

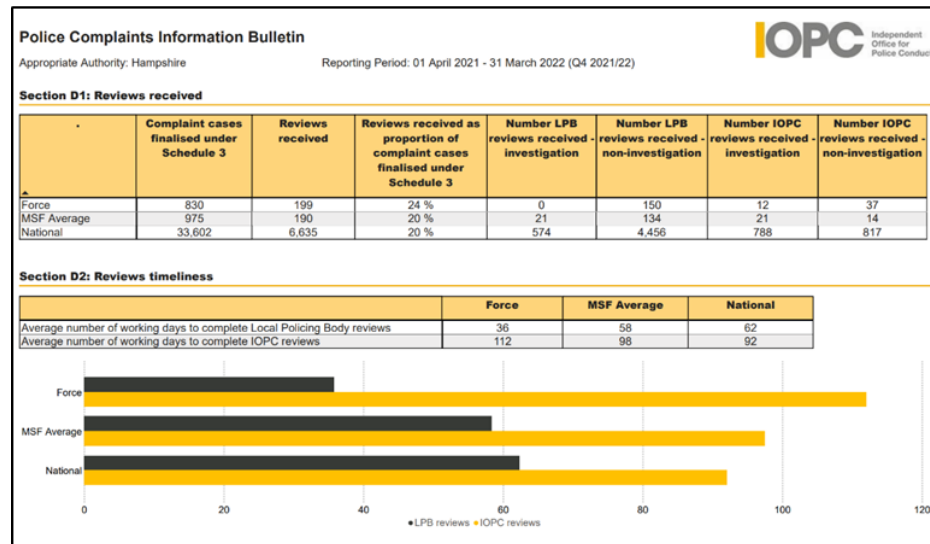
## Appendix A

### Annual update against delivery and performance of the Commissioner’s responsibilities under the Police (Complaints and Misconduct) Regulations (2020) to carrying out reviews, where they are the relevant review body for complaints against Hampshire and Isle of Wight Constabulary.

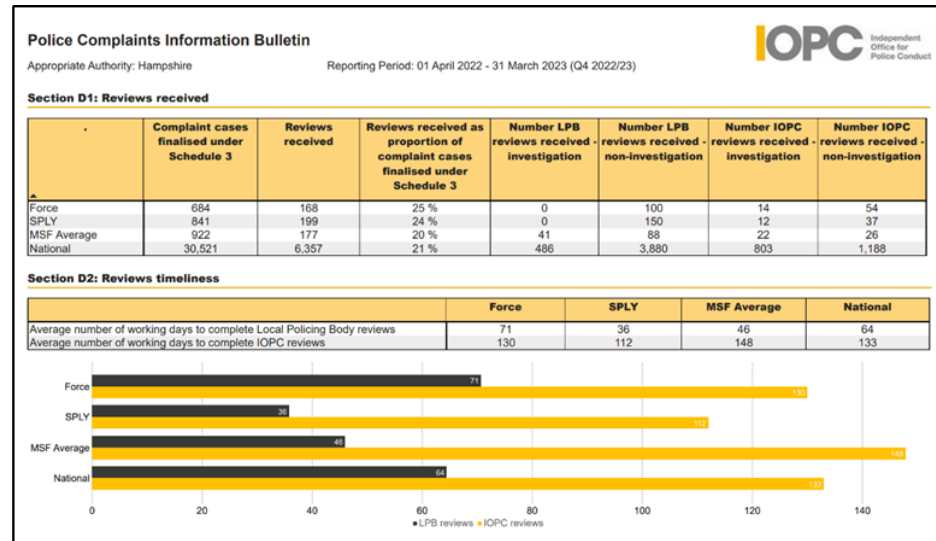
Where a complaint has been recorded under Schedule 3 to the Police Reform Act 2002, the complainant has a right to apply for a review. A person can apply for review if they are unhappy with the way their complaint was handled, or with the outcome. This applies whether the complaint has been investigated by the appropriate authority or handled otherwise than by investigation (non-investigation). The application for a review will be considered either by the local policing body (OPCC) or the IOPC; the relevant review body depends on the circumstances of the complaint. This report presents information about applications for review handled by both local policing bodies, a most similar force average (MSF) and the IOPC. Information about the right of review and who is the relevant review body is available in [chapter 18 of the IOPC’s Statutory Guidance on the police complaints system \(February 2020\)](#). Reviews with ‘invalid dates’ have been removed from reviews timeliness<sup>1</sup>.

The last two years reported data has been presented side by side for comparison, followed by the most up to date data available for the current year, (Q1 2023 / 24).

#### 2021 / 22

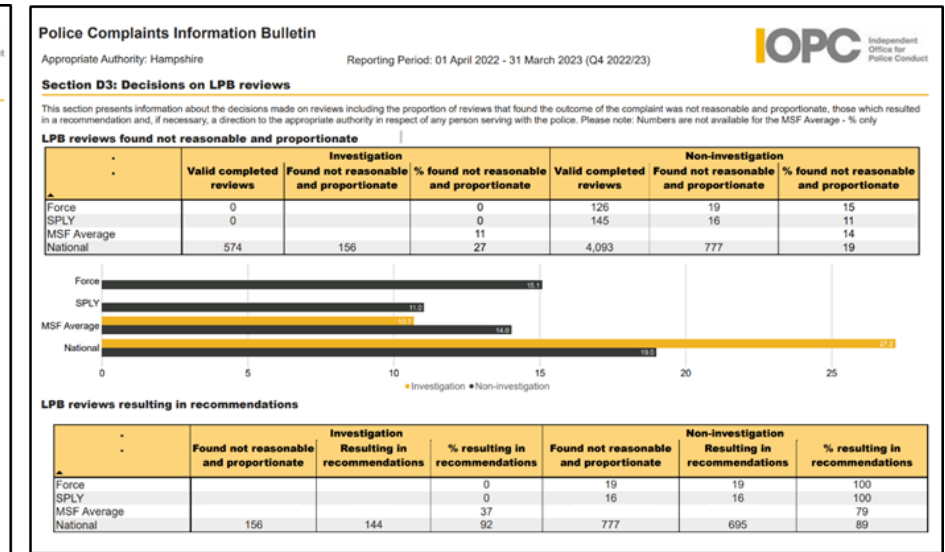
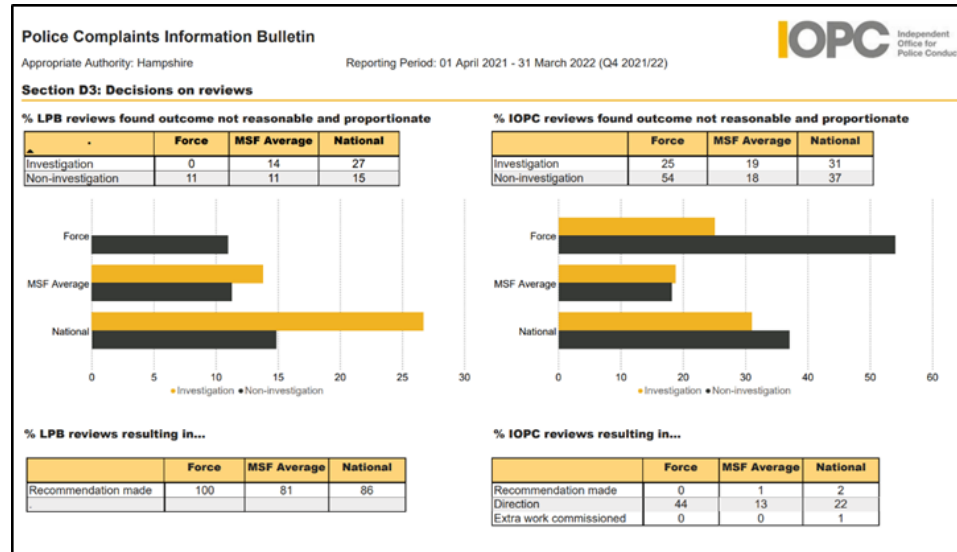


#### 2022 / 23



It is recognised that LPB performance in timeliness to respond to complainants increased over the 2 reporting periods. During 2022, whilst the OPCC was going through a cost saving and performance restructure, there was a spike in reviews received that impacted response times although it is noticeable that during the same period, IOPC response times also increased.

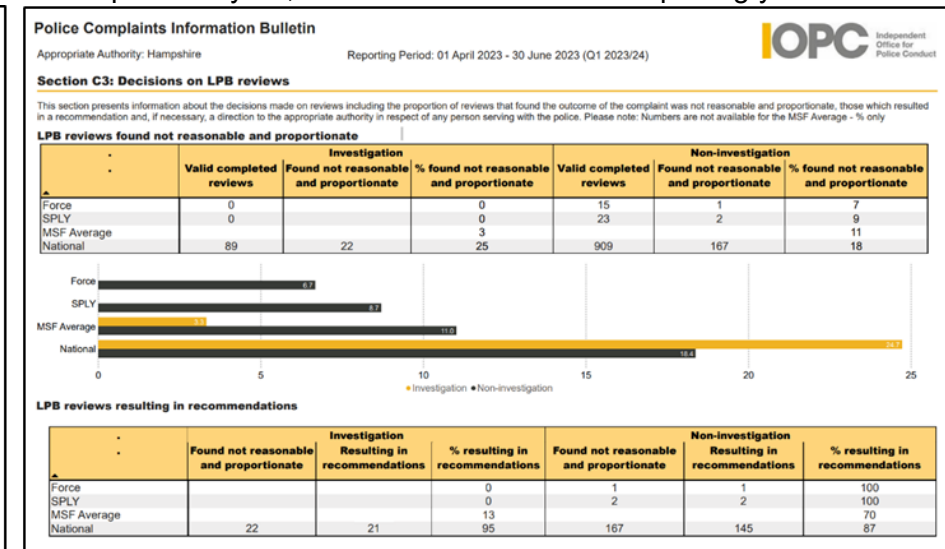
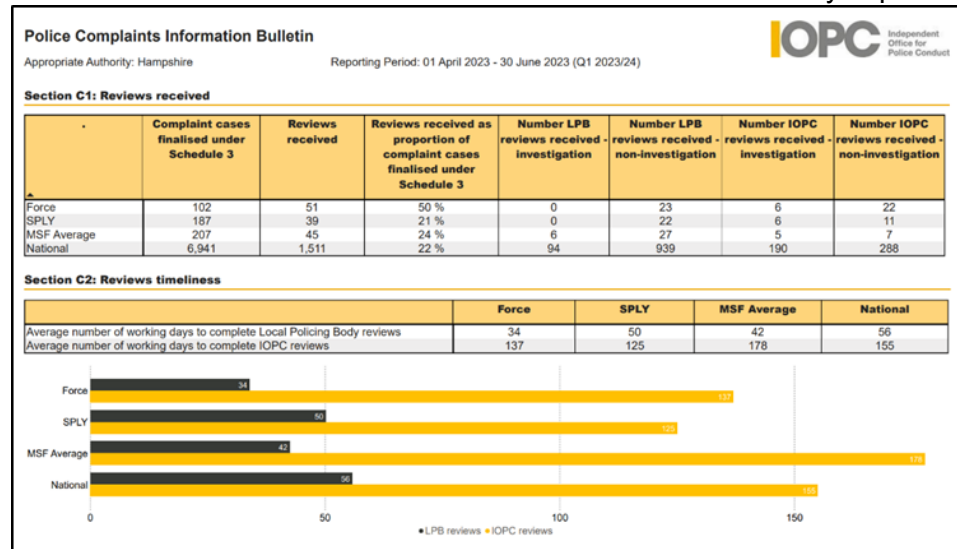
<sup>1</sup> Please refer to the [performance framework counting rules and calculations](#) on the IOPC website for an explanation of invalid dates.



Outcomes over the last full reporting period continued to support above average qualitative indicators, when compared to MSF as regards upheld reviews. Whilst the number of valid reviews completed dropped from 145 to 126, the number of complaints upheld increased to 19, a 4% rise on 2021 / 22.

During Q3 & Q4 2022 / 23 the LPB recognised the impact of the organisational restructure and together with new leadership and governance a fast time improvement project was implemented.

This is reflected in the Q1 2023 / 24 statistics which are not only improved on the previous year, but also on the 2021 / 22 reporting year.



On conclusion of the improvement project a lessons identified process was completed to establish any themes from reviews conducted, whether they were upheld or not, and with or without recommendations.

Complaint types were broad and not indicative of any theme, and no area, individual or team were identified as a factor. The two main lessons learnt from the review were that timeliness in response at both complaint and review stage, provided a better service to the complainant with an indication that it also provided a better quality response.

In addition, whilst no recommendations identified missed opportunities as regards discrimination matters, the LPB identified that the force were not making sufficient reference to the [IOPC – Guidelines for handling allegations of discrimination](#). Since this feedback has been provided to the force, reference to the guidelines has increased, alongside an input to the forces complaints resolution unit on its importance.

In conclusion, as the local policing body for Hampshire and Isle of Wight Constabulary, the delivery of its statutory function as the relevant review body continues to improve as shown below with further work planned as part of its wider oversight function.

### Timeliness

Average number of working days to complete Local Policing Body reviews (MSF comparison)		
2021 / 22	2022 / 23	Q1 2023 / 24
36 (58)	71 (46)	34 (42)

### Qualitative recommendations made

Non – investigation review resulting in recommendations (MSF comparison)		
2021 / 22	2022 / 23	Q1 2023 / 24
100% (81%)	100% (79%)	100% (70%)

As part of the review and oversight function, a framework of performance and holding to account meetings is now in place. Working alongside the IOPC, the LPB ensures this data is tracked and interpreted to ensure the most appropriate and timely outcome for the complainant, the officer / staff member, the force and the wider public.

Further performance data can be obtained from [Hampshire Constabulary | Independent Office for Police Conduct \(IOPC\)](#).

This page is intentionally left blank