

## Agenda Item 8

Meeting	Police and Crime Panel
Date	19 December 2019
Report Title	Complaints Reform
Report presented by	Police and Crime Commissioner
Author	Kieran Kilgallen, Chief Executive

### 1.0 **PURPOSE OF REPORT**

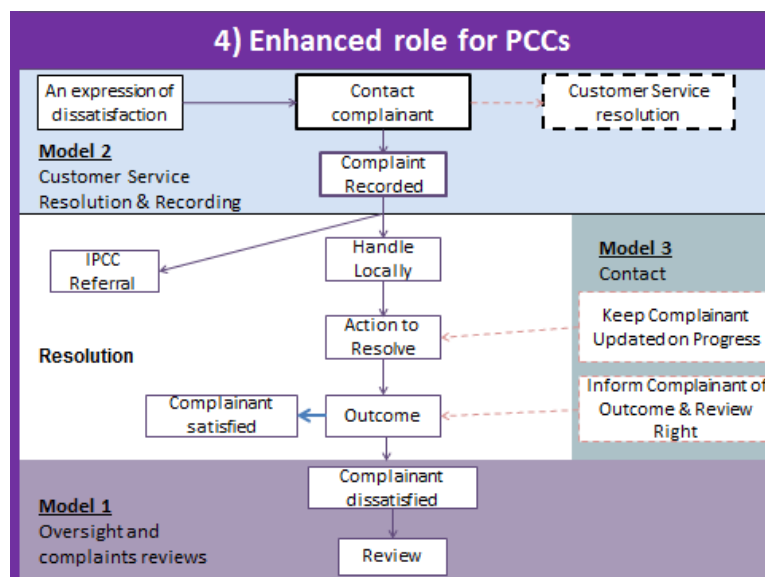
- 1.1 This report is to provide an update to the Police and Crime Panel on the complaints reforms and is for information only.

### 2.0 **INTRODUCTION AND BACKGROUND INFORMATION**

- 2.1 The Home Office has been considering reforms to the complaints system for some time. The reforms put in place a customer-focussed system, which is quicker, more transparent and effective, with local oversight. It will be less adversarial for officers and staff and it will increase the public accountability of PCCs.
- 2.2 Issues can be resolved informally where appropriate, provided the complainant agrees. The Force and OPCC will log everything to ensure that data is captured on all matters raised. OPCC will record more serious matters so that they are dealt with formally by the Force. The OPCC must conduct reviews of complaints (previously appeals), where these are required.

### 3.0 **THE WILTSHIRE POSITION**

- 3.1 The Home Office identified three possible Models.



3.2 PCCs have the power to decide which models they wish to adopt. Wilts OPCC already effectively operates Model 1 and this is the role carried out by Professor Allan Johns. The PCC has decided that he wishes to adopt Model 2 as a natural progression. The OPCC and the Force are now working together to develop new processes and address any implications for existing staff and structures. The OPCC will assume responsibility for receiving all complaints, triaging them, attempting service resolution if at all possible and if not, formally recording the complaints and passing them to the Force for action. Once a complaint has been completed, and if the complainant is not satisfied with the outcome, they will have a right of review to the OPCC.

3.3 The current timetable for the implementation of the reforms was set before the election. Currently, it is anticipated that the new regulations will be laid before parliament in early January and will come into effect on 1 February 2020, but this may change.

#### **4.0 STAFFING IMPLICATIONS**

4.1 A new team will be needed in the OPCC and it is proposed to transfer existing staff from the Force to deliver the service. There will be two Complaints Administrators, two Complaints Handlers and one Complaints Manager (previously the OPCC Business Manager) but this will need to be kept under review as demand is monitored. Consultations are ongoing with those who could be affected and the staff associations.

#### **5.0 FINANCIAL IMPLICATIONS**

5.1 The posts are all existing roles and budgets will have to be reviewed by the Finance Team going forwards. The roles have been reviewed by the Hay Panel are based on the salaries offered elsewhere and comparisons with existing posts in Wiltshire. They are believed to be at a level needed to secure good staff.

#### **6.0 OTHER IMPLICATIONS**

6.1 Work is progressing on the office accommodation requirements, the ICT support needed, the implementation of a new version of Centurion (the complaints system) and staff training.

#### **6.0 LEGAL IMPLICATIONS**

6.1 The legal implications are that when the new regulations come into effect, Wiltshire Police and Wiltshire OPCC must be in a position to deliver them.

## **7.0 SUSTAINABILITY**

7.1 There are no sustainability implications.

## **8.0 REPORT SUMMARY**

8.1 The timescale for delivering the reforms is tight but a quicker, more customer focussed service will result with greater oversight and public accountability by the PCC.

## **9.0 RECOMMENDATIONS**

9.1 The Panel is requested to note the position.