

**OFFICE OF THE POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE
DECISION RECORD**

Decision Record Number: 12/2021

Title: Complaint Review Function

Executive Summary:

On 1 February 2020, the Policing and Crime Act 2017 made the PCC responsible for carrying out reviews of recorded complaints handled under Schedule 3 of the Police Reform Act 2002, where the Office of the Police and Crime Commissioner (OPCC) is the Relevant Review Body. At that time, review applications were being processed and adjudicated by the OPCC Statutory Operations Manager, with delegated authority from the PCC to review the outcome and handling of complaints.

The early months of implementation were challenging in terms of embedding the necessary learning and processes to fully support and align to the new regulations.

In order to assist with demand and resilience, initially for 12 months to 24/09/21), the OPCC utilised an independent adjudicator on a case-by-case basis (Sancus Solutions Ltd) – Decision Record 11/2020 refers. The issues around data sharing were fully considered and due diligence undertaken at that time. A Service Level Agreement was put in place between the OPCC and Sancus Solutions Ltd. At the time, we were uncertain of demand, so allocated £15k for a 12-month period.

This agreement is due to finish on 23/09/21 and the monthly costs over the last 12 months have varied depending on the number of complaint reviews received from the public.

Discussions have commenced with Regional Procurement around development of a three-year solution and to test the market. In order to ensure current workloads are maintained, it is proposed to extent current arrangements by 3-months (until 23/12/21) via a local single-tender action, authorised by the Chief Executive. During this period, Regional Procurement will assist the OPCC in undertaking a competitive process, testing the market and developing a longer-term agreement.

Decision:

To ensure continued resilience on a case-by-case basis, for reviews of recorded complaints handled other than by investigation, it is recommended that:

1. The Service Level Agreement between the Office of the Police and Crime Commissioner for Humberside and Sancus Solutions Limited be extended for a 3-month period (from 24/09/21 until 23/12/21); and
2. Regional Procurement work with the Office of the Police and Crime Commissioner for Humberside on a competitive process to develop a longer-term agreement for the complaint review function.

Background Reports: Confidential

Police and Crime Commissioner for Humberside

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.

The above request has my approval.

Signature

Date 16/07/21

