



Report of the PCC CFO to the Chair and Members of the Joint Audit Committee
28 March 2023

Presenting Officer: Elise Pout, Temp Head of Policy, Partnerships and Delivery

Status: For information

Initial Handling of all Complaints Made to Cleveland Police

1. Purpose

- 1.1 This report is to update members on the work of the OPCC's Resolution Team and to provide an overview of the efficiency and effectiveness of the Team.

2. Recommendations

- 2.1 That Members note the content of the report.

3. Background

- 3.1 PCCs have a central role in deciding how the police complaints system operates at a local level. As part of reforms to the complaints system introduced by the *Policing and Crime Act 2017*, PCCs have been required to adopt one of three complaint handling models.
- 3.2 Model 1 is the statutory minimum required of PCCs, who are responsible for scrutinising their force's complaint handling, handling complaints about the Chief Constable, and for conducting reviews of complaint handling where the PCC is the relevant review body.
- 3.3 Models 2 and 3 allow PCCs to carry out additional complaint handling functions that would otherwise be performed by the police. Under these models the PCC is responsible for the initial handling of complaints and handling suitable complaints outside of Schedule 3 to the *Police Reform Act 2002* which is sometimes referred to as 'service recovery'. Under model 3 the

PCC is also responsible for keeping complainants updated on the progress and outcome of their complaints.

- 3.4 To date, Hertfordshire and Wiltshire OPCCs and Northamptonshire OPFCC have adopted **Model 2**. Cleveland OPCC and North Yorkshire OPFCC have adopted **Model 3**.

4. Complaints Handling

- 4.1 The Resolution Team is staffed by 1 team leader and 6 resolution team advisors.

4.2 Key Milestones –

- **31 January 2022** - The Resolution Team went live with the Model 3 complaints handling process.
- **October 2023** – Achieved the Customer Service Excellence Award
- **February 2024** - Key Contributor to the national APCC Complaints Toolkit

4.3 IOPC Statistics

		Force	MSF	national	Force	MSF	national
IOPC Statistics	Resolution Team target - where applicable	Q4 1 April to 31 March 2023			Q3 - 1 April to December 2023		
average number of working days to contact complainant (initial handling performance)	2 working days	1	3.7	4.5	0.7	5.7	5.3
Average number of working days to log complaint (initial handling performance)	2 working days	0.8	2.1	3.8	0.8	2.6	4.2
complaints cases logged	cumulative total	1755	2528	81142	1442	1943	62936
Allegations handled outside of schedule 3		75%	55%	44%	66%	40%	63%
Average Days to finalise allegations outside of Schedule 3	28 days	22	11	19	13	15	18

- 4.4 **IOPC Feedback – at the last quarterly meeting with the IOPC** Improved complainant contact from 0.9 to 0.8 days – ‘impressive work from the complaint handlers at the OPCC. They are one of the fastest in the country and still improving’. The IOPC also did a dip sample of VAWG (Violence Against Women and Girls) complaints as part of an overall review of how VAWG complaints were handled nationally and the IOPC feedback that the letters provided by the Resolution Team were compassionate and of a good quality.
- 4.5 **Timeliness** – The team are meeting their performance targets and have improved the number of days taken to finalise the complaints they handle from 22 days on March 2023, to 13 days at the end of December 2023.
- 4.6 **Quality** – In order to achieve the Customer Service Excellence Accreditation, the team had to meet 57 elements of compliance. This included in-depth assessments across the following areas:
- Customer insight;
 - Culture of the organisation;
 - Information and access;
 - Delivery; and
 - Timeliness and quality of service.
- 4.7 **Customer Feedback** – As part of the team’s target of continuous improvement, feedback is sought from complainants in a survey which asks information about the ease, timeliness and quality of their complaint outcome. The collation of this information will assist the team in demonstrating that they are listening to complainants and effecting any change where appropriate.
- 4.8 The OPCC and the Department of Standards and Ethics are working together to re-establish the Complaints Scrutiny Panel, in order to give an independent oversight into the complaints process, considering handling and proportionality.
- 4.9 The Resolution Team’s processes will also be reviewed in the forthcoming internal audit in May 2024.

5. Implications

5.1 Finance

There are no known financial implications at the present time. However, as the process progresses the financial implications will be continually reviewed.

5.2 Diversity and Equal Opportunities

There are no diversity or equal opportunities implications arising from the content of this report.

5.3 Human Rights Act

There are no Human Rights Act implications arising from the content of this report.

5.4 Sustainability

Risk Management is a vital element in ensuring the sustainable delivery of services and delivering the PCC's priorities.

5.5 Risk

Risk Management is crucial in ensuring the sustainable delivery of services and delivery of the PCC's priorities through the effective identification and management of the principal risks to the delivery of corporate objectives.

6 Conclusion

- 6.1 This report provides members with an update in relation to the progress and impact of the PCC's Complaints Handling process and the performance of the Resolution Team.