

**Item 14**

**WEST YORKSHIRE POLICE AND CRIME PANEL**

**12 JUNE 2015**

**UPDATE ON THE IMPLEMENTATION OF THE CRAWFORD REVIEW OF COMPLAINTS**

1. **INTRODUCTION**
   1. Catherine Crawford’s review of complaint handling in West Yorkshire was published on 5 March 2014 and reported to the Police and Crime Panel on 20 June 2014 and 10 October 2014.
   2. The Police and Crime Commissioner and Chief Constable have welcomed the review and are implementing a number of actions in response to Ms Crawford’s observations.
   3. An updated implementation report is attached as Appendix A. (Sadly, Catherine Crawford died in March 2015 and so the implementation plan and update cannot be shared with her).
2. **PROGRESS ON IMPLEMENTATION OF THE OBSERVATIONS IN THE CRAWFORD REVIEW**
   1. Work is ongoing to implement a range of actions arising from the Crawford Review. This includes the development of an early resolution/mediation approach across the Force following a successful pilot between October 2014 and March 2015 which saw local resolution rates increase from 9% to 82%.
   2. The Government has restated its intention to reform police complaints with a greater role being given to PCCs. This is expected to be introduced in this parliament and further discussions and guidance will be developed through the Association of Police and Crime Commissioners (APCC) working with the Home Office.

**APPENDIX A**

**IMPLEMENTATION PLAN**

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| 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. ONGOING** |
| The PCC has called for a review of the police complaints system in his responses to the recent Home Office consultation on police integrity and the IPCC report on the handling of allegations of discrimination.  In response to the consultation on police integrity the Government has proposed wide-ranging changes to the way that police complaints are handled which include a greater role for PCCs. This has recently been reaffirmed in the Queen’s Speech. The PCC and the Chief Constable will work together to consider the best options for dealing with complaints as this proposal is implemented during the present administration, building on the work that the Force has done in reviewing best practice in other forces/PCCs offices. |
| 1. **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. COMPLETED** |
| The OPCC has a nominated contact in force who assists staff to access information, including arranging for staff to have access to force systems and working closely with OPCC staff to respond to casework. OPCC staff have access to the force complaint recording system and training has been provided. PSD staff also work closely with OPCC staff through regular meetings and attachments.  Within the OPCC an extra 0.5 FTE post has been appointed to focus on casework. |
| 1. **The PCC will call on mediation approaches to be piloted in the Force for dispute resolution and will consider establishing an independent ombudsperson and ethics committee. ONGOING** |
| This will expand on the work done by the Chief Executive through a Weinstein Fellowship award by the JAMS Foundation for Mediation with the support of the Chief Constable and commitment from the Police Federation.  The recent service recovery pilot in the Force has demonstrated the very positive impact that an early resolution and mediation approach can have. In this pilot early contact was made with the complainant with a view to resolving the issue as soon as possible to their satisfaction. During the pilot local resolution rates were increased from 9% to 82%. Consideration is being given by the chief officer team to ways that this early resolution approach can be rolled out more widely as 50% of complaints are thought to be suitable for a local resolution/mediation approach (approximately 900 cases per year in West Yorkshire).  Rather than establishing a separate ethics committee the PCC and Chief Constable will consider introducing independent ethical scrutiny of reports submitted to the Joint Independent Audit Committee by way of volunteers recruited by the OPCC for this purpose. |
| 1. **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. PLANNED** |
| A proposal for a chargeable complaints triage service will be presented to PCCs in England and Wales via the Association for Police and Crime Commissioner Chief Executives. |
| 1. **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. COMPLETE** |
| Unfortunately, the funding for this research project was not granted and, therefore, the work has not been done by the University of Sheffield.  PSD are overseeing the delivery of training on the code of ethics at a district level across the force to ensure consistency. |
| 1. **The PCC will work closely with the Chief Constable to review how improvements can be made in the way that complaints are dealt with. ONGOING** |
| It is acknowledged that, at present, the roles of the four organisations involved in police complaints are confusing and more needs to be done in order to explain the process. Notwithstanding the proposed legislative changes, a simple, joint OPCC/WYP leaflet explaining how to make a complaint is being developed which will explain the roles of the PCC, WYP, PCP and IPCC in any complaint matter. To support this work has been done in PSD to look at best practice from other organisations in how to most effectively amend our communications.  The Force will introduce standard information sheets to all PSD and District complaint correspondence. This will provide explanations of the complaints process and will allow letters to members of the public to be personalised and simplified.  The Force is also reviewing the information on the website, visiting community groups with a broad range of needs to gather feedback, including users with special needs and young people through the PCC’s youth advisory group. Feedback from this consultation will help to make information about making a complaint more accessible.  PSD have commenced a ‘Trust and Confidence’ programme with two strands. The first strand focuses on a commitment to keeping members of the public updated in a timely fashion and also by providing relevant details. The second strand focuses on internal West Yorkshire Police investigations with a commitment to ensure all staff under investigation are provided with regular updates if there are any changes and in any case, at least every 28 days. PSD have established a compliance unit to quality assure the work of Districts or Departments and also hold regular ‘surgeries’ across the Force to share information about investigations, standards or trends in complaints and provide further training and education to new recruits or those promoted to ensure that staff and officers know what is expected of them.  Monthly reports on complaints, conduct and intelligence matters are provided to the Chief Officer Team and the PCC, identifying trends and developing threats. This includes diversity data on both complainants and those whose conduct is complained of, at the PCC’s request. |