


<u>OFFICE OF POLICE AND CRIME COMMISSIONER</u>	
LEAD CHIEF OFFICER:	Deputy Chief Constable Kelly
TITLE:	Professional Standards Department Performance Q3 – Supplementary Report
DATE:	6th March 2019
TIMING:	Routine
PURPOSE:	For monitoring
1.	<p><u>RECOMMENDATION</u></p> <p>Routine report for information and monitoring purposes.</p>
2.	<p><u>INTRODUCTION & BACKGROUND</u></p> <p>This report provides a commentary on the attached Independent Office for Police Conduct (IOPC) quarterly Complaints Performance bulletin. It should be noted that the report provides a cumulative view of Professional Standards Department (PSD) performance for Q1, Q2 and Q3 (01/04/18 and 01/12/2018).</p>
3.	<p><u>ISSUES FOR CONSIDERATION</u></p> <p>The relevant points in the attached report are:</p> <ul style="list-style-type: none"> • The force is performing well on the number of appeals upheld by the IOPC with only one investigation appeal and one non-recording appeal being upheld in the quarter. • Although Gwent is an outlier for the percentage of force Local Resolution appeals upheld (56%) the numbers are low (5) and the change from 0% upheld in the same period last year was due to a change in Head of PSD and how they interpreted the appeals criteria. • The force is doing very well on recording compliance as a result of a change to a dedicated Complaints Assessor post and are recording 95% of complaints within 10 days which is above the National and Most Similar Force (MSF) average of 89%. • The force is doing well on timeliness of dealing with complaint cases, improving performance to an average of 63 days compared to 107 days for the same period last year. The national average figure being 101 days and MSF being 97 days. • The force is doing well on the average number of days to locally resolve complaints (which is the route for the majority of matters) at 35 days, which is less than half the national average of 72 days.

	<ul style="list-style-type: none"> Other neglect of failure of duty remains the main category of complaint but this category can be a catch all for poor quality of service, failure to investigate, being kept updated and failure to contact.
4.	<p><u>NEXT STEPS</u></p> <p>A meeting between the IOPC Oversight representative and Head of PSD has been arranged for 7th March 2019 to discuss performance. Pre-meeting discussions via email indicate that there are no issues of concern and the IOPC are happy with current performance.</p>
5.	<p><u>FINANCIAL CONSIDERATIONS</u></p> <p>None.</p>
6.	<p><u>PERSONNEL CONSIDERATIONS</u></p> <p>None.</p>
7.	<p><u>LEGAL IMPLICATIONS</u></p> <p>None.</p>
8.	<p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group. Consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998 in preparing this report.</p>
9.	<p><u>RISK</u></p> <p>None.</p>
10.	<p><u>PUBLIC INTEREST</u></p> <p>The attached IOPC report has already been published and is available on their website.</p>
11.	<p><u>CONTACT OFFICER</u></p> <p>Judith ROBERTS, Head of PSD.</p>
12.	<p><u>ANNEXES</u></p> <p>See attached IOPC report.</p> <p> IOPC Complaints Information Bulletin</p>

For OPCC use only

Office of the Chief Constable

I confirm that the PSD IOPC report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for **monitoring purposes**.

Signature:

P. C. Kelly

Date: 26.02.19

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date: