

**Enquiries to: Mrs J Head
Telephone: 01768 217734**

Our reference: jh/EIP

Date: 28 October 2020

AGENDA

TO: THE MEMBERS OF THE ETHCS AND INTEGRITY PANEL

CUMBRIA POLICE & CRIME COMMISSIONER AND CUMBRIA CONSTABULARY ETHICS AND INTEGRITY PANEL

A Meeting of the Ethics and Integrity Panel will take place on **Friday 6 November 2020** at **1.00 pm**. Due to Government Guidelines in response to COVID-19 the meeting is being held via telephone conference facility.

Details of how to access the meeting will be emailed to participants separately.

Note: The Panel will carry out a dip sample session during the morning.

**G Shearer
Deputy Chief Executive**

PANEL MEMBERSHIP

Mr Michael Duff
Mrs Lesley Horton
Mr Alan Rankin (Chair)
Mr Alex Rocke

AGENDA

PART 1– ITEMS TO BE CONSIDERED IN THE PRESENCE OF THE PRESS AND PUBLIC

1. APOLOGIES FOR ABSENCE

2. DISCLOSURE OF PERSONAL INTERESTS

Members are invited to disclose any personal/prejudicial interest which they may have in any of the items on the Agenda. If the personal interest is a prejudicial interest, then the individual member should not participate in a discussion of the matter and must withdraw from the meeting room unless a dispensation has previously been obtained.

3. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

To consider (i) any urgent items of business and (ii) whether the press and public should be excluded from the Meeting during consideration of any Agenda item where there is likely disclosure of information exempt under s.100A(4) and Part I Schedule A of the Local Government Act 1972 and the public interest in not disclosing outweighs any public interest in disclosure.

PART 2– ITEMS TO BE CONSIDERED IN THE ABSENCE OF THE PRESS AND PUBLIC

4. NOTES & ACTIONS FROM THE PREVIOUS MEETING

- (a) To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 6 August 2020 (copy enclosed).
- (b) To receive updates from actions taken at the last meeting in relation to the Auto Attendant and TASER.

5. ETHICAL SUB-GROUP

To receive a briefing from Insp Jo Edgar on the Constabulary's proposal to set up an Ethical Sub-Group.

6. CIVIL CLAIMS

To receive and note a report by Cumbria Constabulary on Civil Claims
- To be presented by Mr A Dobson, Director of Legal Services.

7. INTEGRITY

To receive a report on the work carried out within the Constabulary's Professional Standards Department, including:

- (a) Complaints by the Public; and
- (b) Anti-Fraud & Corruption (including officer and staff misconduct)

8. GRIEVANCES

To receive and note a report by Cumbria Constabulary on police staff misconduct and grievance cases - *To be presented by Superintendent Lisa Hogan.*

9. OFFICER RECRUITMENT & PROMOTION

To receive an update on the current status regarding police officer recruitment, positive action and promotion processes - *To be presented by Superintendent Lisa Hogan.*

10. OPCC COMPLAINTS AND QSPI

To receive and note a report to be presented by the *OPCC Deputy Chief Executive* regarding

- (a) OPCC Complaints & Reviews; and
- (b) Quality of Service Issues received

11. COVID-19 REGULATIONS

To provide the Panel with an update to questions raised during the dip sample session; and advise on unconscious bias training rolled out across the Force – *Deputy Chief Constable Webster*

12. PANEL TERMS OF REFERENCE, 2021 ANNUAL WORK PROGRAMME & MEETING DATES

To consider and agree the Panel's terms of reference, annual work programme and meeting dates for 2021 - *To be presented by the OPCC Deputy Chief Executive*



Peter McCall

Agenda Item No 4

ETHICS AND INTEGRITY PANEL

Notes of a meeting of the Ethics and Integrity Panel held on
Thursday 6 August 2020 via video conference facility at 2.00 pm

PRESENT

Mr Alan Rankin (Chair)
Mr Michael Duff
Mr Alex Rocke
Mrs Lesley Horton

Also present:

Assistant Chief Constable Andy Slattery
Superintendent - Lisa Hogan
Chief Inspector – Gaynor Wardle
Chief Inspector – Jo Walker
Chief Inspector – Ben Swinson
Chief Inspector – Jon Sherlock
Detective Inspector – Paul Jenner
OPCC Deputy Chief Executive - Gill Shearer
OPCC Governance Manager - Joanne Head

The Chair thanked everyone for attending the video conference and the Constabulary for all their hard work during the COVID-19 pandemic. He hoped everyone was staying safe and well.

24. APOLOGIES FOR ABSENCE

No apologies for absence were received as all Panel members were present.

25. DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interest regarding any agenda item.

26. URGENT BUSINESS

There were no items of urgent business to be considered by the Panel.

27. NOTES OF THE PREVIOUS MEETING

The notes of the meeting held on 1 May 2020 previously circulated with the agenda were agreed.

Agreed;that, the notes from the previous meeting be agreed.

28. COMMUNICATION CENTRE UPDATE

Circulated with the meeting papers the Panel had been provided with an update on the CCR Systems project's progress to date and the action plan. Prior to the COVID-19 lockdown work had been carried out to analyse what information was coming into the CCR and what could be focused upon to initially deal with demand, ensuring that the right staffing levels were within the CCR teams to cope with the demand. COVID had delayed the progression of this but some work had been implemented such as changes to the initial message when dialling 101 to provide information regarding other agencies. It was noted that the abandonment rate was now about 2 minutes which would tally with the length of the announcement message. It was important to ensure that the failure demand was preventable, however members commented that 2 minutes was a long time to listen to a message. Chief Inspector Wardle advised that they were continually looking into this and she would bring an update to the next meeting.

A number of despatch roles could be carried out using mobile data devices and SAAB although this would not be possible until an upgrade was installed at the end of 2020.

Training staff within the CCR was an important element of achieving success. Although having police officers within the CCR provided the skills and knowledge to deal with calls, they were being provided with training to develop their call handling skills. Team development days were being introduced to provide empowerment and leadership to the CCR staff.

CCR staff had been split into 3 teams to enable social distancing based at police headquarters, Carlisle and a training room. This had improved staff welfare and enabled them to feel empowered in their decision making. Some staff were able to work from home and deal with the 101 emails which came into the CCR.

When asked what the timeframe for the project was, Chief Inspector Wardle advised that there had been delays due to COVID-19 and the Constabulary were keen to see changes implemented in February/March 2021. They had recently met with the service providers and pressed the urgency of the project and had been advised they would provide proposals within an 8-week timeframe.

Following a question Chief Inspector Wardle advised that the call answering time in July for 999 calls was 8 seconds and 101 calls were an average of 3 minutes 20 seconds.

AGREED; that,
 (i) the reports be noted; and
 (ii) an update be provided to the next meeting on work carried out in relation to the information announcement at the beginning of calls.

(Note: Chief Inspector Wardle and Chief Inspector Walker left the meeting at this point)

29. OFFICER RECRUITMENT

A report had been provided to the Panel with the meeting papers which outlined the current position of planned officer intakes for the financial year 2020-2021.

Superintendent Hogan advised that the Constabulary were on target with their proposed intakes, although there had been some challenges due to the social distancing restrictions. These included not being able to meet the candidates face to face and physical tests not taking place until after all

other assessments had been carried out, however to date no candidates had failed this. Discussions had been held with the College of Policing in relation to the SEARCH process as some issues had been identified, especially with a number of sessions timing out early thereby not allowing candidates to complete them. Following a members question Superintendent Hogan advised that no candidates were unsuccessful at application, a small number failed at interview but a high number failed at the SEARCH assessment. Members were assured that should a candidate fail the SEARCH assessment they were able to re-apply after 3 months.

The Constabulary had secured 100 places on the SEARCH assessment with a priority for BAME candidates. A member asked what the numbers were for white candidates and Superintendent Hogan stated she would provide the Panel with some comparison figures.

It was pleasing to note that candidates who were applying were from predominantly within the county and a number were from BAME communities. This was due to work carried out by the positive action team. Superintendent Hogan advised that she would provide a report to the next meeting on how this approach had helped the Constabulary to re-shape and retain its workforce.

A member asked what work was being done to ensure retention of police officers once they were appointed and during their careers. They were advised that Learning and Development were had been working with the positive action teams to develop a internal programmes to progress talent and create a buddy system for new recruits. They had also developed a Police Officer to Sergeant programme which had seen positive results and been well received by those using it. A report on this would be provided to the next meeting.

AGREED: that,
(i) the verbal update be noted;
(ii) a report be provided to the next meeting on how the positive action approach had helped the Constabulary to re-shape and retain its workforce.
(iii) Comparison figures between BAME and white candidates to be provided to the Panel; and
(iv) a report on the police officer to sergeant programme to be provided to the next meeting.

(Note: Superintendent Hogan left the meeting at this point.)

30. USE OF TASER

During the morning the Panel had carried out a dip sample of forms regarding the use of TASER. They reviewed 20 forms where the TASER had been fired and 20 forms when it had been used but not actually discharged.

They had noted that the Use of Force form which was used had not been specifically developed for TASER usage, rather this usage had been added on. This meant that it did not allow officers to notate fully what tactics had been used up to the point of the TASER being discharged. This would not allow any oversight of the form to know fully what had occurred when the TASER had been used.

The Panel noted that within the forms where TASER had been discharged there were three occasions when Sergeants had not used Body Worn Video, with this occurring twice with the same Sergeant. Chief Inspector Swinson advised that he would review these incidents and the other matters raised during the dip sample process and report back to the Panel.

- AGREED;** that,
- (i) the feedback be noted; and
 - (ii) Chief Inspector Swinson report back to the Panel on the issues identified during the dip sample session.

(Note: Chief Inspector Swinson left the meeting at this point.)

31. STOP AND SEARCH

The Panel had been provided with an annual report on the Constabulary's use of Stop and Search powers during the reporting period of 1 April 2019 to 31 March 2020. During the morning the Panel had carried out a dip sample session of Stop and Search forms which were completed also within the reporting period.

The Panel Chair advised that out of the 40 forms which they reviewed only 2 were deemed to be non-compliant which would hit the 95% compliance rate, however there were in fact 17 which they identified as requiring improvement as had the business improvement unit. A number of the forms indicated that body worn video had not been activated during the stop and search. Although there would be instances where an officer was not wearing body worn video a member asked whether or not an improvement plan was to be developed. The main issue was the information contained within the form rather than the stop and search being illegal. Had many of the forms provided more detail it would have provided a better picture of the circumstances and would stand scrutiny should there be a challenge.

Chief Inspector Sherlock advised that he would look at the issues in further detail and change the way in which the information on compliance was presented within the annual report.

- AGREED;** that,
- (i) the report be noted; and
 - (ii) the presentation of the annual report be changed on how the information was reported on compliance.

32. INTEGRITY

Detective Inspector Jenner presented a quarterly update on public complaints, officer and staff misconduct and work carried out by the Anti-Corruption Unit. He advised that the new complaint regulations which came into effect from 1 February 2020 meant that all expressions of dissatisfaction were logged which accounted for the increased numbers. Two thirds of complaints were dealt with by service recovery with the remaining complaints dealt with by an investigation.

It was noted that the report now contained vehicle accidents where an officer was at fault. DI Jenner advised that to date all incidents had resulted in the officer undertaking the Practice Requires Improvement process.

The Constabulary had carried out an internal campaign regarding APSG and sexual harassment. Members asked that they be provided with the outcome of the results and any subsequent action plan to deal with issues.

The Panel were guided through the remainder of the report and provided with information regarding finalised and ongoing misconduct cases within the Constabulary. A member raised a question in

relation to gratuities where an organiser had refused to disclose a value. ACC Slattery advised that he look into this and provide the Panel with an explanation as to what it was for.

- AGREED;** that,
- (i) the report be noted;
 - (ii) the Panel be provided with the results of the APSG/Sexual Harassment campaign; and
 - (iii) ACC Slattery provide the panel with an update in relation to gratuities.

33. COVID-19 REGULATIONS

On 18 May 2020 and 8 July 2020 the Panel had carried out two separate dip sample sessions regarding Fixed Penalty Notices (FPN) which had been issued to ensure that the reasons provided were reasonable and proportionate.

During the second session the Panel had looked particularly at FPN's which had been issued to those members of the public who identified as being from a BAME community and those who were classed as white. The Panel had raised a number of questions in relation to the comparison of the samples and issues identified. Chief Inspector Sherlock advised that information had been gathered to respond to the Panel's questions and this was to be provided to them by DCC Webster upon his return from leave. This would then enable the Panel to consider at their next meeting whether any further work was required.

It was noted that 40% of the tickets issued were to people who did not live within the county and therefore the demographic compared to that of the county could potentially show disproportionality against BAME communities. This had been widely reported within the local and national media with ACC Slattery providing a detailed explanation in the press and to the Panel.

In response to a member's question on whether police officers received unconscious bias training Superintendent Hogan advised that training had been rolled out across the force and she would provide the Panel with the date.

- AGREED;** that
- (i) Verbal update be noted;
 - (ii) DCC Webster upon returning from leave provide a briefing for the Panel with an update to questions raised during the dip sample session; and
 - (iii) the panel be advised of the date when unconscious bias training had been rolled out across the Force.

Meeting ended at 4.00 pm

Signed: _____
Panel Chair

Date: _____

Ethics and Integrity Panel



Peter McCall

Agenda Item No 08

TITLE OF REPORT: Constabulary Grievances

DATE OF MEETING: Nov 2020

ORIGINATING OFFICER: Diane Johnson - HR Manager

PART 1 or PART 2 PAPER: PART 1 (OPEN)

Executive Summary:

The report provides a position overview in respect of ongoing, finalised and newly submitted grievances for the period 01 November 2019 until 31 October 2020.

Generally reporting occurs every 6 months, due to COVID no review took place in April 2020.

Recommendation:

- That the Ethics and Integrity Panel note the report.

1. Introduction and Background

- 1.1 The attached Grievance Statistics Report shows the number of grievances lodged during the period 1 November 2019 up until 31 October 2020, together with a summary of ongoing and finalised cases within the reference period.
- 1.2 Included in the report is an overview of the characteristics of those lodging grievances. The report identifies the gender and race of those submitting grievances as well as an overview as to the nature of the grievance. In addition, statistics relating to whether the aggrieved is a police officer or member of staff and whether the grievance relates to alleged discrimination have been included.
- 1.3 Summary position is as follows:
 - 9 grievances were ongoing or opened during the reference period with 3 outstanding at the end.
 - There were 2 new grievance lodged in this reporting period.
 - 3 of these grievances have been categorised as withdrawn by the Constabulary due to lack of response from the aggrieved individual.
 - A number of issues raised relate to dissatisfaction regarding perceived less favourable treatment. This can be directly from line management or as a result of the application of a policy or procedure.
 - Grievances dealt with during this period are generally split equally between male and female and are all from a white, British ethnicity.

The one grievance finalised as unresolved is directly linked to alleged disability discrimination under the Equality Act.

This is a longstanding case which reasonable and numerous options for resolution have been offered. The individual is currently absent from work with the case being managed in accordance with the medical advice received from the Force Medical Adviser.

2 grievances are on hold and relate to the same individual, these are currently being reviewed by the Constabulary's Legal Department.

- 1.4 Following the introduction of the Constabulary Mediation service, 3 cases have been managed through this route – whilst one was unsuccessful with the remaining ongoing neither have resulted in the submission of a formal grievance.
- 1.5 1 grievance previously recorded as unresolved at stage 3 which related to alleged disability discrimination was considered at Employment Tribunal in January 2020. The result being that all claims were dismissed.
- 1.6 The period comparison data shows that over the last 2 reference periods no grievances have been formally resolved. It should however be noted that a number have been referred for consideration under the correct alternative procedure and 3 have been withdrawn due to lack of engagement by the individual.

No resultant action is required at present however the resolution rate will be monitored over the coming reference periods to identify whether any additional guidance / support is required for the stage managers.

It should be noted that the Grievance Policy, Procedure and Guidance documents are being reviewed and will include an informal stage.

2. Issues for Consideration

2.1 Drivers for Change

Links to Police & Crime Plan and priorities; legal requirement; efficiency requirement; improvement.

- There are no identified emerging trends or patterns at the time of submitting this report.

3. Financial Implications and Comments

Budget implications – one off and/or on-going costs, savings, growth, capital and revenue.

3.1 Please see Risk and Equality Implications

4. Legal Implications and Comments

Including advice received.

4.1 Please see Risk and Equality Implications

5. Risk Implications

Including any mitigating actions that can be taken.

- 5.1 With any complaint which is potentially linked to the employment relationship there is the risk of employment tribunal or judicial review should the matter not be resolved. 2 cases are currently being dealt with by the Constabulary's Legal Department.
- 5.2 Through working in partnership with Unison and the Federation the aim is to continue to avoid formal proceedings and resolve issues in an informal manner to the satisfaction of all parties. The new Grievance procedure will clearly identify the informal and formal stages.
- 5.3 Specific items impacting on equality are raised through the Diversity and Inclusion Group (DIG) to ascertain if there are any issues that the Constabulary should be dealing with. At this time no issues have been raised.
- 5.4 The People Department will continue to meet with the Federation and Unison when necessary to discuss issues that are emerging and look to informally resolve them prior to a formal grievance being submitted. The Constabulary proactively engages to address concerns.

6. HR / Equality Implications and Comments

Including any actions arising from Equality Assessment.

- 6.1 The management of grievances transferred to the HR Department in May 2018. Now that a significant period has passed the procedure and recorded data is currently being reviewed to identify any efficiencies or improvements.
- 6.2 HR and Legal Services will be reviewing the judgement of the Employment Tribunal case to identify any lesson to be learned with a view to appropriate dissemination within the Constabulary.
- 6.3 The internal pool of accredited mediators is available for utilisation through the Constabulary Mediation Scheme. The intention is to publicise the Mediation Scheme alongside the revised Grievance procedure.

7. Supplementary Information

7.1 List any relevant documents and attach to report

Such as Business Cases, Equality Assessments, PIDs, Media Strategy.

- Appendix 1 - Grievance Data for the reference period
- Appendix 2 - Grievance Comparison Data

Ethics and Integrity Panel



Peter McCall

Title: Update on Operation Uplift, Positive Action and Promotion Processes

Date: 20 October 2020

Agenda Item No: 09

Originating Officer: Kate Ruddick (HR Manager)

CC:

Police Officer Intakes

The Constabulary have the following intakes planned for the financial year 2020-2021:

- 26 October 2020 - Course B20 Degree Holder Entry Programme – x 18 students
- 07 December 2020 - Course D20 Police Constable Degree Apprenticeship - x 18 students
- 15 March 2021 - Course B20 Degree Holder Entry Programme – x 18 students

In April 2021 the Degree Holder Entry Programme (DHEP), which is a DC Pathway programme, will commence with 16 places available. This particular scheme was advertised in September 2020 and received over 160 applications. The programme is aimed at anyone who wishes to work as an operational police officer for the Constabulary whilst obtaining a two-year graduate diploma in Professional Policing Practice (PPPD).

In relation to the current number of applicants in the pipeline for the other Constabulary PC schemes we currently have the following:

- Degree Holder Entry Programme – 175 Applicants
- Police Constable Degree Apprenticeship – 228 Applicants

We are currently reviewing the 2021-22 Recruitment plan to balance the intakes following the shift in applications for the DHEP programme.

Positive Action Initiatives

A Positive Action Team is now fully established with bi-weekly meetings being held; chaired by a Uniform Sergeant (PS Patel) and the Diversity Manager. These meetings discuss the

progress of existing candidates and explore any further initiatives to assist in the recruitment of additional candidates.

As part of this process applications are sent from HR to the team. They are assigned a mentor immediately and guided through each stage of the process via direct individual contact from their mentor.

Additional initiatives have also been introduced including targeting relevant communities with tailored recruitment materials and online events held throughout September and October.

Comparison figures – BAME Applicants (at the time of writing)

	DHEP PC	PCDA	DHEP DC
BAME	18	8	10
White British	114	116	135
Total *	132	124	145
% BAME	14%	6%	7%

**Please note some candidates chose not to disclose and numerous applicants are due to be progressed due to high volume*

The table above details the percentage of those categorised as BAME across all three strands of PC Recruitment. There has been a significant increase in applicants across PC recruitment which also includes an increase in BAME Candidates.

Comment from PS Patel:

Positive action (PA) is a work in progress and has started enjoying some success which has resulted in a growth of 0.2% to our BAME establishment. This is very much the start of the process and whilst the success rate may appear low at this time, we are adding to an overall establishment of 1.9. The forecast at this time suggests that we will exceed our target of being representative in line with our demography by 2023. PA has also galvanised the 4 qualifying staff support groups and encouraged them roll out of the 8 point plan for the buddying scheme along with better links and engagement with L&D which is going to promote overall wellbeing and better career development through the 'Spotlighting' programme.

Police Sergeant Promotion Process

Promotion Process – Focus Groups

BACKGROUND

In December 2019, HR visited all main stations within the Constabulary to discuss the current promotion process, seeking feedback on strengths and weaknesses.

28 individuals attended overall, varying from Constable to Chief Inspector rank. Some had been unsuccessful in recent processes, some successful. Feedback provided was professional and objective.

Current Process

The following National Police Promotion Framework stages were discussed:

Step 1 – Competence in current rank

Step 2 – Examination of Law and Procedure (click here for further information on the Step 2 legal examination)

Step 3 – Local selection process and matching to vacancies

Step 4 – Temporary Promotion (12 months) and work-based assessment

The primary focus within the Constabulary's remit to amend remains at Step's 1 and 3, which were the focus of the discussions.

Recent promotion processes relevant to these steps for both Sergeant and Inspector promotion have typically included:

Step 1 – written support from an individual's Sergeant and Superintendent to undertake the Sergeant or Inspector exam. This is followed by central checks on formal performance or misconduct procedures.

Step 3 – an anonymised paper sift (depended on numbers), this does include one score from senior management within the individual's department. If successful, candidates are invited to a board, consisting of a ten-minute briefing exercise and then several competency-based questions around the Competency and Values framework.

FEEDBACK

Strengths of current process – Feedback

Key themes that came from the focus groups in relation to what Officers prefer about the current process are:

- The current process is thorough, fair and impartial – with particular reference to the anonymity of the paper sift
- Individuals welcome the scoring element by the Superintendent
- There is a clear audit for decisions

Weaknesses of current process – Feedback

Key themes that came from the focus groups in relation to what Officers would like to see improved about the current process are:

- The current process assesses a "performance" on the day of the board

- The process is not a “true reflection” of who are the best people for the roles
- Individuals have submitted the “same” application form on different occasions, some years the application is passed and others it fails – perception that paper sifting is subjective
- Individuals are “rehearsing” to pass a board, in one area reference was made to individuals paying a retired Superintendent from the North East to pass the boards
- Evidence of individuals “example hunting” for boards, resulting in sometimes questionable management decisions at the potential detriment of the Constabulary
- The process is not a true reflection of the skills and experience required for a Sergeant or Inspector
- Lack of influence from senior management in the individual’s department
- Too many individuals are being supported forward for the exam / temporary promotion with management support, which is resulting in unsuitable individuals being substantively promoted.
- Some individuals on flexible working patterns believe they must increase their hours to undertake temporary promotion

2020 Sergeant Promotion Process:

Following the feedback and submission of findings to COG, the 2020 process was redesigned with the following amendments:

- A streamlined application form requesting only a 500-word submission
- Further emphasis on line management and senior management endorsement
- Boards held in a neutral venue
- Representation from neutral panel members (not HR or senior management)

The amendments to the process resulted in positive feedback from candidates and a high pass rate of 70%; and of those 54% were female.

Ethics and Integrity Panel



Peter McCall

Title: OPCC Complaints & Reviews

Date: 6 October 2020

Agenda Item No: 10a

Originating Officer: Joanne Head

CC:

Executive Summary:

In accordance with the Police Reform and Social Responsibility Act 2011 the Police and Crime Commissioner has a responsibility in relation to conduct and complaints. The introduction of the Policing and Crime Act 2017 and subsequent complaint and misconduct regulations mandate Commissioners to deal with public complaint appeals now known as reviews.

The Commissioner is the appropriate authority for complaints and conduct matters relating to the Chief Constable only. The Chief Constable is the appropriate authority for any complaints regarding police officers (below the rank of Chief Constable) or police staff conduct whilst carrying out their work/duties under the Direction and Control of the Chief Constable.

Recommendation:

That, the Panel notes the current position in relation the number of complaints received by the Office of the Police & Crime Commissioner.

1. Introduction & Background

- 1.1 The Office of the Police & Crime Commissioner (OPCC) receives telephone calls and emails from members of the public who wish to make complaints about police officers and/or police staff under the rank of Chief Constable. As this is a matter for the Chief Constable to deal with a process has been developed with the Constabulary to forward such complaints onto the Constabulary's Professional Standards Department, advising the complainant accordingly.
- 1.2 Some issues which are brought to the attention of the OPCC do not constitute a complaint but are regarding quality of service issues. Again, a system has been developed with the Constabulary to pass on the issues to the Chief Constable's Secretariat. The issues are then raised at a local level with the OPCC being kept updated as to progress and advised of either a final solution which has been agreed

or a final response which the Commissioner will then send to the author. A separate report is provided to this meeting.

2. Issues for Consideration

Complaints received by the OPCC

- 2.1 Detailed below is a table illustrating the number of complaints which have been received by the OPCC up to 30 September 2020. The complaints received were all regarding police officers below the rank of Chief Constable and the Police and Crime Commissioner has no statutory responsibility to deal with such matters.

All complaints received are responded to, explaining that the Police and Crime Commissioner does not have any statutory authority to investigate such complaint, and it is the overall responsibility of the Chief Constable. Contact details are provided for the Constabulary's Professional Standards Department (PSD) who are the appropriate body to deal with such complaints. If requested, the OPCC will forward the correspondence to PSD on behalf of the complainant.

2014	2015	2016	2017	2018	2019	2020
13	2	22	5	16	21	22

- 2.2 Generally the public are more aware of the Police and Crime Commissioner, the roles and responsibilities he has and the procedures to be followed regarding making complaints about police officers and staff or the Constabulary.

Commissioner Complaints

- 2.3 Complaints made regarding the Police and Crime Commissioner are dealt with by the Police and Crime Panel (PCP). This Panel has statutory responsibility for holding the Commissioner to account for the work that he carries out and they are therefore the logical body to deal with any complaints.
- 2.4 Chapter 4, Section 30 of the Police Reform and Social Responsibility Act 2011 details the circumstances in which a Police and Crime Commissioner could be suspended this being that the Commissioner has been charged with an offence which carries a maximum term of imprisonment exceeding two years. The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 details the role of the PCP.
- 2.5 Any complaint regarding the Commissioner is sent to Cumbria County Council's Monitoring Officer to assess and consider its severity. If it does not meet the above criteria an agreed protocol is in place whereby the Monitoring Officer will correspond with the Commissioner/ OPCC Monitoring Officer to ascertain the circumstances surrounding the complaint and provide the complainant with an explanation. If the

complainant is satisfied with the explanation such a complaint would be finalised as an informal resolution.

- 2.6 If the complaint cannot be dealt with by informal resolution the PCP will then consider the complaint and may decide to establish a subcommittee to consider the findings of the initial investigation of the Monitoring Officer and consider whether to undertake a more detailed investigation.
- 2.7 Detailed below is the number of complaints regarding the Commissioner, Mr Peter McCall, whereby the OPCC has been requested to provide information to the Police and Crime Panel. The table illustrates by what method they were dealt with.

YEAR	N° of Complaints Received	Complaint not about the PCC	Dealt with by informal resolution	Police & Crime Panel investigation
2017	2	0	2	0
2018	5	0	5	0
2019	0	0	0	0
2020	0	0	0	0

- 2.8 The majority of the complaints received relate to individuals who are dissatisfied with the way in which the Commissioner has carried out his duties or work he has undertaken in their opinion, rather than his personal conduct.

2.9 **Chief Constable Complaints**

The Commissioner is the appropriate authority for complaints and conduct matters relating to the Chief Constable. Members of the public may write to complain about the Chief Constable when in fact they are unhappy about the way in which policing is provided or regarding a policy or procedure rather than her personal conduct.

- 2.10 The table below illustrates the number of complaints received from 1 January 2017 to 30 March 2020. There are no complaints outstanding. The changes in regulations now mean that where it is apparent that the complaint is not in relation to the conduct of the Chief Constable and may in fact relate to that of officers below this rank, they are then automatically sent to the Constabulary's Professional Standards Department to deal with the issues raised. This would mean that the complaint is not in fact logged with the OPCC.

YEAR	N° of Complaints Received	Recorded	Not Recorded	Dealt with by informal / local resolution	Investigation	IOPC Appeal
2017	4	2	2	2	0	1
2018	3	3	0	3	0	2
2019	3	0	3	0	0	0

YEAR	N° of Complaints Received	Not Logged	Logged	Dealt with by NFA	Investigation	IOPC Appeal
2020	3	1	1	1	0	0

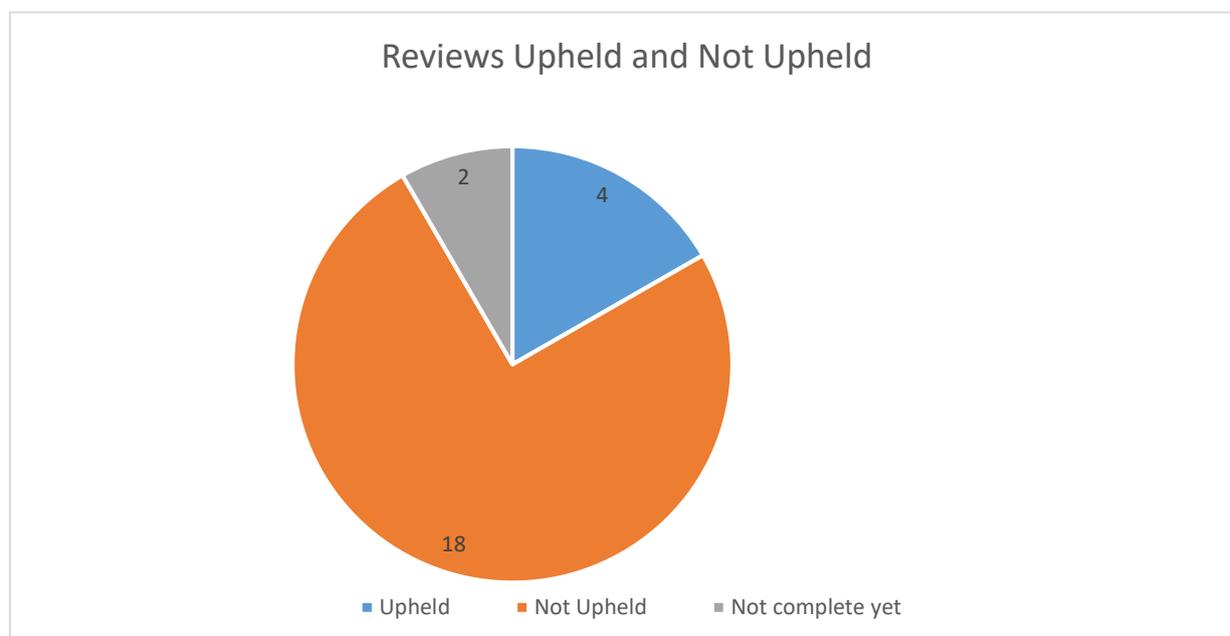
2.11 OPCC Staff Complaints

No complaints have been received regarding any member of OPCC staff during the reporting period.

2.12 Complaint Reviews

From 1 February 2020, the Local Policing Body became the appropriate authority to deal with complaint reviews relating to cases dealt with as Recorded – No Investigation. From that date to the 30 September 2020 the OPCC has received 24 requests for reviews.

2.13 The reviews are undertaken by an independent review officer to provide additional independence and transparency to the process. Of the 24 reviews received, 1 is yet to be completed, 18 have not been upheld with 5 being upheld.



2.14 Upon the completion of their review the independent review officer will provide a written determination which is then provided to the complainant. This outlines what they have reviewed, taken into consideration and their final decision.

- 2.15 Where the review is upheld, they may provide recommendations for the Constabulary's Appropriate Authority to consider. Within the legislation and statutory guidance, the Appropriate Authority must advise the OPCC and the complainant within 28 days of whether or not they will carry out the recommendations. The Commissioner, nor the OPCC, have any authority to direct or instruct the Constabulary to carry these out. However, as the ethos of the new process is to learn and improve, the recommendations are generally accepted and implemented.
- 2.16 Two complainants who did not have their review upheld wrote to the OPCC to say thank you for taking them seriously and making them feel like they had been listened to.
- 2.17 As part of the new legislation the Constabulary have the ability to deal with issues identified with performance and this is done by identifying practice which requires improvement (PRI). The Reflective Practice Review Process (RPRP) is then utilised to address the issues raised. This process relates to behaviours and actions that previously were captured and handled within formal investigations and disciplinary proceedings as allegations of misconduct and often resulted in lower level actions and outcomes including, Management Advice, or no further action in some instances. It is the intention of the new 2020 regulations that disciplinary proceedings are focused and applied to serious breaches of the Standards of Professional Behaviour, where it is clear that a formal disciplinary sanction (at a minimum a written warning) is justified.

3. Implications

- 3.1 Financial - with the added statutory responsibility for undertaking complaint reviews there is an additional cost for the independent review officer. This is seen as value for money as they are only paid for the work that they carry out, there are no ancillary costs as there would be if they were an employed member of staff.
- 3.2 Legal – none identified.
- 3.3 Risk - None identified, beyond that to the OPCC's reputation if it does not deal with the issues raised appropriately and proportionately according to the merits of the individual case.
- 3.4 HR / Equality - none specifically identified.

Ethics and Integrity Panel



Peter McCall

Title: OPCC Quality of Service & Policing Issues

Date: 28 October 2020

Agenda Item No: 10b

Originating Officer: Lisa Hodgson, Governance Officer

1. Introduction & Background

1.1 The Office of the Police & Crime Commissioner (OPCC) receives a number of telephone calls, letters and emails from members of the public who wish to raise issues or dissatisfaction about some element of the policing service they have experienced. These are regarded as quality of service and policing issues (QSPI). This report focuses on QSPI's received between 01/04/2020 & 30/09/2020, in this period a total of 331 QSPI's were received.

1.2 Our service standard is that:

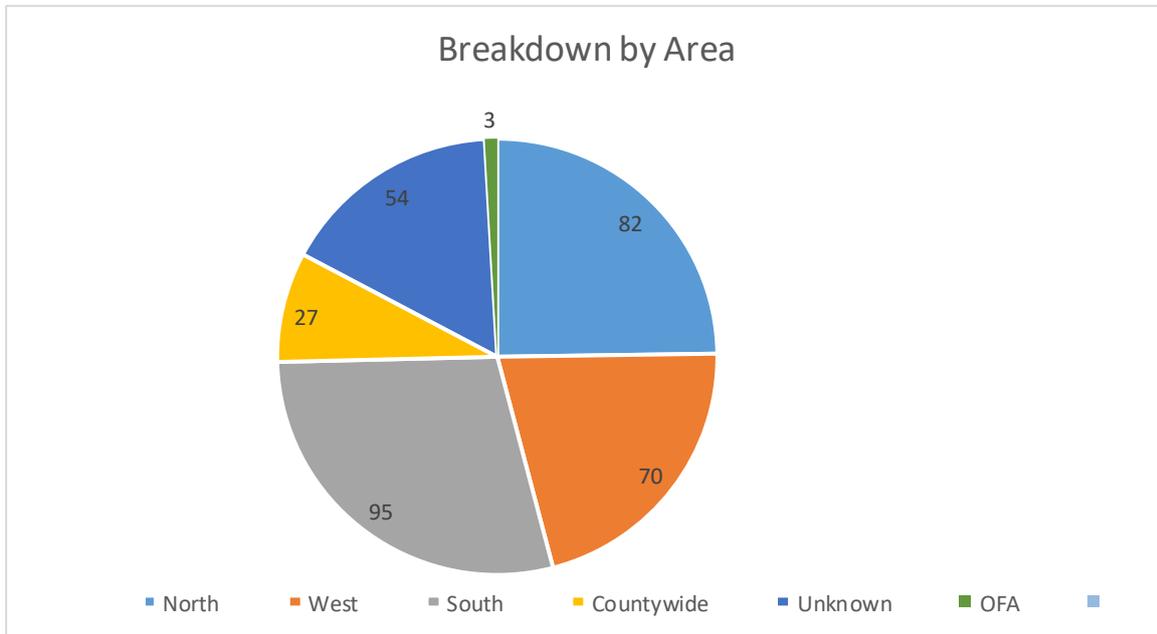
- An acknowledgement is sent out on the day of receipt of the correspondence advising them that they will receive a full response from the OPCC within 28 days. Should the matter take longer to conclude updates are provided on a 28 days basis until the matter is finalised.
- Where possible a response will be provided at the earliest opportunity and is often before 28 days.

1.3 A system has been developed within the OPCC to acknowledge, log and monitor the resolution of the issues raised. Once a QSPI is logged within the OPCC it is then allocated appropriately. Predominantly the majority of issues are passed through to the Chief Constable's Office who then allocate it to the appropriate Neighbourhood Policing Team (NPT) or department to deal with. Regular contact between OPCC staff and the Chief Constable's Office takes place to ensure that matters are progressed in a timely manner.

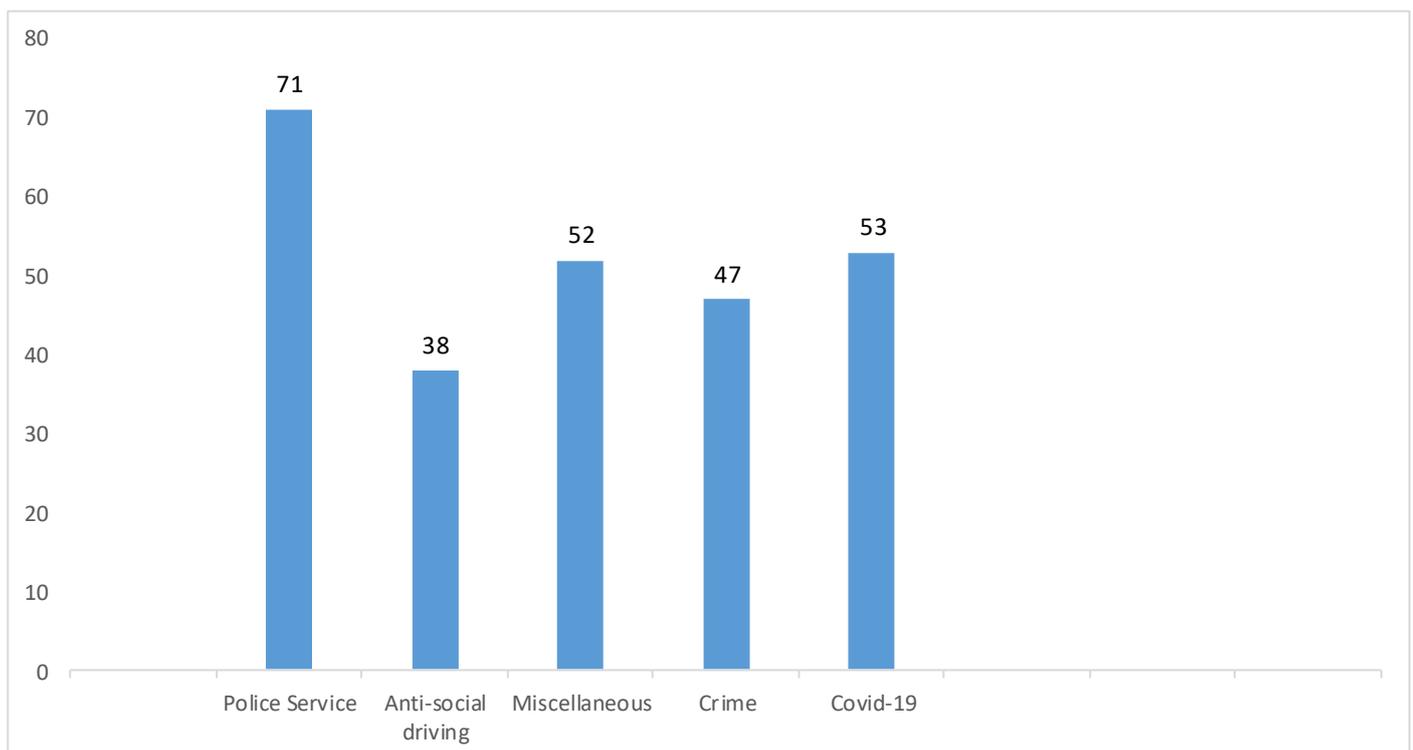
1.4 Where an urgent matter is received, the OPCC will contact the Chief Constable's office to ensure that the matter is progressed immediately. Since its inception the number of QSPIs received and dealt with by the OPCC has increased year on year as can be seen from the figures below:

2013	2014	2015	2016	2017	2018	2019	2020 (up to 31/09/2020)
98	198	167	235	270	350	435	415

1.5 Below is an area breakdown of where the complainant is based in Cumbria. When contacting the OPCC an individual may not always provide their location which is recorded as 'unknown'.



1.6 Members of the public will contact the OPCC regarding a broad range of issues. The Commissioner will write to every individual using information provided by the Constabulary, within the OPCC or other partner organisations. Below is a breakdown of the top issues raised from 1 April – 30 September 2020.



Further details of each identified category are provided below.

2. Identified Issues

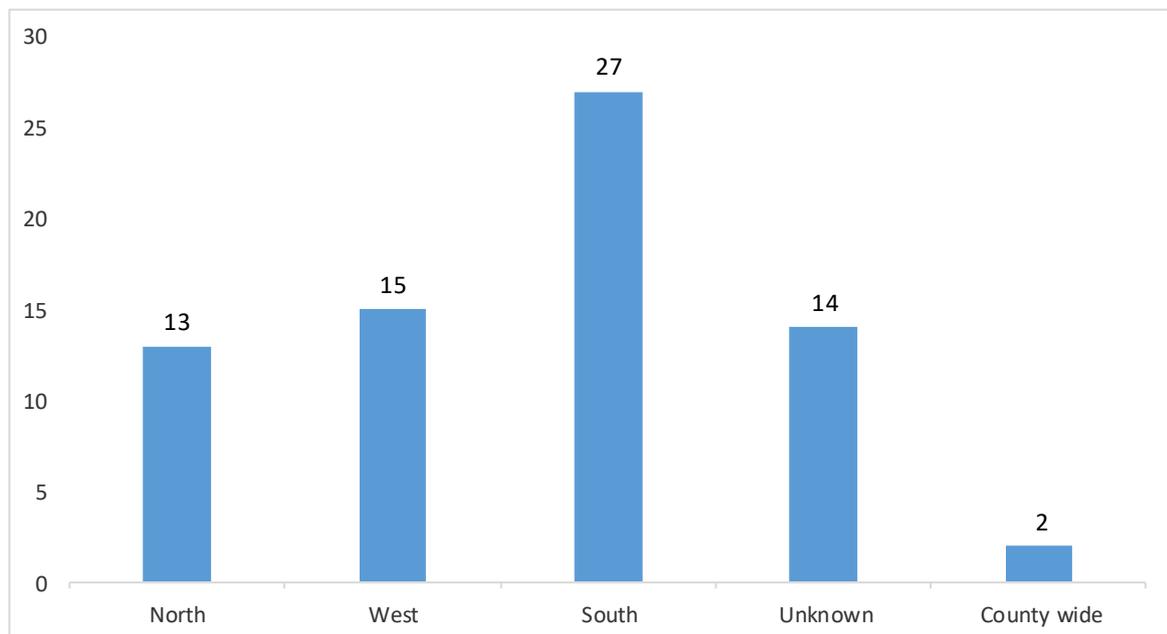
2.1 In each instance, the OPCC helps to facilitate the individual to be provided with a tailored response or explanation to the issues that they have raised. On many occasions the matter is dealt with at a local level, with police officers and staff making contact or visiting the individual. This then enables the Constabulary to find out more about the issue and look to implement a suitable solution or resolution for not only them but on occasions the wider community.

2.2 Where matters are passed to the Constabulary the OPCC is advised of progress and of either a final solution, which has been agreed with the individual, or information/advice relating to their issues.

2.3 Members of the public also contact the OPCC for advice and clarification on a variety of topics and issues. There are five categories that are the most common areas of complaint and further details on these are provided below:

2.4 Police Service

During this reporting period, 71 concerns were raised in relation to the level or standard of policing service they received. A breakdown by area is included below:



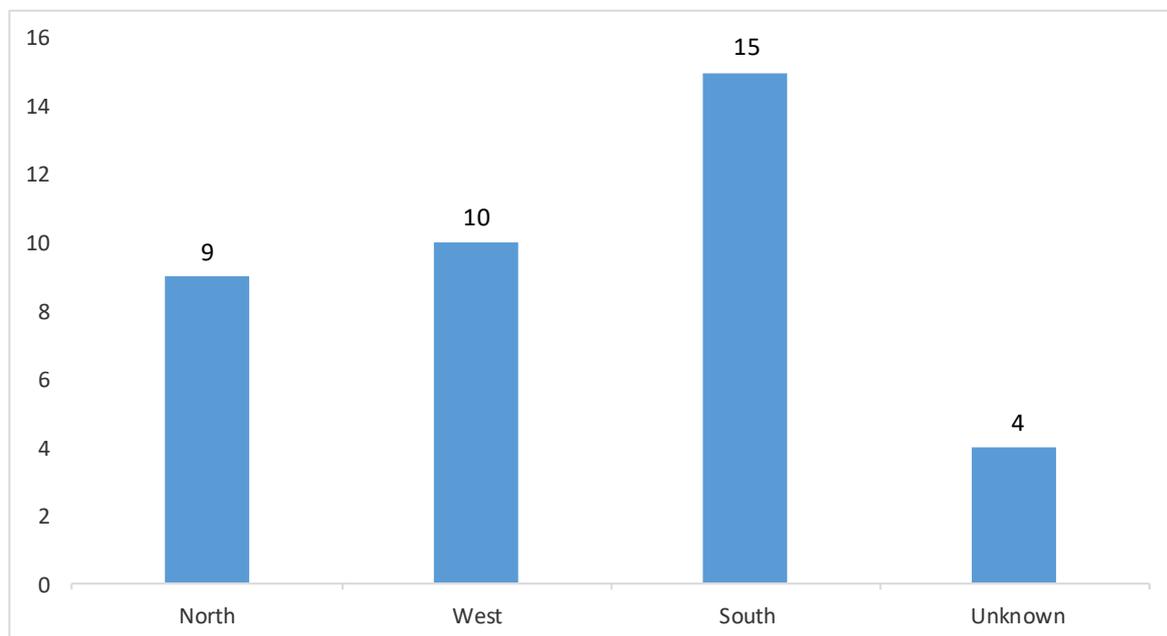
The concerns logged within this category indicate that the individual is unhappy with the level of policing service they have received and/or the outcome of the investigation. The OPCC has identified that a large number of these concerns are triggered by the lack of communication or updates received from the Police during an investigation. When the OPCC responds to these cases we include details of what has happened during the

investigation and why. If appropriate we also include contact details for the officer in the case (OIC) to enable the individual to make direct contact should they require any further updates. In some cases, we arrange for a local officer to go and visit or telephone the individual to provide clarity regarding the investigation and advice of any other action that can be taken by the individual.

A number of these concerns have enabled the OPCC and Chief Constable's Office to identify areas where improvements can be made. Further training and advice to officers involved in those instances can be implemented where a need is identified. In addition, processes and procedures may be re-issued as a reminder to teams or the whole Constabulary where appropriate.

2.5 Transport Issues

'Transport Issues' covers a range of concerns such as: speeding, general driving issues; damage to vehicles; parking issues; abandoned vehicles and cyclists on pavements. The main concerns raised being anti-social driving. In the majority of cases the OPCC arranged for police contact to be made with the individual, enabling the local policing team to gather as much information and intelligence directly from the member of public as possible. This can then be used in future policing plans and patrol strategies for that area. Community speed watch groups have also been set up in some areas following intervention from the OPCC.



Many concerns in the North of anti-social driving during this period was regarding an issue of speeding/anti-social driving in Penrith. Complainants were advised that the anti-social use of vehicles in Penrith is a priority community concern at the Eden Local Focus hub. Just prior to the implementation of lockdown restrictions, proactive officers from the Eden district undertook a joint operation with the Constabulary Roads Policing Unit to address concerns around anti-social driving in the town, enforcing driving and vehicle-related offences. This

was accompanied by a directed social media campaign. Numerous fixed penalty notices were issued, as well as warning notices under section 59 (Police Reform Act 2002) for vehicles used in a manner causing alarm, distress or annoyance. The country entered lockdown shortly after, which temporarily halted a number of the issues experienced.

Since the easing of lockdown restrictions, with the increased use of vehicles on our roads, the Constabulary have assured me that anti-social use of vehicles remains a key priority. The Constabulary are currently running two county- wide operations; Operation Vulcan, which concentrates on the anti-social use of vehicles in key locations, as well as Operation Dreadnought, which aims to tackle dangerous and due care driving offences. I am reassured that, under the aforementioned operations, enforcement activity is ongoing to tackle this issue.

2.6 Miscellaneous

The OPCC has received 52 QSPI's recorded as 'Miscellaneous'. Alone, these would not be statistically significant, however these do need to be captured in some way. Some examples of QSPI's logged in this category include - police policies, market traders, E-scooters & E-bikes and hunting. These QSPI's are dealt with in exactly the same way being provided with a detailed response to the query/concern raised.

2.7 Crime

During the reporting period the OPCC has received contact from 47 members of the public regarding crime. Some examples of concerns raised and logged in this category include rural crime, neighbour issues, cold callers, concerns for welfare of a child, cybercrime and dog theft.

With assistance from the Chief Constable's office, each individual case is looked into to determine the best course of action. In some instances, the author may not have reported the issue to the police, therefore this would be sent to CCR for a log to be created and allocated to an officer. The author would be updated with this information and advised that they would be contacted directly by an officer.

Where there is a welfare concern, this would be passed through to CCR for an immediate assessment who would provide a welfare check if required.

2.8 Covid-19

The OPCC received 53 complaints in relation to the current Coronavirus (Covid-19) pandemic up until 30/09/2020. Many of the concerns raised during lockdown were from people who are supportive of the police approach but are concerned that residents near them are not following the instructions and are putting them at risk.

Many people have contacted the Commissioner seeking clarification if they can travel to certain areas of the UK. Each person has been advised they must follow the local restrictions in their area.

The Commissioner has been fully supportive of all advice and messages given from Cumbria Constabulary, all in line with the government instruction which is changing frequently. All complainants have been encouraged to continue reporting anyone not following the instructions as soon as possible or at the time it is happening to enable the police to take action where appropriate and necessary. All police forces are being asked to ENGAGE with communities, EXPLAIN the restrictions and ENCOURAGE people to comply and as a last resort this could be ENFORCED with a summons.

2.9 Compliments

The OPCC has received 5 forms of correspondence thanking the Commissioner and/or the Police for the service provided. It is important to recognise the compliments received and these are always shared where possible with the individual officers, and the Chief Constable.

This number does not include those that have contacted the OPCC in relation to Coronavirus and been supportive of the policing of the guidance.

3. **Local Focus Hubs**

Within each of the three policing areas work continues in Local Focus Hubs. These Hubs are located: Allerdale & Copeland; one in Carlisle City Centre and two in the south of the county in Barrow and Kendal.

The hubs, due to their multi-agency approach enables them to respond to a wide variety of issues in an efficient manner. The hubs bring together organisations such as the police, local councils, housing associations, drug and alcohol support services, Environmental Health, licensing, enforcement, planning, Trading Standards, Fire & Rescue and locally represented charities; they also have the ability to link in with Highways and CRASH.

A wide variety of issues can be referred into the Hub from a number of agencies including the Constabulary. When a QSPI is referred to a hub they will encourage local PCSO's and Problem Solving Officers to resolve the issues prior to the hub taking on the issue. Various methods are used to ensure reports and actions are followed up with individuals being updated and any referral kept open until the issue is resolved. Weekly meetings are held with all the organisations to discuss a broad range of issues. On a number of occasions areas of both ASB and vulnerable victims have been identified which were previously not known to the police. Such issues would then be fed into monthly tasking meetings that set priorities for the police and partner agencies.

The hubs have proved a valuable tool in assisting individuals and communities with resolutions for a wide range of issues by working together. Often issues reported to the OPCC or the Police are not in fact policing issues, but by using a joined-up approach, solutions can be found. The Constabulary are able to use the information within the local

focus hubs to influence and priorities issues within communities. Once these are initially resolved, continued oversight ensures that problems do not arise again.

4. Making a Difference

As previously stated, all QSPI's are provided with either a resolution to their issues or information to assist them to understand any decisions or rationale. Where issues are dealt with through the local focus hubs it is recognised that working with individuals has resulted in changes to not only their personal lives but also that of the wider communities.

This type of work is replicated throughout many of the QSPI's received and actioned by the OPCC. Meaning that the Commissioner is ensuring that the issues raised by communities within Cumbria are responded to and in the majority of cases resolved. As with all QSPI's the information provided by individuals is used not only to resolve their issues but to allow the Constabulary to look at the wider community and scope whether similar issues are being experienced by others. Quality assurance work is carried out to monitor issues longer term and this information can then be used to inform local policing teams and the work that they carry out.

The information collated by the OPCC from QSPI's is subsequently used by the Commissioner to inform his Police and Crime Plan and any subsequent reviews thereof. The Constabulary also uses this information to assist in their implementation of the Police and Crime Plan and local policing plans.

5. Implications

- 5.1 Financial - there are no additional financial costs associated with dealing with these complaints, quality of service issues as these tasks form part of staff roles.
- 5.2 Legal – none identified.
- 5.3 Risk - None identified, beyond that to the OPCC's reputation if it does not deal with the issues raised appropriately and proportionately according to the merits of the individual case.
- 5.4 HR / Equality - none specifically identified.

Ethics and Integrity Panel



Peter McCall

Title: 2021 Panel Terms of Reference

Date: 15 October 2020

Agenda Item No: 12a

Originating Officer: Joanne Head

CC:

Introduction

This report sets out the proposed terms of reference for the Ethics and Integrity Panel from 2021 onwards. The purpose of the panel is to provide a forum which challenges, encourages and supports the Police and Crime Commissioner and the Chief Constable in monitoring and dealing with integrity and ethical issues within Cumbria Constabulary and the Office of the Police and Crime Commissioner.

Recommendation:

That, the Panel note and accept the terms of reference.

Terms of Reference

The terms of reference are reviewed by the OPCC on an annual basis to ensure that they adequately reflect the work that is to be carried out. They allow either the OPCC or the Constabulary flexibility to ask the Panel to undertake various thematic sessions and tasks in addition to the normal work programme to assist and benefit both organisations.

The panel when considering ethics and integrity issues within both organisations provide strategic input and support in relation to such issues.

Included within the updated terms of reference is the proposed introduction of an Ethical Group by the Constabulary. This would be a sub-group which would report to the Ethics Panel on the work they have carried out as identified within the proposed terms of reference.



Peter McCall

Ethics and Integrity Panel – Terms of Reference

Purpose:

The purpose of this panel is to provide a forum that challenges, encourages and supports the Police and Crime Commissioner and the Chief Constable in monitoring and dealing with integrity and ethical issues within Cumbria Constabulary and the Office of the Police and Crime Commissioner.

The panel will consider ethical and integrity issues within both organisations providing strategic input and support in relation to the same. The panel has no decision-making powers.

Terms of Reference:

- 1) Promote and influence professional ethics in all aspects of policing with the ability to test the Commissioner and the Chief Constable on the integrity of both organisations.
- 2) Regularly review Constabulary complaint files to ensure procedures, investigations and outcomes have been followed; and are addressed in accordance with statutory guidelines published by the Independent Office of Police Conduct (IOPC). Ensuring best practice and lessons learned are acted upon and disseminated appropriately.
- 3) Regularly examine complaint review files completed by the Office of the Police and Crime Commissioner (OPCC) to ensure they are carried out in accordance with legislation and statutory guidelines published by the IOPC.
- 4) Regularly review police officer and police staff misconduct files and grievance files to ensure cases are dealt with in a fair and timely manner in line with legislation, processes and procedures.
- 5) To maintain an overview and monitor performance in relation to conduct, complaints, claims against the force, quality of service, procurement and integrity matters to ensure statutory responsibilities are met and ensure good governance.
- 6) Monitor the Police and Crime Commissioner and the OPCC with regard to their implementation and adherence to the Code of Ethics/Code of Conduct.
- 7) To review registers maintained by the Constabulary and OPCC including gifts and hospitality, interests, and secondary employment.

- 8) To monitor the Constabulary and the OPCC in their data legislation compliance responsibilities. Including Freedom of Information and Subject Access Request compliance.
- 9) To undertake and scrutinise thematic areas and other ethical work when required. Identifying issues or lessons and reporting the Panel's findings to the Commissioner and the Chief Constable.
- 10) To support the Commissioner and Chief Constable in the development of policies and procedures in relation to integrity, ethical issues and confidential reporting.
- 11) To provide a quarterly report and annual report on the work carried out by the panel, including the raising of any issues or concerns. The report to be presented to the Police and Crime Commissioner's public meeting and be published on the Commissioner's website.
- 12) Where appropriate the Panel Chair may invite advisors to provide specialist or legal advice to support the work of the panel.
- 13) To annually review the Terms of Reference and annual work programme to ensure they allow the panel to fulfil its role effectively. Any amendments to be approved by the Police and Crime Commissioner and Chief Constable.

Ethical Sub-Group

The Constabulary may routinely or periodically set up an Ethical sub-group to raise awareness of new processes and technologies being considered to improve service delivery. The purpose of this group would be to facilitate an open environment to examine and discuss the impacts, risks, opportunities and consequences of any new methods of using personal data. The group would engage with independent members to identify and capture societal attitudes and any unintentional consequences arising from changes to how personal data is processed.

The work undertaken by this group and subsequently agreed work programme will be reported to the Ethics and Integrity Panel on a quarterly basis where work is being undertaken. This will allow them to have a view on the wider ethical issues of both the Constabulary and the OPCC. An identified member of the Ethics and Integrity Panel will sit as part of this group to provide continuity.

Ethics and Integrity Panel



Peter McCall

Title: 2021 Panel Work Programme & Meeting Dates

Date: 2 October 2020

Agenda Item No: 12b

Originating Officer: Joanne Head

CC:

Executive Summary:

The Police & Crime Commissioner and the Chief Constable both wish to ensure high standards of integrity and ethical working within their respective organizations. In order to achieve that objective and provide openness and accountability to the public they have established the Ethics & Integrity Panel.

Recommendation:

That, the Panel considers and agrees the proposed work programme and meeting dates for 2021.

1. Introduction & Background

- 1.1 The Ethics and Integrity Panel were established in February 2015 and upon its formation it was agreed that the Panel would meet on a quarterly basis throughout the year.
- 1.2 An annual work programme is agreed to enable the Panel to fulfil its terms of reference and scrutiny role. The programme is managed to ensure wherever possible meetings are balanced in terms of volume of work and annual reviews are incorporated.
- 1.3 Meeting dates are set up to correspond with the reporting cycle of the Constabulary to ensure that reports contain the most up to date information possible.
- 1.4 Following each Panel meeting a report is prepared and presented to the Police and Crime Commissioner at the next available Public Accountability Conference meeting.

2. Issues for Consideration

- 2.1 When considering the meeting dates for 2021 thought has also been given to the dip sample sessions that the Panel members carry out in relation to public complaints, police officer/ police staff misconduct cases and grievance cases. These are held approximately 1 week prior to the Panel Meeting.
- 2.2 The proposed meeting dates for 2020 are:
- ❖ Thursday 4th February
 - ❖ Wednesday 5th May
 - ❖ Thursday 5th August
 - ❖ Thursday 4th November
- 2.3 The additional dip sample sessions for public complaints and misconduct files have been arranged as follows:
- ❖ Wednesday 28th April @ 9.00 am / 2.00 pm
 - ❖ Wednesday 27th October @ 9.00 am / 2.00 pm
- 2.4 In addition to the cyclical information to be reviewed and considered, the panel could be asked to review additional areas of work. These could include:
- Critical Incidents
 - HMIC Inspections
 - Serious Case Reviews
 - Thematic areas of Performance
 - Public Concerns
 - Review of Policies and Procedures
- 2.5 How such reviews were undertaken would need to be agreed, ensuring that the panels work did not interfere with any ongoing or appeal processes. The findings of the panel would be reported to the Police and Crime Commissioner and the Chief Constable.
- 2.6 The panel provide an annual report to the Police and Crime Commissioner and the Chief Constable on the work they have carried out during the year. It identifies any issues or concerns they have found, and where learning has been identified.

3. Appendices

App 1 2021 Annual Work Programme

Ethics & Integrity Panel Annual Work Programme 2021

February 2021	May 2021	August 2021	November 2021
<p>THEMATIC DIP SAMPLE: Dip sample an agreed area of business within the Constabulary or OPCC.</p> <p>THEMATIC SESSION: Mental Health Detention (annual review)</p> <p>Potential Topics: Reflective Practice Review Process (RPRP) Practice Requires Improvement Process (PRI)</p>	<p>PUBLIC COMPLAINT FILES: Dip sample finalised public complaint files held by the Constabulary.</p> <p>REVIEW FILES: Dip sample finalised review files held by the OPCC.</p> <p>MISCONDUCT – OFFICER & STAFF DISCIPLINE: To dip sample officer and staff discipline cases</p> <p>THEMATIC SESSION: Secondary Business</p>	<p>THEMATIC DIP SAMPLE: Dip sample an agreed area of business within the Constabulary or OPCC.</p> <p>THEMATIC SESSION: Stop & Search (annual review) (include BWV usage) - ethnicity</p> <p>Potential Topics:</p>	<p>PUBLIC COMPLAINT FILES: Dip sample finalised public complaint files held by the Constabulary.</p> <p>REVIEW FILES: Dip sample finalised review files held by the OPCC.</p> <p>MISCONDUCT – OFFICER & STAFF DISCIPLINE: To dip sample officer and staff discipline cases</p>
<p>INTEGRITY</p> <p>(a) Public complaints performance; and (b) Anti-fraud & corruption unit report; (c) Files which are 12 months or over & every 6 months thereafter</p>	<p>INTEGRITY</p> <p>(a) Public complaints performance; and (b) Anti-fraud & corruption unit report; (c) Files which are 12 months or over & every 6 months thereafter</p>	<p>INTEGRITY</p> <p>(a) Public complaints performance; and (b) Anti-fraud & corruption unit report; (c) Files which are 12 months or over & every 6 months thereafter</p>	<p>INTEGRITY</p> <p>(a) Public complaints performance; and (b) Anti-fraud & corruption unit report; (c) Files which are 12 months or over & every 6 months thereafter</p>
<p>ANNUAL REPORT: To consider the annual report to be provided to the Commissioner on the work carried out by the Panel.</p> <p>FOI & DPA COMPLIANCE: To receive a report on the Constabulary and OPCC's compliance with statutory legislation</p> <p>THEMATIC SESSION: Report back to the meeting on the outcome/findings of the morning session.</p> <ul style="list-style-type: none"> Mental Health Detention Anti-Social Behaviour 	<p>CIVIL CLAIMS: To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.</p> <p>GRIEVANCES: To receive a report on Grievances against the Constabulary identifying any trends or issues.</p> <p>MISCONDUCT – OFFICER & STAFF DISCIPLINE: To receive a combined report on officer and staff discipline.</p> <p>OPCC COMPLAINTS & QSPI: To receive a report on complaints and quality of service issues received by the OPCC.</p> <p>SPECIAL RECRUITMENT: A report on the Constabulary's recruitment of Specials.</p>	<p>STOP AND SEARCH FORMS: Annual dip sample of the Constabulary's stop and search forms.</p> <p>CODE OF ETHICS/CONDUCT – to be included annually within the Misconduct / OPCC Complaints report on their compliance</p> <p>FOI & DPA COMPLIANCE: To receive a report on the Constabulary and OPCC's compliance with statutory legislation</p> <p>POLICE OFFICER/SPECIALS RECRUITMENT:</p> <p>THEMATIC SESSION: Report back to the meeting on the outcome/findings of the morning session.</p>	<p>CIVIL CLAIMS: To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been implemented.</p> <p>GRIEVANCES: To receive a report on Grievances against the Constabulary identifying any trends or issues.</p> <p>MISCONDUCT – OFFICER & STAFF DISCIPLINE: To receive a combined report on officer and staff discipline</p> <p>OPCC COMPLAINTS & QSPI: A report on complaints and quality of service issues received by the OPCC.</p> <p>ANNUAL WORK PROGRAMME: to approve the work programme and meeting dates</p>

