

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

A meeting of the Professional Standards and Complaints Monitoring Group was held on 1 December 2005. The meeting was attended by Mr Ian Bynoe from the Independent Police Complaints Commission.

1. Study Of Case Files

Members conducted an inspection of a random sample of completed case files. Issues discussed included:

- The possibility of themed “dip sampling”;
- The purpose, quality and quantity of files considered during the dip-sampling process.

2. Statistics – Complaints Monitoring

The meeting considered the statistics regarding complaints received from 1 September 2005 to 31 October 2005. Issues discussed included

- The data can be used to identify trends broken down by Basic Command Unit;
- The target to reduce complaints and the conflict with the need to encourage complaints as part of accountability and public reassurance; reduction will not appear as a target on the PSD 2006/07 Departmental plan, members were invited to consider whether they wished to submit any suggested proposals for inclusion;
- There is an automatic flagging by the computer system if an officer is implicated in more than 3 complaints within a specified period of time;
- The use of developmental/constructive guidance to assist individuals in changing behaviour where formal discipline procedures are not appropriate but learning and improvement could be achieved
- The number of complaints about call-handling and the percentage of complaints to the number of calls;
- Percentage of complaints for uniformed Officers compared to non-uniformed Officers;
- The introduction of drugs testing for Police Officers ;
- The monthly review of suspended officers involving the Head of Professional Standards and the Deputy Chief Constable;
- Dip sampling in the future is to include the suspended officers file;

Independent Police Complaints Commission (IPCC)

Mr I Bynoe, Commissioner from the IPCC updated members on current activities, discussions covered the following topics:

- Statistics – it is anticipated that the national complaints statistics (previously a Home Office responsibility) for the year ending 31 March 2005 will be published in early 2006
- IPCC performance information is now published on the IPCC website
- The IPCC publication regarding Deaths in Custody;
- The recently published Statutory Guidance is effective from 1 December 2005; openness and disclosure is a theme of the guidance and the law and the investigation reports published with the outcome letters need to reflect this;
- The timeliness of initial complaints and how cases are progressed.

3. High Profile Cases

An update of cases considered to have the potential for media interest were considered.

Mr Carl Wallin JP

Chairman of the Professional Standards and Complaints Monitoring Group