

Joint Audit and Standards Committee
25 July 2019

Standards Update

1. Member Update

1.1 Frazer Stuart resigned as a member of the Joint Audit and Standards Committee with effect from 31st May 2019. Frazer is due to start a new job that causes a conflict of interest with his role on the Committee. We wish Frazer all the best in his new role and thank him for his contribution to the Committee since he joined earlier this year.

1.2 There are no plans at present to appoint an additional member to lead on standards for the Committee.

2. Professional Standards

2.1 Helen Knee carried out complaint dip sampling of closed complaint cases on 14th June and 19th June, looking at Warwickshire complaints. Natasha Noorbakhsh from the West Mercia OPCC supported the session on 14th June, conducting dip sampling of closed West Mercia complaints. A separate report at Appendix A outlines the work that took place and the findings of the sessions.

2.2 At the previous meeting of the Committee, an explanation was requested for the rise in miscellaneous cases in the Professional Standards Department.

2.3 Miscellaneous records are used to record information that does not fit any other case type such as 'death flowing Police contact' or to log contacts that come in but might not meet the threshold to be investigated as a complaint.

2.4 In the period reported at the last meeting of 1st April 2018 – 31st January 2019, the Professional Standards Department started to embrace the proposed new complaint reform regulations, in that, now everything that comes into the Department is recorded initially as a miscellaneous case, thus the increase in recorded miscellaneous records.

2.5 The Professional Standards Department now has a triage team who make contact with the complainant and if resolved there and then, for example, being low level and not requiring progression to a complaint investigation, this is logged as service recovery and there is no requirement to record a complaint. Between 1st February and 31st May 2019, the triage team resolved 143 issues across the Alliance. This provides a much timelier response to cases, with the hope this will improve satisfaction levels. This is in line with complaint legislation and is a process being introduced across other Force areas.

3. Police Internal Ethics Committee

2.1 The June meeting of the Police Internal Ethics Committee was rescheduled to 9th July 2019. Due to the short notice of the change, Helen was unable to attend but will receive the papers and minutes for the meeting. The next meeting is scheduled for September, with Helen due to attend on behalf of the Committee.

3. Induction Training

3.1 Helen has attended briefings with Jeff Carruthers from Alliance Finance and Garry Rollason, formally from Internal Audit.

3.2 Dates are being co-ordinated for Helen to attend the Police Officer induction training, to observe the Professional Standards Department input. This will provide a useful insight in to the information provided to new recruits to see how this correlates with the misconduct cases and complaints received.

3.3 Helen will also go on a police ride along to see how the police use the Code of Ethics in everyday situations.

4. Work Plan

4.1 Due to the changes taking place within the Alliance and the resignation of the one of the members leading on Standards, it would not be appropriate to put a work plan in to place for the Committee at this time.