



# Cambridgeshire Police & Crime Commissioner

## PSD ALLIANCE SUB GROUP

### APPROVED MINUTES

**Date:** 19 May 2015  
**Time:** 10:00 – 12:00  
**Location:** Conference Room 2, Cambridgeshire Constabulary HQ, Hinchingsbrooke

#### Attendees:

<b>Brian Ashton</b>	Chair, Deputy Police and Crime Commissioner, Cambridgeshire Office of Police and Crime Commissioner
<b>Mark Canning</b>	Head of Public Complaints, Professional Standards Department
<b>Aly Flowers</b>	Senior Policy Officer, Cambridgeshire Office of the Police and Crime Commissioner
<b>Nanci Hogan</b>	Chief of Staff, Office of Bedfordshire Police and Crime Commissioner
<b>Gavin Miles</b>	Deputy Chief Executive, Hertfordshire Office of the Police and Crime Commissioner
<b>Cristina Strood</b>	Head of Policy & Performance, Cambridgeshire Office of the Police and Crime Commissioner
<b>Howard Thackray</b>	Policy Officer & Performance officer, Cambridgeshire Office of the Police and Crime Commissioner
<b>Alec Wood</b>	Deputy Chief Constable, Cambridgeshire Constabulary

## NOT PROTECTIVELY MARKED

### 1. Welcome and apologies

1.1 Apologies were received from Mark Hodgson and Dorothy Gregson.

### 2. Declarations of interest

2.1 There were no declarations of interest.

### 3. Approval of minutes of the meeting held on 15<sup>th</sup> February 2015

3.1 Minutes of the 15<sup>th</sup> February 2015 were approved.

### 4. Professional Standards Department Review 2014/2015

4.1 The Group discussed the report which reviewed performance of the Bedfordshire, Cambridgeshire and Hertfordshire (BCH) Professional Standards Department (PSD) for 2014/15 and look at the potential changes and risks during 2015/2016 that will affect PSD.

4.2 DCC Alec Wood commented that there had been an increase in the number of complaints: 152 across the three forces a significant number of which relate to complainants not being happy with the level, speed or outcome of a criminal investigation. There has been an increase in the numbers of staff in PSD but they were still working through a back log complaints.

4.3 Mark Canning commented that the complaints guidance from the Independent Police Crime Commission (IPCC) had improved and the statutory guidance had been amended. This has made the process more complex, however decisions are being accurately recorded.

4.4 The Group had a discussion around local resolutions of cases, the standard this was being judged against and the time taken to resolve cases.

4.5 DCC Wood suggested benchmarking complaints outside policing with the public/private sector to see how we compare.

4.6 The Group agreed to the following recommendations within the paper.

- **Recommendation 1** - The performance measures for PSD are refined to take into account Most Similar Forces and National averages.
- **Recommendation 2** - The Police and Crime Commissioner's consider conducting public surveys across BCH to identify satisfaction with the complaints system.
- **Recommendation 3** - BCH consider specific resources to focus on completing Local Resolutions.

4.4 The Group suggested it would useful to have a standing item on the agenda to keep a watching brief on the proposed reforms of the police disciplinary and complaints system that were being proposed as part of the forthcoming Policing and Criminal Justice Bill.

## **5. Learning the Lesson**

- 5.1 The purpose of this report is to provide an update to the Group on IPCC Bulletin 23 Custody and Learning the Lessons. This covers all areas from the point of a person's arrest through to release from police custody. An assessment has been made against Bulletin 23 to identify if there are any risk areas for BCH.
- 5.2 PSD reported that they felt the IPCC had taken on board the feedback it had provided.. However, the Group noted that IPCC inspections are placing a burden on PSD resources in respect of information requirements, and felt that IPCC may have to go straight to individual force departments with such requests.
- 5.3 It was reported that the PSD Service Improvement Officer post was working well and embedding lessons learnt and sharing knowledge. The Chair felt assured that progress being made in respect of PSD service improvement.
- 5.4 The Group noted the report.

## **6. Finances**

- 6.1 The purpose of this report was to provide an update to the Group on the budget and financial status of the PSD at the end of the financial year 2014/2015.
- 6.2 The Group discussed the £91k underspend incurred and noted that this was mainly due to savings on Access Control costs and monitoring software as initial costs were over estimated. Savings would be reinvested for next year.
- 6.3 The Group noted the report

## **7. HMIC Recommendations**

- 7.1 The purpose of the report was to provide the Group with a strategic oversight of the HMIC Police Integrity and Corruption Inspection local and national recommendations.
- 7.2 All recommendations in the report have been addressed. There are two new staff in vetting and vetting staff will be more flexible and moved to meet demand.
- 7.3 The Group noted the report

## **8. Dip sampling**

- 8.1 A verbal update was given to the Group. The outcome of which was the Group felt sampling showed some good results but in others there was a lack of empathy in responses. It was suggested the response could be in two parts, the first part a covering letter and the second part a factual report.
- 8.2 The Group discussed the frequency of the dip sampling of complaints that OPCCs were undertaking.

**9. Customer Services Update**

9.1 DCC Wood informed the Group that a business case had been written for the Customer Service Unit and this would be presented to the Business Officer Board at the end of May and then onto the Strategic Alliance Board.

9.2 It was made clear to the Group that the Customer Services Unit would include a triage process.

**10. Public Misconduct Hearings**

10.1 The Group had a discussion on misconduct hearings, it was agreed that Police buildings would not be used. Wyboston and the Holiday Inn at Sandy would be used for public hearings. A discussion took place with regards to the ambiguity of filming or use of mobile phones at these hearings. It was agreed that the hearings should be conducted within the spirit of the legislation and that a further meeting would be required to agree the process for these hearings.

**11. Any Other Business**

11.1 No other business was brought forward.

**12. Date of Next meeting**

The next meeting is to be held on the 20<sup>th</sup> August 2015.

A handwritten signature in blue ink, appearing to read "Brian W. Ashby", is written over a horizontal dashed line.

**CHAIRMAN**