

**DEVON AND CORNWALL POLICE AUTHORITY  
PROFESSIONAL STANDARDS AND COMPLAINTS MONITORING GROUP**

A meeting of the Professional Standards and Complaints Monitoring Group was held on 17 October 2007

***Further information on the items referred to below can be found in the agenda, reports and notes for the meeting held on 17 October 2007***

Matters discussed included:

**1. Study of Case Files**

The dip sampling topic was Complaint Category U - "Incivility, impoliteness & tolerance". The inspection of the random sample of case files led to the following issues being discussed:

- The size of the sample
- The public have to have confidence in the system before they will complain
- The need to extract organisational learning from the substance of complaints
- The number of complaints compared to the number of police interventions in any period of time

**2. Statistics Complaints Monitoring**

The meeting considered the statistics regarding complaints received for the period 1 July 2007 to 30 September 2007.

Issues discussed during consideration of this item included:

- Impact of Local Resolution on the statistics
- The different criteria / standards used to define complaints since April 2007
- The target to complete a local resolution process is 28 days from when it is agreed the Local Resolution will be employed
- The high number of complaints where the ethnicity of the complainant is recorded as unknown is of concern;

It was resolved to note the report

**3. Update of High Profile Cases, Suspended Officers and Work by the Anti Corruption Intelligence Unit**

An update of high profile cases was provided. The meeting also received information and statistics regarding suspended officers and work being undertaken by the Anti Corruption Intelligence Unit. There were no specific issues discussed during consideration of this item

**4. Structure of Professional Standards and Performance Department**

The Departmental Commander explained the rationale for restructuring the Department.

Issues discussed during consideration of this item included:

- The inspection regime which is co-ordinated within the Department
- The method of recruiting people into the Department and the importance of those appointed having the right skills and experience so that they have the respect of colleagues in other departments
- The information from Professional Standards investigations can be used as a tool for improving performance.

**5. Police Authority Independent Members to sit on Misconduct Hearings**

The Departmental Commander explained that when the new misconduct regulations are implemented in July 2008 it is likely that the services of the Independent Members of Misconduct Panels will be needed more frequently.

The Assistant Chief Executive explained that currently there was a list of Independent Members of Misconduct Panels held by Avon and Somerset Police Authority on behalf of the region and discussion on whether the arrangement should continue had been instigated. It was **resolved** that there should be an update report presented to the next meeting.

**Mr Mike Nevitt**  
**Chair, Professional Standards and Complaints Monitoring Group**