Professional Standards Department

Ethics and Integrity Panel Report

2021/2022 Q4

May 2022

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Contents

Background 3
Public Complaints 4
Other Updates and Hot Topics 8
Appendices: 9-11
A – Public Complaint Cases and Allegations July 2021 – March 2022
B – Public Complaint Allegations by Complaint Groups
C – Complaints by Department
D – Incidents, Crimes and Custody figures

Background

This report combines three areas dealt with by Professional Standards Department, Public Complaints, Conduct and Anti-Corruption Unit Intelligence. Each section will commence with an executive summary followed by a detailed commentary and insight into each headline. A final section will cover other updates and hot topics of interest.

Public Complaints and Conduct are assessed under Police (Complaints and Misconduct) Regulations 2020 and Police (Conduct) Regulations 2020.

Conduct is reviewed in relation to Standards of Professional Behaviour as defined within the Code of Ethics:

Honesty and Integrity	Duties and Responsibilities
Authority/ Respect/ Courtesy	Confidentiality
Equality and Diversity	Fitness for duty
Use of Force	Discreditable Conduct
Orders and Instructions	Challenging and Reporting Improper Conduct

This report covers 2021/2022 Quarter 4 (Q4), 01/01/2022 to 31/03/2022. Figures in this report are correct as of 02/05/22.

In line with IOPC data collection and analysis, De-Recorded Public Complaint allegations and cases, unless otherwise stated, have been excluded from the below figures and commentary. De-Recorded cases and/or allegations may concern persons who are not eligible, as per the Police Regulations 2020, to make an expression of dissatisfaction and/or have been logged/recorded in error.

Unless otherwise stated, the below sections relate to allegations recorded within a given quarter and added to a case which has been logged/recorded in the same quarter. They do not include allegations which have been logged/recorded but added to an earlier quarter's case, eg allegation recorded in Q4 but added to a Q3 case; this is to allow more like for like comparisons between quarters.

Where comparisons are made between Constabulary areas, these areas will be defined, North for example may or may not include HQ and/or Control and Command Room (CCR) but this will be noted in the commentary. Characteristics of the subjects of the complaints have been considered in some sections below but caution is to be taken as it is possible, although likely low risk, that subjects may have changed area, shift or role within Q4 which may not have been accurately represented in Centurion, PSD database.

Public Complaints Executive Summary

- **Public Complaint cases recorded in Q4 have decreased by 5.14% from Q3 (when 19 De-recorded cases are disregarded). Allegations, however, have increased and the most significant increase in Allegations groups is Group C, '*Handling of or damage to property/premises*' with an increase of 111.1% (9 to 19 Allegations) and Group B, 'Police powers, policies and procedures' with an increase of 63.3% (from 49 to 80 Allegations) in Q4 when compared to Q3.**

- **North, when treat as a separate entity from HQ, has received the highest number of complaints in Q4 with 37.4% of the overall cases. Although, North has seen a decrease of 18.3% from Q3. CMR has seen the biggest reduction in Q4 (when 'unknown' figures are deducted) with a 60% decrease.**

Risk and Concerns – Low

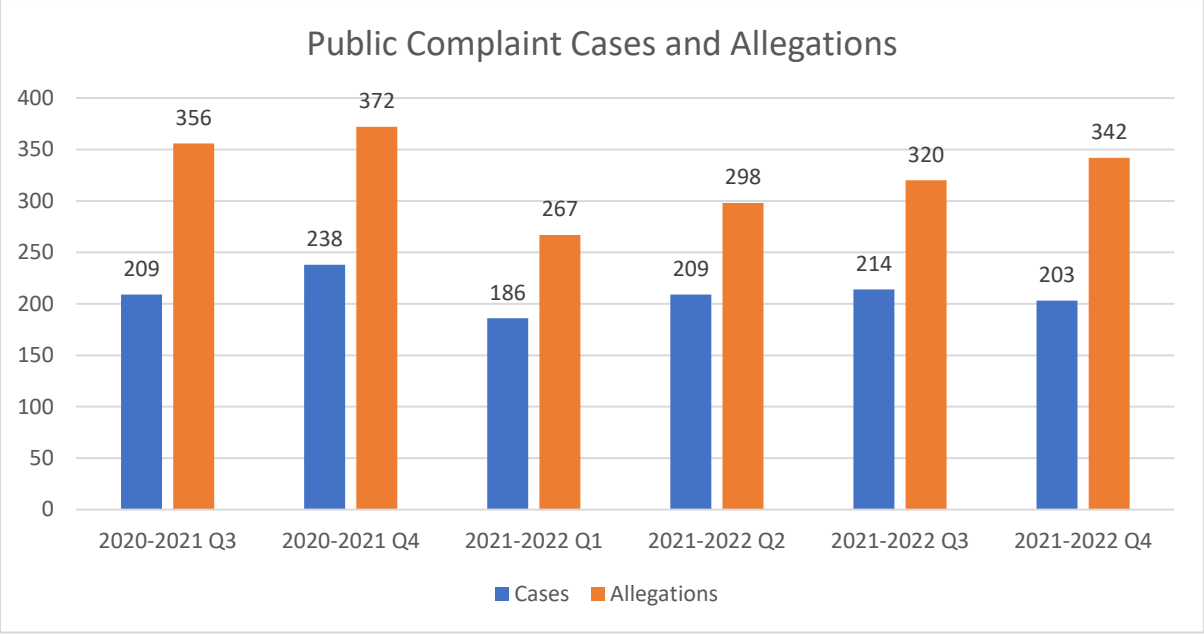
Overall, a small reduction in Public Complaints although allegations have increased in public complaints.

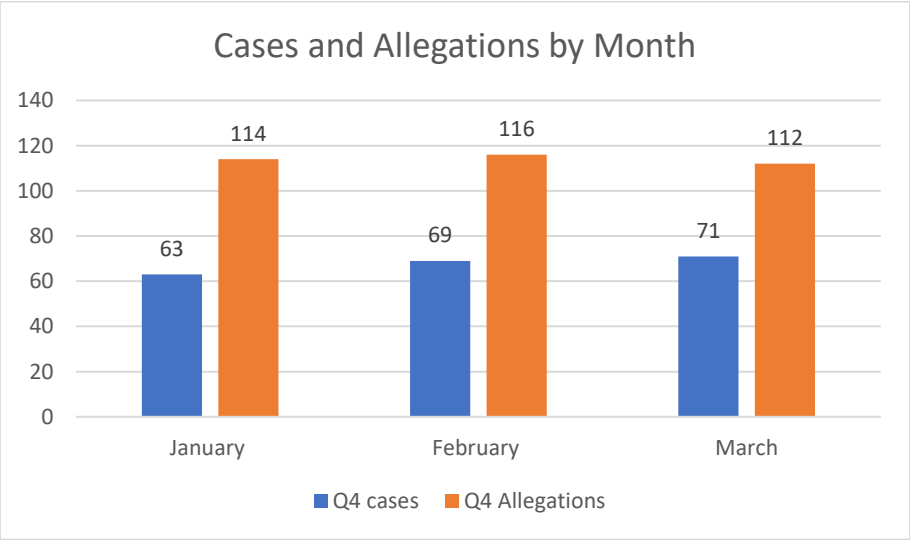
Public Complaints

There has been a slight reduction in Complaint cases in Q4 across all areas, and this is in line with a reduction of 7.47% in incidents force wide, 1.43% reduction in Crimes submitted and a 1.27% reduction in attendees in Custody when compared to Q3.

Allegations have increased by 6.9% when compared to Q3. A significant drop was seen in Q1 2021-2022, however, there has been a slow increase Quarter on Quarter as the year has progressed.

See ***Appendix A*** for full insight.





Complaint Groups:

The main Complaint Groups remain to be Group A *Delivery of service and duties*, Group B *Police powers, policies and procedures* and Group H *Individual behaviour*. Group B has seen an increase of 63.3% (49 to 80 Allegations) however, Group A has seen a reduction of 6% (149 to 140) in Q4 and Group H has seen a reduction of 13.2% (73 to 66 Allegations) when compared to Q3.

Group C *Handling of or damage to property/premises* has seen the most significant increase of 111% (from 9 to 19) in Q4 when compared to Q3. Group B *Police powers, policies and procedures* has also seen a significant increase of 63.3% (from 49 to 80) in Q4.

See ***Appendix B*** for further insight.

Complaint Cases by Department:

When looking at Complaint Cases by department, and discounting those whereby the subject is unknown or whereby it is an Organisational complaint (118 Cases in total), the department with the highest number of complaints is Patrol officers with 57 Cases (67.06%), which is to be expected given that these officers have the most contact with the public. The second highest department is CMR with 7 (8.24%) Complaint cases, again this is to be expected given the amount of public interaction. (***Appendix C***).

Incidents and crimes:

Overall, the number of complaints received per incident log, crime or custody attendance remain very low and have decreased slightly when compared to Quarter 3 (***Appendix B***).

	% of Complaints
Incident Logs	0.92%
Incident Logs – minus duplicates	0.96%
Crimes Recorded	2.17%
Total Custody	0.09%

In Quarter 4, a reduction was seen in recorded Incidents and Crimes and the number of Custody attendees including voluntary attendees, this is reflected in the reduction in Complaint Cases (***Appendix D***).

Allegations:

Allegation group C has seen the biggest increase in Q4 (+111%). However, when looking at individual Allegations, B6, *Bail, identification and interview procedures*, has seen the most significant increase in Q4, from 1 to 7 (+600%), 57.14% of which were for North. B3, *Power to arrest and detain* has also seen a significant increase from Q3, 7 to 18 Allegations (+157.1%), 33.3% of which were for North.

Within group C (which only consists of one type, C1) the area with the highest reported Allegations was North with 57.89% of the recorded Allegations.

Within the Allegation Group, B, B4 *Use of Force* holds the most Allegation cases, with 26.6% of the overall type B complaints. 52.4% of these were for South which has seen an increase from Q3, 4 allegations to 11.

Significant reductions have been seen in A3, *Information* with a reduction of 42.86%, and H3, *Unprofessional attitude and disrespect*, with a reduction of 41.7%. H1, Impolite language/tone has also seen a significant reduction of 44%, this is despite this Allegation type being reported as one of the significant increases in Q3, with an increase of 60% from Q2.

Schedule 3 cases:

Complainants dissatisfied after initial handling cases under Schedule 3 saw an increase of 60% in Q 4, despite a reduction in Q3 when compared to Q2. Complainant wished cases also increased, by 125% (4 to 9 cases) when compared to Q3.

Finalisation of Cases:

Performance figures from the IOPC have been further delayed, therefore, the below has been calculated in house to the same parameters as the Q3 report. A case must have been logged/recorded and then finalised in Q4 to feature in the below figures.

See ***Appendix E*** for further insight into the finalisation of Cases and the Outcomes.

Average Finalisation Times of Cases Logged/Recorded and Finalised in Q3

	Average number of days to finalise complaint case **Outside Schedule 3**	Average number of days to finalise complaint case **Schedule 3**
Q1	17.5	31.4
Q2	4.91	31.81
Q3	7.15	26.88
Q4	5.98	26.09

Finalisation of Outside of Schedule 3 Cases Logged and Finalised within a week in Q4

Days to Finalise Case	**Q1 Count of Cases**	**Q2 Count of Cases**	**Q3 Count of Cases**	**Q4 Count of Cases**
0 *(Finalised same day as logged)*	8	11	8	0
1	11	25	14	28
2	13	14	11	20
3	3	8	11	6
4	3	6	13	5
5	2	10	14	13
6	2	11	12	15
Total	42	85	83	87

There has been a decrease in the amount of time taken to finalise cases in Q4, although this is to be expected given the slight decrease in Cases.

Other Updates and Hot Topics

Organisational risk regarding County Corruption – Preliminary scoping being undertaken to look at threat, risk and harm associated with "Cost of Living Crisis" focusing on overtime, night shift working, intelligence reports and officer/staff welfare.

PASS Newsletter

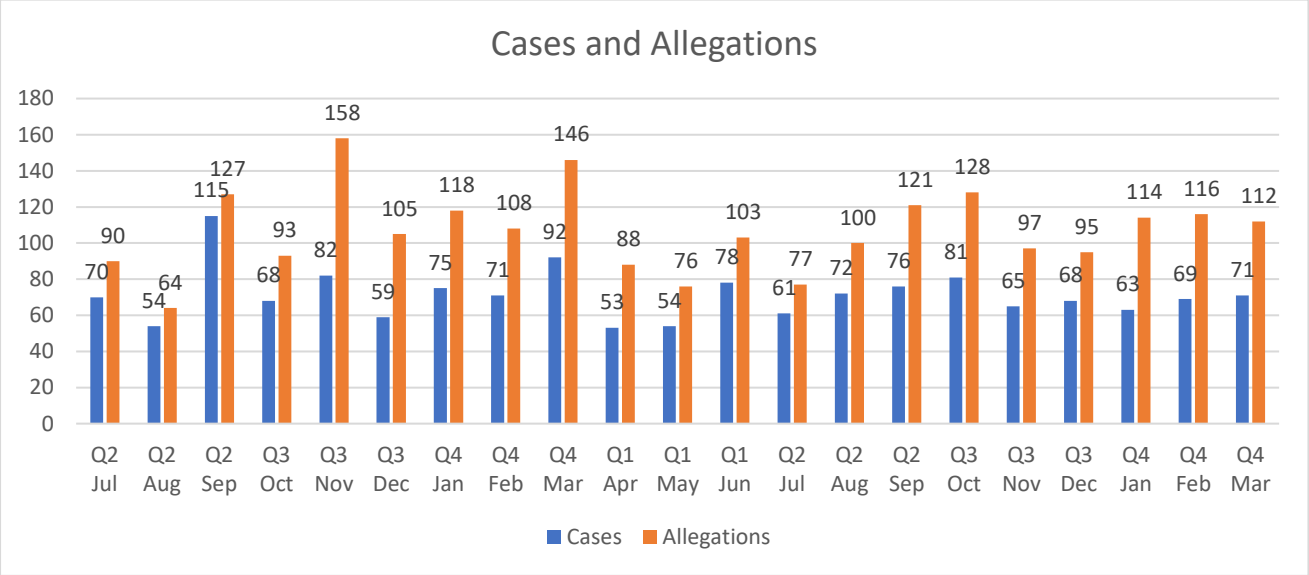
Issue 63 – Importance of Pocket Notebooks

Issue 64 – Professional Standards of Behaviour – off duty

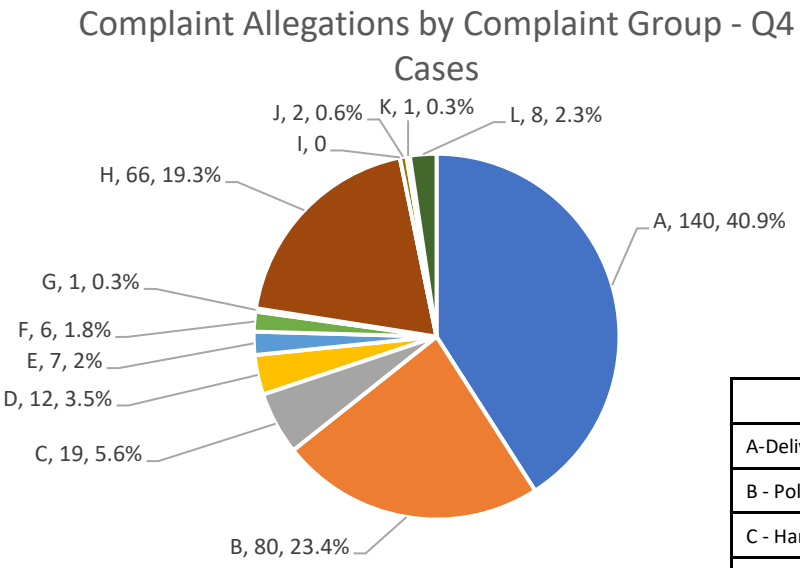
Circulations of Police Regulations 2020, relating to Management Action.

Appendices

Appendix A - *Public Complaint Cases and Allegations July 2021- March 2022*

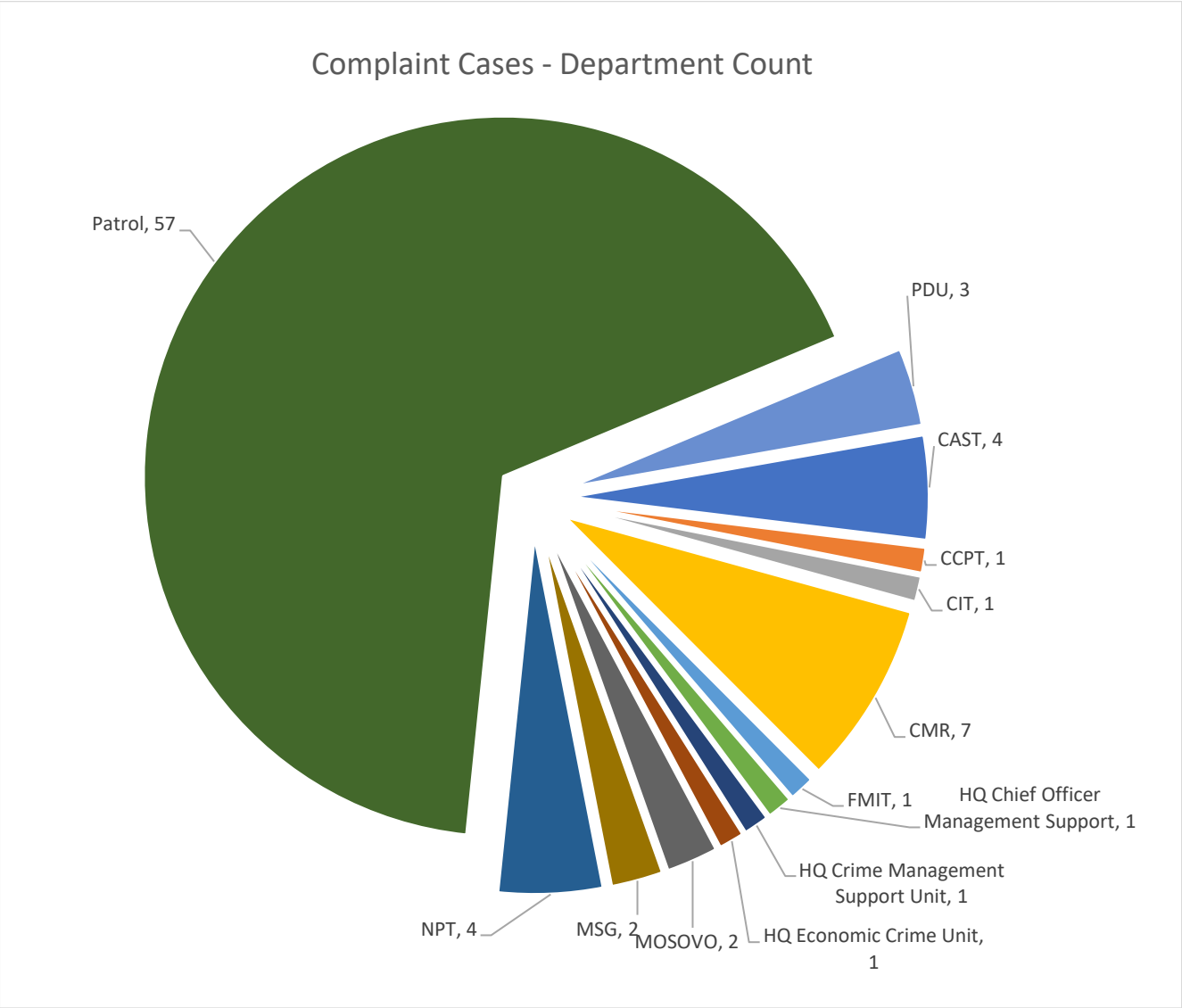


Appendix B – *Public Complaint Allegations by Complaint Groups*



Complaint Group
A-Delivery of duties and service
B - Police powers, policies and procedures
C - Handling of or damage to property/premises
D - Access and/or disclosure of information
E - Use of police vehicles
F - Discriminatory behaviour
G - Abuse of position/corruption
H - Individual behaviours
K - Discreditable conduct
L - Other

Appendix C – *Complaints by Department*



Appendix D – *Q4 Incidents, Crimes and Custody Figures*

	2021-2022 Q3	2021-2022 Q4	% Change
Incident Logs	23892	22107	-7.47%
Incident Logs minus duplicates/errors	1099	934	-15%
Crimes	9502	9366	-1.43%
Custody: Arrests	2275	2246	-1.27%
Custody: Voluntary Attendance	912	884	-3.07%
Custody Total	3187	3130	-1.79%

Q4 Incident Logs *(excluding Duplicates/Errors)*	North *Inc HQ & CCR*	South	West	Blank/ Unknown	Grand Totals
Jan	2674	2506	2233	156	**7569**
Feb	2521	2257	1939	151	**6868**
Mar	2744	2609	2161	156	**7670**
Totals	**7939**	**7372**	**6333**	**463**	**22107**

Q4 Crimes	North *Inc HQ & CCR*	South	West	Blank/ Unknown	Grand Totals
Jan	1144	920	1041	18	**3123**
Feb	973	847	922	27	**2769**
Mar	1183	1178	1080	33	**3474**
Totals	**3300**	**2945**	**3043**	**78**	**9366**

Q4 Custody *(Arrests only - excluding Voluntary Attendees)*	North *Inc HQ & CCR*	South	West	Grand Total
Jan	252	241	273	**766**
Feb	206	241	220	**667**
Mar	233	302	278	**813**
Grand Total	**691**	**784**	**771**	**2246**

Appendix E – *Public Complaint Outcomes*

Complaint Case Outcome	Q1* Count of Cases	Q1* % of Cases	Q1 Count of Cases	Q1 % of Cases	Q2 Count of Cases	Q2 % of Cases	Q3 Count of cases	Q3 % of cases	Q4 Count of cases	Q4 % of cases
Live	50	25%	67	33.50%	79	37%	43	20.77%	33	16.26%
Resolved	115	57%	108	54%	109	50%	124	59.90%	122	60.10%
Not Resolved NFA	2	1%	2	1%	2	1%	0	0.00%	0	0.00%
NFA Required	3	1%	1	0.50%	9	4%	9	4.35%	4	1.97%
Not determined if the service provided was acceptable	2	1%	1	0.50%	1	0%	0	0.00%	5	2.46%
The service provided was acceptable	11	6%	7	3.50%	8	4%	19	9.18%	36	17.73%
The service provided was not acceptable	2	1%	1	0.50%	1	0%	2	0.97%	7	3.45%
Withdrawn	0		0		0		0		1	0.49%
De-Recorded	15	8%	13	6.50%	7	3%	10	4.83%	19	9.36%