



WEST YORKSHIRE POLICE AND CRIME PANEL

10 OCTOBER 2014

UPDATE ON THE IMPLEMENTATION OF THE CRAWFORD REVIEW OF COMPLAINTS

1.0 INTRODUCTION

- 1.1** Catherine Crawford's review of complaint handling in West Yorkshire was published on 5 March 2014.
- 1.2** The Police and Crime Commissioner, Chief Constable and Temporary Chief Constable have welcomed the review and are committed to implementing a number of actions in response to Ms Crawford's observations. These were reported to the Police and Crime Panel on 20 June 2014.
- 1.3** An implementation plan is attached as Appendix A to this report.

2.0 PROGRESS ON IMPLEMENTATION OF THE OBSERVATIONS IN THE CRAWFORD REVIEW

- 2.1** The Chief Executive and Chief Constable have agreed a range of actions arising from the Crawford Review (see Appendix A). These coincide with the announcement in July by the Home Secretary of a comprehensive review of police complaints, the IPCC report on the handling of allegations of discrimination, an internal audit review of casework in the OPCC and completion of a review and restructure of P

IMPLEMENTATION PLAN

ACTION	EXPECTED COMPLETION DATE	PROGRESS
<p>1. The PCC will lobby for a review of the police complaint legislation and regulations to make the system easier for members of the public to use and understand, more responsive to their needs and less adversarial.</p>	<p>31.12.14</p>	<p>The Home Secretary announced a review of the police complaints process on 22.07.14 which should be concluded in the autumn. The Chief Executive has met with the Home Office review team and has prepared a written submission.</p> <p>The PCC has responded to the IPCC report on the handling of allegations of discrimination and has called for a review of the system for dealing with police complaints.</p> <p>The Chief Executive sits on two Home Office groups looking at police complaints, one looking at gross misconduct hearings and one looking at the handling of less serious complaints.</p> <p>A simple, joint OPCC/WYP leaflet explaining how to make a complaint is being developed and will be distributed widely, including to partners and community groups, as well as being uploaded to the Force and OPCC websites.</p> <p>The Force are reviewing the information on the website to assist people to make complaints.</p>
<p>2. The PCC and Chief Constable have agreed to share resources to ensure that the OPCC has access to appropriate force systems and specialist staff in order to improve the PCC's oversight of complaint handling in the Force.</p>	<p>31.03.15</p>	<p>The OPCC has a nominated SPOC in Force PSD (a senior officer) who will assist staff to access information, including arranging for staff to have access to Force systems and will work closely with and support OPCC staff to respond to casework.</p> <p>An extra FTE post has been appointed to, on a temporary basis,</p>

		to assist with casework and this has enabled a backlog of cases to be cleared. Resourcing of the casework function will be reviewed on completion of an internal audit review in October.
3. The PCC will call on mediation approaches to be piloted in the Force for dispute resolution.	31.03.15	<p>This will expand on the work done by the Chief Executive through a Weinstein Fellowship award by the JAMS Foundation for Mediation.</p> <p>The Chief Constable and Temporary Chief Constable have indicated their support for this pilot and early discussions to secure the commitment of the Police Federation have been positive.</p>
4. The Police National Legal Database will prepare a business case for the development of a triage system to be made available to all PCCs in England and Wales.	Completed	A proposal for a chargeable complaints triage service has been presented to PCCs in England and Wales via the Association for Police and Crime Commissioner Chief Executives.
5. The PCC has agreed to take part in a research project by the University of Sheffield which will assess the implementation of the code of ethics in West Yorkshire, South Yorkshire and Humberside.	31.05.15	Lead officers have been identified in the OPCC and the West Yorkshire for Innovation Team for this research project which will be concluded by 31.05.15.
6. Consideration will be given to establishing an independent ombudsperson for police complaints.	31.03.15	Following consultation with Greater Manchester OPCC options are being assessed to establish an Independent Ombudsperson and an Ethics Committee.
7. The PCC will work closely with the Chief Constable to review how improvements can be made in the way that complaints are dealt with.	31.03.15	<p>The OPCC/WYP information sharing protocol will be reviewed to ensure that more information can be made available to complainants, to members of the public and to the Police and Crime Panel.</p> <p>The Force's Learning the Lessons Group will consider how to demonstrate, internally and externally, that lessons have been learned.</p>