

Approved By: PCC.....	Classification of Paper:
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Report to PCC Funding for low level complaints triage pilot	Report reference number PCC/093/16
Date of Decision 109/11/2016 Date of Report 21/10/2016	Area of County/Stakeholders affected n/a
Title of report Decision sheet - Funding for low level complaints triage pilot	
Report by Lisa Grannell, Interim Assistant Director for Performance and Scrutiny	
Enquiries to Lisa Grannell, Interim Assistant Director for Performance and Scrutiny	

1. Purpose of report

To confirm the decision made by the PCC in agreeing to help fund the new low level complaints triage pilot being rolled out by Essex Police.

2. Recommendations

That the PCC confirms the decision to contribute £7.5k of funding towards the triage pilot, to be aken from existing funding streams.

3. Benefits of Proposal

See below.

4. Background and proposal

The Policing and Crime Bill is due to receive Royal Assent in the spring of 2017. It is formed of nine parts. Part two will make provision about the handling of Police Complaints, Discipline and Inspection. The Bill will give Police and Crime Commissioners new powers to bring the management of low level complaints into their offices, should they choose to, OR to have a stronger role in overseeing them. Changes will for the first time co-ordinate and professionalise the management of low level dissatisfaction with police forces.

In preparation for the above, Essex Police and the Office of the Police and Crime Commissioner (OPCC) met on 9th June 2016 to discuss work to develop a customer facing triage model to manage low level concerns and complaints from members of the public. It was agreed to implement a triage pilot for low level complaints which will be evaluated after a period of three months from October to December 2016.

The ethos behind this pilot is to develop a new customer facing triage model to manage low level concerns and complaints from members of the public concerning Essex Police (EP). The model should have the ability to tackle and resolve low level complaints in a proportionate, efficient and effective way.

The pilot is being managed by the Quality of Service team. This team establishment is five full time staff and one full time manager resource who will also take line responsibility of front counter staff across the county.

The benefits of running a successful triage pilot are:

- Triage of low level complaints and dissatisfaction could potentially have significant benefits for PSD, Local Policing Teams and other Commands as it would help to resolve the volumes of complaints before they reach them
- A well trained team will afford a higher level of service to the public, reduce the number of interventions per complaint and need to escalate any further
- By utilising police staff, the pilot could also have a positive impact on PSD resources enabling them to deploy their skilled resource to manage the more serious element of complaints around officer conduct
- Provides a fast track to PSD for complaints requiring local investigation
- Personal contact removes the need for holding letters to be sent thereby increasing customer satisfaction in terms of resolving their concerns as early as possible
- The process provides an opportunity to identify reoccurring complaints issues, trends and hotspots
- Record keeping will be more effective, giving the triage team a clearer insight with the ability to link concerns and remove any duplication of effort and unnecessary waste of police resource

[NOT PROTECTIVELY MARKED]

- The team could support the signposting, as appropriate, of the public to other services e.g. joint services available within Community Policing Hubs
- The pilot aims to tackle and resolve low levels complaints in a proportionate, efficient and effective way. Delivering the best possible standards will help improve victim satisfaction and public confidence
- Analysis of the concerns raised should improve understanding of what concerns local people have and may potentially inform future priorities for the Police and Crime Plan
- Analysis of concerns raised may also identify areas of good practice that could be shared across the force.

The pilot will be staffed by five existing members of staff. Although they are all full-time staff, it is anticipated that between 50-75% of their time will be spent on the low level concerns pilot. The pilot will provide insight into the actual time required to deal with these concerns. There may be a small additional cost for over-time incurred to cover some of the usual work of the team whilst the five staff focus their time on the pilot. This may be by retention of these staff or by bringing in others to cover.

The OPCC financial contribution is to cover staff costs to run the pilot including costs associated with overtime of other staff members to free up five staff members time to dedicate to the pilot.

Essex Police has estimated that the cost of the triage pilot for three months, based on five full time staff and one manager will be £15,000. Essex Police has requested £7,500 funding from the OPCC (i.e. half of the estimated total budget).

Decision

The PCC has given careful consideration to all the factors set out above. He has taken advice from the Chief Executive and the Treasurer for the Office of the PCC. The PCC has decided that funding of the triage pilot would be beneficial to enable Essex Police to deliver a better customer service which will in turn benefit the people of Essex. The triage pilot will provide a proactive response to complaints (usually the complainant is spoken to within 24 to 48 hours), improved public perception and confidence in local policing and will have potentially significant benefits for LPT's and other Commands as it would help Essex Police to resolve the volumes of complaints before they reach the Commands.

5. Police and Crime Plan

The work of the triage team will focus on delivering the best possible service that promotes satisfaction and confidence; and our standards and commitments within the Code of Ethics and the Police and Crime Plan.

[NOT PROTECTIVELY MARKED]

6. Police Operational Implications

N/a

7. Financial Implications

Please see detail in section 4.

8. Legal Implications

N/a

9. Staffing and other resource implications

There are no specific staffing implications.

10. Equality and Diversity implications



N/a

11. Background papers


Please see attached an options briefing paper prepared for the PCC to inform this decision.

Report Approval

The report will be signed off by the Chief Executive and CFO and the PCC Solicitor where legal implications arise.

Chief Executive/M.O 
Chief Financial Officer 
PCC Legal Advisor (As necessary)

Decision

I agree the recommendations to this report
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PCC/Deputy PCC

Date signed 9/11/16 Location Chelmsford

I do not agree the recommendations to this report because
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PCC/Deputy PCC

Date signed Location

Publication

Reasons for non-publication (*state 'None' if applicable*)

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Signed/Print name

Report for publication	YES	<input type="checkbox"/>
	NO	<input type="checkbox"/>

If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.