



Protecting Our Communities



## Complaints & Standards Committee

### Meeting Minutes – 7 August 2025

#### Attending:



Gillian Ormston, OPCC (GO)  
Paul Gresty, OPCC (PG)  
Rachel Gilbert, OPCC (RG)  
Vicki Waskett, OPCC (VW)  
Lisa Honess, OPCC (LH)  
Sarah Harper, TVP PSD (SHa)  
Paul Thomas TVP PSD (PT)

Apologies: Ailsa Kent, Dennis Murray, [REDACTED]

#### Minutes:

1. Welcome and Introductions took place. All confidentiality agreements were in place.
2. Issues have occurred with CJSM email set up but these have been resolved now.
3. GO explained the KIN sign-up requirement.
4. Recruitment – now 12 members including 4 in vetting. GO wants one more person to be considered and suggested a focus group to help bring in younger people. RG confirmed the recruitment strategy is just being finalised.
5. Actions are to be sent one month in advance of the meeting in future, and just a summary of outstanding actions to be discussed at the meetings
6. Minutes were approved
7. **RG updated the Committee on the recent Chairperson’s Forum (CPF) meeting:**
  - a. Mohamed Kharbouch has been appointed Chair of the CPF
  - b. Induction process is needed
  - c. TVP Trust & Confidence (T&C) strategy is being finalised.
  - d. TVP / OPCC will ask prior consent before using photos or biogs on any social media
  - e. GO described a project with the High Sheriff and wanting to celebrate volunteers more
  - f. Each group meeting will need to culminate with a consensus on the key messages which will be shared with the CPF and the community

Action 1: LH Circulate the Scrutiny & Advisory Handbook and TOR to all members. MEMBERS feedback by the end of August.

Action 2: Local LCU launch events to be shared with the Committee via LH once confirmed.

Action 3: MEMBERS to send photos and biogs to LH by 5/9/25

Action 4: MEMBERS to complete the mandatory training by end of December

#### **8. SHa gave a Performance Presentation. Processes changed in April 2025.**

- Dip checks of the triage process are being completed by the OPCC Governance Team monthly. Triage decisions are recorded as a progress entry and staff follow flow charts that have been provided as part of the training for the new process
- 3 templates are used and will be shared with the committee
- SHo asked how the committee will see measurable impact of it's scrutiny
- GO feedback forms completed at the end of each meeting will go up to the T&C tactical board, and on to the strategic board if needed. RG will have a quarterly meeting with PSD to discuss learning and possible responses. The new structure will clarify this feedback loop. JS raised the question of how we know that Organisational Learning is being effectively implemented.
- CW added that impact will also be visible through the internal audit reports that JIAC receive and ultimately through the risks and issues log for the force.
- SHa - PSD timeline is generally around 60 days to complete a case, those completed by Area normally take around 100 days.

Action 5: PSD provide a copy of the new IOPC statutory guidance to committee members, including flow charts

Action 6: Include TRIAGE ASSESSMENTS in case files for scrutiny on new cases since new process (April 2025)

Action 7: LH include the 3 templates in the Module 2 training

Action 8: PT will check if all cases on p5 of presentation are closed and confirm the number currently open.

#### **9. Scrutiny discussion**

Cases reviewed and issues raised were discussed. Particular issues of note:

500/25 - VW will check this

604/24 - Update still awaited, to be shared with committee once received

1260/25 - PSD was aware of issues with the staff member's work and an informal action plan has now been commenced

3429/24 - the OPCC comment also arose in feedback from HMIC inspection

Property return is an issue. PSD have sent a lot of Comms out on this but it still keeps happening

DCC Ben Snuggs is accountable for ensuring learning is implemented, and for delegating implementation of organisational learning. Responsibility for the implementation of individual learning would lie with the line manager of the individual.

Committee members will prefix their comments with their initials in future scrutiny.

Action 9: RG/VW/PSD look at standardising the scrutiny pack for each complaint. Possibility to use AI for this?

KEY MESSAGES:

1. There are challenges around sharing the cases for scrutiny which will be focused on before the next meeting.
2. We have implemented a better system for recording learning
3. A more in-depth look at property return processes is needed
4. A couple of complaints have resulted in PSD revisiting practices; a positive impact of the committee.

#### Next meeting

1 October 2025 1-3pm

Complaint theme: Lack of Empathy