming costume making her feel as though she had been raped. The complaint was received, investigated but proven not to have occurred.  
It is worth highlighting how useful BWV was in this case referred to above. The duty Inspector was immediately able to view the BWV of the arresting officer and was able to negate the allegation upon receipt. Previously this allegation would have been recorded, referred to the IOPC resulting in a lengthy and intrusive PSD led investigation.
- An allegation was made by a detainee in Carlisle custody that a male police officer anally assaulted her. This was investigated but proven not to have occurred and was finalised as Not Upheld by PSD.

### **Incivility**

This includes allegations of abusive, offensive or rude language or behaviour.

Incivility has seen a significant reduction of the four main groups -38 (-42.22%) when comparing the 12 month period ending September 2017 to the current 12 month period.

- HQ - reduced by 45 (-61.64%)
- North TPA - reduced by 23 (-13.61%)
- UOS – reduced by 17 (-44.74%)
- South TPA – reduced by 13 (-10.24%)
- West TPA – increased by 4 (3.08%)

As reference above, a large proportion of Incivility complaints will now be recorded as a There and Then and therefore, this will have contributed significantly to the data.

### **Incivility; opportunities for improvement**

However, Body Worn video which captures officer interactions with the public has been rolled out forcewide, and will undoubtedly continue to reduce the overall number of complaints in respect of incivility.

Following consultation between PSD and OST Instructors there was an acknowledgement that officers as part of their learning package are reminded of the importance of communication skills and the need to justify their actions as captured in the NDM. There is recognition that OST will further develop the communication skills of officers aligned to the use of force. This is being developed for implementation in 2019.

### **Learning & Developing**

### **PASS Newsletters**

In the quarter 2, the following PASS Newsletters and Best Practice guidance have been issued in respect of identified issues: -

LESSON LEARNED CATEGORY	DISSEMINATION By / To	BRIEF DESCRIPTION
<b>July 2018</b>		
06/07/2018	Online News to all staff	Reminder to staff dealing with local resolution of complaints to give complainants sufficient time to respond to proposed LR actions
<b>August 2018</b>		
08/08/2018	Pass Newsletter Force wide	All Officers and Staff are reminded that they are responsible for the security of Personal Information that they take away from any Police Station or other Place of Work and are also responsible for ensuring its safe return, where it is to be stored securely

We have updated our mission statement to include “ a successful and effective PSD ought to be as familiar and adept at catching people 'doing the right thing' as well as identifying and intervening where individual or force standards and behaviours fall short of expectation.”

Officers and their managers are being informed where good practise is identified by PSD and we will capture a wider audience by circulating this in further PASS newsletters.

### **Learning to Improve Document**

The Professional Standards Department have recently produced a performance document which provides TPA commanders and departmental heads with more in depth analysis of public complaints. The document which is presented on a quarterly basis identifies;

- Complaint allegation (Home office classification) per shift/department, per area for the 3 month reporting period.
- Local Resolution complaints (older the 40 days) and reminder of LR process
- Useful information (Balance of probabilities test) repeat complainants

The feedback from commanders has been very favourable and this information is being used at operational level to improve performance.

### **Upheld Complaints**

When public complaints are upheld PSD (but are not subject of misconduct proceedings) PSD now laise with the relevant managers and supervisors which seeks to develop the officers learning and prevent reoccurrence.

#### **1.3 Repeat Officer Strategy**

The repeat officer strategy is now well embedded and supports both the IOPC and Constabulary’s approach to focussing on development, early intervention and organisational learning.

The repeat officer process is a holistic review that captures:

- Overview and summary of previous complaints (complaints and misconduct investigator)
- Summary from HR to determine if the officer has any performance issues
- Summary from ACU
- Overview from the Complaints and Misconduct Manager

The case is reviewed as part of the People Department tasking process and action predominantly (where appropriate) focusses on additional training and support in conjunction with their supervisor in area .

There were 7 entries under the Repeat Officer Strategy in the current Quarter 2. A decrease from 8 in the previous period, Quarter 1. The entries refer to 7 different officers and there are no themes of note.

#### **1.4 Diversity**

There have been 13 allegations of discriminatory behaviour by the police recorded during the current 12 month period which is an increase of 5 compared to the previous 12 months.

Allegations for Q2 July - September 2018:

July 2018

Complaint of an officer walking up to a child and referring to him as a “cheeky monkey”, upsetting the mother of the child who perceives the comment to be racist.

August 2018

Complaint of a police officer responding to an incident, using force and making inappropriate comments about PTSD, which has given the member of the public flashbacks to an historic assault.

September 2018

Complaint from driver of a motor vehicle who received a fixed penalty notice for ignoring road closure signs on the A66. The complainant believes other drivers were allowed to proceed without penalty. The complainant believes the officer discriminated against him as he was the only black driver and the other three drivers were white.

All 3 complaints are currently live.

#### **1.5 Performance**

The IOPC in the most recent report (end of Q1, April 2018 to June 2018) assess Cumbria’s performance for average number of days to finalise Local Resolution and Investigations:

- Average number of days to locally resolve allegations – Cumbria 42, MSF average 69 and National average 72. Cumbria’s figure has increased by 1, the MSF increased by 6 and national figures have decreased by 5 when comparing the same period the previous year.
- Average number of days to finalise cases – Cumbria 64, MSF average 93 and National average 113. Cumbria has decreased compared to the same period last year which had 72 days.

- Average number of allegations per 1000 employees cases – Cumbria 72, MSF average 87 and National average 66. Same Quarter last year Cumbria was at 63.

Allegations finalised in the period regardless of when the allegations were recorded.

Allegation Result Description	12 Month Rolling to September 2017	12 Month Rolling to September 2018	Change
Disapplication - by Force	18	9	-9
Discontinued - by Force	0	6	+6
Dispensation - by Force	0	0	0
Local Resolution - by TPA	241	264	+23
Local Resolution - by PSD	51	23	-28
Not Upheld - by TPA	4	0	-4
Not Upheld - by IOPC	0	0	0
Not Upheld - by PSD	120	119	-1
Special Requirements No Case	3	5	+2
Special Requirements Case	2	1	-1
Upheld - by PSD	8	25	+17
Withdrawn - by Force	15	12	-3
Withdrawn - by IOPC	0	0	0
<b>Grand Total</b>	<b>462</b>	<b>464</b>	<b>+2</b>

In the current 12 month period, 464 allegations were finalised compared to 462 in the previous period.

The greatest increase (by 23) Local Resolution - by TPA. Local Resolutions by PSD has the greatest decrease by 28 (-54.90%) when comparing the latest 12 month period to last.

There has been significant training and support offered to Inspectors to assist in their dealings with public compliants by way of Local Resolution which accounts for the rise in TPA resolutions. All supervisors tasked with completing and LR investigation receive an LR pack which includes an aide memoire to help them understand and implement the LR process, which has seen the quality of LRs improve significantly.



**1.6 Force and IOPC Appeals**

<b>Result</b>	<b>Force Appeals 12 months rolling to September 2017</b>	<b>Force Appeals 12 months rolling to September 2018</b>	<b>IOPC Appeals 12 months rolling to September 2017</b>	<b>IOPC Appeals 12 months rolling to September 2018</b>
Upheld/Partially	4	8	11	15
Not Upheld	18	28	21	19
Withdrawn	0	1	0	0
Not Valid	0	1	1	2
Live	0	4	1	2
<b>Total</b>	<b>22</b>	<b>42</b>	<b>34</b>	<b>38</b>

The above data highlights that the number of IOPC appeals have increased by 11.76% (albeit this relates to n=4) and the number of force appeals has increased by 90.91% (n=20).

The percentage of Upheld IOPC appeals has increased in this reporting period by 36.36% (4) compared to the previous 12 months.

The only decrease seen this 12 month period when compared to last is in IOPC Not Upheld appeals. This has decreased by 9.52% (2).

The higher figures for Force appeals is due in the main to a small number of repeat complainants who have repeatedly accessed the appeals process.

## APPENDIX

## 1.0

Group	Allegation Ref	Allegation Title
Breaches of PACE	K	Breach of Code A PACE on stop and search
	L	Breach of Code B PACE on searching of premises and seizure of property
	M	Breach of Code C PACE on detention, treatment and questioning
	N	Breach of Code D PACE on identification procedures
	P	Breach of Code E PACE on tape recording
	R	Multiple or unspecified breaches of PACE which cannot be allocated to a specific code
Direction & Control	01	Operational policing policies
	02	Organisational decisions
	03	General policing standards
	04	Operational management decisions
Discrimination	F	Discriminatory behaviour
Incivility	U	Incivility, impoliteness and intolerance
Malpractice	G	Irregularity in relation to evidence/perjury
	H	Corrupt Practice
	J	Mishandling of Property
Oppressive Behaviour	A	Serious Non-Sexual Assault
	B	Sexual Assault
	C	Other Assault
	D	Oppressive conduct or harassment
	E	Unlawful/unnecessary arrest or detention
	Y	Other Sexual Conduct
Other W	W	Other
Unprofessional Conduct	Q	Lack of fairness and impartiality
	S	Other Neglect or Failure in duty
	T	Other Irregularity in Procedure
	V	Traffic Irregularity
	X	Improper disclosure of information

**Lack of fairness** complaints are the 4<sup>th</sup> highest Unprofessional Conduct issue. The majority of complaints recorded under this categorisation tend to come from complainants who perceive that the police favour one account over the other, commonly referred to as Tit for Tat allegations.

**Other neglect of failure in duty:-**

The main issues in the previous 12 months are concerned with dissatisfaction expressed in respect of the level of investigation undertaken by officers together with a perceived lack of communication by way of updates and progress.

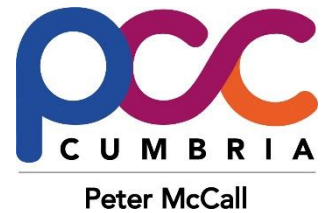
**Other irregularity in procedure** – The main features of this type of complaint tend to come from detained persons who infer that custody officers have failed to fully recognise their mental health issues whilst they are detained in police custody

**Traffic Irregularity** complaints includes allegations where police officers are alleged to be using hand held devices whilst driving.

Furthermore there have been a number of public complaints about the manner of driving by officers, responding to emergency calls but not taking the desired care and attention

**Improper disclosure of information** has seen a rise in the number of allegations in line with the heightened awareness of GDPR.

# Ethics and Integrity Panel



## Title: OPCC Complaints

**Date:** October 2018

**Agenda Item No:** 11a

**Originating Officer:** Joanne Head

**CC:**

### Executive Summary:

In accordance with the Police Reform and Social Responsibility Act 2011 the Police and Crime Commissioner has a responsibility in relation to conduct and complaints. The Commissioner is the appropriate authority for complaints and conduct matters relating to the Chief Constable only. The Chief Constable is the appropriate authority for any complaints regarding police officers (below the rank of Chief Constable) or police staff conduct whilst carrying out their work/duties under the Direction and Control of the Chief Constable.

### Recommendation:

That, the Panel notes the current position in relation the number of complaints and quality of service issues received by the Office of the Police & Crime Commissioner.

#### 1. Introduction & Background

- 1.1 The Office of the Police & Crime Commissioner (OPCC) receives a number of telephone calls and emails from members of the public who wish to make complaints about police officers and/or police staff under the rank of Chief Constable. As this is a matter for the Chief Constable to deal with a process has been developed with the Constabulary to forward such complaints onto the Constabulary's Professional Standards Department, advising the complainant accordingly.
- 1.2 Some issues which are brought to the attention of the OPCC do not constitute a complaint but are regarding quality of service issues. Again a system has been developed with the Constabulary to pass on the issues to the Chief Constable's Secretariat. The issues are then raised at a local level with the OPCC being kept updated as to progress and advised of either a final solution which has been agreed or a final response which the Commissioner will then send to the author.
- 1.3 Regular contact between OPCC staff and the Constabulary staff officers takes place to ensure that the matters are progressed in a timely manner and that an author is updated of progress or the final result as soon as possible.

## 2. Issues for Consideration

### Complaints received by the OPCC

- 2.1 Detailed below is a table which illustrates the number of complaints which have been received by the OPCC up to 30 September 2018. In brackets are the number of those complaints which were passed to Cumbria Constabulary to deal with, these were all regarding police officers below the rank of Chief Constable, the Police and Crime Commissioner has no statutory responsibility to deal with such matters. As can be seen from the figures detailed below a large proportion of the complaints received by the OPCC, the Commissioner is unable to deal with.

2014	2015	2016	2017	2018
13 (8)	2 (2)	22 (22)	5 (5)	14 (13)

- 2.2 The reduction in the number of complaints received by the OPCC indicates that the public are more aware of the Police and Crime Commissioner, the roles and responsibilities he has and the procedures to be followed regarding making complaints about police officers and staff or the Constabulary.

### Commissioner Complaints

- 2.3 Complaints made regarding the Police and Crime Commissioner are dealt with by the Police and Crime Panel (PCP). This Panel has statutory responsibility for holding the Commissioner to account for the work that he carries out and they are therefore the logical body to deal with any complaints.
- 2.4 Chapter 4, Section 30 of the Police Reform and Social Responsibility Act 2011 details the circumstances in which a Police and Crime Commissioner could be suspended this being that the Commissioner has been charged with an offence which carries a maximum term of imprisonment exceeding two years. The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 details the role of the PCP.
- 2.5 Any complaint regarding the Commissioner is sent to Cumbria County Council's Monitoring Officer to assess and consider its severity. If it does not meet the above criteria an agreed protocol is in place whereby the Monitoring Officer will correspond with the Commissioner to ascertain the circumstances surrounding the complaint and provide the complainant with an explanation. If the complainant is satisfied with the explanation such a complaint would be finalised as an informal resolution.
- 2.6 If the complaint cannot be dealt with by informal resolution the PCP will then consider the complaint and may decide to establish a subcommittee to consider the findings of the initial investigation of the Monitoring Officer and consider whether to undertake a more detailed investigation.
- 2.7 The Panel will be aware that Police and Crime Commissioner elections were held on 5 May 2016. Following the election the Commissioner, Mr Peter McCall, was elected. Detailed in

the table below is the number of complaints received regarding the previous Commissioner, Mr Richard Rhodes, (RR) and the current Commissioner, Mr Peter McCall (PM). The table illustrates by what method they were dealt with.

YEAR	N° of Complaints Received	Complaint not about the PCC	Dealt with by informal resolution	Police & Crime Panel investigation
2016 RR	2	0	2	0
PM	0	0	0	0
2017	2	0	2	0
2018	4	0	1	0

2.8 The majority of the complaints received relate to individuals who are dissatisfied with the way in which the Commissioner has carried out his duties or work he has undertaken in their opinion, rather than his personal conduct. Of the 4 complaints received in 2018, there are 3 complaints which are currently being progressed by the County Council's Monitoring Officer to try and attain a local resolution.

#### 2.9 Chief Constable Complaints

The Commissioner is the appropriate authority for complaints and conduct matters relating to the Chief Constable. Members of the public may write to complain about the Chief Constable when in fact they are unhappy about the way in which policing is provided or regarding a policy or procedure rather than his personal conduct.

2.10 The table below illustrates the number of complaints which were received from 1 January 2016 to 30 September 2018. There are two complaints outstanding.

YEAR	N° of Complaints Received	Recorded	Not Recorded	Dealt with by informal / local resolution	Investigation	IOPC Appeal
2016	4	4	0	1	1	3
2017	4	2	2	2	0	1
2018	3	3	0	3	0	2

2.11 A complainant has the right of appeal to the IOPC if they feel that a complaint should be recorded or is unhappy with the outcome of the resolution process or investigation. Of the complaints dealt with in 2018, two were appealed to the IOPC, none of which were upheld.

#### 2.12 OPCC Staff Complaints

No complaints have been received regarding any member of OPCC staff during the reporting period.

### **3. Implications**

- 3.1 Financial - there are no additional financial costs associated with dealing with these complaints, quality of service issues.
- 3.2 Legal – none identified.
- 3.3 Risk - None identified, beyond that to the OPCC's reputation if it does not deal with the issues raised appropriately and proportionately according to the merits of the individual case.
- 3.4 HR / Equality - none specifically identified.

# Ethics and Integrity Panel



## Title: OPCC Quality of Service & Policing Issues

**Date: October 2018**

**Agenda Item No: 11b**

**Originating Officer: Joanne Head**

### 1. Introduction & Background

1.1 The Office of the Police & Crime Commissioner (OPCC) receives a number of telephone calls and emails from members of the public who wish to raise issues or dissatisfaction about some element of the policing service they have experienced. These are regarded as quality of service and policing issues (QSPI).

1.2 Our service standard is that:

- An acknowledgement will be sent out on the day of receipt of the correspondence advising them that they will receive a full response from the OPCC within 28 days. Should the matter take longer to conclude updates will be provided on a 28 days basis until the matter is finalised.
- Where possible a response will be provided at the earliest opportunity and is often before 28 days.

1.3 A system has been developed within the OPCC to acknowledge, log and monitor the resolution of the issues raised. Once a QSPI is logged within the OPCC it is then allocated appropriately. Predominantly the majority of issues are passed through to the Chief Constable's Office who then allocate it to the appropriate Territorial Policing Area (TPA) or department to deal with. Regular contact between OPCC staff and the Chief Constable's Office takes place to ensure that matters are progressed in a timely manner. The staff officers have access to the same information and QSPI spreadsheet as the OPCC and will update it accordingly.

1.4 Where an urgent matter is received, the OPCC will directly contact the Chief Constable's office to ensure that the matter is progressed immediately.

1.5 Since its inception the number of QSPIs received and dealt with by the OPCC has increased year on year as can be seen from the figures below:

- 2013 - 98
- 2014 - 198
- 2015 - 167
- 2016 - 235



- 2017 - 270 (249 up to 30 September 2017)
- 2018 - 248 (up to 30 September 2018)

- 1.6 On occasions the OPCC receives correspondence from groups or organisations who raise an issue regarding a particular matter. In May and June of this year we received a number of telephone calls, emails and letters all relating to Appleby Horse Fair and the policing of it. Each of these have been registered individually, however in addition the Commissioner held 2 surgeries in the run up to the Horse Fair when 100 people attended (80 at Kirkby Stephen and 20 at Kirkby Lonsdale). Each of these surgeries have been registered as one event. Although everyone who provided their contact details at the meetings has been contacted and provided with information from the Commissioner on the actions he has taken.
- 1.7 As can be seen from the appendices the issues raised by members of the public are very broad ranging. The Commissioner will write to every individual using information provided by the Constabulary, the OPCC or other partner organisations. Of the 248 QSPI's processed from 1 January 2018 to 30 September 2018 the OPCC itself provided the response to 75 (30%) with the Constabulary either providing information for the OPCC to respond with provided information for 173 cases (70%).

## **2. Making A Difference**

- 2.1 In each instance, the OPCC helps to facilitate the individual to be provided with a response or explanation to the issues that they have raised. On many occasions the matter is dealt with at a local level, with police officers and staff making contact or visiting the individual. This then enables the Constabulary to find out more about the issue and look to implement a suitable solution or resolution for not only them but on occasions the wider community.
- 2.2 Where matters are passed to the Constabulary the OPCC is advised of progress and of either a final solution, which has been agreed with the individual, or information/advice relating to their issues.
- 2.3 Every QSPI will receive a tailored response from the OPCC in answer to the issues that they have raised.
- 2.4 Members of the public also contact the OPCC for advice and clarification on a variety of topics and issues. Again, these will all receive a response either providing the information sought or signposting the individual to the correct organisation who can assist them.
- 2.5 The OPCC has received a number of letters of thanks for the help and support they have provided. On some occasions the author has acknowledged that they did not get the final outcome they had hoped for but thanked the OPCC for the work they have carried out to assist them in being provided with the correct information.

## **3. Organisational Learning**

- 3.1 On a six monthly basis the OPCC will analyse the information it has received via the QSPI process. This enables us to look at any trends or patterns regarding issues concerning the

public, see how the OPCC has facilitated an outcome or service recovery for the Constabulary and whether there is any organisational learning.

- 3.2 Detailed below illustrates the amount of shared learning between the OPCC, the Constabulary and the Professional Standards Department relating to the total number of QSPI's dealt with from 1 January 2018 up to 30 September 2018:

90% shared learning with TPA's

5% shared learning with PSD

5% shared learning with HR

For 100% of the QSPIs received the OPCC provided advice, information; or was the conduit through which the Constabulary contacted and resolved the issue with the individual.

- 3.3 As can be seen from Appendix 1 the nature of the top five issues raised within 2018 are:

Issues Raised	2017	2018
Appleby Horse Fair	5	131
Police Resources / Police Service	88	124
Car Parking / Driving Issues	45	36
Anti-Social Behaviour	19	19
Cyber Crime / Fraud	7	5
Drug Offences	4	5
Harassment	2	5

- 3.4 Where an issue is repeatedly being raised by members of the public territorial policing teams will include this within their daily tasking meetings and where necessary ongoing work for that area. The Commissioner through funding of specific projects or initiatives has helped to assist local communities with the issues that they raise. For example following concerns raised regarding speeding the Commissioner is funding 'speed watch' initiatives and looking to extend this across the county via Neighbourhood Watch Volunteers. When anti-social behaviour was identified in Wigton the Commissioner highlighted this to the local Superintendent and a six week targeted operation was carried out to combat it. By funding additional police inspector posts within the territorial policing teams, this allowed better coverage and monitoring of many local issues.

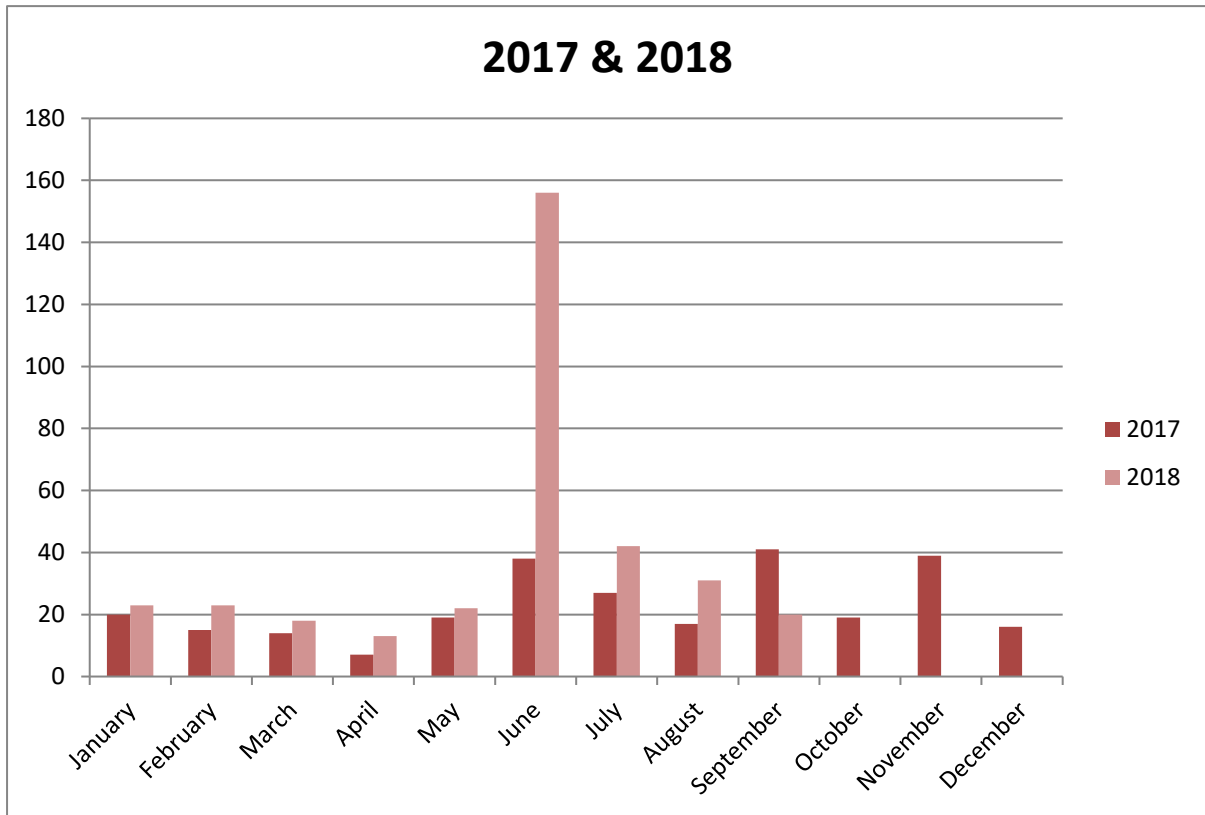
#### 4. Implications

- 4.1 Financial - there are no additional financial costs associated with dealing with these complaints, quality of service issues as these tasks form part of staff roles.
- 4.2 Legal – none identified.
- 4.3 Risk - None identified, beyond that to the OPCC's reputation if it does not deal with the issues raised appropriately and proportionately according to the merits of the individual case.
- 4.4 HR / Equality - none specifically identified.

**5. Supplementary information**

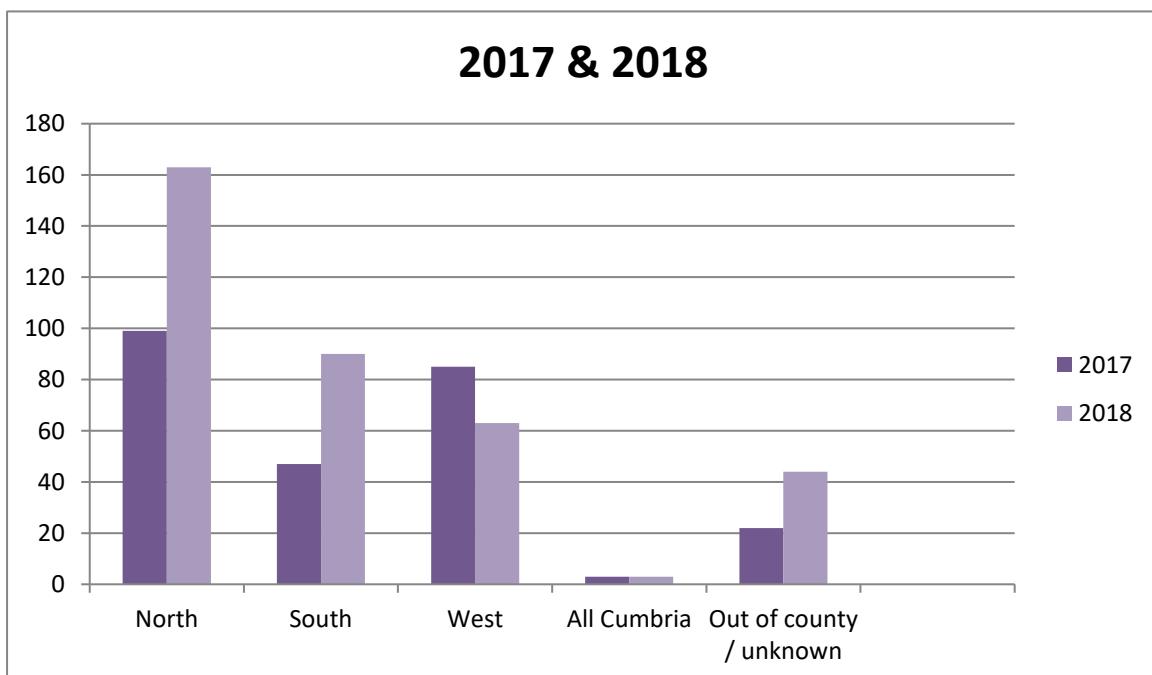
Appendix 1 – Quality of Service issues received by the OPCC

QSPI'S per Month



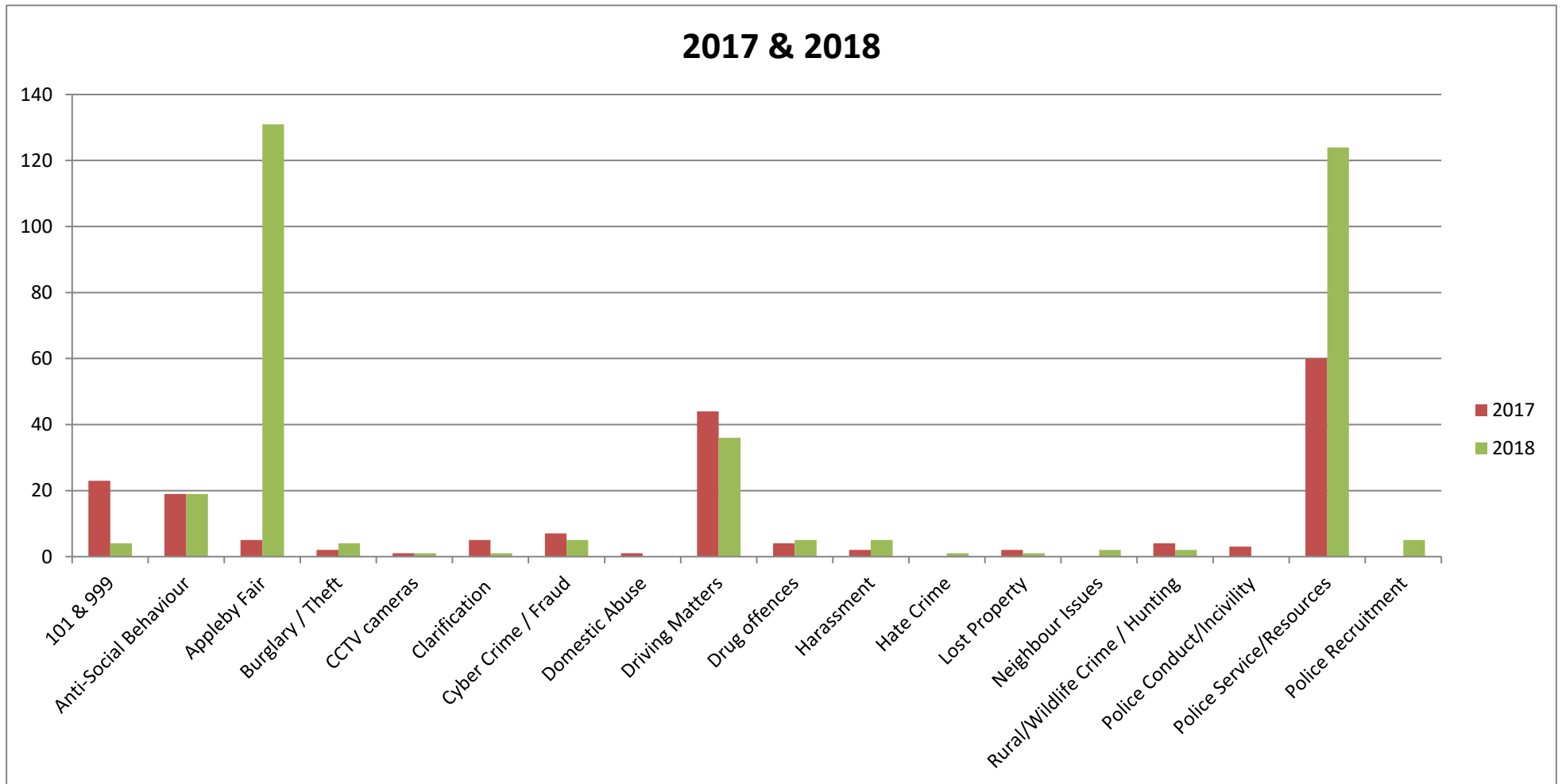
It can be seen from the above chart that in June, there was a significant increase in the number of QSPI's received. This can be attributed to 128 members of the public contacting the Commissioner regarding Appleby Horse Fair.

QSPI's per Area



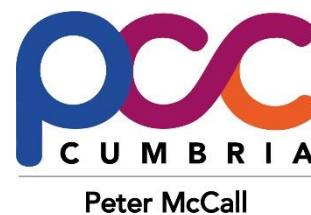
## QSPI Categories

### 2017 & 2018



The above figures are for the period 1 January to 31 December 2017 AND 1 January to 30 September 2018

# Ethics and Integrity Panel



## Title: 2019 Meeting Dates

**Date: 9 October 2018**

**Agenda Item No: 12**

**Originating Officer: Joanne Head**

**CC:**

### Executive Summary:

The Police & Crime Commissioner and the Chief Constable both wish to ensure high standards of integrity and ethical working within their respective organizations. In order to achieve that objective and provide openness and accountability to the public they have established the Ethics & Integrity Panel.

### Recommendation:

That, the Panel considers and agrees the proposed meeting dates for 2019.

#### 1. Introduction & Background

- 1.1 The Ethics and Integrity Panel were established in February 2015 with the first panel meeting taking place in March 2015. Upon its formation it was agreed that the Panel would meet on a quarterly basis throughout the year.
- 1.2 Meeting dates are set up to correspond with the reporting cycle of the Constabulary to ensure that reports contain the most up to date information possible. Therefore, the meetings have been held during the second week of the month.
- 1.3 Following each Panel meeting a report is prepared and presented to the Police and Crime Commissioner at the next available Public Accountability Conference meeting.

#### 2. Issues for Consideration

- 2.1 When considering the meeting dates for 2019 thought has also been given to the dip sample sessions that the Panel members carry out in relation to Constabulary complaints and police officer/police staff misconduct cases. These are held approximately 1 week prior to the Panel Meeting.

2.2 The proposed meeting dates for 2019 are:

- ❖ Thursday 7<sup>th</sup> February
- ❖ Thursday 2<sup>nd</sup> May
- ❖ Thursday 8<sup>th</sup> August
- ❖ Thursday 7<sup>th</sup> November

2.3 The additional dip sample sessions for public complaints and misconduct files have been arranged as follows:

- ❖ Thursday 25<sup>th</sup> April @ 9.00 am
- ❖ Thursday 2<sup>nd</sup> May @ 9.00 am
- ❖ Thursday 31<sup>st</sup> October @ 9.00 am
- ❖ Thursday 7<sup>th</sup> November @ 9.00 am