

ABERDEEN, Monday, 26<sup>th</sup> November, 2012. Minute of Meeting of the **GRAMPIAN JOINT POLICE BOARD, COMPLAINTS SUB COMMITTEE.**

Present: Councillor Forsyth, Chairperson; and Councillors Boulton, Evison, Ross and Tuke.

In Attendance:- Chief Superintendent Ewan Stewart, Grampian Police, Ms Fiona Smith, representing the Depute Clerk and Ms Karen Riddoch, Aberdeen City Council.

### **APOLOGIES FOR ABSENCE**

1. Apologies for absence were intimated on behalf of Councillor Walker, Deputy Chief Constable Colin Menzies, Ms Jane MacEachran, Clerk to the Board; and Ms Karen Donnelly, Depute Clerk to the Board.

### **MINUTE OF PREVIOUS MEETING OF 17 SEPTEMBER 2012**

2. The Sub Committee had before it the minute of its previous meeting of 17 September 2012.

The Sub Committee had before it the minute of its previous meeting of 17 September 2012.

#### **The Sub Committee resolved:-**

- (i) To approve the minute subject to the following amendment:- on page 3, article 5, to include resolved after the Sub Committee which is just before the resolutions;
- (ii) That in relation to article 4, last paragraph, to note that Ms Smith would request this information again; and
- (iii) That in relation to article 7, to note that no dates had yet been set to date and that Ms Smith would try to arrange for sampling to be carried out on the same day as the Board meeting in January.

### **PROFESSIONAL STANDARDS DEPARTMENT QUARTER TWO PERFORMANCE REPORT, 1 JULY TO 30 SEPTEMBER 2012**

3. The Sub Committee had before it a report from the Chief Constable, which provided an oversight opportunity and informed members of the performance of the Force in relation to their handling of complaints over the period in question.

Chief Superintendent Ewan Stewart introduced the report and advised that overall it was a positive report for the quarter, and that the volume of complaints the Force had received had decreased in comparison with the same quarter in 2011/12. He advised that the total number of complaints received was 128 of which 109 were recorded against on duty, 2 were recorded against off duty and 17 were recorded against quality of service. He

explained that 47 letters of appreciation had been received by the Force and forwarded to Professional Standards.

The report contained various graphs and comments which outlined the nature of the complaints and the conclusions. The report appended the Police Complaints Commissioner for Scotland Overview which provided details of a complaint handling review issued during quarter two.

**The Sub Committee resolved:-**

To approve the report

**PCCS RECORDING OF COMPLAINTS PHASE TWO REPORT**

4. The Sub Committee had before it a report from the Chief Constable, which informed members of the performance of the Force in relation to the efficiency of the processes used to record complaints.

Chief Superintendent Ewan Stewart introduced the report and advised that the Police Complaints Commissioner for Scotland (PCCS) had undertaken an audit for the second phase of complaint recording audits.

The report appended a letter from the PCCS which outlined the main objectives of the audit and provided a summary of their findings. The letter stated that Grampian Police displayed good practice throughout their categorisation and quality checking of complaints and that the Force had robust complaint handling and quality checking procedures in place.

The PCCS looked at 227 allegations, 105 were for on duty, 9 were for off duty and 113 were for quality of service and only 1 of the quality of service allegations was found to be recorded incorrectly.

**The Sub Committee resolved:-**

To note the report.

**- Councillor Forsyth, Chairperson.**