

Appendix 1

Office of the Police and Crime Commissioner

Professional Standards Scrutiny Board (PSSB)

The Office of the Police and Crime Commissioner Professional Standards Scrutiny Board will be the scrutiny forum for all functions carried out by the Force's Professional Standards Department.

1. Terms of Reference (Revised March 2022)

The Professional Standards Scrutiny Board will:

a. Monitor and scrutinise the manner in which complaints and misconduct allegations are dealt with by North Wales Police with a view to satisfying itself that the arrangements and processes in place are appropriate and effective. Scrutiny is informed by an analysis report prepared by the Professional Standards Department specifically for the quarterly meeting. This includes:

- A Force wide oversight of complaint, misconduct and performance issues
- Performance in the timeliness of complaints handling
- Anti-corruption data (to include data on reportable associations)
- Suspensions/restrictions
- The number of written communications issued by the Force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 where an investigation has not been completed within a "relevant period"
- Specific cases of interest
- Matters referred to IOPC year to date
- Further information which meets the requirements of The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 (**Appendix A**).

b. Monitor and scrutinise that the Force has mechanisms in place to identify issues and to act promptly if problems are identified. The PSSB will ensure that:-

- mechanisms are in place to identify and act on themes or trends in complaints
- the Force is measuring complainant satisfaction
- systems are in place to monitor and improve performance in the timeliness of complaints handling
- quality assurance mechanisms are in place to monitor and improve the quality of responses to complaints

- c. Monitor and scrutinise the progress updates on implementing relevant recommendations made by:-
 - the IOPC and/or HMICFRS in relation to complaints handling, or where recommendations were not accepted an explanation as to why
 - the appropriate authority or local policing body in relation to complaints handling to include recommendations, organisational and individual learning
- d. Consider equality, diversity and human rights matters which are relevant to the business of the Board.
- e. Ensure appropriate and relevant scrutiny and oversight is maintained of internal and external policies, procedures and strategies to ensure compliance with statute, regulation, and decisions made by the Board
- f. Consider any emerging issues or matters arising from the Dip Sampling of Complaints.

2. Frequency of Meetings

The Board shall meet four times a year, once every three months. Additional meetings can be convened if the Commissioner and Deputy Chief Constable are in agreement where there is urgent business to transact.

3. Membership

The Membership of the Board shall comprise of:-

- The Police and Crime Commissioner and/or The Deputy Police and Crime Commissioner or their nominated delegate²
- Deputy Chief Constable
- Head of Professional Standards Department
- Chief Executive of the Office of the Police and Crime Commissioner (OPCC)
- Professional Standards Department Office Manager
- OPCC Officer in charge of Complaints Reviews
- OPCC Scrutiny and Policy Officer (administration and minutes)

The Police and Crime Commissioner may invite officers or staff either from the Office of the Police and Crime Commissioner or the Police Force to provide professional advice to the Board.

4. Maintenance of Records

² From November 2021 the Chief Executive Officer of the OPCC will chair the PSSB and afterwards report directly to both the PCC and DPCC within the next OPCC Management Board meeting.

The OPCC Policy Officer shall be responsible for preparing the agenda for the Board and for the maintenance of records relating to the meetings. Meeting agendas shall be distributed five working days in advance of the meeting.

The Head of the Professional Standards Department will be responsible for preparing the analysis report referred to above. This will be prepared ahead of the meeting and shared in the agenda.

5. Dip Sampling of Misconduct and Complaints

Complaints

On a monthly basis OPCC Policy Officers will dip sample open and closed complaints files.

Dip Sampling Terms of Reference

- Closed cases - To conduct reviews on a monthly basis of complaints made to Professional Standards, to include amongst others matters, complaints and conduct matters about officers' use of force and discrimination.
- Open cases - Analyse the recording decisions to assess if there is any bias

Misconduct

On a 6 monthly basis the OPCC Policy Officers will dip sample misconduct cases which have been referred to a Misconduct Meeting.

Dip Sampling Terms of Reference

- Closed cases – To conduct review of allegations of misconduct that have been referred for a Misconduct Meeting as opposed to a Misconduct Hearing, to ensure that there is no bias in the decision making and consistency across the Force.

Maintenance of Records

The OPCC retain records of the files selected for dip sample, the queries raised by OPCC officers and responses provided by the Force.

Process

Professional Standards Department will provide the OPCC with a list of all files opened in a particular month and also a set of completed files within the same

month. The OPCC will select cases to scrutinise. At least one complaint will be an open matter and at least one will involve a claim of use of force.

Communication

Following the dip sample review, comments on the cases will be provided to the Professional Standards Department Administration Manager for review and comment.

Appendix A

Publication in accordance with The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021

The Police and Crime Commissioner has a duty to publish information in relation to his statutory duty in accordance to complaints handling. The Police and Crime Commissioner will on his website publish the following information:-

- How the force is measuring complainant satisfaction
- Progress updates on implementing relevant recommendations made by the IOPC and/or HMICFRS in relation to complaints handling, or where recommendations were not accepted an explanation as to why
- A summary of any mechanisms put in place to identify and act on themes or trends in complaints
- A summary of systems in place to monitor and improve performance in the timeliness of complaints handling
- The number of written communications issued by the force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 where an investigation has not been completed within a “relevant period”
- Quality assurance mechanisms in place to monitor and improve the quality of its responses to complaints
- Details of the administrative arrangements the PCC has put in place to hold the chief constable to account for complaints handling e.g. frequency of meetings and a summary of discussions.

This information will be published each year within one month of publication of IOPC data.
