



IOPC Complaint Handlers CPD

November 2023

Our goal/objective of today



To provide an overview of how Avon and Somerset PSD is actively tackling issues relating to:

- Discrimination and activity within the Police Race Action Plan
- How we engage with minority and hard to reach communities to build trust and confidence
- Upskilling our workforce to ensure we are trauma informed



CARING



COURAGEOUS



INCLUSIVE



LEARNING

Setting the scene



Police Race Action Plan
Improving policing for
Black people

**IDENTIFYING
DISPROPORTIONALITY**
IN THE AVON AND SOMERSET CRIMINAL JUSTICE SYSTEM
2022



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Police Complaints and Conduct Process is...



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What we will cover today



- Engagement – Community Insights Programme
- Workforce – Trauma informed approaches and lived experience
- Scrutiny – Mitigating issues of de-sensitisation and bias



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Community Engagement & Involvement



‘.....to build confidence through greater understanding and transparency of the police complaints process’.

- Forming engagement as part of departmental plan
- Delivery of Community Insights sessions
- Joint working with the Outreach Team to identify further opportunities for engagement.
- Improvements to Reflective Practice Review Process



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Lived Experience

'The request made is for me to explain my thoughts and feelings as a trans woman to the comments made during this meeting as if I had been present.'

'Having a person decide that you are not male or female is offensive and shows a lack of compassion and ignorance. To come out as trans means that you are embarking upon a long and difficult journey. One where you swap internal hate for one that often comes at you from those around you.'

'I have first-hand experience of this being used to describe me on several occasions'

'..... it is a hurtful comment as it reduces an individual to a non-existent metaphor and is a clumsy and unacceptable use of language that serves to "dehumanise" and "other" someone of a different Race'.



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Scrutiny



Complainants have additional reassurance that they can request a review (appeal) through the local policing body. This is either the IOPC or PCC depending on gravity of allegations.



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Advice from Outreach Team to consider cases relating to discrimination at determination stage



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Complaint handling is reviewed by the PCC's Independent Resident's Panel and their findings are published externally.

Independent Residents Panel volunteers to scrutinise PSD Severity Assessments.



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Discrimination training (including lived experience input) for all Investigating Officers.



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PSD disproportionality Qlik App.

Questions

