

NOTTINGHAMSHIRE POLICE AUTHORITY
County Hall, West Bridgford, Nottingham, NG2 7QP
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MINUTES
OF A MEETING OF THE
PROFESSIONAL STANDARDS COMMITTEE
HELD ON 11 SEPTEMBER 2009
IN THE COUNCIL CHAMBER
COUNTY HALL
WEST BRIDGFORD
NOTTINGHAM
COMMENCING AT 10 AM

MEMBERS PRESENT

Mr D Dean
Cllr G Gilfoyle
Mrs K Gill
Cllr E Kerry
Miss J Moore JP MBE
Cllr L Ward

OFFICERS PRESENT

Mr I Ackerley	Assistant Chief Constable
Det Supt B Beasley	Head of Professional Standards Directorate, Nottinghamshire Police
DCI D Heydon	Professional Standards Directorate
Mr S Hobbs	Chief Executive
Ms N Kamionko	Acting Office Manager, PSD, Nottinghamshire Police

1. APPOINTMENT OF CHAIR

Mr Dean was appointed Chair of the Committee for the current year and was thanked for his work as Chair in the past year.

New Members were welcomed to the Committee.

2. APOLOGIES FOR ABSENCE

Received from Cllr J Collins, Mr H Roberts (DCC) and Mrs D Warriner.

3. MINUTES OF PROFESSIONAL STANDARDS COMMITTEE HELD ON 22ND MAY 2009

The Minutes were agreed as a correct record.

4. DECLARATIONS OF INTEREST

None.

5. REPORTS OF THE CHIEF CONSTABLE

i) Public Complaints and Conduct: 1 April 2009 to 30 June 2009

This was the first report in this revised format. The previous revision had taken place in 2004. Trends were now shown more explicitly and better explanations were given as to what the trends meant. Changes had been made following consultation with Mr Dean, Mr Street and Mrs Smith. Mr Dean explained that it was important for the Committee to look at trends and exceptions to trends. Both public complaints and internal conduct matters were considered.

Complainant volume was back to the levels seen in 2002. The format of the graphs was explained: the rolling quarterly average was shown in a linear fashion, evening out the discrepancies; red and green dotted lines indicated exceptionally high and low results; the blue line was the actual number of incidents; the pink line indicated the rolling quarterly average. There was only a small fluctuation, within expected limits.

Mr Ackerley explained that organisational learning took place (as detailed in Document C) and that incivility was the biggest area for complaints. Cllr Kerry asked if internal issues could be to blame and if the Policing Pledge had an effect on the number of complaint matters. Mr Ackerley cited a number of areas giving scope for poor interaction between the police and the public, including poor treatment. Complaints were an opportunity for organisational learning and restorative justice. The Policing Pledge would be the subject of a future Police Authority report, as it was not yet clear of the impact on complaints.

The issue of adherence to the Policing Pledge was implicit in the budget context and would have an impact on Policing for You. A HMIC report on Professional Standards had been published. Serious and organised crime and major crime also affected the Policing Pledge. Mr Ackerley would prepare a report for the budget meeting on 7th October.

Some reporting on ethnicity data was missing for example there was no data on the type of complaints. An impact had been felt from the Taylor recommendations, the complaints form and the Policing Pledge.

It was agreed that the Directorate should be asked to prepare a specific report on complaints arising from implementation of the Policing Pledge.

A sustained increase in the volume of complaint matters was being monitored closely.

Det Supt Beasley showed a slide of Most Similar Forces (MSF) data, comparing cases, complainants and complaint matters. Lancashire had the highest number of complaint

matters. The question was asked as to what is being done with this data. Organisational learning was key and it was important to improve public perception.

A slide was shown on regional comparison data. The Professional Standards Directorate met with regional colleagues to discuss trends. Types of complaints were similar across the region.

As far as finalisations were concerned, local resolutions had fallen slightly, although the rolling quarterly average remained just below the lower target of 40%. Local Proportionate Investigations (LPI) were being used where appropriate, which had improved the process but had an impact on the number of cases being locally resolved. DCI Heydon indicated that Divisions had accepted local resolution and were now dealing with a higher percentage of local complaint matters. Last year, PSD dealt with 71% of locally resolved complaint matters, now it was down to 44% with Divisions dealing with 56%. Quality checking was taking place to see why local resolutions had fallen overall.

Members noted that an increase in assault had been recorded in the last quarter.

Work was being done with the Minority Ethnic Advisory Group (MEAG) to explain the work of the PSD.

Members were pleased to note that strong and confidential internal measures were available to staff to report internal conduct matters.

A spike in finalised conduct matters in mid-2007 was accounted for by the completion of a major investigation.

The changes to the reports were welcomed but it was agreed that Members would be provided with background information to assist in the scrutiny process. An organisational learning diagram was circulated and it was seen that each case review fed into this system. The IPCC followed the same practice. The Organisational Learning Strategic Group (OLSG) was chaired by the Deputy Chief Constable and the Organisational Learning Working Group (OLWG) sat underneath this. Each Division and Department had a register similar to a risk register.

RESOLVED

09/07

- 1 To request a report back to the Business Meeting on 7th October 2009 on the resource implications of the Policing Pledge.
- 2 That this Committee receive a report on complaints received in connection with the Policing Pledge.

ii) Learning the Lessons – IPCC Bulletin 7

Bulletins would be sent out to Members.

Divisional meetings could be used to look at possible risks and opportunities for improvement in quality and effectiveness.

RESOLVED

09/08

To note the Bulletin.

EXEMPT ITEMS

RESOLVED

09/09

That under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following items of business on the agenda on the grounds that they involve the likely disclosure of exempt information as defined in Schedule 12A of Paragraphs 1 and 12 of Part 1 to the act as amended by the Local Government (Access to Information) (Variation) Order 2006 the public interest in maintaining exemption outweighing the public interest in disclosing the information.

6. EXEMPT MINUTES OF MEETING HELD ON 22 MAY 2009 AND MATTERS ARISING

7. REPORTS OF THE CHIEF CONSTABLE

- i) Details of public complaints and conduct: 1 April 2009 to 30 June 2009 and consideration of cases for review by Members**
- ii) Overview of corruption and anti-corruption activity**

8. REPORT OF THE CHIEF EXECUTIVE

- i) Dip Sampling: Members report back on organisational issues arising**