

**OPTIONS REPORT TO PCC**

**Subject : Scrutiny and Monitoring of Policing Complaints by PCC**

**Background**

Whilst the responsibility for dealing with complaints from the public about non criminal matters relating to policing has been defined by statute to lie with the Chief Constable (other than any personal allegations about the Chief Constable), the Police Reform Act 2002 prescribes that it is a duty of the PCC "to ensure that they are kept informed about" how complaints are being handled.

This power was one previously held by the Police Authority and was carried out by a committee of members who received regular reports on the numbers of complaints. Committee members also undertook dip sampling of resolved complaints to ensure themselves that the process of handling complaints complied with the procedures and processes in place. With the PCC being an individual person in place of the 17 Police Authority members it will be necessary for a PCC to consider an alternative way of carrying out this scrutiny and monitoring.

**Recommendation**

It is recommended that the PCC should receive a quarterly monitoring report as outlined in the Appendix to this report and meet with the Chief Constable (and any appropriate other personnel) at an appropriate forum to discuss the contents of the report (Option 1).

\* "carry out some dip-sampling (10-15%?), at the next..."

Option ① Agreed but into dip sampling  
(by me) prior to discussion with CC?

**OPTION 1 : PCC receives quarterly monitoring report and reviews with Chief Constable**

A quarterly monitoring report is produced and presented to PCC by Chief Constable at an appropriate forum at which PCC can scrutinise the report and seek clarification, if necessary, from Chief Constable.

<b>Pros / For</b>	<b>Cons / Against</b>
<ul style="list-style-type: none"><li>• A similar report is already produced and hence no significant additional work</li><li>• Report can be placed in public domain giving wider visibility</li><li>• <u>Scrutiny by PCC of Chief Constable of report could take place in public.</u></li></ul>	<ul style="list-style-type: none"><li>• Additional details may mean some extra work for PSD staff</li><li>• No dip sampling undertaken for reassurance</li></ul>

**Example :**

See Annex to Appendix with amendments to be added.

**Resource Required :**

PCC and Chief Constable's time plus Analytical resource (slightly more than previously due to proposed additions to report).

**Costs / Value for Money :**

Resource is already utilised producing report and Chief Constable previously presented this to Police Authority, so slightly more analytical resource than previously not significantly.

**Outsourcing Opportunity : ~~YES~~ / NO**

**Collaborative Opportunity : ~~YES~~ / NO**

**Equality Diversity Issues :**

None

**Risks :**

None