

COMPLAINTS & STANDARDS COMMITTEE

Member Role Description

OUR COMMITMENT TO EQUALITY, DIVERSITY AND INCLUSION

We welcome applications from anyone regardless of age, experience, sexuality, religion/beliefs, disability, ethnicity, heritage, gender, socio-economic background or other differences.

PURPOSE OF THE COMMITTEE

Policing in this country is by consent of the public. Police integrity is critical if the public are to trust the police to use their powers wisely and fairly. The Complaints and Standards Committee is a Committee jointly set-up by the Chief Constable of Thames Valley Police and the Police and Crime Commissioner.

The Committee's purpose is to conduct regular, thorough reviews of the complaint-handling and review processes within the force and the Office of the Police and Crime Commissioner (OPCC). This includes identifying any discrepancies between the force and OPCC's perception of proper procedures and the actual experiences of the end user. The Committee will help to ensure that Thames Valley Police achieves the highest levels of integrity and service delivery, thereby enhancing trust and confidence.

COMMITTEE MEMBER RESPONSIBILITIES

To take part in quarterly Committee meetings to be held at TVP HQ, Kidlington, Oxfordshire OX5 2NX. The expectation is that all members will attend meetings in person; however, reasonable adjustments can be made for hybrid (in person and virtual) working structures.

To read and understand relevant documentation in advance of the meetings and maintain confidentiality of matters contained therein.

During Committee meetings, follow appropriate procedures to scrutinize the facts of the complaints under review and assess the effectiveness of their handling and investigation in line with the relevant statutory guidance.

Work with Committee members to reach consensus on any recommendations or advice to the Chief Constable and the Police & Crime Commissioner, as necessary and appropriate.

To keep the Committee Chairperson, the Chief Constable and the Police & Crime Commissioner informed of any problems or issues relating to your own ability to meet the Committee's requirements or any significant changes in your personal circumstances that may impact your ability to fulfil your responsibilities effectively.

To attend relevant seminars and developmental and training sessions as necessary and appropriate.

TERM OF APPOINTMENT & REMUNERATION

Term of office:

Appointments are normally made for a four-year period save for the Chair who will have a two-year tenure, from a date to be agreed jointly with the Chief Constable and the Police & Crime Commissioner. Re-appointments may be made at the end of this term.

Committee members are expected to commit the equivalent of 2 working days (16 hours) a month to Committee responsibilities, which will be distributed across multiple tasks (not 2 solid days). This may include force visits and attending various meetings (including local scrutiny boards).

The Committee will meet quarterly.

Meetings are to be held in person, where possible or via a virtual platform where deemed necessary and appropriate.

Remuneration:

The Chairperson (only) will receive an annual allowance, as set out by the OPCC Chief Finance Officer, and out of pocket expenses such as travel for work undertaken within their role as Chairperson. This remuneration will be agreed and reviewed periodically by the Trust and Confidence Board (TCB) which oversees the Committee. The allowance payment does not constitute employment, and no employee rights are attached to this role. Out-of-pocket expenses such as travel expenses are reimbursable for both Chair and Members and will be overseen periodically by the TCB.

Learning and Development:

We are committed to supporting Members' learning and development through training and our informal learning sessions. Details will be provided upon appointment.

Conflicts of Interest:

All candidates will be asked to disclose any actual, potential or perceived conflict of interest, and these will be discussed with the candidate to establish whether and what action is needed to avoid a conflict or the perception of a conflict.

PERSON SPECIFICATION

<i>CRITERIA</i>	<i>COMPETENCY</i>
<i>Eligibility</i>	Must be 18 years or over and live or work in the Thames Valley Police (TVP) force area Must not be a serving TVP police officer or member of staff Must not be a serving TVP Independent Custody Visitor or Misconduct Committee Member Members may not sit on more than one body in the same tier i.e. Strategic, Force, Local Command Tier. Although they may sit on groups across different tiers. NB JIAC is the exception to this; JIAC members may not sit on any other board / group / committee / Committee as this constitutes a conflict of interests.
<i>Working with people</i>	The ability to work as part of a team. Ability to establish and maintain effective and respectful working relationships with TVP officers and staff within the OPCC (Office of the PCC). Capacity to treat people fairly and with respect, to recognise and acknowledge diversity, and respond sensitively and constructively to difference of opinion. Ability to be open to developing new methods of working for the Committee to effectively discharge its responsibilities.
<i>Effective communication skills</i>	Ability to communicate effectively orally and in writing. Good listening skills and ability to assimilate complex or conflicting information. Confidentiality is essential to this role. Access may be provided to material which is specifically protected. Breaches of confidentiality could result in formal proceedings being taken.

<i>Scrutiny skills</i>	Previous experience in a role involving analysing, reviewing or developing service delivery, and evaluating performance or inspection data Ability to understand, interpret and comment on complex reports The ability to question, challenge and evaluate incidents and issues, and make balanced, reasonable and proportionate judgements The ability to debate issues concerning policing integrity, ethics and professional standards, and to challenge and make recommendations about operational policies, practices and ethical dilemmas facing the Force.
<i>Analytical skills</i>	Must be able to critically analyse complex information efficiently and promptly and understand basic legal concepts whilst adopting a pragmatic approach. Additionally, act as a critical friend to both the force and the OPCC. Foster a culture of positive challenge and robust questioning to create a constructive learning environment so improvements can and will be implemented.
<i>Reporting skills</i>	Ability to report findings and recommendations at Committee meetings and to prepare and present summary reports, as necessary and appropriate, to the Chief Constable and to the Police & Crime Commissioner.
<i>Motivation</i>	Expertise or interest in relevant policing issues such as complaints, policing integrity, and improving the professional standard and quality of policing services delivered to the public.