

## **QUARTERLY REPORT: COMPLAINTS, MISCONDUCT & OTHER MATTERS**

Report of the Chief Constable

Contact: Detective Superintendent Dean Chapple

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### **1. Purpose of Report**

1.2 This report outlines the data and performance of Complaints, Misconduct and other matters that have been processed in the 12 month period up to 30 September 2019 by the Professional Standards Department (PSD).

The report follows the agreed format required by the Police, Fire and Crime Commissioner (PFCC), and informs the Commissioner of performance, work being undertaken and outcomes.

### **2. Recommendation**

2.1 That the Commissioner considers the report and raise any queries though the quarterly meeting with the Deputy Chief Constable.

# **Professional Standards Department**

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## **Part 1 - Performance Report Complaints and Misconduct**

**Date: Quarter 2 – July to September 2019**

**Unit: Professional Standards**

**Contact: D/Supt Dean Chapple**

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## Introduction – Use of Data for reporting.

The Complaint and Misconduct data used for this report is per strand in a case, except for where otherwise stated. It does not cover each officer allegation within a complaint.

For example an overall complaint or misconduct case number is likely to include more than one complaint/misconduct strand or category – the data used reflects the separate strands. There will often be multiple officers subject to a complaint strand. The latter is not generally reflected in this data, except for occasions where it is noted as such.

Caveats:

Complaints and Misconduct data includes those that were de-recorded/withdrawn.

Data is dependent on certain fields being accurate – For example, when considering Commands/Area Responsible – due to changes in structures within the force, and additional commands such as Contact Management, numbers may be skewed compared to other reporting.

This data uses the Area Responsible as recorded initially for Cases; this will not reflect the individual complaint strands and officer allegations which will often be across different commands and areas.

Commands:

The table below details the Commands across Essex Police and the abbreviations that will be used to refer to them throughout the report.

Command Abbreviation	Command
CJ	Criminal Justice Command
CM	Contact Management
CT	Counter Terrorism
CPP	Crime & Public Protection
HQ	Headquarters Departments
LPA North	Local Policing Area North
LPA South	Local Policing Area South
LPA West	Local Policing Area West
LPA Other/Unknown	Local Policing Area Other/Unknown
OPC	Operational Policing Command
SCD	Serious Crime Directorate
SSD	Support Services Directorate

## Performance Summary

### Recorded Complaints

Quarter 2 (July to Sept 19) saw fewer members of the public complain about the service provided by Essex Police when compared to the same period last year. Individual cases reduced from 166 to 156 with an average of 52 cases per month. Recorded complaint strands however saw an increase from 356 to 493 strands with peaks in July and August due to a small number of cases with multiple strands.

Whilst a number of policing commands have experienced an increase in the volume of strands recorded per complaint the overall number of dissatisfied members of public continues to decline.

### Complaint Categories by exception

21 members of the public made complaints relating to the Use of Force - Other Assault (C) during quarter 1, a reduction from 38 in the previous quarter. This category accounts for 8% of overall complaints against Essex Police since April 2019 which is in line with the national average of 7%.<sup>1</sup>

Failure in Duty (S) remains the most common recorded complaint allegation and has seen an increase in quarter 2 with 237 strands recorded against 144 the previous quarter. This increase is due to multiple strands recorded within a small number of complaints during July 2019. Complaints relating to alleged failures in duty account for 45% of all recorded complaints which is slightly higher than the national average of 40%.

Incivility, impoliteness and intolerance (U) allegations account for 12% of all recorded complaints with 74 allegations made during quarter 2 compared to 36 the previous quarter. Although this category experienced a significant rise this quarter this is primarily due to a spike in July 2019 with 29 strands. The overall trend in allegations continues to see a decline.

Previously reported as an area of concern, and accounting for up to 10% of all complaints, allegations relating to a lack of fairness and impartiality (Q) have seen a steady reduction year on year with fewer cases again reported this quarter. This category now accounts for 5% of all recorded complaints in line with the national average.

### Timeliness

The Independent Office for Police Conduct (IOPC) statutory guidance sets an expectation that a recording decision should be made within 10 working days following the receipt of a complaint from a member of the public. Between April and September 2019 Essex Police recorded 95% of complaints within 10 days, an improvement against 93% for the same period last year and against a national average of 91%.

The expectation is that a public complaint will be finalised within 90 days following which any outcome is subject to a 28 day appeal period. The overall aspiration is for a public complaint to be finalised within 120 days.

Between April and Sept 2019 the average time taken to finalise a complaint was 120 days, an increase from 101 days the previous year and against a national average of 98 days. This

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<sup>1</sup> Independent Office for Police Conduct (IOPC) Police Complaints Bulletin (Essex) 1 April to 30 September 19

increase was due to a small number of complex, multi-stranded and lengthy investigations being finalised during quarter 2.

Complaints resolved by local resolution (LR) were finalised on average within 71 days, the same position as last year, and in line with the national average of 70 days.

## **Outcomes**

Between April and Sept 2019 the most common outcome for finalising an allegation has been through investigation with 60% of complaints being investigated. This is a significant increase compared to just 37% of cases last year and more than the national average of 38%.

The use of local resolution (LR) accounts for 30% of outcomes. An LR is a flexible process that can be adapted to the needs of the complainant and allows for a complaint to be dealt with at a local level; increase of its use is being seen nationally.

Over a rolling 12 month period up to Sept 2019 Essex Police finalised 2,376 allegations across all complaint categories, 180 were upheld (8% of all finalised allegations). 54% of all upheld complaints concerned a Failure in Duty (S). Of the 180 upheld complaints 67% were dealt with by Management Action<sup>2</sup>.

## **Misconduct**

37 new misconduct allegations were recorded during quarter 2 compared to 68 the previous quarter. The highest reported area involved alleged breaches of the Standards of Professional Behaviour relating to Duties and Responsibilities.

Since April 2019 there have been eight misconduct hearings resulting in three police officers being dismissed and two who would have been dismissed if they were still serving with Essex Police. Two cases were found Not Proven and one officer received a Final Written Warning.

Four Police Staff hearings have also taken place since April 2019. Two members of staff were dismissed, one received a Final Written Warning and one staff member received a First Written Warning.

## **OPFCC Audit**

On a quarterly basis the OPFCC conduct an audit of closed complaints in order to provide an independent view of the quality of service given to complainants in the specific areas of:

(1) Timeliness and Delays (2) Customer Contact (3) Case Management (4) Record Keeping

During quarter 2 a total of 20 cases were selected for review by the OPFCC across a range of complaint categories and the findings shared with the Head of PSD. 13 cases identified no issues of concern with four queries raised over timeliness and five over record keeping and duplication. Responses were provided to the OPFCC regarding all matters highlighted.

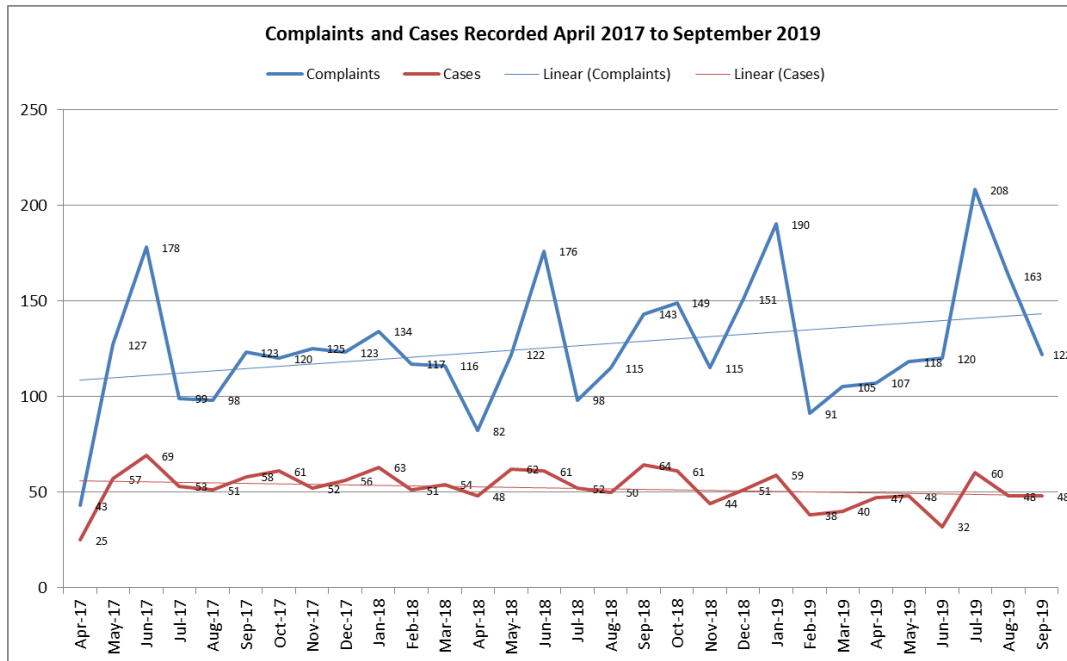
## **Dean Chapple**

Detective Superintendent  
Head of Professional Standards

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<sup>2</sup> Management Action deals with any misconduct in a timely, proportionate and effective way that will command the confidence of staff, police officers, the police service and the public. (Home Office Guidance)

## Force Complaints



There has been an overall increase in complaint numbers in the period since April 2017. However, case numbers have decreased slightly, indicating that multiple complaint strands within a case is the cause of the complaint increase.

For example, January 2019 had many cases with a number of strands contained, such as C/11/19 with 14 complaints, and C/15/19 with 16 complaints. July 2019 had a high level of complaints, again due to multiple strands contained in cases, such as C/236/19 which involves 13 strands, and C/304/19 involving 16.

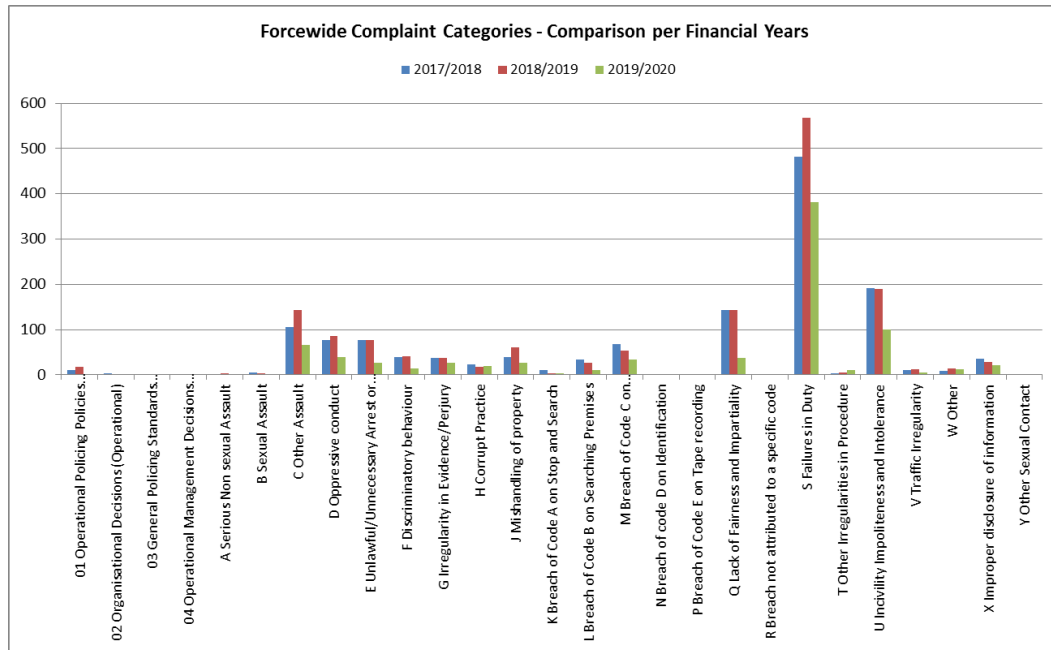
The table below shows totals per financial year. There was an increase in the number of complaints recorded in 2018/2019 (10% more than 2017/2018), though the number of actual cases was lower than the previous year.

Considering the number there has been at the halfway point this financial year, complaint numbers would indicate that there will be an increase overall in 2019/2020 compared to last year. However, with the sporadic nature of the number per month, this is difficult to predict. Case numbers so far would indicate that numbers would be lower.

Year	Complaints	Cases
2017/2018	1403	650
2018/2019	1537	630
2019/2020	838	283

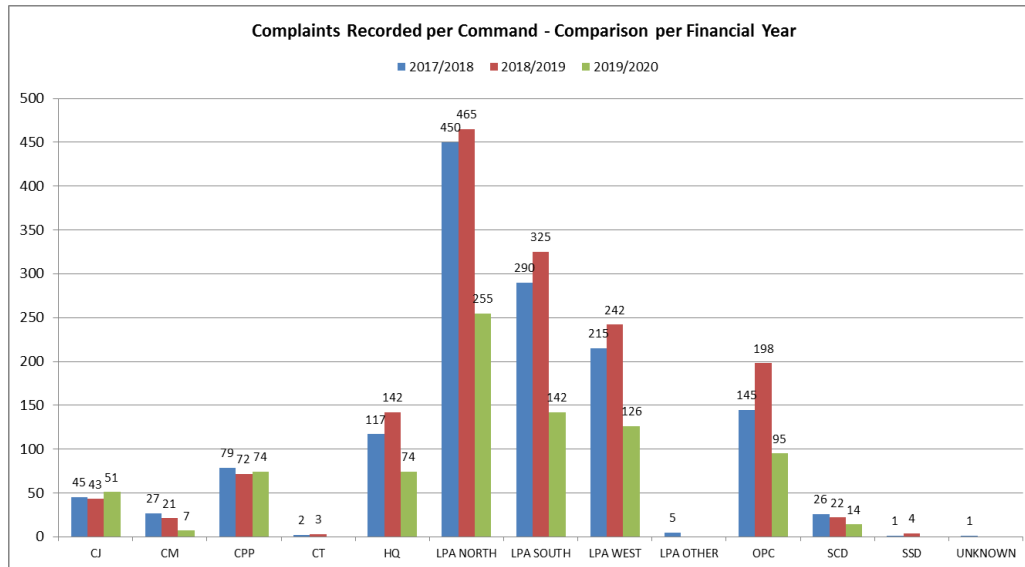


## Complaint Categories:



The following complaint categories had noticeably higher levels in 2018/2019 than in the previous year: C Other Assault, J Mishandling of Property, S Failure/Neglect in Duty.

## Command Breakdown of Complaints

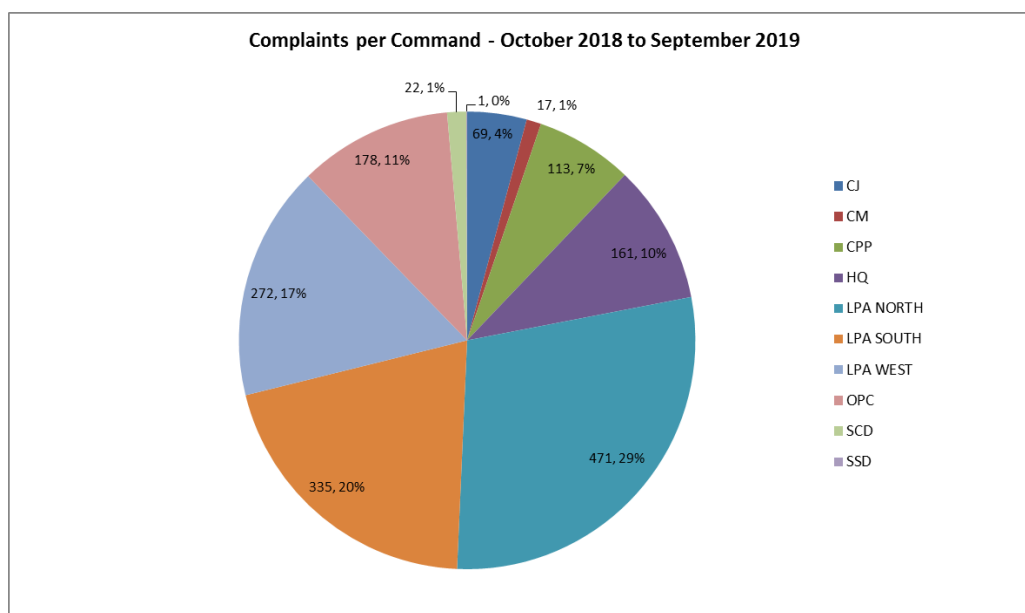


Note – There are additional complaints for HQ command in recent months. This appears to be due to the Area Responsible for numerous cases having been altered to PSD instead of other commands, particularly LPA North. Breakdown of complaint categories will be detailed in each command section. Similarly, numbers for 2018/2019 amongst HQ and the LPA Commands have altered slightly due to cases being reallocated.

LPA Commands – Considering the numbers of complaints at the halfway mark for this financial year, LPA North may see an increase overall, LPA South a decrease, whilst LPA West remains consistent.

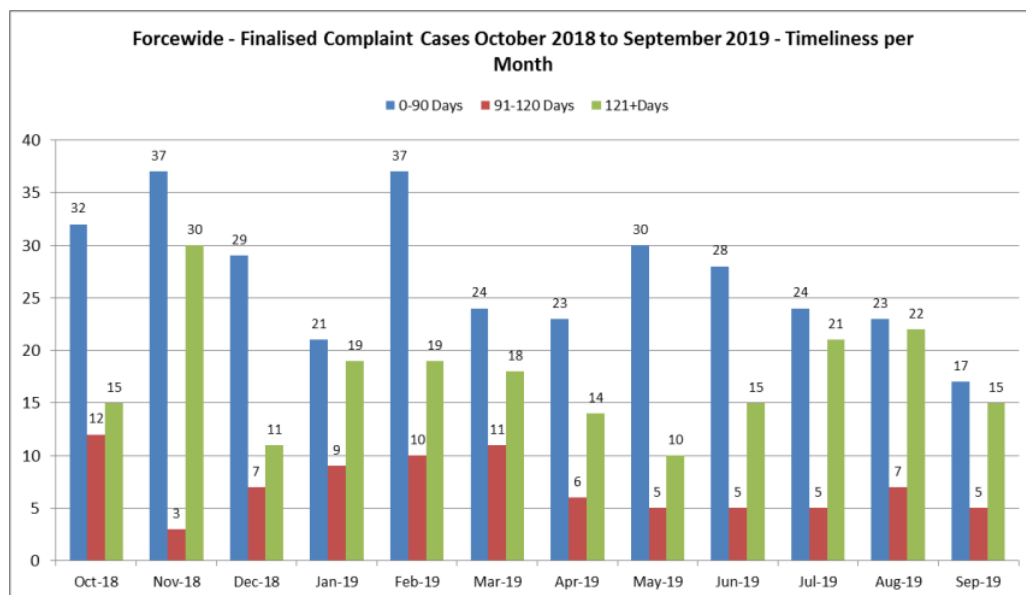
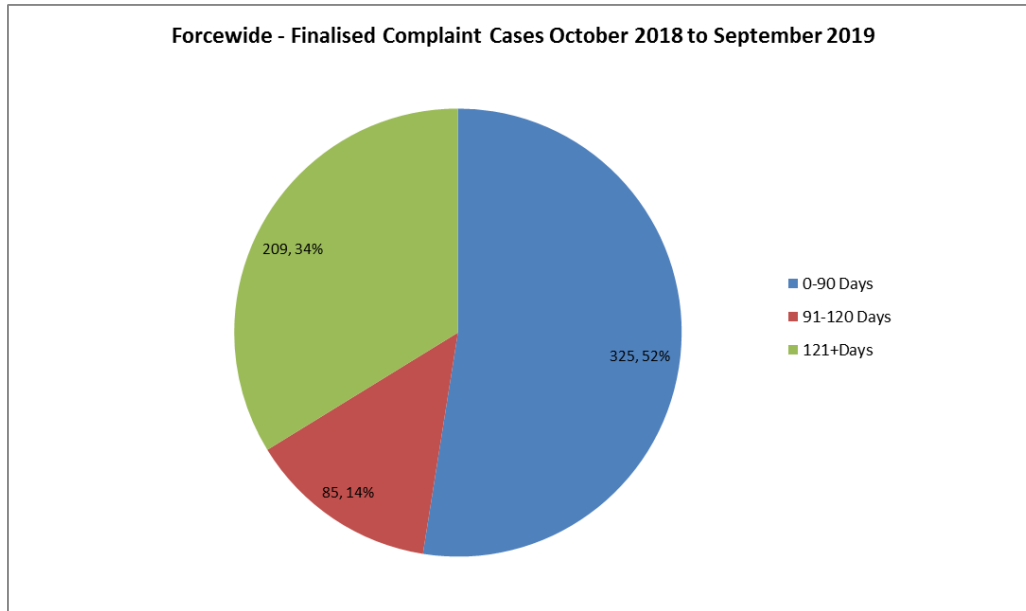
OPC – Increase in 2018/2019 of complaint strands recorded compared to the previous year. Considering the number so far this year, the level may be similar this year.

This is considering complaint numbers, not cases, and it is important to note that numbers are often sporadic month to month, so difficult to predict.

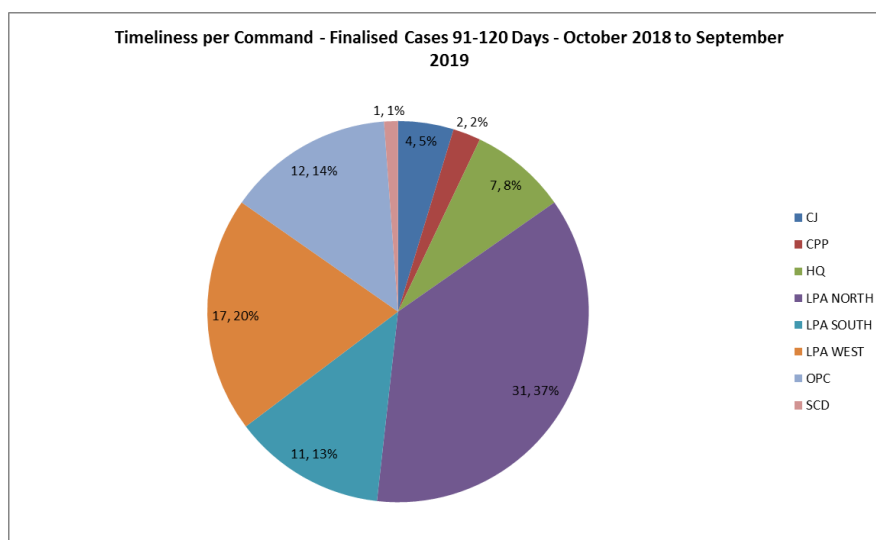
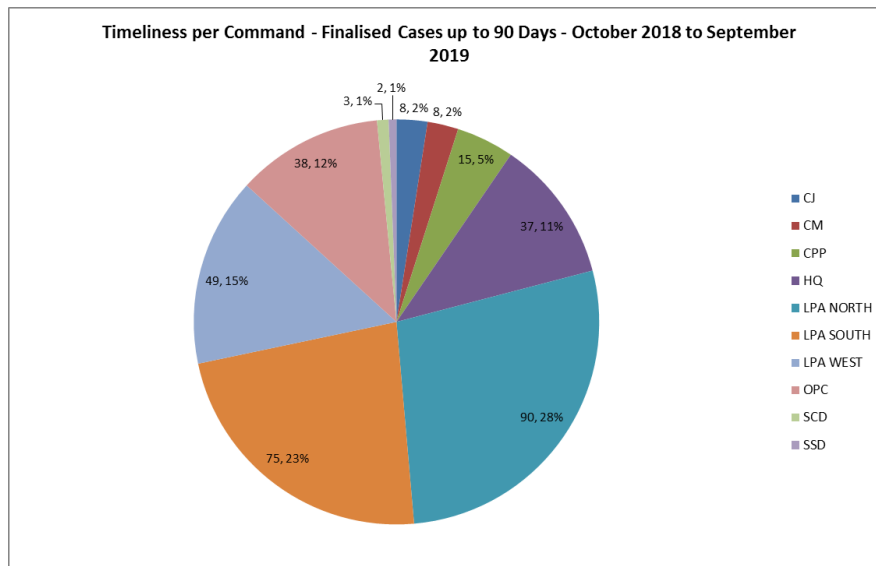
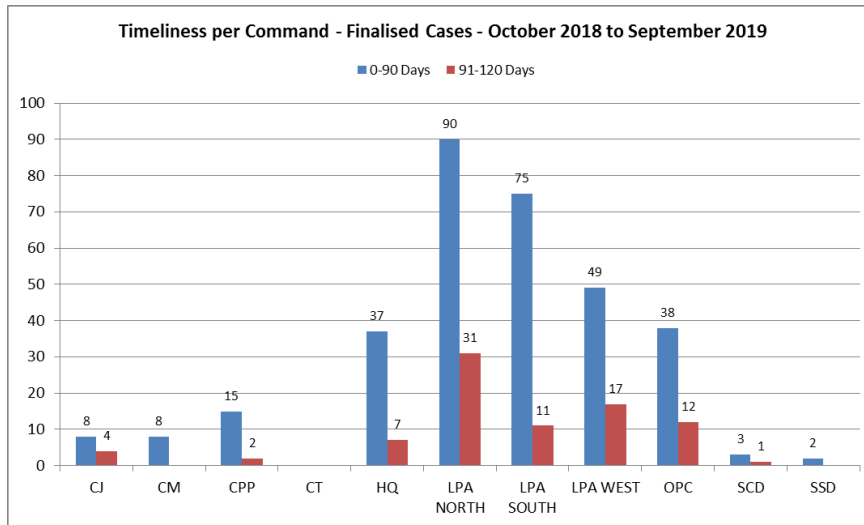


## Timeliness of Complaints

The graphs below depict the number of days for Complaint Cases to be finalised over the last 12 months (not each individual complaint strand as many cases will have multiple strands with the same number of days). Over half of cases were within 90 days.

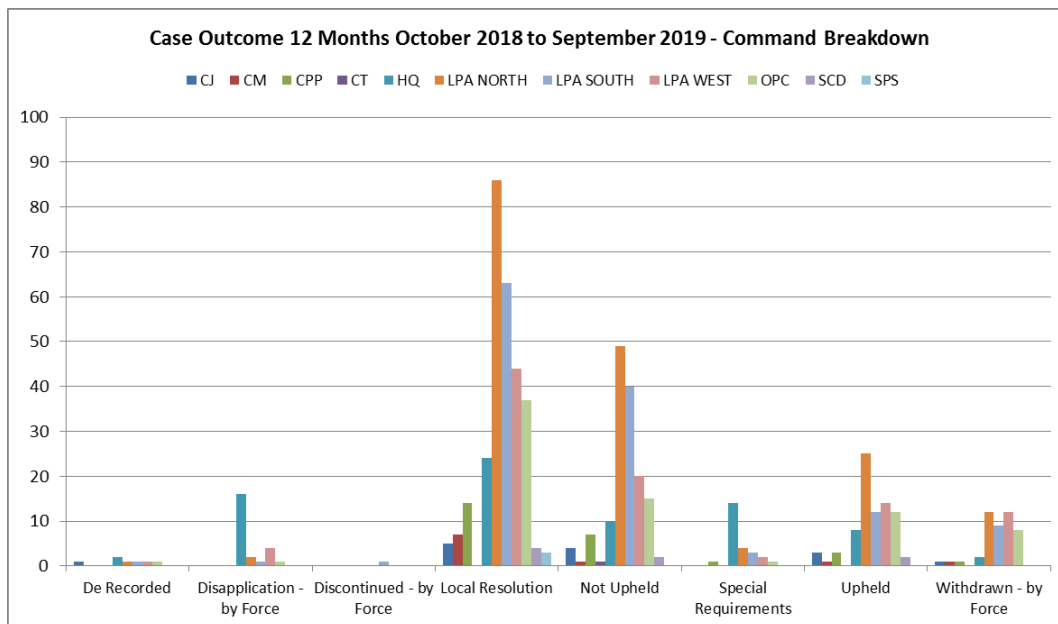
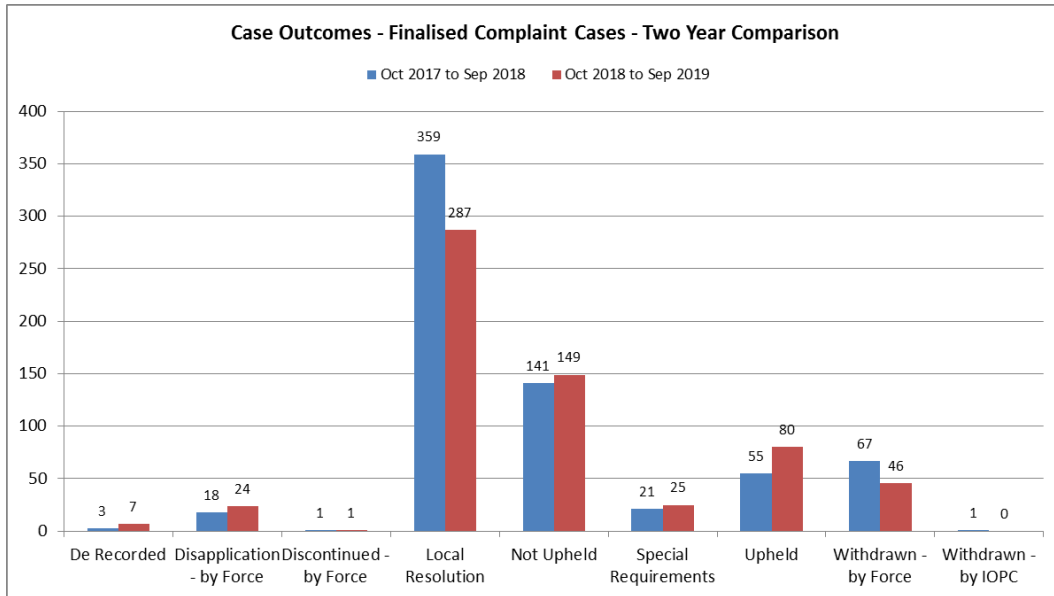


## Timeliness – Breakdown by Command

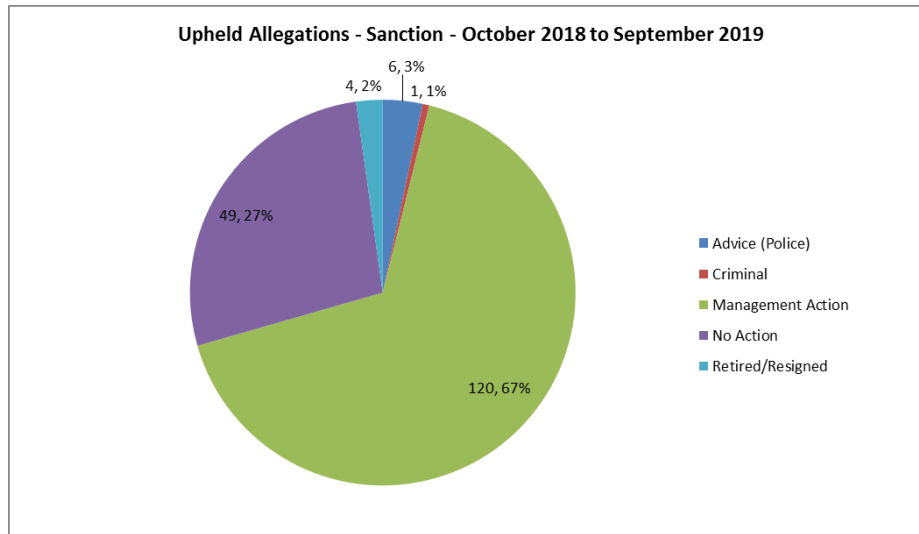


## Outcomes of Complaints

The graph below compares the overall case outcome of Complaint Cases that were finalised in the last two years. Local Resolution is currently used as a Case Outcome on Centurion, though it is a mode of investigation.



## Upheld Cases/Allegations



Of 2,376 total finalised allegations across all complaint categories in the last 12 months, 180 were upheld (8% of all finalised allegations).

The table below shows a breakdown of upheld finalised allegations over the last 12 months, and the percentage that this represents for each complaint category (there were some categories that didn't have any upheld).

Category	Total Allegations Finalised October 2019 to September 2019	Upheld Allegations within Category	% Total Finalised Allegations for Category
B Sexual Assault	3	1	33.3%
C Other Assault	290	2	0.7%
D Oppressive conduct	129	2	1.6%
E Unlawful/Unnecessary Arrest or Detention	124	4	3.2%
H Corrupt Practice	48	1	2.1%
J Mishandling of property	83	5	6.0%
K Breach of Code A on Stop and Search	7	1	14.3%
L Breach of Code B on Searching Premises	61	9	14.8%
M Breach of Code C on Detention/Treatment	95	14	14.7%
Q Lack of Fairness and Impartiality	204	11	5.4%
S Failures in Duty	819	97	11.8%
T Other Irregularities in Procedure	6	1	16.7%
U Incivility Impoliteness and Intolerance	227	19	8.4%
V Traffic Irregularity	14	2	14.3%
W Other	24	4	16.7%
X Improper disclosure of information	48	7	14.6%
	2182	180	8.2%

## Upheld Allegations Finalised Command/Category Breakdown

Category	CJ	CM	CPP	HQ	LPA NORTH	LPA SOUTH	LPA WEST	OPC	SSD	Total	Total Allegations Finalised per Category October 2019 to September 2019	% All Finalised Allegations for Category that were Upheld
B Sexual Assault	0	0	0	1	0	0	0	0	0	1	3	33%
C Other Assault	0	0	0	0	0	0	0	2	0	2	290	1%
D Oppressive conduct	0	0	0	0	1	1	0	0	0	2	129	2%
E Unlawful/Unnecessary Arrest or Detention	0	0	0	3	0	1	0	0	0	4	124	3%
H Corrupt Practice	0	0	0	1	0	0	0	0	0	1	48	2%
J Mishandling of property	0	0	0	0	0	1	1	3	0	5	83	6%
K Breach of Code A on Stop and Search	0	0	0	0	0	0	0	1	0	1	7	14%
L Breach of Code B on Searching Premises	0	0	0	0	0	8	0	1	0	9	61	15%
M Breach of Code C on Detention/Treatment	7	0	0	0	2	4	0	1	0	14	95	15%
Q Lack of Fairness and Impartiality	0	0	2	0	4	1	4	0	0	11	204	5%
S Failures in Duty	0	1	6	12	44	6	19	8	1	97	819	12%
T Other Irregularities in Procedure	0	0	0	0	0	0	0	1	0	1	6	17%
U Incivility Impoliteness and Intolerance	1	0	0	1	5	5	3	3	1	19	227	8%
V Traffic Irregularity	0	0	0	0	0	0	0	2	0	2	14	14%
W Other	0	0	0	0	0	0	4	0	0	4	24	17%
X Improper disclosure of information	2	0	0	1	1	0	3	0	0	7	48	15%
Total	10	1	8	19	57	27	34	22	2	180	2182	8%
% of Total (180)	6%	1%	4%	11%	32%	15%	19%	12%	1%	100%		

Further breakdown of outcomes will be detailed in the separate Command sections.

## Staff Type

The following graph and table show the staff type of all complaint allegations across the force in the last 12 months. Allegation numbers consist of each separate officer/staff allegation; therefore there is considerably more than the total number of complaint strands and cases. For example, within one complaint case, there may be several different strands of complaint, within which there will be multiple officers/staff subject to the complaint allegation.

Staff Type	Total Allegations	Percentage of Allegations	Force Headcount	Percentage of Headcount
PCSO	38	0.76%	120	1.96%
Police Officer	4463	89.39%	3267	53.43%
Police Staff	405	8.11%	2208	36.11%
Special Constable	87	1.74%	519	8.49%
Grand Total	4993	100%	6114	100%

Please note that headcount figures are from 30/09/2019. The Command section will give further breakdown of this data.

The following tables show a further breakdown of each staff type.

Command	PCSO Complaint Allegations	% of Total Allegations (4993)	PCSO Force Headcount	% of Total Force Headcount (6114)
LPA NORTH	27	0.5%	57	0.9%
LPA SOUTH	6	0.1%	33	0.5%
LPA WEST	5	0.1%	30	0.5%
Grand Total	38	0.8%	120	2.0%

Command	Police Officer Complaint Allegations	% of Total Allegations (4993)	Police Officer Force Headcount	% of Total Force Headcount (6114)
CJ	220	4.4%	54	0.9%
CM	29	0.6%	101	1.7%
CPP	361	7.2%	298	4.9%
CT	0	0.0%	88	1.4%
HQ	543	10.9%	47	0.8%
LPA NORTH	1237	24.8%	777	12.7%
LPA SOUTH	1061	21.2%	557	9.1%
LPA WEST	631	12.6%	505	8.3%
LP Other	0	0.0%	25	0.4%
OPC	351	7.0%	420	6.9%
SCD	30	0.6%	183	3.0%
SSD	0	0.0%	212	3.5%
Grand Total	4463	89.4%	3267	53.4%

Command	Police Staff Complaint Allegations	% of Total Allegations (4993)	Police Staff Force Headcount	% of Total Force Headcount (6114)
CJ	54	1.1%	259	4.2%
CM	23	0.5%	503	8.2%
CPP	68	1.4%	195	3.2%
CT	0	0.0%	0	0.0%
HQ	41	0.8%	194	3.2%
LPA NORTH	88	1.8%	12	0.2%
LPA SOUTH	37	0.7%	9	0.1%
LPA WEST	23	0.5%	9	0.1%
LP Other	0	0.0%	46	0.8%
OPC	64	1.3%	183	3.0%
SCD	6	0.1%	302	4.9%
SSD	1	0.0%	496	8.1%
UNKNOWN	0	0.0%	N/A	N/A
Grand Total	405	8.1%	2208	36.1%

Command	Special Constable Complaint Allegations	% of Total Allegations (4993)	Special Constable Force Headcount	% of Total Force Headcount (6114)
CJ	0	0.00%	0	0.00%
CM	0	0.00%	0	0.00%
CPP	1	0.02%	0	0.00%
CT	0	0.00%	0	0.00%
HQ	5	0.10%	0	0.00%
LPA NORTH	36	0.72%	161	2.63%
LPA SOUTH	20	0.40%	83	1.36%
LPA WEST	12	0.24%	62	1.01%
LP Other	0	0.00%	1	0.02%
OPC	13	0.26%	41	0.67%
SCD	0	0.00%	6	0.10%
SSD	0	0.00%	165	2.70%
Grand Total	87	1.74%	519	8.49%



## Complaint Categories – Force Overview

### Complaint Code A: Serious Non Sexual Assault

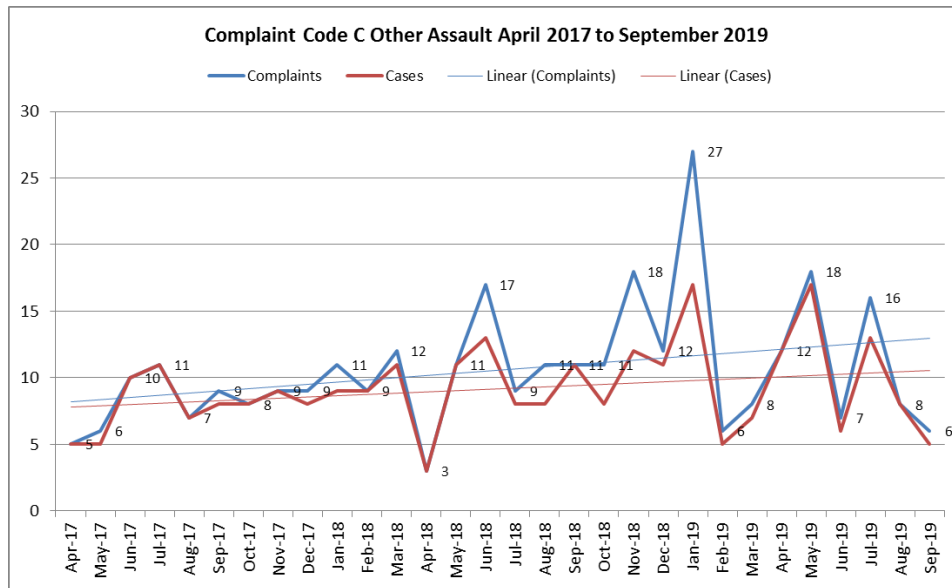
There are minimal numbers of A category complaints. There have been four complaints recorded since April 2017, the first of which was in August 2018 in LPA North. There were two recorded in December 2018, recorded in LPA North and South. In September 2019 there has been a complaint recorded in LPA North again. The first three complaints were all Not Upheld, the recent case is live.

### Complaint Code B: Sexual Assault

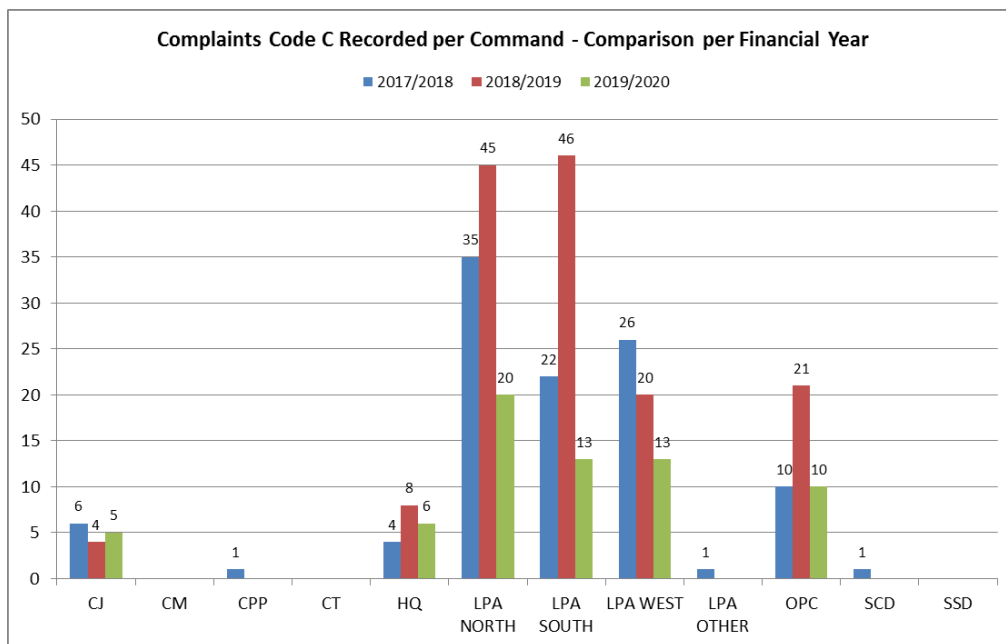
The following table shows numbers of B category since April 2017. Numbers have been low, with ten recorded.

Month	Recorded	Command
Jun-17	1	LPA SOUTH
Sep-17	1	OPC
Oct-17	2	LPA NORTH, LPA WEST
Nov-17	1	LPA NORTH
Aug-18	1	LPA NORTH
Sep-18	1	LPA NORTH/PSD
Jan-19	1	LPA WEST/PSD
Jul-19	1	OPC
Aug-19	1	CJ Command

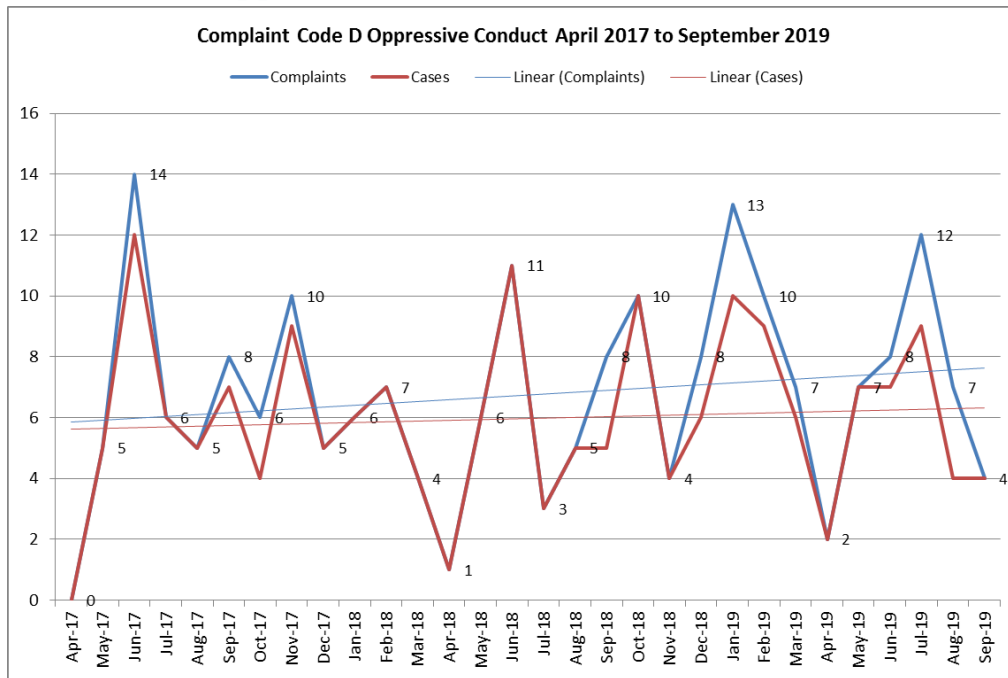
## Complaint Code C: Other Assault



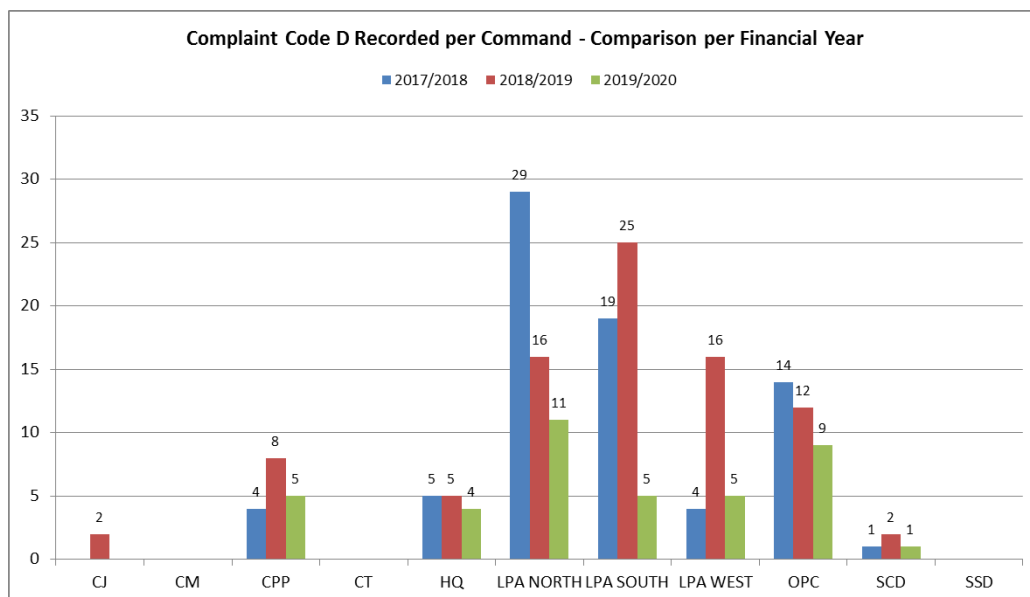
The overall trend in allegations of Other Assault (C) is an increase overall, particularly due to peaks in some months. LPA North and South, and OPC had increases last year compared to the previous year. LPA West and CJ Command may see an increase this year.



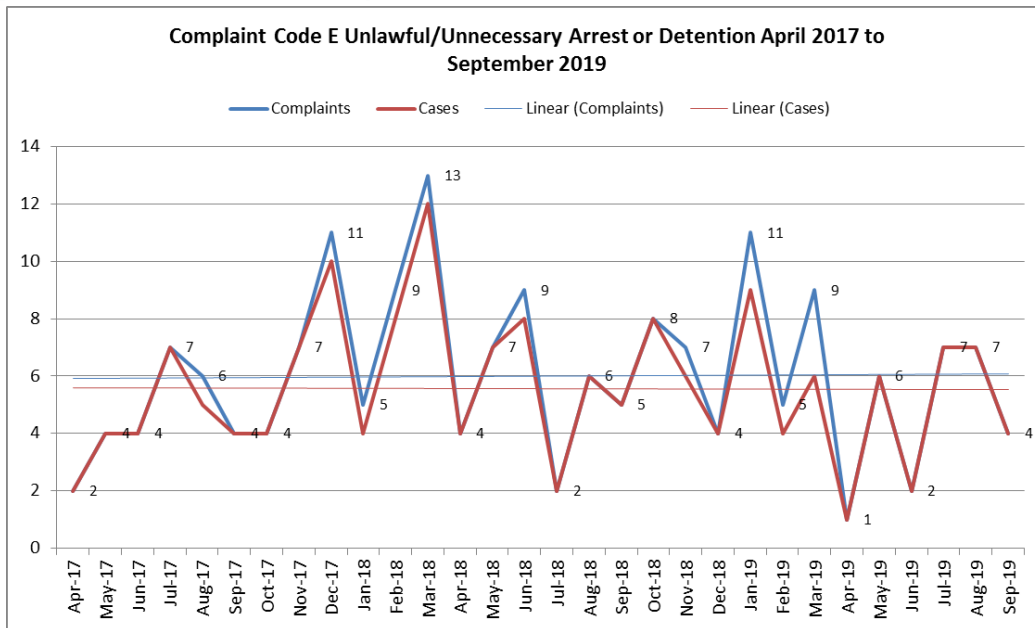
## Complaint Code D: Oppressive Conduct



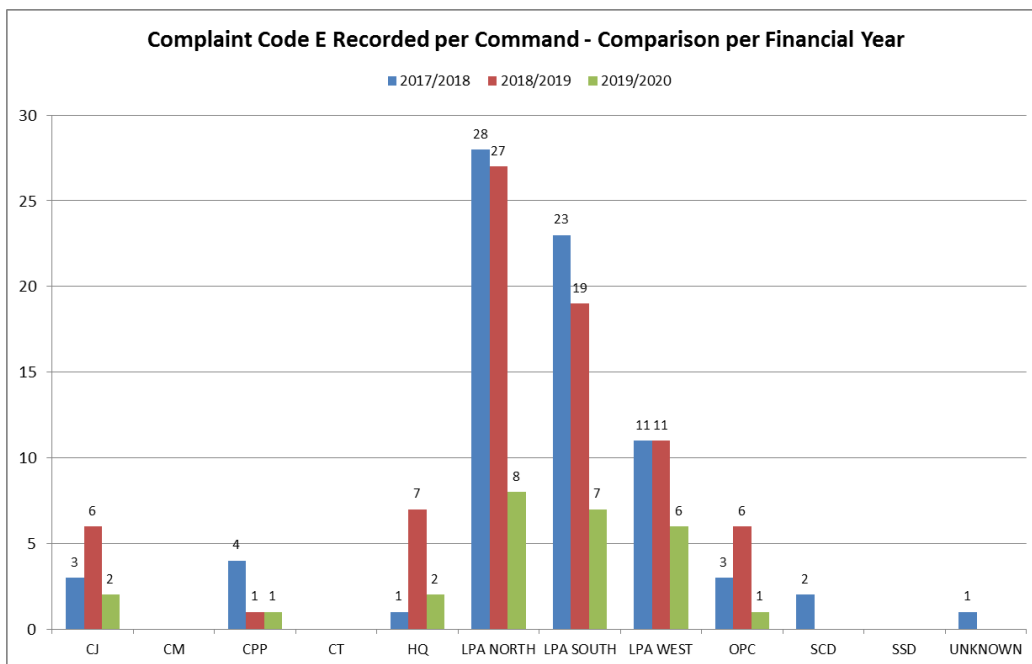
There have been several peaks in D Complaints and numbers have increased since April 2017. North LPA had a decrease in 2018/2019, although LPA South and West had increases.



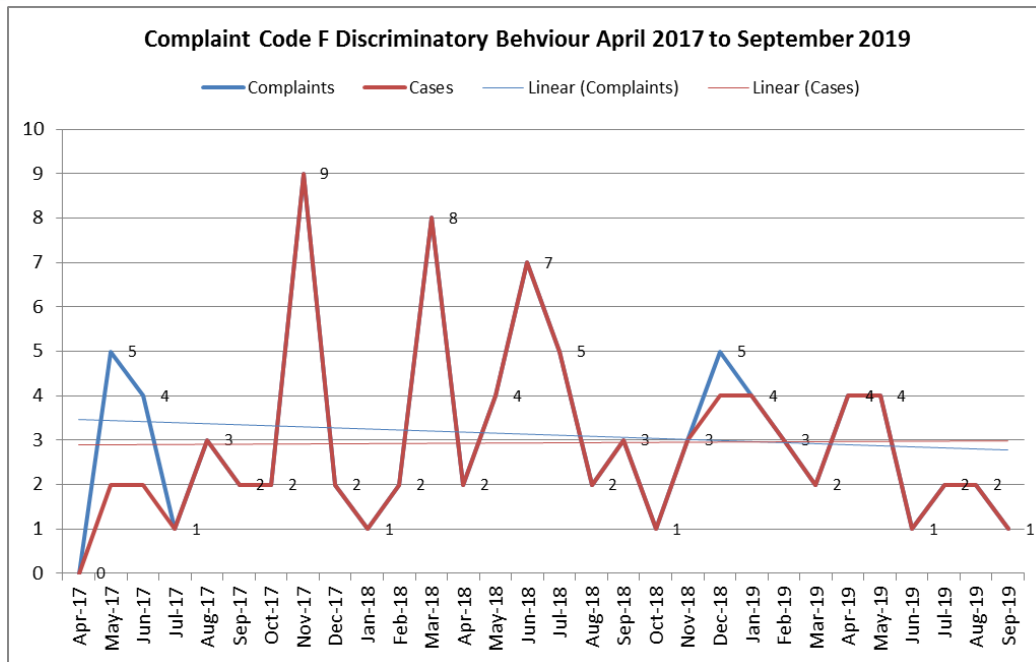
## Complaint Code E: Unlawful/Unnecessary Arrest or Detention



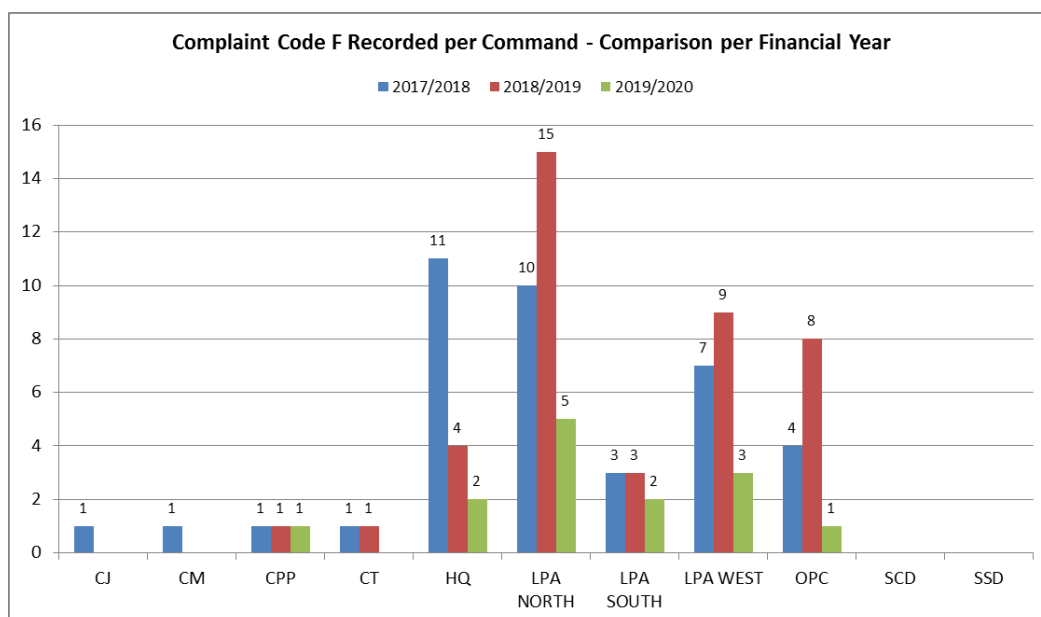
Due to some peaks in recording, Category E Complaints have had a slight increase overall. OPC and HQ Command areas had increases in 2018/2019, with the LPA areas remaining at generally the same level.



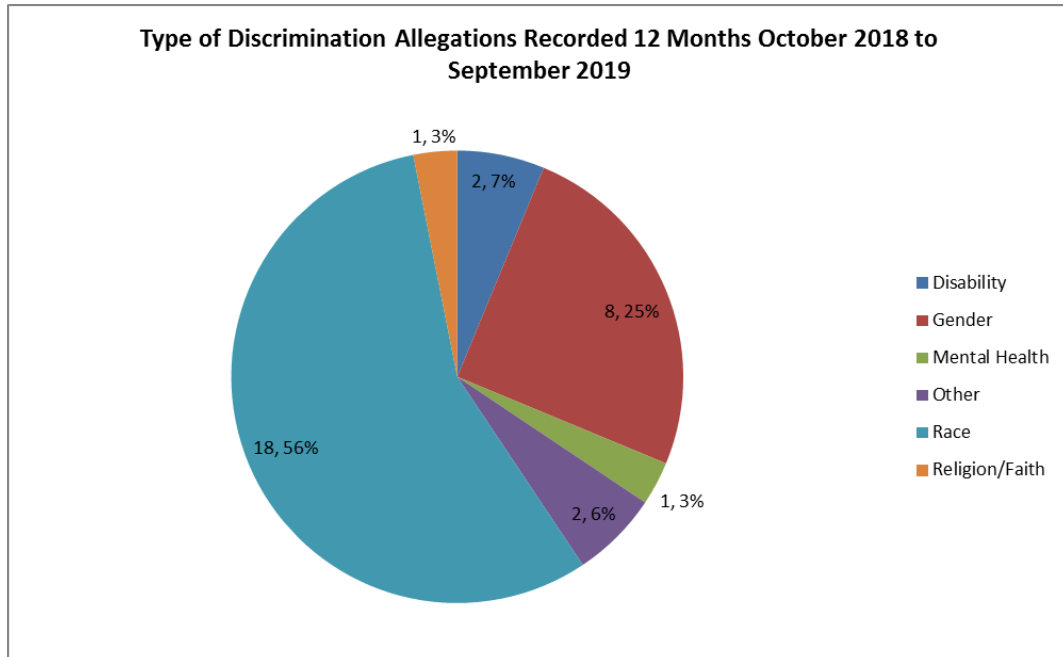
## Complaint Code F: Discriminatory Behaviour



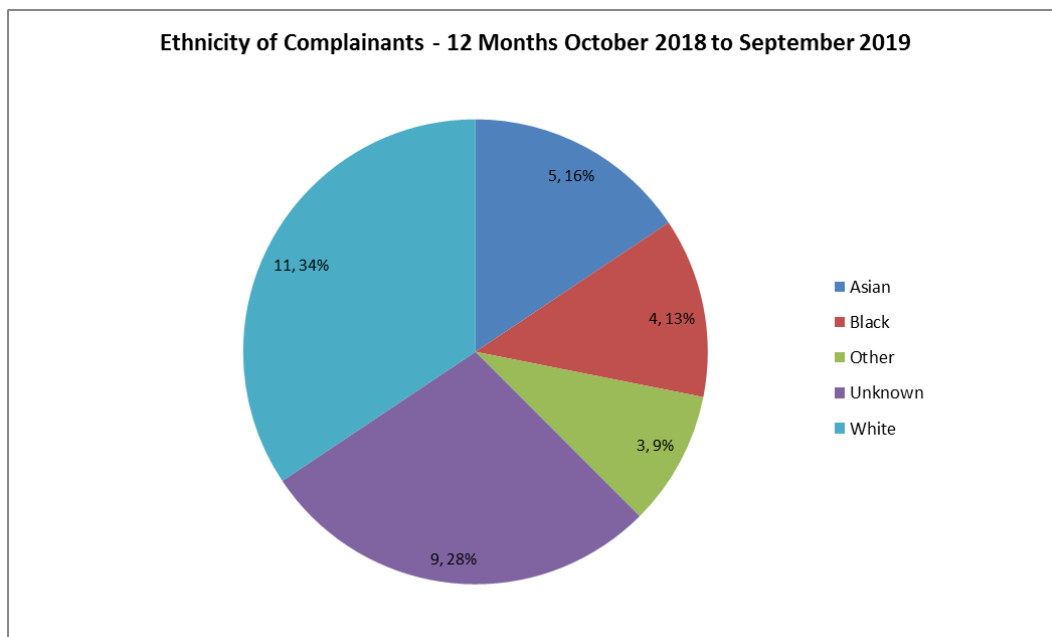
Numbers of F complaints have been low recently, resulting in a decreasing trend. LPA North and West, and OPC had increases in 2018/2019 compared to the previous year.



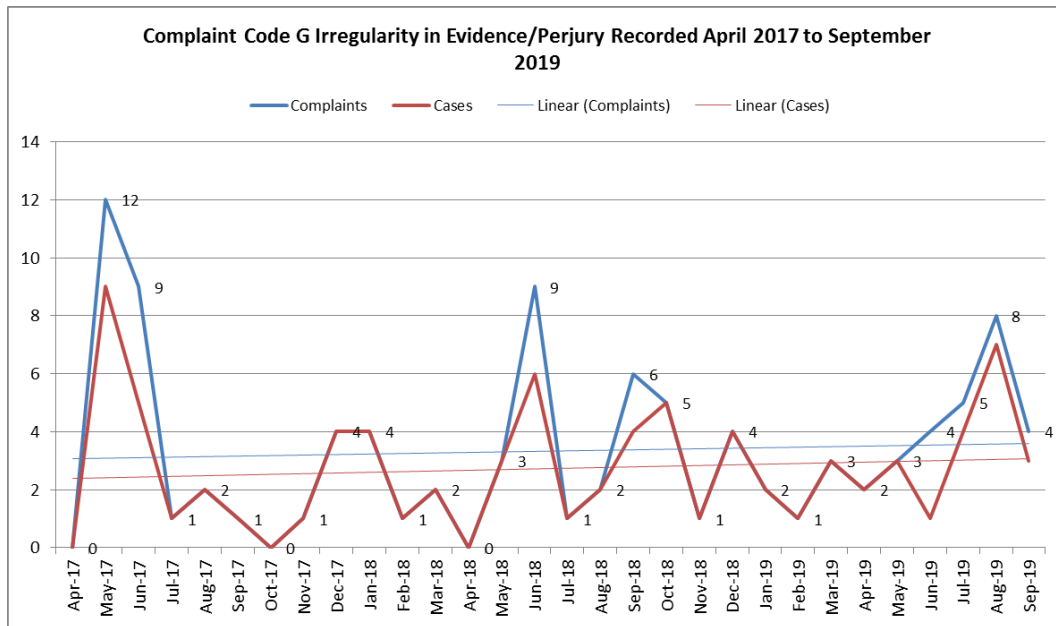
## F Discrimination Complaints – Allegation Type



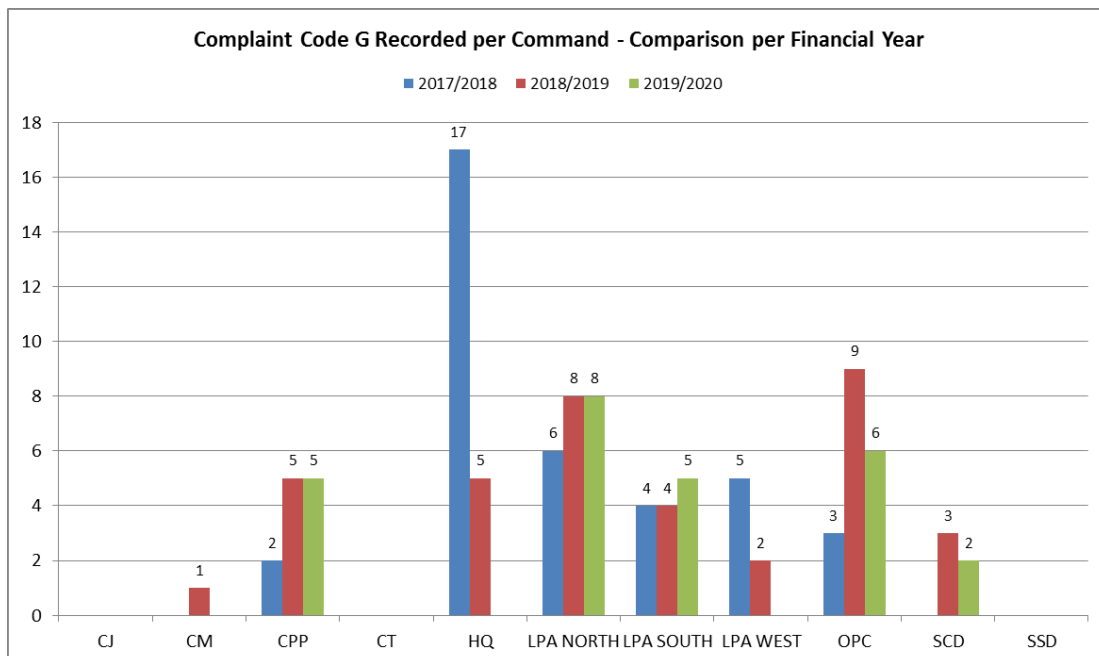
## F Discrimination Complaints – Ethnicity of Complainants



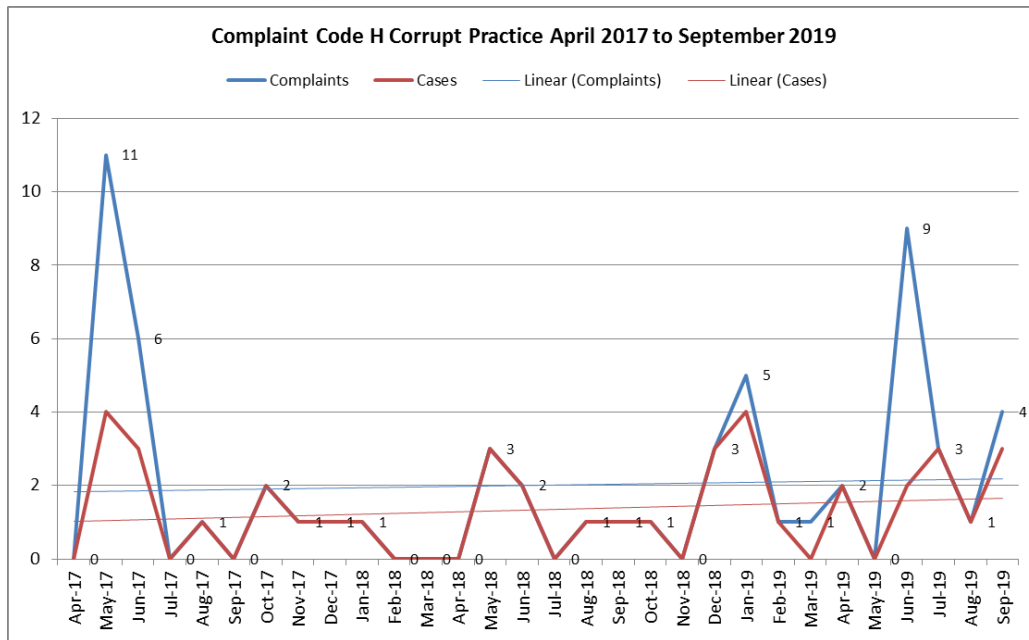
## Complaint Code G: Irregularity in Evidence/Perjury



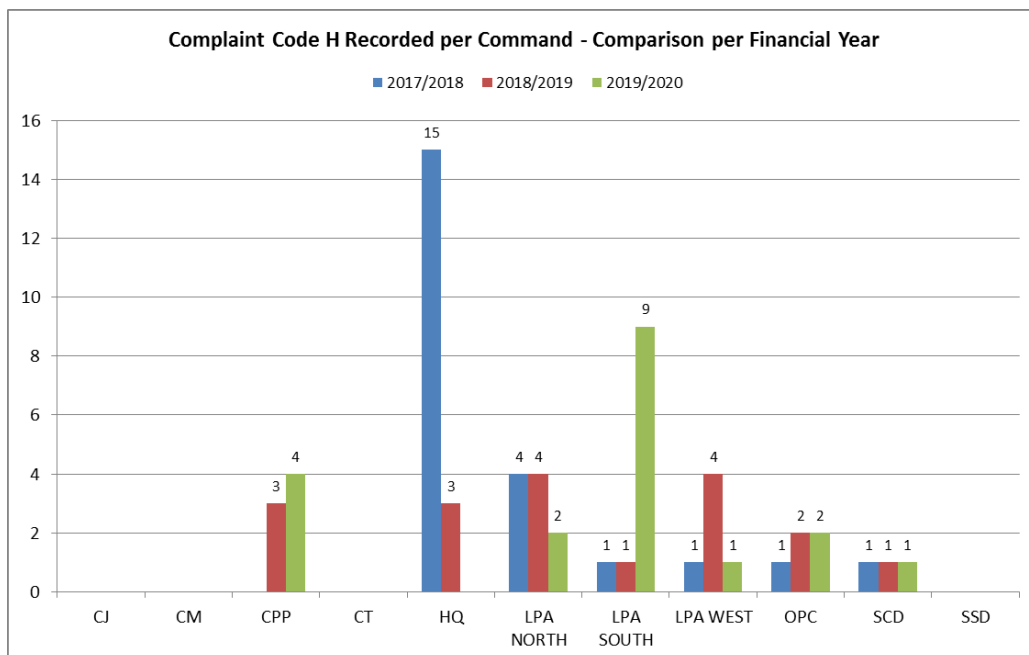
Allegations of Irregularity of Evidence and Perjury (G) remain low, though due to a few peaks, the trend line shows a slight increase since April 2017. This is partly due to multiple strands within cases, such as in May 2017 when one case involved seven strands, and June 2018 when one case involved four allegations of this category. However, the slight peak in August 2019 cannot be accounted for by multiple strands, with there being six cases and eight complaints.



## Complaint Code H: Corrupt Practice

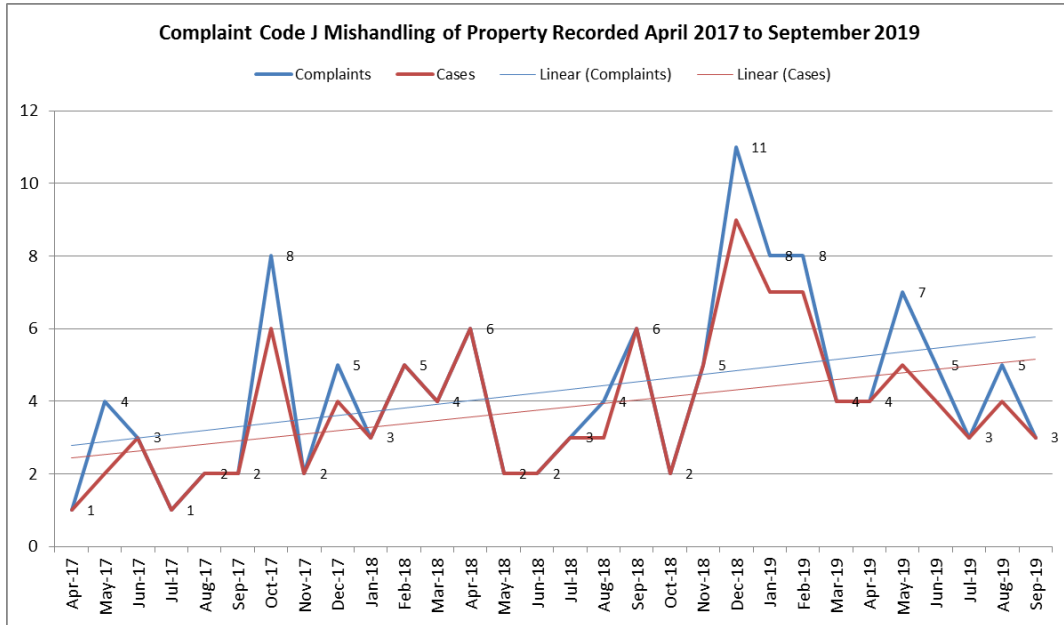


Numbers of H complaints have been low but have been affected by a complaint involving a repeat complainant in May 2017 (C/175/17 PSD, previously North LPA), and in June 2019 there was a case involving numerous strands (C/239/19).

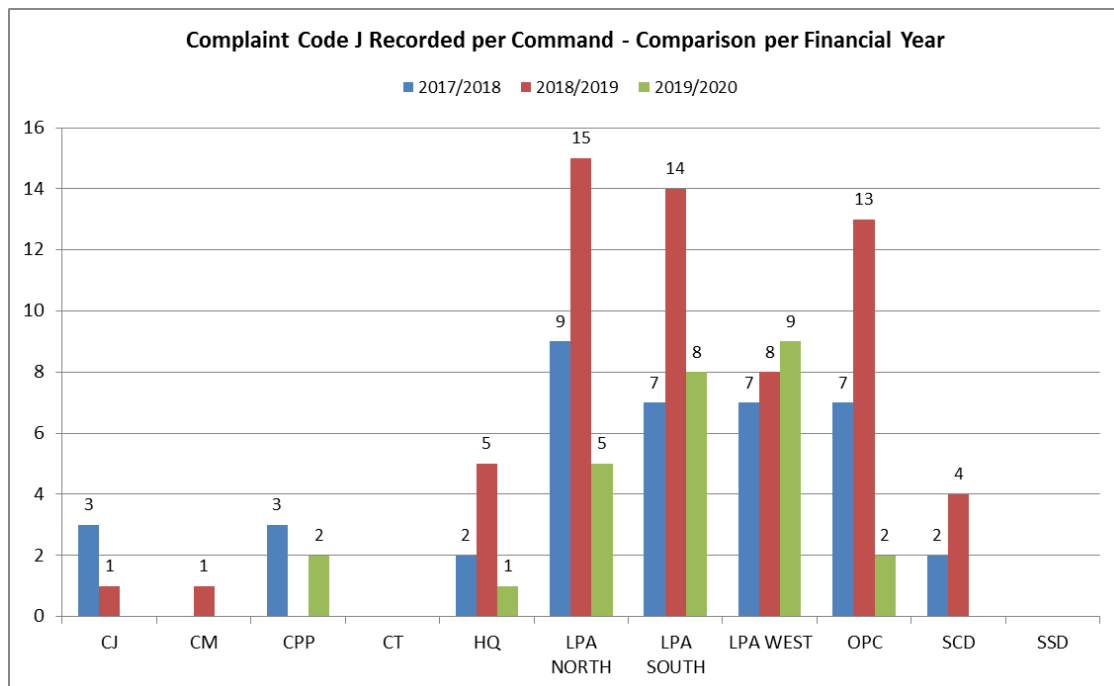




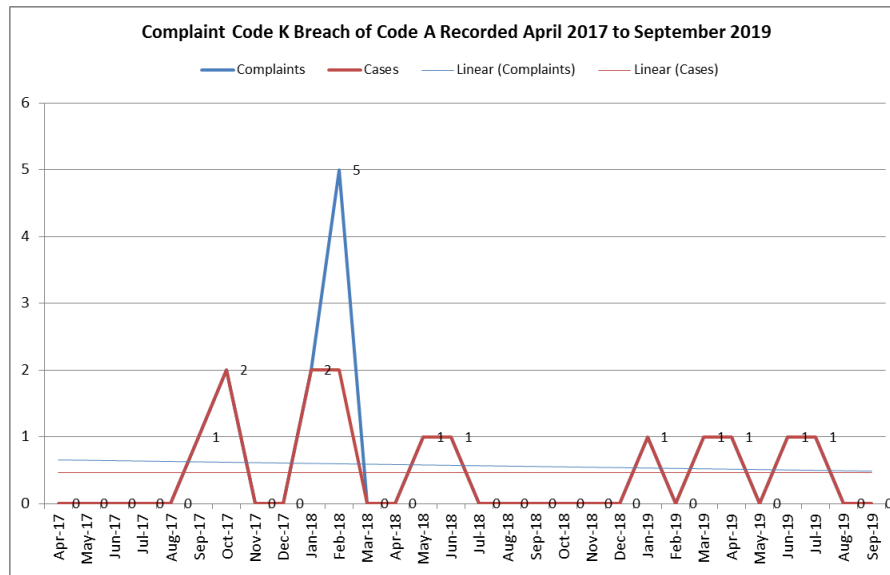
## Complaint Category J Mishandling of Property



Code J complaints have been low in number, though with an occasional peak which has led to an overall increase over the time-frame. Due to low numbers in the previous year; LPA North and South, and OPC had an increase in 2018/2019.



## Complaint Code K Breach of Code A on Stop and Search



Breach of Code A - Stop and Search complaints are low.

There were 3,688 Stop & Search forms submitted in the first quarter of 2019/2020.

This is an increase of 351 (10.5%) compared to the same quarter for 2018/19. Compared to the fourth quarter of 2018/2019, this is an increase of 9.2%.

There was a 210% increase in the last quarter of 2018/2019 in comparison to the same quarter in 2017/2018.

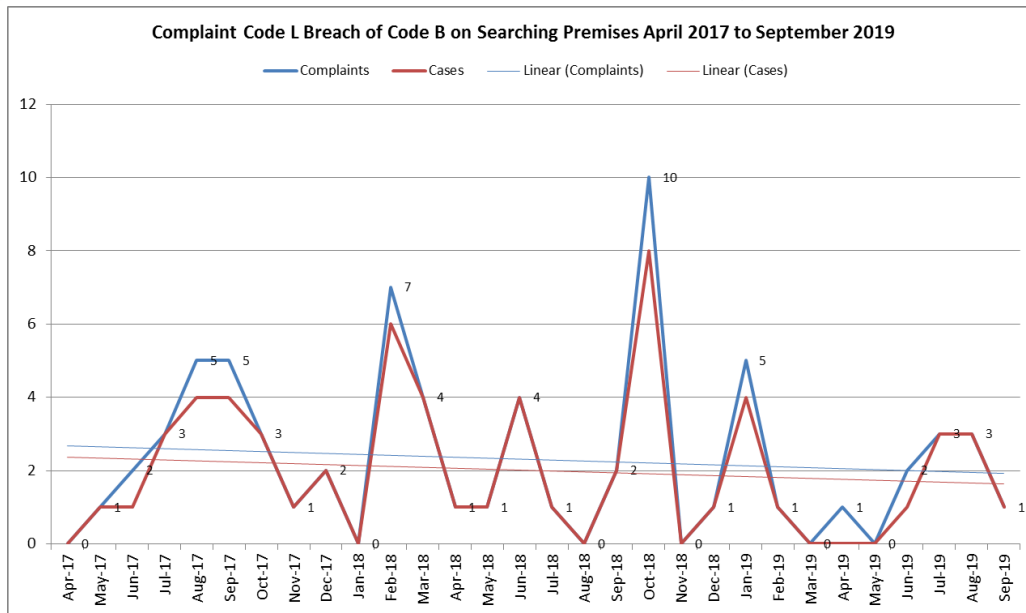
The increase in Stop Searches has been attributed to data being input onto Mobile Data Terminals<sup>3</sup>.

### Comparison of Complaints per Financial Years per Command:

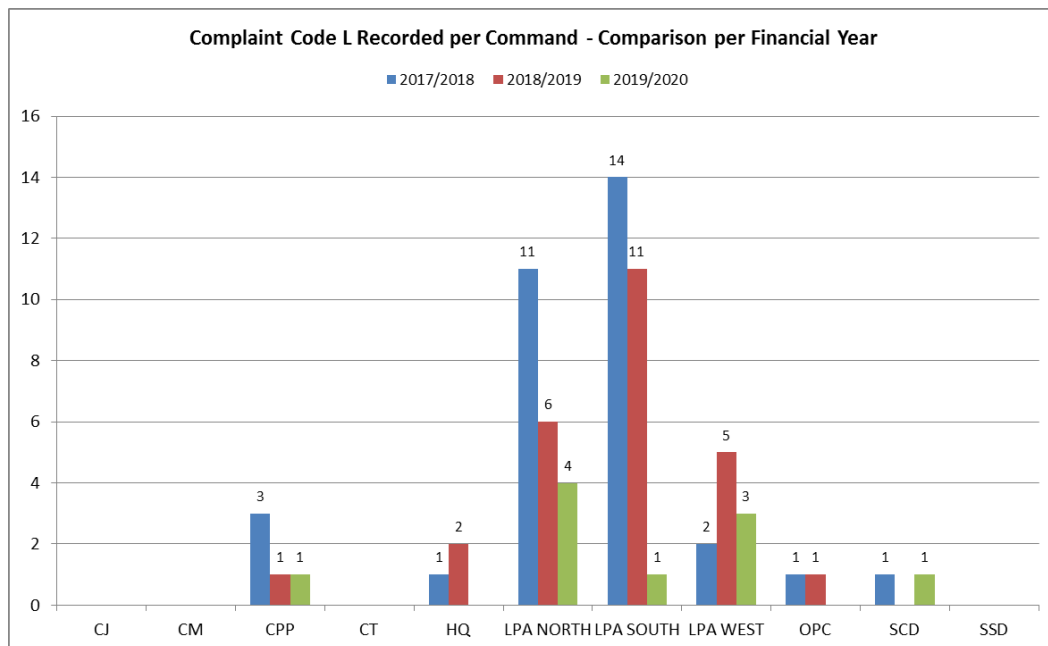
Command	2017/2018	2018/2019	2019/2020	Total
CPP	1	0	0	1
LPA NORTH	1	2	2	5
LPA SOUTH	1	0	1	2
LPA WEST	1	0	0	1
LPA OTHER	4	0	0	4
OPC	2	2	0	4
<b>Total</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>17</b>

<sup>3</sup> Figures and information obtained from Strategic Command reporting August 2019 Stop and Search Quarterly Report

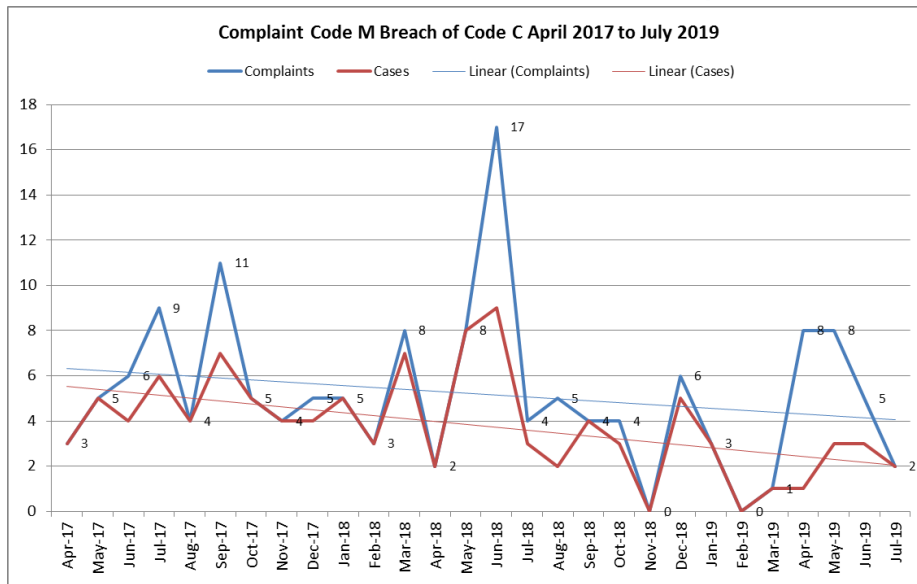
## Complaint Category L Breach of Code B on Searching Premises



Levels of L complaints are sporadic, and have decreased over the time-frame. LPA West had increases in 2018/2019 compared to the previous year.

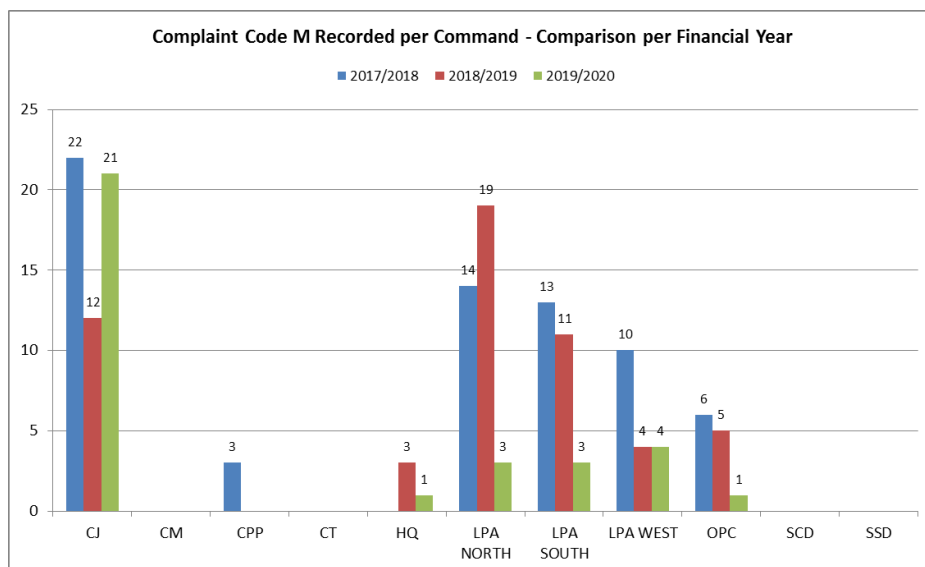


## Complaint Category M Breach of Code C on Detention/Treatment



Allegations of a Breach of Code C Detention and Treatment (M) show a general decline over the timeframe, though there have been peaks. In June 2018 there was an increase which was affected by cases with multiple allegations in this category, for example C/274/18 and C/335/18 which contain four M allegations each. LPA North had an increase in 2018/2019 compared to the previous year.

CJ Command has seen an increase this year, mostly due to multiple stands within cases such as C/172/19 containing 8 strands.



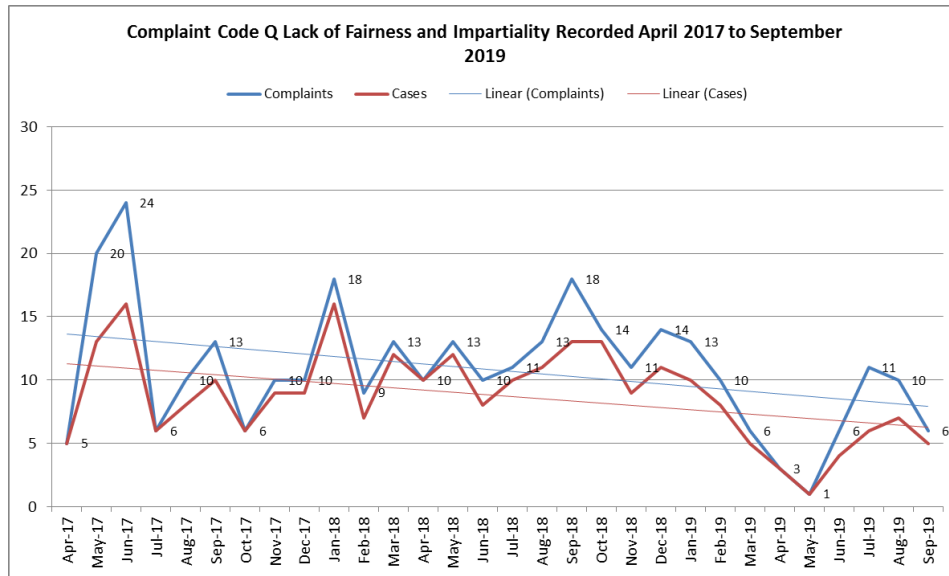
### Complaint Code N Breach of Code D on Identification

There have been two case/complaints recorded in this category - in January 2019 in LPA West (C/14/19), and in July 2019 in CJ Command (C/257/19).

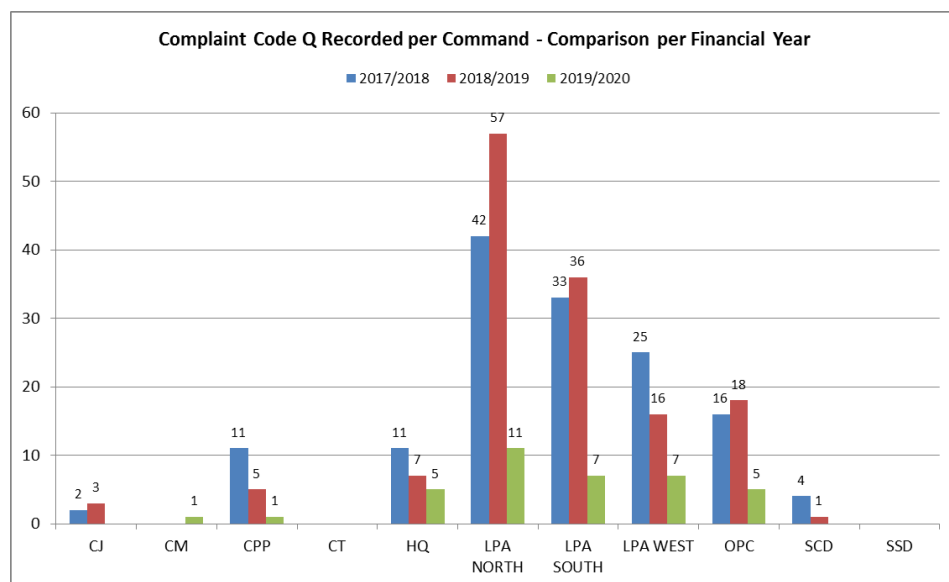
### Complaint Code P Breach of Code E on Tape Recording

There has only been one complaint in this category since April 2017. This was recorded in February 2018 in LPA North (C/108/17).

### Complaint Code Q lack of Fairness and Impartiality



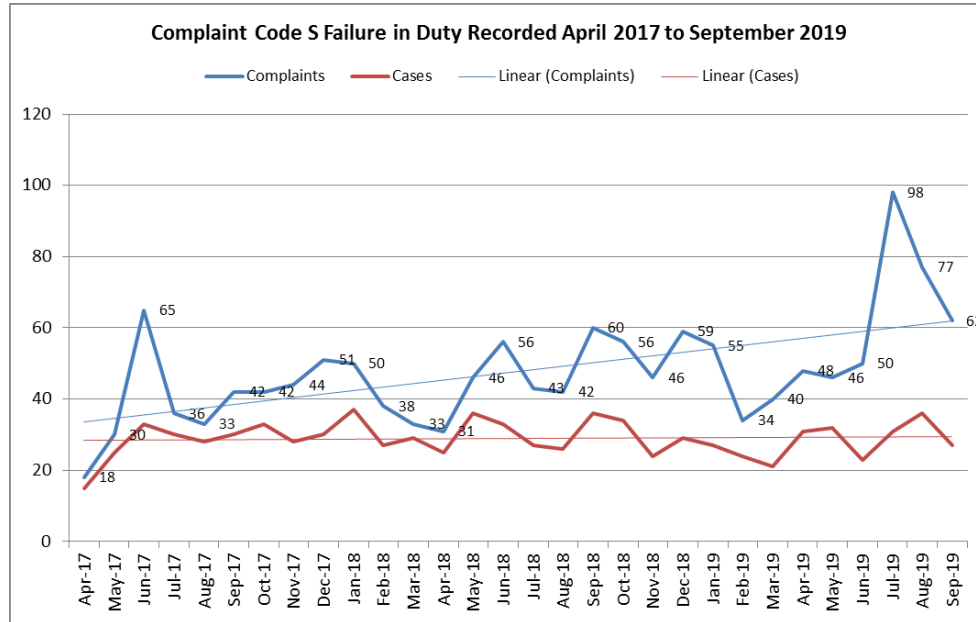
There has been a decrease in complaints over the time frame; with a peak in June 2017 (this was not affected by any particular case). LPA North, South and OPC had an increase in 2018/2019.



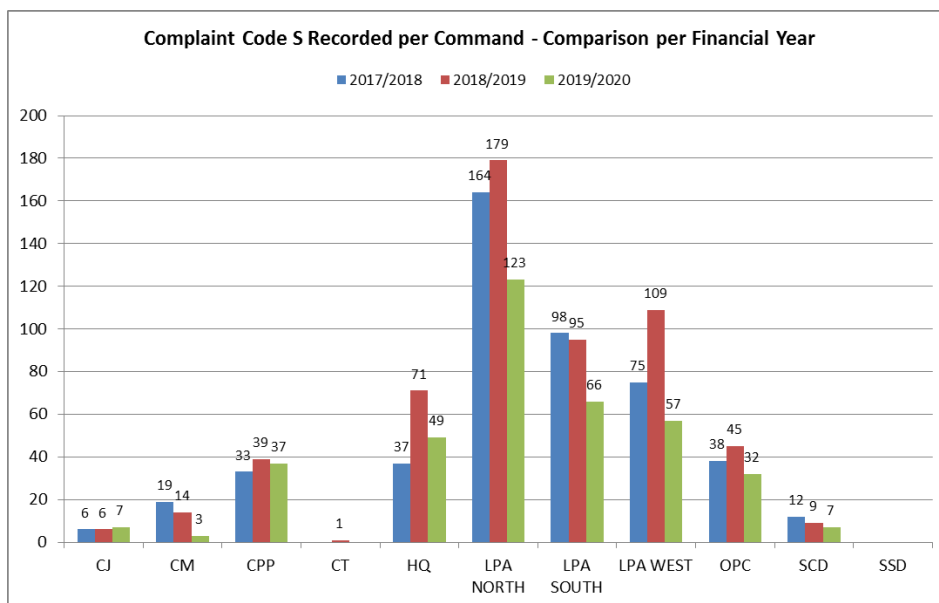
## Complaint Code R Breach not attributed to a certain code

There has only been one R complaint recorded since April 2017; in April 2019 in CJ Command (C/172/19).

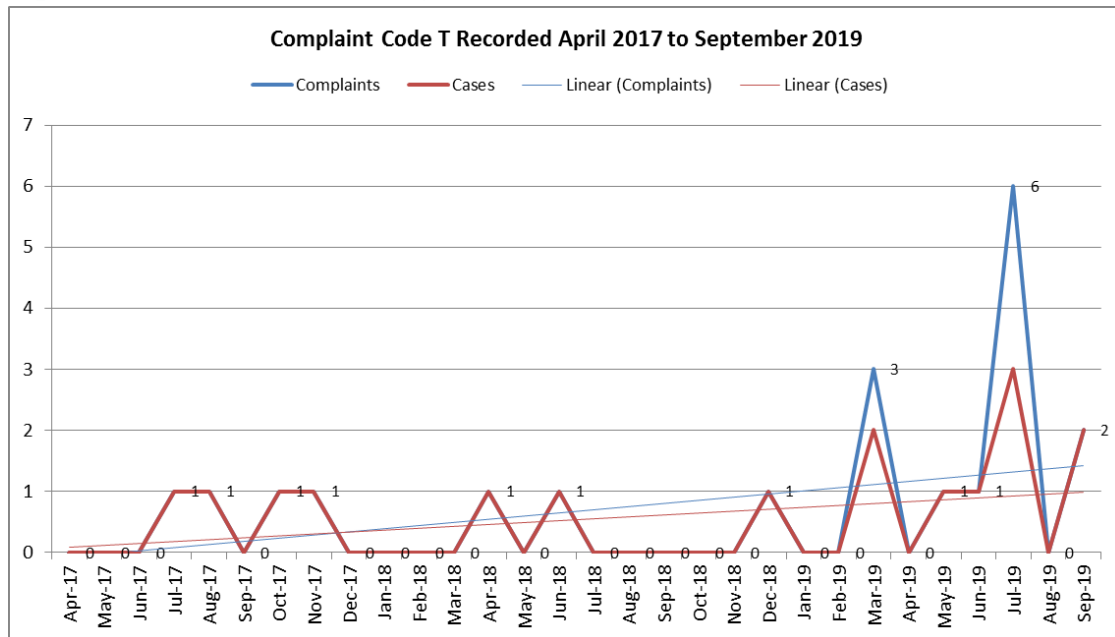
## Complaint Code S Failures in Duty



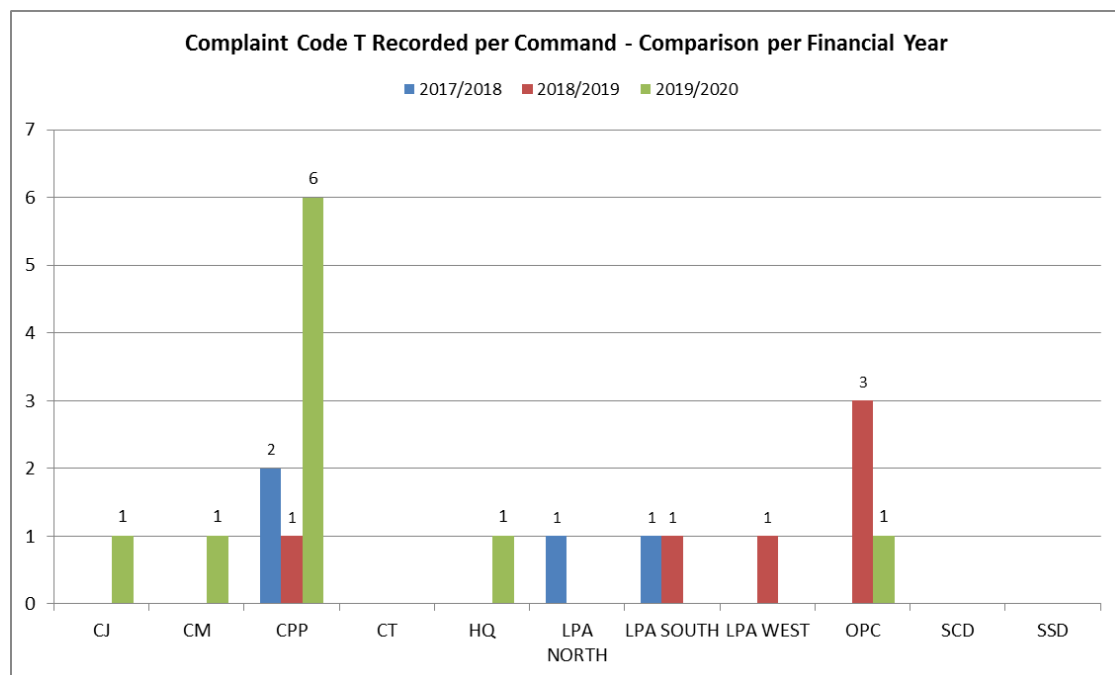
S Complaints are the highest across all the complaint categories. Complaint numbers have increased since April 2017, though case numbers have stayed consistent. LPA North, West and OPC had increases in 2018/2019 compared to the previous year. July 2019 had a significant increase in complaint numbers; however this is due to cases containing multiple complaint strands.



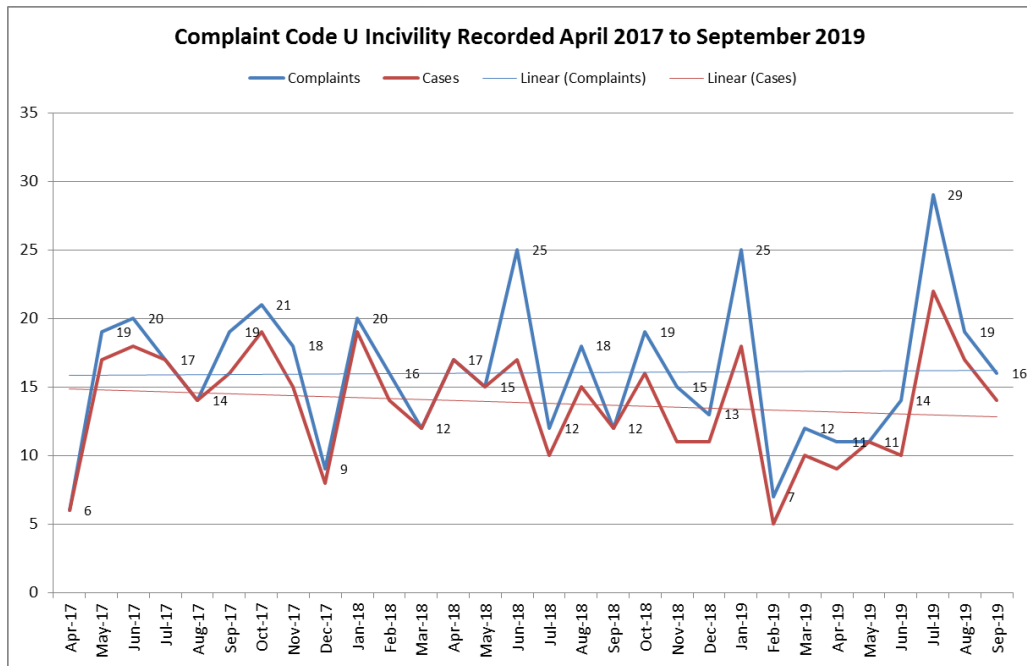
## Complaint Code T Other Irregularities in Procedure



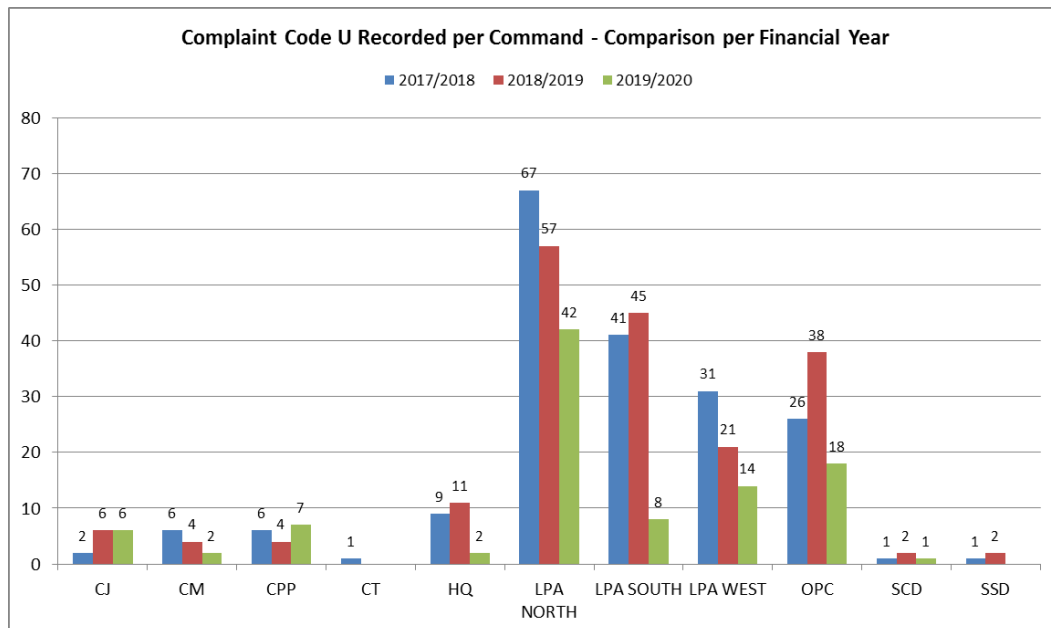
Numbers are low in this category, but due to small peaks in March and July 2019, the trend line shows a slight increase.



## Complaint Code U Incivility, Impoliteness and Intolerance

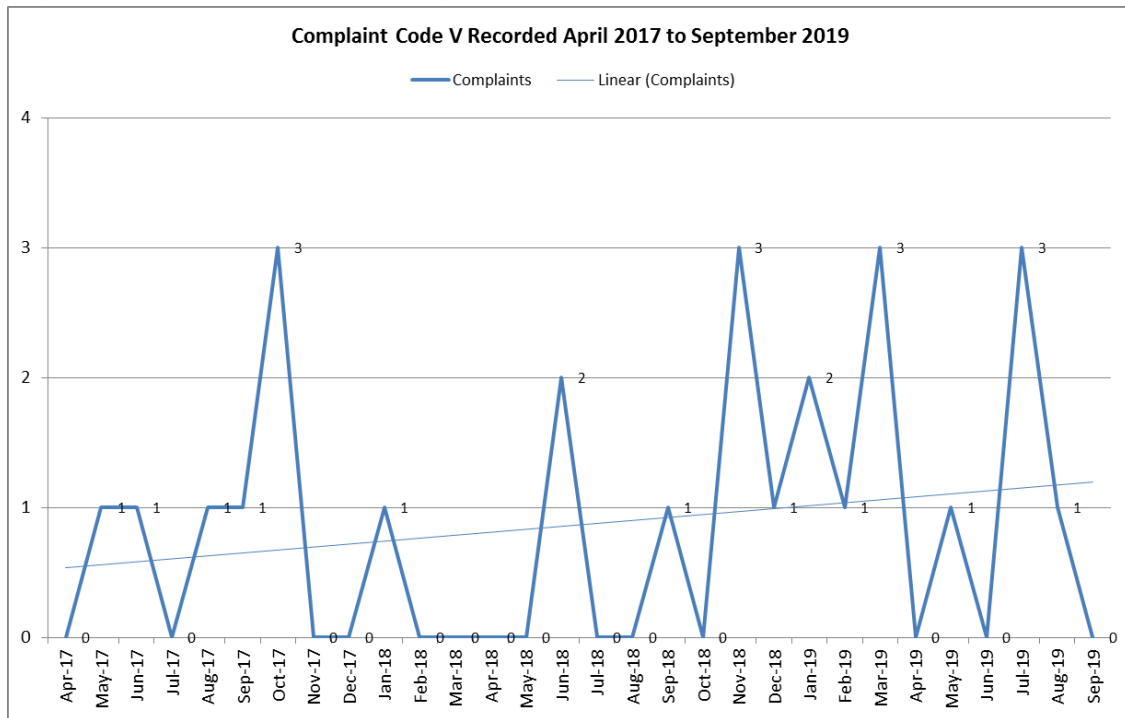


U is the category that generally sees the second highest numbers across all categories, with various peaks in recording, though the trend line shows that levels are consistent, and cases have decreased slightly since April 2017. LPA South and OPC had increases in 2018/2019.

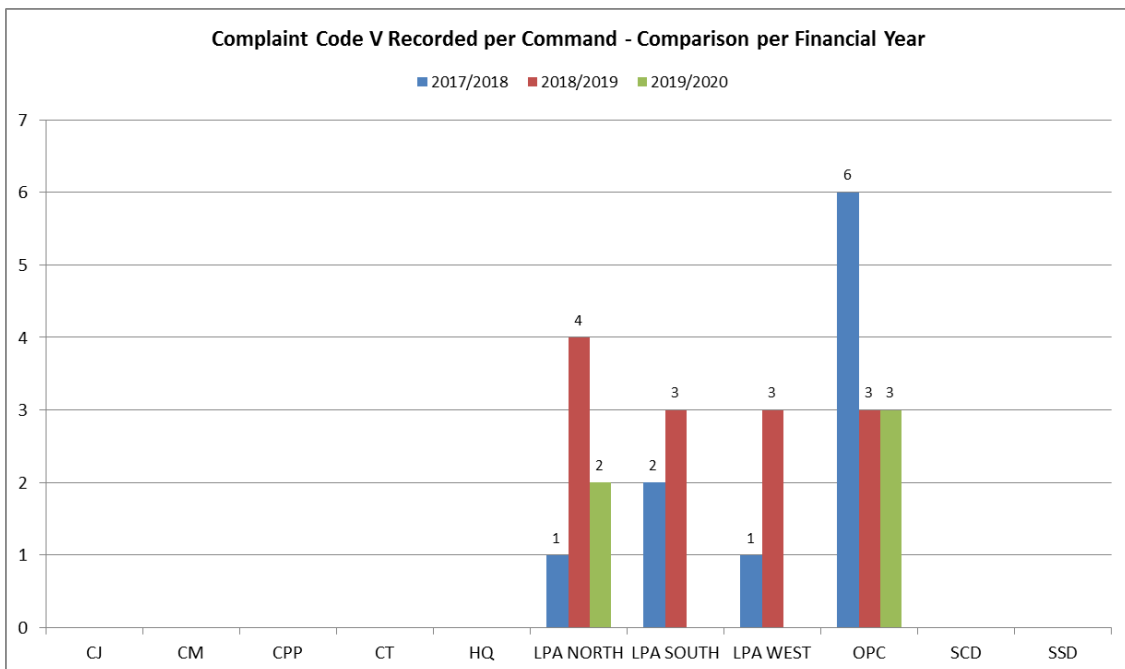




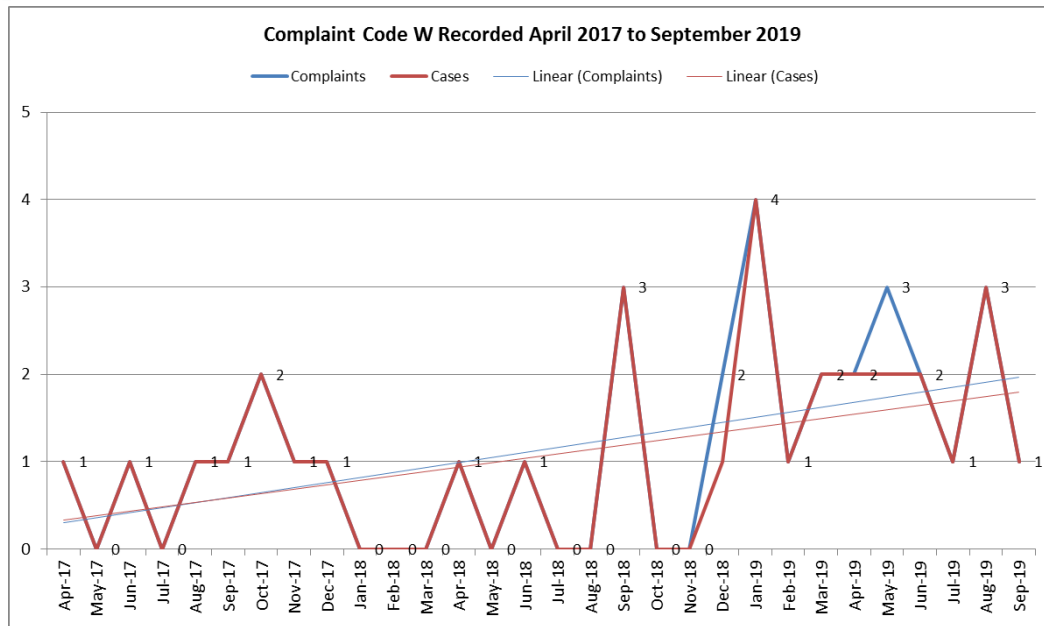
## Complaint Code V Traffic Irregularity



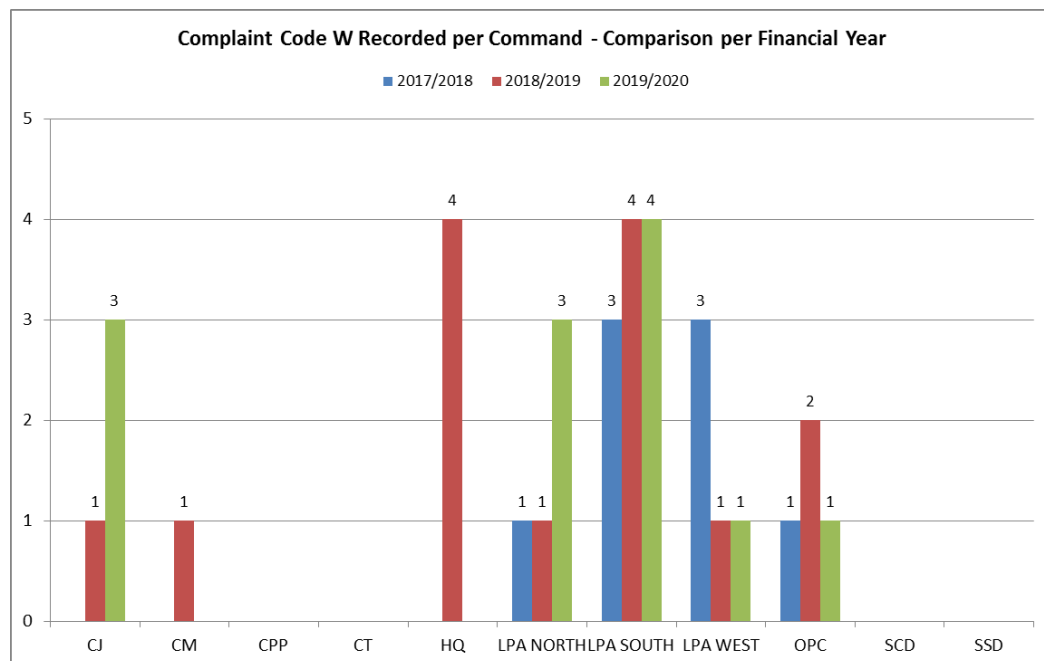
Numbers of V complaints are low (cases are the same in number as complaints), and have had a slight increase over the time-frame, due to small peaks.



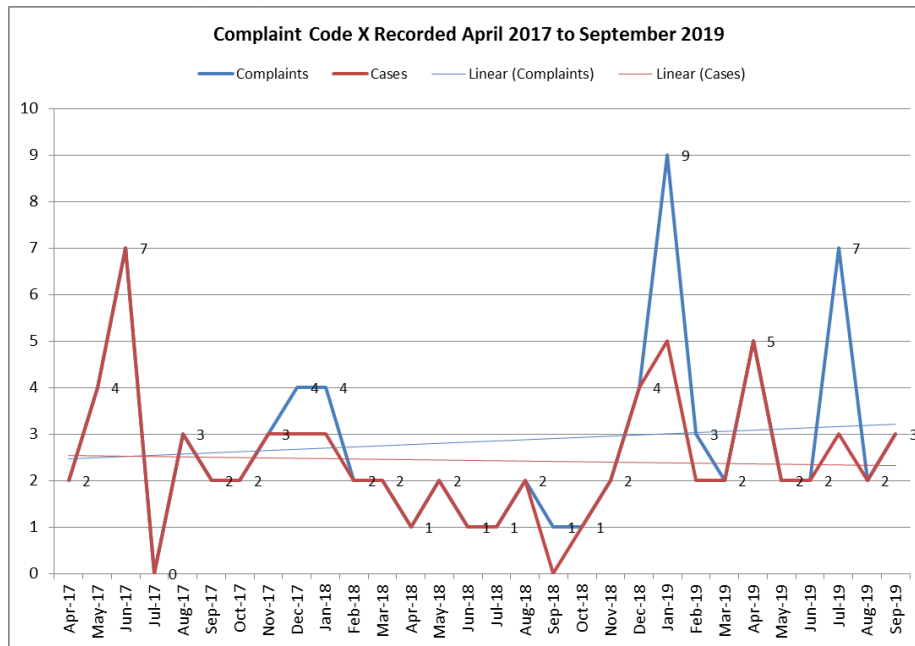
## Complaint Code W Other



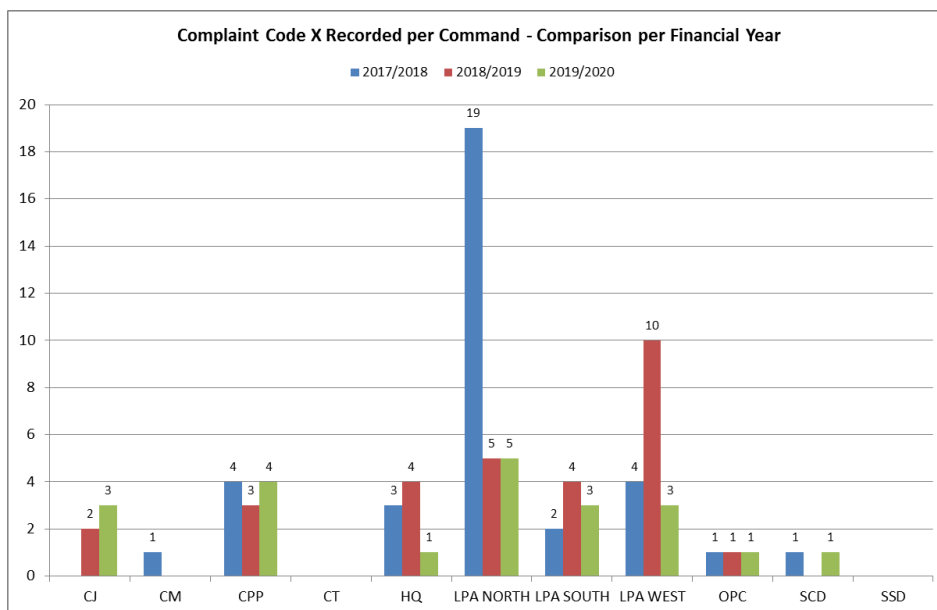
Overall, levels of Complaint code W have seen an upward trend since April 2017, but overall, numbers remain low.



## Complaint Code X Improper Disclosure of Information



Category X complaints have increased slightly overall since April 2017, with some peaks in recording. Case numbers however have decreased. LPA North had a significant increase in 2017/2018, but a decrease in 2018/2019. LPA West had an increase in 2018/2019.



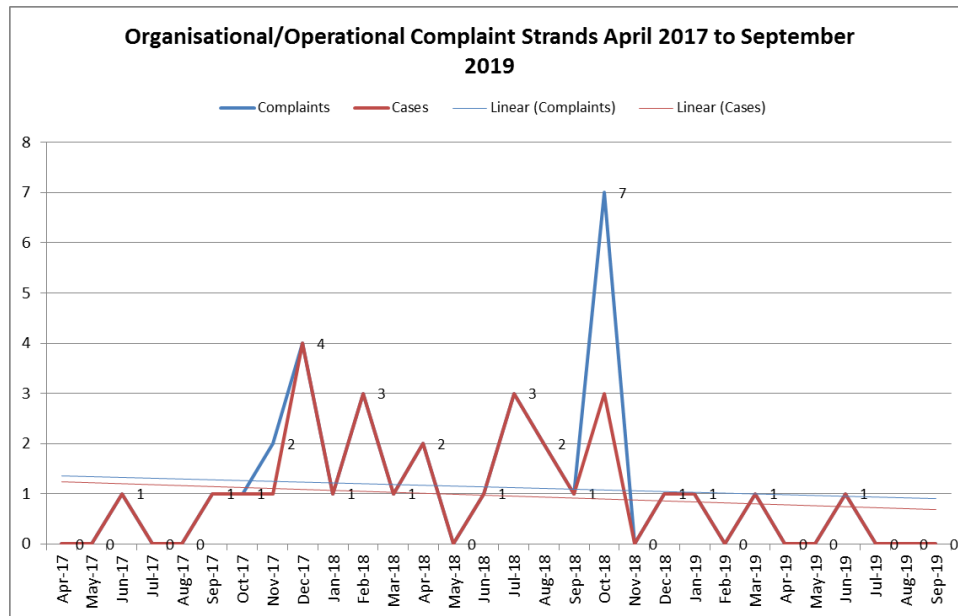
## Complaint Code Y Other Sexual Contact

There are minimal numbers of Y complaints, with there being one recorded since April 2017; North LPA in November 2017 which was withdrawn (C/501/17).

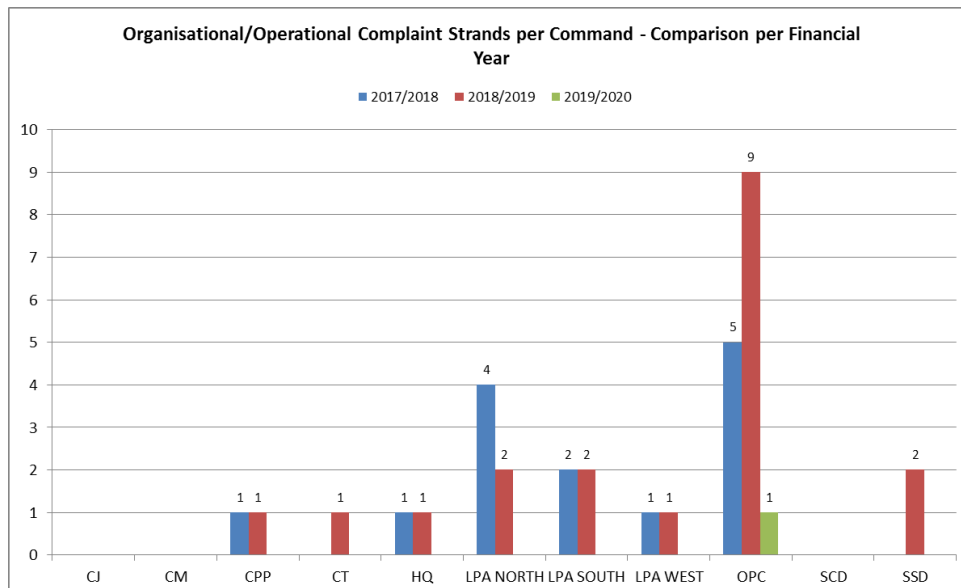
## Organisational/Operational Complaint Strands

These complaints consist of the following categories:

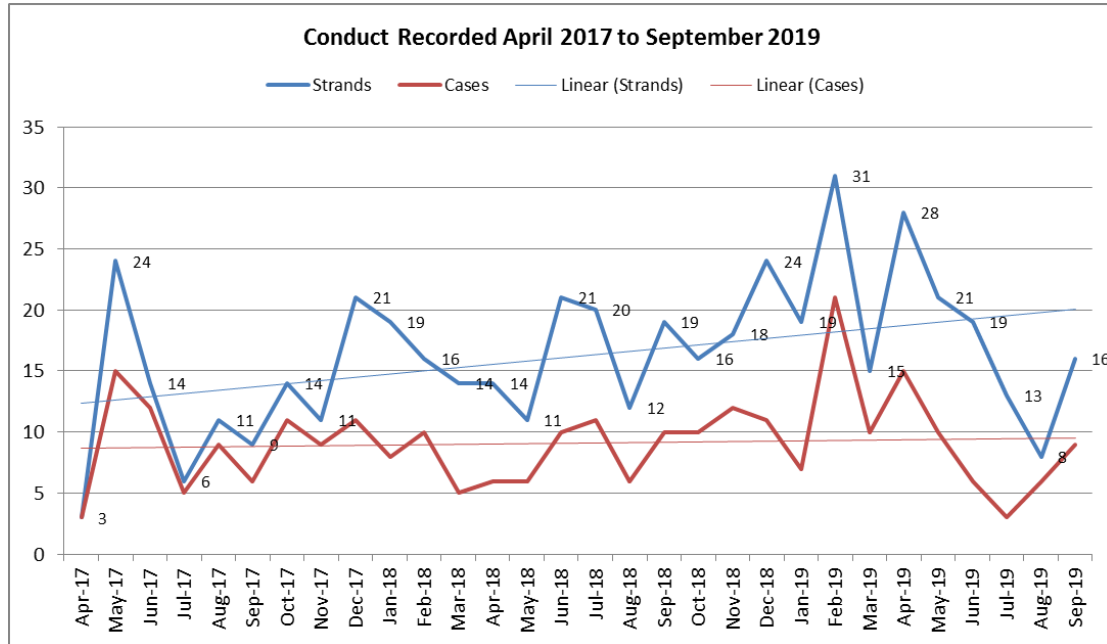
Operational Policing Policies (Organisational), Organisational Decisions (Operational), General Policing Standards (Operational), Operational Management Decisions (Organisational).



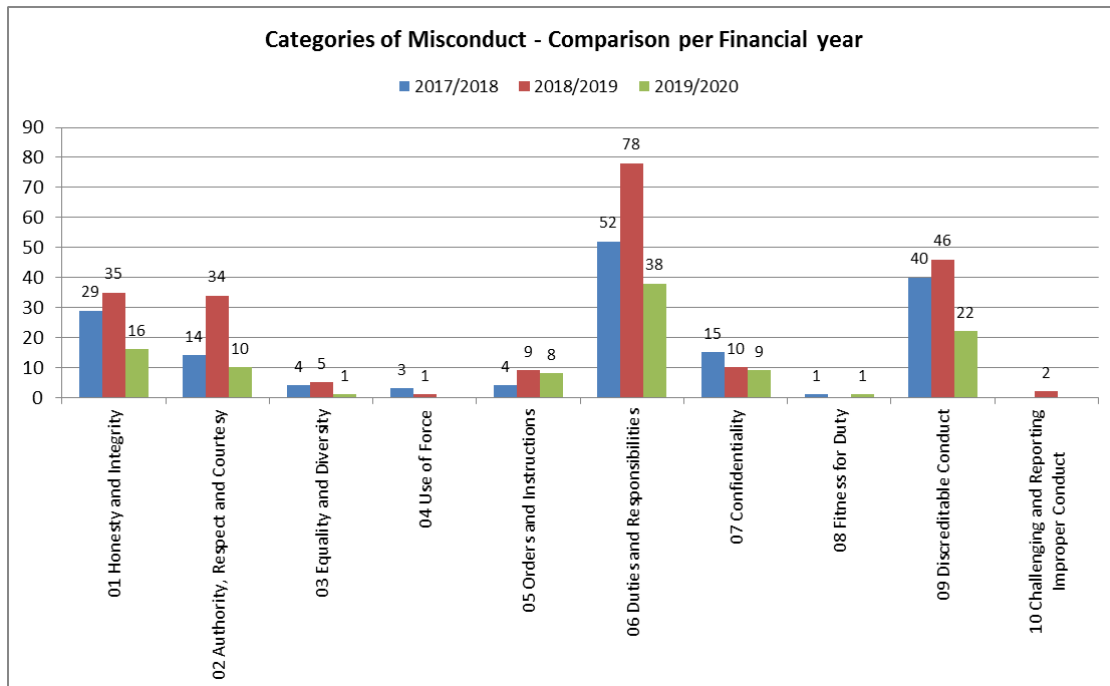
There has been a decrease in these categories in this financial year, after having a slight increase last year (particularly in OPC).



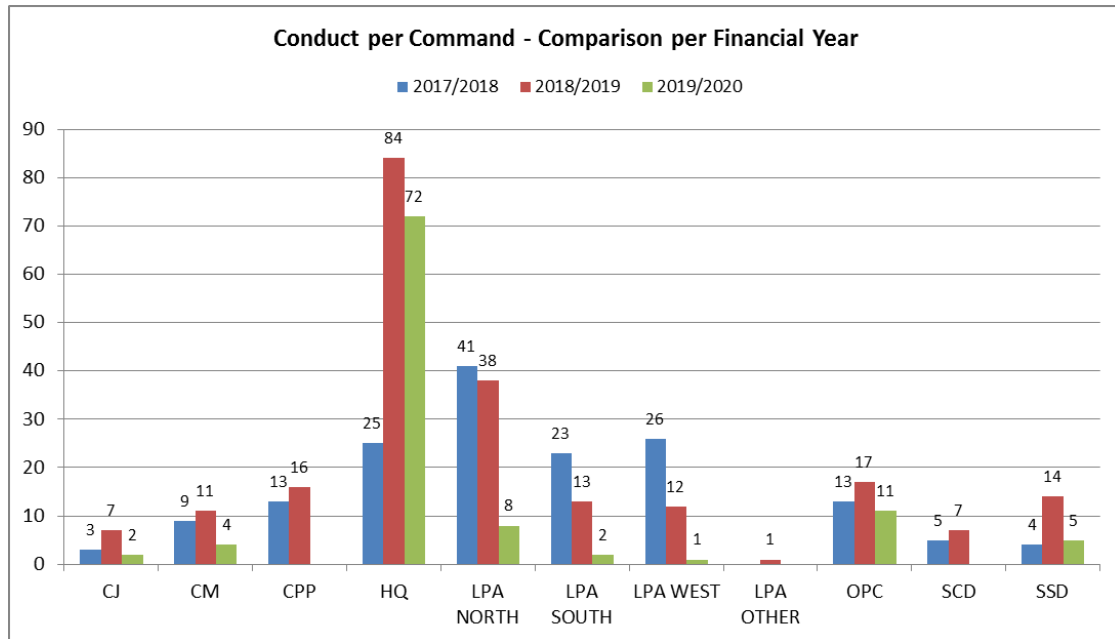
## Force Misconduct



There has been an increasing trend in conduct being recorded since April 2017, though numbers are lower in recent months, and case numbers remain consistent.



## Command Breakdown of Misconduct

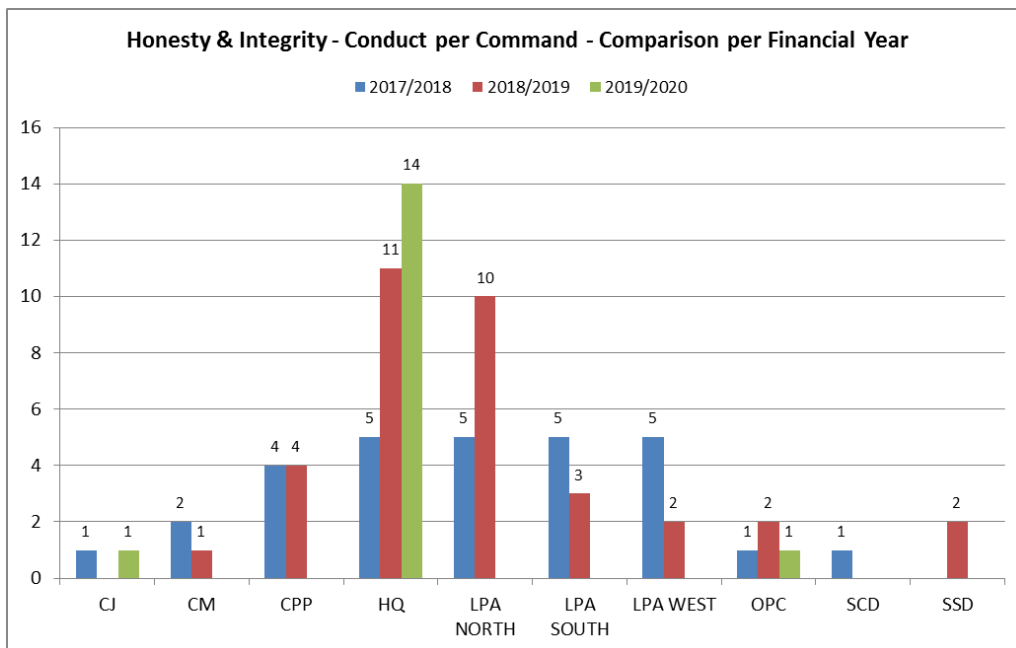
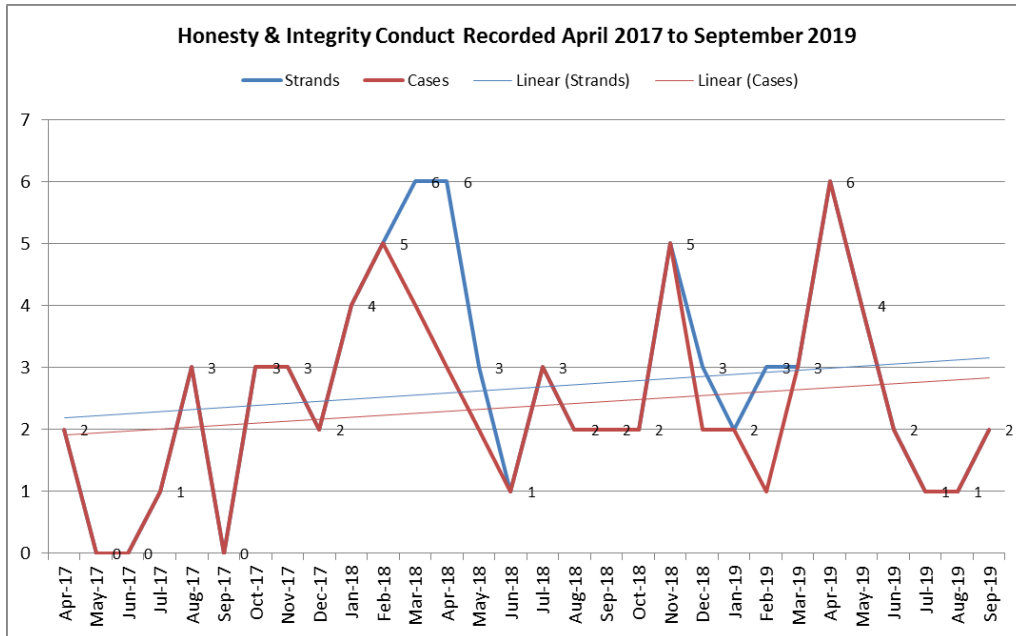


Please note that the figures used for overall Conduct within this report are that of strands within a case, due to there often being more than one category recorded under one case. This is to ensure that the type of conduct is fully reflected.

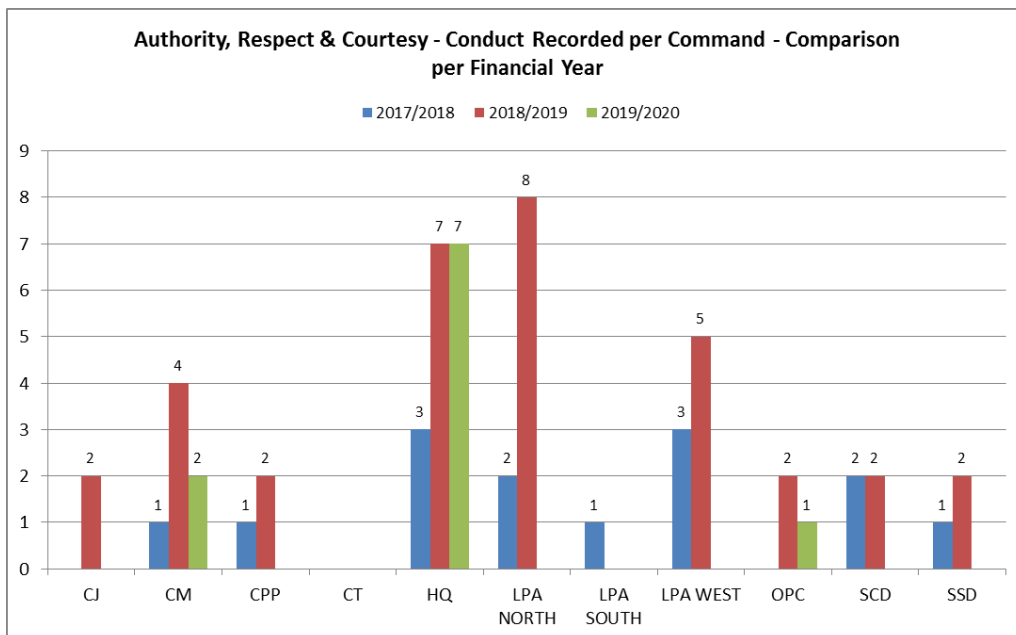
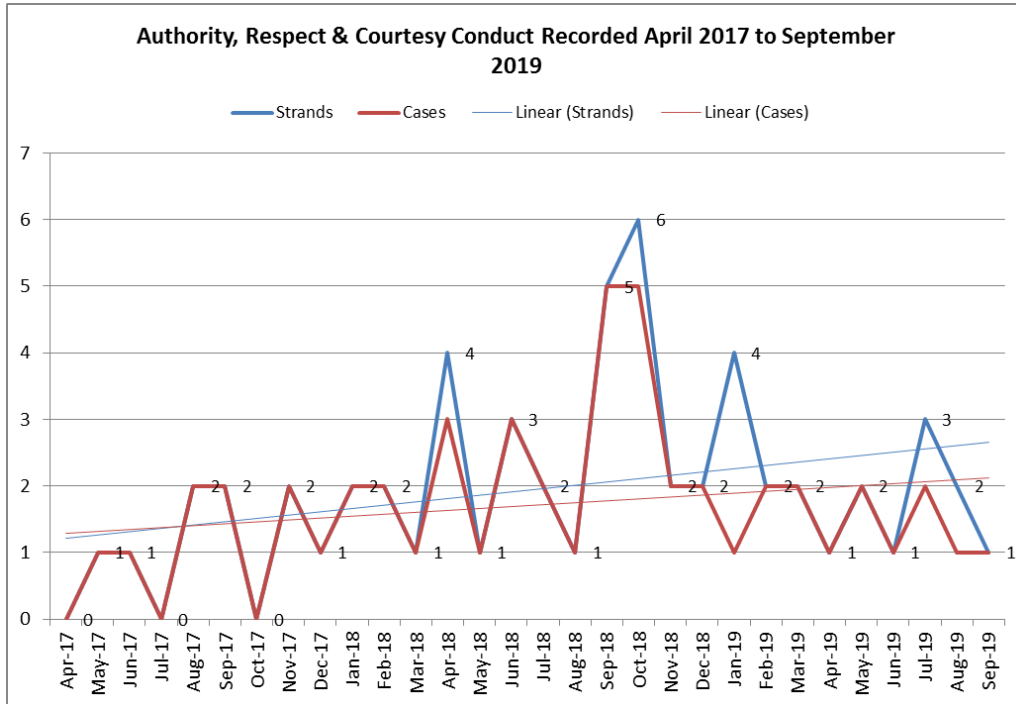
Please also note that similar to Complaint levels, there are now more recorded under HQ Command/PSD, with therefore some reductions in those recorded under the LPA Commands.

## Misconduct Categories

### Honesty and Integrity

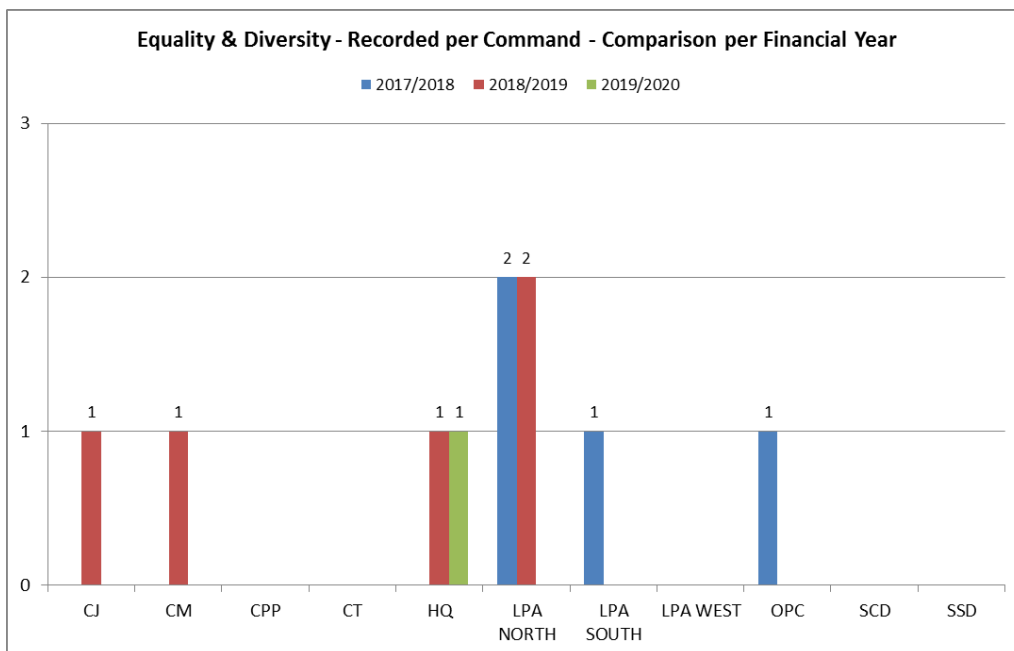
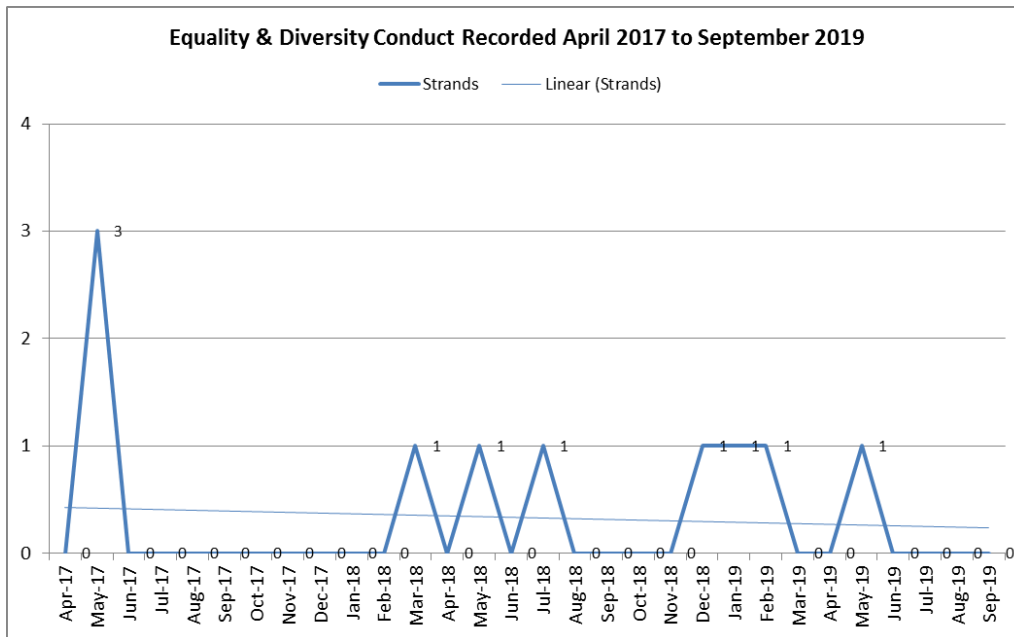


## Authority, Respect & Courtesy

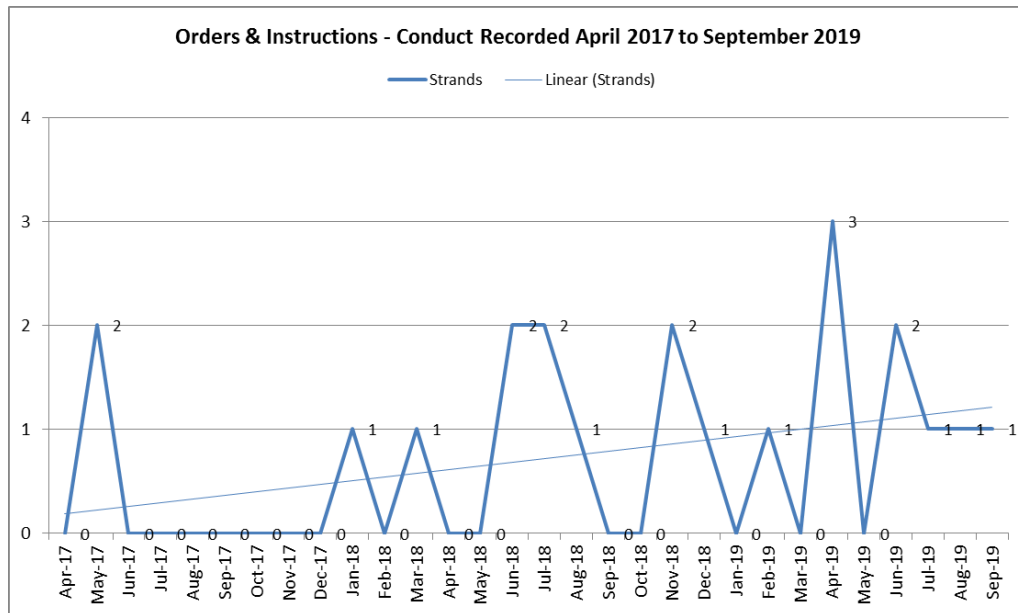




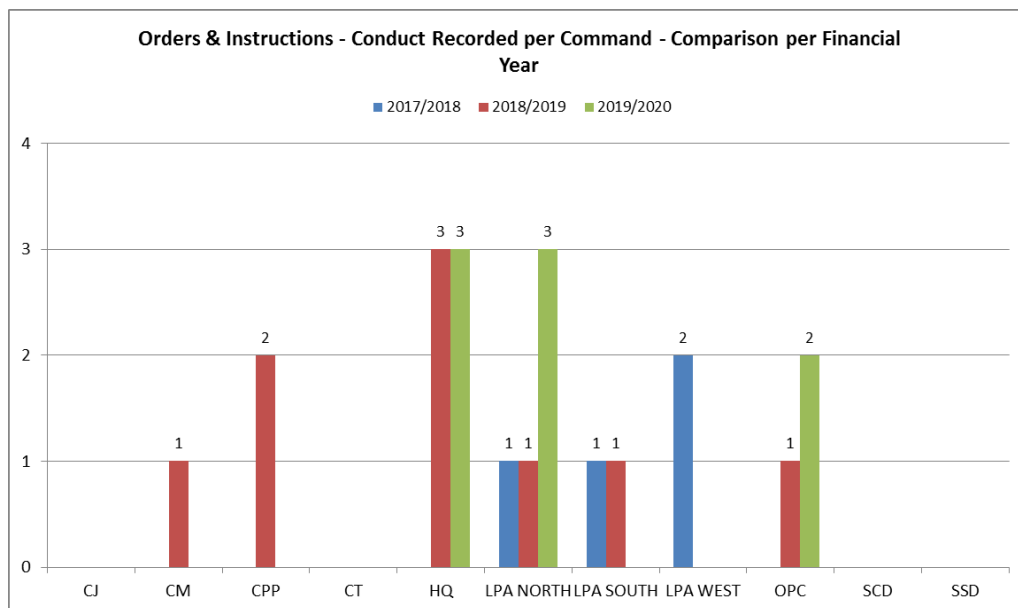
## Equality and Diversity



## Orders and Instructions

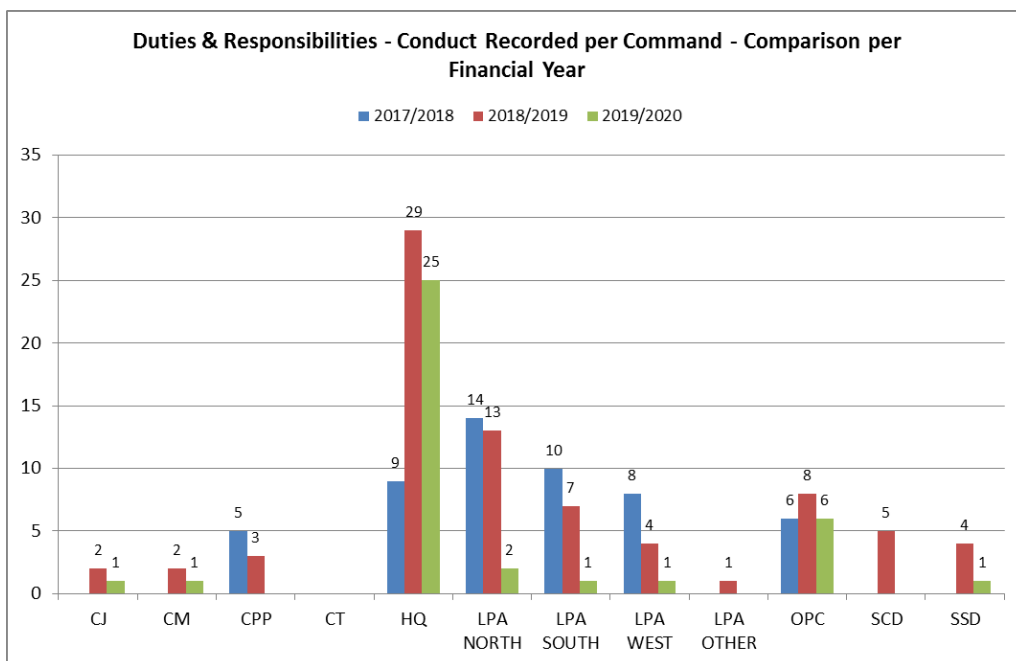
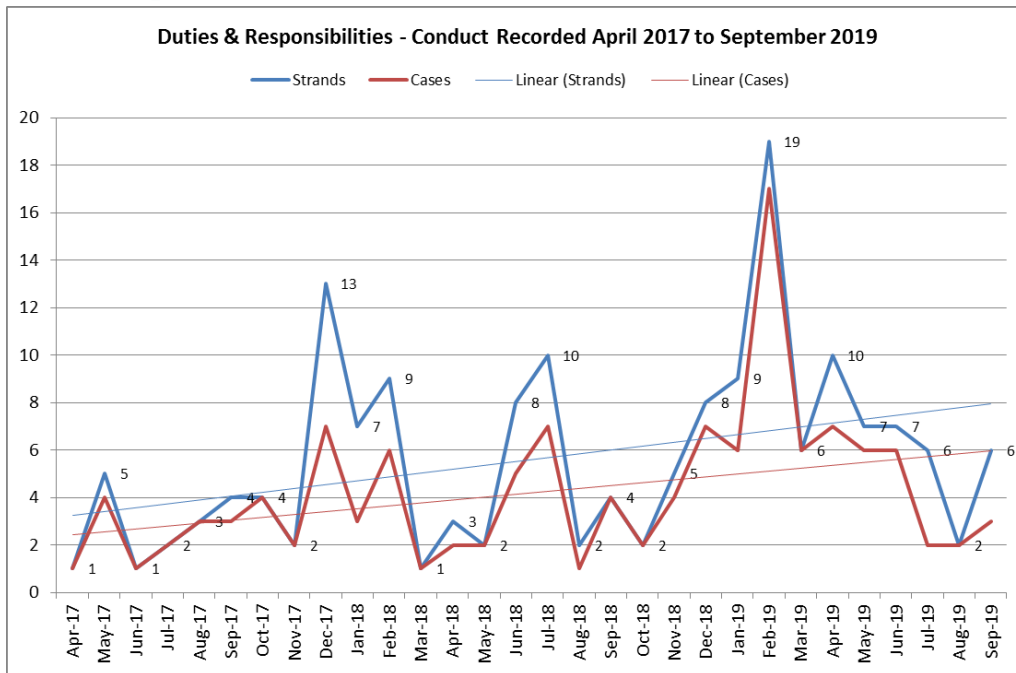


Case numbers are same as strands.

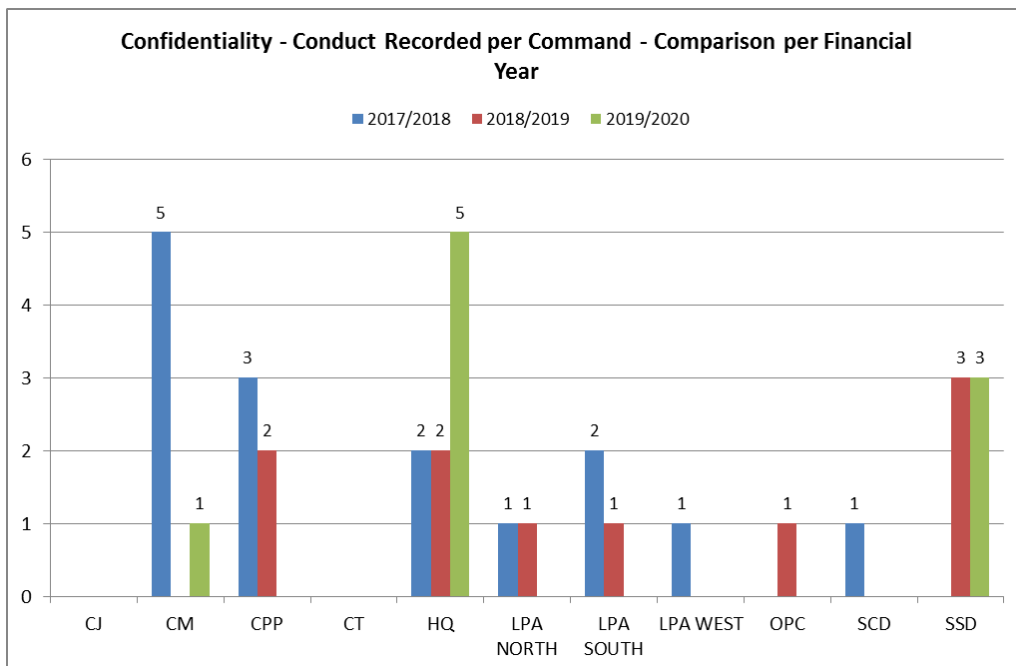
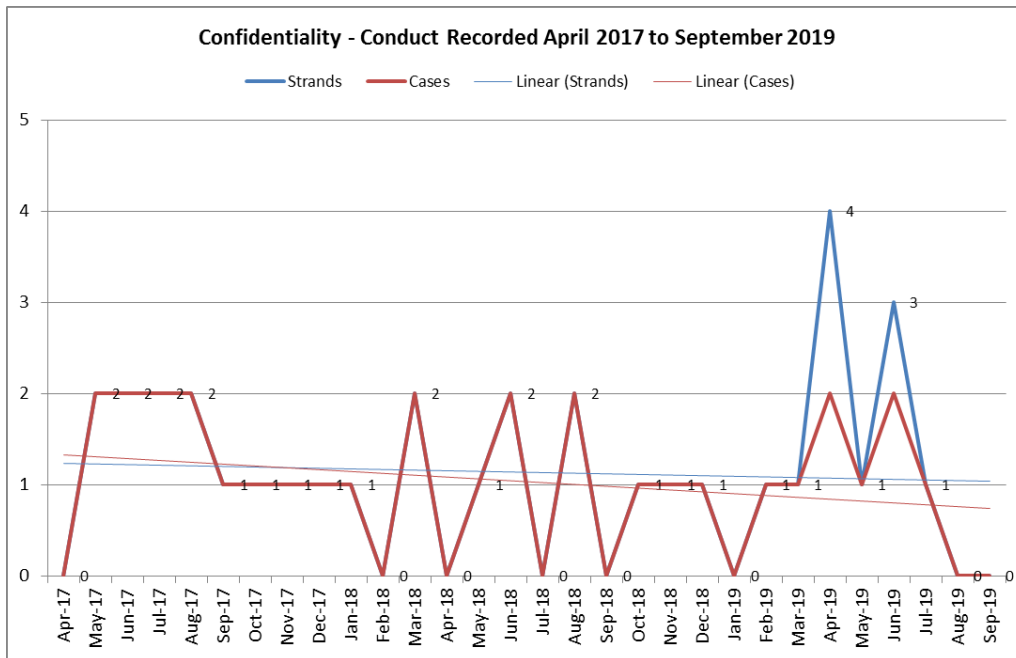


There were three cases/allegations that went to a Meeting under this category. Two resulted in Written Warnings, the other Management Advice.

## Duties and Responsibilities

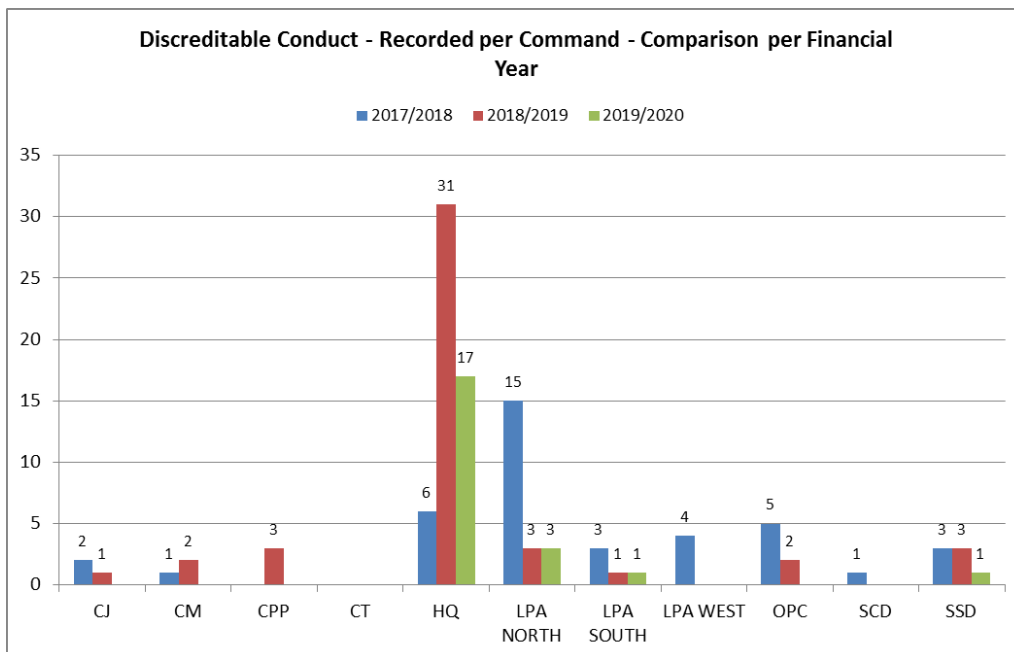
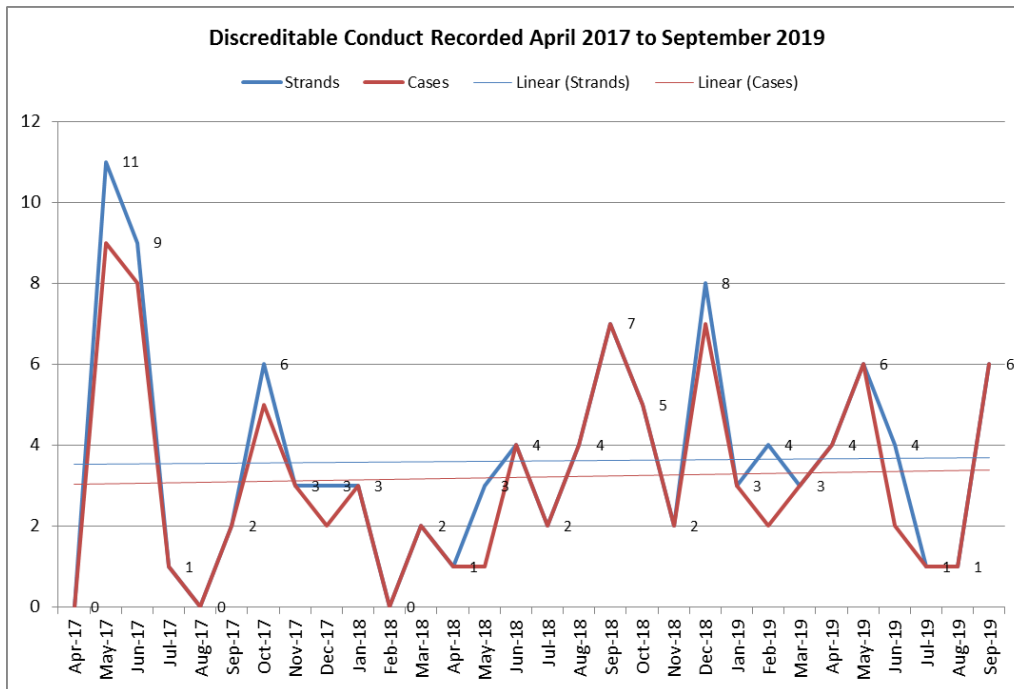


## Confidentiality



Meetings – There have been two cases/three allegations that have resulted in Meetings in the last 12 months in this category. One case/two allegations was not proven, the other case resulted in a Written Warning.

## Discreditable Conduct



Meetings – There have been two cases that have resulted in Meetings - One case under HQ Command, involved four allegations against same officer with outcomes of Final Written Warning for two strands, and No Action for the other two. The other case was against a North LPA officer who received a Written Warning, and the third against a member of CPP command who also received a Written Warning.

## **Use of Force**

Since April 2017 there have been four allegations of Use of Force recorded (within four cases). All in LPA West, in June 2017, December 2017, January 2018 and September 2018.

Outcomes – Between October 2018 and September 2019 there have been four cases finalised. Three of these are LPA West cases - One resulted in a Meeting, and No Action. Another was No action, and the third went to a Meeting and resulted in Management Advice.

A fourth case involved six officers, one of which received Management Action, the others went to a Hearing where the allegation was Not Proven (CM/88/15).

## **Fitness for Duty**

There have been two cases involving Fitness for Duty conduct since April 2017. The first was recorded in August 2017 in LPA North (CM/56/17 – Police Staff member Dismissed). The other was in August 2019 under OPC (CM/53/19 – Police Officer Management Action).

## **Challenging and Reporting Improper Conduct**

There have been two cases recorded since April 2017. One was in June 2018. This was recorded under OPC Stansted (CM/39/18).

In November 2018, there was a case recorded in CJ Command (CM/77/18).

Outcomes – The two cases above have been finalised (one in the last 12 months). Both received Management Action.

## Suspensions and Restrictions

There are currently 8 officers/staff recorded as Suspended, and 15 on Restrictions (as at 09/10/2019). The tables show the months in which the officers/staff were initially suspended or restricted.

Please note, officers that have resigned/retired/been dismissed, but still shown as suspended on Centurion have been removed.

		Month Restricted	Total Officers/Staff
		Dec-16	1
		Apr-17	1
		Oct-18	1
Month Suspended	Total Officers/Staff	Jan-19	1
Dec-18	1	Apr-19	2
Feb-19	1	May-19	3
Mar-19	1	Jun-19	1
Apr-19	1	Jul-19	1
Jun-19	3	Aug-19	1
Sep-19	1	Sep-19	3
Total	8	Total	15

## Hearings

In 2017/2018 there were 14 hearings. As a result, seven officers were dismissed, one officer resigned, seven officers received Final Written Warnings, and one officer received No Further Action.

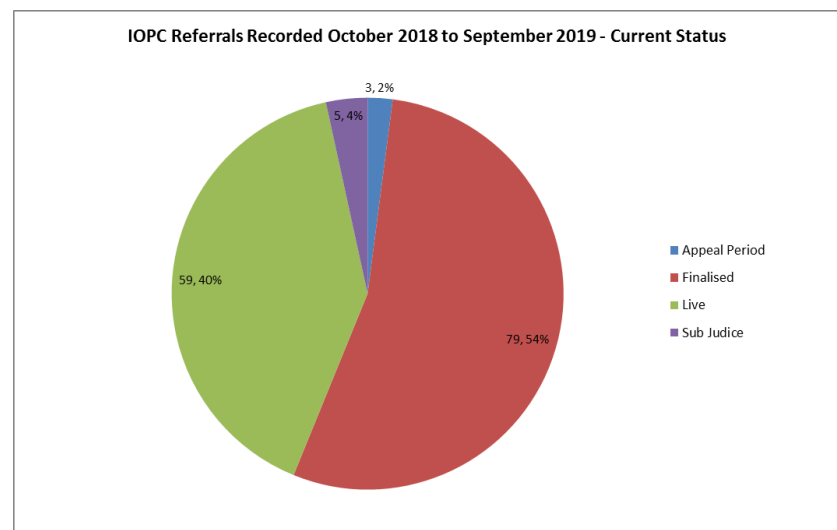
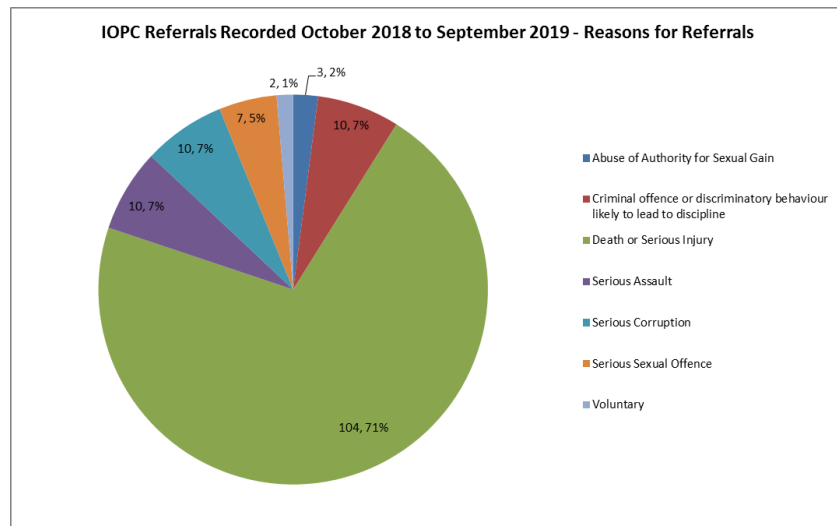
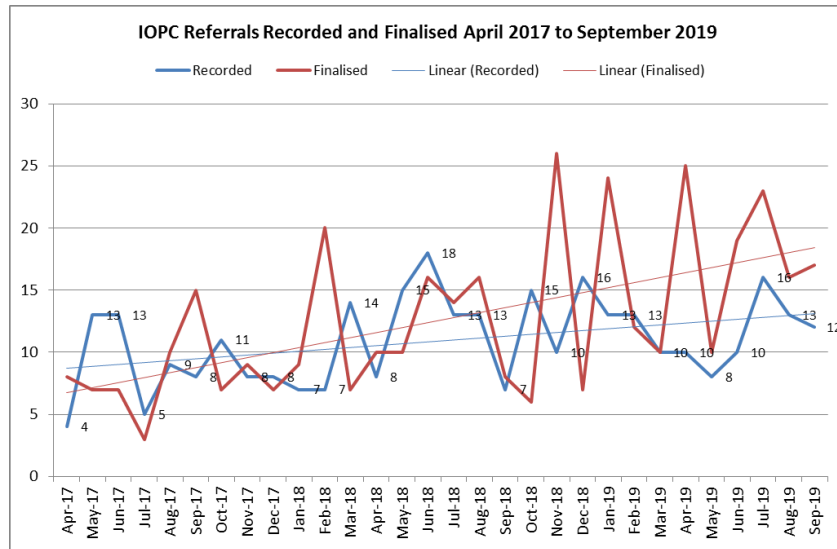
There were 17 officer hearings completed in 2018/2019, 15 officers were dismissed; one was given Management Action, one given a Written Warning, one was not proven.

There were also two hearings held by HR for members of police staff, which also resulted in dismissal.

There have been eight hearings held so far in 2019/2020 (as at 9th October 2019), three officers dismissed, two officers 'Would have been Dismissed', two were Not Proven, one received a Final Written Warning.

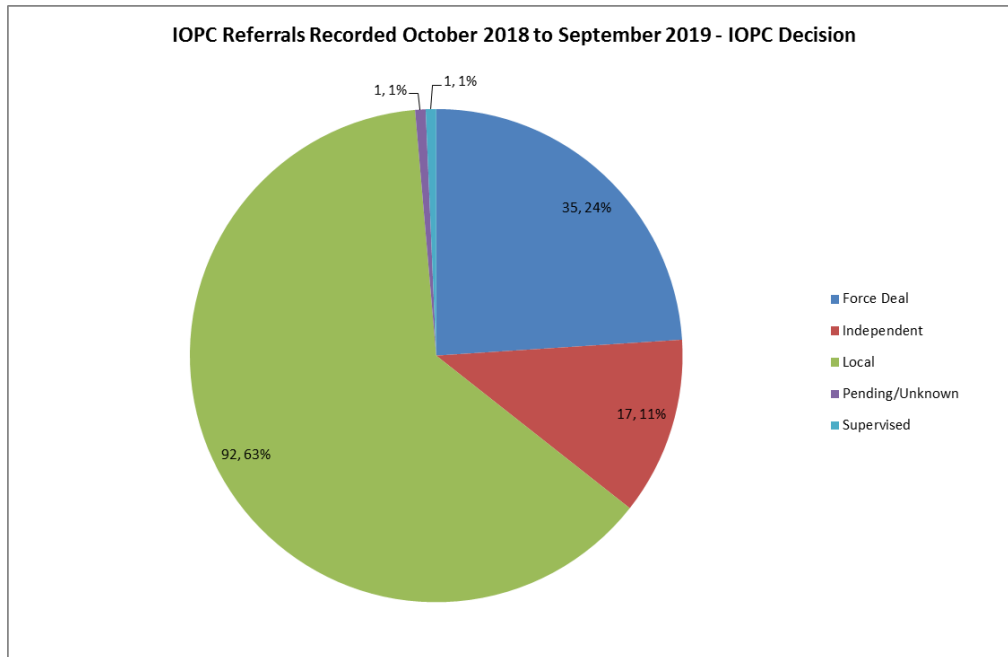
Four Police Staff hearings have also taken place so far this financial year. Two staff members were dismissed, one staff member received a Final Written Warning and one staff member received a First Written Warning.

## IOPC Referrals

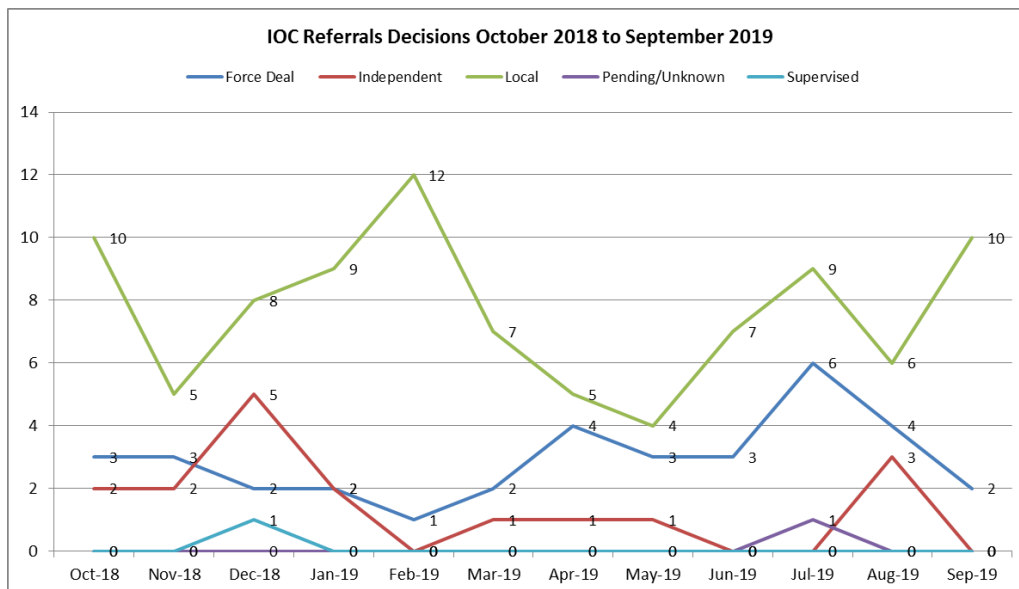




## IOPC Referral Decisions:



There has been one recorded IOPC referral that was Supervised in the 12 months' time frame (CM/83/18).

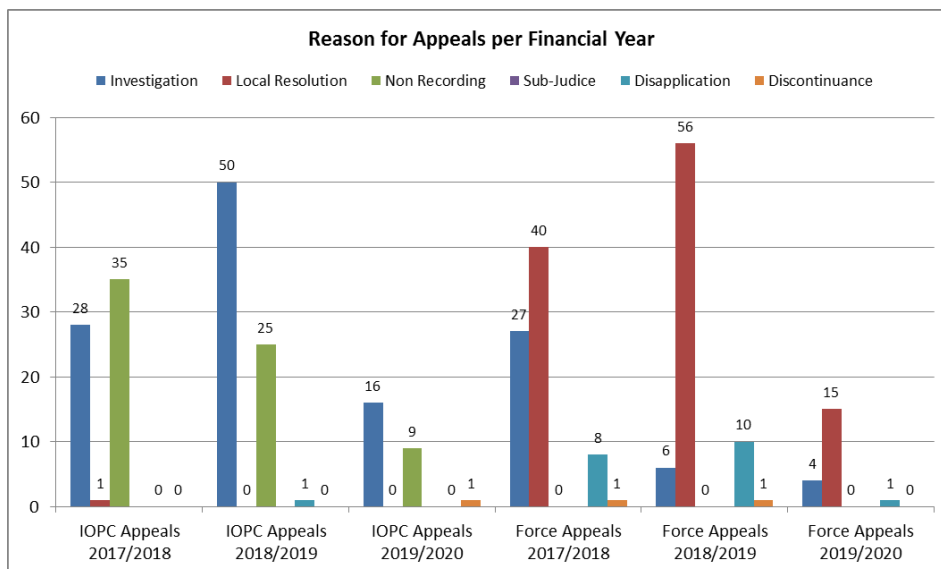
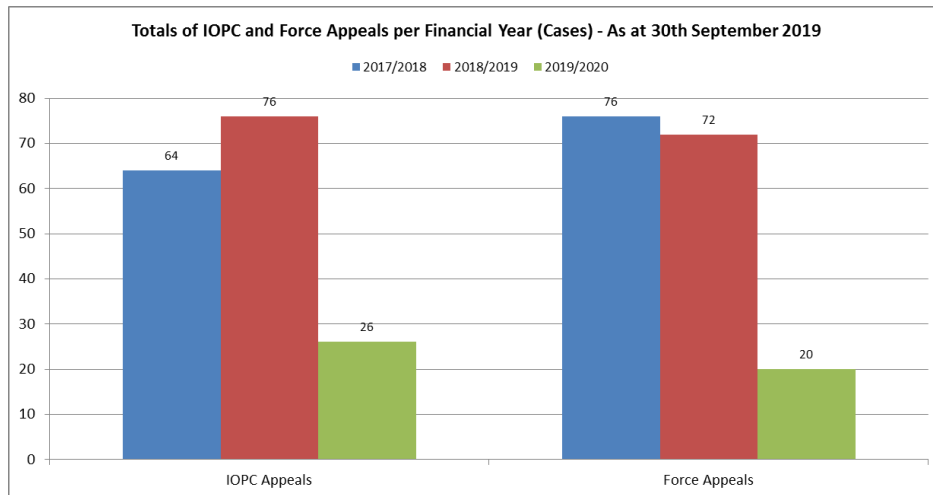


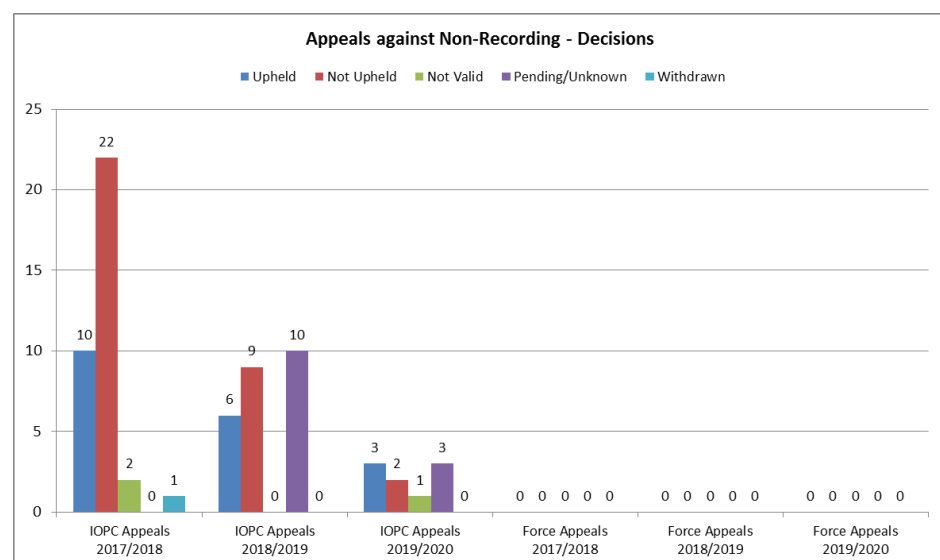
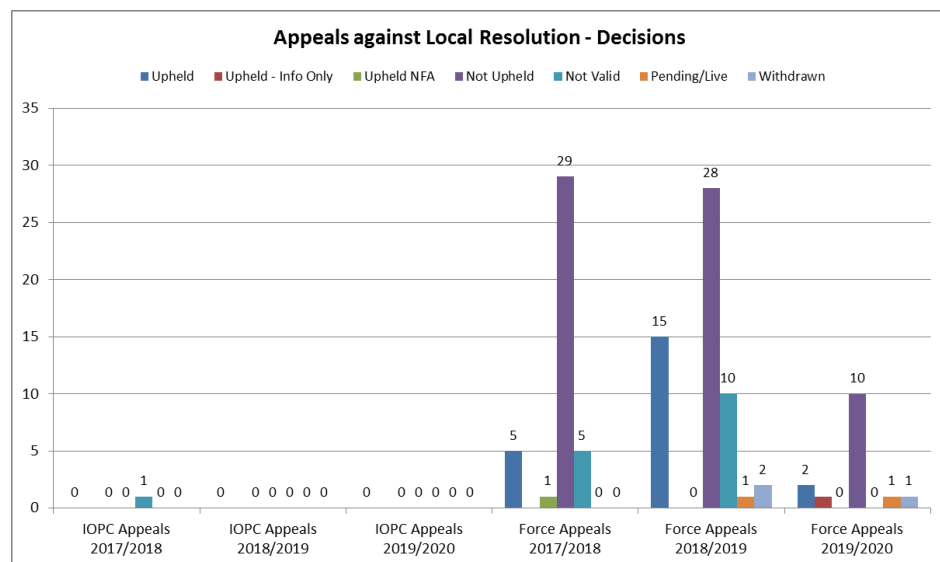
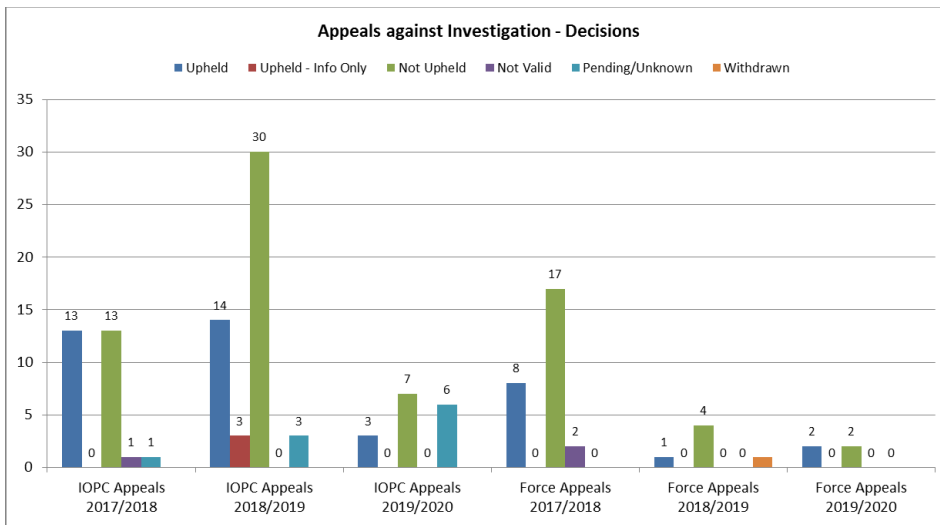
## Appeals

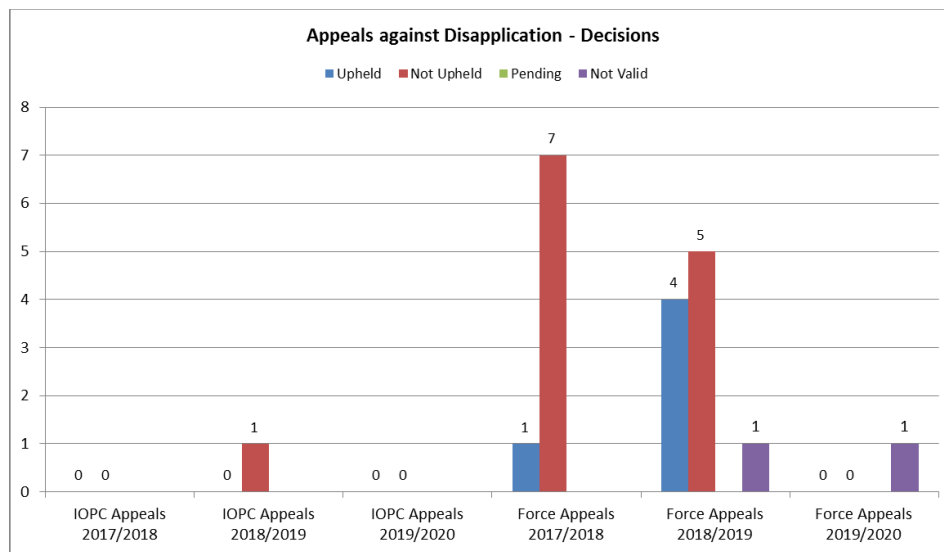
Comparison Figures: IOPC and Force Appeals per Financial year April 2017 to September 2019.

Please note the data for the IOPC Appeals used below is a combination of PSD local recording and from Centurion. Data is taken from Centurion for cases since January 2018. Prior to this, they were not all necessarily recorded on Centurion; therefore local PSD recording is used for pre-2018.

The following graphs use figures for the full financial years of cases.







**Discontinuance:**

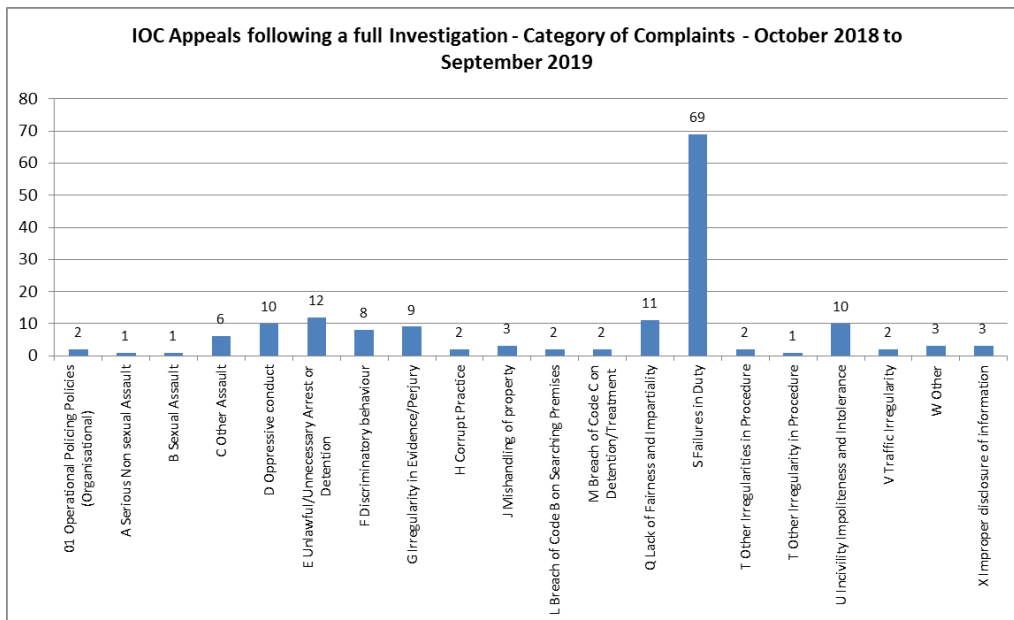
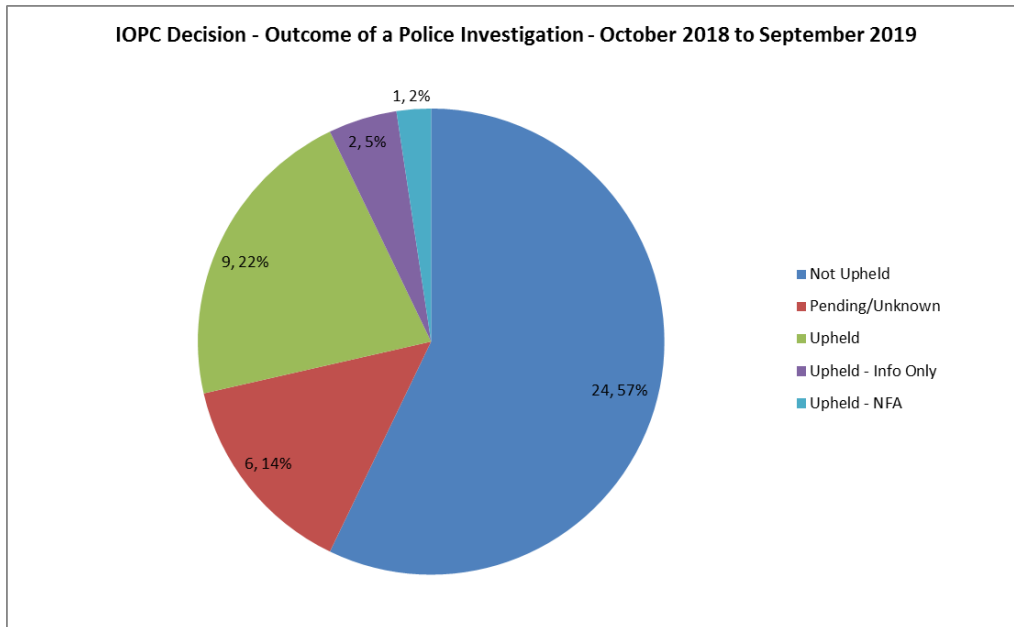
There have been two Force appeals against Discontinuance since April 2017: The first in April 2017 (C/284/15) and then November 2018 (C/393/18 - This was previously appealed under the category of Disapplication in October 2018). Both were not upheld.

IOPC Appeal - One in April 2019, which was not upheld (C/42/19).

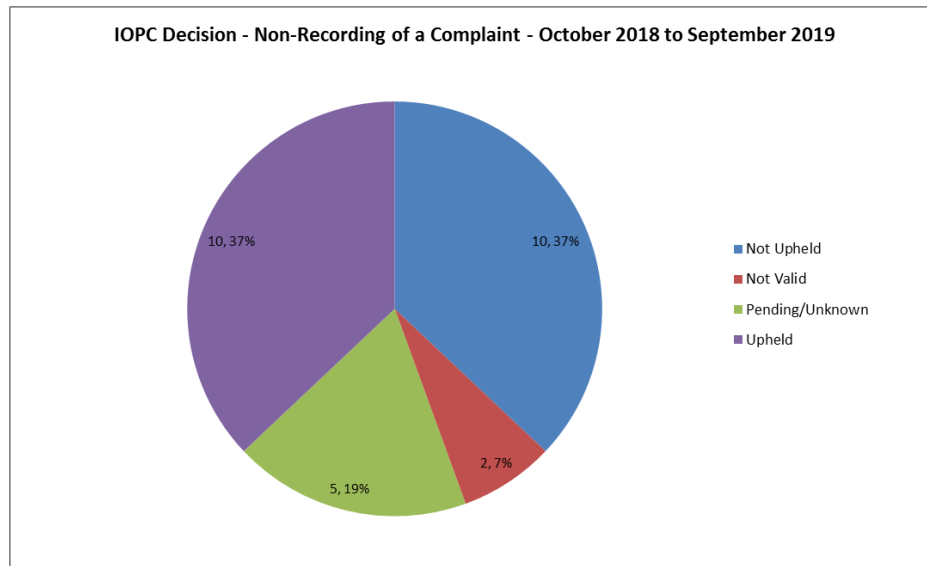
## Breakdown of Appeals to IOPC

Please note the data for the IOPC Appeals used below is now taken from Centurion. There may therefore be some slight variation in numbers due to previously using local PSD recording.

### IOPC Appeals Following Investigation:



## IOPC Appeals Following Non-Recording:

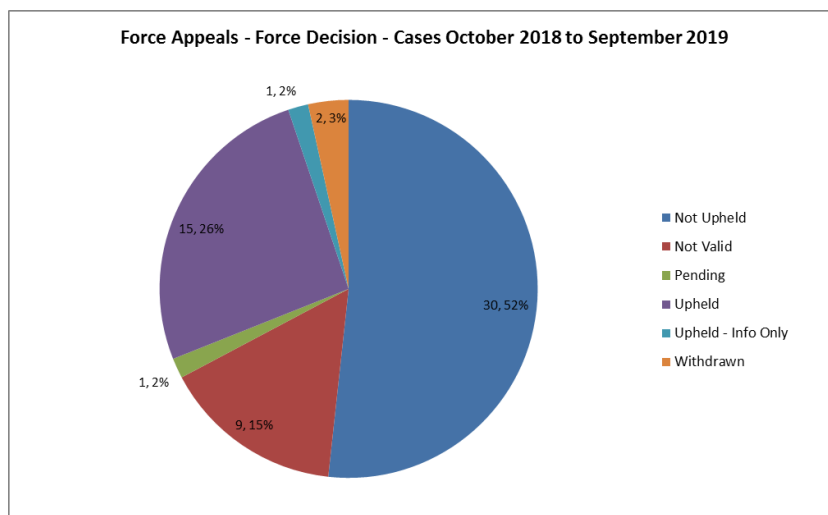
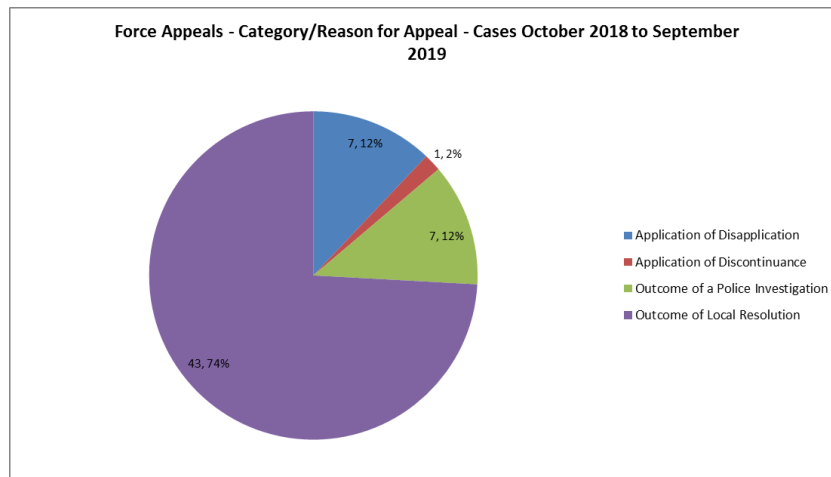
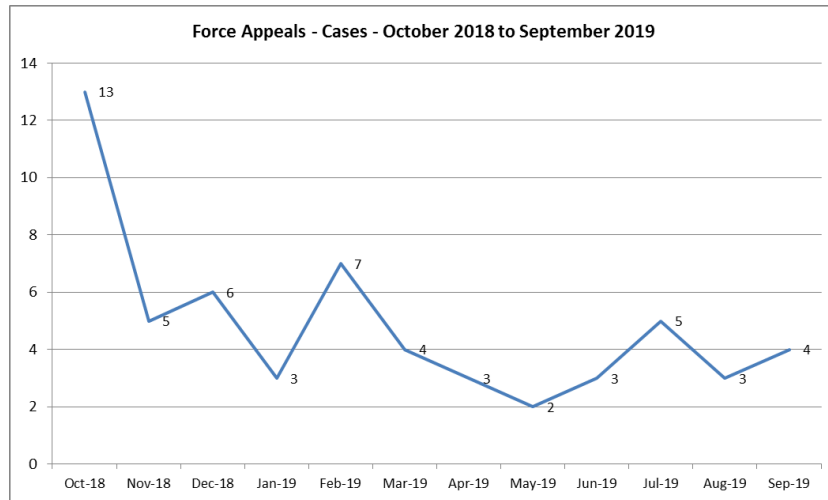


The majority of the non-recording cases are in relation to Service Recovery, or Miscellaneous matters.

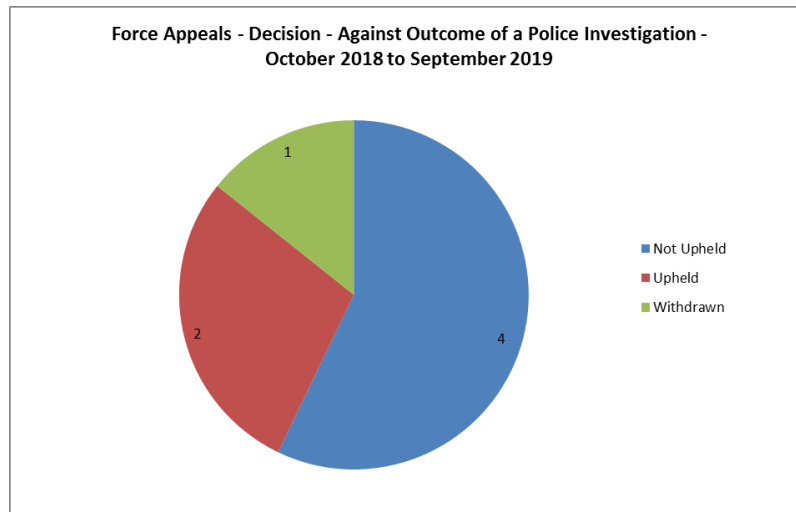
Disapplication – One in November 2018, which was not upheld.

Discontinuance – One in April 2019, which was not upheld.

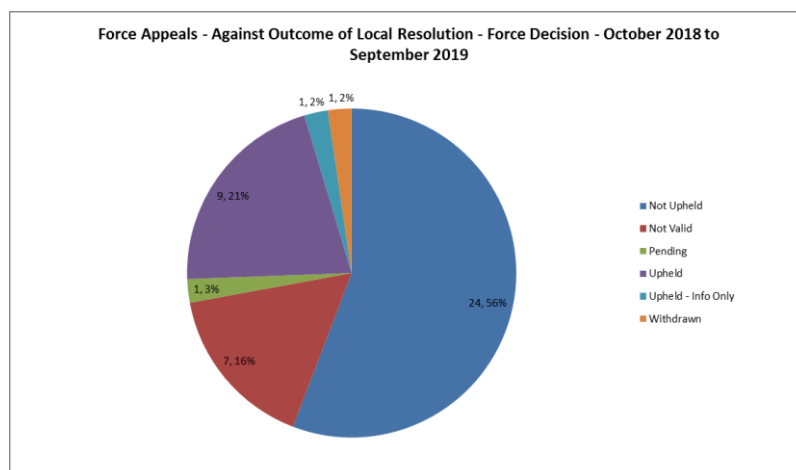
## Breakdown of Force Appeals



### Against Outcome of Police Investigation:



### Against Local Resolution:



### Against Disapplication

