

# **IOPC Complaint Handlers CPD**

# November 2023

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









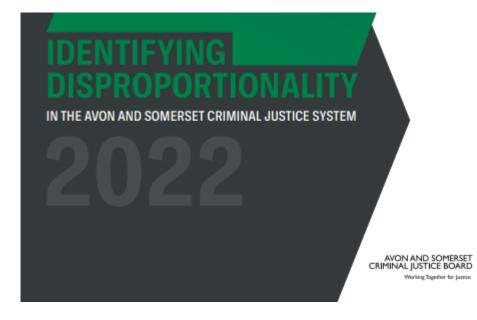








**Police Race Action Plan** Improving policing for Black people









CIS





OFFICIAL - SENSITIVE 3

# **Police Complaints and Conduct Process is...**











#### "Complex, Tangled and Labyrinthine"

The Honourable Mr Justice Kerr (2021)

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









LEARNING

# **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





## **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'.





CARING





#### **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.

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

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.

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

PSD disproportionality Qlik App.











### Questions



