**Regional Governance Group Friday 18 October 2019**

**Regional Complaints Manager**

1. New Police Complaints Regulations are due to be laid before parliament on 11 December with an implementation date of 1 February 2020.
2. The new Regulations make a number of changes to the police complaints system. Other Regulations are being implemented at the same time, which make changes to the arrangements for police misconduct, misconduct hearings and Police Appeals Tribunals. This report concentrates only on the new duty which will be placed upon PCCs to respond to all appeals against police complaints that would currently be managed by chief constables (these do not include complaints that might include police officer misconduct - for those more serious complaints, the appeal body is the IOPC). Once the new Regulations are introduced, appeals will then be known as ‘*reviews*’.
3. A working group including staff from the OPCCs in Warwickshire, West Mercia, Staffs and West Midlands has developed a proposed regional solution. Warwickshire, West Mercia and West Midlands Chief Executives support in principle the proposal, and Staffs proposes to make its own separate arrangements.
4. IT development will cost a total of £3500 (this is the cost of the time of an external contractor based with WMP), plus laptop and phone. As the employer, West Mids will provide laptop, phone and all ongoing IT support. An IT SPOC is required from each force to assist with the development. IT has confirmed that the new application to allow access to all three sites from one laptop will be complete by January 2020.
5. A s22 collaboration agreement will be developed to enable the sharing of a member of staff.
6. Demand has been evaluated across all forces, and the requirement is for 0.8 of a post. The post has been pay evaluated by West Midlands Police at ‘Band E Lower’ (£40,719 - £44,787). 0.8 allows enough time for the postholder to undertake all their own administration. We anticipate the number of reviews will be very low to start with, and we will keep the demand under continuous review over the first year.
7. The s22 agreement will provide details of the employment status of the new member of staff. They will be employed by West Midlands PCC and line managed by West Mids Head of Business Services. They will undertake all the complaints reviews and all associated admin on behalf of West Mercia and Warwickshire PCCs, but with a named contact with each OPCC who is formally the *Appropriate Authority,* and will be signatory to letters. When working on reviews they will be accountable to the respective named contact in each OPCC.

8) In order to have the IT and staff resources ready in time to meet the start date we now need to go ahead, and Regional Governance Group is therefore requested to confirm its approval of the proposals above, which are summarised below:

* 1. Recruitment to commence for the new member of staff, as detailed in this report.
	2. A s22 Collaboration Agreement be prepared to detail the arrangement.
	3. IT and all staff costs to be divided in the following proportions:

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| --- | --- | --- | --- |
|  | Warwickshire 12.5% | West Mercia25% | West Midlands62.5% |
| IT development costs (up to £3,500) | £438 | £875 | £2187 |
| Staff costs including all oncosts (53,304 - £58 746 including 2019 staff pay rise of 2.5%) | £6663 - £7343 | £13,326 – £14,687 | £33,315 - £36,716 |