

COMMUNITY OUTCOMES MEETING

3 December 2019

SUBJECT: COMPLAINTS AND CONDUCT

Report of the Chief Constable

<p>PURPOSE OF THE REPORT</p> <p>1. This report outlines the Force's position in relation to Complaints and Conduct data as of October 2019.</p>
<p>RECOMMENDATION</p> <p>2. That the Police and Crime Commissioner uses this report to scrutinise Force performance in respect of the Professional Standards Department Report.</p>
<p>POLICE AND CRIME PLAN</p> <p>3. The Police and Crime Commissioner (PCC) is committed to ensuring West Yorkshire Police are open and transparent to reviewing complaints, the handling of complaints can have a positive or potential negative impact on confidence in policing.</p>
<p>KEY INFORMATION</p> <p>4. The report presents a largely positive picture of the progress made in dealing with complaints and conduct matters and, in particular, the success of the Service Recovery Team in dealing with complaints there and then and reducing the time it takes to resolve them.</p> <p>5. The Force have focussed on incorporating learning from appeals to the Independent Office of Police Conduct and this is now being positively reflected in the monitoring statistics which are reported.</p> <p>6. The PCC will take responsibility for carrying out complaint reviews once the Policing and Crime Act is implemented in 2020. Work is underway with the Force and with the support of the Association for Police and Crime Commissioners to prepare for this change which will also see the introduction of 'reflective practice reviews' which are designed to promote a learning culture.</p>
<p>ATTACHMENT</p> <p>➤ Chief Constables report – Complaints and Conduct (PDF 570KB)</p>