

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

A meeting of the Professional Standards and Complaints Monitoring Group was held on 20 July 2006.

***Further information on the items referred to below can be found in the agenda, reports and minutes for the meeting held on 10 February 2006.***

Matters discussed included:

**1. Study Of Case Files**

Members conducted an inspection of a random sample of completed case files and reviewed the file detailing the summaries of cases involving suspended officers.

**2. Statistics – Complaints Monitoring**

The meeting considered the statistics regarding complaints received for the period 1 April 2006 to 30 June 2006 including information and statistics regarding suspended officers and work being undertaken by the Special Cases Unit. Issues discussed included:

- The significant reduction in direction and control complaints – this is due to a change in the recording procedures.
- Attempts are being made to increase the number of identified improvements to processes.
- There has been a reduction in the number of local resolutions, this is due to a change in processes and will change again as BCUs take on the Level 1 complaints – a guide has been produced to assist the BCUs in this task.
- There has been an increase in the number of reported complaints from ethnic minority groups, this is due in part to positive action to encourage reporting.
- Complaints about Police Community Support Officers show that the initial trends are for complaints to be made about PCSOs exceeding their powers or being deployed incorrectly.
- There is an increase of complaints by young women, suggestions have been made that this may be linked to a changing drinking culture.
- Secondary employment and possible conflicts with the interests of the main employer
- Vetting procedures for all job applicants

It was resolved that whenever possible data relating Police Community Support Officers should be shown as a separate category

**3. Independent Police Complaints commission (IPCC) Report on Complaints 04/05**

The Independent Police Complaints Commission published statistics showing the number of complaints recorded for the year ending 31 March 2005. In Devon and Cornwall there was a 50% increase in complaints bringing the total number of complaints received to 690.

Issues discussed during consideration of this item included:

- The recording of ethnicity.

#### **4. Implementation Of Commission for Racial Equality recommendation 75 – Training for Professional Services Staff on Investigating racial discrimination etc**

The Head of Professional Standards provided an oral report on the action taken to implement this recommendation. The Professional Standards Department received training in 2004 but there is no national specialised training available for Professional Standards Department staff.

#### **5. HMIC “Raising the Standard”**

Her Majesty’s Inspectorate of Constabulary carried out an inspection of Professional Standards in every Police Force in England and Wales. An executive summary with recommendations and suggestions report has now been released and been circulated to Working Group Members.

The Head of Professional Standards is conducting a gap analysis which, when completed, will be a key driver, linked with the Taylor report, in shaping the future of the department. There is a separate but complementary project being undertaken to prepare for the implementation of new misconduct regulations. There is also the likelihood that Her Majesty’s Inspector of Constabulary will mandate a model for Professional Standards Departments.

#### **6. High Profile Cases**

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

#### **7. Force Learning Points**

This report provided an update of learning points arising from complaints and identified using the Centurian software.

**Mr Carl Wallin JP**  
**Chairman of the Professional Standards and Complaints Monitoring Group**