



Meeting: **Leicester, Leicestershire and Rutland Police and Crime Panel**

Date/Time: **Wednesday, 12 December 2018 at 1.00 pm**

Location: **Sparkenhoe Committee Room - County Hall**

Contact: **Euan Walters (Tel: 0116 3052583)**

Email: **euan.walters@leics.gov.uk**

Membership

Mr. J. T. Orson JP CC (Chairman)

Cllr. Lee Breckon, JP	Cllr. Trevor Pendleton
Mr Keith Culverwell	Cllr. Janice Richards
Cllr. Ratilal Govind	Cllr. Michael Rickman
Cllr. Malise Graham	Cllr. Manjula Sood, MBE
Ms Mehrunnisa Lalani	Cllr. Deborah Taylor
Cllr. Kevin Loydall	Cllr. Alan Walters
Cllr. Abdul Osman	

**Please note: this meeting will be filmed for live or subsequent broadcast via the Council's web site at www.leicestershire.gov.uk
– Notices will be on display at the meeting explaining the arrangements.**

SUPPLEMENTARY AGENDA

<u>Item</u>	<u>Report by</u>
6. Performance Update - Quarter 2.	(Pages 3 - 16)
7. Alcohol and Drugs.	(Pages 17 - 18)
8. Complaints against Police Officers - new procedures.	(Pages 19 - 24)



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POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE POLICE AND CRIME PANEL

PAPER MARKED

Report Of	POLICE AND CRIME COMMISSIONER
Subject	QUARTER 2 SUMMARY REPORT 1 ST JULY 2018 – 30 TH SEPTEMBER 2018
Date	WEDNESDAY 12 DECEMBER 2018 – 1.00PM
Author	ELIZABETH STARR, PERFORMANCE MANAGER, OFFICE OF POLICE AND CRIME COMMISSIONER

Purpose of Report

1. To provide the Police and Crime Panel with an update of the performance of Leicestershire Police for the period 1 July 2018 to 30 September 2018 (Quarter 2).

Recommendation

2. The Panel is recommended to discuss and note the contents of the report.

Background

3. Previously the performance report to the Panel was drafted by Leicestershire Police, in consultation with the Police and Crime Commissioner. With a Performance Manager now in post in the Commissioner's office this report will in future, be produced by his office.
4. The report is a work in progress and will be developed further by the Performance Manager, in consultation with Leicestershire Police. Comments and feedback from members would be welcomed to aid the future development and format of the report.
5. The measures of performance in this report should be considered in the context of the significant changes to the policing landscape over the last five years.
6. The performance report itself is attached at Appendix item A, the glossary that accompanies the report is attached at Appendix item B.

Person to Contact

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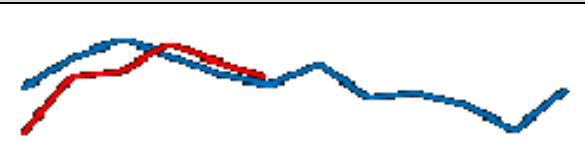
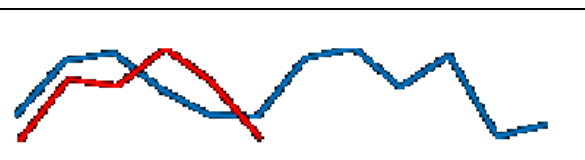
POLICE & CRIME
COMMISSIONER
for Leicestershire

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FORCE PERFORMANCE REPORT

Q2 2018/19
(July 2018 – September 2018)

Appendix 1:

Leicestershire Police Performance Report					
1. Calls					
KPI	Performance				
	Q2 Performance 18/19	Q2 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
1.1 Number of 999 Calls	38,995	36,000	+2,995	+8%	
1.2 Number of 101 Calls	103,919	119,043	-15,124	-13%	

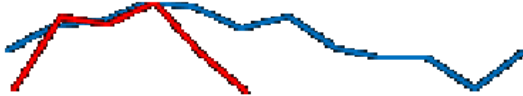
1. Calls

1.1 The Contact Management Department (CMD) has dealt with +2,995 more, 999 calls in Quarter 2 18/19 compared to the same quarter of 17/18. The quarter two performance has followed the expected seasonal trends with 999 calls peaking in the summer months.

1.2 Non-Emergency telephone demand (101) has reduced by approximately -15,000 calls when compared to the same quarter of the previous year. This can, in part be explained by a rise in online crime reporting which has increased by 73% when comparing quarter 2 18/19 to the previous quarter of 18/19.

Leicestershire Police Performance Report

2. Incidents

KPI	Performance				
	Q2 Performance 18/19	Q2 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
2.1 Number of Incidents	62,138	68,358	-6,220	-9%	

2. Incidents

2.1 CMD created -6,220 fewer incidents in comparison to the same quarter of the previous year. Although the total number of incidents has reduced, the number of incidents requiring a police attendance (Grade 1 Priority and Grade 2 Emergency incidents) have increased. Grade 1 Priority incidents have increased by +470 incidents (+5%) when compared to the same quarter of the previous year and Grade 2 emergency incidents have increased by +105 incidents (+1%) when compared to the same quarter of the previous year.

2.2 Grade 3 (negotiated response) and Grade 4 (telephone) incidents have decreased by -1,296 (-12%) and -5,499 (-24%) respectively when compared to the same quarter of the previous year.

2.3 The force dealt with 1,930 reported domestic incidents and an additional 3,537 domestic incidents involving an associated reported crime. The Domestic Abuse Investigation Unit (DAIU) has dealt with 203 high risk DA cases and has issued 31 Domestic Violence Prevention Orders (DVPO) and dealt with 59 Clare's law applications.


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2.4 The Missing Person Team (MPT) managed 1388 missing person records involving 761 individual persons. In the same period of 17/18 there were 971 missing person records involving 584 people. This represents a +43% growth in missing person records and a +30% increase in the number of missing people. The reasons for this rise are being investigated.

2.5 The levels of ASB incidents exhibit a general seasonal pattern of an increase in the summer months with a dip over the autumn and winter. During quarter 2 of 18/19 there were 4,125 reported incidents of ASB. This represents a reduction of -1,389 incidents (-25%) on the same quarter of the previous year. The reason for this vast reduction of ASB when compared to the previous year is not fully understood, however this trend is also being observed nationally.

Leicestershire Police Performance Report

3. Crime

KPI	Performance				
	Q2 Performance 18/19	Q2 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
3.1 All Crime	23,116	21,327	+1,789	+8%	

3. Crime

3.1 The force recorded an additional +1,789 crimes compared to the same quarter of the previous year, this represents a +8% increase driven in part by an improvement in crime data integrity. Financial year to date (to the end of September 18) the force has recorded 46,025 crimes, this is an increase of +4,483 crimes (+11%) when compared to the same period of the previous year, this appears to be in line with all forces in England and Wales.

3.2 Violence with Injury offences have reduced by -127 offences (-7%) this quarter when compared with the same quarter of the previous year. The monthly volume of violence with injury offences has been falling since May 18.

3.3 Violence without Injury offences have however seen a +41% increase in offences (+1,513) when comparing quarter 2 18/19 with the same quarter of the previous year. Common assault offences make up a significant proportion of this crime category, Stalking and Harassment and Malicious Communications are included in this category. Some of this increase could be attributed to a change in crime recording practices in April 2018 in which if there is a stalking and harassment

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element associated to a crime this now needs to be recorded as a separate stalking and harassment crime as well as a crime for the most notifiable offence. Previously only one crime would have been recorded for the most serious notifiable offence. This is evidenced in a +43% increase (+504) in stalking and harassment offences.

3.4 During the course of quarter 2 18/19 there were 603 knife crime offences recorded, this is an increase of +112 offences (+23%) when compared to the same quarter of the previous year. This includes those incidents where a knife or sharp object is seen, threatened or used.

3.5 2 Op Viceroy operations ran during quarter two 2, this operation has the stated aims of using available powers and legislation to disrupt, deter and detect serious violent crime and organised criminality. This was followed by a national Sceptre campaign designed to deter and detect the carrying of knives for a week throughout September. Results from the two Viceroy operations resulted in 13 arrests being made and 7 knives and a large quantity of drugs being recovered. Operation Sceptre also yielded successful results with 220 knives handed into surrender bins, 35 Stop Searches completed and 18 arrests being made. Further to this 7 stores were subject to test purchasing and all passed. ☞

3.6 The PCC sponsored an event with Fearless (Crimestoppers) which was held on 27 November 2018 which targeted professionals to engage them further and share resources available to educate young people on the dangers of county lines, knife crime and gangs. In total there were 120 attendees all of whom received a 'toolkit' to use to raise awareness of knife crime.

3.7 The PCC has made available £100k from reserves to run a small grants process, which is open to all organisations and agencies to tackle knife crime. Additionally due to the increase in violent and knife crime offences and the severity of the injuries of victims the PCC has funded catastrophic haemorrhage packs (trauma packs) to be available in all police front line vehicles. This will enable front line officers to implement lifesaving treatment whilst the ambulance is en route. This initiative is in partnership with East Midlands Ambulance Service who will replace each pack once used.

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3.8 Rape offences have increased by 16% (+34) offences when compared to the same quarter of last year. August 2018 was an exceptionally high recording month for rape offences with 90 offences being recorded (this is an increase of +20 offences from August 2017). Approximately 28% of the total rape offences recorded in Q2 18/19 were historical offences (over a year ago). The proportion of historical rapes being reported to Leicestershire police force has increased by +3 percentage points. (25% in Q2 17/18 and 28% in Q2 18/19), this suggests that victims have more confidence in reporting these historical sexual offences. Further to this it appears that the overall volume of historical rape offences reported has increased disproportionately when compared to all rape offences over the two periods. All rape offences as previously mentioned have increased by +16% and historical rape offences has increased by +30% (+16) offences over the two periods.

3.9 Hate crime offences have reduced by -12% (-51 offences) when compared to the same quarter of the previous year. The volume of hate crime offences recorded has been falling since May 18. There is a strong link between the number of hate crime offences, terrorist events and national and international media reporting i.e. Brexit and the Trump election in America. Currently the force is anticipating an increase in hate crime offences due to the ongoing Brexit programme, however a gold group has been established to assess and prepare for the potential impact of Brexit.

3.10 Total Burglary offences have reduced by -244 offences (-10%) from the same quarter of the previous year. Burglary Residential has also reduced this quarter when compared to the previous year. There have been -71 fewer recorded Burglary Residential offences than the same quarter of the previous year. Burglary residential figures now also include shed and garage offences. There is a seasonal pattern to burglary offences with recorded volumes increasing over the winter months. Throughout the quarter there have been a number of arrests of prolific offenders which could have influenced the reduction in burglary offences.

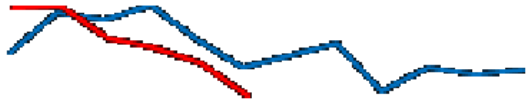
3.11 Drug offences have increased by +35% (+136 offences) when compared to the same quarter of the previous year. Throughout the quarter there have been a number of operations including; Op Derrive an investigation into a large scale drugs supply/criminal exploitation, Op Radar an investigation into the drugs market of the South of the County and Op

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Retail, an investigation undertaken with the Polish law enforcement agency into drugs supply, firearms possession and Human trafficking/modern slavery offences. All of these operations resulted in positive outcomes ranging from arrests being made, drugs, cash and firearms being seized. Much of the drug related crime is self-generated as a result of proactive enforcement as opposed to crimes being reported.

Leicestershire Police Performance Report

4 Outcomes

KPI	Performance				
	Q2 Performance 18/19	Q2 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
4.1 Volume of Positive Outcomes	1,998	2,722	-734	-27%	

4. Outcomes

4.1 The number of positive outcomes recorded over Quarter 2 18/19 represents a -27% reduction when compared to the same period of the previous year. Outcomes are important because they indicate that an effective response has been made to a criminal offence ranging from a warning to a full conviction. It is therefore a concern that outcomes have declined. Early indications are that this is a recording issue rather than a shortfall in practice but the Police and Crime Commissioner will work with Leicestershire Police to investigate further.


4.2 Public confidence is measured by the Crime Survey for England and Wales. The force is currently recording a confidence level of 61% (the highest being 66% and the lowest being 58%).

4.3 All user satisfaction levels appear to be stable at 74%. It should also be noted that more than 70% of victims remain satisfied with the Police handling of their crime.

4.4 ASB satisfaction has increased to 71.4% as at the end of September 2018, this remains within the expected control limits. There has been no statistically significant change in the satisfaction levels of ASB victims since 2015.

Leicestershire Police Performance Report

5 Prevent

KPI	Performance				
	Q2 Performance 18/19	Q2 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
5.1 Number of Stop and Searches	893	430	+467	+108%	

5. Prevent

5.1 July, August and September 2018 have seen a continual increase in the use of Stop Search, to the highest monthly levels recorded since 2015, with 194, 355 and 344 searches carried out respectively in comparison to historic monthly levels of circa 150. One of the stop and search categories showing the largest significant increase is for offensive weapons with 36, 68 and 76 searches recorded in July, August and September. As of September 2018, 27% of all stop search related arrests were for offensive weapons. Approximately a third of all stop and searches carried out each month result in a positive outcome.

5.2 Integrated Management Team (IOM), as at 30th September 2018, is actively managing 329 prolific and dangerous offenders, with a further 23 DA perpetrators being managed as part of a Domestic Abuse Pilot (ADAPT). The current re-offending reduction rate based upon the IOM cohort is -27.1% (based upon performance from April to September 2018) leading to a reduction of 67 victims of crime. This rate is comparable to last year's overall reduction in re-offending of -30.62%.

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5.3 MOSOVO (Managing Sexual Offenders and Violent Offenders) has maintained control over 1,402 sexual and violent offenders, 991 of them in our communities. The growth in sex offenders has increased by approximately +12% each year as POLIT and Signal are more successful in identifying offenders.

5.4 POLIT (Paedophile Online Investigation Team) experienced a significant uplift in referrals from CEOP (Child Exploitation and Online Protection Command, part of the National Crime Agency (NCA)). During the reporting period POLIT has conducted 33 enforcements, safeguarded 25 victims and have prosecuted 16 offenders.

5.5 The Prevent Team, part of the Counter Terrorism Policing network, handled 28 referrals which is a reduction on the same period for last year which stood at 37. However, last year's totals were inflated by four high profile national attacks during Quarter 1 resulting in increased reporting into Q2 last year.

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Appendix 2:

Glossary:	
Contact Management Department (CMD)	The department responsible for taking initial calls from the public, recording incidents if appropriate, identifying threat, risk and harm, and subsequently prioritising our response and deploying the most appropriate resource.
Domestic Abuse Investigation Unit (DAIU)	Domestic Abuse Investigation Unit is the Force Team that manages high risk domestic abuse Crimes and incidents in order to provide support to the victims and investigate the offences. The DAIU provide specialist support to manage these high risk cases, pursue offenders and support the victims to reduce and prevent repeat offending.
Domestic Violence Prevention Orders (DVPO)	DVPOs are a civil order that fills a "gap" in providing protection to victims by enabling the police and magistrates' courts to put in place protective measures in the immediate aftermath of a domestic violence incident where there is insufficient evidence to charge a perpetrator and provide protection to a victim via bail conditions.
Clare's Law	Clare's Law allows police to give members of the public a formal mechanism to make enquires about an individual who they are in a relationship with or who is in a relationship with someone they know, and there is a concern that the individual may be abusive towards their partner (Right to Ask route).
Missing Persons Team (MPT)	A team within the safeguarding hub responsible for supporting the force, ensuring the investigation of missing people is conducted expeditiously from initial report to home visit and closure.
ASB	A wide range of unacceptable activity and includes things like vandalism, graffiti and fly-posting, nuisance neighbours and intimidating groups taking over public spaces. Antisocial behaviour can ruin lives and create an environment where crime that is more serious can take hold.
Incident	Incidents reported to the police relate to issues including public safety and welfare, crime, anti-social behaviour and transport. When recording an incident, staff allocate an "opening code" to the incident log. Opening codes indicate the nature of the incident, for example whether it relates to a road traffic accident or a burglary.
Crime	A crime is a deliberate act that causes physical or psychological harm, damage to or loss of property, and is against the law.
County Lines	County lines refers to a model used by criminal gangs, whereby urban gangs supply drugs to suburban areas and market and coastal towns. These gangs frequently exploit children and vulnerable adults to courier drugs and money. Some vulnerable adults have their homes taken over by the gangs (cuckooing) using force or coercion.

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Historical Offences	In this report, a crime has been classed as historical if the difference between the reported date and the start date of the offence is over a year.
Integrated Offender Management (IOM)	A multi-agency partnership approach involving the Police service, probation, turning point, prison service and youth offending service to manage offenders together to reduce re-offending, reduce demand and reduce the number of victims of crime.
Managing Sexual Offenders and Violent Offenders (MOSOVO)	The MOSOVO team manage registered sex offenders, registered violent offenders and part 4 terrorism offenders in the community. They also investigate Potentially Dangerous Offenders (PDP'S).
Paedophile Online Investigations Team (POLIT)	A unit within the digital hub responsible for investigating intelligence and reports of indecent images of children.
Signal	The Signal team is the Force Rape Investigation Team. After initial attendance by frontline colleagues, the Signal team will investigate rapes on a 'cradle to grave' basis dealing with both victims and suspects.
Prevent Team	<p>As part of the Counter Terrorism Policing Network, the Prevent Team are responsible for the Force's strategy concerning the PREVENT strand of the Governments CONTEST strategy. The three main objectives of Prevent are;</p> <ul style="list-style-type: none"> - Tackle the causes of radicalisation and respond to the ideological challenge of terrorism - Safeguard and support those most at risk of radicalisation - Enable those who have already engaged in terrorism to disengage and rehabilitate.
Positive Outcome	<p>Positive outcomes include sanctioned detections but also take account of restorative and reparative outcomes (community resolutions), which are defined as: the resolution of a less serious offence or anti-social behaviour incident, where an offender has been identified, through informal agreement between the parties involved as opposed to progression through the traditional criminal justice process. A community resolution may be used with both youth and adult offenders.</p> <p>A positive outcome can be one of the six sanctioned detection outcomes or a restorative justice outcome. A full list of sanction detection outcomes can be found here.</p>

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE POLICE AND CRIME PANEL

Report of	POLICE AND CRIME COMMISSIONER
Subject	ALCOHOL AND DRUGS (SUBSTANCE) MISUSE
Date	WEDNESDAY 12TH DECEMBER
Author	ELIZABETH STARR AND SIMON DOWN

Purpose of Report

1. To update the Police and Crime Panel on how the Police and Crime Commissioner (PCC) is succeeding with the aims set out in his Police and Crime Plan to tackle alcohol and drugs (substance) misuse.

Recommendation

2. The Panel are recommended to discuss and note the contents of the report.

Substance Misuse Provision

3. The PCC has invested significant resources in services to tackle substance misuse with around £0.5m invested in such services per annum. These services take a cohesive approach to tackling substance misuse and are largely co-commissions in light of the responsibilities we share in this regard.
4. At the highest end of need, the PCC co-funds with Leicester City Council a recovery centre for street drinkers (No. 5 Hill Street £34,000pa). This service operates a controlled drinking regime which both removes this problem from the city centre environs and enables caseworkers to support street drinkers towards recovery.
5. At the next level down, the PCC co-funds with Leicester City Council, Leicestershire County Council, Rutland County Council and NHS England, substance misuse treatment services (£448,909pa) for those that are addicted to drugs or alcohol. These services are provided by Turning Point and operate across the community and HMP Leicester.
6. For those who have committed a crime for which substance misuse is a contributing factor, the PCC has also commissioned a service from Turning Point to provide an out of court disposal workshop (similar in nature to the driving speed awareness course (£8,307pa)) to help people to reflect upon their use of substances and to consider whether they have a problem which they need to do something about. This course enables people to directly enter the

substantive Turning Point service or be referred onto other provision as appropriate.

7. At the lower end of need, and very much with a view to early intervention and prevention, the PCC funds a number of youth engagement and diversion activities through grass roots community organisations such as Streetvibe (£9,500) and through strategic partnerships with larger organisations such as Leicester City Football Club Community Trust (£10,000pa). This provision enables culturally relevant role models to build positive mentoring like relationships with young people for whom substance misuse is likely to be but one negative driver in their lives.
8. Whilst the night time economy is primarily about people enjoying themselves responsibly, there are those who, fuelled by drink and drugs, act in a way that harms themselves and those around them. To this end, the PCC has worked with the police and wider partners on the Night Time Economy project. This has had 3 strands to improve the safety of the built environment, improve the safety of those too inebriated to safely take care of themselves and to remove illegal drugs from the night time economy through pro-active police sniffer dog patrols through the city centre.
9. On the other side of all this is the recovery community. Managed consumption and ultimately abstinence from substances that people are or have previously been addicted to is an ongoing choice that people make on a daily basis and the recovery community supports each other in this and in building fulfilling lives. Whilst the recovery community is supported via the larger contract delivered by Turning Point, the PCC has also previously provided specific funding directly to Dear Albert (£2,947) to enable them to continue to support a thriving recovery community.
10. Further to the above commissioned services, a commissioning analyst has shortly come into post so moving forward we will be in a much better position to monitor how these services are delivering against the contracts.
11. Future developments have been planned within the office to hold a success mapping workshop to derive a set of positive outcomes for each of the aims in the Commissioner's Police and Crime Plan. This will then be transformed into a delivery report by the Performance Manager.

Person (s) to Contact

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POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE POLICE AND CRIME PANEL

Report Of	CHIEF CONSTABLE/POLICE AND CRIME COMMISSIONER
Subject	COMPLAINTS AGAINST POLICE: UPDATE ON NEW LEGISLATION
Date	WEDNESDAY 12 DECEMBER 2018 – 1.00 P.M.
Author	MARTYN BALL, HEAD OF PROFESSIONAL STANDARDS/ ANGELA PERRY, EXECUTIVE DIRECTOR, OPCC

Purpose of Report

1. The purpose of the report is to update members on changes to the handling of police complaints.

Recommendation

2. The Panel are recommended to discuss and note the contents of the report.

Force Performance on Complaint Handling

3. The Professional Standards Department (PSD) of Leicestershire Police is responsible for the efficient and effective delivery of public complaints, discipline, corruption and vetting issues in line with the departments' strategy to deliver performance and improve standards across the portfolio. Force performance in this area continues to improve whilst conforming to regulatory and ethical standards. PSD has been subject to recent rigorous Her Majesty's Inspector of Constabulary, Fire and Rescue Service (HMICFRS) inspection in relation to counter corruption together with the wider Police Effectiveness and Efficiency and Legitimacy (PEEL) review and Independent Office of Police Conduct (IOPC) quarterly performance assessment.
4. The latest IOPC data for 1st April 18 to 1st September 18 shows that the Force performance continues to improve:-
 - 97% of complaint cases are recorded within 10 days compared to 91% for same period last year (Most Similar Forces (MSF) 93%).
 - 82 days to finalise complaint cases compared to 119 days for the same period last year (MSF 93 days)
 - 48 days to locally resolve allegations compared to 60 days for the same period last year (MSF 64 days)
 - 123 days to finalise by Local Investigation compared to 185 days for the same period last year (MSF 120 days)
 - 27% IOPC investigation appeals upheld compared to 29% for the same period last year (MSF 48%).

5. These performance figures represent a positive position for the Force and performance has moved from it being one of the lowest nationally ranked PSD to being in the top quartile today, indeed it has been recognised nationally for best practice.

New Legislation

6. The Policing and Crime Bill received Royal Assent on the 31st January 2017 and is now an Act of Parliament. The Act is divided into 9 Parts. Part 2 covers Police Complaints, Discipline and Inspection. This legislation when fully implemented will result in significant changes to the way in which public complaints are handled and potential conduct matters are dealt with. Changes are intended to provide a system that is:-

- More customer focused and resolves complaints in a timely fashion.
- Less bureaucratic
- More transparent and independent with effective local oversight
- Allows for identification of patterns and trends of dissatisfaction being raised
- Less Adversarial for Officers.

7. The intention was to deliver the legislative changes in three phases. These are set out below.

Phase 1 - The Barred and Advisory List

8. The Barred and Advisory List came into effect in December 2017.

The Barred List

9. The principle of the Barred List is similar to that already used in other professions, such as teaching and the medical profession, where individuals can be 'struck off' and prevented from practising. It will hold information on those who are dismissed from policing – officers, staff and specials – and thereafter prevent them from re-entering the service. This includes being employed by policing bodies such as the Office of the Police and Crime Commissioners, Her Majesty's Inspectorate of Constabularies and Fire & Rescue Services or the Independent Office for Police Conduct.

The Advisory List

10. The Advisory List will contain information on those who have resigned or retired whilst under investigation for gross misconduct, and includes designated volunteers who have had their designated status withdrawn. Again the forces and the other policing bodies mentioned above must consider this information during their appointment process.
11. The College of Policing, as the professional body for policing, has been given a statutory role in how these lists are held and maintained, similar to how the General Medical Council or Royal College of Nursing operate in the medical profession.
12. With the Advisory List it will not matter that someone had already planned to retire, or resigned in the preceding 12 months. Being investigated for matters that could lead to dismissal places a person on the Advisory List pending the outcome. If the outcome is that they would have been dismissed, then the person will be moved to the barred list, otherwise they are removed from the Advisory List.
13. The lists also replace the Disapproved Register previously held by the College, and the legislation is not retrospective so the names on it will not be transferred to the new lists. Instead they will continue to be recorded on the Police National Database to be searched through established vetting practices.

14. Currently Leicestershire Police have 3 people on the Barred List and 6 people on the Advisory List.

Phase 2 – Independent Police Complaints Commission (IPCC) Reforms/Super-Complaints

15. On 8 January 2018, the Independent Police Complaints Commission (IPCC) became the Independent Office for Police Conduct (IOPC). The IOPC features a new governance structure with a single Director General having sole responsibility for casework strategy and resources.
16. On 1 November 2018, the Police Super-complaints system became operational. A super-complaint is a complaint which relates to one or more police forces whereby a feature or combination of features is, or appears to be, significantly harming the interests of the public. The Super-Complaints system has been designed with the intention of identifying and addressing systemic issues which are not otherwise dealt with by the existing complaints systems.
17. Super-complaints can be raised by ‘Designated Bodies’ – a status which organisations have received from the Home Secretary after the criteria detailed at Section 29B of the Police Reform Act 2002 has been applied. There are currently 16 organisations with ‘Designated Body’ status which include Action on Elder Abuse, Children’s Commissioner for England, Liberty and Women’s Aid Federation of England.
18. Super-complaints are handled by Her Majesty’s Chief Inspector of Constabulary in the first instance.

Phase 3 – Systemic Complaints and discipline Reforms.

19. The reforms to the complaints and discipline procedures were due to be implemented in April 2019. However, this has been delayed due to the availability of parliamentary time to lay the statutory instruments (regulations). Once the statutory instruments have been before Parliament there will be a six month lead in time to enable all stake holders sufficient time to prepare. No amended timetable has been put forward at this stage although it is hoped that the regulations will be laid before Parliament in February 2019.
20. Some of the key complaint reforms in the legislation are:-

Definition of Complaint

Currently a complaint has to be about the conduct of an officer. This will be replaced by a broader definition being “any expression of dissatisfaction with a police force”. This covers general customer service, and police practice issues, not only misconduct of an individual officer(s).

Removal of the Non - Recording Decision

A complaint must be formally recorded if the complainant wants it recorded or if the recording body determines the complaint is to be handled in accordance with Schedule 3 to the Police Reform Act 2002. ‘Serious’ complaints must be handled in accordance with Schedule 3.

Resolving Issues Outside the Formal System

Where appropriate, and the complainant agrees, complaints can be resolved otherwise than in accordance with Schedule 3. Intention is that such complaints will still need to be ‘logged’ or ‘registered’ to ensure we capture at least some minimal data on all complaints made.

Simplification

Removing the various categories for handling a complaint (local resolution, disapplication, discontinuance). These terms and concepts are pretty meaningless to the public

Reasonable and Proportionate

A series of statutory duties on the force: to contact the complainant to understand how complaint might be resolved; to take reasonable and proportionate action to resolve complaint; to keep complainant updated; and to inform complainant of outcome. In some cases, that may be to take no action. Must investigate if an indication matter is "serious".

Complaints Appeals

Streamlining appeals – replacing current five appeal points with one "review" point at the outcome of a complaint.

Police and Crime Commissioners (PCCs)

21. The Policing and Crime Act 2017 makes major changes to the handling of complaints including allowing Police and Crime Commissioners to take on a greater role in the police complaints system, choosing between three different models. PCC's will also become the review body for reviews/appeals currently heard by a chief officer and will have explicit responsibility for holding Chief Officers to account for the way in which complaints are dealt with by the force. The three models available to the PCC are as follows:-

Model 1

Model 1 is the minimum requirement of all PCCs. It will require PCCs to receive appeals (to be known as reviews) from the public, consider whether the Force took proportionate action, and then contact the complainant with the outcomes. This role is currently discharged by PSD.

Where the PCC feels that either the complaint was not handled correctly, or the outcome was not appropriate then recommendations can be made that the Force takes action to rectify this. However it is important to note that the PCC has no power to direct that remedial actions take place as the Chief Constable retains operational control.

This option would be the least disruptive and least costly. This model would also provide the cleanest separation of functions to preserve the PCC's 'hold to account' function. The more involved the PCC is with operational complaints handling, the more difficult is to hold the Force to account for their actions. The PCC will appear more independent, in terms of managing appeals and ensuring that the Chief Constable carries out his/her role in the eyes of the public.

Model 2

This will incorporate the elements of Model 1 but with the additional responsibilities of receiving complaints, contacting complainants and then either recording the matter formally under the Police Reform Act (PRA) 2002, or attempting to informally resolve the issue for the complainant.

Model 2 would give the PCC a complete oversight of any dissatisfaction being raised allowing a greater focus on key issues and potentially a greater ability to hold the Chief

Constable to account. However this model would require a larger additional cost for the OPCC including staffing. In terms of public perception the PCC would potentially suffer from the same issue the police currently do, by being the same body that receives and records a complaint and then handles any subsequent appeal/review. It could give rise to the belief that it was not independent and fair.

Model 3

This incorporates Models 1 and 2 and gives the PCC the additional responsibility for keeping the complainant updated throughout and providing the outcome letter.

Model 3 would give the PCC a complete oversight of dissatisfaction being raised allowing a greater focus on key issues and a greater ability to hold the Chief Constable to account. It would provide greater interaction with the public which could potentially increase the PCC's profile.

This model would have the same implications as Model 2.

22. At this time the PCC has indicated that he will be implementing Model 1.
23. The Force is fully sighted on the proposed amendments with representation on the National Heads of PSD, Chair of the Regional Heads of PSD and the National Complaints Practitioners Working Group together with the National Centurion IT Working Group. An officer from the Office of Police and Crime Commissioner is also a member of the Home Office Practitioner Working Group. These working groups are overseeing the implementation of the national legislation.
24. Once the regulations have been laid and the PCC has confirmed his operating Model the necessary reviews of working practices and training can be implemented. During this implementation period it will be necessary to run a dual regime to cover complaints under both "old" and "new" legislation.

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