



Police and Crime Commissioner for Derbyshire Annual Complaint Report 2020 - 2021

Progress updates on implementing relevant recommendations made by the IOPC and/or HMICFRS in relation to complaints handling, or where recommendations were not accepted an explanation as to why.

IOPC referrals and feedback are also highlighted within this meeting for updates. Any IOPC learning recommendations from individual complaints are fed back to them on a case by case basis and also captured (along with learning from any other complaints) by the service improvement team in their spreadsheet and reality testing takes place by means of intermittent revisiting of aspects of learning implemented to check whether any further issues have emerged in that area. Any HMICFRS recommendations are also captured here and in reports back to HMICFRS but am not aware of any specific ones made in relation to the force's handling of complaints.

A summary of any mechanisms put in place to identify and act on themes or trends in complaints.

Once a month OLCE holds a performance meeting with the Commissioner whereby the management information (MI) that is prepared by the Constabulary's data analyst which focuses on all aspects of work areas within OLCE and a good section of this MI is dedicated to complaints.

The MI captures complaints that are service recovered, schedule 3 recorded complaints and miscellaneous complaints and covers comparisons with the previous year's data. The complaints are also broken down to specific departments and individual officers with multiple complaints are highlighted to discuss any trends or patterns emerging and to capture any development needs for individual officers. These officers are discussed with the officers Inspector regarding any development or learning that is required or ongoing.

A summary of systems in place to monitor and improve performance in the timeliness of complaints handling.

Once a month OLCE holds a performance meeting with the Commissioner whereby the management information (MI) that is prepared by the Constabulary's data analyst which focuses on all aspects of work areas within OLCE is discussed with a breakdown of the completion timeframes for the Constabulary's complaint investigations. Any trends from this MI are identified and addressed accordingly.

Quality Assurance mechanisms in place to monitor and improve the quality of its responses to complaints

Quality Assurance of complaints handled otherwise than by investigation sits within the OLCE department who quality assures all complaint returns prior to final completion letters being sent out to the complainant. This ensures all aspects of the complainant's complaint has been addressed accordingly. In relation to complaints handled by investigation decisions and responses for complaints are checked and quality assured at Sergeant or Inspector level prior to final mark off by the Superintendent Head of Dept or Deputy Head and being sent out to the complainant. This also ensures all aspects of the complainant's complaint has been addressed accordingly.

Details of the administrative arrangements the PCC has put in place to hold the chief constable to account for complaints handling e.g. frequency of meetings and a summary of discussions.

The PCC meets with the Head of the Organisational Learning, Culture and Ethics department on a regular basis. During this meeting the Head of the Organisational Learning, Culture and Ethics will discuss the quarters complaint data and any trends that have been identified along with discussing any actions that need to be taken. The PCC uses this meeting to hold the Chief to account for complaint handling.

The discussions normally consist of the following –

- **Complaint numbers year to date**
- **Allegations per department**
- **Number and details of any identified officers complained about and frequency**
- **Investigation Officers workloads**
- **Conduct complaints year to date**
- **Regulation Notices issued**
- **IOPC referrals**
- **Number and details of any Stop and Search complaints year to date**
- **Number and details of any Discrimination complaints year to date**
- **Discrimination complaints category breakdown**
- **Use of Force complaints year to date**
- **Use of Force complaints per department/station**
- **Any organisational learning identified from the complaints**
- **Number and details of any Service Recovered complaints**
- **Number and details of any officer misconduct hearings/appeals**
- **Number and details of any Counter Corruption Unit referral**