



PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

**THURSDAY, 17 JUNE 2010 AT 1.00 PM
IN CABINET ROOM C - COUNTY HALL**

NB If you have any queries regarding the Agenda papers or required any further information please contact Lizzie Heath on 01772 533589.

AGENDA

PART I (OPEN TO PRESS AND PUBLIC)

1 APPOINTMENT OF CHAIR AND VICE CHAIR

At its meeting of the 26 May 2010, the Police Authority appointed Councillor Gary Bell and County Councillor Niki Penney as Chair and Vice-Chair of the Committee respectively for 2010/11.

2 MEMBERSHIP AND TERMS OF REFERENCE

A report detailing the membership and Terms of Reference of the Committee for 2010/11 is attached.

3 APOLOGIES FOR ABSENCE

4 DECLARATION OF MEMBERS INTERESTS

Members are asked to consider any personal/prejudicial interests they may have to disclose to the meeting in relation to any matters under consideration on the Agenda in accordance with the law, the Authority's Standing Orders and the Member Code of Conduct.

5 MINUTES OF THE PREVIOUS MEETING

The Minutes of the Committee meeting held on 11 March 2010 are attached for confirmation.

6 MATTERS ARISING

There are no matters arising that are not mentioned elsewhere on the Agenda.

Items for Decision

7 POLICE AUTHORITY (PARTICULAR FUNCTIONS AND TRANSITIONAL PROVISIONS) (AMENDMENT) ORDER 2010

A report detailing the new Police Authority Regulations issued by the Home Office and the effects this will have on Police Authority business is attached for consideration.

8 NEW STATUTORY GUIDANCE FROM THE INDEPENDENT POLICE COMPLAINTS COMMISSION

A report on the Statutory Guidance on the police complaints system, issued by the Independent Police Complaints Commission (IPCC) which came into effect on 1 April 2010 is attached.

Items for Information

9 VOLUNTEER SCHEMES

A report detailing issues arising from the custody visits and animal welfare visits along with a Member update from the Member with a special interest in the volunteer scheme is attached.

10 CONFIDENCE

A report detailing confidence data is attached.

11 COMPLAINTS ANALYSIS

Part I of the analysis of complaints recorded/finalised between 1 April 2009 and 31 March 2010 is attached.

12 COMPLAINTS AGAINST CIVILIAN DETENTION OFFICERS (CDOS)

A report detailing complaints received against CDOs is attached.

13 INSPECTION OF FINALISED COMPLAINTS

Members have been asked to view files of complaints finalised between the 1 January and 30 April 2010. Members are invited to comment at the meeting on the Constabulary's procedures for handling and investigating complaints in respect of the files they have viewed.

14 TAYLOR REFORMS IMPLEMENTATION UPDATE

A verbal update on progress made against recommendations made in the Taylor Report will be presented at the meeting.

15 QUARTERLY PERFORMANCE BULLETIN

The Performance Bulletin covering the period April 2009 to March 2010 has been forwarded to Members under separate cover and Members are asked to bring their copy of the bulletin with them to the meeting.

16 DATE OF NEXT MEETING

The date of the next Committee is scheduled to be held at 1.30pm on Thursday 2 September 2010 at County Hall, Preston.

17 EXCLUSION OF PRESS AND PUBLIC

The Committee is asked to consider whether, under Section 100A(4) of the Local Government Act, 1972, it considers that the press and public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraphs of Part I of Schedule 12A to the Act, as indicated against the heading to the items, and the public interest not to disclose it outweighs the public interest in disclosing it.

18 POLICE AUTHORITY UPDATE

A verbal update will be presented to the Committee on any matters relating to complaints against senior officers and Police Appeals Tribunals that have occurred since the Committee's last meeting.

19 LEGAL CLAIMS

A report on legal issues affecting the Constabulary is attached.

**Miranda Carruthers-Watt
CHIEF EXECUTIVE**

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PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

17 JUNE 2010

PART I

MEMBERSHIP AND TERMS OF REFERENCE

(Appendix A refers)

Issues for Consideration

The Committee's membership and terms of reference for the 2010/11 municipal year.

Information

Following completion of the Authority's Member development meetings, the Police Authority, at its meeting on the 26 May 2010, agreed the Membership of the Committee as set out below.

Professional Standards & Citizen Focus Committee (9)
Miss Afzal Councillor Bell (Chair) County Councillor Cropper Mr Edmundson Mrs Hendrix, JP County Councillor Penney (Vice Chair) County Councillor Pimblett Mr Sarwar Mrs Webster

Terms of Reference of the Committee

The Committee's terms of reference and those of the Conduct Sub-Committee, Working Group and Senior Officer Conduct Sub Committee were approved without amendment at the Authority's Annual General Meeting on the 26 May 2010. A copy is attached at Appendix A.

Decision Required

The Committee is asked to note the membership and terms of reference of the Professional Standards and Citizen Focus Committee, Conduct Sub-Committee, Working Group and Senior Officer Conduct Sub Committee for 2010/11.

Report Author

Name: Lizzie Heath
Organisation: Lancashire Police Authority
 01772 533589

Professional Standards and Citizen Focus Committee

1. To consider and make recommendations to the Authority as necessary upon the following:-
 - 1.1. To fulfil the obligations of the Authority in relation to complaints including the Police Reform Act 2002 and Part IV of the Police Act 1996 in connection with the complaints and discipline process and professional standards of the force and where necessary to seek changes in procedures and performance to enhance public confidence.
 - 1.2. the outcome of a tribunal hearing against the conduct of a police officer of Assistant Chief Constable, Deputy Chief Constable or Chief Constable rank, or police staff holding the position of Director, where a sanction is recommended.¹
2. To exercise the following delegated powers and duties:
 - 2.1. To oversee and monitor force performance and processes in relation to complaints against Police Officers (below the rank of ACC) and Police Staff in relation to Misconduct, Direction and Control, Quality of Service and Professional Standards matters and consider how they impact on the efficiency and effectiveness of the Constabulary.
 - 2.2. To receive regular reports on the standards of professionalism and integrity that the Chief Constable expects the police officers and police staff under his direction and control to uphold, and on policies and procedures introduced by the Chief Constable to ensure that such standards are maintained.
 - 2.3. to receive reports from Members on the Constabulary's procedures for handling and investigating complaints in respect of the files on finalised complaints that they have viewed in accordance with the Authority's case sampling protocol.
 - 2.4. To fulfil the procedural and administrative obligations of the Authority, for dealing with performance, misconduct and appeals proceedings, including the maintenance of a list of independent people.
 - 2.5. To maintain an overview, in consultation with the Chair and Vice Chair of Resources of legal proceedings against Lancashire Constabulary, including claims being handled by the Authority's insurers.
 - 2.6. To consider requests, in consultation with the Chair and Vice-Chair of Resources, for financial assistance from police officers arising from legal proceedings.
 - 2.7. To receive reports concerning complaints in respect of the Chief Executive.

¹ This would include sanctions such as suspension, dismissal, the requirement to resign or any other reprimand.

- 2.8. to monitor the progress and performance of the Constabulary in terms of the Policing Pledge in order to build and maintain public confidence and reassurance in the police service.
- 2.9. to undertake performance monitoring in relation to Quality of Service matters, including the regular review of satisfaction indicators and confidence surveys.
- 2.10. to monitor Constabulary compliance with the standards set out in the National Quality of Service Commitment that are relevant to the business of the Committee.
- 2.11. to monitor performance data in relation to requests for information received by the Authority and the Constabulary and dealt with under the Freedom of Information Act;
- 2.12. To fulfil the obligations of the Authority in relation to the custody and animal welfare visiting schemes, including reviewing the performance of the visiting schemes and to seek improvements in arrangements as a consequence of visitor recommendations.
- 2.13. to consider and scrutinise reports from HM Inspector of Constabulary, the Independent Police Complaints Commission and other such bodies that are relevant to the Committee's work.
- 2.14. To alert other Committees of any matters relevant to their terms of reference that arise as a consequence of the Committee's business.
- 2.15. To consider equality, diversity and human rights matters which are relevant to the business of the Committee.

Membership:	9
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Quorum:	5
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Conduct Sub-Group

To consider the outcome of any complaint or investigation concerning the conduct of the Chief Executive and to make a recommendation(s) to the Professional Standards and Citizen Focus Committee.

Membership:

Chair of Police Authority

Vice-Chair of Police Authority

Chair of Professional Standards and Citizen Focus Committee

Professional Standards Working Group

3. To understand and scrutinise in greater depth than is possible through the formal committee process, the issues and challenges facing the Constabulary in relation to professional standards.
4. To provide the opportunity to look at adding value from the Police Authority to the Professional Standards Department who are the guardians of the Constabulary's statutory responsibilities in setting and maintaining the highest levels of professional behaviour and integrity of all staff within the Constabulary.
5. To improve the Authority's scrutiny of professional standards to maintain the high standards and good reputation of an honourable profession.
6. To undertake an open and frank discussion around Thematic Reviews in an environment of no surprises for either the Police Authority or the Constabulary to facilitate better outcomes and performance.

Senior Officers Conduct Sub-Committee

7. To consider and make recommendations to the Professional Standards and Citizen Focus Committee as necessary on the following matters:-
 - 7.1. the outcome of a tribunal hearing when a sanction is recommended against an officer of ACPO rank.
 - 7.2. the suspension of an officer of ACPO rank.
8. To exercise the following delegated powers and duties:-
 - 8.1. to consider complaints or conduct matters in respect of officers of ACPO rank in accordance with appropriate regulations, including taking decisions on such matters as whether to record a complaint as one of conduct or of direction and control, whether to refer the matter to the IPCC, and whether to seek a dispensation or local resolution in respect of a recorded complaint;
 - 8.2. to make the procedural and administrative arrangements associated with the investigation and tribunal hearing of a recorded complaint or conduct matter in respect of officers of ACPO rank;
 - 8.3. to decide any recommendations arising from a tribunal hearing against an officer of ACPO rank when a sanction is not recommended;
 - 8.4. to consider any matters referred back to the Authority by the IPCC following an appeal against the Authority's original decision.

Membership:

Five Members drawn from the Professional Standards and Citizen Focus Committee to hear any one particular case, with a quorum of three, and including either the Chair or Vice-Chair of the Committee.

(The Chief Executive or his/her nominated representative to act as adviser to the Sub-Committee).

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Lancashire
POLICE AUTHORITY
Your County, Your Police, Your Say

PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

THURSDAY, 11 MARCH 2010 AT 1.30 PM
AT CABINET ROOM C - COUNTY HALL

MINUTES

PRESENT

Patricia McGirr (Chair)
Councillor Gary Bell (Vice-Chair)
Frances Hendrix
County Councillor Tony Pimblett
Amanda Webster

IN ATTENDANCE

Deputy Chief Constable Chris Weigh
T/Assistant Chief Constable Andy Rhodes
Inspector Dave Croll
Mr Larry Weir
Superintendent Martyn Leveridge
Ms Julie Yates
Mr Luke McGrath

Ms Miranda Carruthers-Watt
Ms Angela Harrison

SECRETARIAT

Mr Ian Dickinson
Miss Lizzie Heath

APOLOGIES

Apologies for absence were presented on behalf of David Edmundson, County Councillor Niki Penney, Shazad Sarwar and Saima Afzal

MINUTES OF THE PREVIOUS MEETING

RESOLVED: - That the Minutes of the meeting held on 19 November 2009 be confirmed as a correct record and signed by the Chair.

MATTERS ARISING

There were no matters arising that were not picked up elsewhere on the Agenda.

REVIEW OF SENIOR OFFICER PROCEDURES

Members considered the revised procedure for dealing with complaints against Senior Officers.

Members noted the reference to complaints against Civilian Detention Officers being dealt with by G4S and queried what processes were in place to monitor these complaints. Mr Leveridge explained that the Constabulary had processes in place to deal with complaints but acknowledged that a link was needed to the Committee. It was agreed that the Professional Standards Department would include any issues relating to complaints against Civilian Detention Officers in an annual report to the Committee.

Mrs Yates and Members suggest a few other minor amendments to be made to the procedure and the Chief Executive's office undertook to do this.

The Committee also felt it would be useful for new Members to attend a presentation by the Constabulary on defence techniques and the use of Taser's. A number of Members had previously attended such a presentation and had found it a very useful exercise. It was agreed to look at this at a future Working Group / Seminar.

RESOLVED: -

1. That subject to the suggested amendments, that the Procedure for Dealing with Complaints against Senior Officers be approved.
2. That complaints against Civilian Detention Officers be presented to the Committee on an annual basis.
3. That a presentation on of defence techniques and the use of Taser's be provided at future Working Group / Seminar.

UPDATE ON BLACKPOOL CUSTODY SUITE

Deputy Chief Constable Weigh gave a verbal update on the refurbishment work being undertaken at Blackpool Custody site.

In the past, the Committee had raised a number of concerns with Blackpool and the Constabulary had launched Operation Aspen on 17 December 2009 in response. Phase 1 of the refurbishment had now been completed and Phase 2 which included, the addition of 10 cell pods, was underway. The Constabulary was confident that everything would be completed and operational by 26 March 2010. The Committee wished to place on record their thanks everyone involved for the smooth implementation, specifically Inspector's Croll and Barrow who had taken the lead on the Operation.

Inspector Croll went on to provide Members with an overview of Custody in general. The Constabulary were in a fortunate position with good custody facilities throughout the County; they were now looking to improve processes. A number of peer reviews, whereby staff from other divisions were challenging the procedures in place, were being held prior to a planned inspection by the HMIC.

Members congratulated the Constabulary on the lessons learnt from the refurbishment of Blackpool and the way the Constabulary had implemented their general policy.

VOLUNTEER SCHEMES

The Committee received visiting reports from Lancashire Police Authority's Independent Custody Visitor and Animal Welfare Schemes.

Ms Carruthers-Watt reported that the Authority planned to publish future reports on the Authority website. This would enable Members to consider the reports on line and then receive an overview report on any specific concerns at the meeting.

The Deputy Chief Constable also suggested that the Scheme Administer should create an annual summary on any reoccurring themes to allow for a corporate response and providing an audit trail.

Mr Dickinson reported to the Committee that a Vietnamese delegation would be visiting Lancashire on 18 March 2010 to see how suspects are treated during the investigation process and learn how the Authority's Independent Custody Visiting Scheme ensures that people in custody are well cared for, with their rights taken into account.

RESOLVED: -

1. That the report be noted.
2. That in future copies of the visitor reports be available on the Authority's website and that an exception report on any concerns be presented to future Committee meetings.

REPORT FROM AUDIT AND STANDARDS LAY MEMBER

Members considered a report on a meeting of the Committee observed by an Independent Lay Member on Audit and Standards.

Members thanked Ms Goulding for attending the meeting and taking the time to write the report.

RESOLVED: - That the report be noted.

LANCASHIRE POLICE AUTHORITY CONSULTATION COSTED PLAN 2010/11

Members considered the Authority's Consultation Costed Plan for 2010/11.

The Chief Executive explained that consultation was a key part of the Authority work and she wanted members to be fully sighted on the area. It was hoped that at the Authority's Annual General Meeting a Member could be appointed with a Special Interest in Consultation to ensure a consistent Member involvement.

Members felt the report gave a good overview of the proposed consultation and welcomed the links to the Business Plan. It was suggested that the Authority could align more consultation with the Constabulary to avoid duplication and aid efficiency savings. Mrs Carruthers-Watt explained that the Authority already worked very closely with the Constabulary in this area but would look to improve joint working even further.

RESOLVED: - That the Consultation Costed Plan 2010/11 be approved.

VISIBILITY WITH PURPOSE

The Visibility with Purpose Strategy had been referred to the Committee from the Planning and Performance Review Committee and asked to consider measures to monitor the success of its implementation.

Members were mindful that the implementation of the Strategy was operational and therefore under direction and control of the Force and did not want to interfere with this. However, it was important for them to be sighted on the outcomes achieved and the impact of the Strategy on public confidence.

It was reported that the introduction of Personal Data Assistants (PDAs) would allow officers to spend more time out on the streets as they would not need to keep returning to the office to do paperwork.

RESOLVED: - That the Committee agree to the suggested measures to monitor the implementation of the Visibility with Purpose Strategy, as set out in the report now presented.

LANCASHIRE CONSTABULARY'S ANTISOCIAL BEHAVIOUR STRATEGY

Members were presented with a report detailing the Constabulary's Anti-Social Behaviour Strategy.

Temporary Assistant Chief Constable Rhodes reported to Members that the Constabulary had undertaken considerable work in this area over the past few months, specifically around creating minimum standards for dealing with anti-social behaviour. The Strategy aimed to improve the service to the public further by ensuring follow up phone calls and visits by the neighbourhood policing teams to victims.

Members welcomed the Strategy and the good work that the Constabulary had already taken, but wanted to ensure a balanced view was taken and that issues such as children playing football were not wrongly categorised as anti-social behaviour where a simple phone call could avoid the need for police attendance.

A Member queried if the Constabulary had capacity to monitor things such as repeat callers. Mr Rhodes confirmed that the Authority monitored repeat offenders, victims and areas.

Ms Carruthers-Watt reported that Members would have the opportunity to look in-depth at the Constabulary's work on anti-social behaviour at the Authority Seminar on 20 April.

Deputy Chief Constable Weigh reassured Members that this was not just a tick box exercise in response to the O'Connor report, but that Lancashire had been looking at this agenda for a long time and the work they were doing had already been recognised nationally.

RESOLVED: - That the report be noted.

COMPLAINTS ANALYSIS

Members received an analysis of complaints recorded / finalised between 1 April and 31 December 2009. Members welcomed the new format of the report stating that it was more concise but it also provided the Committee with enough information to discharge their duties.

It was noted that the top two complaint categories 'neglect of duty' and 'incivility' accounted for 43% of the Forces total complaint allegations in this reporting period. This was a national theme but was of concern to the force.

It was also noted that there was an increase in the number of complaints recorded compared to the same time last year. Mr Leveridge explained that this was due to the changes in regulations, particularly around the timeliness of completing complaints and the impact of this on how the Force dealt with complaints.

The Deputy Chief Constable informed the Committee that quality of service was high on the Forces agenda and it was hoped that Lancashire's new 'Beyond Expectations' policy would hope improve this further. He undertook to bring further information on the policy to a future Seminar of the Authority.

Ms Carruthers-Watt reported that Police Authorities Particular Functions and Transitional Provisions Amendment Order was due to come into force on 17 March 2010. Regulation 5 of this Order gave authorities the power to intervene in ongoing cases. Ms Carruthers-Watt was concerned that this could approach on direction and control issues and Lancashire along with other police authorities were lobbying against some of the proposals. Lancashire Police Authority had an excellent relationship with the Force and informal processes were already in place for Members / Officers to intervene if they had any concerns over the way the Constabulary were dealing with a certain case.

Members agreed that the processes that Lancashire had in place worked well and it was just a matter of auditing the involvement of the Authority.

RESOLVED: -

1. That the report be noted.
2. That a future Authority Seminar be given the opportunity to consider the Beyond Expectations agenda in more detail.

LOCAL RESOLUTIONS

Members were presented with a report detailing the Constabulary's process for dealing with Local Resolutions.

RESOLVED: - That the report be noted.

INSPECTION OF FINALISED COMPLAINTS

Members had viewed files of complaints finalised between 1 October and 31 December 2009. Members commented on the Constabulary's procedures for handling complaints in respect of the files they had viewed.

Members were satisfied that the procedures had been followed and thanked the Professional Standards staff for all their support.

RESOLVED: -

1. That the report be noted.
2. That the Independent Police Complaints Commission be advised that finalised complaints had been viewed throughout the year and that the Committee was satisfied that the procedures had been followed.

CITIZEN FOCUS PERFORMANCE

Members received a breakdown of confidence and satisfaction data results collected from the public of Lancashire. Mr Weir also tabled a proposed new format for the report for Members consideration.

It was reported that the Constabulary would be holding a 6 week confidence agenda over the summer. Mr Weir would be leading on divisional working groups' part of which would involve the break down the confidence results geographically.

Members felt it would be of use to have more background contextual information to the figures such as a demographic breakdown of the divisions. Mr Weir reported that this level of detail was provided at the divisional Quarterly Performance Meetings. It was difficult to consider fully in the Committee the detail Members wanted. Members agreed they would consider the headline figures through the Committee and more detailed consideration could be given at divisional level.

Ms Carruthers-Watt suggested that Members give consideration to the best way to fully scrutinise the figures at the seminar on 20 April 2010.

Members thanked Mr Weir for all his hard work and agreed that they would consider the suggested new format and would email the Chief Executive's Office with their comments.

One Member informed officers that he had difficulty differentiating between different shades of colours and asked that they be mindful of this when creating charts and diagrams.

RESOLVED: -

1. That the report be noted.
2. That Members email their comments on the proposed new format for the presentation of the data.
3. That officer's of the Authority and Constabulary be mindful of the use of colours in diagrams and charts.

SAFETY AND CONFIDENCE

Members were presented with an update on issues surrounding confidence and safety in Lancashire.

RESOLVED: - That the report be noted.

SINGLE CONFIDENCE TARGET

Mr Weir provided a verbal update to Members on the single confidence target. Lancashire had been given a baseline confidence level of 51% with a target of 55% by March 2010. For the 12 months ending 30 September 2009 the Constabulary had a confidence level of 56% under the British Crime Survey. This was on average around 15% lower than the Constabulary's local confidence survey results for the same question.

RESOLVED: - That the report be noted.

TAYLOR REFORMS IMPLEMENTATION UPDATE

Mr Leveridge tabled an update on work undertaken in respect of the Taylor Reforms up to December 2009. In order to give Members the chance to consider the actions fully, they could email him any questions they may have following the meeting.

QUARTERLY PERFORMANCE BULLETIN

The Committee considered statutory and local performance indicators in respect of matters pertaining to professional standards and citizen focus.

RESOLVED: - That the report be noted.

DATE OF NEXT MEETING

That it be noted that next meeting of the Committee was scheduled for 17 June 2010, at County Hall, Preston.

EXCLUSION OF PRESS AND PUBLIC

RESOLVED: - That the press and public be excluded from the meeting during the consideration of the following item of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraphs of Part I of Schedule 12A to the Act, as indicated against the heading to the item, and the public interest not to disclose it outweighed the public interest in disclosing it.

LEGAL CLAIMS

(NOTE – Exempt information as defined in Paragraphs 1 and 2.)

Members were presented with a report on current civil claims affecting the Constabulary.

Members queried if there was a common policy implemented across the force by divisions when authorising payments under their devolved powers. Mr Weigh undertook to ensure an annual update was brought to the Committee to help ensure consistency.

RESOLVED: -

1. That the report be noted.
2. That an annual update be presented on the use of devolved powers by division.

MIRANDA CARRUTHERS-WATT
CHIEF EXECUTIVE



PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

17 JUNE 2010

PART I

POLICE AUTHORITY (PARTICULAR FUNCTIONS AND TRANSITIONAL PROVISIONS) (AMENDMENT) ORDER 2010

(Appendix A refers)

Issue for Consideration

To consider the new Police Authority (Particular Functions and Transitional Provisions) (Amendment) Order 2010 issued by the Home Office.

Information

Members will recall that at the last meeting the Chief Executive drew to the Committee's attention that following publication of the White Paper, 'Protecting the Public Supporting the Police to Succeed' in 2009 the Home Office had produced a new Order for police authorities.

Following consultation the Police Authority (Particular Functions and Transitional Provisions) (Amendment) Order 2010 came into effect on 17 March 2010.

The Order is of interest to this Committee as it relates to complaints. The Order states that a police authority shall monitor complaints made to the force and shall intervene where it appears to the authority that the response of the force to such complaints is unsatisfactory.

The authority shall in particular,

- (a) ensure that it is kept informed by the force about complaints;
- (b) monitor the way that the force responds to complaints;
- (c) challenge the force to correct or improve its processes for responding to complaints where it appears to the authority that the processes are unsatisfactory;
- (d) intervene in the way the force is responding to a particular complaint if it appears to the authority that such an intervention is necessary to ensure that the member of the public in question obtains a satisfactory response.

Sections 'a' to 'c' of the statutory instrument set out the requirement for authorities to ensure they are kept fully informed, to monitor the response of the force and to challenge the force where necessary, all of which fall within the existing powers of this Committee.

However, there has been some concerns raised during the consultation period about the practical implications arising from section 'd', largely arising from the new requirement for police authorities to 'intervene' and what exactly is meant by an intervention.

Furthermore, the implications of this Order on the limited resources of the Police Authority are unclear, but it is anticipated that it will inevitably mean an extra demand upon resources of the Chief Executive's office. The Association of Police Authorities (APA) shares these concerns and are proposing to monitor the impact on police authorities between now and the end of April 2011.

Further clarification on what is expected has been sought and the APA and Home Office have been working together to produce guidance for police authorities. This guidance was received at the end of May and is attached at Appendix 'A'.

Steps are now being put in place to ensure that the Police Authority is able to fulfil its new duties and it is suggested that the Chair and the Vice-Chair of this Committee work with officers from the Chief Executive's Office and Constabulary to develop this work. A further report will be presented to the Committee at the next meeting.

Decision Required

1. That the new Police Authority Regulations be noted.
2. That the Chair and Vice-Chair of the Committee work with staff from the Chief Executive's Office and Constabulary to develop proposals to ensure the Police Authority can comply with the Police Authority (Particular Functions and Transitional Provisions) (Amendment) Order 2010.

Report Author

Mr I Dickinson
01772 533462
Lancashire Police Authority



**APA Guidance: The Police Authorities
(Particular Functions and Transitional Provisions (Amendment) Order 2010**

The Order

1. Section 6ZA of the Police Act 1996 empowers the Home Secretary to confer functions on police authorities by Order. The new Order “The Police Authorities (Particular Functions and Transitional Provisions) (Amendment) Order 2010” amends the Police Authorities (Particular Functions and Transitional Provisions) Order 2008 to introduce a new duty for police authorities, as follows:
 - (1) *This article applies to complaints made by members of the public to police forces, not being complaints to which Part 2 of the Police Reform Act 2002 applies.*
 - (2) *A police authority shall monitor complaints made to the police force maintained for its area to which this article applies, and shall intervene where it appears to the authority that the response of the force to such complaints is unsatisfactory.*
 - (3) *Without prejudice to the generality of paragraph (2), the authority shall in particular—*
 - i. Ensure that it is kept informed by the force about complaints;*
 - ii. Monitor the way that the force responds to complaints;*
 - iii. Challenge the force to correct or improve its processes for complaints where it appears to the authority that the processes are unsatisfactory;*
 - iv. Intervene in the way the force is responding to a particular complaint if it appears to the authority that such an intervention is necessary to ensure that the member of the public in question obtains a satisfactory response.*

Complaints covered by this Order

2. The types of complaints referred to in this Order exclude complaints relating to the conduct of a police officer or person serving with the police force. Complaints relating to conduct must be dealt with under the Police Reform Act 2002, where police authorities already have overview and scrutiny responsibilities as well as being the ‘appropriate authority’ to deal with complaints concerning the conduct of an ACPO Officer.
3. This Order clarifies a police authority’s legitimate role in holding a Chief Officer to account on the way in which non-conduct related complaints are dealt with. Under the Order, ‘complaints’ are any issue raised with the police force or police authority by a member of the public (or a person acting on behalf of a member of the public such as an MP) where they are dissatisfied with the service provided by the police force. This might include:
 - I. A complaint from the public that a pledge commitment had not been kept.
 - II. A complaint from the public about a policy or procedure of the police force.
 - III. A complaint from the public that the local neighborhood priorities set by the police are inadequate or wrong.

APPENDIX A

- IV. A matter regarding service delivery by the police to which a member of the public (or their representative) has not received what they consider to be an adequate response.
4. If during the course of dealing with the complaint it becomes clear that the matter relates to the conduct of a police officer or person serving with force, the complaint must be dealt with under the Police Reform Act 2002.
5. When determining whether a matter constitutes a complaint under this Order, authorities and forces may find a useful pointer to consider the parallel provisions for defining a complaint under the Police Reform Act. Paragraph 11 of the Independent Police Complaints Commission Statutory Guidance provides that a complaint is “a considered grievance, needing to be resolved”. Similarly, the IPCC Guidance also provides advice on the principles of handling complaints effectively and judging whether a complaint has been dealt with satisfactorily.
6. Regardless of how a complaint is classified and managed, i.e. under the police reform act or this Order, authorities should ensure that there are consistent levels of service offered to public.

Police Authority Responsibilities

7. As part of the police authorities' oversight functions, they will need to:
 - I. Monitor the types of complaints made listed in paragraph 3.
 - II. Monitor how the force responds to the categories of complaints, particularly issues that might flag a persistent problem or pattern of complaint.
 - III. Ensure that forces provide sufficient detail about such complaints to enable the Authority to be satisfied that the process for dealing with individual complaints is being followed.
 - IV. Make a reasoned decision that the police force has given a satisfactory response to those complaints.
 - V. Intervene where the authority think that the response is not satisfactory.

Authorities do not need to be informed about every individual complaint made under paragraph 3, but might need to pay closer attention to a particular complaint where it appears a satisfactory response is not being achieved.

8. To carry out the requirements of paragraph 6, authorities should ensure their existing complaints oversight functions are able to monitor the categories of complaints covered by this order, for example a report summarising the complaints or a risk analysis of complaints.
9. It is not the intention for this Order to create a new bureaucratic reporting burden; Forces will need to use their discretion as to which complaints warrant recording, although police authorities will need to take responsibility for scrutinising as to whether this is happening properly. When scrutinising a particular complaint, authorities should consider the response provided by the force and determine whether they believe any 'intervention' is needed.

APPENDIX A

10. Police authorities also have responsibilities to set out clear routes of escalation for the public under the Police Authority (Community Engagement and Membership) Regulations 2010. While these Regulations apply to matters broader than just complaints, where a matter is not 'satisfied' there is a requirement for the authority to 'intervene', as discussed below.

Intervention

11. For the purposes of this guidance, '**intervention**' is: "*to come between disputing people, groups, etc.; intercede; mediate*"¹. Where a police authority undertakes positive action to achieve a proper response to a complaint, this will be considered intervention. However, authorities should avoid giving the impression that their duty to 'intervene' is a form of appeal against a decision made by a Chief Constable or the IPCC. Authorities will therefore need to manage complainants' expectations to ensure they are not unrealistic or impractical. The most appropriate form of intervention will vary from case to case, and the police authority will have to decide what is reasonable and whether they can helpfully intercede in a situation.
12. Intervention could take the form of more proactive scrutiny of the constabulary to ensure the appropriate processes and systems are in place to monitor and handle complaints covered by this Order. In other instances, it could be as simple as a phone call to a senior officer or requesting a letter of apology to be written. Mediation and alternate dispute resolution could also be sensible forms of intervention depending on the circumstances. Whatever method of intervention is appropriate, authorities are advised to carefully consider the resource implications of each.

Satisfactory Response

13. A 'satisfactory response' normally means that a complaint has been:

- properly considered
- dealt with objectively; and
- The complainant has received an appropriate outcome / answer.

A satisfactory response does not mean that the complainant was given the outcome they wanted, or the matter has been resolved to the complainant's satisfaction.

14. **It is the role of the police authority to determine whether a satisfactory response has been achieved and to make this clear to the public. Provided this decision is made through a reasonable process, and the authority believes the outcome is satisfactory, there will not a requirement for any further action even where the complainant is unsatisfied with the outcome.**
15. Authorities continue to have a duty to intervene where (in the eyes of the authority) they believe the response to the complaint remains unsatisfactory. Where complaint appears to become a long term issue, the police authority may want to consider whether the complaints

¹ Random House Dictionary 2010

APPENDIX A

procedure needs to be reviewed or whether there are any other general issues with the force that need addressing.

16. In some instances the police authority will have limited control as to whether a satisfactory response can be provided. For example, Chief Officers still have operational responsibility concerning direction and control issues. While it is still legitimate for the police authority to make representations to a chief officer concerning an operational / direction and control issue, they cannot require action from a chief officer. This also needs to be made clear to members of the public to ensure expectations are managed effectively.

APA Secretariat
May 2010

PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

17 JUNE 2010

PART I

NEW STATUTORY GUIDANCE FROM THE INDEPENDENT POLICE COMPLAINTS COMMISSION

Issue for Consideration

To advise Members that the new Statutory Guidance on the police complaints system, issued by the Independent Police Complaints Commission (IPCC) which came into effect on 1 April 2010.

Information

The IPCC has issued Statutory Guidance on the police complaints system under section 22 of The Police Reform Act 2002.

Previously, the complaints system has been solely focussed on whether an officer committed misconduct and if so how they should be dealt with. As Members are aware, the vast majority of complaints are handled by the police service and the revised guidance encourages them to acknowledge poor service, apologise and put things right whether or not an individual officer is at fault.

The Guidance states that complaints should be upheld when the service has fallen below an acceptable standard, and not just when misconduct against an officer can be proved. The Guidance also aims to cut bureaucracy and speed up how forces deal with lower level complaints. It emphasises that individual officers should still be held rigorously to account where they are alleged to have committed criminal or disciplinary offences.

The Guidance applies to all 43 police forces in England and Wales and applies to all police officers, police staff members and special constables working within those forces.

The Guidance also applies to all police authorities for the 43 police forces, who are responsible as the 'appropriate authority' for dealing with complaints, conduct matters and allegations against senior officers. The Authority, through the Senior Officer Conduct Sub-Committee is responsible for dealing with complaints, conduct matters and allegations against police officers of Assistant Chief Constable, Deputy Chief Constable and Chief Constable Rank, or police staff holding the position of Director.

The new Guidance introduces a number of changes to the way in which complaints and other conduct matters should be handled by both police forces and by police authorities. The new Statutory Guidance applies to all complaints and recordable conduct matters which are recorded

on or after 1 April 2010 and to all Death or Serious Injury matters arising from an incident which occurs on or after 1 April 2010.

Much of the Guidance rightly concentrates on the relationship between the IPCC and Professional Standards Departments and this has not been covered in this report. What has been covered is:

- Telling people about the new complaints system and how to use it
- Direction and Control Complaints
- The Role of the Police Authority

Telling people about the new complaints system and how to use it

The IPCC comment that people need information about the new complaints system and expect the police to get this information to the communities they serve in a positive way, telling people, particularly young people, about their right to complain and being open to questions about the system.

Below is a breakdown of the age of complainants for Lancashire for cases which were closed during the period 1 January 2010 to 31 March 2010.

19 or under	8
20 – 29	38
30 - 39	53
40 – 49	59
50 – 59	35
60 – 69	20
70+	4
Unknown	74

Direction and Control Complaints

These complaints are not about individual behaviour. Direction and control of the force is taken to be the legitimate operational responsibility that is held by the Chief Police Officer and includes matters of strategy, policy, structure, organisation, and central force command concerning general policing resources and budgetary issues. Examples are the formulation of guidelines and the making of general decisions on:

- Operational policing policies;
- Organisational decisions;
- General policing standards in the force;
- Operational Management decisions;

Direction and Control of a police force by a Chief Constable also includes any police officer or staff serving under the Chief Constable who operates by virtue of a formal delegated authority.

The Guidance offers no further provisions on these complaints. The Police Reform Act 2002 contains a provision exempting these complaints from the general provisions for dealing with complaints.

Direction and control files will be provided for the purpose of the Authority's dip sampling checks by Members to ensure that complaint matters are correctly categorised in accordance with Home Office Guidance.

The Role of the Police Authority

Police Authorities have a general duty to provide efficiency and effectiveness in policing and have certain statutory duties in relation to complaints:

- Keep themselves informed about complaint and discipline matters within their force;
- Act as the Appropriate Authority in the recording and investigation of complaints and conduct matters against police officers in the Constabulary of Assistant Chief Constable, Deputy Chief Constable or Chief Constable Rank, or police staff holding the position of Director;
- Provide the IPCC with the information and documentation to carry out its functions;
- Refer a complaint or misconduct matter to the IPCC where the Chief Police Officer does not.

These duties follow the provisions in the Police Reform Act 2002. The first two bullet points are the same duties as at present. However the third and fourth bullet points are new. The provision in the Act refers to providing information and documents described in regulations and also to information and documents specified in a notification. Reference of a complaint or misconduct matter to the IPCC is an extension of the police authorities' oversight role.

Complaints against ACPO rank officers not confined to direction and control will occur from time to time and police authorities will need to have procedures in place that can be explained to officers and the IPCC on:

- Recording complaints
- Distinguishing complaints solely about direction and control and dealing with them appropriately
- Identifying when a complaint or misconduct matter should be referred to IPCC.

The new complaints system applies not only to police officers but also to police staff and contracted staff. The IPCC draft guidance recognises the contractual terms for police staff varies and there is no national code of conduct at present. The disciplinary processes for police officers and staff are different. The IPCC expects a fair and efficient process including a single investigation where both officers and staff may be involved. Police authorities should ensure that action required is taken in conjunction with support associations and recognised trades unions.

The Constabulary's Professional Standards Department has the knowledge to be able to deal with allegations against police staff. The IPCC expectation is that the investigation of serious misconduct will be the responsibility of the Professional Standards Department.

Staff provided by contractors are also covered if they are escort or custody officers where they have been designated by the chief officer. This will depend on the contractual relationship between the force and the contractor. Where a contract does not allow these staff to be designated the IPCC Guidance expects chief officers and police authorities to alter them in order to permit it.

Lancashire Constabulary has an agreed process involving G4S, Professional Standards Department and HQ-Criminal Justice for any complaints involving Civilian Detention Officers. G4S have their own investigation process for non-criminal matters and will impose appropriate sanctions where applicable. The Professional Standards Department will maintain an overview of

the complaint and are involved in the final decision making process; they will also take primacy in any matter which involves a criminal allegation. A detailed report on complaints against Civilian Detention Officers appears at item 12 on the Agenda.

This report concentrates on the role of police authorities rather than looking at those matters which fall to the Chief Constable. Beyond this, the guidance appears to follow the terms of the provisions in the Police Reform Act and no further comment is therefore made. Work is underway with the Professional Standards Department to ensure that the Authority's complaints material and guidance is updated in accordance with the new Statutory Guidance.

Decision Required

1. That the report be noted.
2. That the views of the Committee are sought on positively promoting the complaints procedure with young people, about their right to complain and being open to questions about the system.

Background Papers

The IPCC Statutory Guidance

Report Originator

Name: Ian Dickinson

Organisation: Lancashire Police Authority

☎ (01772) 533462

PROFESSIONAL STANDARDS COMMITTEE

17 JUNE 2010

PART I

INDEPENDENT CUSTODY VISITORS AND ANIMAL WELFARE SCHEMES

Issues for Consideration

Issues in relation to the Custody Visits and Animal Welfare Schemes.

Information

Independent Custody Visitor Summary

(Period: 1 January to 31 March 2010 inclusive)

Panel	Designated Police Stations	Number of Visits
Central	Preston	10
Eastern	Greenbank	9
Northern	Fleetwood*	5
	Lancaster	13
Pennine	Burnley	9
Southern	Leyland	14
	Ormskirk**	3
	Skelmersdale	13
Western	Blackpool	12

*Fleetwood is visited by Western Panel Members due to the geographic area and travelling times.

**Ormskirk is used for Operation Safeguard and is visited weekly when active and on a monthly basis when not in use.

Specific Issues to be brought to the attention of the Professional Standards and Citizen Focus Committee

All six Panels have now met to consider the reports of the visits undertaken between 1 January and 31 March 2010 and the panels have now formally signed off these reports. Copies of the reports are available for inspection on the Authority's website.

No matters were requested by the Panels to be brought to the attention of the Divisional QPR as all matters have been resolved locally with the PACE Inspectors. One visit in Central Division is still awaiting a full response, however the Panel felt this will be resolved and are happy for this to

be updated at the next Panel meeting. However, ICVs have asked that a number of issues should be brought to the attention of the Committee.

- Medacs, who provide medical services within Custody Suites across Lancashire have undertaken a thorough review of procedures within the Suites and have implemented a number of changes. It is hoped that these changes will significantly reduce the number of ICV reports relating to incorrect use of sharps bins amongst other ongoing issues. It has been agreed that all Medical Rooms will now be locked and with no access for Police Officers or Custody staff. However, ICVs will be able to gain access to inspect the room and facilities during their visit.
- There has been concern about the level of cleanliness at Skelmersdale Police Station and specifically weekend cleaning. At the request of the Scheme Administrator, this is being currently being looked into by the HQ CJS Inspector together with Officers from Southern Division.
- There were a number of reports of temperature difficulties but is agreed that these were due to the significantly unusually severe weather conditions at the time.

General issues

- As reported to the Committee at its last meeting in March, a delegation from the Vietnamese Police visited on the 18 March at Lancaster Police Station. The delegation included Senior Officers from the Vietnamese Police Force and a representative from the Danish Institute of Human Rights who co-ordinated the UK visit. A presentation including input from Mrs Amanda Webster, Police Authority Member, HQ CJS, the Scheme Administrator and an ICV from Eastern Division. Attendees included several Lancashire Constabulary Officers involved in Custody operations and several ICVs from across the County. The UK hosts have expressed their thanks to the Authority for the very positive impression of the UK and of the British system of accountability.
- The ICV Spring Conference was held on the 22nd May at the South Ribble Civic Centre in Leyland. The aim of the Conference was to raise awareness of drug/alcohol misuse issues experienced by Detainees and the subsequent impact on their families and the community in general. To support this awareness the Conference addressed current legislation with regards to drugs and alcohol and the intervention programmes available through custody. These Programmes aim to break the cycle of drug and alcohol misuse, offending behaviour and custody by intervening at every stage of the criminal justice system to engage offenders in treatment and provide aftercare support. As well as Lancashire Members, ICVs and Constabulary Officers, guests included Police Authority Members from Cumbria, ICVs from Merseyside, representatives from Medacs, Child Action North West and G4S Custody Management and divisional staff.
- The Authority is currently advertising widely to recruit ICVs and have had considerable interest. We are looking to introduce about 12 new panel members across the County and will be holding interviews in June.
- To reinforce the value of our Volunteers to the Authority, discussions are taking place to implement a formal Accreditation Scheme for ICVs and Animal Welfare Visitors.

Animal Welfare Scheme

Since the last meeting of the Committee, the Animal Welfare Volunteers have carried out 26 visits. The reports of the visits along with the response from the Constabulary have been forwarded to the Chair of the Committee and Lead Members for consideration. Copies of the reports are also available for inspection on the Authority's website.

Mounted Branch

During the latest reporting period there have been a few incidents of minor injuries and ailments, which have received veterinarian attention. All are now fully recovered with the exception of the two horses referred to in the reports attached who are receiving ongoing treatment.

Dog Training School

During the period January to March 2010 there have been a number of dogs with minor injuries and ailments, which have received veterinarian attention. All are now fully recovered.

Visitors reported that the run bases have suffered considerably from the severe weather over the winter and concern was raised about the affect on the dogs' pads. The damage was reported to Estates Department who listed it as a priority. It appears to have corrected itself and no further damage or injuries have been recorded.

Decision Required

The Committee is asked to:-

1. note the report;
2. consider whether there are any aspects of the operation of the Volunteer Schemes that should be drawn to the attention of the Police Authority.

Background Papers

Professional Standards and Citizen Focus Committee Terms of Reference
Lancashire Police Authority's Volunteer Schemes and reports

Report Originator

Name: Mr Ian Dickinson
Organisation: Lancashire Police Authority
☎ (01772) 533462

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PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

17 JUNE 2010

PART I

CITIZEN FOCUS AND CONFIDENCE PERFORMANCE REPORT

(Appendix A refers)

Issue for Consideration

The Constabulary's citizen focus and confidence results.

Information

A report detailing the Constabulary's citizen focus and confidence results is attached at Appendix A.

Background Papers

None

Report Author

Mr Larry Weir
01772 412930
Lancashire Constabulary

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This 'Police Authority Quarterly Report' is a new report (April 2010) designed to replace the old 'Performance Report for Professional Standards and Citizen Focus'. It has become apparent that the 'Citizen Focus Performance Report' contained substantial amounts of information that was never used, so this report is much simpler. Its prime function is to supply data for the quarterly Professional Standards and Citizen Focus Committee Meeting. To print a copy of the full report click on the labelled button below.

This Report contains:

Confidence

- Home Office BCS Result
- Confidence Measures
- Confidence Diagnostics
- Policing Pledge

Satisfaction

- Comparison with MSG
- Satisfaction Overview
- White Vs VME

Current Data Periods In File

Local Data:	Apr-09	To	Mar-10
iQuanta Data:	12M	To	Dec-09
BCS Data:	12M	To	Dec-09

PRINT REPORT

Definitions of Survey Types:

Difference between confidence and satisfaction:

Confidence = 'the belief that one can have faith in or rely on someone or something'

Satisfaction = 'the action of fulfilling a desire or expectation'

British Crime Survey

Conducted by Research Development Statistics for the Home Office. It is a **continuous victimisation survey of the general public** in which adults aged 16+ living in private households are asked about their experiences of crime in face-to-face interviews. Includes crimes which are not reported to the police, so considered an important alternative to police records. 51,000 face-to-face interviews. Used by Home Office as **official measure for confidence targets (PSA 23.3)**.

Confidence Survey

New survey focussed entirely on public **confidence**. *Replaces Opinion as Constabulary confidence measure*. Random sample of the **general public** of Lancashire contacted via telephone by random digit dialling. Conducted on a monthly basis. Respondents may or may not have had contact with or used the services of the Constabulary. One off responses to survey, no repeat contact. **Includes statutory BCS question (PSA 23) as well as 4 other confidence measures**. 8,400 interviews per year, 600 per CDRP. Available on Sherlock - Performance Data/ Monthly Products/Confidence

User Satisfaction Survey

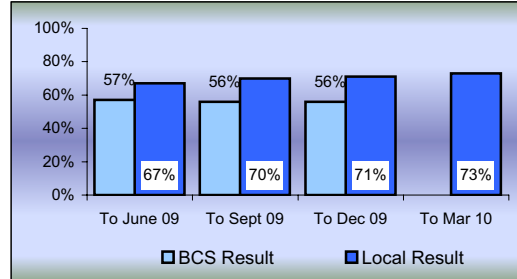
Statutory victim satisfaction measure, results reported to Home Office quarterly. Includes victims of burglary, violent, vehicle, RTC & racist incidents who **may or may not have had officer attendance**. **Includes satisfaction with all aspects of service** - ease of contact, time taken to arrive, actions, follow up, treatment and whole experience. Interviews conducted via telephone on a monthly basis. 2,500 interviews per year. Reported to Divisional Level. Available on Sherlock - Performance Data/ Monthly Products/User Satisfaction

CONFIDENCE

HOME OFFICE BCS RESULT

QUESTION: To what extent do you agree that the local police and local council are dealing with the anti-social behaviour and crime issues that matter in this area?

Target:	By 2010 ▼	55%
Area:		The Constabulary
BCS Result:		56%
Twelve Months Ending:		Dec-09
Position:		Above Target
Local Result:		73%
April 09 to:		Mar-10



Please note: data is 12 months ending

The latest Home Office BCS result which measures performance relating to the one top down numerical target for confidence shows the percentage for Lancashire for the 12 months to Dec 09 is still 56%, however this is 17% lower than the Constabulary local confidence survey results for this same question for the period Apr 09- Mar 10.

CONFIDENCE

LOCAL MEASURES

Included in the Confidence questionnaire are the various measures of confidence, as follows:

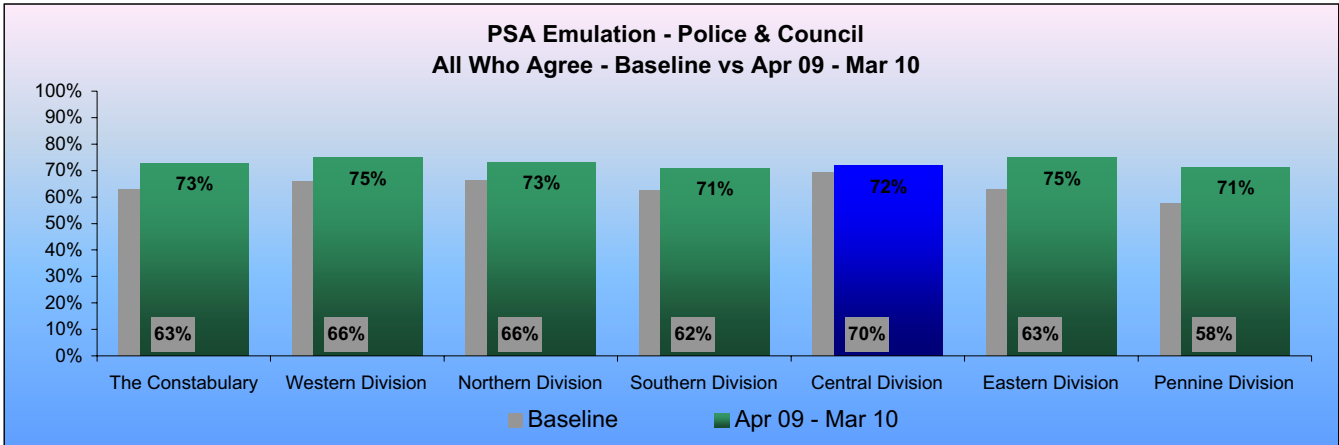
1. PSA Home Office measure of confidence (referred to as PSA Emulation)

To what extent do you agree that the local police and local council are dealing with the anti-social behaviour and crime issues that matter in this area?

2. Confidence in the local police to

- a. Understand local issues
- b. Be accessible to local people
- c. Tackle local issues

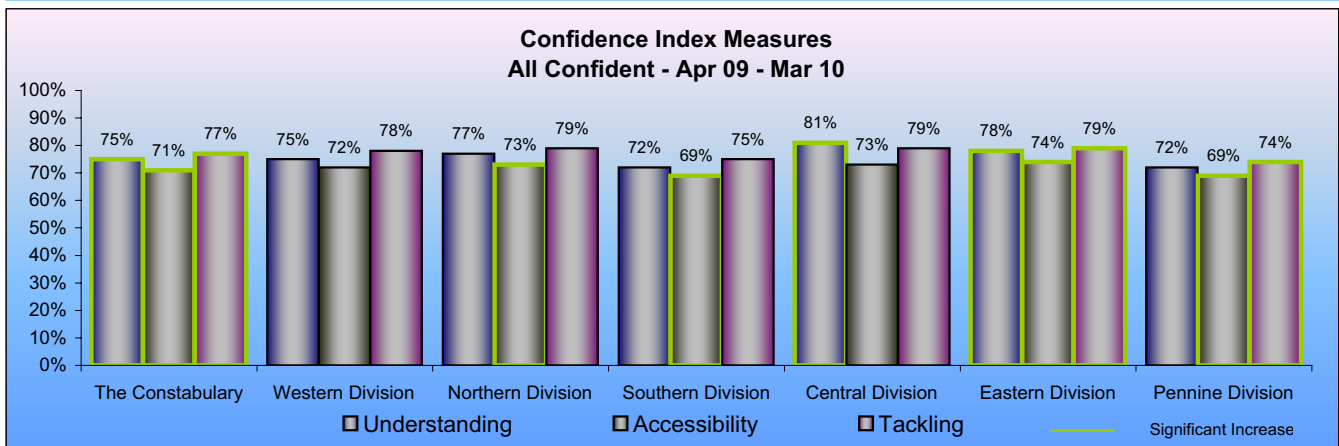
The chart below shows the results for the PSA Home Office Measure (referred to as PSA Emulation).



COLOUR CODING:- Green = more recent result is better; Pink = more recent result is worse; Blue = no difference

The most recent confidence results (Apr 09- Mar 10) for the Constabulary as a whole and most Divisions (apart from Central Division) are significantly higher than the baseline for the PSA Emulation Measure. Central Division are the only Division illustrating a confidence level that is lower than the baseline, however Central had the highest baseline compared to the other Divisions. Western Division is achieving the highest confidence results for PSA Emulation.

The chart below shows the results for the Confidence Index Measures.



For the period Apr 09- Mar 10, when compared to the baseline, the Constabulary as a whole and Eastern Division are showing a significant increase in confidence for the confidence index measures 2a, 2b and 2c. Central Division has the highest levels of confidence for the confidence index measure relating to Understanding and Eastern Division has the highest levels of confidence for measure relating to Accessibility. For the Tackling measure Northern Division, Central Division and Eastern Division are all showing the highest levels of confidence.

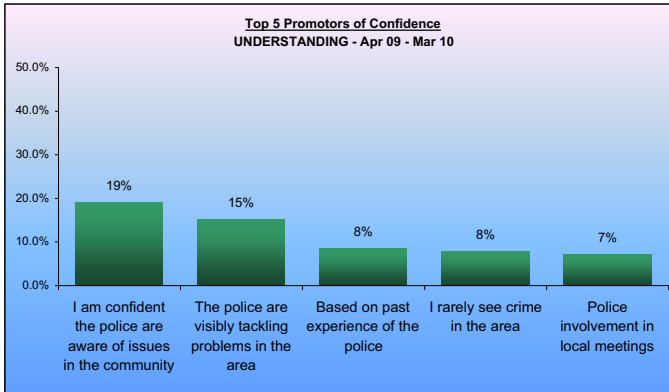
CONFIDENCE

DIAGNOSTICS

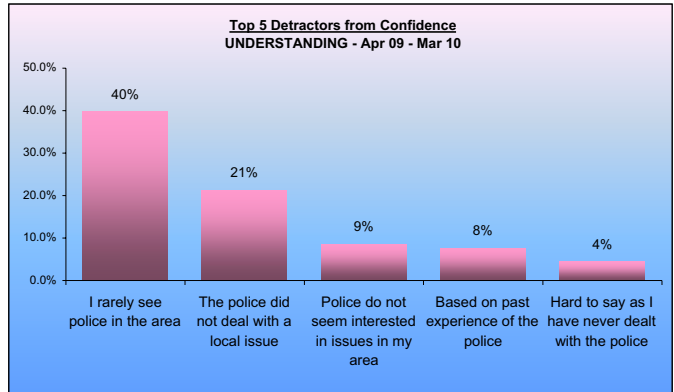
The charts below display results for The Constabulary

The measures relating to Understanding, Accessibility and Tackling, also have associated diagnostics that give reasons for respondents' level of confidence.

The charts below show the main factors that promote or detract from confidence in **UNDERSTANDING** :



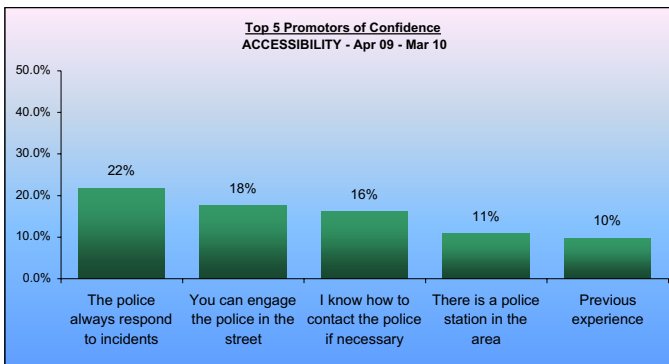
BASE: 6,617



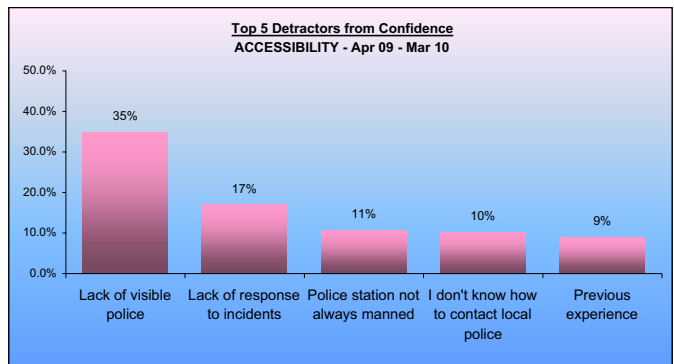
BASE: 1,495

As the charts above show, the main factors associated with confidence in understanding are the belief that local police are aware of issues and that they are visibly tackling local problems. The main factor associated with no confidence in understanding is a lack of visible police presence in the local area.

The charts below show the main factors that promote or detract from confidence in **ACCESSIBILITY**



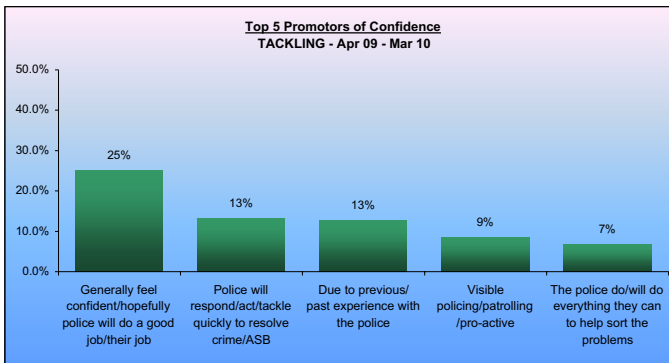
BASE: 6,279



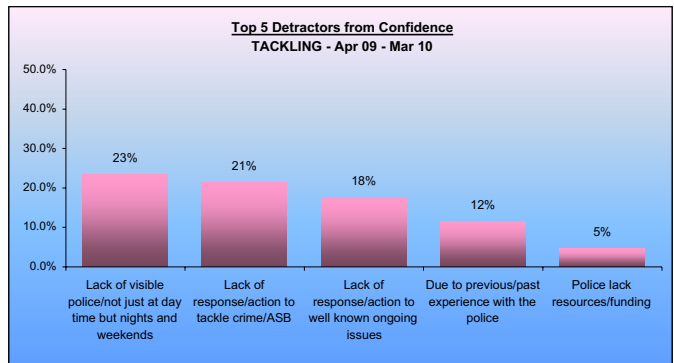
BASE: 1,928

As the charts above show, the main factor that promotes confidence in accessibility is the belief that local police always respond to incidents. Again, the main factor that detracts from confidence in the accessibility of local police is a lack of visible police presence in the area.

The charts below show the main factors that promote or detract from confidence in **TACKLING**:



BASE: 6,758



BASE: 1,340

As the charts above show, the main factor that promotes confidence that the local police will tackle local issues is the belief that they will 'do a good job/their job'. The main factors that detract from confidence that the police will tackle local issues are again a lack of visible police (not just at daytime but nights and weekends) and also relating to a perception of a lack of response to crime and anti-social behaviour issues in the area, both in general and in relation to well known, ongoing issues.

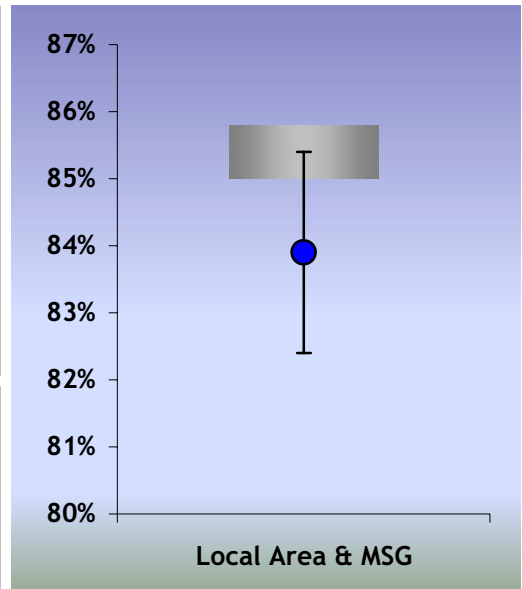
SATISFACTION

COMPARISON WITH MOST SIMILAR GROUP (MSG)

User Satisfaction with the Whole Experience (weighted across 4 groups)

Area:	The Constabulary
Twelve Months Ending:	Dec-09
MSG Average:	85.4%
Best Result in MSG:	88.2%
Best Result Achieved By:	Hertfordshire
Local Area Result:	83.9%
Position in MSG:	6
Local Area versus MSG:	No Difference

In the chart the grey box represents the 95% confidence interval surrounding the Most Similar Group average. The blue data point represents the result for the local area and the error bars the 95% confidence interval surrounding that result.



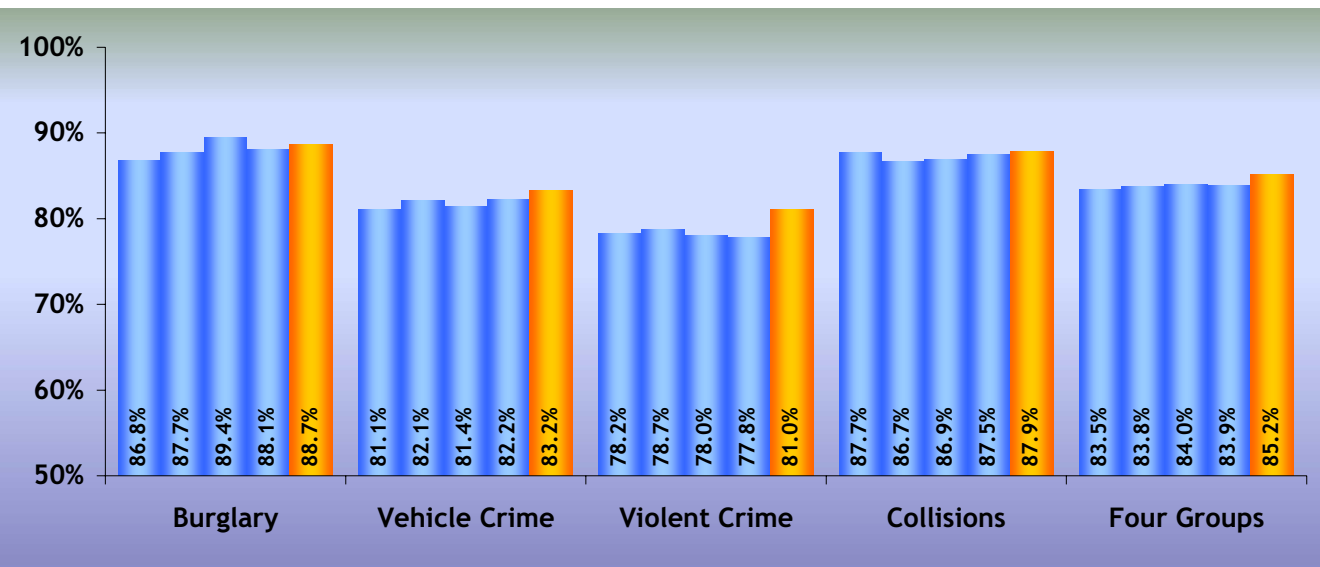
SATISFACTION

OVERVIEW

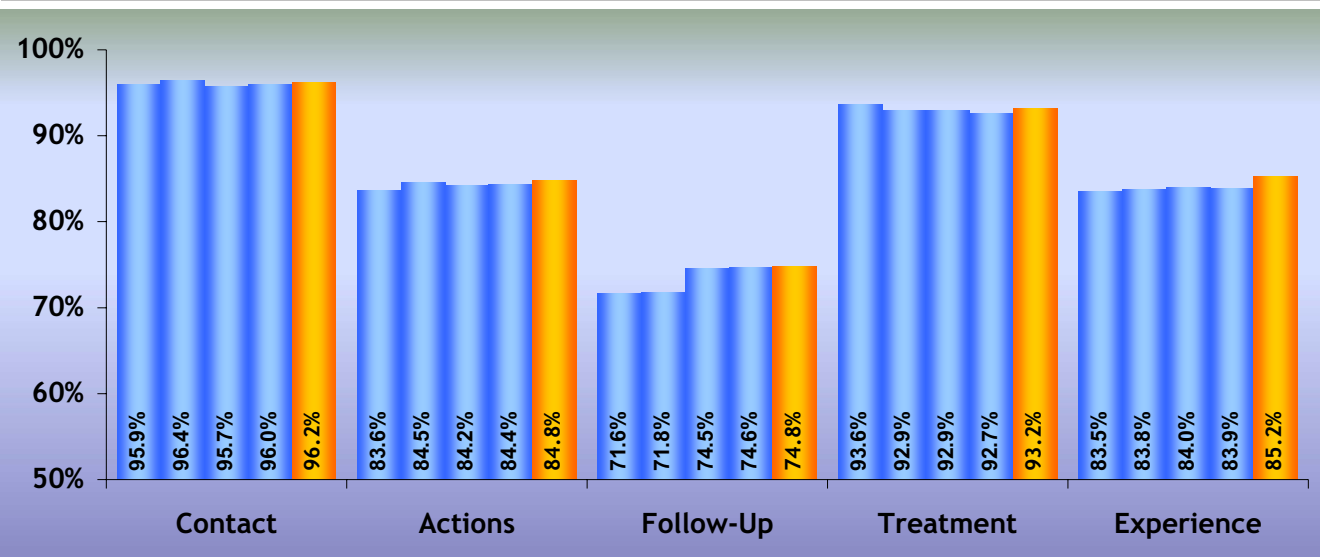
The charts below display Constabulary level results for User Satisfaction with the Whole Experience

Each column represents a twelve-month period coinciding with a quarter-end - the first column represents the twelve months ending Mar-09 and the last the twelve months ending Mar-10. The results for the four groups combined are weighted in accordance with Home Office instructions. The results represented by blue columns have been reported to the Home Office and are displayed on iQuanta. The results represented by the orange columns do not yet appear on iQuanta.

The first chart breaks the results down by User Group, and there has been very little change in satisfaction levels in most of the groups over the last twelve months, apart from Violent Crime which shows an increase for the latest quarter. The slight variations that do exist cancel each other out when the results for the individual groups are weighted and combined, however the increase for Violent Crime has increased the Four Groups result.



The second chart breaks down the same results by aspect of service. Again the variations over the last twelve months are slight, though it is noticeable that for previous quarters, satisfaction with Treatment has a slight downward trend while satisfaction with the other aspects all have slight upward trends, but for the most recent quarter all aspects have shown an increase.



SATISFACTION

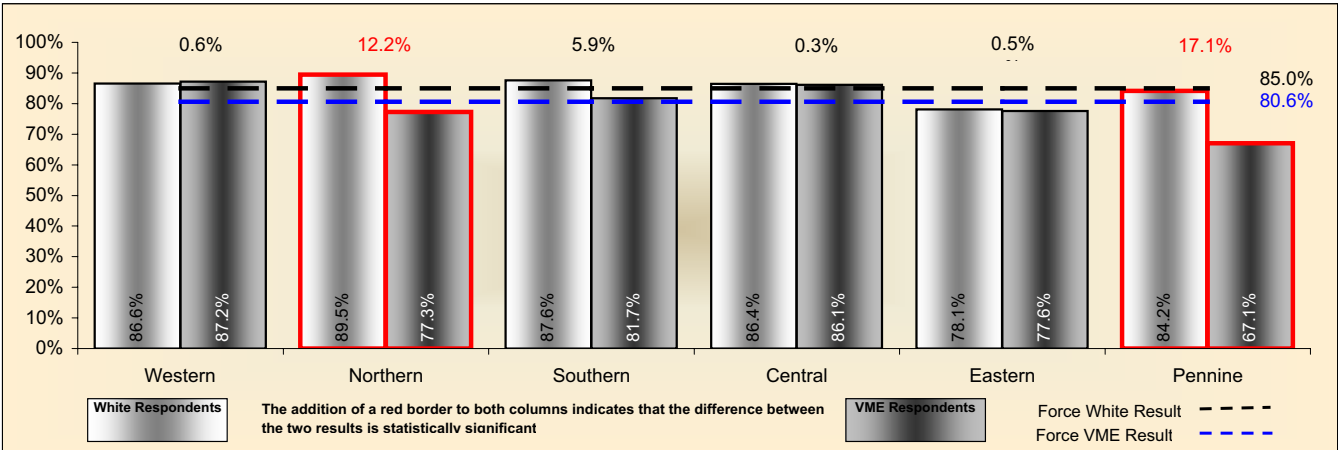
WHITE Vs VME

User Satisfaction with the Whole Experience

The charts below display results for The Constabulary Apr-09 TO Mar-10

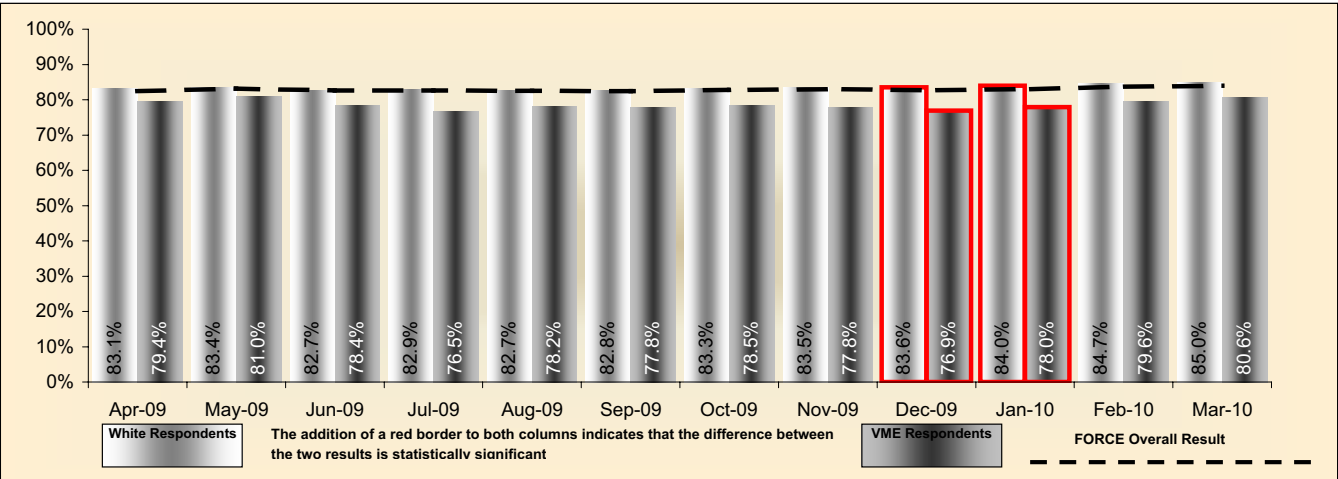
The charts below compare results for the 12-months ending March 2010 for SPI User Satisfaction data relating to whole experience for White and VME users. Results are for those users that are 'at least fairly satisfied'. The aim is to achieve high levels of satisfaction with no disparity. Statistically significant differences are highlighted in red.

The chart below displays White Vs VME results for Satisfaction with Whole Experience by division



Results above show that VME respondents in both Northern Division and Pennine Division all have significantly lower levels of satisfaction with the whole experience than White respondents. However, there is NO significant difference between White and VME respondents at Force level.

The chart below displays White Vs VME results for Satisfaction with Whole Experience for The Constabulary



12M Ending	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Difference	3.7%	2.4%	4.3%	6.4%	4.5%	4.9%	4.8%	5.7%	6.7%	6.0%	5.1%	4.4%

Results above show that for the 12 months ending Dec 09 and the 12 months ending Jan 10, VME respondents in have significantly lower levels of satisfaction with the whole experience than White respondents. However, this gap has decreased in the most recent months and is no longer significantly different.

POLICING PLEDGE

The charts below display results for The Constabulary

Apr-09 TO Mar-10

The user satisfaction questionnaire was revised in April 2009 in line with the commitments laid out in the Policing Pledge to allow monitoring of pledge commitments 1 (to be treated with dignity and respect and given fair access to service), 9 (to agree with victims the frequency and nature of updates), and 10 (to address dissatisfaction within 24 hours of it being reported).

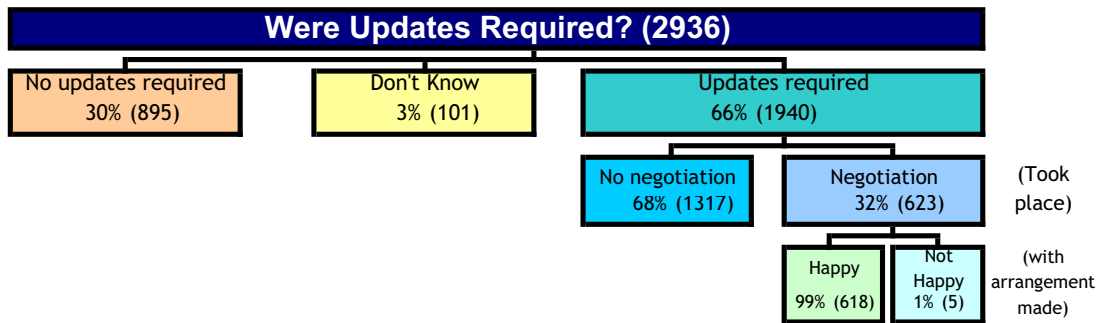
Pledge 1: Always treat people fairly with dignity and respect

There are two statements relating to Pledge 1 and the results can be seen below. The question reads: 'Thinking about the attitude and manner of the police officers and other police staff you had contact with, do you think they....'

	Yes, fully	Yes, partly	No	Don't know/can't remember
Were fair in the way they dealt with you?	90%	4%	5%	1%
Treated you with respect?	93%	3%	3%	0%

Pledge 9: Keeping people informed

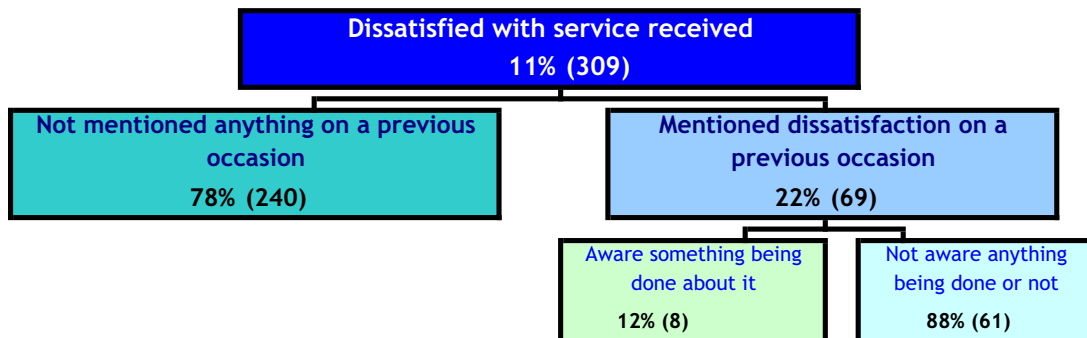
Respondents were asked whether they negotiated with police about how often they would be kept informed of the progress of their case. Their responses are shown on the chart below.



Of the 623 respondents who negotiated about being kept informed, 618 say that they were happy with the arrangements made, with only 5 saying that they were not happy.

Pledge 10: Ensure complaints and concerns are acknowledged within 24 hours

Respondents who answer that they have been either fairly, very or completely dissatisfied with the overall service provided are asked whether they have previously mentioned their dissatisfaction, and if so whether they are aware if anything has been done about it.



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PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

17 JUNE 2010

PART I

COMPLAINTS ANALYSIS

(Appendix A refers)

Issue for Consideration

Complaints finalised between 1 April 2009 and 31 March 2010.

Information

A report detailing complaints finalised by the Constabulary's between 1 April 2009 and 31 March 2010 is attached at Appendix A.

Background Papers

None

Report Author

Mr M Leveridge
01772 412681
Lancashire Constabulary

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**Lancashire
Constabulary**

police and communities together

Professional Standards

LANCASHIRE POLICE AUTHORITY PROFESSIONAL STANDARDS & CITIZEN FOCUS COMMITTEE REPORT

17th June 2010

(Reporting Period – 01/04/09 to 31/03/10)

PART 1

COMPLAINT CASES

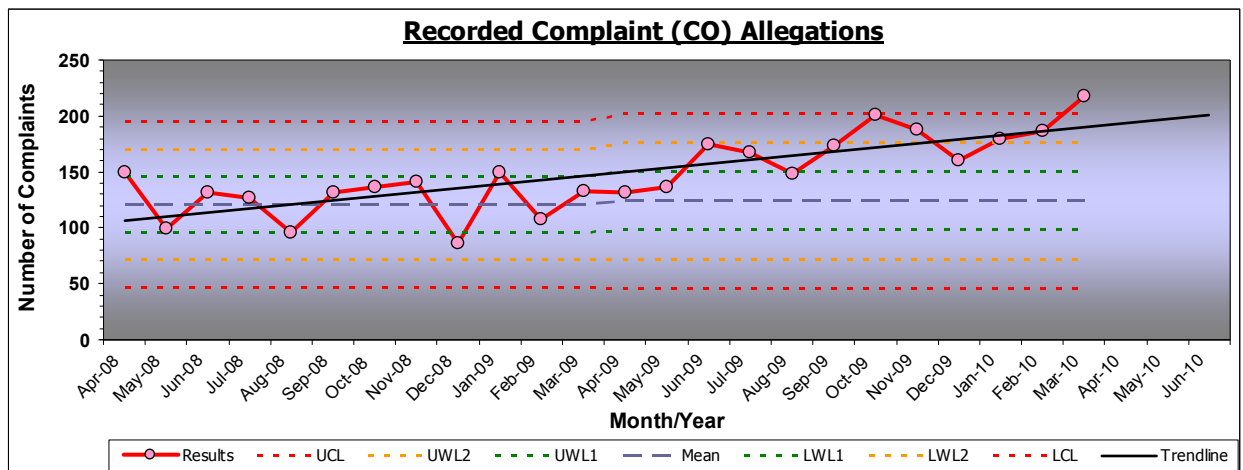
RECORDED COMPLAINT CASES

The following table shows the number of complaint cases recorded compared to the same period last year.

Case Comparison (Year to Date)			
	(Apr 08 to Mar 09)	(Apr 09 to Mar 10)	% Change
Cases	871	952	9%

RECORDED COMPLAINT ALLEGATIONS

The chart below shows the number of complaint allegations recorded by month since April 2008.



Complaint Allegations Recorded by Division

The divisional breakdown of complaints in the context of incidents, arrests and numbers of staff is presented by the below table.

Complaints by Division (Year to Date)					
Division	Complaint (CO) Allegations (Apr 08 to Mar 09)	Complaint (CO) Allegations (Apr 09 to Mar 10)	Incidents per Complaint (CO) (Apr 09 to Mar 10)	Arrests per Complaint (CO) (Apr 09 to Mar 10)	Year to Date % Change
Western	233	452	239	25	94%
Northern	206	302	321	34	47%
Southern	259	360	296	27	39%
Central	217	253	273	36	17%
Eastern	268	301	407	36	12%
Pennine	239	294	363	35	23%
G/H/HQ/Other	72	103	67	0	43%
Total(Average)	1494	2065	(299 Geo Av)	(30 Geo Av)	38%

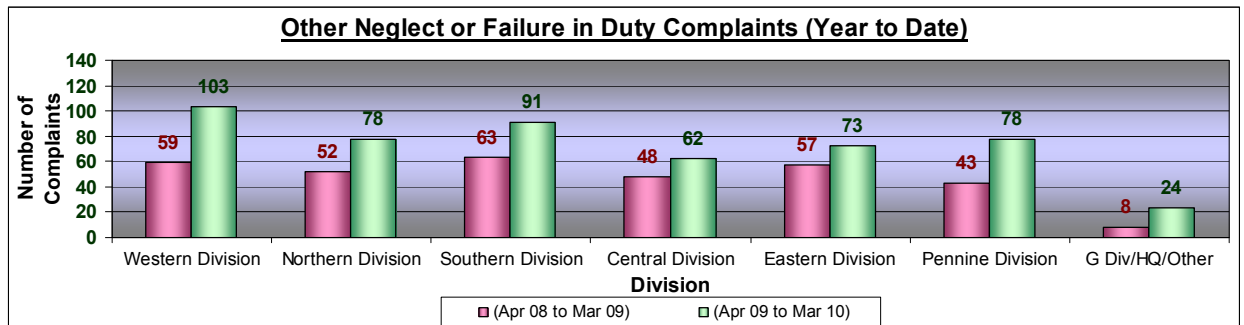
Complaint Allegations Recorded by Category by Division

23 different complaint types are represented in the table below on a force and divisional basis with comparisons to the previous reporting period.

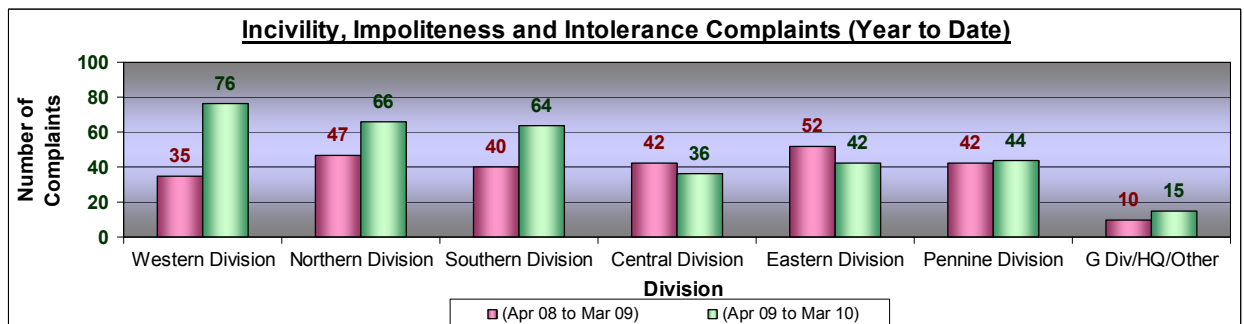
Complaint (CO) Allegations by Division (Year to Date)										
Type Description	Western Division	Northern Division	Southern Division	Central Division	Eastern Division	Pennine Division	G Div/H Div/HQ/Other	Total (Apr 09 to Mar 10)	Total (Apr 08 to Mar 09)	Year on Year Change
% of Force Staff	14%	12%	14%	11%	16%	14%	20%			
Other neglect or failure in duty	103	78	91	62	73	78	24	509	330	▲
Incivility impoliteness and intolerance	76	66	64	36	42	44	15	343	268	▲
Other assault	48	31	44	30	36	33	4	226	178	▲
Oppressive conduct or harassment	49	23	35	32	29	39	13	220	140	▲
Breach Code C PACE (detention treatment and questioning)	43	21	22	15	13	22	2	138	112	▲
Lack of fairness and impartiality	40	12	26	20	24	13	2	137	89	▲
Unlawful/unnecessary arrest or detention	23	9	19	7	15	14	1	88	70	▲
Breach Code B PACE (property search and seizure)	19	13	10	11	14	10	5	82	62	▲
Improper disclosure of information	13	9	14	5	5	4	2	52	38	▲
Irregularity in evidence/perjury	5	7	9	5	14	3	7	50	37	▲
Other irregularity in procedure	5	10	6	3	9	4	10	47	23	▲
Mishandling of property	7	4	1	7	5	4	6	34	36	▼
Traffic irregularity	6	2	5	4	5	9	2	33	26	▲
Discriminatory behaviour	5	4	3	6	3	5	3	29	42	▼
Corrupt practice	5	1	3	3	5	1	5	23	14	▲
Breach Code A PACE (stop an search)	1	2	1	3	4	4	1	16	7	▲
Serious non-sexual assault	1	7	2	2	2	2	0	16	8	▲
Other			5	1	2	2	1	11	9	▼
Sexual assault	2	2		1	1	1	0	7	4	▼
Other Sexual Conduct	1	1				2	0	4	0	▼
Breach Code E PACE (tape recording)								0	1	▼
Multiple or unspecified breaches of PACE								0	0	▼
Breach Code D PACE (identification procedures)								0	0	▼
Total	452	302	360	253	301	294	103	2065	1494	▲

LEGEND	
Symbol	Meaning
▲	Large increase
▲	Small increase
▼	Little or No change
▼	Small decrease
▼	Large decrease

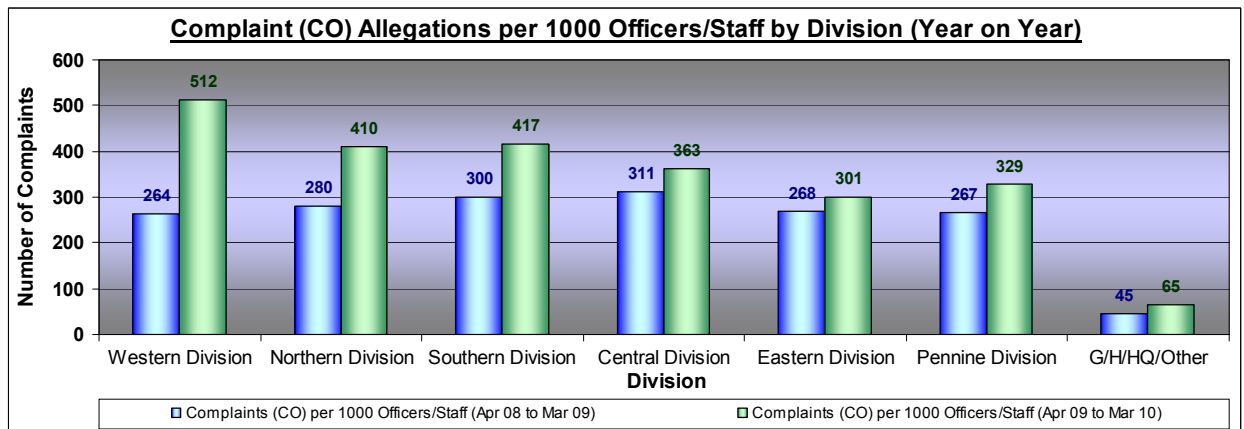
The following chart shows allegations of Other Neglect and Failure in Duty broken down, year on year, by division.



The following chart shows allegations of Incivility, Impoliteness and Intolerance broken down, year on year, by division.



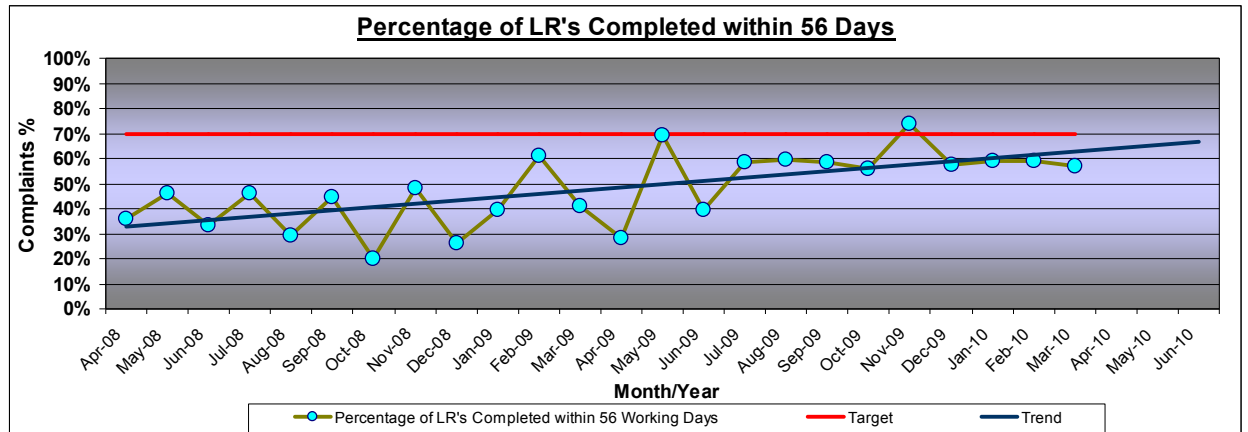
The chart below shows the number of complaint allegations recorded per 1000 staff by division.



TIMELINESS of FINALISED COMPLAINT ALLEGATIONS

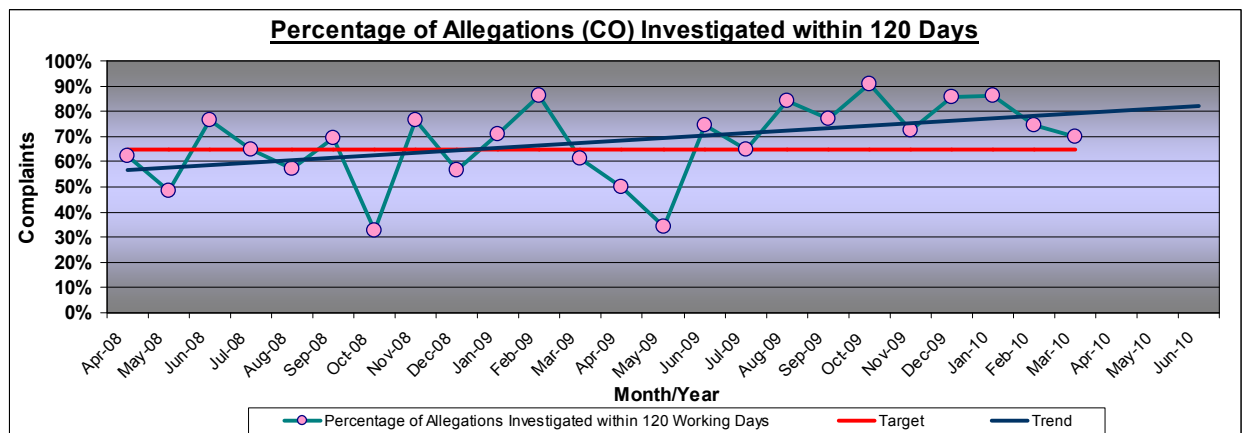
Local Resolutions

The chart below shows the monthly percentage of allegations locally resolved within 56 working days. (Target 70%)



Finalised Allegations following Investigations

The chart below shows the monthly percentage of allegations investigated within 120 working days. (Target 65%)



Live Case Duration

The average duration of live complaint cases (LR/NSR) by division is shown in the table below.

Live Investigation Duration	
Division	Number of Days (as at 22 Apr 10)
Western	47
Northern	69
Southern	89
Central	99
Eastern	103
Pennine	76
G/H/HQ/Other	144
Divisional Average	81

Most Similar Forces Complaints and Local Resolution Comparison

Complaints Case Comparison with Most Similar Forces (MSF)				
Force	Complaint Cases Recorded (Apr 09 to Mar 10)	Complaint Allegations Recorded (Apr 09 to Mar 10)	Local Resolutions as % of Finalised Complaint Allegations (Apr 09 to Mar 10)	Complaint Allegations Recorded per 1000 Staff Members (Apr 09 to Mar 10)
Essex	1003	1504	31%	209
Hertfordshire	463	904	35%	210
Kent	762	1256	31%	177
Lancashire	952	2065	45%	310
Leicestershire	539	823	56%	202
Northamptonshire				
Nottinghamshire	670	965	35%	198
West Yorkshire	903	1604	32%	147
Average	(Av)	(Av)	% (Av)	(Av)

APPEALS

The tables below shows appeals received during the reporting period compared with the most similar forces group.

Appeals Received (Apr 09 to Mar 10)				
Force	Investigation	Local Resolution	Non-Recording	Total
Essex	114	19	26	159
Hertfordshire	41	9	28	78
Kent	116	13	41	170
Lancashire	132	32	42	206
Leicestershire	48	10	12	46
Northamptonshire	33	8	17	58
Nottinghamshire	57	11	14	82
West Yorkshire	111	3	75	190

MISCONDUCT CASES

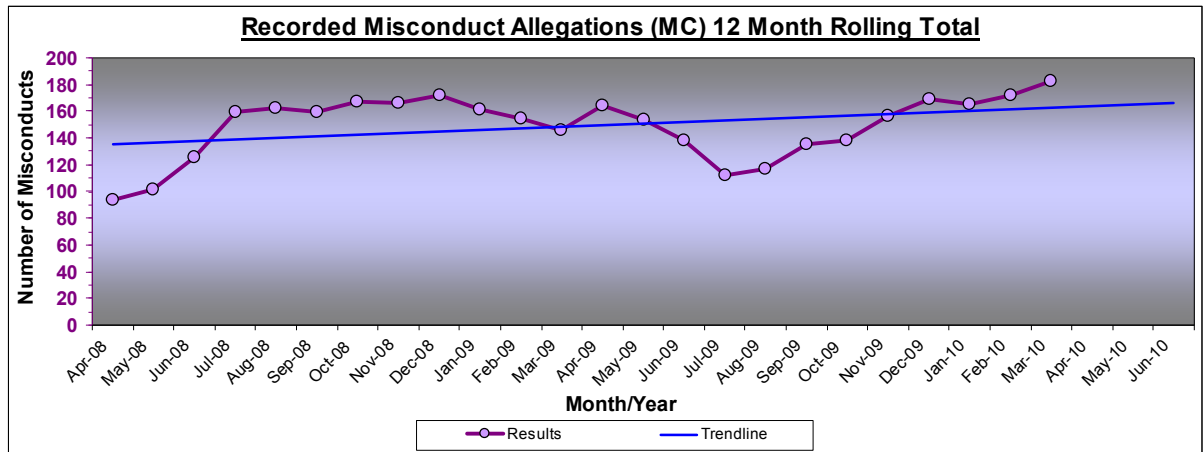
RECORDED MISCONDUCT CASES

The following table shows the number of misconduct cases recorded compared to the same period last year

Recorded Misconduct Cases		
Cases	Recorded Cases (Apr 08 to Mar 09)	Recorded Cases (Apr 09 to Mar 10)
Misconduct	82	96

RECORDED MISCONDUCT ALLEGATIONS

The chart below shows the 12 month rolling total for misconduct allegations recorded by month since April 2008.



Misconduct Cases by Division

The table below shows the number of misconduct cases recorded by division.

Misconduct Cases by Division			
Division	Misconduct (Apr 08 to Mar 09) Year to Date	Misconduct (Apr 09 to Mar 10) Year to Date	% Change
Western	8	12	▲
Northern	15	14	◀
Southern	12	9	◀
Central	11	12	◀
Eastern	10	19	▲
Pennine	9	16	▲
G/H/HQ/Other	16	14	◀
Total	82	96	▲

LEGEND	
Symbol	Meaning
▲	Large increase
▲	Small increase
◀	Little or No change
▼	Small decrease
▼	Large decrease

MEETINGS AND HEARINGS

The following data shows the outcomes of misconduct meetings and misconduct hearings held during the reporting period. These do not include police staff outcomes.

- **24 Misconduct Meetings** which resulted in 14 x written warnings and 8 x final written warnings and 2 x Management Advice
- **7 Misconduct Hearings** which resulted in 3 x Requirement to resign, 1 x Dismissal, 2 x Fined , 1 x Final Written Warning

These cases have primarily involved breaches of the Standards of Professional Behaviour in relation to Confidentiality, Discreditable Conduct, and Authority, Respect and Courtesy

Suspension and Alternative Duties

As at 31st March 2010 there were 3 staff 'suspended from duty' and 14 staff on 'alternative duties'

Police (Conduct) Regulations 2008 - Schedule

Standards of Professional Behaviour for POLICE OFFICERS including SPECIAL CONSTABLES

Honesty and Integrity

Police officers are honest, act with integrity and do not compromise or abuse their position.

Authority, Respect and Courtesy

Police officers act with self-control and tolerance, treating members of the public and colleagues with respect and courtesy. Police officers do not abuse their powers or authority and respect the rights of all individuals.

Equality and Diversity

Police officers act with fairness and impartiality. They do not discriminate unlawfully or unfairly.

Use of Force

Police officers only use force to the extent that it is necessary, proportionate and reasonable in all the circumstances.

Orders and Instructions

Police officers only give and carry out lawful orders and instructions. Police officers abide by police regulations, force policies and lawful orders.

Duties and Responsibilities

Police officers are diligent in the exercise of their duties and responsibilities.

Confidentiality

Police officers treat information with respect and access or disclose it only in the proper course of police duties.

Fitness for Duty

Police officers when on duty or presenting themselves for duty are fit to carry out their responsibilities.

Discreditable Conduct

Police officers behave in a manner which does not discredit the police service or undermine public confidence in it, whether on or off duty. Police officers report any action taken against them for a criminal offence, any conditions imposed on them by a court or the receipt of any penalty notice.

Challenging and Reporting Improper Conduct

Police officers report challenge or take action against the conduct of colleagues which has fallen below the Standards of Professional Behaviour.

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PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

17 JUNE 2010

PART

COMPLAINTS PROCESS – CIVILIAN DETENTION OFFICERS

(Appendices A and B refer)

Issue for Consideration

The Process for Recording and Monitoring Complaints relating to Civilian Detention Officers.

Information

Section 39 of the Police Reform Act 2002 allowed Chief Officers to designate non-Police Officers as detention and escort staff. Currently, G4S are contracted to provide this function within Custody sites in Lancashire.

The total number of detention officers employed by G4S in Lancashire is 98 plus 6 team leaders and a contracts manager.

Although employed by G4S there needs to be a robust and defined process for the investigation of complaints which are often complicated by the fact that a complaint about any one incident may include both Police Officers and contracted staff. G4S have their own internal complaints process and this needs to link with the complaints processes and procedures within Lancashire Professional Standards Department.

Consequently, a process has been put in place, after consultation with all parties which aims to address the following points:

- Consistent approach to any complaint made involving Civilian Detention Officers
- Co-ordinated investigation that seeks to identify a lead investigation authority
- All parties involved, including complainants, are kept updated on the progress of the investigation
- Complaints to be properly recorded on Lancashire Management systems
- A proportionate but properly managed investigation
- Clarity in terms of any outcomes or sanctions that may result from any investigation including agreement from all parties.
- Maintain standards and conduct within the organisation
- Agreement on any lessons to be learned from an investigation

There is also a natural progression of some Civilian Detention Officers into the regular Force and it is important that any complaint or misconduct issues are monitored and considered as part of any application.

G4S will generally take the lead on any investigation that does not involve a criminal allegation and they can impose sanctions, such as a final written warning, if appropriate. They will also provide Inclusivity and Diversity Training and Defensive Tactics Refresher Training if this is considered appropriate. The Constabulary can also impose additional sanctions in addition to requesting that a CDO be removed from working within any Custody site in Lancashire.

For example, a detainee made a complaint about the behaviour of a C.D.O which it was decided amounted to disciplinary rather than a criminal allegation. G4S conducted the investigation and consequently imposed a sanction of a final written warning for a twelve month period. At the outcome meeting the Constabulary also requested that the complainant received a letter of apology from G4S and the CDO was moved to a different site to work.

If an allegation is made that is considered to be potentially criminal then Professional Standards will take the lead and this will include interviews with CDOs in exactly the same way as would occur with a Police Officer. G4S staff would be represented by their own staff association and other representation as thought appropriate.

Recording complaints within Lancashire Constabulary Management systems also allows monitoring for trends, patterns and particular individuals who may have been subject of complaints. For example, it was recently highlighted that one C.D.O had been subject of three complaints within a twelve month period. Further investigation showed that two had been “Not Upheld” and one locally resolved with a decision that the C.D.O could continue without the need for any intervention.

G4S are aware that there is an expectation that their staff abide by the same standards and conduct as expected of Lancashire Constabulary staff and they have programmes of Diversity and Inclusivity Training to re-enforce these standards.

The Independent Police Complaints Commission has no jurisdiction over private contractors working with Police Services and a number of national investigations involving the I.P.C.C have highlighted this anomaly. Currently, G4S are in dialogue with the HMIC and the IPCC to develop and sign up to a voluntary code of conduct.

Decision Required

For information

Background Papers

1. Lancashire Constabulary – “C.D.O Complaint Process”
2. Lancashire Constabulary – “C.D.O Complaint Process Flow Chart”

Report Author

Name: Inspector David Croll
Organisation: Lancashire Constabulary



01772 413866

Guidance on dealing with Misconduct or Criminal

Matters involving Civilian Detention Officers

1. Introduction

- 1.1 Lancashire Constabulary currently outsource the provision of Civilian Detention Officers (C.D.O). Currently, the contract is held by G4S.
- 1.2 The process for dealing with a complaint or allegation about a C.D.O is complicated by the fact that they are employed by a third party but work within Lancashire Custody sites and therefore the process for investigation needs to be specifically defined.
- 1.3 Complaints can be made as a result of an incident whilst at work or equally apply to complaints made whilst "off – duty."
- 1.4 Where a complaint or allegation is received about the conduct of a C.D.O the process outlined in this document will be adopted.

2. Initial Complaint / Allegation

- 2.1 Upon initial receipt of a complaint or allegation the duty PACE Inspector will collate the necessary information and evidence that is available at that time.
- 2.2 Any complaint against a Civilian Detention Officer will follow the same procedure as a complaint against a Police Officer or Police Staff member. The complaint will be recorded on Form R67 and if appropriate, and possible, an attempt at Local Resolution should be made.
- 2.3 Once the complaint has been recorded the point of contact for any complaint or allegation will be HQ-CJ (Inspector or Sergeant) who will be responsible for:
 - Notifying G4S that a complaint has been made against one of their staff.
 - Ensuring that Professional Standards are notified of the complaint.
 - Arrange a strategy meeting between G4S, PSD and HQ-CJ to decide on the nature of the investigation. The meeting may also include a divisional representative such as the Custody Manager.
 - Ensure that the Divisional Custody Inspector is informed of the allegation.

3. Strategy Meeting

- 3.1 The meeting will be attended by representatives or departments as follows:
 - Headquarters Criminal Justice – Inspector or representative
 - Professional Standards Department
 - G4S Contract Manager or representative
 - Divisional Representative – Custody Inspector or representative
- 3.2 The strategy meeting, which should take place within 72hrs of receipt of the complaint, will decide the following :

PROTECT-POLICY

- Ensure that it is appropriate for the matter to be fully investigated as opposed to being expedited locally in Division or internally by G4S.
 - If the investigation will be criminal or disciplinary. If the allegation is criminal then PSD will invariably take a primary role in that investigation although it may be that it is referred back to the Division for investigation. If it is decided that the allegation is misconduct / disciplinary then G4S will invariably take primacy in the investigation.
 - Any initial action in relation to the C.D.O such as suspension or move to other duties
 - Any strategy regarding contact with the complainant or victim.
 - Welfare issues for any staff involved – either directly or indirectly involved in the complaint
 - Decide on the individuals who will be the points of contact from the respective organisations, importantly the lead investigator.
- 3.3 The Professional Standards contact for the matter will ensure that it is properly and appropriately recorded within their Management Information Systems.

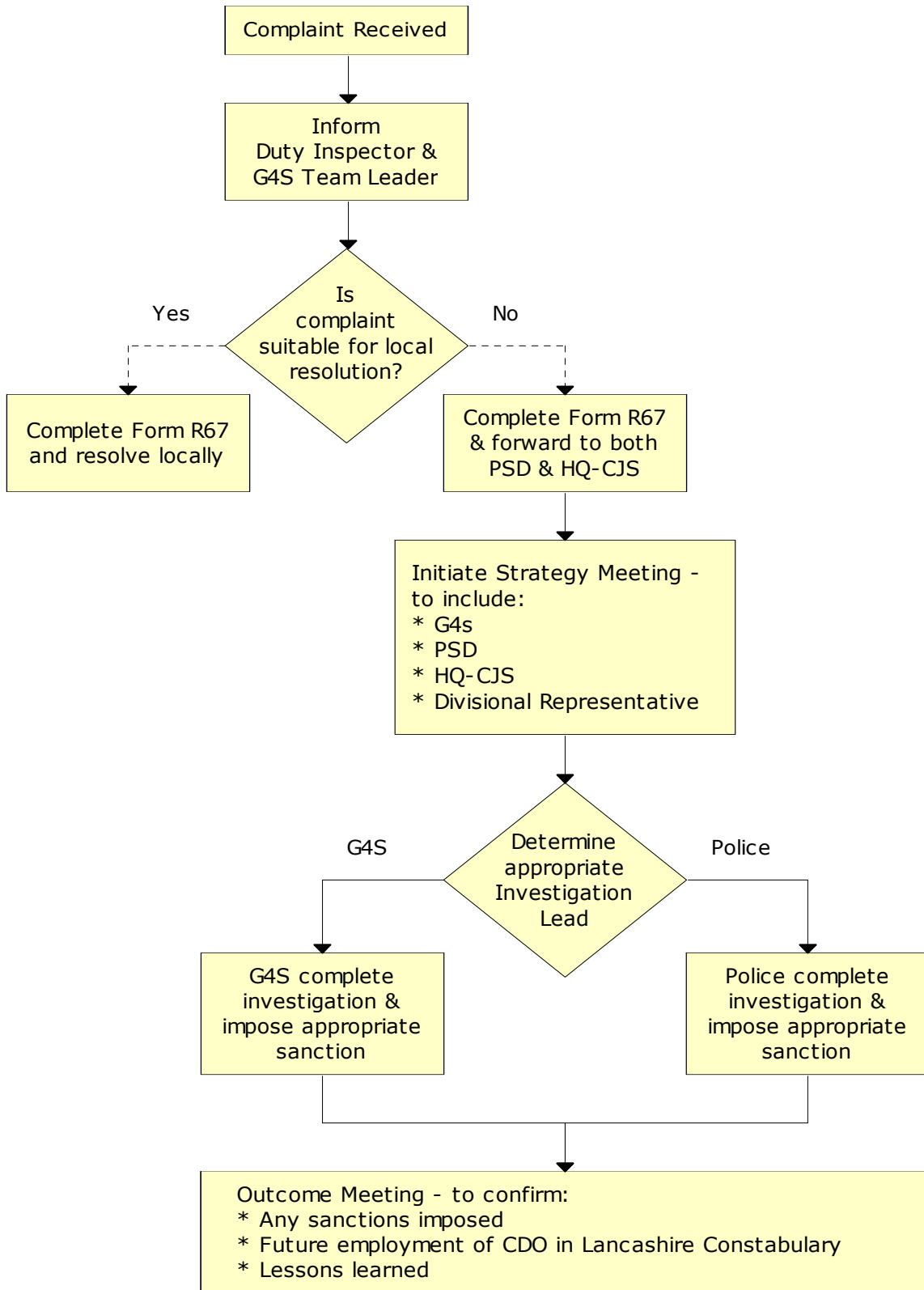
4. The Investigation

- 4.1 The strategy meeting will decide which organisation will take primacy for the investigation. Updates will be given every 28 days, to the points of contact identified at the strategy meeting, on the progress of the investigation.
- 4.2 Lancashire Constabulary Professional Standards will ensure that the investigation is recorded within their systems irrespective of the fact that G4S may be leading it. This will provide an audit of the progress of the investigation and decisions made.
- 4.3 Any requests for information necessary for the investigation, such as G4S requiring information held on Lancashire Constabulary IT systems, will be made to the identified points of contact.
- 4.4 Any criminal enquiry will take primacy. This will generally be police led and at the conclusion of such an investigation it may be appropriate, if no further action is decided, that G4S consider disciplinary or misconduct matters.

5. The Conclusion

- 5.1 At the conclusion of the investigation all relevant parties will meet to discuss the outcome. This meeting will consider :
- Any sanctions against any C.D.O involved.
 - The future employment of the C.D.O within Lancashire Constabulary custody sites which may include re-training.
 - Any lessons learned from the investigation.
 - Ensure that the result of the investigation is appropriately recorded within PSD.

Civilian Detention Officer Complain Process



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PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

11 JUNE 2010

PART I

QUARTERLY PERFORMANCE BULLETIN

Issue for Consideration

Monitoring of the Quarterly Performance Indicators.

Information

The Committee has responsibility for monitoring performance information in relation to professional standards and citizen focus matters including statutory and local performance indicators.

The Performance Bulletin covering the period April 2009 to March 2010 has been forwarded to Members under separate cover and Members are asked to bring their copy of the bulletin with them to the meeting.

The relevant Indicators for this Committee with quarterly monitoring data are:

SPI 7.1 on page 3 of the snapshot.

Local Indicator 35 on page 3 of the snapshot.

SPI 4.1 on page 3 of the snapshot.

SPI 4.2 on page 3 of the snapshot.

SPI 2.1 on page 4 of the snapshot.

SPI 2.2 on page 4 of the snapshot.

SPI 4.3 on page 7 of the snapshot.

SPI 11.3 on page 7 of the snapshot.

SPI 1.1 on page 7 of the snapshot.

SPIs 1.2 (a & b) on page 8 of the snapshot and page 22 of the report.

SPI 1.3 on page 8 of the snapshot.

Local Indicator 45 on page 8 of the snapshot.

SPI 2.3 on page 9 of the snapshot.

SPI 1.4 on page 9 of the snapshot.

SPI 2.4 on page 9 of the snapshot.

SPI 2.5 on page 9 of the snapshot.

Local Indicator 24 on page 10 of the snapshot.

Decision Required

The Committee is asked to consider the performance in respect of the relevant indicators allocated to the Committee.

Background Papers

None

Report Author

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Agenda Item 19

By virtue of paragraph(s) 1, 2, 3, 4, 5, 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

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By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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