



People for Proper Policing in North Wales

Police listen to public concerns

Sep 25 2009 Daily Post

ONE of the reasons for an increase in complaints against North Wales Police is an improvement in how complaints are recorded and the willingness of the public to report matters.

New figures from the Independent Police Complaints Commission (IPCC) about complaints against the 43 police forces of England and Wales, showed a 22% increase in complaints in North Wales from 319 (2007/8) to 390 (2008/9).

Rudeness, neglect of duty and failure of duty made up 42% of complaints against NWP.

"These complaints are best resolved locally with the complainant and the officer or staff member. North Wales have the high proportion of local resolutions dealt with by local supervisors which is exactly what the new process requires. The aim is to move from blame and punishment to learning and development," said a spokeswoman.

"North Wales Police and the IPCC in Wales have worked hard to build confidence in the complaints process and are determined that all those working in the police service should recognise the importance of learning where mistakes have been made.

*Following the introduction of new conduct and complaint regulations last year, a significant training programme was undertaken. **Over 400 supervisors and managers within North Wales Police received training to improve the recording and management of complaints.**"*

The PPP comments We applaud the policy of dealing with most issues locally. Real community policing generates empathy and cooperation rather than complaints arising from the confrontational style of the old regime. BUT we are still unconvinced of the will and effectiveness of the system and the IPCC to deal with serious issues such as the stray bullet in Mold and the use of a TASER on a sick old man. Neither of these cases were adequately resolved.

ALSO NOTE that several man years of Police time were used for training for yet another new system/ initiative. These NEW initiatives are appearing every few months. The pledge, Quest, Y Bont and this one to name but 5 AND coming soon is 'balance your bobbie' explained here by ACC Shannon

<http://www.north-wales.police.uk/portal/blogs/acc/archive/2009/07/22/blog.aspx>