

Office of Police and Crime Commissioner

Ethics and Transparency Panel (ETP)

Professional Standards Department (PSD) Complaints Dip-sampling

PROCEDURE

- Dip sampling of Closed Complaint Files is to be carried out a minimum of four weeks in advance of an Ethics and Transparency Panel Meeting being scheduled to take place.
- Mandatory training must be completed by all members undertaking Complaints dip-sampling.
- Dip-sampling to take place in-person at Force Headquarters or alternative force location in a suitable meeting room and refreshments will be provided for panel members. Car parking spaces will be not be reserved at any location other than at Force Headquarters due to the high volume of vehicles at other Force locations.
- All dip-sampling to be planned in advance and to take place at an agreed date and time that suits all attendees. A schedule of dates to be shared with Lead Members in advance.
- Evaluation and Scrutiny Officer and/or the PSD Representative to be present during dip-sampling session. If neither are available, an alternative OPCC/PSD representative to be made available.
- A minimum of 2 ETP members (one being either the Chair or Deputy Chair) will be required for the dip-sampling of complaints to take place.
- OPCC to assist with administration of dip-sampling i.e. room bookings, car parking, refreshments and checking for supervisor's availability on the day of dip-sampling

PROCESS

Six weeks before Dip-Sampling Session

1. PSD to send a spreadsheet with a list of randomised closed complaint cases to the OPCC Representative (no personal data to be included).
2. Spreadsheet with randomised closed complaint cases to be sent to Lead Members, or the Chair in the Lead Members' absence for selection.
3. Lead Members, or Chair in Lead Members' absence, to select 4 closed complaint cases each and send back to the OPCC Representative to be forwarded onto PSD Administrator to prepare.

Four weeks before Dip-Sampling Session

4. PSD Administrator to ensure that a suitable room has been arranged for the Complaints dip-sampling to ensure that reviews will be taking place in a secure and confidential environment, especially in the event that records have not been redacted.
5. PSD Administrator to collate and prepare complaint cases to be dip-sampled, including any redaction and preparation of materials/feedback forms.

Day of Dip-Sampling Session

6. ETP members to attend agreed Force location to undertake dip-sampling of Complaints under the supervision of the Evaluation and Scrutiny Officer or any other OPCC/PSD Representative in their absence.
7. ETP members to review Custody Records and complete the Feedback Form with any comments and recommendations (Appendix 1). Completion of the Feedback Form by members undertaking reviews is mandatory before being sent back to OPCC Representative.

Post Dip-Sampling Session

8. Once received from the Lead Member, the Feedback Form is to be sent to Force for comment.
9. Once Force's comments received, the Feedback Form is to be collated as part of the meeting papers in advance of the next Ethics and Transparency Panel meeting.
10. Panel members to write to the PCC/DPCC with any recommendations and feedback to be noted for inclusion in the ETP Annual Report.