

COMMUNITY OUTCOMES MEETING

24 January 2017

**SUBJECT: PROFESSIONAL STANDARDS DEPARTMENT COMPLAINTS AND CONDUCT DATA**

**Report of the Chief Constable**

**PURPOSE OF THE REPORT**

1. This report outlines the Force's current position in relation to Complaints and Conduct data.

**RECOMMENDATION**

2. That the Police and Crime Commissioner uses this report to scrutinise Force performance in respect of Complaint and Conduct matters.

**PRIORITY IN THE POLICING AND CRIME PLAN**

3. The Police and Crime Commissioner (PCC) is committed to ensure West Yorkshire Police are open and transparent and review complaints accordingly, he has worked with the Chief Constable to implement the findings of the Crawford Review of complaints which was published in March 2014, this includes an early resolution approach to the resolution of police complaints. The attached reports from the Chief Constable identify the impact that this has had on the complaint handling in Force. The introduction of a service recovery approach and centralisation of complaint handling in Professional Standards Department (PSD), which has the support of the Police and Crime Commissioner, has seen a much higher level of local resolution and improved timeliness in complaint handling. Reviews by the Office of the Police and Crime Commissioner, Her Majesty's Inspector of Constabulary and Independent Police Complaints Commission have been favourable.
  - A pilot programme to introduce independent mediation into police complaints is also underway. This was established by the PCC in conjunction with Yorkshire Mediation and is now being managed by Professional Standards Department (PSD).
  - The PCC and Chief Constable are committed to working together as legislative changes are introduced by the Government over the next two years. These are designed to give a greater role to the PCC in relation to police complaints. Work has already begun, with PSD, to identify future options for the PCC.

**ATTACHMENT**

- Chief Constables reports –[Professional Standards Report](#) (PDF 164KB), [Update on the Service Recovery Team](#) (PDF 270KB)