



Lancashire
Constabulary
police and communities together

REPORT TO: JOINT AUDIT AND ETHICS COMMITTEE

DATE: 7 DECEMBER 2015

REPORT AUTHOR: STANDARDS AND GOVERNANCE OFFICER

SUBJECT: CASE SAMPLING OF COMPLAINT FILES

1 Issue for Consideration

- 1.1 To enable Members to consider a process for quarterly dip sampling of complaint files.

2 Recommendation

- 2.1 That the approach to dip sampling of completed complaints files be considered and that the Police and Crime Commissioner (PCC) and Chief Constable (CC) be recommended to approve the Protocol subject to any amendments that may be highlighted through discussions at this meeting;

3 Background

- 3.1 The Police Reform and Social responsibility Act 2011, provides the Commissioner with the legal duty to monitor all complaints made against officers and staff. Dip sampling of completed complaint files is a key means by which the Commissioner can satisfy himself that the Constabulary system is operating effectively, in accordance with regulations and outcomes are appropriate and proportionate.
- 3.2 In preparing this report the Standards and Governance Officer discussed with the Head of Professional Standards (PSD) how Members of the Audit and Ethics Committee might undertake dip sampling of completed complaint files on a quarterly basis. The process suggested in the report reflects the outcome of those discussions. A training session for members on police complaints and dip sampling was held on the 23 November 2015.

- 3.3 Appendix A sets out the proposed protocol between PSD and the Commissioner for dip sampling of completed files. This would give Members 16 files to read covering a quarter's activity. The sample size will be reviewed if required in the light of findings, or increased complaints.
- 3.4 Members will wish to discuss the Protocol in Appendix A in terms of process and recommend that the Police and Crime Commissioner (PCC) and Chief Constable (CC) to approve the Protocol subject to any amendments that may be highlighted through discussions at this meeting;

4 Implications

Financial:	Resource requirements to enable development and implementation of the above can be found from existing budgets.
Legal:	There are no legal considerations as part of this report
Equality Impact Assessment:	There are no equality considerations as part of this report
Risks and Impact:	
Link to Police and Crime Plan:	To ensure an efficient and effective police force

5 List of attachments / appendices

6 Background Papers

- None

Report Author

Name:

Organisation: Office of the Police and Crime Commissioner

☎ 01772 533462

✉ ian.dickinson@lancashire-pcc.gov.uk