

QUARTERLY REPORT: COMPLAINTS, MISCONDUCT & OTHER MATTERS

Report of the Chief Constable

Contact: Detective Superintendent Dean Chapple

1. Purpose of Report

- 1.2 This report outlines the data and performance of Complaints and Misconduct matters in each Policing Command within Essex Police that have been processed in the 12 month period up to 31 December 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

Part 1 - Performance Report Complaints and Misconduct

Date: Quarter 3 – October to December 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Complaints and Misconduct data includes those that were de-recorded/withdrawn.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 three (Oct to Dec 2019) saw an increase in public complaints when compared to the previous quarter increasing from 156 to 188 with an average of 63 complaints per month. Recorded complaint strands also saw an increase from 493 to 554 strands with a peak in October due to a small number of cases with multiple strands. The increase in complaint strands is partly due to greater scrutiny on assessments and stranding together with multiple strands being reported within a single complaint case

The total number of complaint strands is projected to end the 2019/20 year higher than 2018/19 however members of the public dissatisfied with the service provided by Essex Police is expected to remain stable.

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 IOPC bulletin for quarter three has yet to be produced and therefore performance in this area cannot be reported on.

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. For the year ending December 2019 66% of complaints were finalised within 120 days. Public Protection, Criminal Justice and West Local Policing Area (LPA) had the higher proportion of complaints finalised over 90 days but within the 120 day target.

The force continue to drive timeliness in complaint handling through monthly performance reporting to Commands and oversight and accountability held at the Integrity and Anti-Corruption Board chaired by the Deputy Chief Constable.

Outcomes

In the 12 month period ending December 2019 local resolution was used 78 times less than the previous year. Local resolution (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 however Essex Police have seen more cases being dealt with by investigation than LR during 2019.

Complaints concerning allegations of a failures in duty accounted for the highest volume of complaints upheld (101 cases which amounts to 11.1% of the total complaints in that strand. North LPA had the most upheld complaints in this category with 52 cases. North LPA also accounted for the highest volume of complaints upheld for the period ending December 2019 (71 cases, 40% of all complaints upheld)

63% of cases concluded with Management Action with 31% resulting in no further action being taken. This has been a consistent theme regarding outcomes and a key factor that has led to Police Integrity Reforms and the introduction of new Reflective Practice Review Procedures (RPRP).

Staff Profiling

With a workforce of 6,149 officers and staff in Essex Police 5,499 complaint strands were recorded in the 12 months up to 31 December 2019 of which 5,006 (91%) related to Police officers and nearly 400 (7%) to Police staff.

Complaints regarding the conduct of police officers feature highest in Local Policing Areas and the Operational Policing Command (OPC). North LPA having 12% of overall force police officer headcount attracted the highest officer complaints of 26%.

Complaints regarding Police staff conduct feature highest in North LPA, Criminal Justice Command and OPC. Whilst North LPA has 0.2% of force headcount of police staff it attracted the highest staff complaints of 1.8%.

Complaint Categories by exception

Failure in Duty (S) remains the most common recorded complaint allegation and has seen similar levels recorded during quarter three with 231 strands against 234 the previous quarter. This increase is due to multiple strands recorded within a small number of complaints particularly during October 2019. Whilst the national performance for complaints has yet to be produced this category always features highest and tends to account for over 40% of all complaints.

Incivility, impoliteness and intolerance (U) allegations account for the second highest complaint category of all recorded complaints with 72 allegations made during quarter three compared to 63 the previous quarter. Although this category experienced a significant rise during 2019 this is primarily due to a spikes seen in July and October 2019. The overall trend in allegations remains stable. Of 261 complaints between January and December in this category only 16 were upheld (6.1%)

Other Assault (C) allegations have seen a further increase during quarter three with 48 strands recorded against 32 the previous quarter. North and South LPA's have seen a reduction compared to last year with West LPA and Criminal Justice recording more complaints. Of 293 complaints between January and December 2019 in this category only five were upheld (1.7%)

Misconduct

56 new misconduct allegations were recorded during quarter three compared to 37 the previous quarter. The highest reported area involved alleged breaches of the Standards of Professional Behaviour for Authority, Respect and Courtesy with seven alleged breaches in November.

There have been eight hearings held so far in 2019/2020 with three officers dismissed, two officers 'Would have been Dismissed' if they were still serving, two were Not Proven and one officer 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.

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:

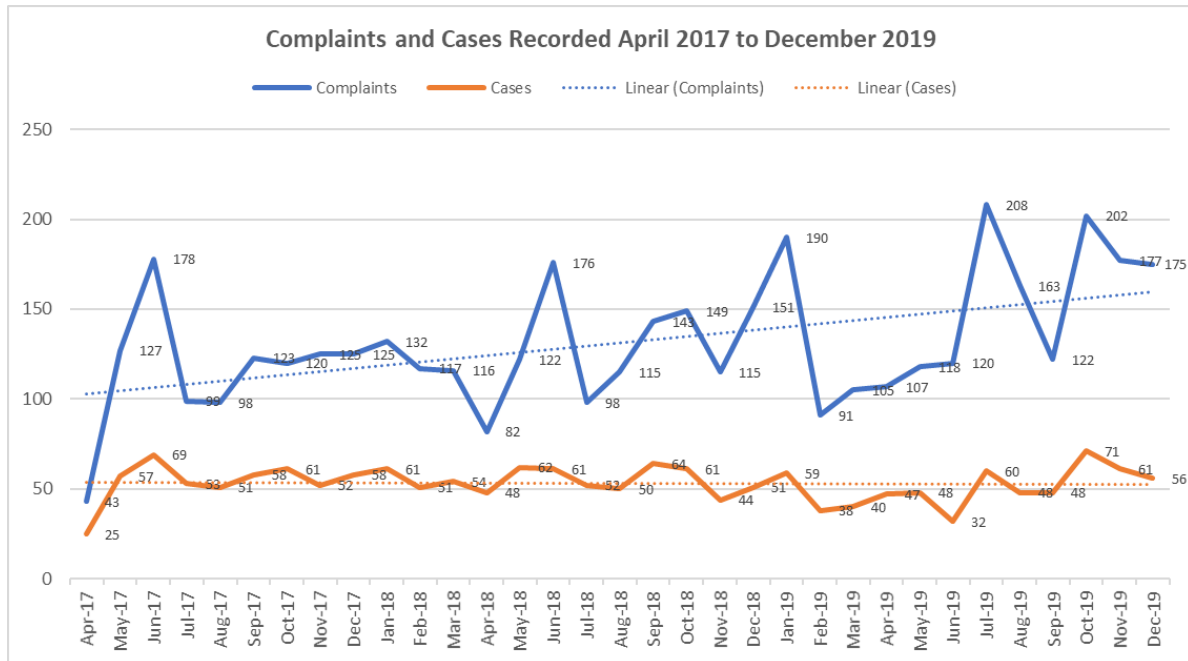
(1) Timeliness and Delays (2) Customer Contact (3) Case Management (4) Record Keeping

During quarter three a total of 18 cases were selected for review by the OPFCC across a range of complaint categories and the findings shared with the Head of PSD. Eight cases identified no issues of concern with eight 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

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.

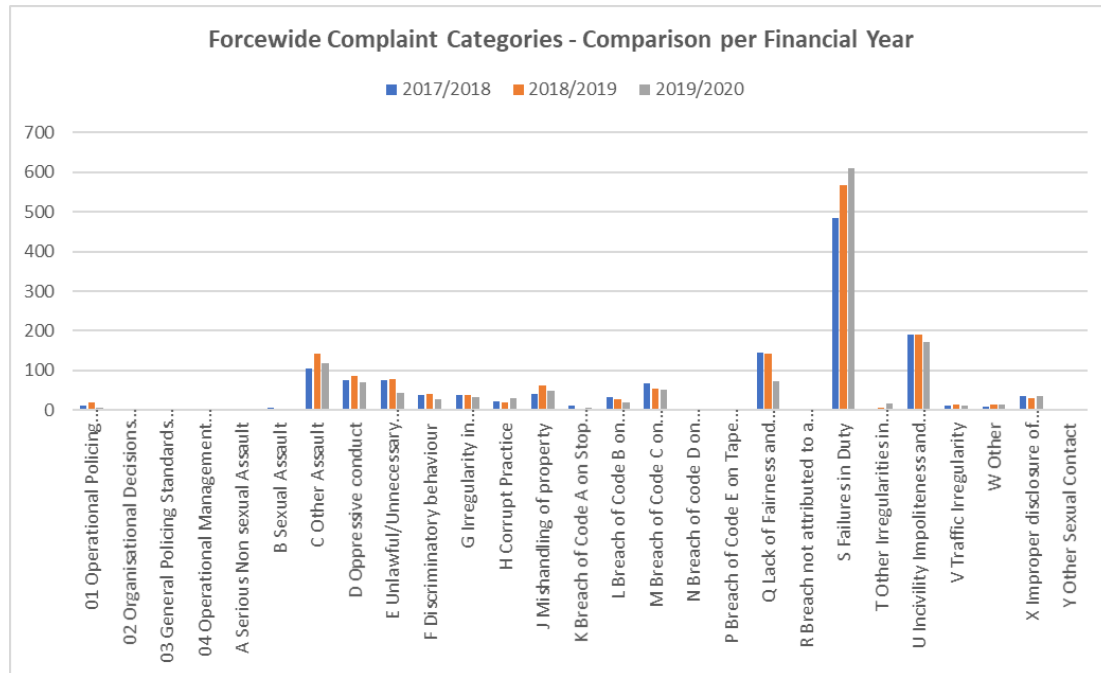
July 2019 had a high level of complaints, again due to multiple strands contained in cases, such as C/236/19 which involves 13 strands, and C/304/19 involving 16.

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 end of the third quarter of this financial year, complaint numbers would indicate that there will be an increase overall in 2019/2020 compared to last year. Case numbers so far would indicate that numbers will be approximately the same as last year.

Year	Complaints	Cases
2017/2018	1403	650
2018/2019	1537	630
2019/2020	1392	471

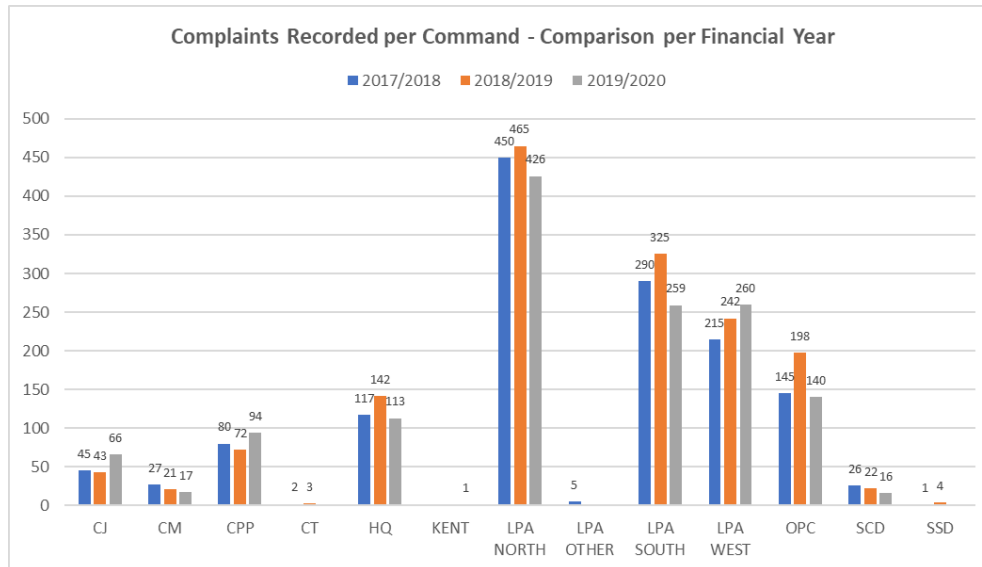
Complaint Categories:



The following complaint categories have had more so far this year than 2018/2019: H Corrupt Practice, K Breach of Code A on Stop and Search, S Failures in Duty, T Other Irregularities in Procedure, X Improper disclosure of information.

The following are likely to also see more than 2018/2019: C Other Assault, G Irregularity in Evidence/Perjury, M Breach of Code C on Detention/Treatment, U Incivility Impoliteness and Intolerance, V Traffic Irregularity, W Other.

Command Breakdown of Complaints

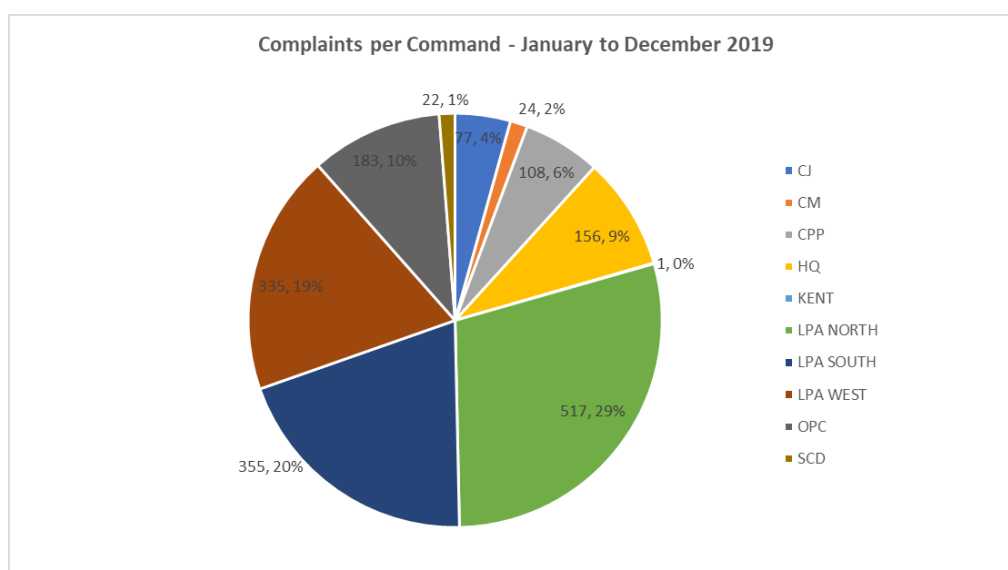


Note – There are additional complaints for HQ command in the last year. This appears to be due to the Area Responsible for numerous cases having been altered to PSD instead of other commands, particularly the LPA areas. Breakdown of complaint categories will be detailed in each command section. Similarly, 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 so far for this financial year, LPA North and South are likely to see an increase overall, with LPA West already having had more recorded.

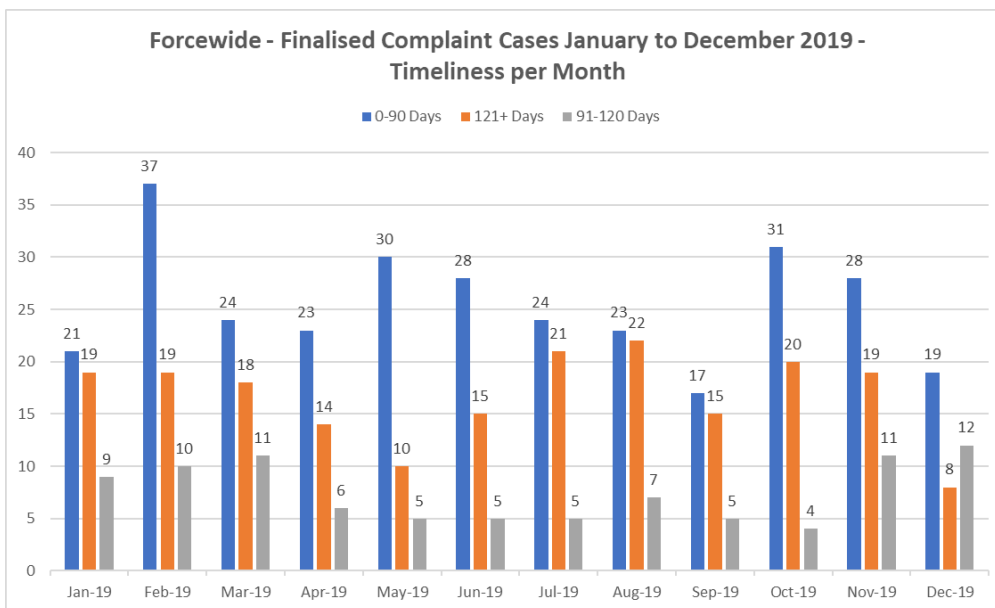
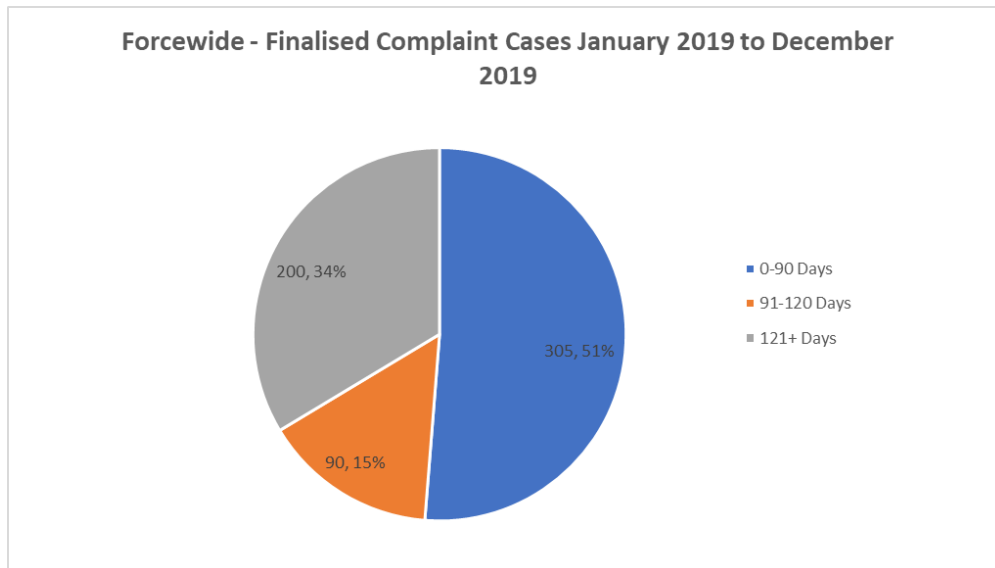
OPC – Increase in 2018/2019 of complaint strands recorded compared to the previous year. Considering the number so far this year, the level may be similar this year.

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.

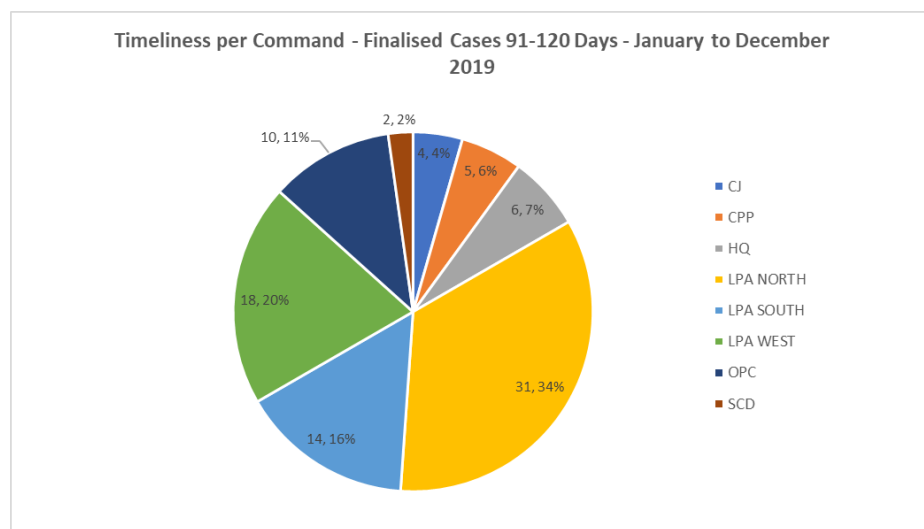
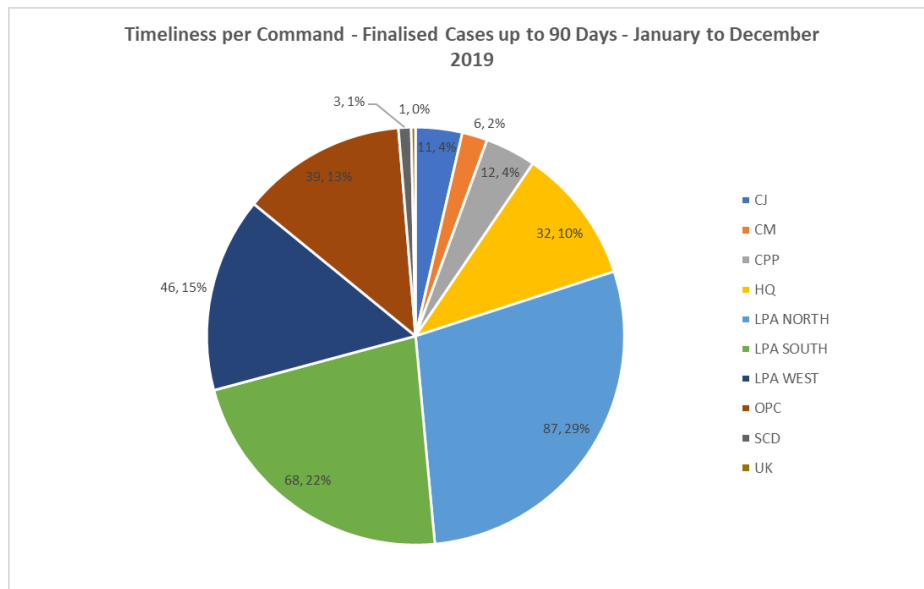
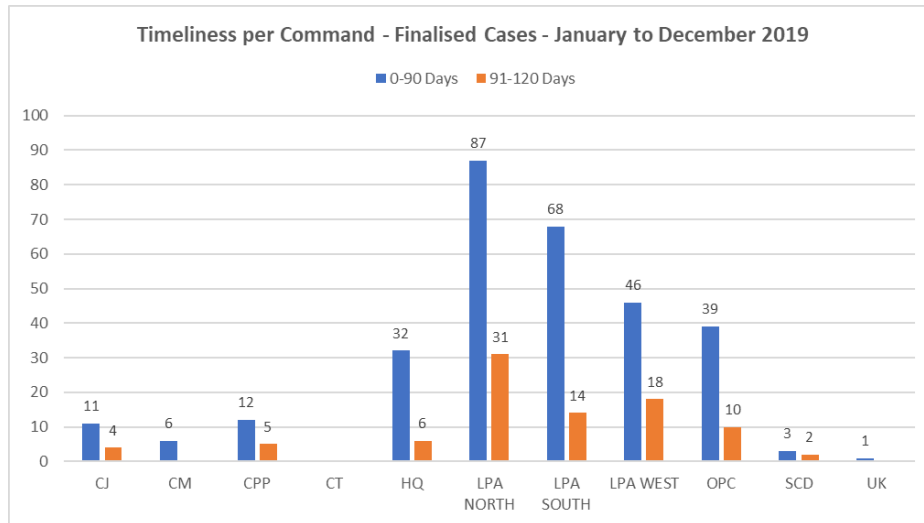


Timeliness of Complaints

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.

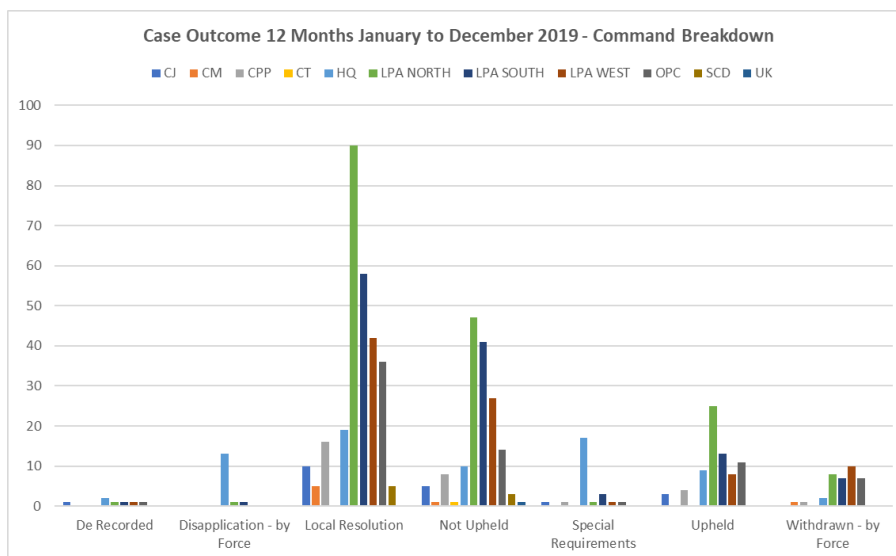
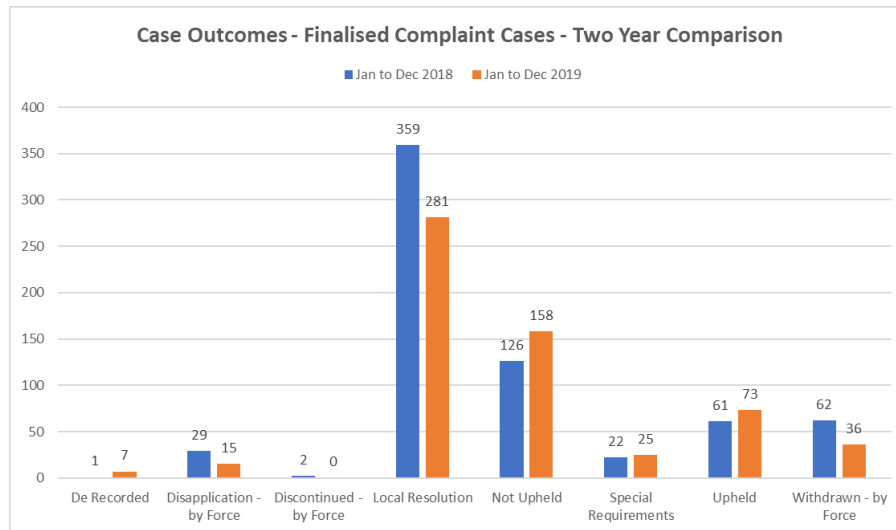


Timeliness - Breakdown by Command

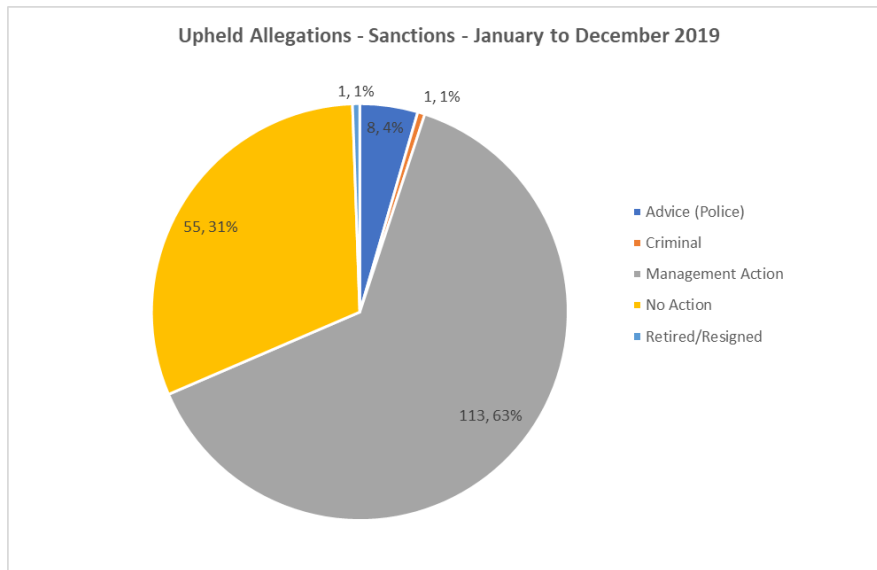


Outcomes of Complaints

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 2,454 total finalised allegations across all complaint categories in the last 12 months, 178 were upheld (7% 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).

Complaint Category	Total Allegations Finalised Jan to Dec 2019	Upheld Allegations within Category	% Total Finalised Allegations for Category that were Upheld
B Sexual Assault	4	1	25.0%
C Other Assault	293	5	1.7%
D Oppressive conduct	135	2	1.5%
E Unlawful/Unnecessary Arrest or Deten	114	4	3.5%
G Irregularity in Evidence/Perjury	94	1	1.1%
H Corrupt Practice	47	2	4.3%
J Mishandling of property	98	6	6.1%
K Breach of Code A on Stop and Search	7	1	14.3%
L Breach of Code B on Searching Premis	53	8	15.1%
M Breach of Code C on Detention/Treatm	83	14	16.9%
Q Lack of Fairness and Impartiality	161	8	5.0%
S Failures in Duty	910	101	11.1%
T Other Irregularities in Procedure	7	1	14.3%
U Incivility Impoliteness and Intolerance	261	16	6.1%
V Traffic Irregularity	15	2	13.3%
W Other	25	1	4.0%
X Improper disclosure of information	53	5	9.4%
	2360	178	7.5%

Upheld Allegations Finalised Command/Category Breakdown

Complaint Category	CJ	CPP	HQ	LPA NORTH	LPA SOUTH	LPA WEST	OPC	Total	Total Allegations Finalised per Category Jan to Dec 2019	% All Finalised Allegations for Category that were Upheld
B Sexual Assault			1					1	4	25.0%
C Other Assault				3			2	5	293	1.7%
D Oppressive conduct				1	1			2	135	1.5%
E Unlawful/Unnecessary Arrest or Detention			3		1			4	114	3.5%
G Irregularity in Evidence/Perjury			1					1	94	1.1%
H Corrupt Practice			1	1				2	47	4.3%
J Mishandling of property	1				1	1	3	6	98	6.1%
K Breach of Code A on Stop and Search							1	1	7	14.3%
L Breach of Code B on Searching Premises					7		1	8	53	15.1%
M Breach of Code C on Detention/Treatment	6			5	2		1	14	83	16.9%
Q Lack of Fairness and Impartiality		2		2		4		8	161	5.0%
S Failures in Duty		7	12	52	13	10	7	101	910	11.1%
T Other Irregularities in Procedure							1	1	7	14.3%
U Incivility Impoliteness and Intolerance			1	6	4	2	3	16	261	6.1%
V Traffic Irregularity							2	2	15	13.3%
W Other					1			1	25	4.0%
X Improper disclosure of information	2		1	1		1		5	53	9.4%
Total	9	9	20	71	30	18	21	178	2360	7.5%
% of Total Upheld (178)	5%	5%	11%	40%	17%	10%	12%	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	27	0.5%	116	1.9%
Police Officer	5006	91.0%	3279	53.3%
Police Staff	395	7.2%	2232	36.3%
Special Constable	71	1.3%	522	8.5%
Total	5499	100%	6149	100%

Please note that headcount figures are from 31/12/2019. The Command section will give further breakdown of this data and the following tables show a breakdown of each staff type.

Command	PCSO Complaint Allegations	% of Total Allegations (5449)	PCSO Force Headcount	% of Total Force Headcount (6149)
LPA NORTH	22	0.40%	56	0.9%
LPA SOUTH	3	0.06%	31	0.5%
LPA WEST	2	0.04%	29	0.5%
Total	27	0.50%	116	1.9%

Command	Police Officer Complaint Allegations	% of Total Allegations (5449)	Police Officer Force Headcount	% of Total Force Headcount (6149)
CJ	219	4.0%	51	0.8%
CM	34	0.6%	109	1.8%
CPP	341	6.3%	291	4.7%
CT/ERSOU	0	0.0%	86	1.4%
HQ	484	8.9%	41	0.7%
LPA NORTH	1431	26.3%	780	12.7%
LPA SOUTH	1195	21.9%	559	9.1%
LPA WEST	842	15.5%	503	8.2%
LP Other	0	0.0%	37	0.6%
OPC	432	7.9%	422	6.9%
SCD	28	0.5%	189	3.1%
SSD	0	0.0%	211	3.4%
Total	5006	91.9%	3279	53.3%

Command	Police Staff Complaint Allegations	% of Total Allegations (5449)	Police Staff Force Headcount	% of Total Force Headcount (6149)
CJ	61	1.1%	267	4.3%
CM	24	0.4%	496	8.1%
CPP	45	0.8%	193	3.1%
CT/ERSOU	0	0.0%	0	0.0%
HQ	42	0.8%	192	3.1%
LPA NORTH	98	1.8%	12	0.2%
LPA SOUTH	32	0.6%	10	0.2%
LPA WEST	27	0.5%	10	0.2%
LP Other	0	0.0%	48	0.8%
OPC	58	1.1%	182	3.0%
SCD	8	0.1%	308	5.0%
SSD	0	0.0%	514	8.4%
Total	395	7.2%	2232	36.3%

Command	Special Constable Complaint Allegations	% of Total Allegations (5449)	Special Constable Force Headcount	% of Total Force Headcount (6149)
CJ	0	0.0%	0	0.0%
CM	0	0.0%	0	0.0%
CPP	1	0.0%	0	0.0%
CT	0	0.0%	0	0.0%
HQ	10	0.2%	0	0.0%
LPA NORTH	21	0.4%	144	2.3%
LPA SOUTH	5	0.1%	74	1.2%
LPA WEST	21	0.4%	57	0.9%
LP OTHER	0	0.0%	6	0.1%
OPC	13	0.2%	40	0.7%
SCD	0	0.0%	6	0.1%
SSD	0	0.0%	195	3.2%
Total	71	1.3%	522	8.5%

Complaint Categories – Force Overview

Complaint Code A: Serious Non Sexual Assault

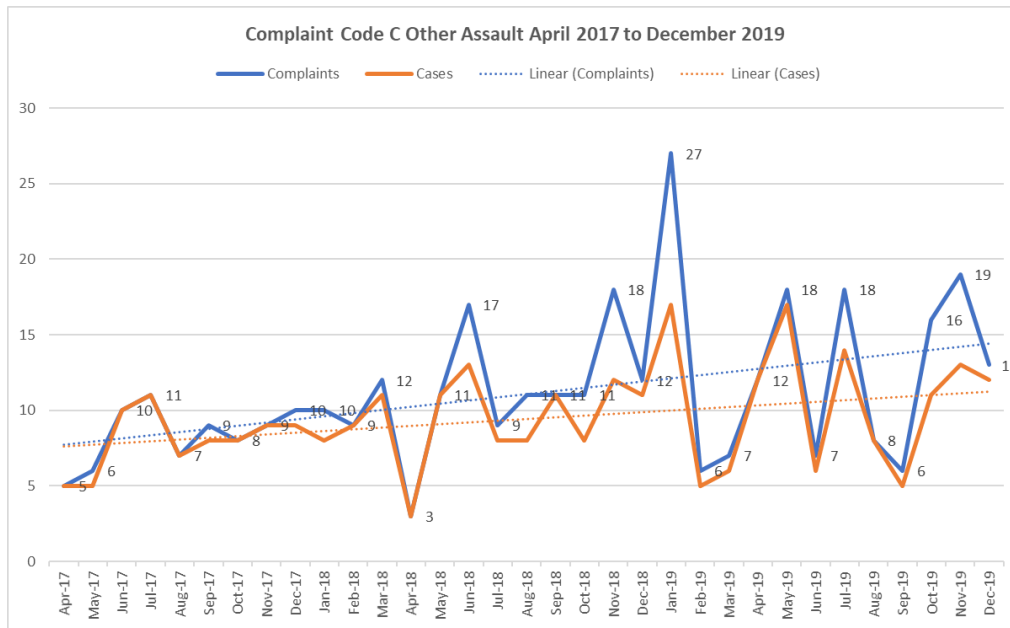
There are minimal numbers of A category complaints. There have been four complaints recorded since April 2017, the first of which was in August 2018 in LPA North. There were two recorded in December 2018, recorded in LPA North and South. In September 2019 there has been a complaint recorded in LPA North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

Complaint Code B: Sexual Assault

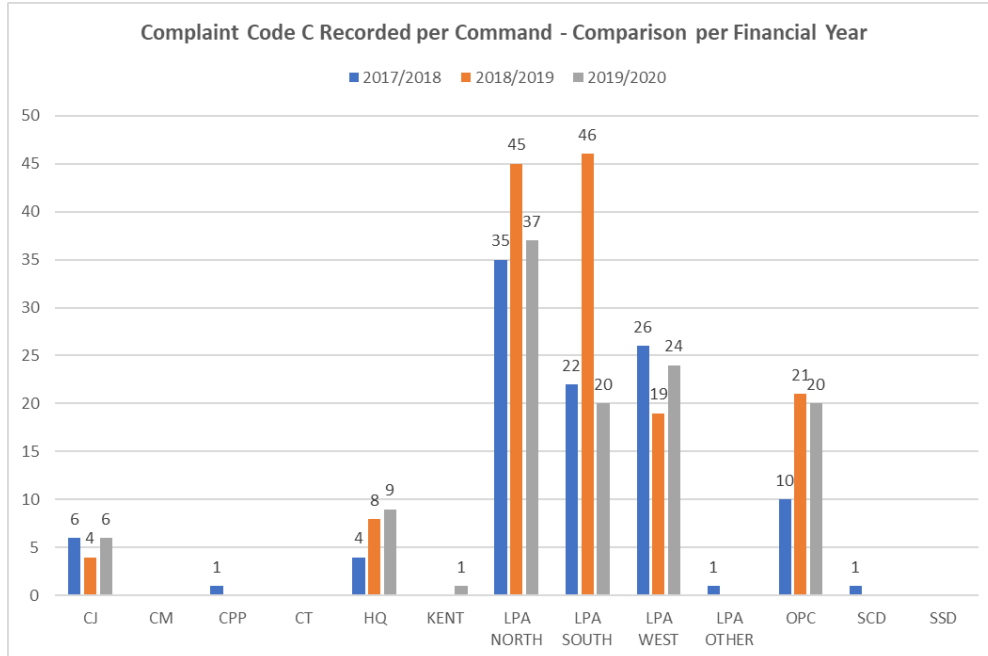
The following table shows numbers of B category since April 2017. Numbers have been low, with 11 recorded.

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
Dec-19	1	LPA SOUTH

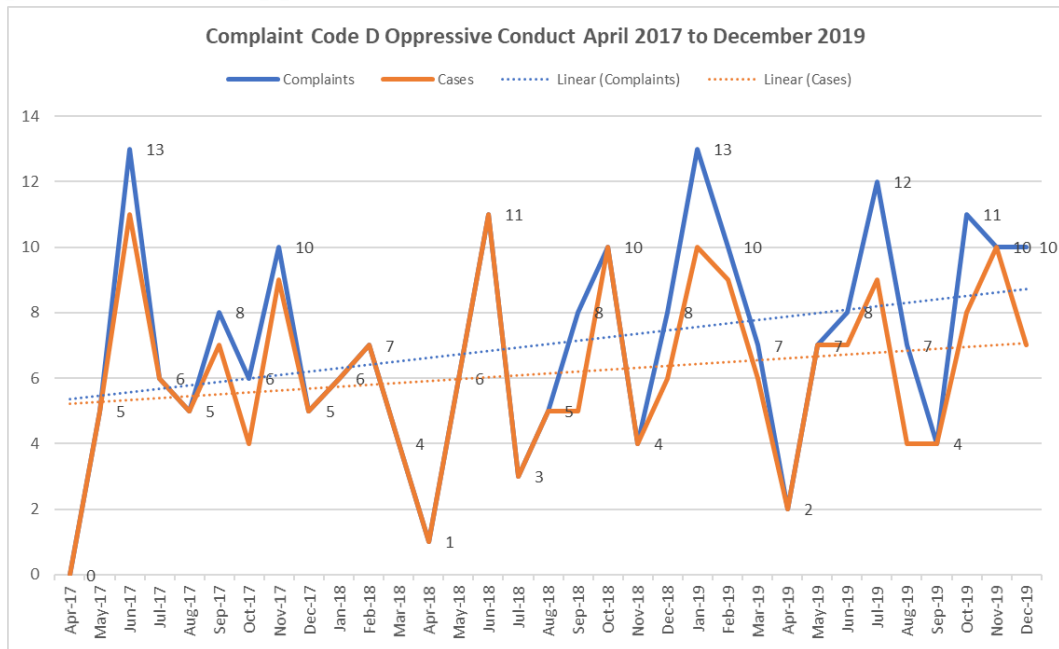
Complaint Code C: Other Assault



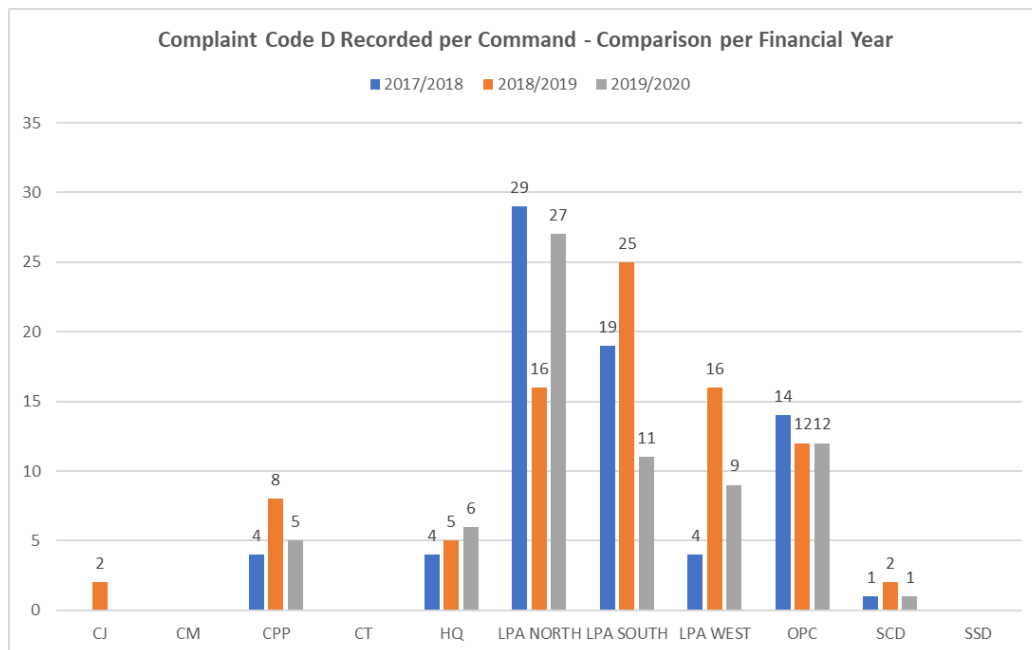
The overall trend in allegations of Other Assault (C) is an increase overall, particularly due to peaks in some months. LPA North and South, and OPC had increases last year compared to the previous year. HQ Command, LPA West and CJ Command have already seen more recorded this year than 2018/2019, and OPC is likely to see an increase this year.



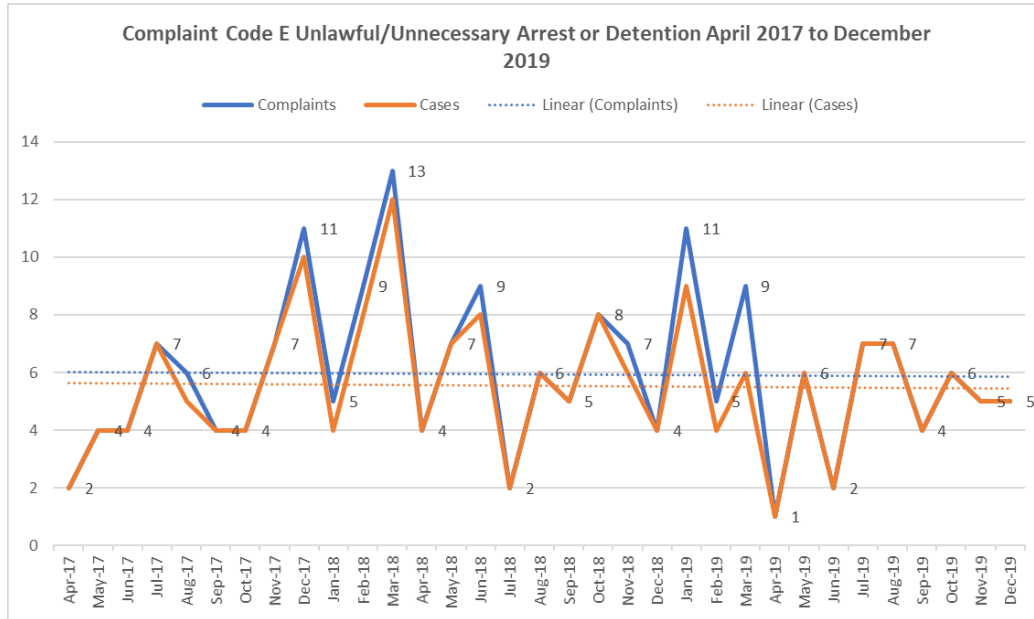
Complaint Code D: Oppressive Conduct



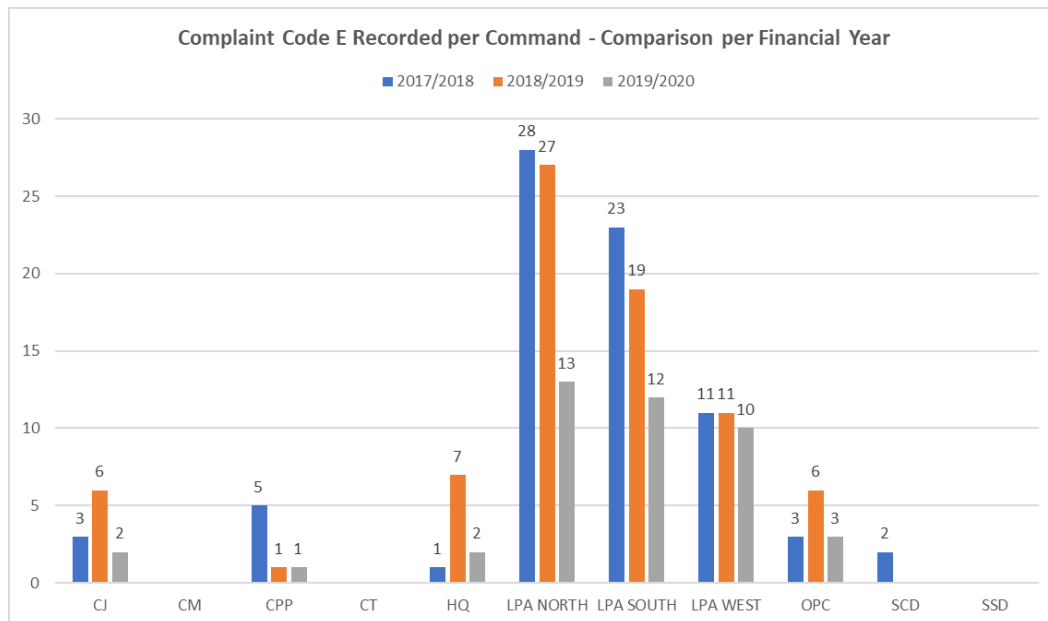
There have been several peaks in D Complaints and numbers have increased since April 2017. LPA North has had an increase compared to 2018/2019, with OPC also likely to have an increase.



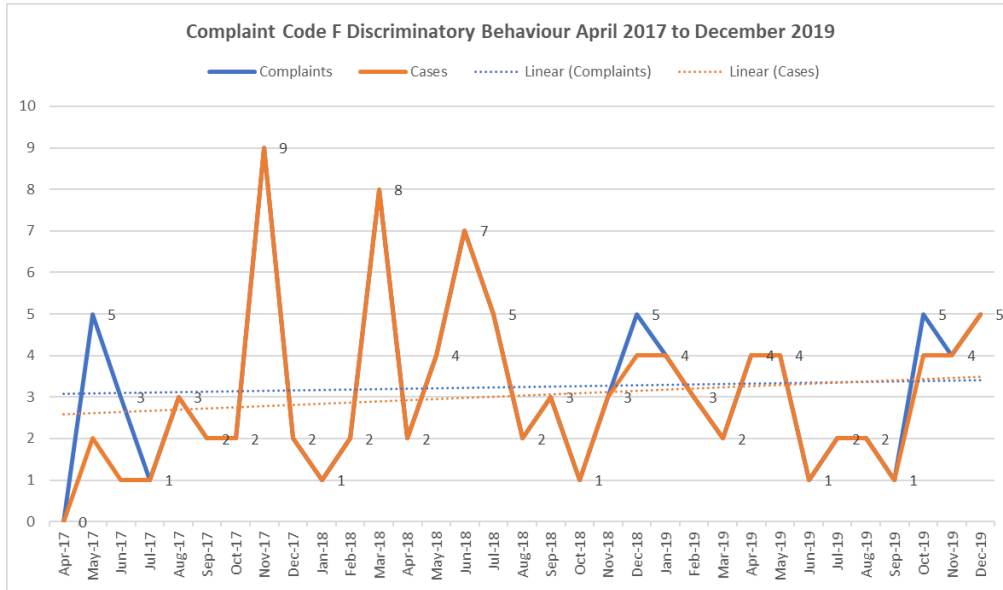
Complaint Code E: Unlawful/Unnecessary Arrest or Detention



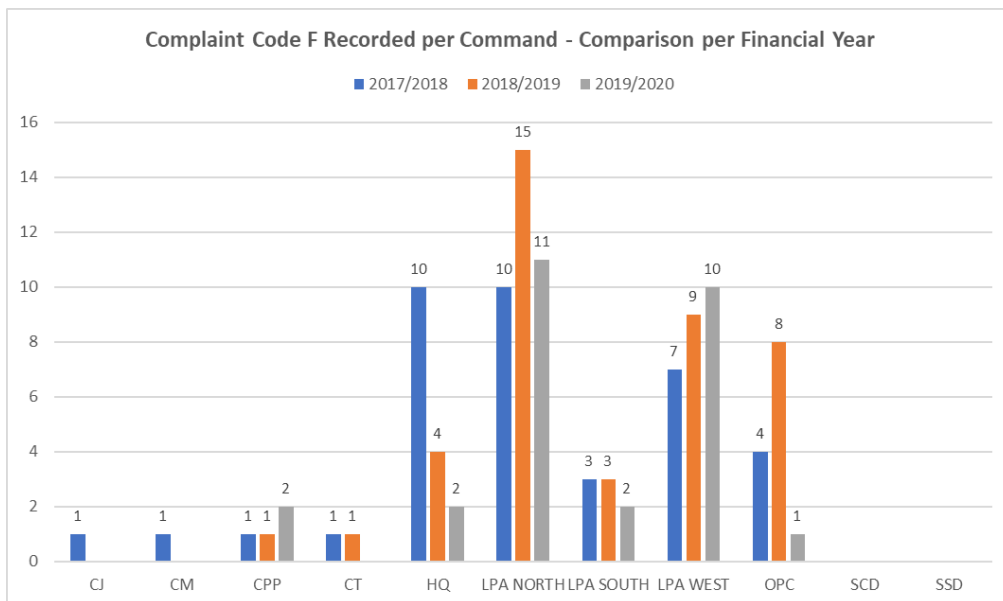
Levels of Category E Complaints have been consistent overall. LPA West is likely to have an increase this year.



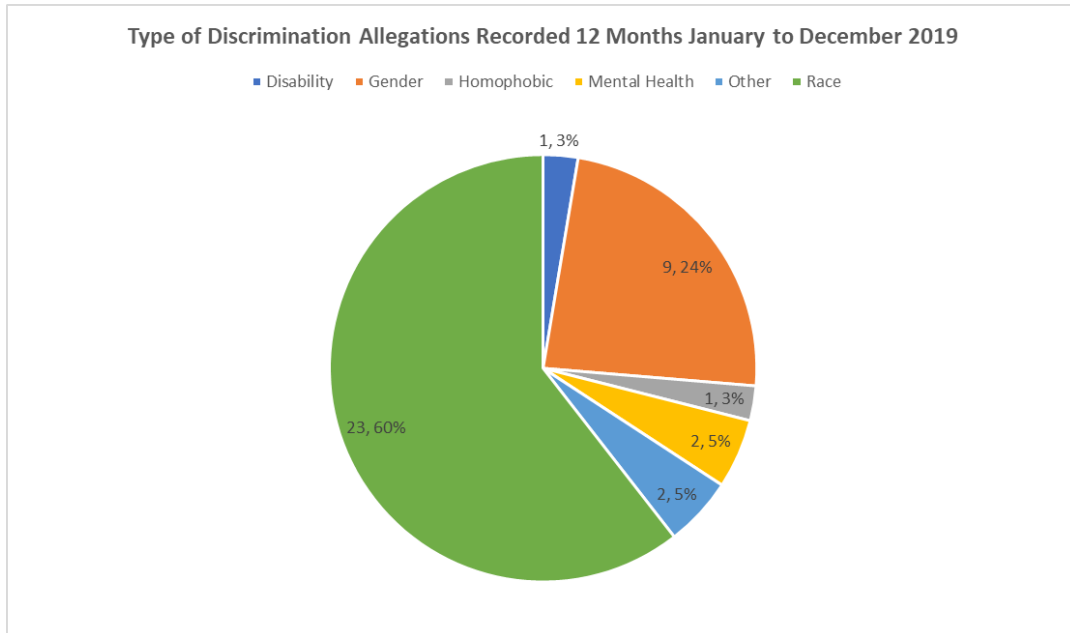
Complaint Code F: Discriminatory Behaviour



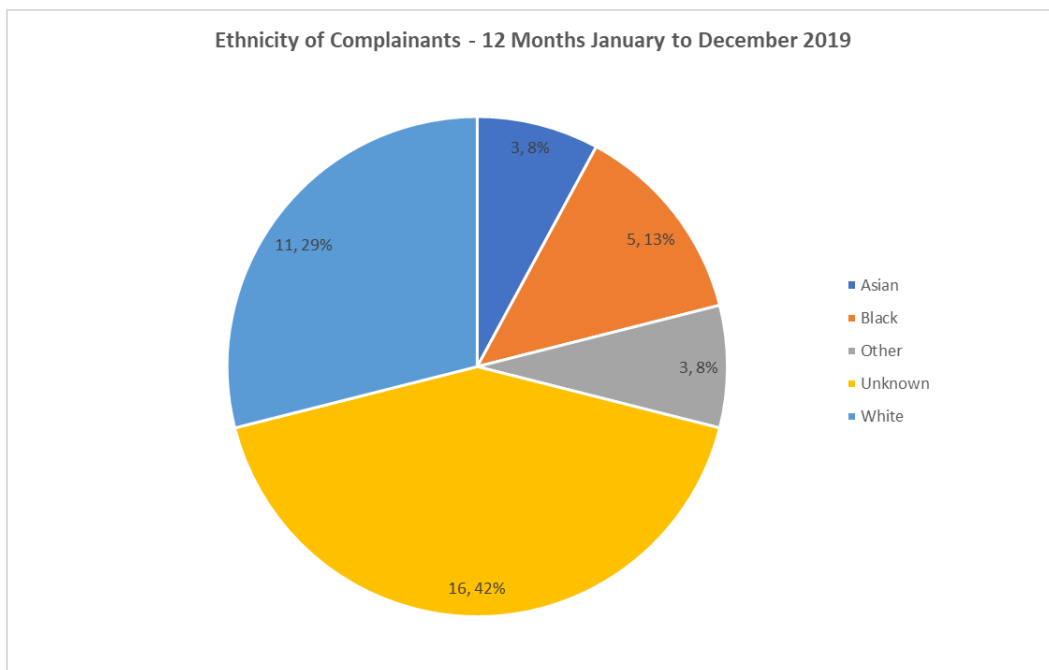
Numbers of F complaints have increased slightly recently, resulting in an increasing trend. LPA West has had an increase this year, as has CPP Command.



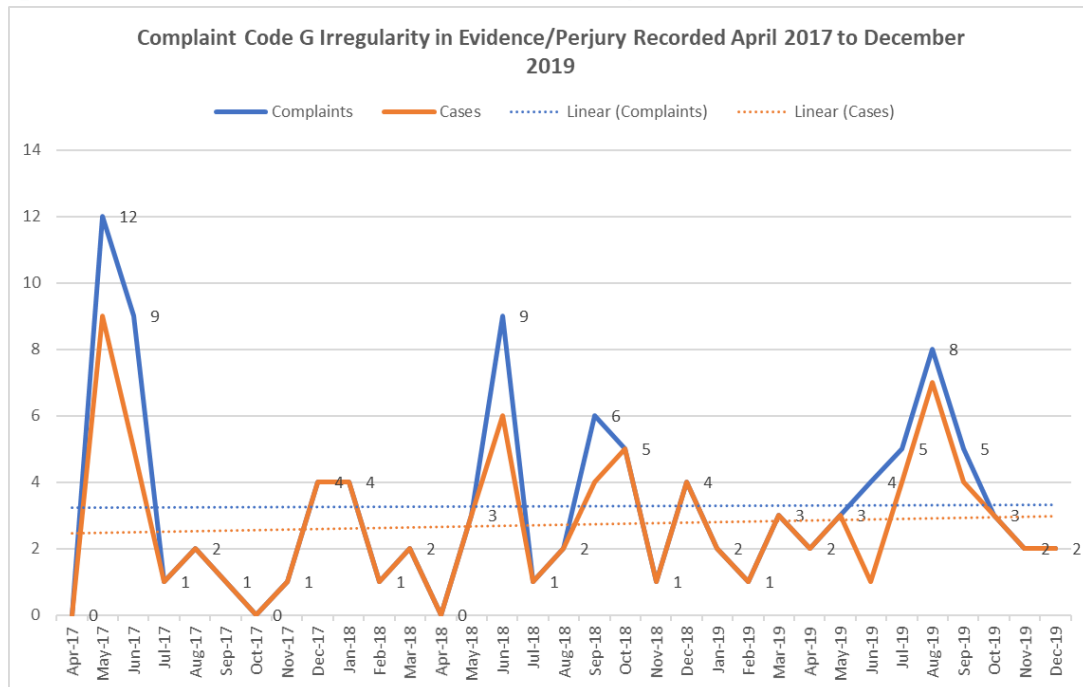
F Discrimination Complaints – Allegation Type



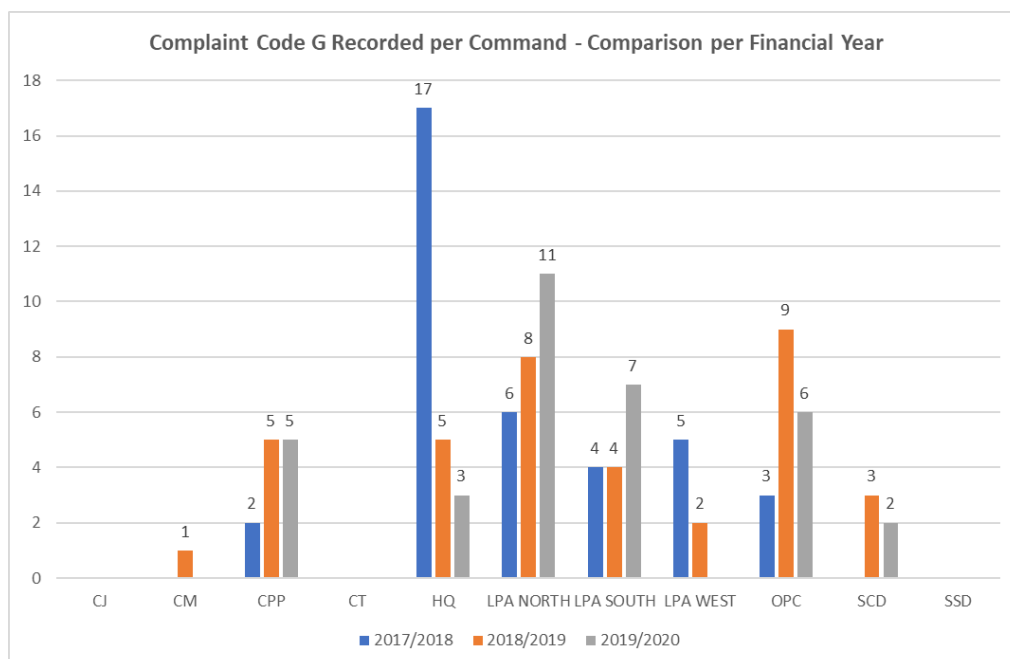
F Discrimination Complaints – Ethnicity of Complainants



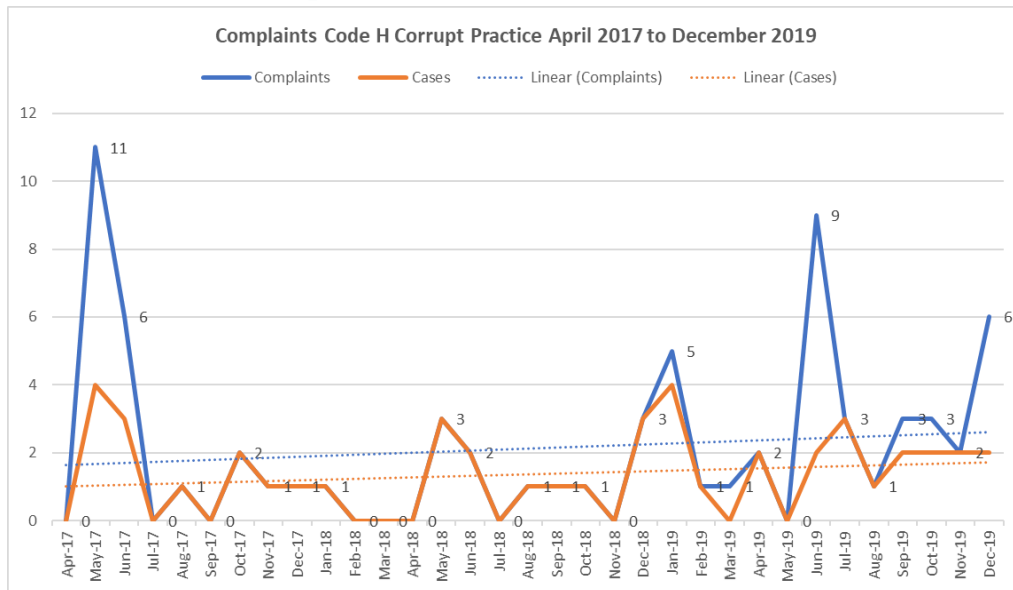
Complaint Code G: Irregularity in Evidence/Perjury



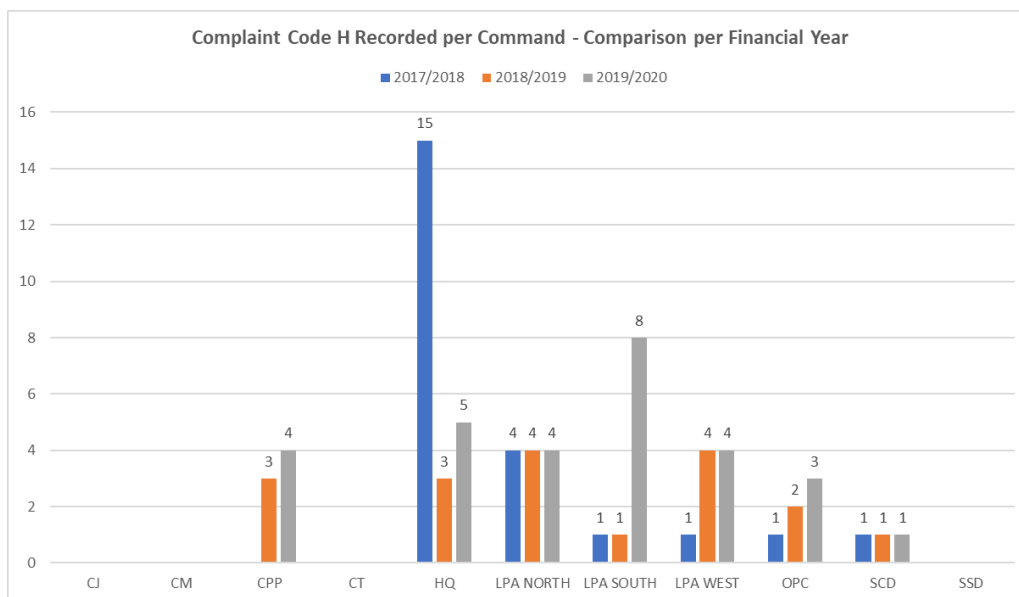
Allegations of Irregularity of Evidence and Perjury (G) remain low, though due to a few peaks, there had been an increasing trend line. This is partly due to multiple strands within cases, such as in May 2017 when one case involved seven strands, and June 2018 when one case involved four allegations 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. Numbers have decreased in the last few months, so levels are more consistent. LPA North and South have had increases compared to last year.



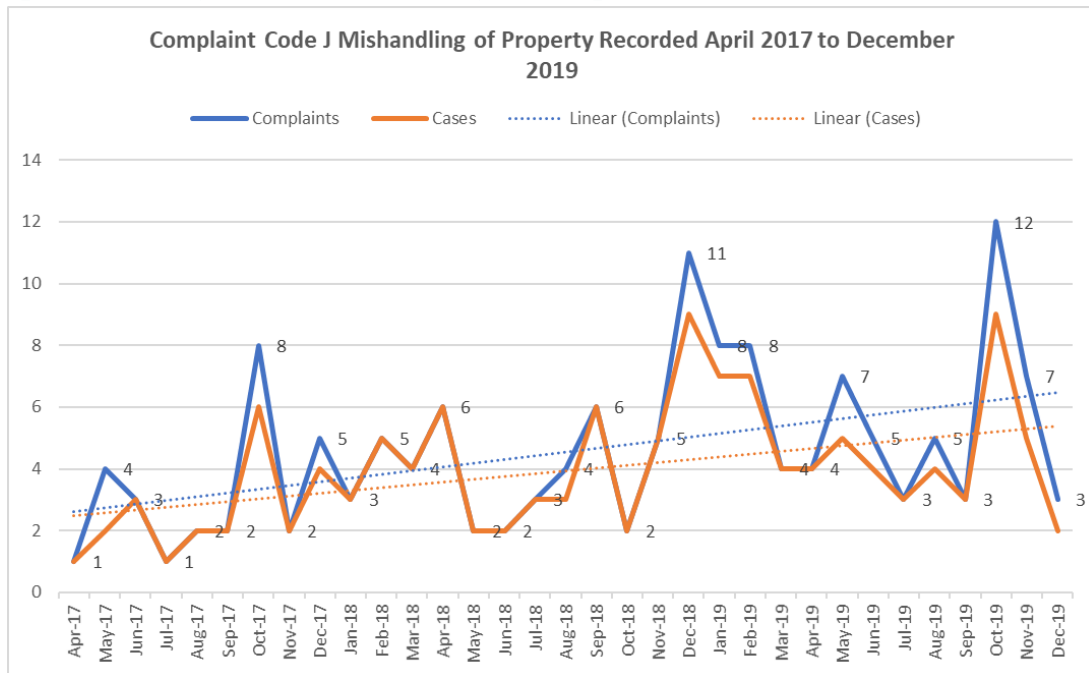
Complaint Code H: Corrupt Practice



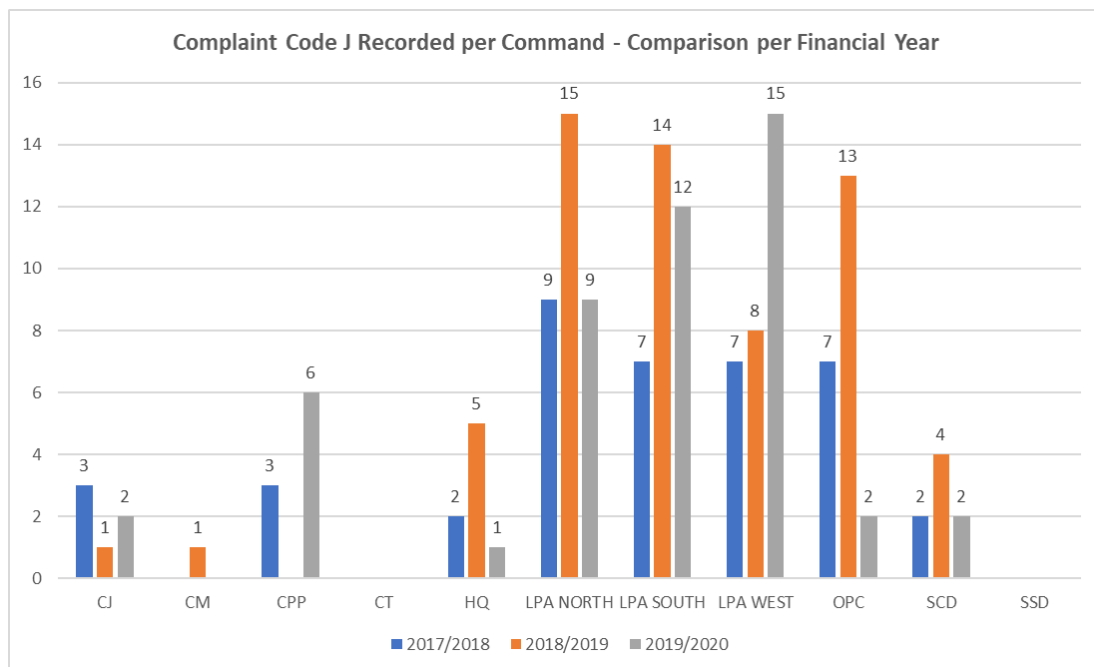
Numbers of H complaints have been low but have been affected by a complaint involving a repeat complainant in May 2017 (C/175/17 PSD, previously North LPA), and in June 2019 there was a case involving numerous strands (C/239/19) and is the reason for the increase in LPA South as in the graph below.



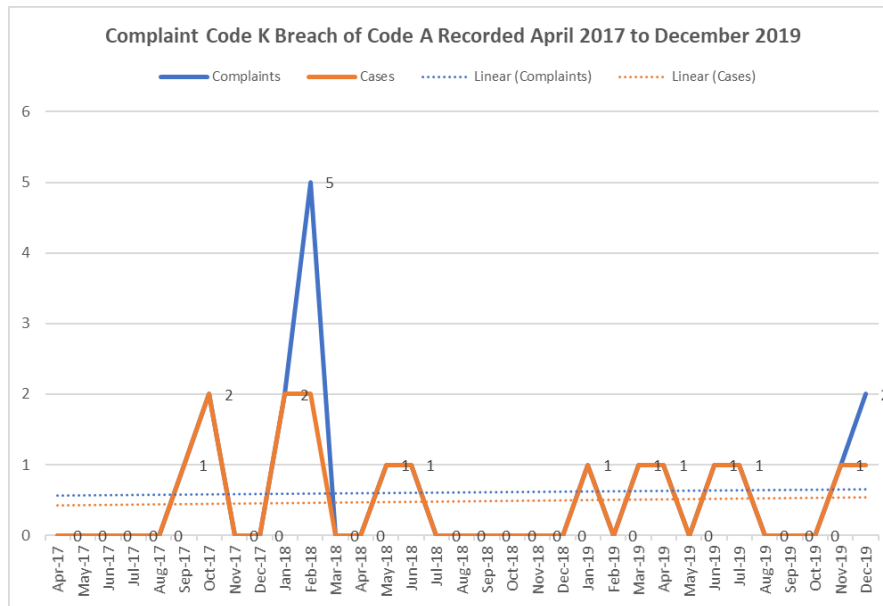
Complaint Category J Mishandling of Property



Code J complaints have been generally low in number, though with an occasional peak which has led to an overall increase over the time-frame. LPA West has had an increase this year, as has CPP Command.



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%.

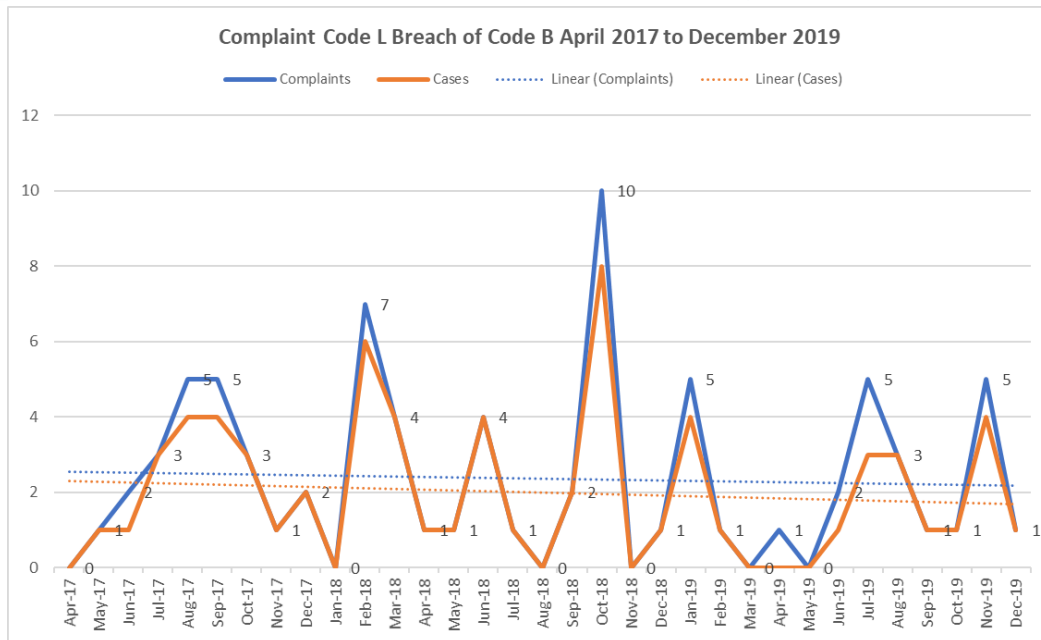
There was a 210% increase in the last quarter of 2018/2019 in comparison to the same quarter in 2017/2018. The increase in Stop Searches has been attributed to data being input onto Mobile Data Terminals¹.

Comparison of Complaints per Financial Years per Command:

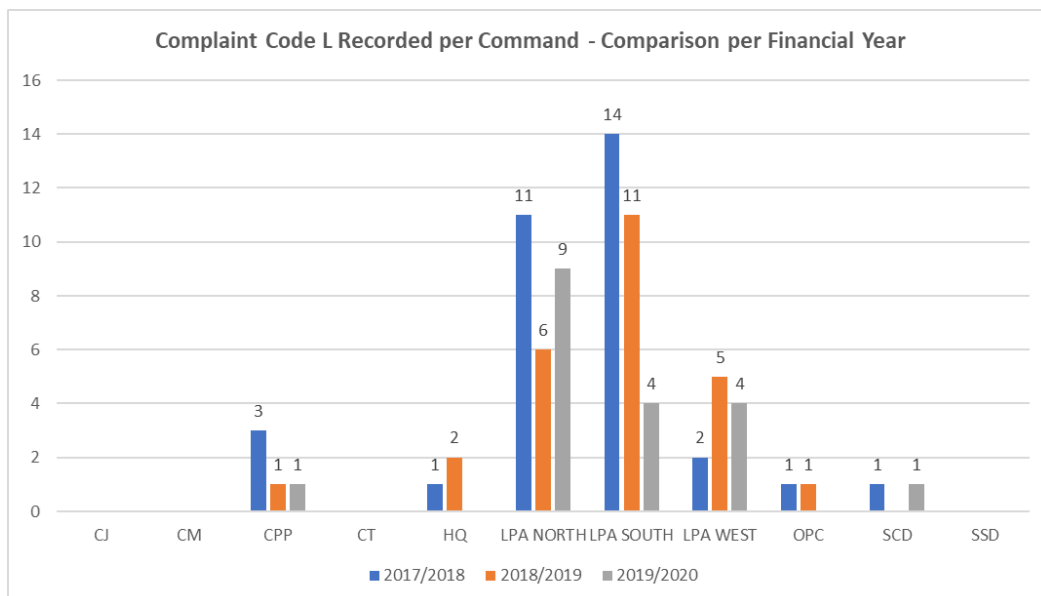
Command	2017/2018	2018/2019	2019/2020	Total
CPP	1	0	0	1
LPA NORTH	1	2	5	8
LPA SOUTH	1	0	1	2
LPA WEST	1	0	0	1
LPA OTHER	4	0	0	4
OPC	2	2	0	4
Total	10	4	6	20

¹ Figures and information obtained from Strategic Command reporting August 2019 Stop and Search Quarterly Report

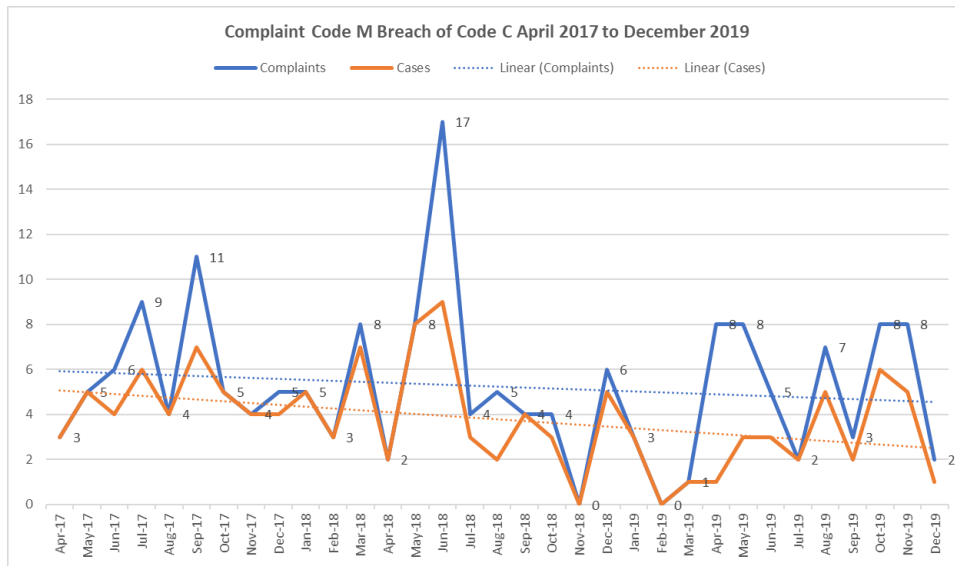
Complaint Category L Breach of Code B on Searching Premises



Levels of L complaints are sporadic, and have decreased over the time-frame. LPA North has had an increase compared to 2018/2019.

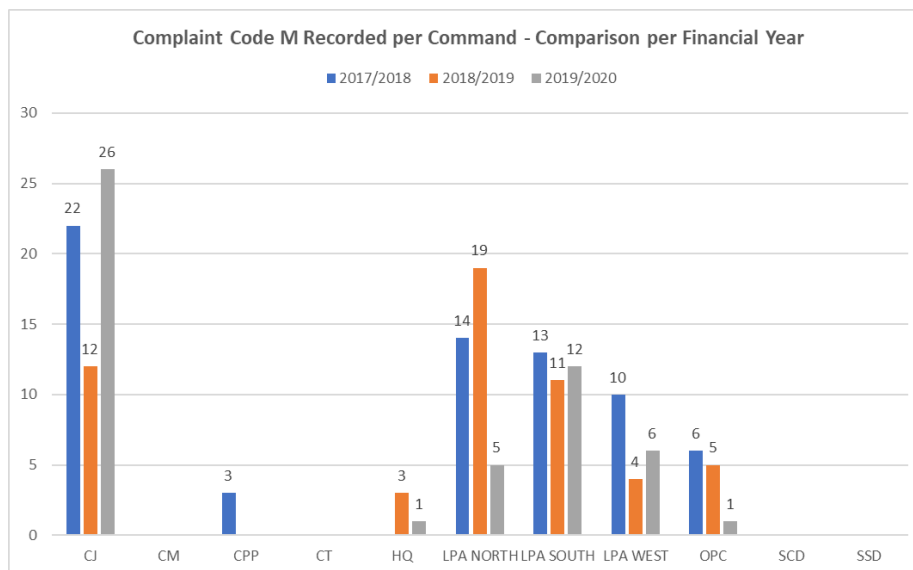


Complaint Category M Breach of Code C on Detention/Treatment



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.

CJ Command has seen an increase this year, mostly due to multiple stands within cases such as C/172/19 containing 8 strands. LPA South and West have also had increases, whilst LPA North has had a decrease so far.



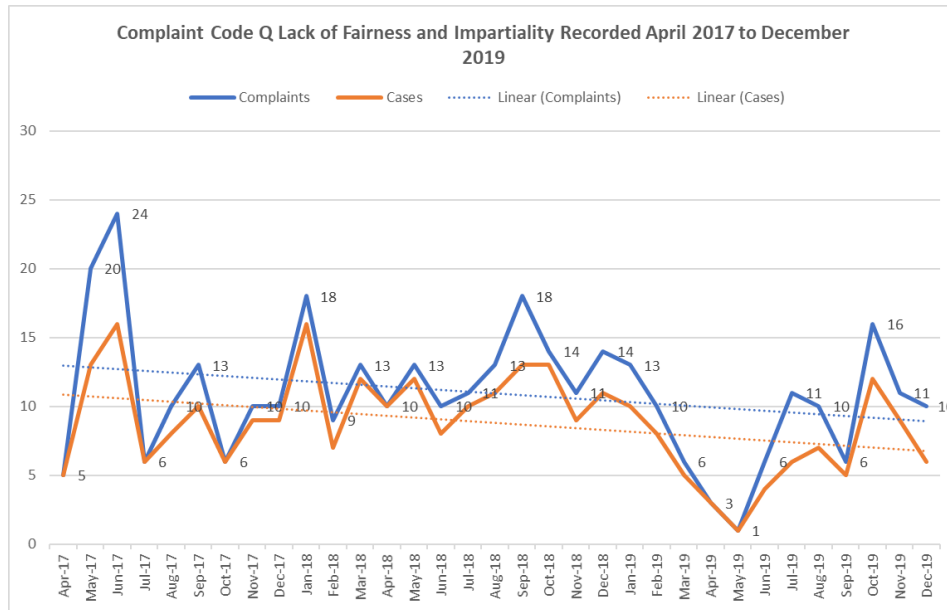
Complaint Code N Breach of Code D on Identification

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).

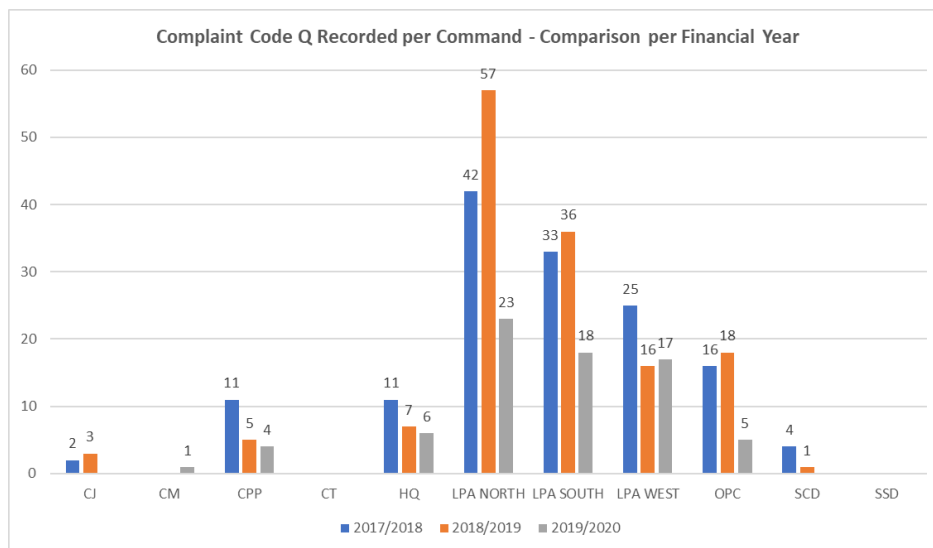
Complaint Code P Breach of Code E on Tape Recording

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



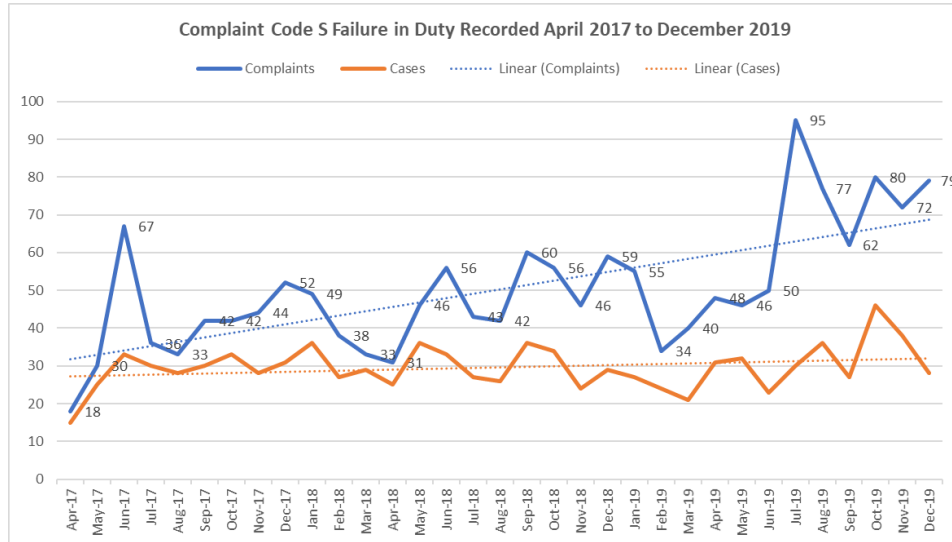
There has been a decrease in complaints over the time frame; with a peak in June 2017 (this was not affected by any particular case). LPA West has had a decrease so far this year, with North and South likely to have a decrease.



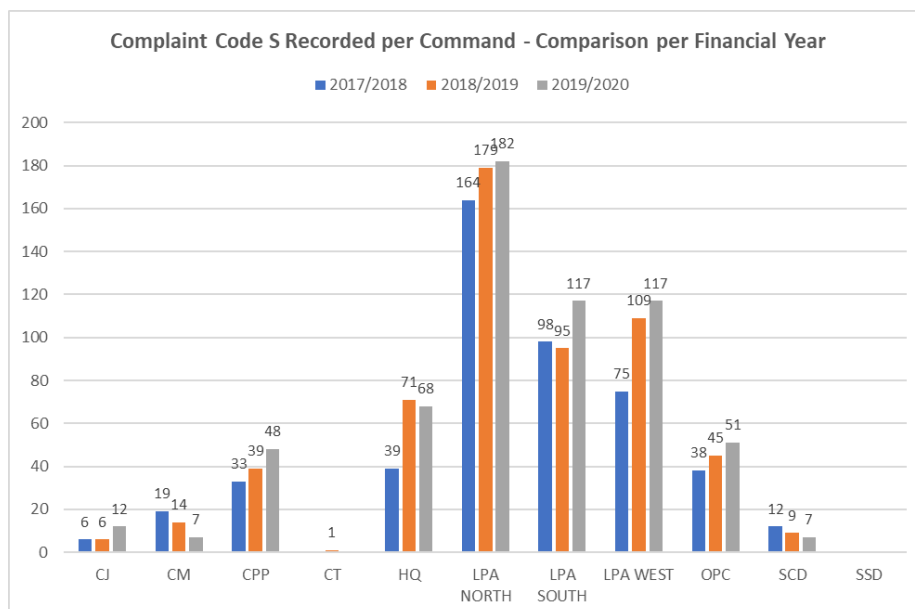
Complaint Code R Breach not attributed to a certain code

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

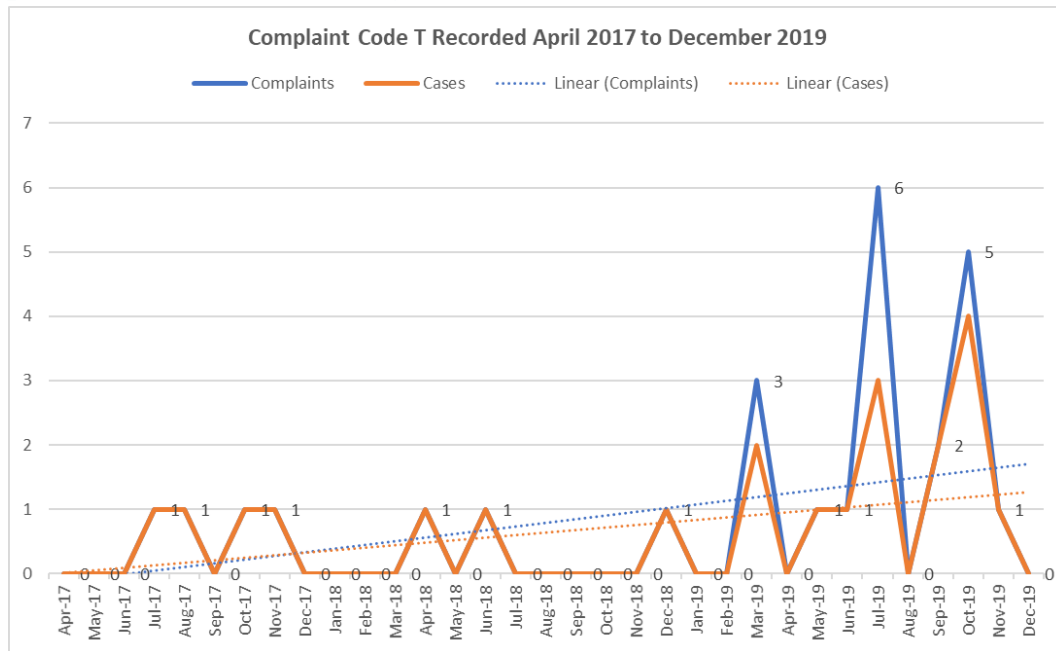
Complaint Code S Failures in Duty



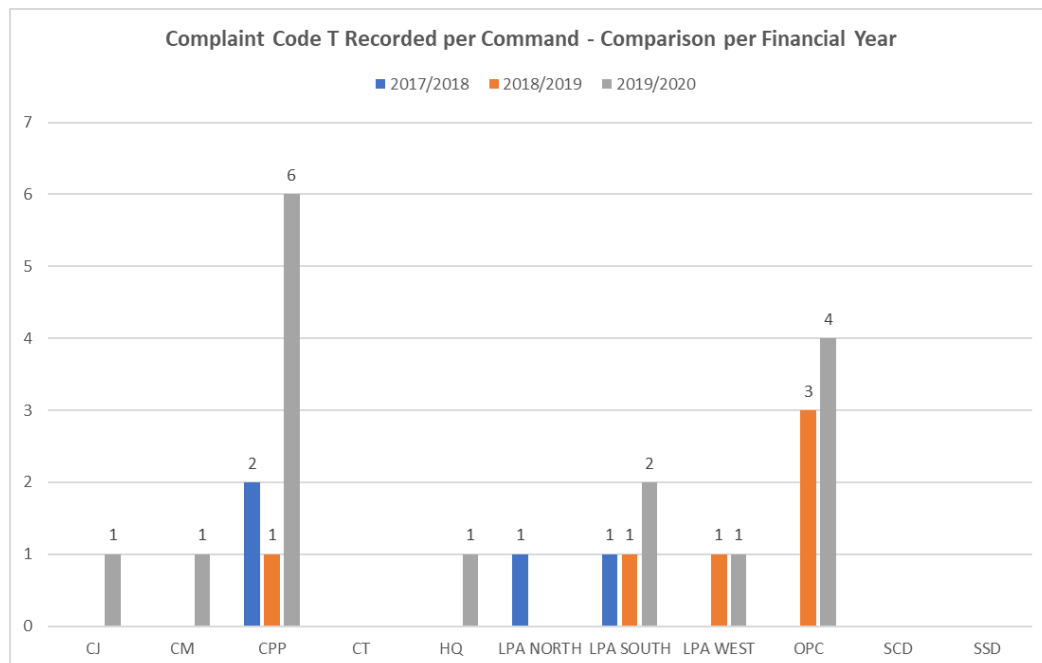
S Complaints are the highest across all the complaint categories. Complaint numbers have increased since April 2017, though case numbers have stayed consistent with a slight increase. The three LPA areas as well as CJ, CPP commands and OPC have had increases so far this year compared to 2018/2019. July 2019 had a significant increase in complaint numbers; however this is due to cases containing multiple complaint strands.



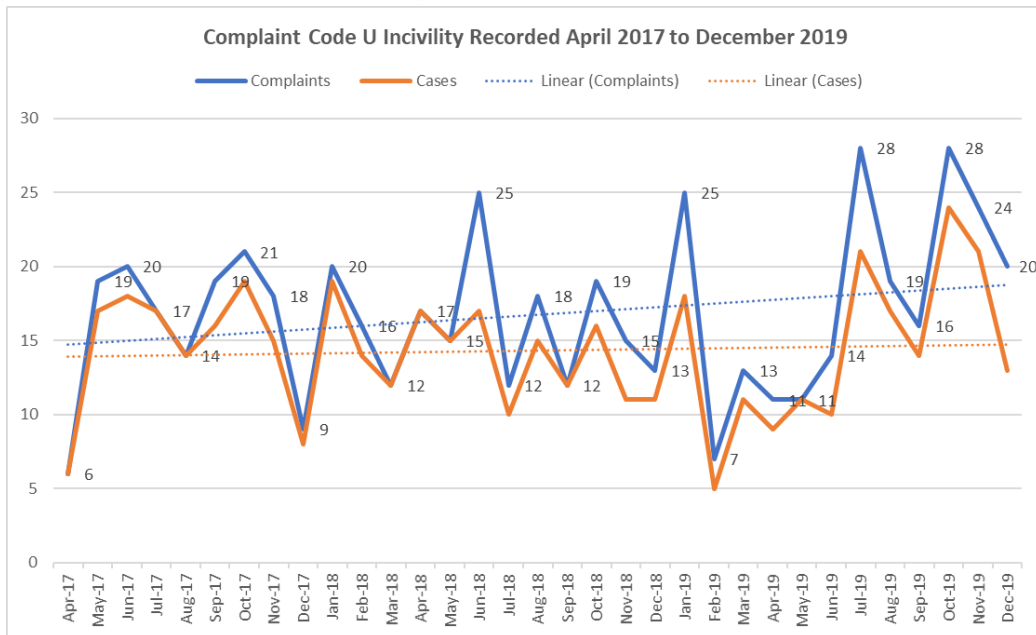
Complaint Code T Other Irregularities in Procedure



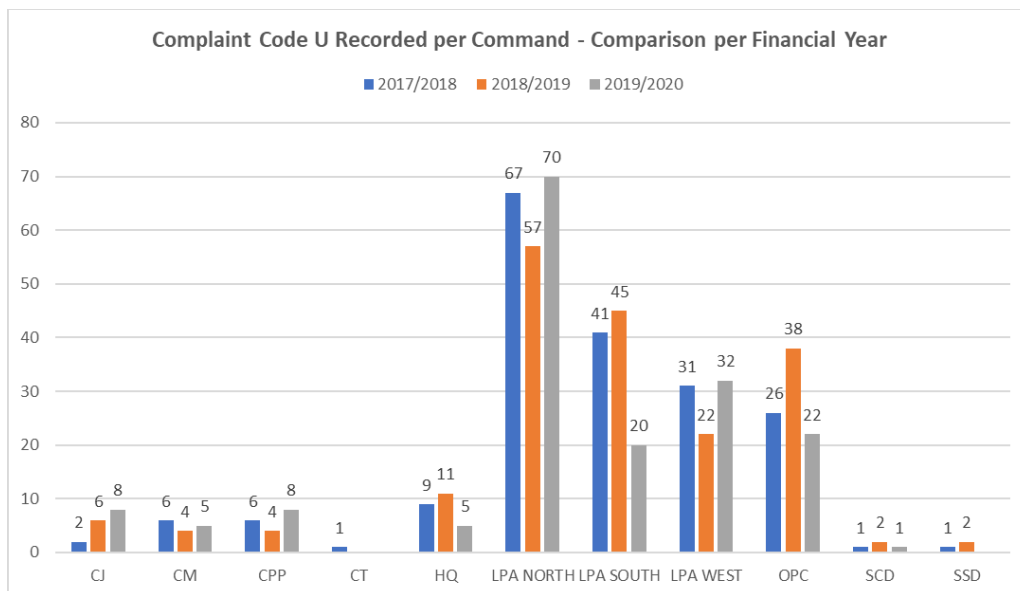
Numbers are low in this category, but due to small peaks in March, July and October 2019, the trend line shows a slight increase.



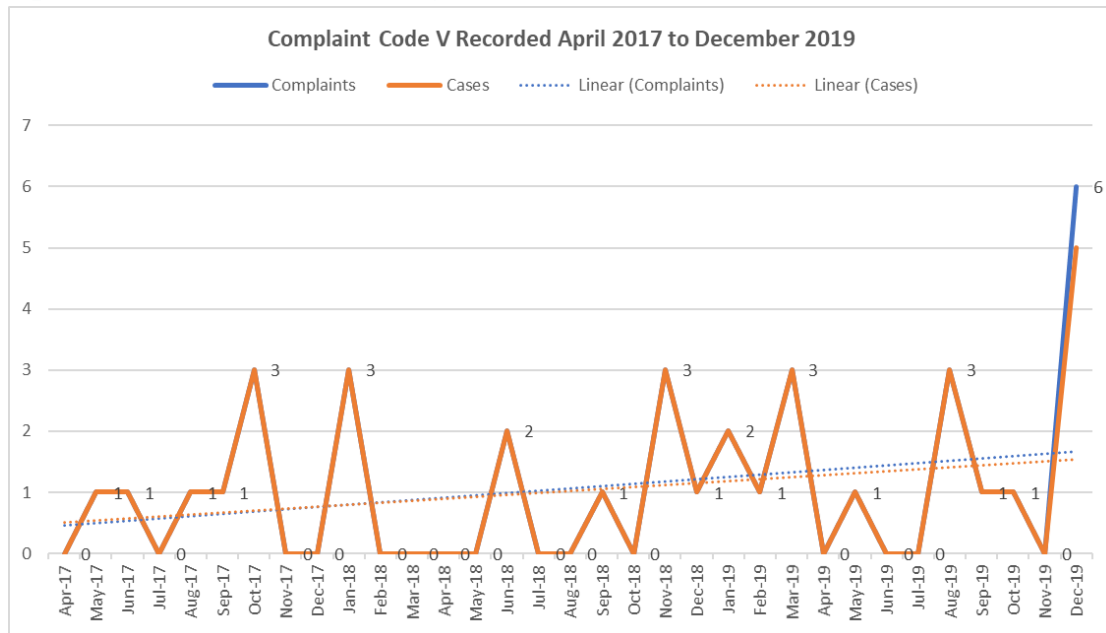
Complaint Code U Incivility, Impoliteness and Intolerance



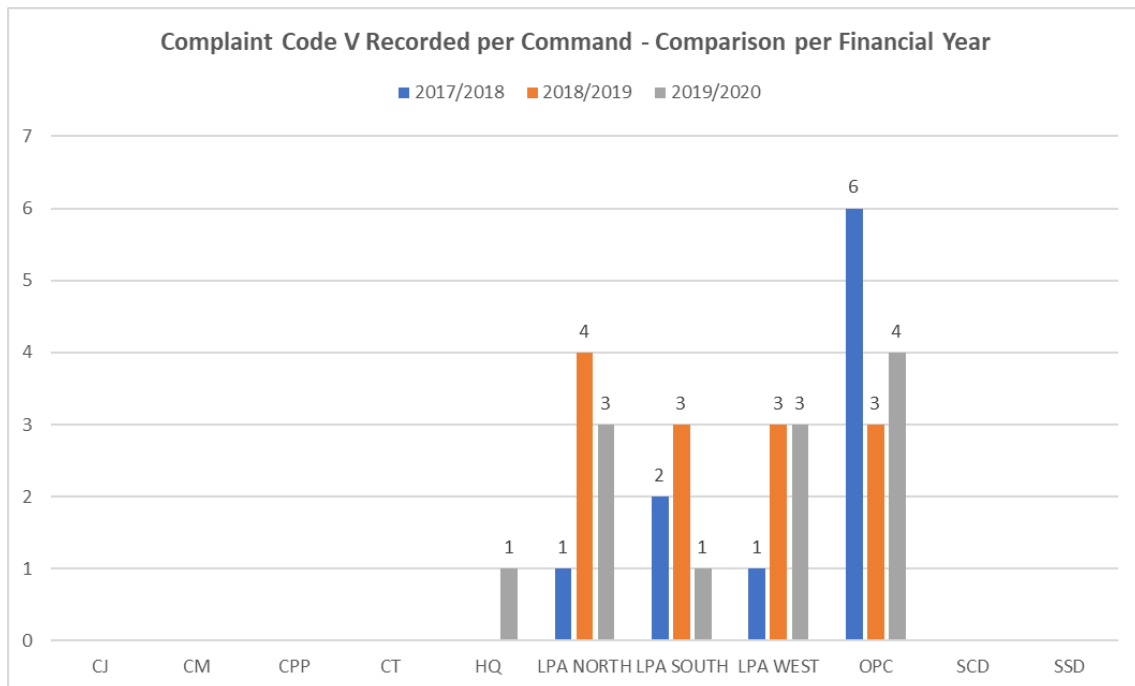
U is the category that generally sees the second highest numbers across all categories, with various peaks in recording. Due to higher numbers in recent months, there has been an increase overall, though case numbers remain consistent. LPA North and West specifically have had increases this year. The recent peaks are not affected by significant multiple complaint cases, though there are several where there are two strands for example.



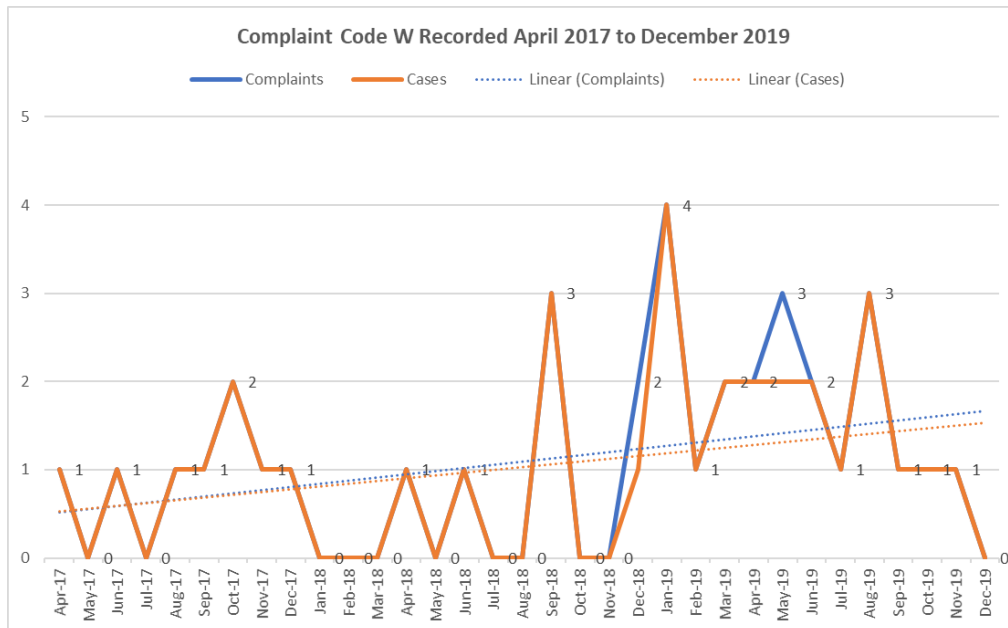
Complaint Code V Traffic Irregularity



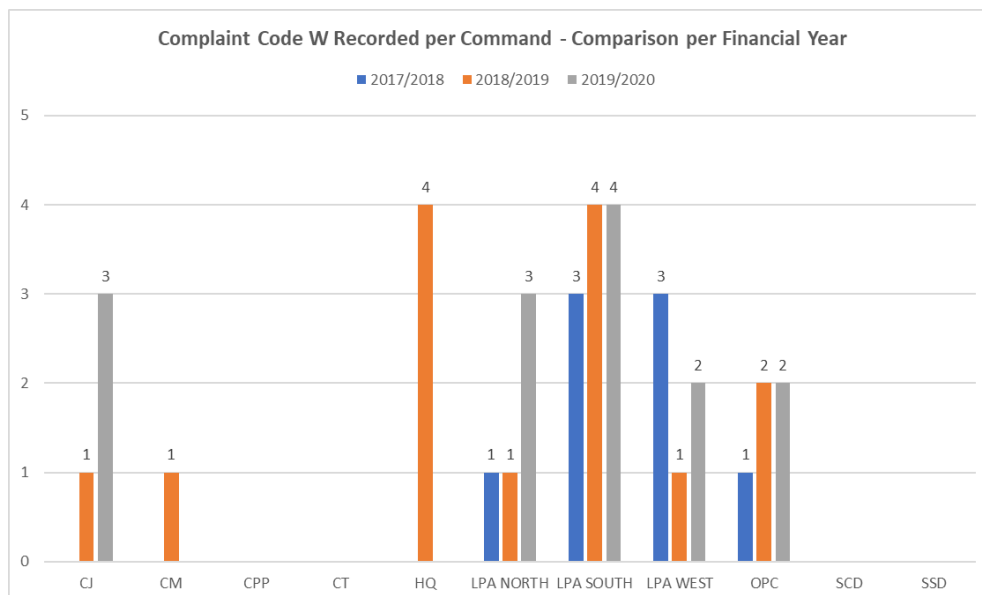
Numbers of V complaints are low, but have had an increase over the time-frame, due to small peaks.



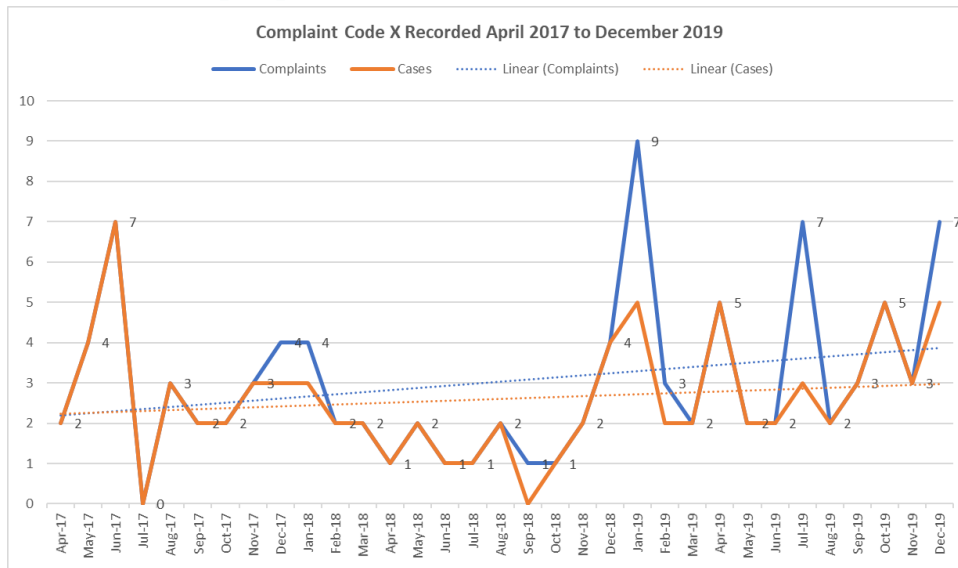
Complaint Code W Other



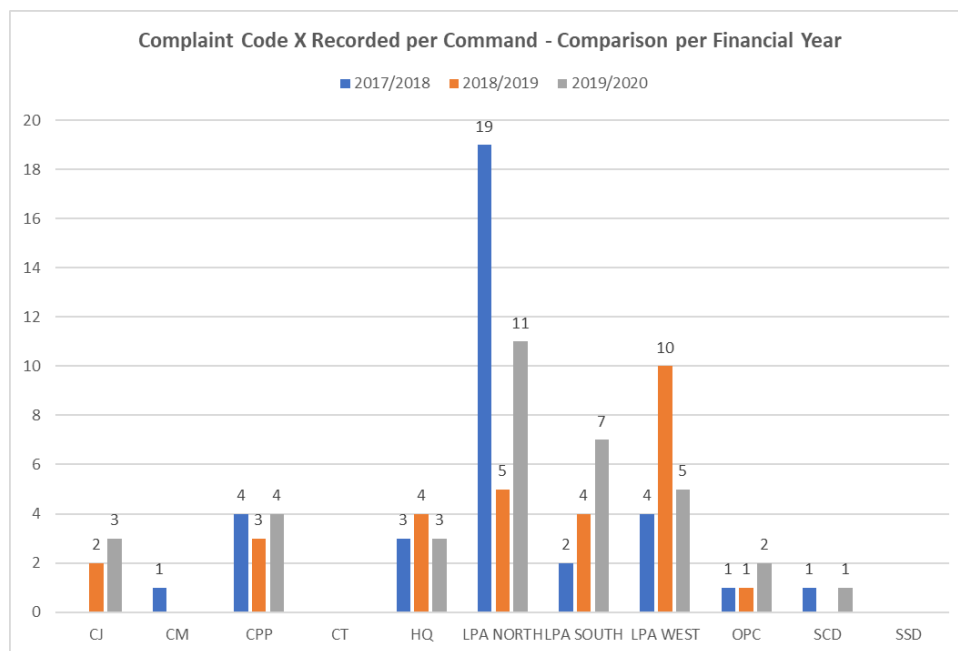
Overall, levels of Complaint code W have seen an upward trend since April 2017, but overall, numbers remain low.



Complaint Code X Improper Disclosure of Information



Category X complaints have increased overall since April 2017, with some peaks in recording. LPA North has had an increase compared to 2018/2019, as has CJ command, LPA South and OPC.



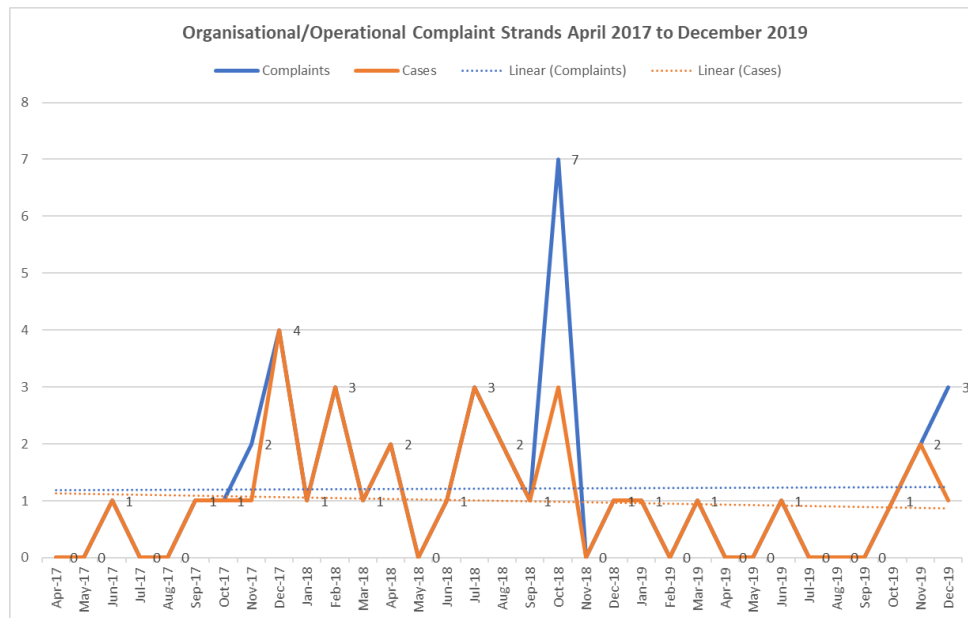
Complaint Code Y Other Sexual Contact

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).

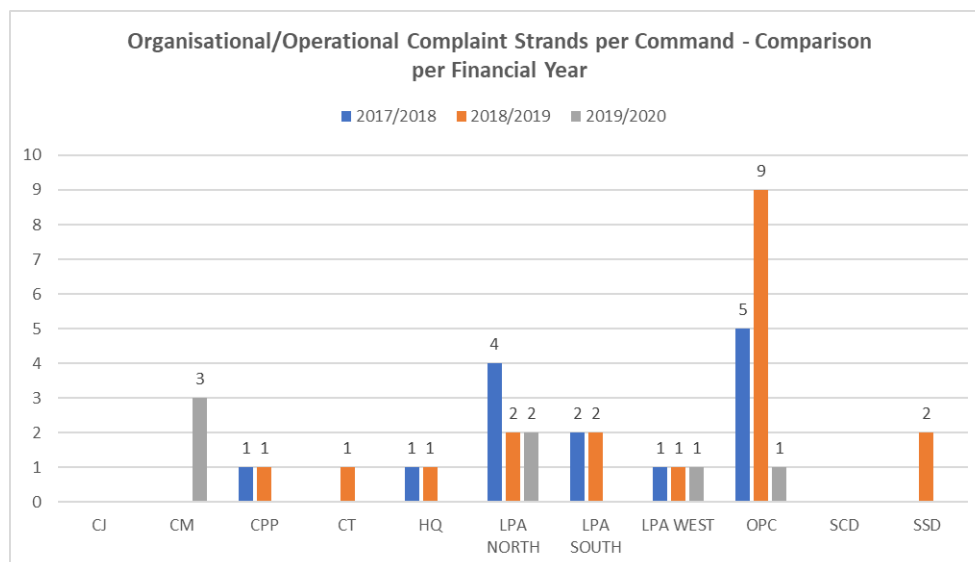
Organisational/Operational Complaint Strands

These complaints consist of the following categories:

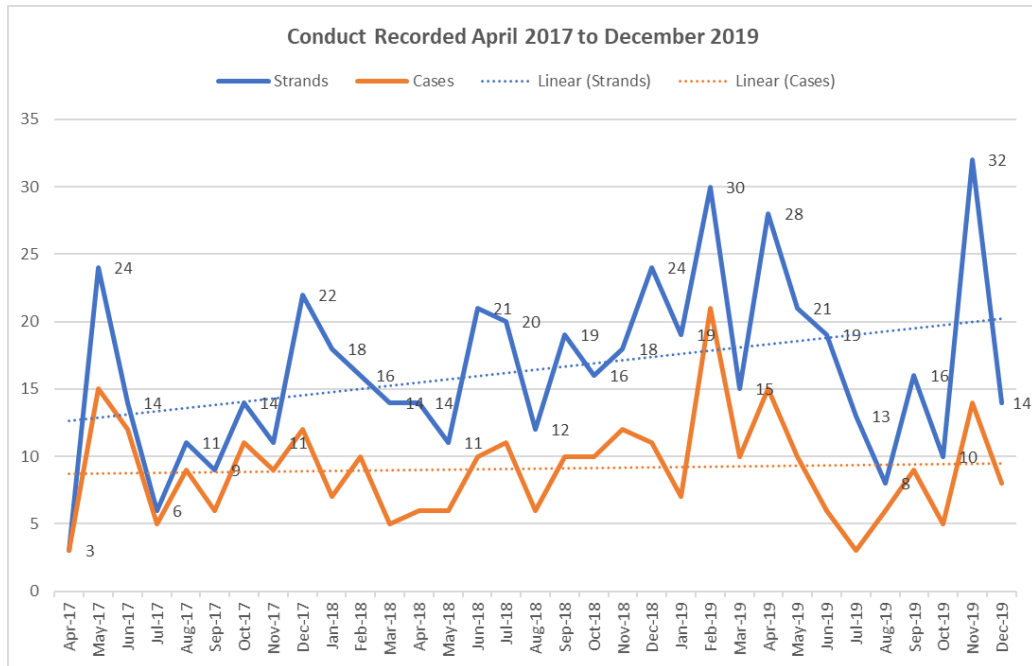
Operational Policing Policies (Organisational), Organisational Decisions (Operational), General Policing Standards (Operational), Operational Management Decisions (Organisational).



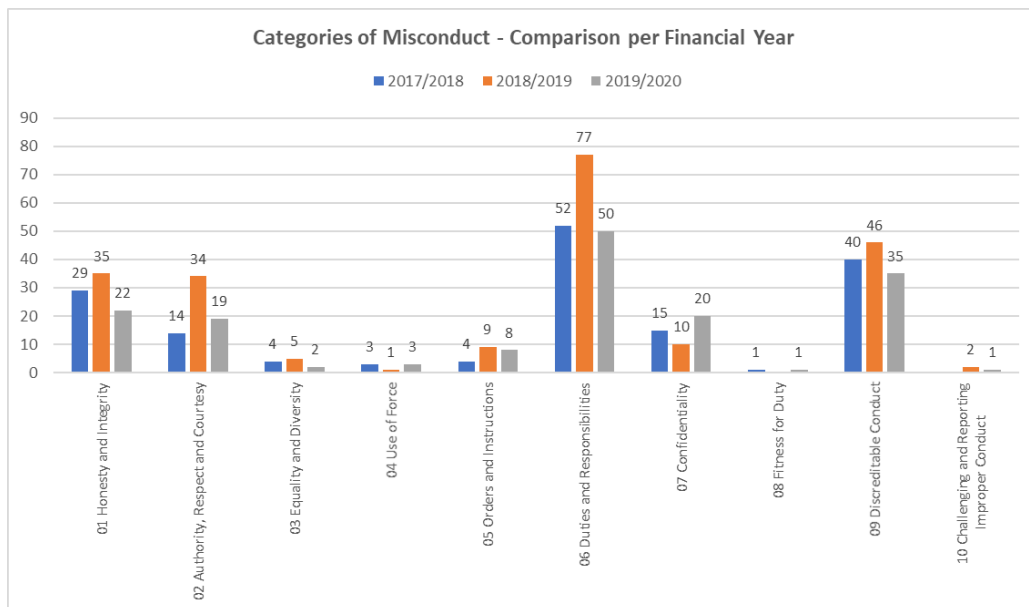
There has been a decrease in these categories in this financial year, after having a slight increase last year (particularly in OPC).



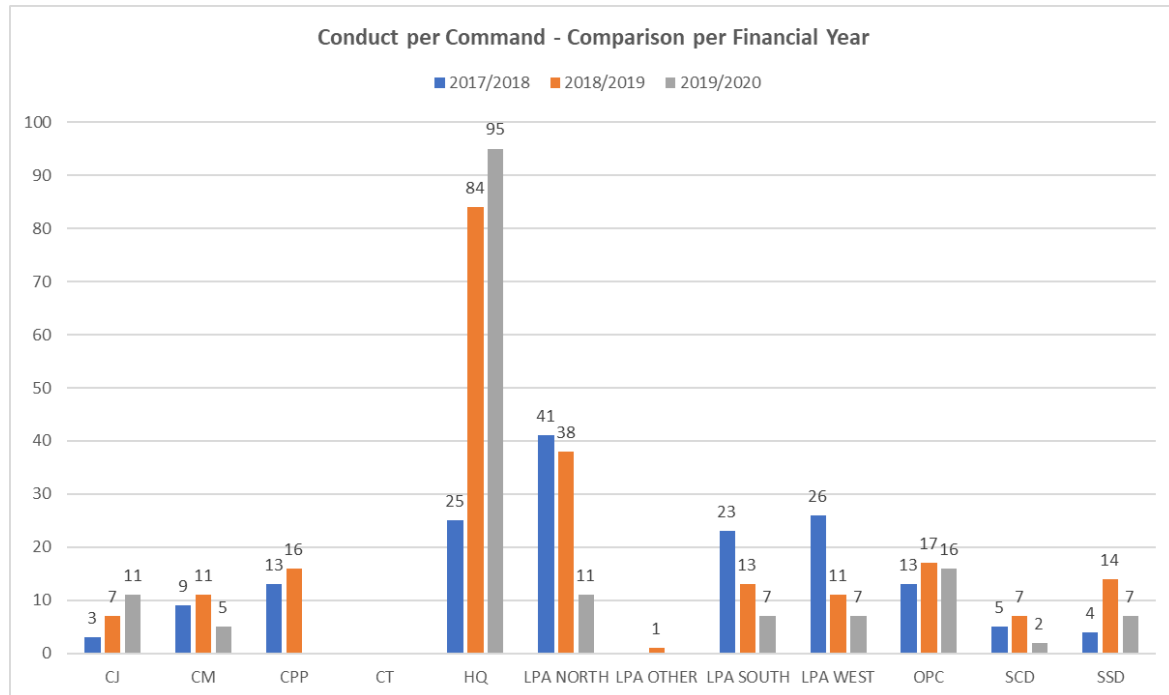
Force Misconduct



There has been an increasing trend in conduct being recorded since April 2017, but case numbers remain consistent.



Command Breakdown of Misconduct

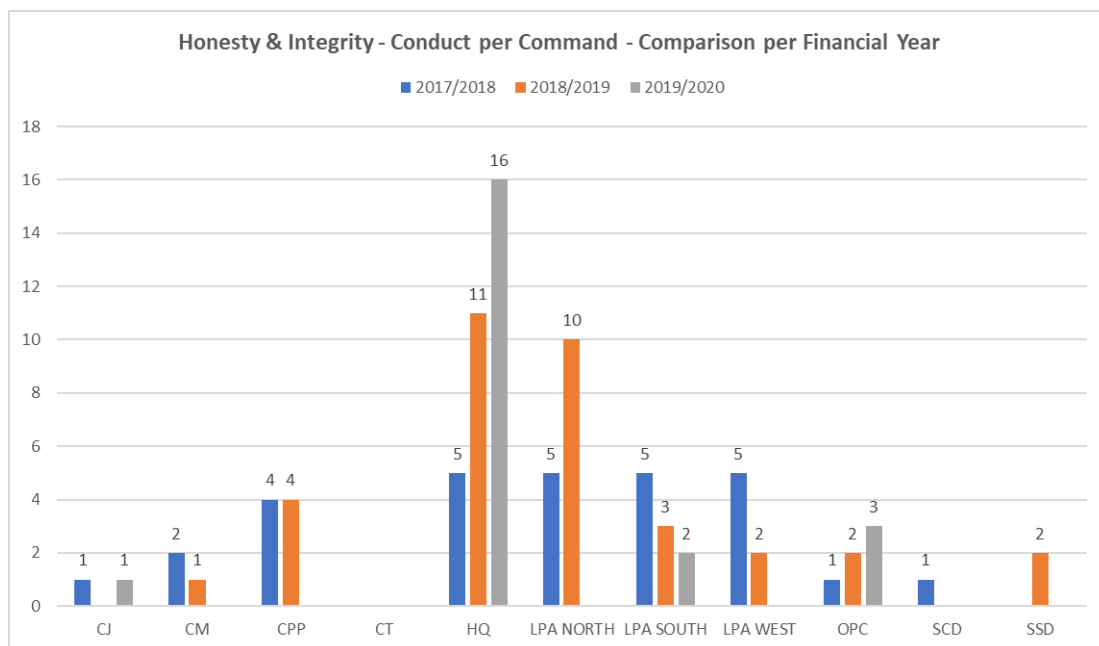
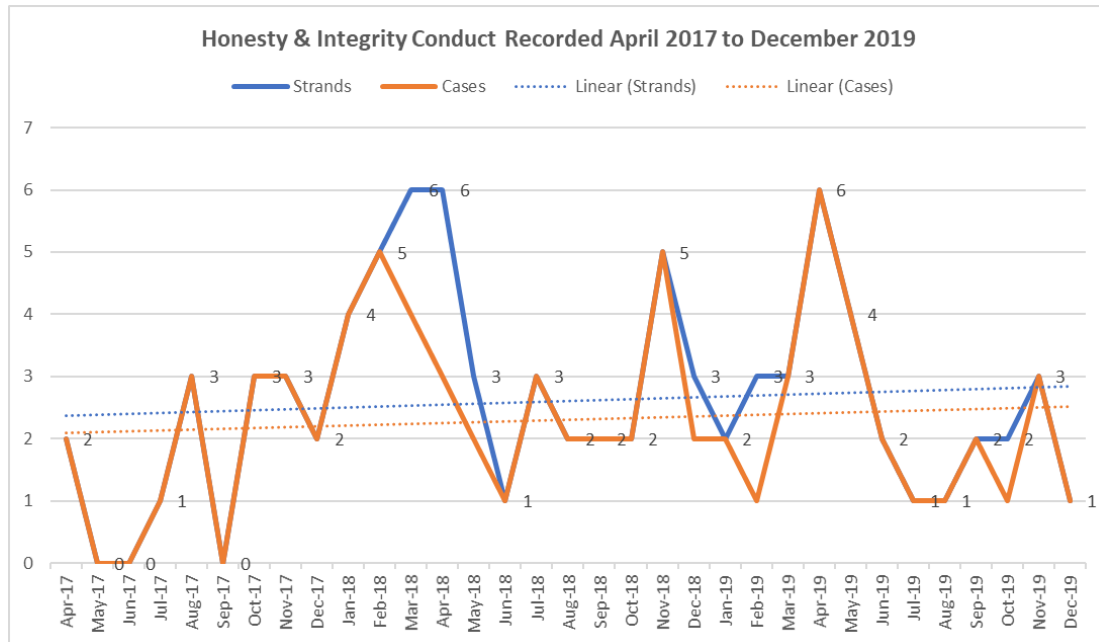


Please note that the figures used for overall Conduct within this report are that of strands within a case, due to there often being more than one category recorded under one case. This is to ensure that the type of conduct is fully reflected.

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.

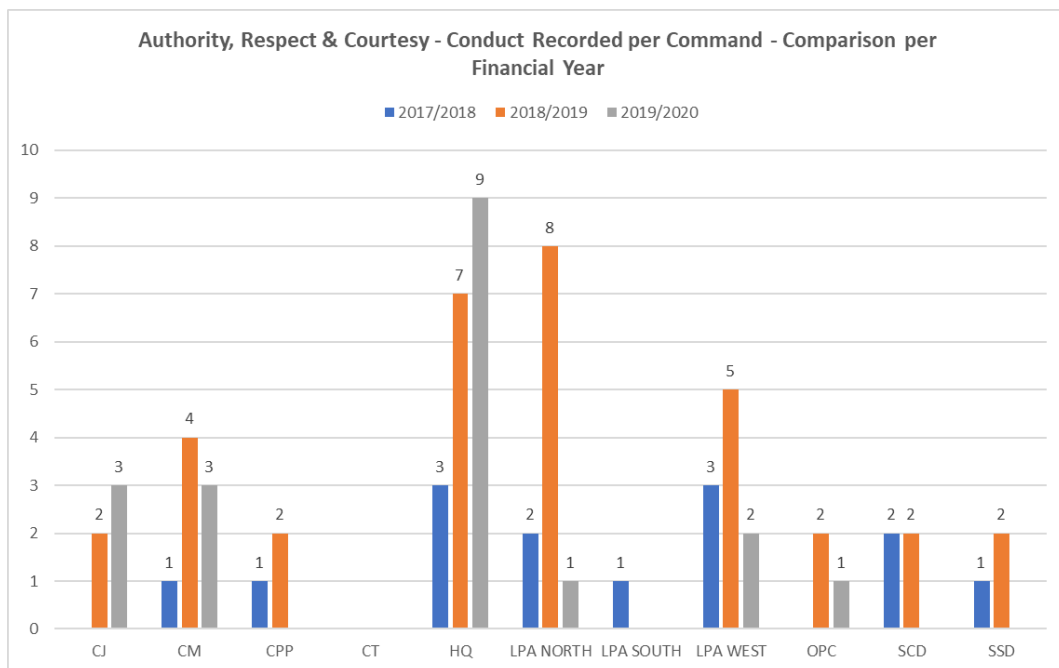
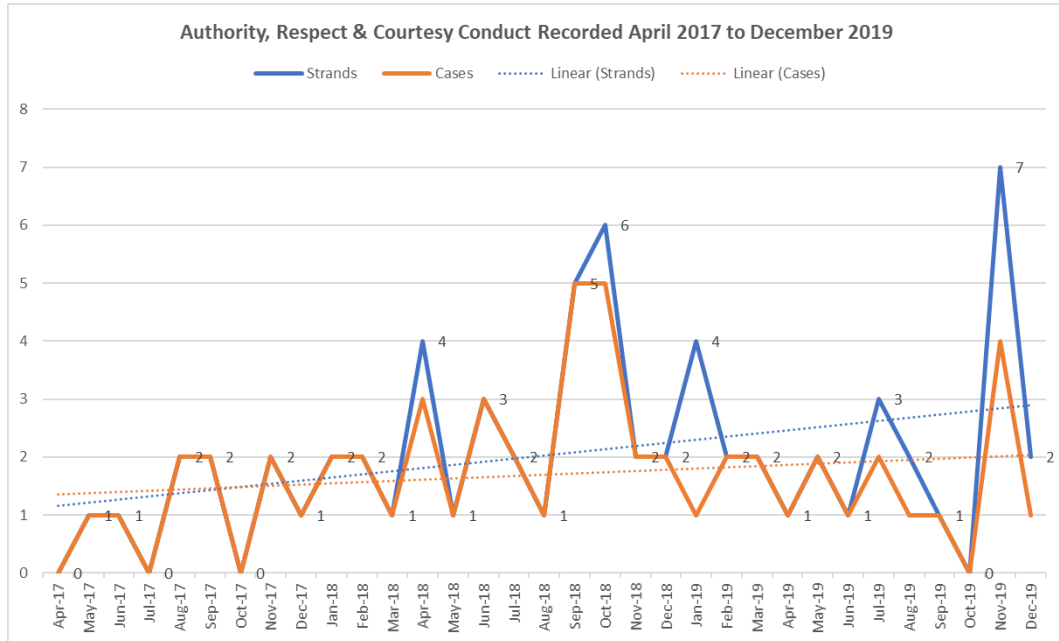
Misconduct Categories

Honesty and Integrity



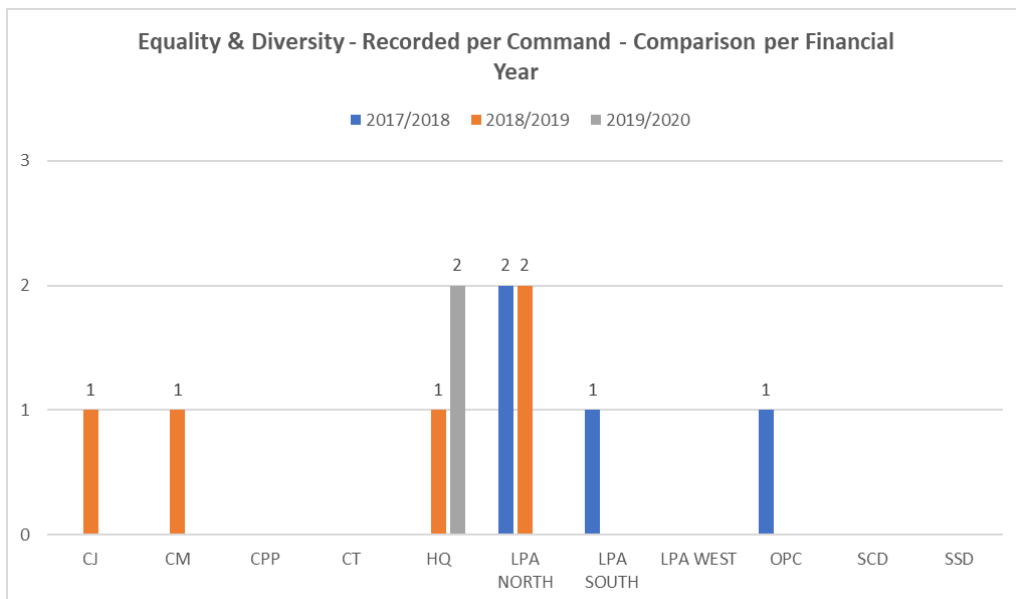
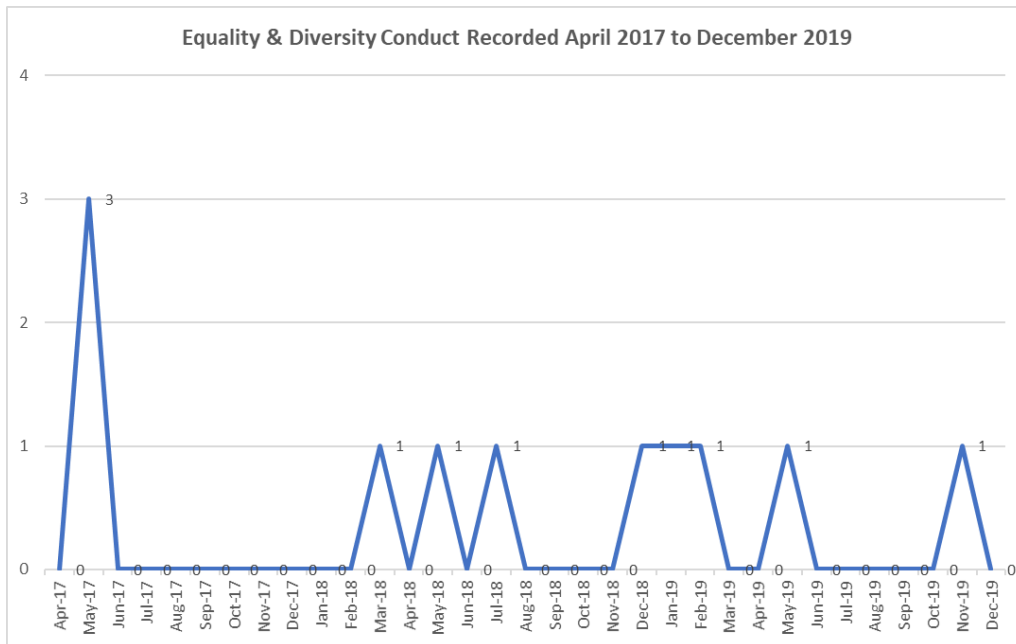
There has been one Misconduct meeting for this category in the last 12 months – Final Written Warning (HQ Command)

Authority, Respect & Courtesy



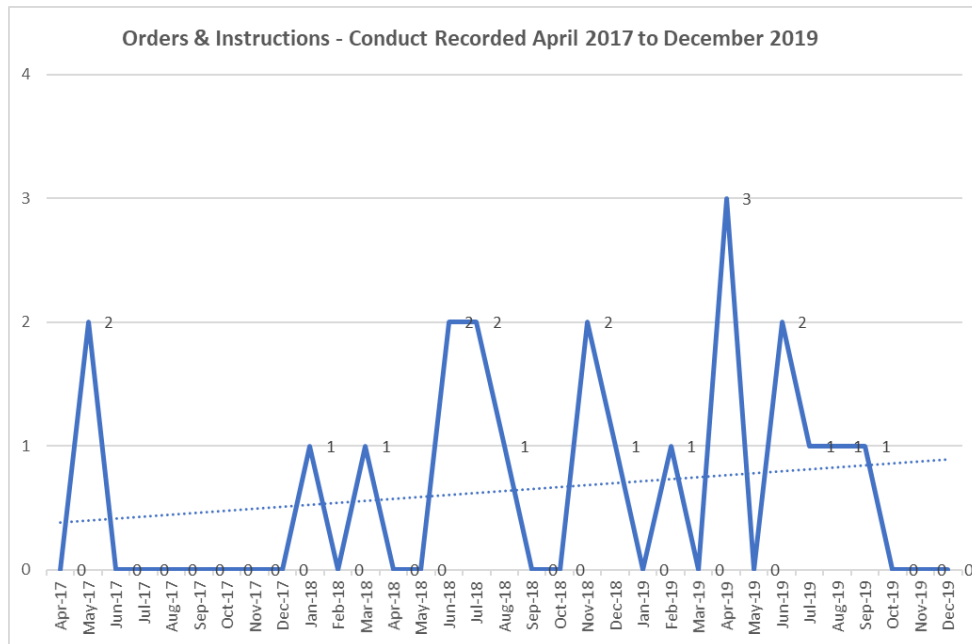
There were four cases that went to a Meeting – Two received a Written Warning (CPP Command and LPA North), one was resolved as No Action (LPA West), one Not Proven (LPA West).

Equality and Diversity



Of the seven Hearings for this category, all were HQ/PSD Command, six Not Proven, one Written Warning.

Orders and Instructions

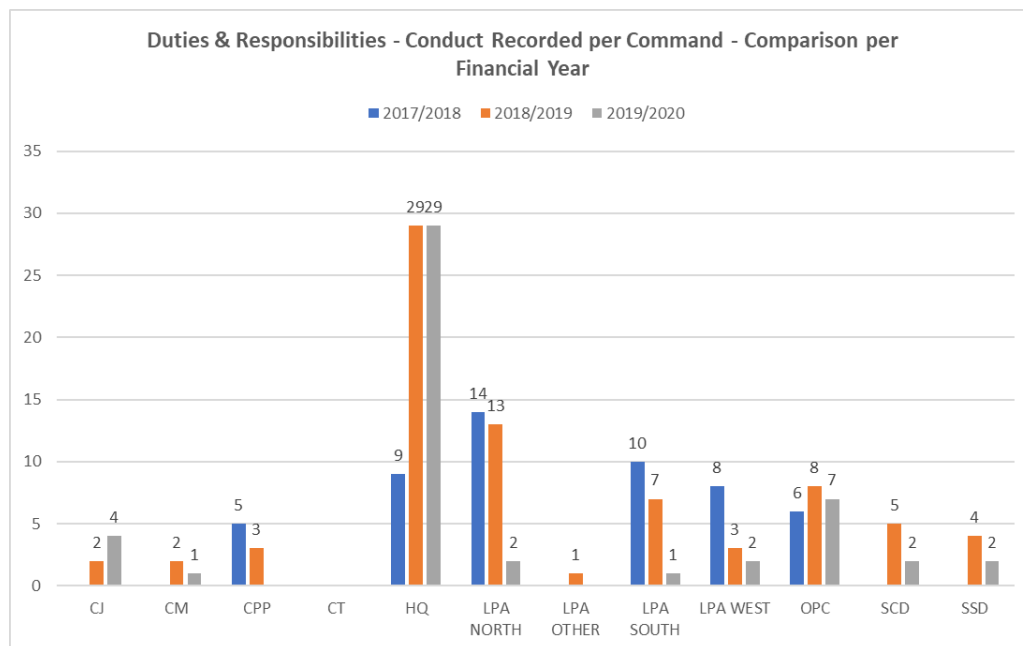
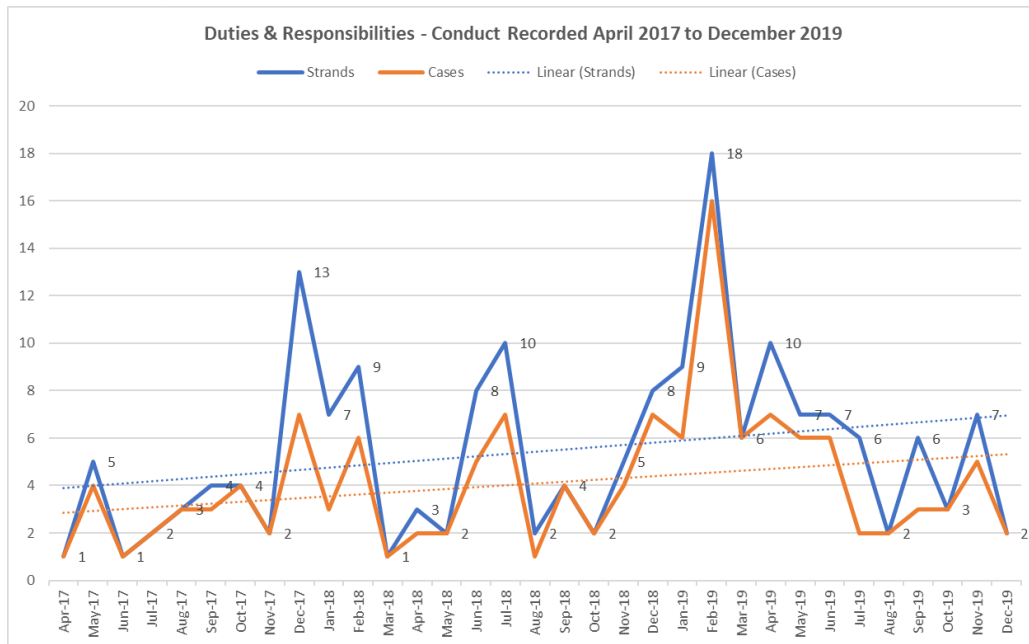


Case numbers are same as strands.

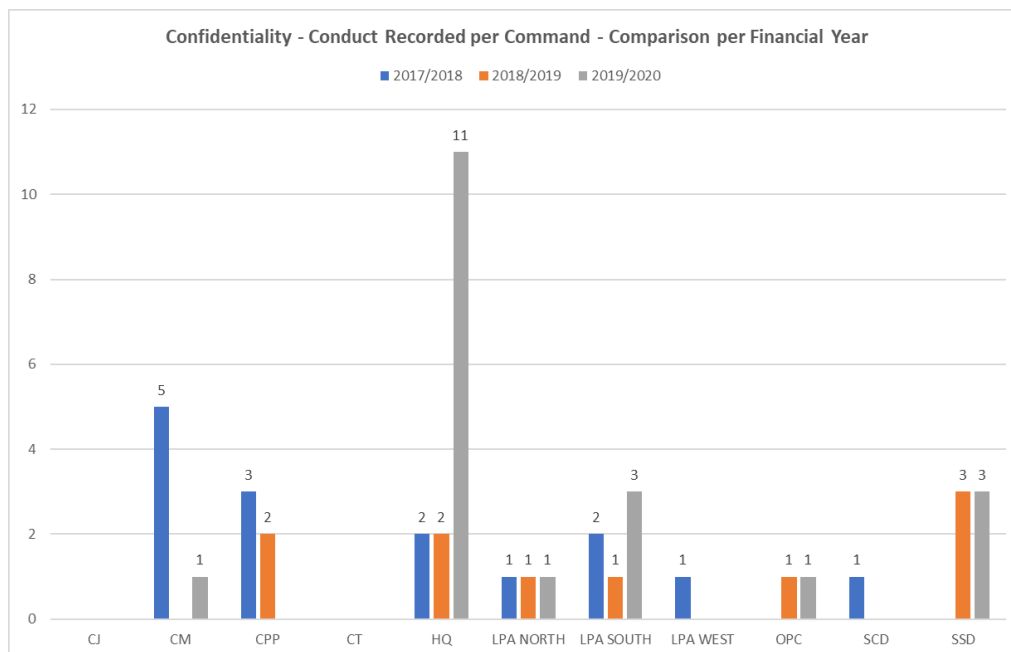
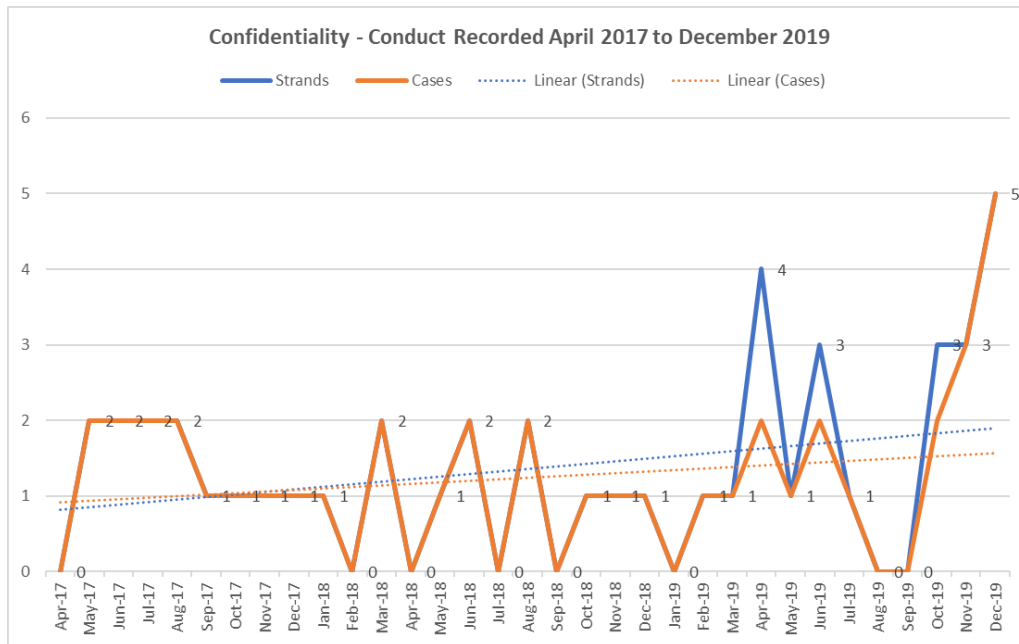


There were three cases/allegations that went to a Meeting under this category. Two resulted in Written Warnings (CPP and LPA North), the other Management Advice (OPC).

Duties and Responsibilities



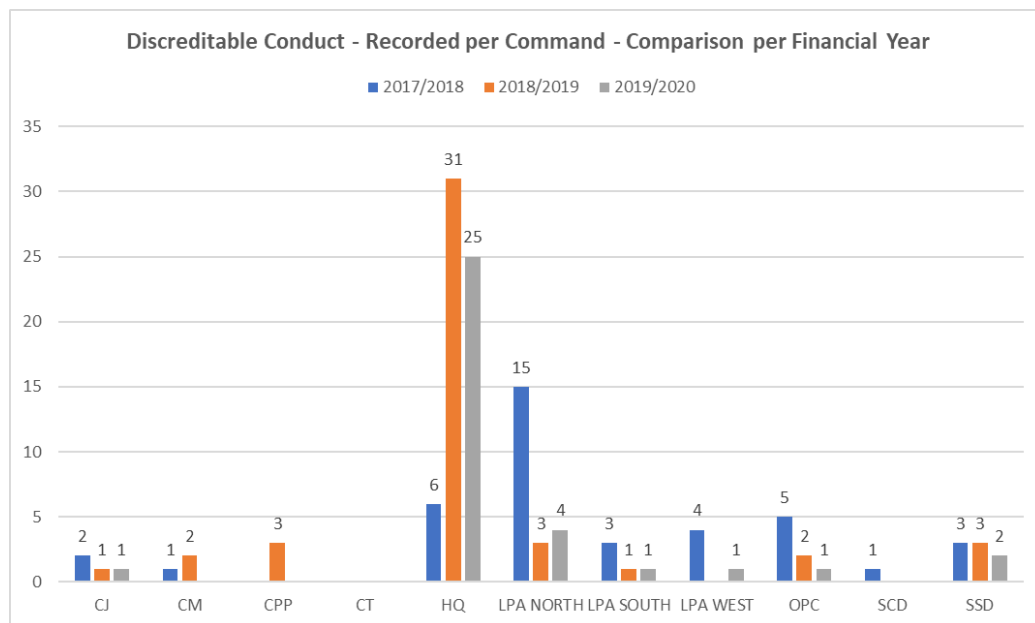
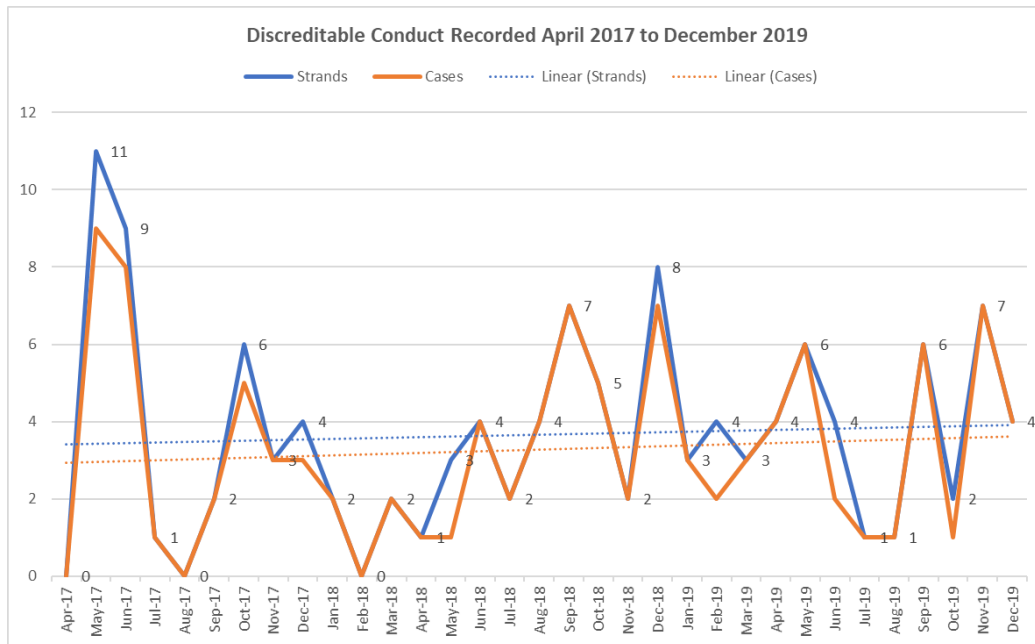
Confidentiality



Hearings – Of the four allegations/three cases within this category, there were three dismissal results, one resigned/would have been dismissed.

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 three cases (six allegations) 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 seven allegations of Use of Force recorded (within six cases). Five have been in LPA West, in June 2017, December 2017, January 2018, September 2018, and November 2019. Another case recorded in November 2019 was recorded in CJ Command.

Outcomes – Between January and December 2019 there have been two cases finalised in this category. One of these was an LPA West case – this resulted in Management Advice.

The second 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 three cases recorded since April 2017. One was in June 2018. This was recorded under OPC Stansted (CM/39/18).

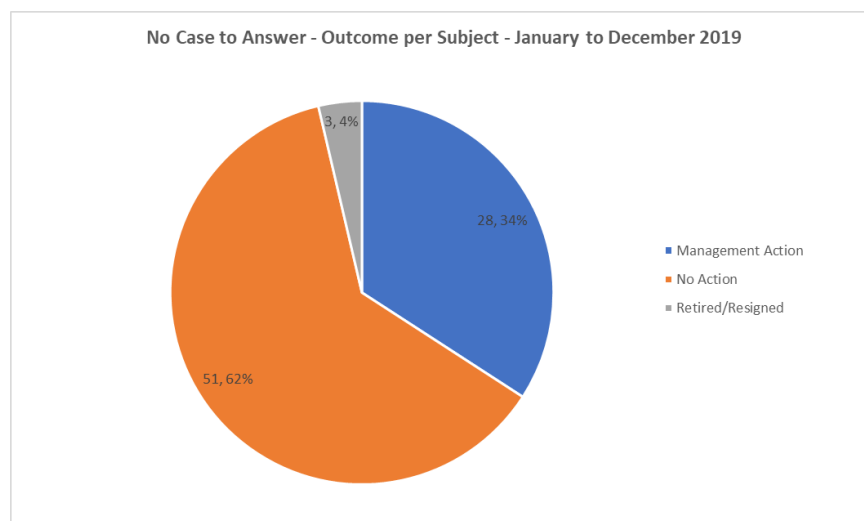
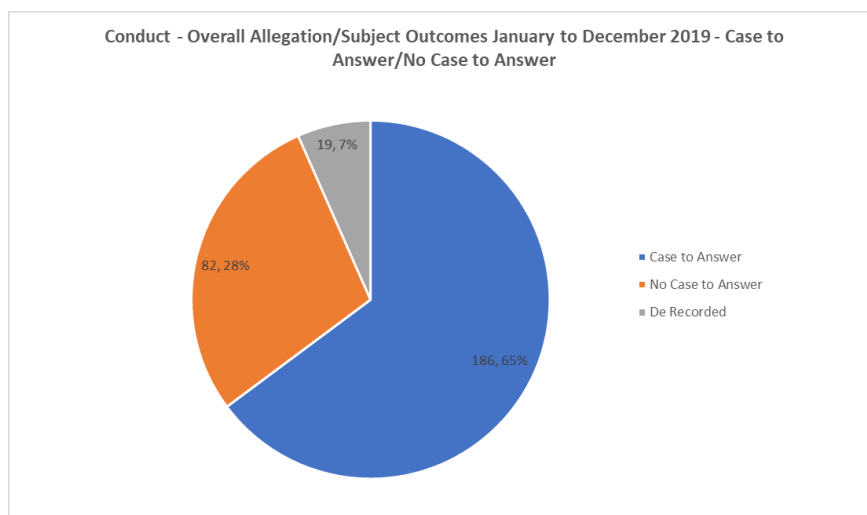
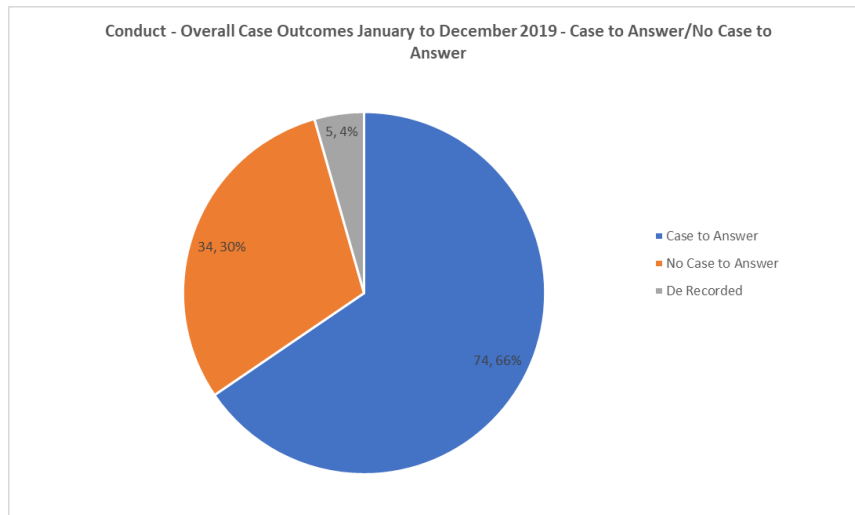
In November 2018, there was a case recorded in CJ Command (CM/77/18).

The third case was in November 2019 in LPA West (CM/78/19).

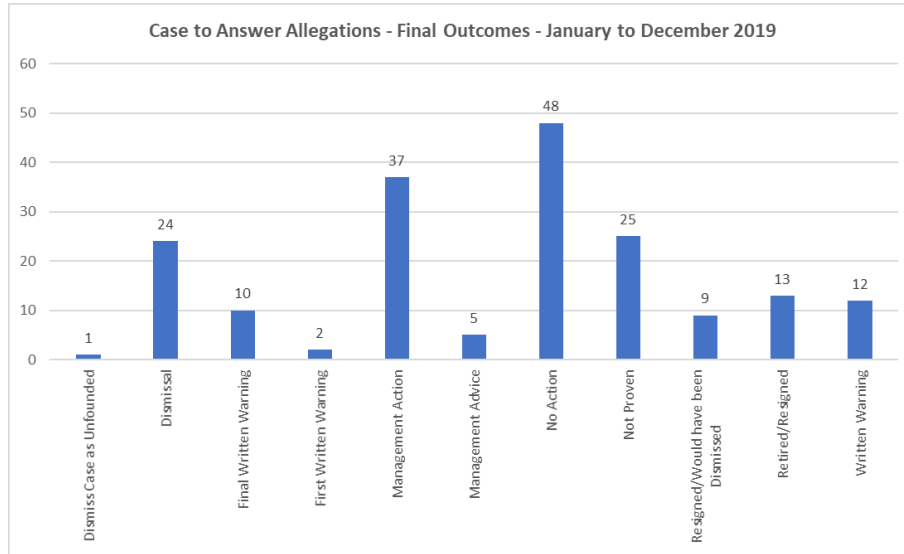
Outcomes – The two cases above have been finalised (one in the last 12 months). Both received Management Action. The recent case is ongoing.

Outcomes of Conduct Cases January 2019 to December 2019

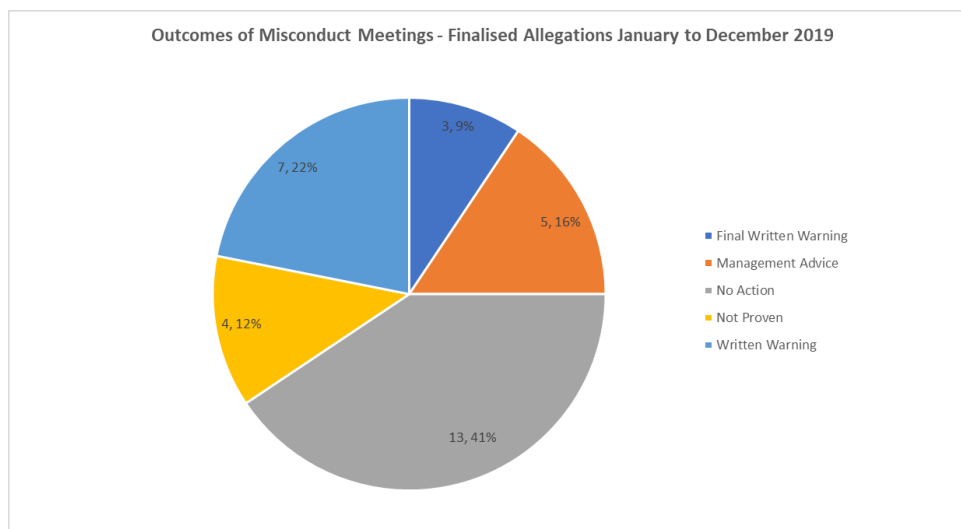
Between 1st January 2019 and 31st December 2019 there were 113 total Conduct cases finalised. Within these, there were a total of 287 strands/subjects, for which sanctions/outcomes differ. The graphs below represent figures for cases and subjects.



Case to Answer:



Final Outcomes	Total	%
Dismiss Case as Unfounded	1	1%
Dismissal	24	13%
Final Written Warning	10	5%
First Written Warning	2	1%
Management Action	37	20%
Management Advice	5	3%
No Action	48	26%
Not Proven	25	13%
Resigned/Would have been Dismissed	9	5%
Retired/Resigned	13	7%
Written Warning	12	6%
Total	186	100%



Suspensions and Restrictions

There are currently 10 officers/staff recorded as Suspended, and 16 on Restrictions (as at 08/01/2020). 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 Suspended	Total Officers/Staff	Month Restricted	Total Officers/Staff
		Apr-17	1
		Apr-19	2
Dec-18	1	May-19	3
Feb-19	1	Jun-19	1
Mar-19	1	Jul-19	1
Jun-19	3	Aug-19	2
Oct-19	1	Sep-19	2
Nov-19	3	Oct-19	2
Total	10	Dec-19	2
		Total	16

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.

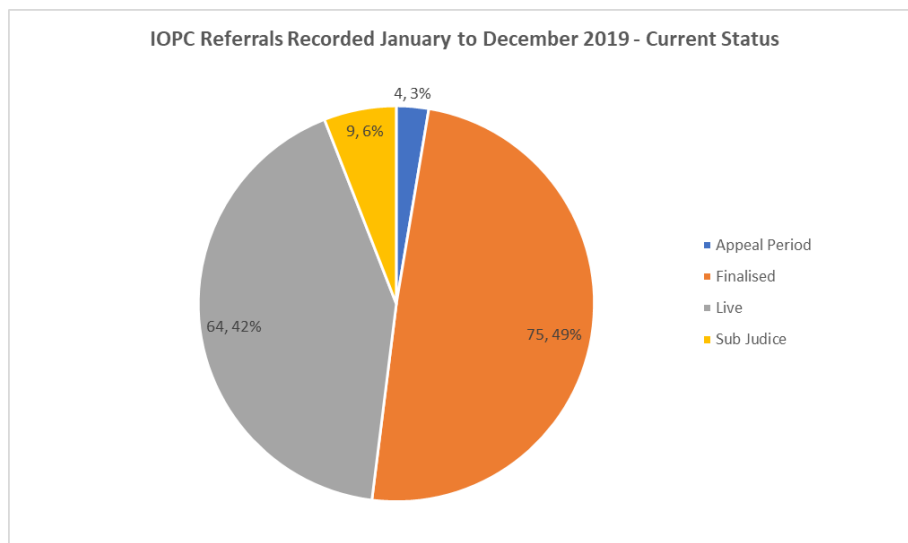
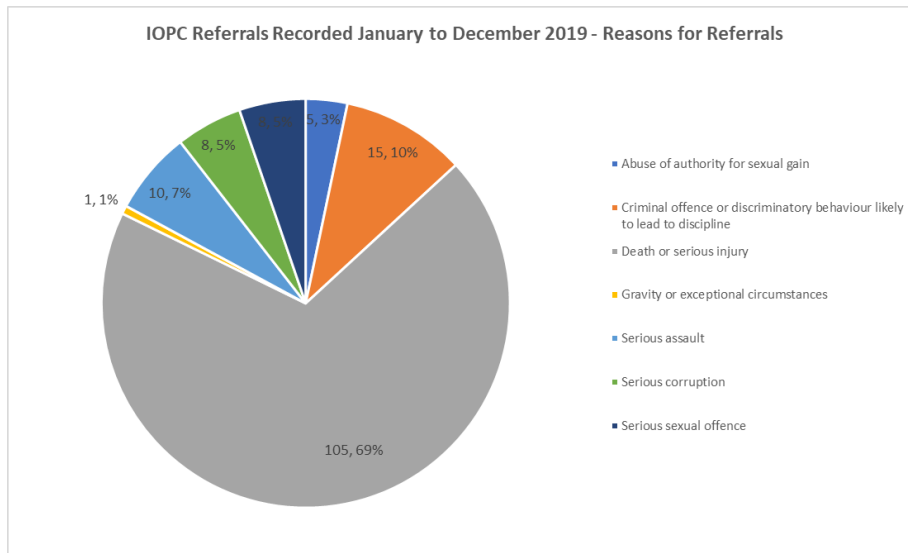
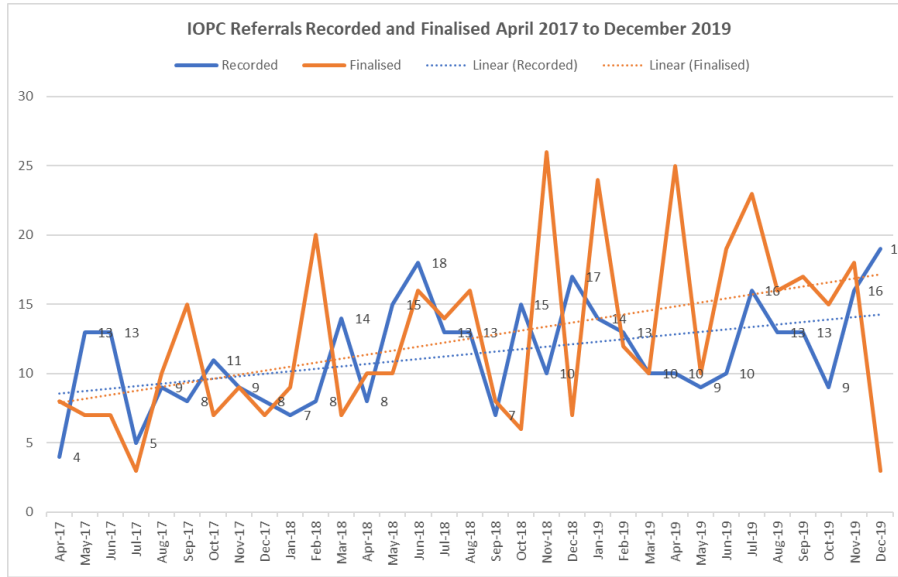
There were also two hearings held by HR for members of police staff, which also resulted in dismissal.

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.

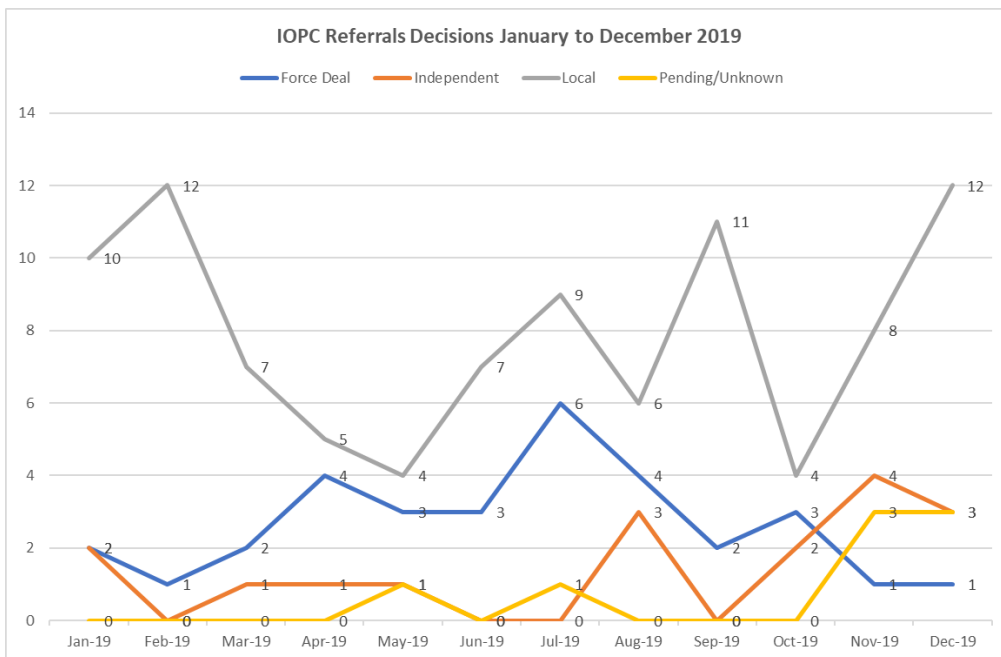
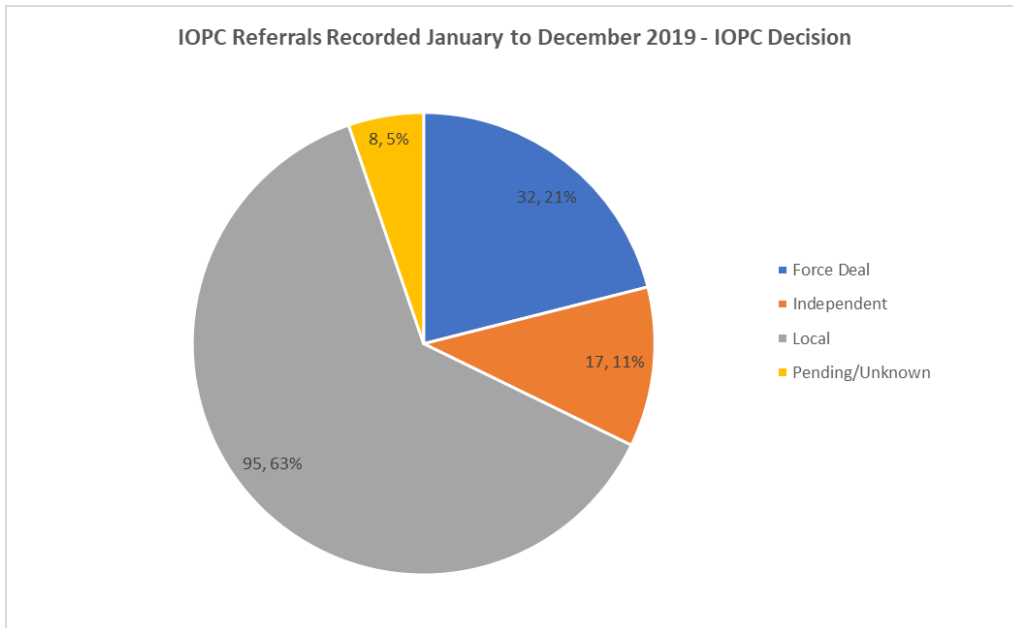
Four Police Staff hearings have also taken place so far this financial year. Two staff members were dismissed, one staff member received a Final Written Warning and one staff member received a First Written Warning.

There is one officer hearing due to take place in April 2020.

IOPC Referrals



IOPC Referral Decisions:

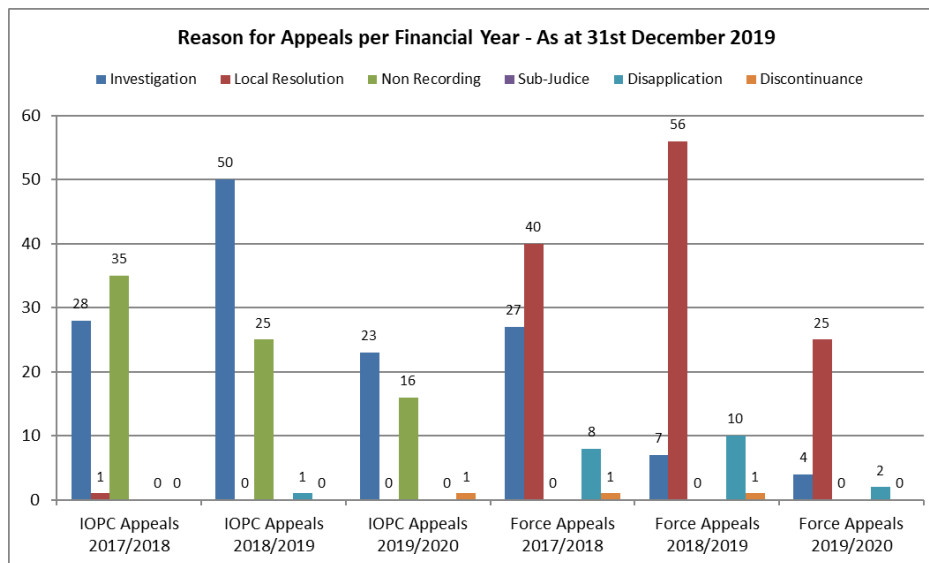
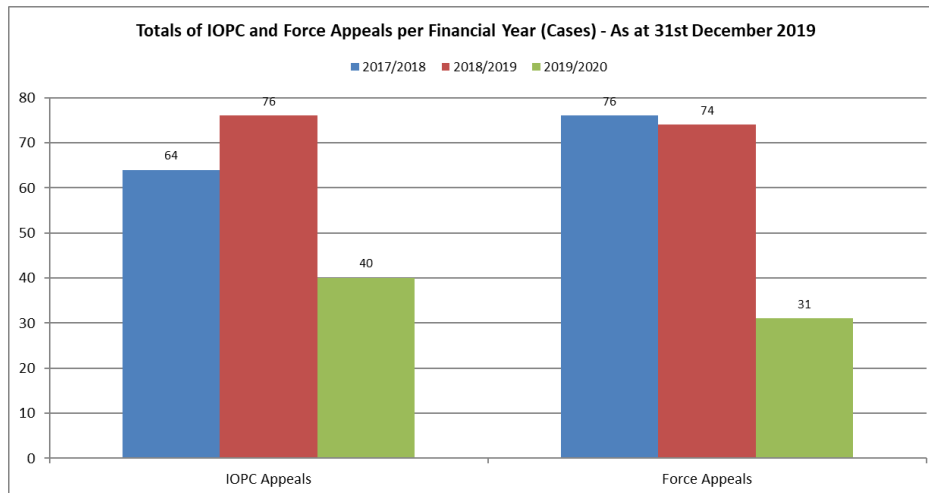


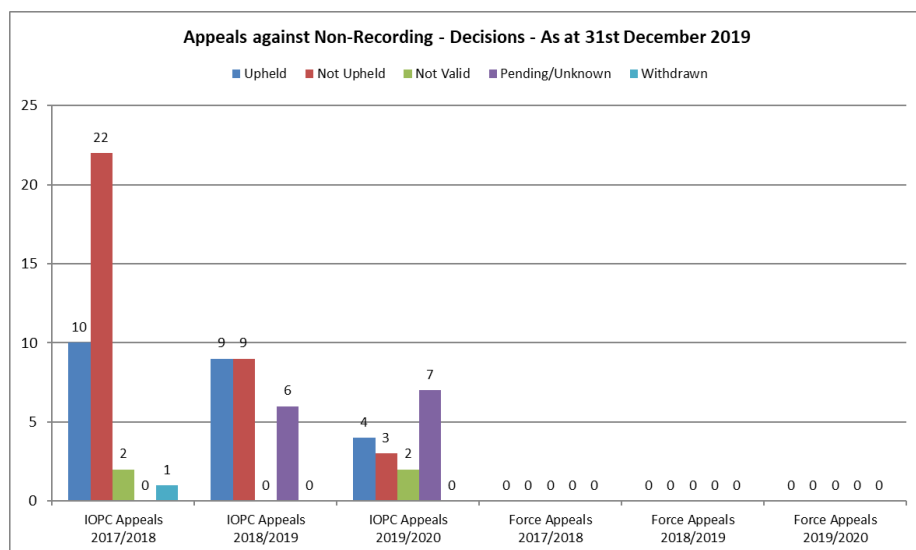
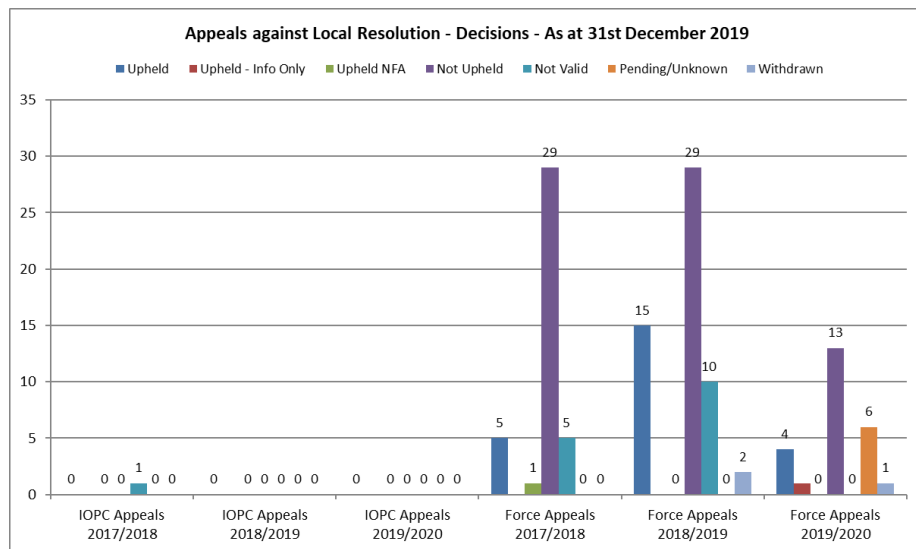
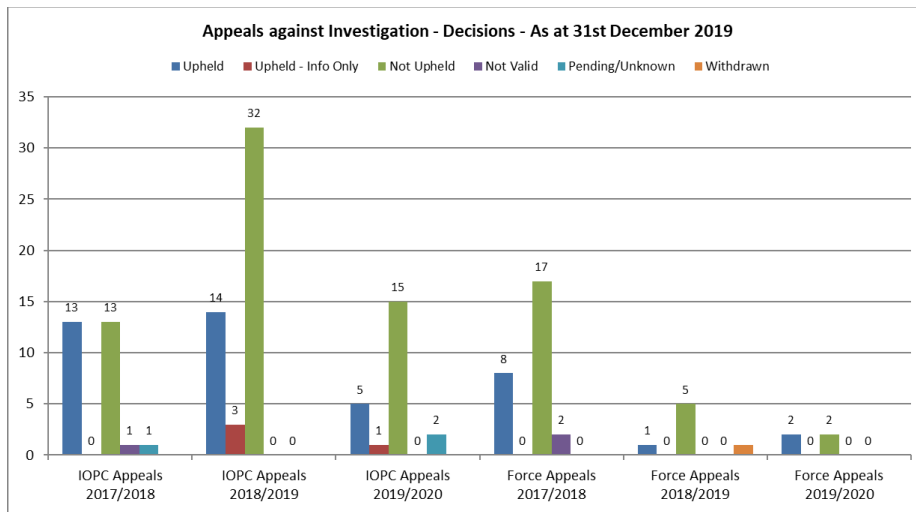
Appeals

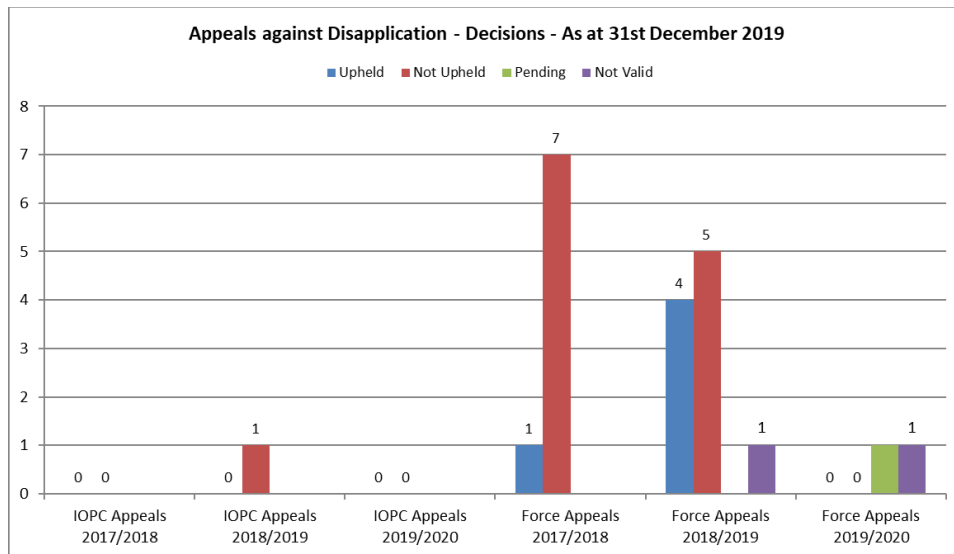
Comparison Figures: IOPC and Force Appeals per Financial year April 2017 to December 2019.

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:

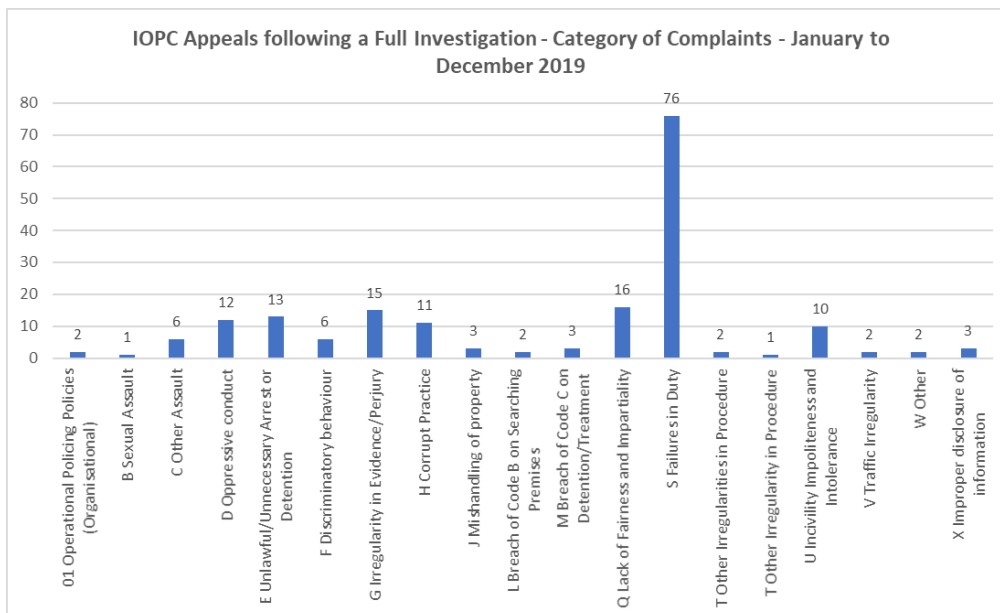
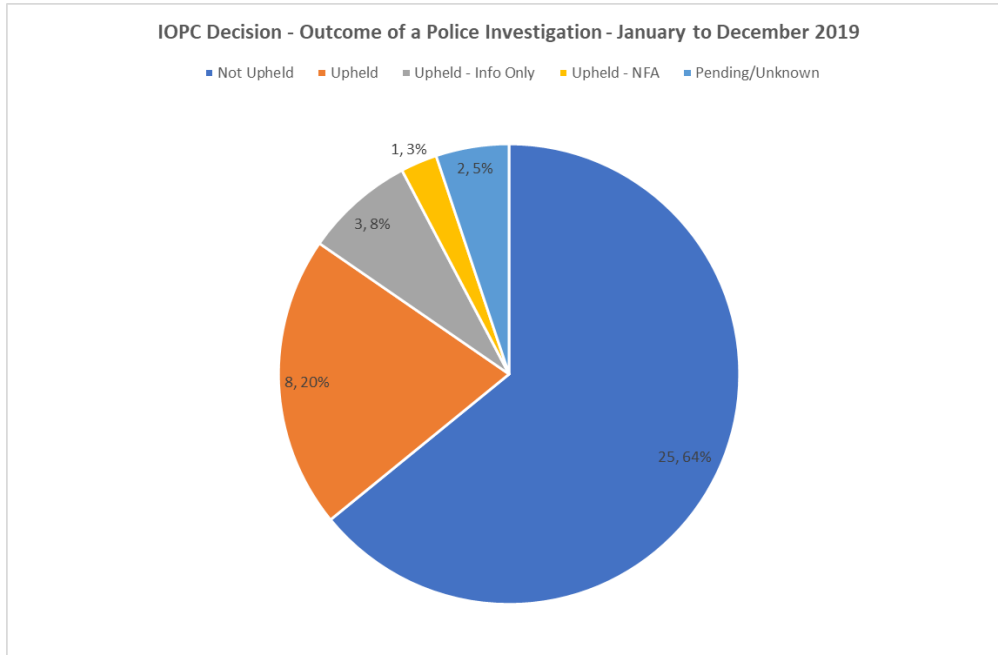
There have been two Force appeals against Discontinuance since April 2017: The first in April 2017 (C/284/15) and then November 2018 (C/393/18 - This was previously appealed under the category of Disapplication in October 2018). Both were not upheld.

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

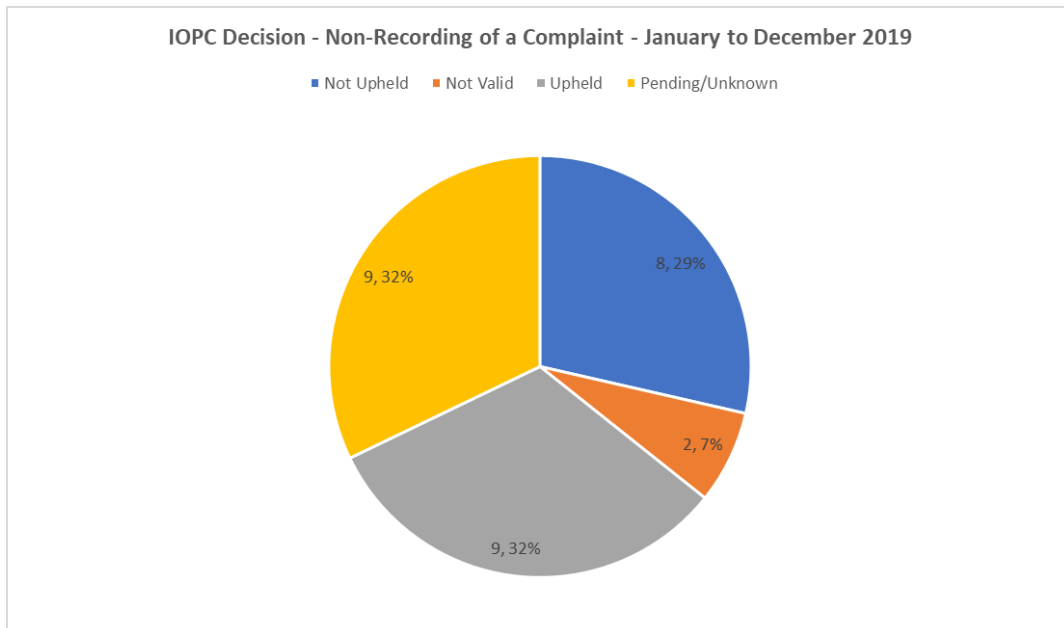
Breakdown of Appeals to IOPC

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:



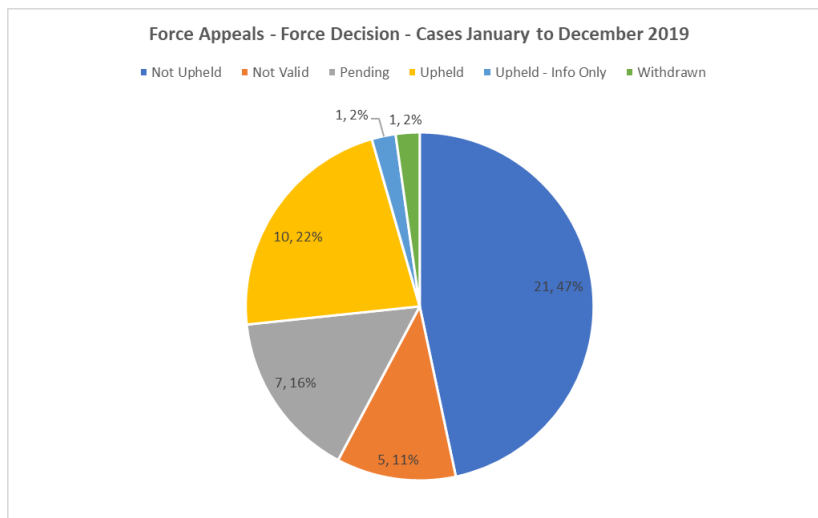
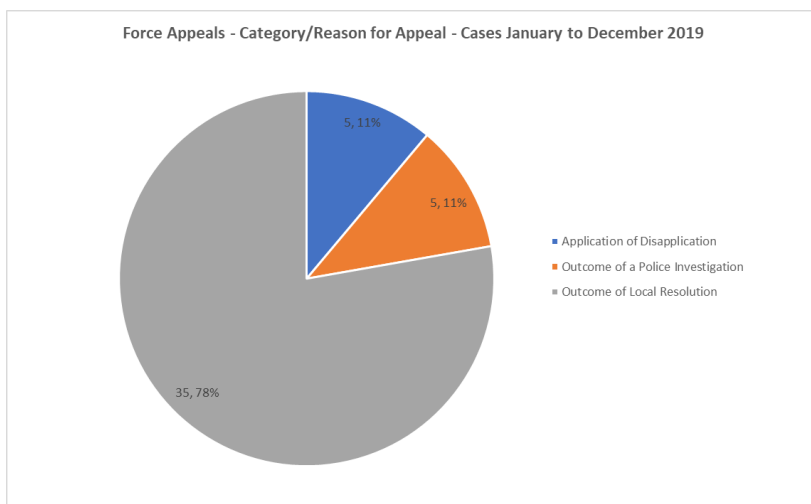
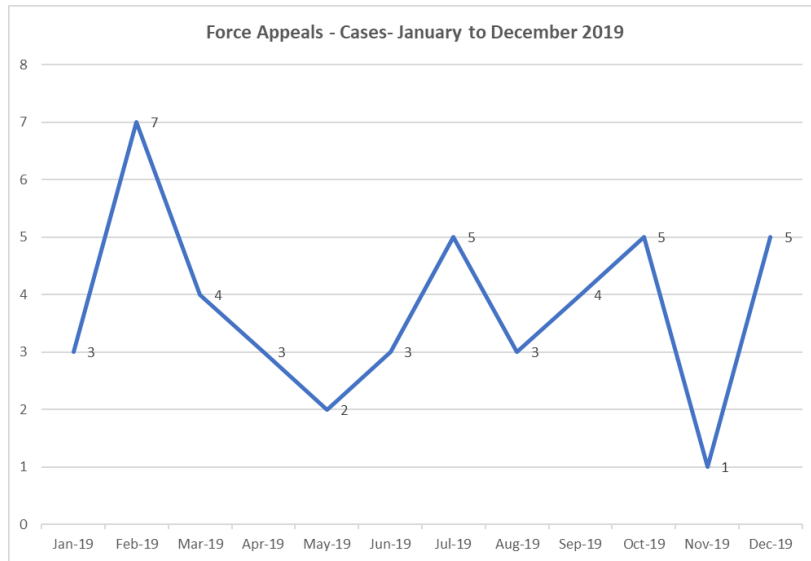
IOPC Appeals Following Non-Recording:



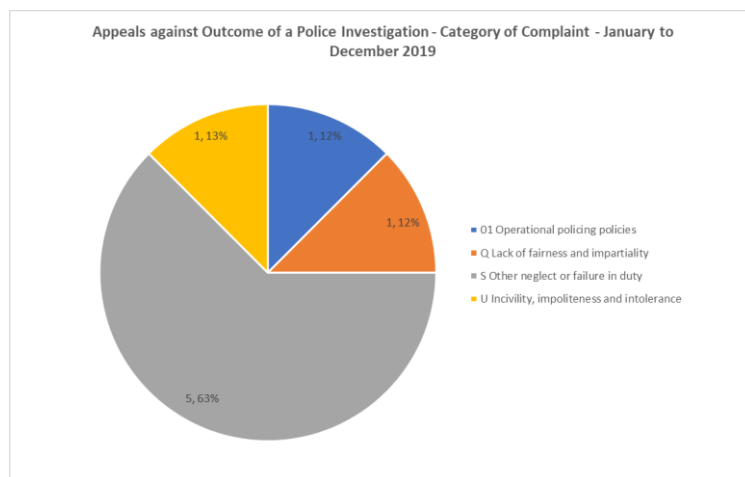
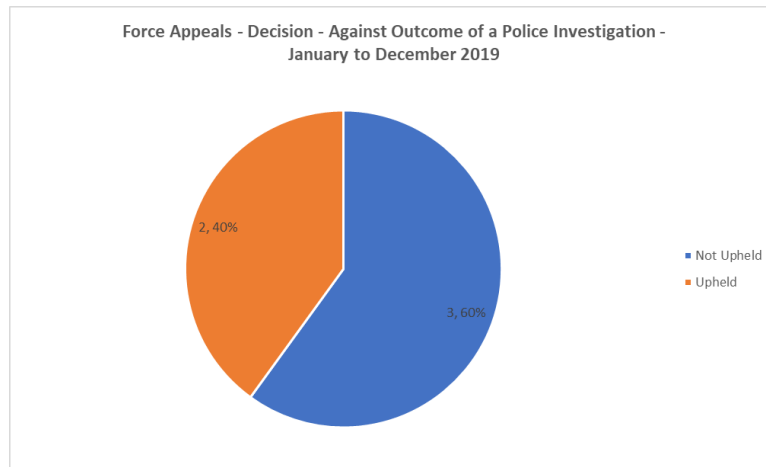
The majority of the non-recording cases are in relation to Service Recovery, or Miscellaneous matters.

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

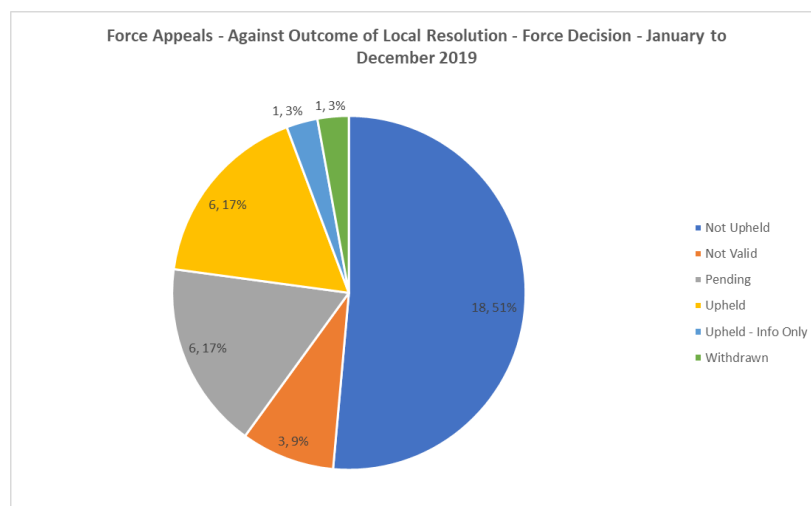
Breakdown of Force Appeals

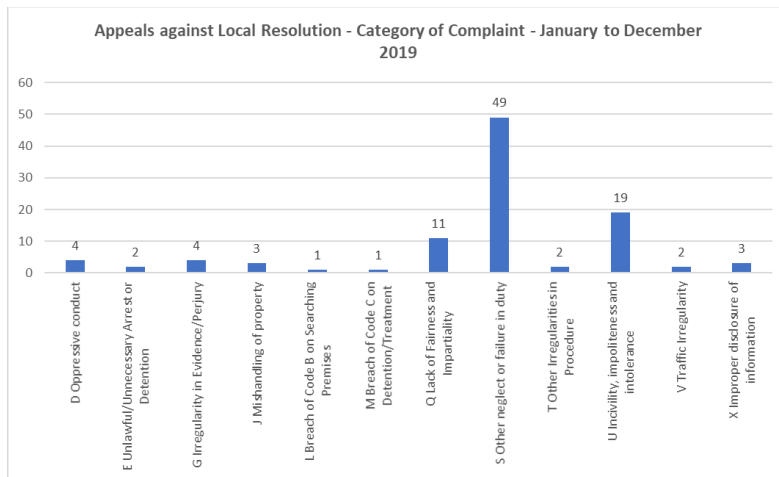


Against Outcome of Police Investigation:



Against Local Resolution:





Against Disapplication

