

Police and Crime Commissioner (PCC) assessment of performance in holding the Chief Constable to account in respect of complaints

The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 provides that PCCs must publish the most recent Independent Office for Police Conduct (IOPC) quarterly complaints data for their force and the IOPC annual statistics report, alongside a narrative setting out how the PCC is holding the chief officer to account

How Norfolk Police Force measure complaint satisfaction

There is no direct measure of complainant satisfaction. However, there are several indirect measures in terms of the information collated and published about performance by the IOPC on their website for the county of Norfolk.

[Police complaints statistics | Independent Office for Police Conduct \(IOPC\)](#)

The PCC also keeps four key areas under review

1. The proportion of dissatisfaction dealt with outside the formal complaints process (outside schedule 3) and which enables prompt action to resolve issues raised by the public and those which then result in a formal complaints process.
2. The timeliness of contact with the complainant to deal with the complaint.
3. The quantity of complaints which, when being investigated within the formal complaints process (inside schedule 3), exceed a 12-month investigation time period.
4. The proportion of complaints where complainants apply for a review. This shows that, for whatever reason, the complainant is not happy with the outcome of the formal process.

The other key consideration is the nature of complaints and organisational learning arising which if dealt with effectively, should support public satisfaction with the service delivery in the future.

Progress updates on implementing relevant recommendations made by the IOPC and/or His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in relation to complaints handling, or where recommendations were not accepted an explanation as to why.

Learning recommendations arising from IOPC are published on the [Norfolk Constabulary website](#).

There is a requirement for Chief officers and local policing bodies to publish recommendations made to them and their response on their websites clearly and easy for members of the public to find. There is currently one learning recommendation for Norfolk Constabulary.

In relation to national recommendations arising from super-complaints these are updated on the [Office of the Police and Crime Commissioner for Norfolk website](#) regarding responses from the Norfolk Constabulary and the Police and Crime Commissioner.

A summary of any mechanisms put in place to identify and act on themes or trends in complaints and to monitor and improve performance of complaints handling.

Complaints are discussed during the quarterly [PCC Accountability Meeting](#) (PAM) as part of the Police and Crime Plan's Pillar 2 'visible and trusted policing'. This includes trends in complaints and any learning outcomes for the force.

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" is also included within the PAM report.

The Professional Standards Department (PSD) carry out quality assurance checks prior to the complaint outcomes being sent to the complainants. This is further checked through OPCCN dip sampling. This is a process whereby the OPCCN monitors Norfolk Police's complaints by completing quarterly dip sampling of finalised complaints and any learning is fed through to PSD.

In addition to carrying out dip sampling, the OPCCN monitors reports from PSD and the IOPC on Norfolk Police's performance. These reports include timeliness, trends and lessons learned. This content is kept under review and the reports are available on the OPCCN and IOPC websites.

The OPCCN also meets quarterly with Norfolk Constabulary's PSD and the IOPC to discuss local and national policy as well as learning from the complaints and review process.