

ESSEX POLICE, FIRE AND CRIME COMMISSIONER
FIRE & RESCUE AUTHORITY
Essex County Fire & Rescue Service



SLT meeting: 26.11.18 SLT agenda item: 5a SLT paper no: 18-330

Meeting	Performance and Resource Board	Agenda Item	7.0
Meeting Date	30 November 2018	Report Number	
Report Author:	Tracy King, Assistant Director Business Planning and Performance		
Presented By	Matt Furber, Assistant Chief Fire Officer		
Subject	Compliments, Complaints and Whistleblowing Development Work.		
Type of Report:	Information		

RECOMMENDATIONS

1.1 To note the contents of the paper.

Background

1.2 In the Police and Fire Commissioners Phase 1 plan under Cultural Change there were two actions 1 to review the Services Complaints and Grievance handling policy and another to implement an independent whistle blowing policy.

1.3 A Paper was received by Performance and Resource Board in October 2018 which set an update on the work that has been undertaken to date on this matter and the approach the Service will now take to draft and agree the new/refreshed policies.

1.4 This paper sets out the proposed timeline to undertake this work.

Timeline

1 November 2018 - commence drafting work, develop JD and JEQ, recruit resource, develop time line, and engage with Representative Bodies to seek their view on engagement/consultation

30 November 2018 – present timeline to Performance and Resource Board

1 December 2018 – seek view on draft policies from Police Standards Department

December 2018 – SLT second meeting - submit first draft of policy documents, provide update to December Performance and Resource Board

15 January 2019 - last date to start official 6 week consultation with Representative Bodies

End January 2019 – provide update to Performance and Resource Board

February 2019 – SLT first meeting – final draft policy to SLT

1 March 2019 – submit v1.0 policies to Strategic Board with covering paper

8 March 2018 – Present at Strategy Board

FINANCIAL IMPLICATIONS

1.5 There are no financial implications attached to this paper.

EQUALITY AND DIVERSITY IMPLICATIONS

1.6 The increased robust and transparent reporting and scrutiny of complaints and grievance processes should have a positive impact on equality and diversity as we will have greater insight into the treatment of all individuals going through these processes.

WORKFORCE ENGAGEMENT

1.7 There will need to be consultation and engagement with representative bodies and staff. The approach and engagement schedule will be included within the plan of work.

LEGAL IMPLICATIONS

1.8 All relevant legislation will be considered during the development of the policies and guidance to ensure that the Service remains within the parameters of current guidance and legislation.

HEALTH AND SAFETY IMPLICATIONS

1.9 This could have a positive implication for Health and Safety as it may encourage breaches or issues to be highlighted sooner.