

COMMUNITY OUTCOMES MEETING

16 March 2021

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 January 2021.</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 identifies a significant increase in complaints recorded by West Yorkshire Police – a change which was anticipated following the introduction of the Policing and Crime Act in February 2020. All matters of dissatisfaction must now be recorded as a complaint whereas, previously, Forces were allowed to resolve a low level complaint in a 10 day period without the need to formally record.</p> <p>5. The Force continues to deal with complaints in a responsive and timely manner and the report notes that almost 50% are dealt with within a maximum of 10 days.</p> <p>6. The report notes that conduct cases reported in the previous 12 months have increased by 41 cases with a noticeable increase in the number of cases recorded which related to COVID-19 breaches.</p> <p>7. The report describes the recent report ‘Understanding Disproportionality in Police Complaint & Misconduct Cases for BAME Police Officers & Staff’ by DCC Cain, provides disproportionality data for West Yorkshire Police and information about steps being taken in the Force to address disproportionality for BAME police officers and staff.</p> <p>8. The change in legislation also replaced complaint appeals with reviews and made Police and Crime Commissioners responsible, along with the Independent Office for Police Conduct (IOPC), for carrying out a review. The IOPC is the reviewing body for the more serious complaints.</p> <p>9. From 1 February 2020 to 12 March 2021, the OPCC has received 176 requests for a review. 26 were rejected for various reasons, such as because the IOPC was the reviewing body, the request was out of time and the complainant had not provided a good reason for making a late request or the complainant did not have a right of review due to the complaint being handled outside of Schedule 3 of the Police Reform Act.</p> <p>10. 144 reviews have been completed to date and 6 are currently outstanding. Reviews are usually completed within 10-15 working days depending upon the volume of outstanding reviews at the</p>

time of receipt. Of the 144 completed reviews, 20 (13.8%) have been upheld for various reasons and recommendations made to the Force have either been that the complaint is investigated after previously been dealt with “other than by an investigation” or that a specific action is carried out to remedy the dissatisfaction.

ATTACHMENT

- [Chief Constables report – Complaints and Conduct \(PDF 335KB\)](#)