Agenda Item No 09

Professional Standards Department

Ethics and Integrity Panel Report

2021/2022 Q3

February 2022

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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 3 (Q3), 01/10/2021 to 31/12/2021. Figures in this report are correct as of 10/01/22.

Conduct, Anti-Corruption Unit Intelligence and certain commentary within the Public Complaints sections are not for publication. Please consult with the Head of Professional Standards prior to publishing any of the contents of this report.

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 Q2 which may not have been accurately represented in Centurion, PSD database.

Public Complaints Executive Summary

- **Public Complaint cases recorded in Q3 has increased by 2.4% from Q2. The most significant increase in Allegations has been in 'Impolite language/tone' (H1) with an increase 60%.**

- **West has once again received the highest number of Cases and Allegations in Quarter 3 (when North and HQ are treated as separate entities), with a 24.44% increase in Cases and a 30.55% increase in Allegations when compared to Quarter 2. North has seen a slight decrease in Cases and Allegations, South Cases have decreased by 1 and the Allegations have decreased by 12.3%. HQ (including CCR) has seen a decrease of 4.65% in Allegations and a decrease of 22.5% in Cases.**

- **Cases finalised in this quarter has increased by 20.21% and those cases that have been Resolved has increased by 28.76% from the previous quarter.**

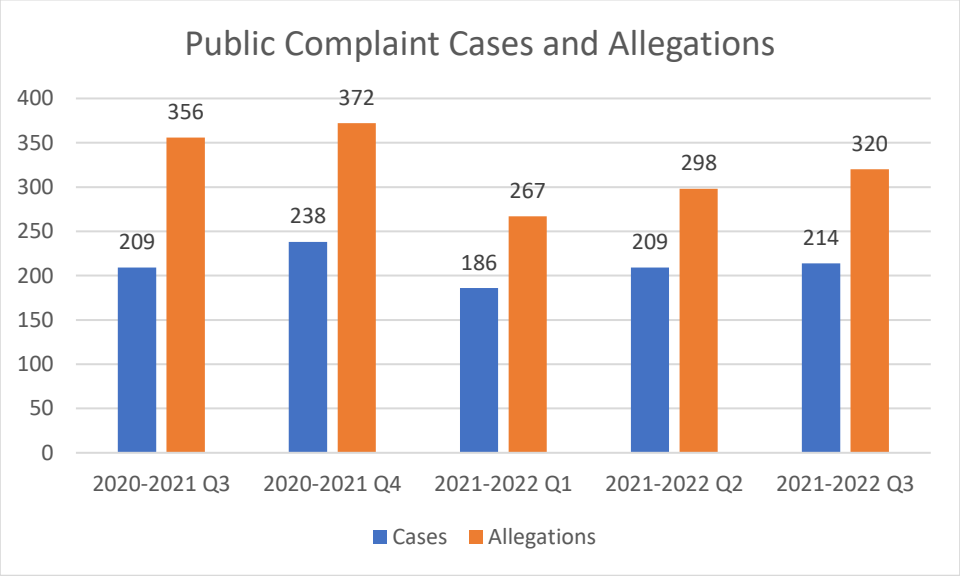
Risk and Concerns – Medium

Overall a small increase in public complaints.

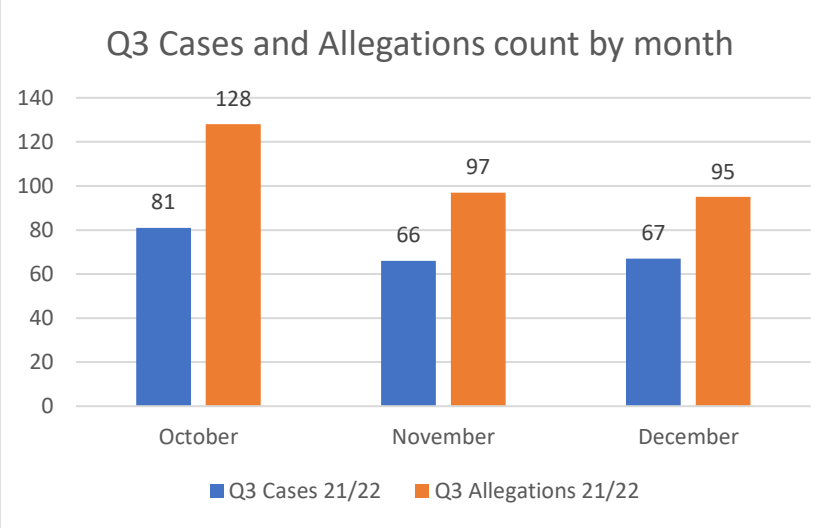
Concern regarding the increase of "Impolite Language"

Public Complaints

Although there is a small increase in public complaints in this Quarter, in relation to cases and allegations, there is a decrease regarding incidents and crimes recorded, with a reduction of people in custody by 3.6%, however voluntary attendances increased by 33.7%.



For an insight, see Appendix A.



Complaint Groups:

The main Complaint Group remain to be Group A *Delivery of service and duties*, Group H *Individual behaviour* and Group B *Police powers, policies and procedures*. Of note is the increase of 180% (from 5 to 14) in Group D, *Access and/or disclosure of information* and an increase of 233.33% (from 1 to 3) in Group F, *Discriminatory behaviour*.

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 2 (***Appendix B***).

	% of Complaints
Incident Logs	0.90%
Incident Logs – minus duplicates	0.94%
Crimes Recorded	2.25%
Total Custody	0.09%

In Quarter 3, a reduction was seen in recorded Incidents and Crimes and the number of Custody attendees, however, Voluntary attendances increased (***Appendix B***).

Allegations:

D2, *Disclosure of information*, has seen the most significant increase in Quarter 3, 3 to 11 Allegations (+266.7%). There has been a slight increase in all areas apart from South which remained the same in Quarter 3 as in Quarter 2.

H1, *Impolite language/tone* has also seen a significant increase in Quarter 3, from 15 to 24 Allegations (+60%), the area with the largest increase being South, despite a reduction of Incidents and Crimes in the area.

F6, *Race* has seen an increase in Quarter 3, 1 to 6 (+500%), slight increases seen in HQ and North. H5, *Overbearing and harassing behaviour* has seen an increase of 71.4% (7 to 12 Allegations), slight increase in all areas apart from West which remained the same in Quarter 3 as Quarter 2.

Significant reductions have also been seen in B1 *Stops, and stop search* with a reduction of 75% (8 to 2 Allegations) in Quarter 3 compared to Quarter 2, this is despite an increase of 31.2% in stop and searches conducted overall in Quarter 3 (***Appendix E***).

Schedule 3 cases:

Complainants dissatisfied after initial handling cases under Schedule 3 saw a reduction of 54.5% and Complainant wished cases remained the same as Quarter 2.

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 Q2 report. A case must have been logged/recorded and then finalised in Q3 to feature in the below figures.

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

Finalisation of Outside of Schedule 3 Cases Logged and Finalised within a week in Q1

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

There has been an increase in the average days to finalise those complaints outside Schedule 3 in Quarter 3, but this is to be expected given the increase in Cases and Allegations in this Quarter. The average time to finalise Schedule 3 cases however has reduced in this Quarter.

Other Updates and Hot Topics

Learning

Overall, 2 Lessons were issued in Q3, both of which were individual, as a result of Conduct cases. One was in relation to a member of staff in driving school and the second a Police Constable's off duty conduct with their dog.

PASS Newsletter

Issue 62 –Following a misconduct hearing in December 2021, an officer was dismissed after it was found that their conduct amounted to gross misconduct in relation to the standards of confidentiality, orders and instructions, discreditable conduct, honesty and integrity and duties and responsibilities.

Issue 61 – Although the officer has resigned prior to the misconduct proceedings commencing in November 2021, the hearing found that the officers conduct amounted to misconduct and, if still employed, they would have been dismissed. The officer was placed on the barred list indefinitely.

Departmental Update

The staffing within the Professional Standards department has evolved with the addition of 2 new members of staff, and their work is reflected in the case work and finalisations.

There has been the recruitment of a PSD Prevent Officer who will look at pushing out organisational learning.

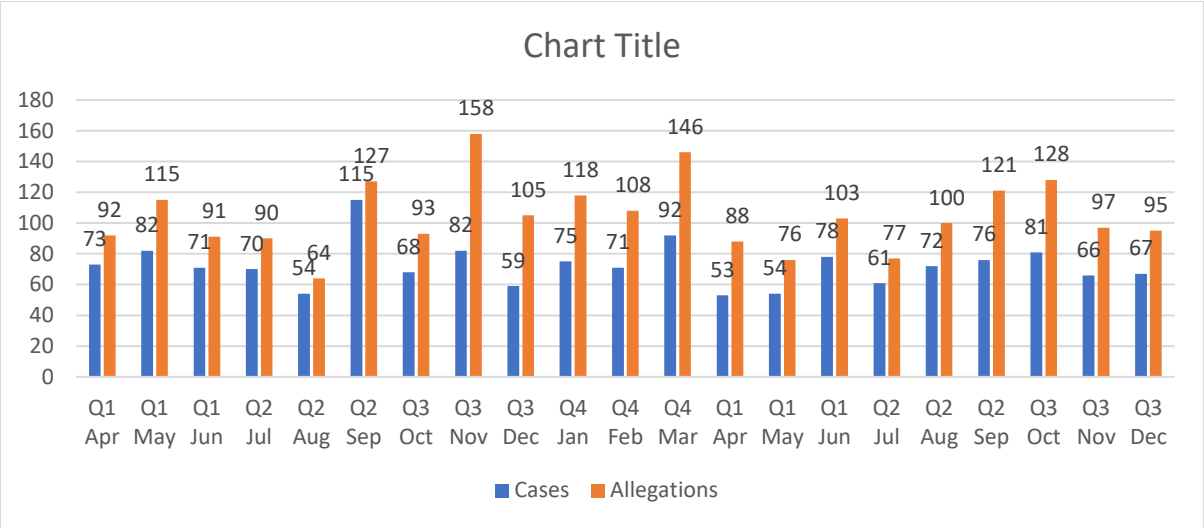
We have also seen the introduction of the Electronic PRI which is now active.

HMICFRS

There was an inspection in December (ACU and Vetting)– outcomes and recommendations are pending.

Appendices

Appendix A - *Public Complaint Cases and Allegations April 2020- December 2021*



Appendix B – *Q3 Incidents, Crimes and Custody Figures*

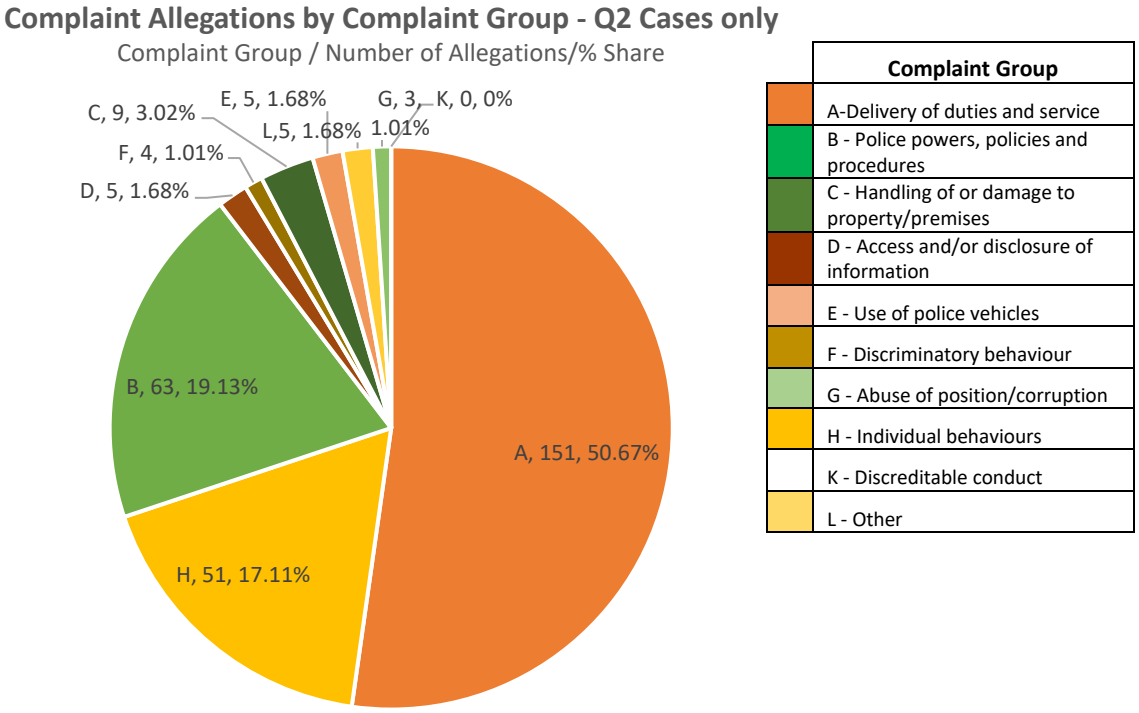
	2021-2022 Q2	2021-2022 Q3	% Change
Incident Logs	24878	23892	-3.96%
Incident Logs minus duplicates/errors	1152	1099	-4.6%
Crimes	9594	9502	-0.96%
Custody: Arrests	2361	2275	-3.64%
Custody: Voluntary Attendance	682	912	+33.72%
Custody Total	3043	3187	+4.73%

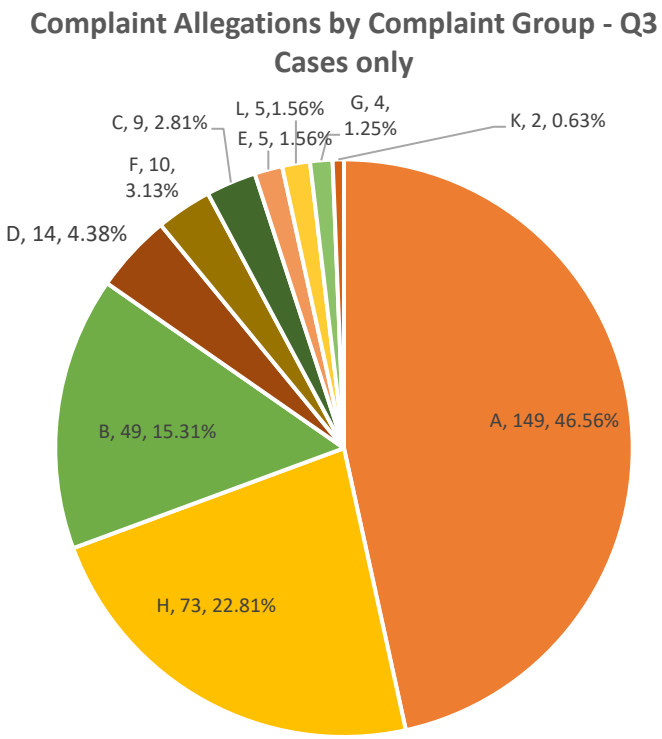
Q3 Incident Logs *(excluding Duplicates/Errors)*	**North** *Inc HQ & CCR*	**South**	**West**	**Blank/ Unknown**	**Grand Totals**
Oct	2957	2606	2441	181	**8185**
Nov	2923	2720	2370	139	**8152**
Dec	2772	2379	2267	137	**7555**
Totals	**8652**	**7705**	**7078**	**457**	**23892**

Q3 Crimes	**North** *Inc HQ & CCR*	**South**	**West**	**Blank/ Unknown**	**Grand Totals**
Oct	1128	936	1084	32	**3180**
Nov	1125	1007	1018	23	**3173**
Dec	1136	891	1082	40	**3149**
Totals	**3389**	**2834**	**3184**	**95**	**9502**

Q3 Custody *(Arrests only - excluding Voluntary Attendees)*	North *Inc HQ & CCR*	South	West	Grand Total
Oct	283	240	252	**775**
Nov	272	222	242	**736**
Dec	254	240	270	**764**
Grand Total	**809**	**702**	**764**	**2275**

Appendix C – *Public Complaint Allegations by Complaint Groups*





Appendix D – *Public Complaint Outcomes*

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

Appendix E – *Stop and searches*

	North		South		West	
	Q2	**Q3**	**Q2**	**Q3**	**Q2**	**Q3**
Arrest	28	42	20	30	23	28
Caution	0	1	0	1	2	0
Community Resolution	3	8	1	5	3	1
Khat / Cannabis Warning	2	0	0	0	2	0
No further action	139	166	62	93	91	114
Penalty Notice for Disorder	0	0	0	1	0	
Summons	4	9	4	5	14	14
Verbal warning / words of advice	12	16	6	8	1	5
	188	**242**	**93**	**143**	**136**	**162**