

The Equality Standard for the Police Service

Standard	Organisational Processes – integrating equality across business areas	
Unit 22	About “embedding equality and diversity activity to improve complaint outcomes”	
Criteria	Evidence sources	Evidence
<p>Understanding that this area of performance is key to building community confidence and links across to a number of the indicators in the IPCC Police Complaints System Performance Framework</p> <p>This unit is essentially about external complaints, which will be mainly from members of the public, although forces can choose to include internal grievances as well if they wish</p>	<p>Complaints Standard Operating Procedure; correspondence handling; local/corporate and internal/media communications channels; engagement with third parties acting for complainants; minutes from meetings; impact assessments for accessibility of material</p> <p>Also consider: Review/evaluation of outcomes of activity; Annual Reports; IAG and community feedback; results of inspections/surveys; published reports; analyst outputs; Police Authority surveys</p>	<p>Territorial Policing Dept</p> <ul style="list-style-type: none"> • Promotion of IPCC Complaints Procedures to C&YP (JH) • Devon • All initiatives are at force level and cascaded. • Force Complaints Policies • Devon BCU Complaints Reduction & Quality of Service Panel <p>Information Management Dept</p> <ul style="list-style-type: none"> • All FOI appeals are dealt with ‘applicant blind’ thus removing potential for inequality or discrimination. <p>Criminal Justice Dept</p> <ul style="list-style-type: none"> • Force level guidance • Force Complaints Policies • BCU Confidence and satisfaction improvement group • Discussed at BCU PIT • Links between local DCT and professional standards department re E&D issues • All complaints passed through Head of CJD for review prior to sending out • Complaints monitored and allocated

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		<p>centrally (including timeliness monitoring)</p> <ul style="list-style-type: none">• Complaints referred to specialists if necessary (e.g. MH Liaison Officer, other agencies, Victim Support)• Robust processes for internal grievances (including contracted staff e.g. Interpreters, Police Surgeons)• Lessons learnt added to SharePoint and raised at appropriate forums (e.g. Custody Insp's Meeting).• Complaints management tool being adopted <p>HR Directorate</p> <ul style="list-style-type: none">• The Health and Safety Unit complete assessments to assist with reasonable adjustments for individuals. They are also involved in Access to Work Applications• Fire risk assessments and workplace audits are completed by the Health and Safety Unit• Employee Relations consultation with Trade Unions & Federation• Strategic Independent Advisory Group involvement to address design issues <p>Crime Dept</p> <ul style="list-style-type: none">• Force issue• Monitoring of our own complaints
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		<ul style="list-style-type: none">• Standards• Workforce Planning monitoring <p>Criminal Justice Dept</p> <ul style="list-style-type: none">• OLD (PSD lessons learned); Internal/external messages; Survey of complainants (by strand – no disproportionality); Online complaints; Internal comms around ‘internal complaints’; supported re-write of letters to complainants; Supporting PSD in responding to complaints on Facebook; Equality Monitoring Report; Proactively dealing with media: Local monitoring of ‘blogs’; Service recovery work as part of the survey process; Internally – following staff survey – will pass on complaints to PSD with permission of the individual; <p>Plymouth BCU</p> <ul style="list-style-type: none">• Force Complaints Policies• BCU Complaints Lead at Supt level• BCU complaints process/agreed SPOCs• Complaints part of performance management process• Regular meetings between BCU and PSD• Analysis of victim/public survey feedback to understand and improve public service
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		<ul style="list-style-type: none"> Partners feedback on complaints procedures e.g. REC to DCT and Spicewell incident PSD analysis of complaints by gender/BME etc IPCC statutory guidance 		
BCU/ Dept assessment of level of attainment		<i>Baseline</i>	<i>Integrating</i>	<i>Excellent</i>
E&D Unit assessment of level of attainment		Baseline	<i>Integrating</i>	<i>Excellent</i>
Details of further work required if necessary (Action Plan)				
Action	Owner	Date By	Progress	
Collator		BCU/ Dept	Date	