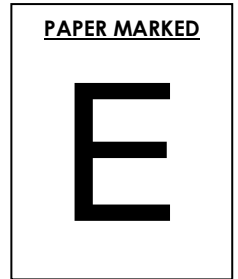


**POLICE AND CRIME
COMMISSIONER FOR
LEICESTERSHIRE**

**ETHICS, INTEGRITY AND
COMPLAINTS COMMITTEE**



Report of: **CHIEF CONSTABLE**

Subject: **DIP SAMPLING OF COMPLAINT FILES**

Date: **FRIDAY 22 SEPTEMBER 2017 – 2:00 p.m.**

Author: **ANGELA PERRY, EXECUTIVE DIRECTOR
SIMON HURST, PROFESSIONAL STANDARDS DEPARTMENT**

Purpose of Report

1. The purpose of this report is for members discussion on the findings from the dip sampling of complaint files.

Recommendation

2. It is recommended that members:-
 - (a) discuss the outcome of the dip sampling of complaint files; and
 - (b) consider a theme for the next dip sampling session.

Background

3. The Police and Crime Commissioner has a responsibility for ensuring that the Chief Constable is applying police regulations in the handling of complaints. The Police and Crime Commissioner fulfils this statutory responsibility by receiving reports from the Chief Constable to the Strategic Assurance Board and by the members of the Ethics, Integrity and Complaints Committee dip sampling of complaint files and reporting on their findings.
4. Three members of the Committee, Ms Karen Chouhan, Ms Lynne Richards, Dr Steven Cammiss and Professor Ryan and Dr Steven Cammiss undertook their dip sampling on Wednesday 26 July 2017. The outcome of the dip-sampling is as follows:-

<u>Category of Complaint</u>	<u>File No.</u>	<u>Comments by Member</u>	<u>Force Response</u>
Gross Misconduct/misconduct (various)	CM/0013/16	I have read this case and the thorough investigation that has been undertaken. I agree with the conclusion of the 10 and find assessment and note the potential problem with the team dynamics. I am pleased to see that some detailed management of the team in proposed.	Noted - thank you
Gross Misconduct Dishonesty	CM/50/16	I am satisfied that this is a proportionate investigation and decision the CPS non-referral.	Noted – thank you

<u>Category of Complaint</u>	<u>File No.</u>	<u>Comments by Member</u>	<u>Force Response</u>
NM Refund	M1/15/17	I have reviewed and agree the non-referral is appropriate	}
	M1/92/17	I have reviewed and agree the non-referral is appropriate	} Noted - thank you
	M1/115/17	I have reviewed and agree the non-referral is appropriate	}

<u>Category of Complaint</u>	<u>File No.</u>	<u>Comments by Member</u>	<u>Force Response</u>
Other Neglect or Failure in Duty	CO/00032/17	This was appropriately handled by local resolution. Agree with conclusion.	Noted – thank you

<u>Category of Complaint</u>	<u>File No.</u>	<u>Comments by Member</u>	<u>Force Response</u>
Other Neglect or Failure in Duty	CO/00021/17	Agreed suitable for local resolution. Dealt with within 2 weeks and to satisfaction of complainant. No further comment.	Noted – thank you

<u>Category of Complaint</u>	<u>File No.</u>	<u>Comments by Member</u>	<u>Force Response</u>
1. Oppressive Conduct or Harrassment 2. Other Neglect or Failure in Duty	CO/00475/16	Noted that one element of the complaint is upheld correctly, and two others are not upheld. I have a question regarding the identification of the suspect. Given that the victim said she saw Grosvenor Casino and Travelodge as she came out of the property where the alleged incident took place. Could there have been more of an attempt to locate the suspect by 'door knocking; at the residential flats in that immediate area? Maybe this is unrealistic though given police resources and the number of flats there may be. I agree with the conclusion of the complaint.	Noted and agreed – thank you These issues were addressed with the OIC and Supervisors as part of the Professional Debrief conducted by DCI Starbuck.

<u>Category of Complaint</u>	<u>File No.</u>	<u>Comments by Member</u>	<u>Force Response</u>
	CO/00660/15	Case relates to complaint that LP did not handle. The ASB incidents very well and which led to him trying to commit suicide. I find the investigation to be very thorough and am pleased that the PC initiated a multi-agency discussion, as clearly the complainant had health issues. The only thing I am left wondering is it more could have been done to 'push'/ housing health agencies to do more for the care and the complainant and his partner.	Noted – thank you. Agreed. However, having raised the issues as part of the multi-agency discussion, it is difficult to see what else could be done other than follow up contact to determine implementation and progress. Will raise via 'Getting it Right First Time' forum.

<u>Category of Complaint</u>	<u>File No.</u>	<u>Comments by Member</u>	<u>Force Response</u>
Neglect of Duty x 2 individual	CO/00457/16	Concluded by way of Local Resolution, without complainant's consent. Agreed difficult to see what else could have been done under circumstances.	Noted – thank you
Neglect of Duty x 3 Individual discriminatory behaviour	CO/00657/16	<p>Concluded by way of local resolution – agreed. However it raises questions about the Managed Appointment Unit –</p> <ul style="list-style-type: none"> • Criteria/time allocations for different incidents, how are these assessed? • What flexibility is built into system? It is clear in this case the incident could not be dealt with within an hour, which caused extra frustration for the complainant when officer left. 	Noted – thank you. We will bring to the attention of the Strategic Lead for the Managed Appointment Unit to consider reviewing existing practice in light of the questions raised.

<u>Category of Complaint</u>	<u>File No.</u>	<u>Comments by Member</u>	<u>Force Response</u>
Neglect of Duty x 3 Incivility	Co/00016/17	Local Resolution implemented, complaint subsequently withdrawn, after recent terrible events June 2017. Support offered to Leicestershire Police who are doing a fantastic job. Agreed and noted.	Noted – thank you

<u>Category of Complaint</u>	<u>File No.</u>	<u>Comments by Member</u>	<u>Force Response</u>
Neglect/Breach PACE Code B	CO/299/16	I am happy with the investigation and outcome.	Noted – thank you
	CO/280/16	I am happy with the investigation and outcome.	Noted – thank you
	CO/421/15	I am happy with the investigation and outcome.	Noted – thank you

IPCC Non-Referral Register

5. The IPCC non-referral register was not examined on this occasion.

Implications

Financial :	None.
Legal :	The Police and Crime Commissioner has a statutory duty to ensure that the Chief Constable is applying Police Regulations .
Equality Impact Assessment :	None.
Risks and Impact :	The Commissioner requires assurance that complaints from members of the public.
Link to Police and Crime Plan :	None.
Communications :	Media releases before and after the discussion will be drafted.

List of Appendices

None.

Background Papers

Members reports from dip sampling.

Person to Contact

Angela Perry, Executive Director, (0116) 2298980

Email: angela.perry@leics.pcc.pnn.gov.uk

Simon Hurst, Professional Standards Department, (0116) 2485202

Email: simon.hurst@leicestershire.pnn.police.uk