

7 February, 2013 - Meeting with Northumbria Deputy Chief Constable to discuss Home Affairs Select Committee

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PCC & DPCC met with the Deputy Chief Constable to discuss the Home Affairs Select Committee (HASC) report into the Independent Police Complaints Commission which has highlighted Northumbria Police as having a poor record in the last year for its handling of police complaints by the public.

An outline was provided by the DCC as to the reasons why Northumbria Police received such a poor report from the Independent Police Complaints Commission in its report to the HASC. The context of the report was that although police complaints were reducing in Northumbria which is a good trend, appeals being upheld by the IPCC were high indicating that Northumbria Police had made errors in 53% of the cases investigated that had been appealed to the IPCC. Potential reasons for some of this was that a pilot scheme of dealing with minor complaints by telephone had resulted in many complainants not signing the relevant form to say that they were satisfied with local resolution of the issues.

The DCC agreed to prepare an improvement action plan and the PCC made a commitment to review all 78 of the complaints cases which made up the 53% which were successfully appealed personally and to report on her findings and her views on improvement over the next few months. The PCC introduced a suggestion that some minor police complaints might be more satisfactorily dealt with if they could be subject of independent mediation. This suggestion was explored and agreement made to undertake further feasibility work.