

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, Misconduct and other matters that have been processed in the 12 month period up to 31 March 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.

B J Harrington
Chief Constable
Essex Police

Professional Standards Department

Part 1 - Performance Report Complaints and Misconduct

Date: Quarter 4 – January to March 2019

Unit: Professional Standards

Contact: D/Supt Dean Chapple

Contents

Introduction – Use of Data for reporting	5
Performance Summary	6
Force Complaints	9
Command Breakdown of Complaints	14
Complaint Categories – Force Overview.....	20
Complaint Code A: Serious Non Sexual Assault	20
Complaint Code B: Sexual Assault	20
Complaint Code C: Other Assault.....	21
Complaint Code D: Oppressive Conduct.....	22
Complaint Code E: Unlawful/Unnecessary Arrest or Detention.....	23
Complaint Code F: Discriminatory Behaviour	24
Complaint Code G: Irregularity in Evidence/Perjury.....	26
Complaint Code H: Corrupt Practice	27
Complaint Category J Mishandling of Property	28
Complaint Code K Breach of Code A on Stop and Search.....	29
Complaint Category L Breach of Code B on Searching Premises.....	30
Complaint Category M Breach of Code C on Detention/Treatment	31
Complaint Code N Breach of Code D on Identification.....	31
Complaint Code P Breach of Code E on Tape Recording	32
Complaint Code Q lack of Fairness and Impartiality.....	32
Complaint Code R Breach not attributed to a certain code	33
Complaint Code S Failures in Duty.....	33
Complaint Code T Other Irregularities in Procedure	34
Complaint Code U Incivility, Impoliteness and Intolerance.....	35
Complaint Code V Traffic Irregularity	36
Complaint Code W Other	37
Complaint Code X Improper Disclosure of Information	38
Complaint Code Y Other Sexual Contact.....	38
Organisational/Operational Complaint Strands	39
Complaints - Command Breakdowns.....	40
Criminal Justice Command.....	40
Contact Management	42

Crime & Public Protection Command	44
Counter Terrorism Command	46
HQ Directorate	46
Local Policing Area – North	49
Local Policing Area - South	51
Local Policing Area - West	53
LPA Other/Unknown	55
Operational Policing Command	56
Serious Crime Directorate	58
Support Services (SPS)	60
Force Misconduct	61
Command Breakdown of Misconduct	62
Misconduct Categories	63
Honesty and Integrity	63
Authority, Respect & Courtesy	64
Use of Force	65
Orders and Instructions	65
Duties and Responsibilities	66
Confidentiality	67
Discreditable Conduct	68
Fitness for Duty	70
Challenging and Reporting Improper Conduct	70
Equality and Diversity	70
Outcomes of Conduct Cases April 2018 to February 2019	71
Suspensions	75
Restrictions	75
Hearings	76
IOPC Referrals	77
Appeals	80

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
SPS	Support Services

Performance Summary

Recorded Complaints

Quarter 4 (Jan to Mar 19) saw fewer members of the public complain about the service provided by Essex Police when compared to the previous quarter, reducing from 155 to 137 and an average of 45 complaints per month. Individual recorded complaint strands were also fewer with decreasing from 415 to 386.

The total figures for the reporting year 2018/19 ending on 31 Mar 19 are 628 complaint cases consisting of 1537 complaint strands compared to 620 cases and 1403 complaint strands in the previous year.

A majority of Commands have experienced the increase in strands of complaint being recorded suggest more detailed assessments and recording decisions are being made, separating complaints into the various complaint strands available. The year-end figure for cases shows a very slight increase of 8 more than the previous year.

Complaint Categories by exception

Public complaints relating to Other Assault – Use of Force (C) are higher than last year which is primarily due to spikes experienced in Jun and Nov 18 and Jan 19. Whilst some of the increase is a result of multiple allegations within a small number of individual cases, LPA North and South have experienced increases compared to previous years. This category of complaint accounts for 9% of the overall complaints recorded against Essex Police for the period against a national average of 7%¹.

Allegations of Discriminatory Behaviour (F) in the 4th quarter were at 7 compared with 11 for the same quarter in each of the last 2 years.

There were 41 complaints recorded in the year to 31 March 19 compared to 39 and 35 in the 2 previous years. Of these 29 or 70% of complaints relate to alleged racial discrimination. LPA's and OPC Commands are subject to the majority of complaints with LPA West, North and OPC seeing more complaints than the previous year.

Failure in Duty (S) remains the most common recorded complaint allegation and has seen a decrease in quarter 4 with 129 strands recorded against 161 the previous quarter. This brings the total for the reporting year to 569 compared to 476 the previous year. Whilst accounting for 37% of all recorded complaints this still remains below the national average of 41%.

Lack of fairness and impartiality (Q) allegations account for 9% of all recorded complaints and this category has seen a rise during the year but levelled off in terms of year on year with 142 complaints recorded compared to 144 last year. A previous assessment of complaints within this category revealed 24% relating to 2 separate complainants but the majority were individual cases. A more detailed review identified a theme of cases involving counter allegations and as such the force developed and introduced new Unconscious Bias training package which was launched in September 2018.

¹ Independent Office for Police Conduct (IOPC) Police Complaints Bulletin (Essex) 1 April 18 – 31 March 19.

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. During 2018/19 Essex Police recorded 95% of complaints within 10 days against a national average of 89%².

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. Therefore the overall aspiration is for a public complaint to be finalised within 120 days. For the reporting year 2018/19 a complaint took 117 days to finalise a reduction from 133 days the previous year and against a national average of 110 days.

The average number of days taken to locally resolve cases deemed suitable for the process throughout 2018/19 was 68, below the national average of 72 days and a further improvement from 80 days the previous year.

Outcomes

The most common outcome for finalising an allegation has been through the use of local resolution (LR) accounting for 47% of outcomes during 2018/19 compared to 48% nationally. 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.

During 2018/19, 2,259 complaint strands were finalised and Essex Police upheld 160 allegations, equating to 7% of the total. 89 upheld complaints concerned a Failure in Duty (S) and 69% of all upheld complaints were dealt with by management action³.

Misconduct

51 new misconduct allegations were recorded during quarter 4 compared to 53 the previous quarter. The highest reported areas involved alleged breaches of the Standards of Professional Behaviour relating to Duties and Responsibilities, Discreditable Conduct, Honesty and Integrity and Authority, Respect and Courtesy.

In the 12 months up to 31 March 19 a total of 103 conduct investigations were finalised involving 163 officers and staff.

Outcomes to misconduct investigations in 2018/19 resulted in the issuing of 9 formal warnings and 38 management actions with 24 whilst proven resulted in no further action. There were 14 dismissals following formal misconduct proceedings with a further 12 resignations/retirements before the conclusion of investigations. 1 case was not proven.

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

² Independent Office for Police Conduct (IOPC) Police Complaints Bulletin (Essex) 1 April 18 – 31 March 19

³ 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)

During quarter 4 a total of 20 cases were selected for review across a range of complaint categories and the findings shared with the Head of PSD and Complaints and Conduct Manager. 10 cases identified no issues of concern with 4 queries raised over timeliness. Responses were provided to the OPFCC regarding all matters highlighted. The remaining 6 cases were not reviewed due to a technical problem with access to documents.

Current Activity

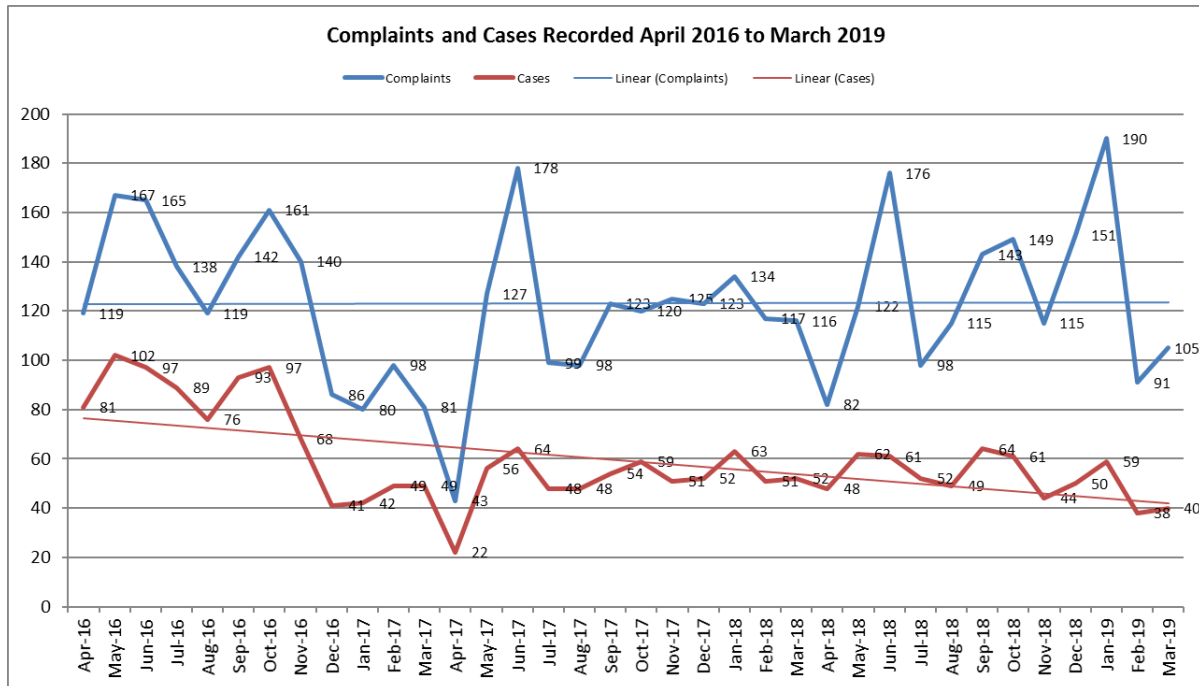
Based on current performance and findings the following actions continue to be undertaken;

- The Learning the Lessons Board meets quarterly and met again during quarter 4. The board was introduced with key stakeholders from Essex Police College, the forces Legal department, Human Resources, Strategic Change team and PSD. The aim of the board is to look at common themes surrounding complaint and conduct matters and explore opportunities to improve overall service delivery. A new website launched in May 2019 to highlight activity of the board and membership has been broadened to include staff associations and representation from local Commands and Public Protection.
- Further PSD Surgeries were conducted across the county during quarter 4 including bespoke training sessions at command leadership training days. Training covers Code of Ethics, Complaint and Conduct handling and Standards of Professional behaviour and during quarter 3 was also delivered to leadership training courses for police officers and staff, probationary induction courses and also at Special Constabulary training events. This rolling programme of training elicits positive feedback from recipients and a number of such inputs are scheduled for the next quarter.
- Development of the internal PSD Web Portal continues as a single point for officers and staff to obtain guidance, understand current Force performance, share best practice and ensure lessons are learnt, including those nationally highlighted in Independent Office for Police Conduct bulletins.
- Changes to reporting of complaints via the Essex Police web site are expected during June 2019 with the force adopting the national complaint form. This change will standardise what a complaint form looks like across the police service albeit all the data fields currently in use remain the same.
- PSD are working closely with the OPFCC in preparations for the release of new Regulations governing how the police service will deal with complaints and conduct. These reforms see a fundamental change to procedures and will also see the OPFCC adopt the new role as the Relevant Review Body dealing with public complaint appeals. Whilst anticipated for release in 2019 changes are now not expected until 2020.

Dean Chapple

Detective Superintendent
Head of Professional Standards

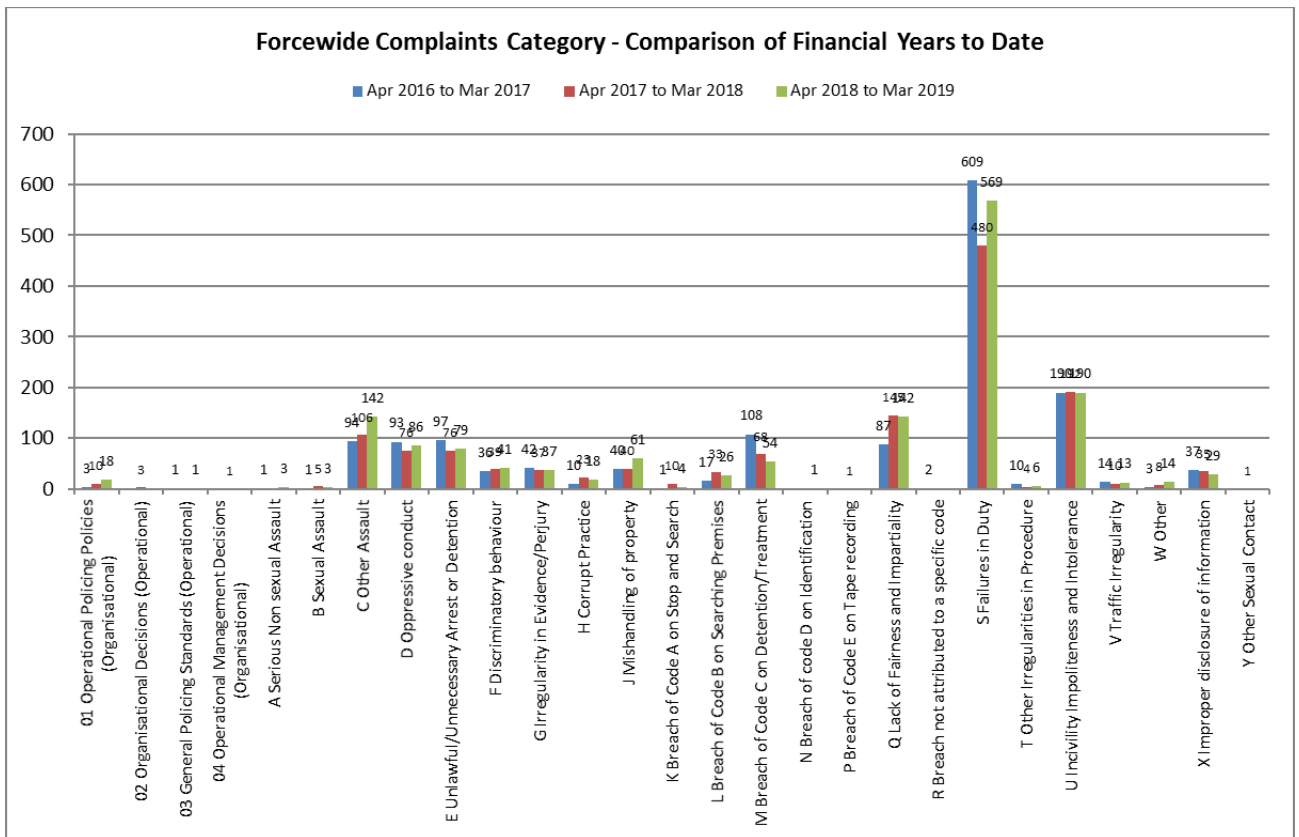
Force Complaints



Due to sporadic increases and decreases in numbers per month of complaints, the trend line remains fairly even overall for the time period April 2016 to February 2019. Case numbers however continue to decrease, due to there often being cases with multiple strands. 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. March sees the number of complaints rising again, but not the number of cases, due to the fact that March had two cases with 10 strands (C/16/19 and C/108/19).

The table below shows totals per financial year. There was a decrease last year compared to 2016/2017. However, there has been an increase in the number of complaints recorded in 2018/2019 (10% more than 2017/2018), though the number of actual cases is only slightly higher.

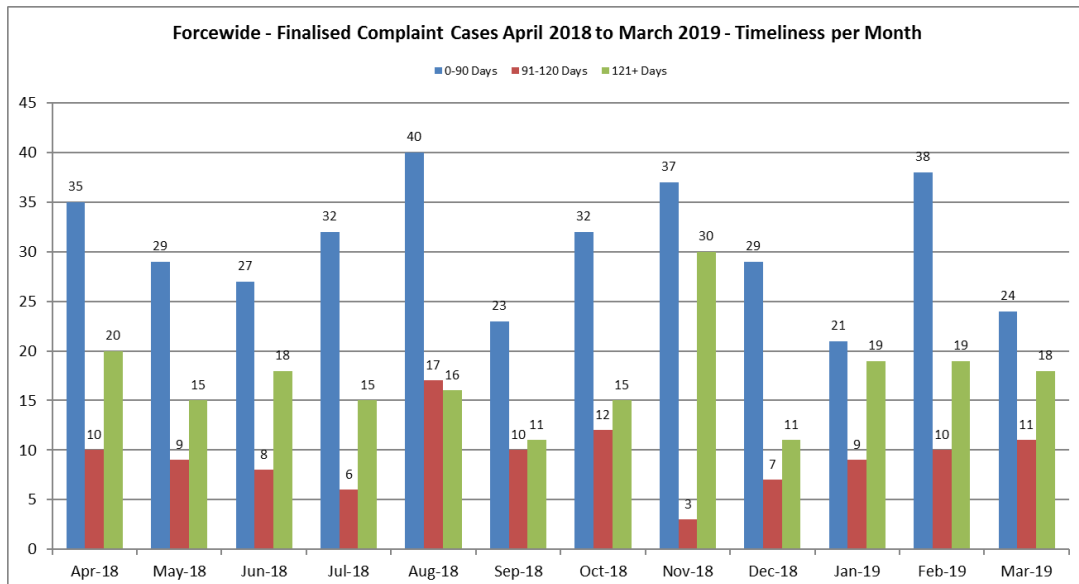
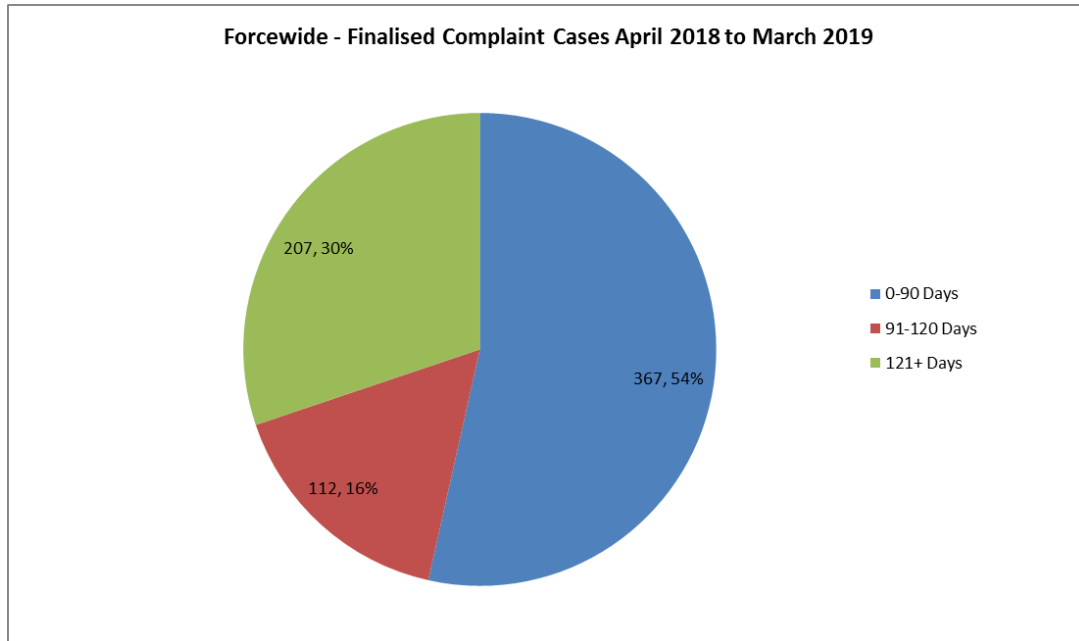
Year	Complaints	Cases
2016/2017	1496	884
2017/2018	1403	620
2018/2019	1537	628



The following complaint categories are seeing noticeably higher levels than at the same time last year: C Other Assault, J Mishandling of Property, S Failure/Neglect in Duty. Though S complaints are still lower than at the same time in 2016/2017.

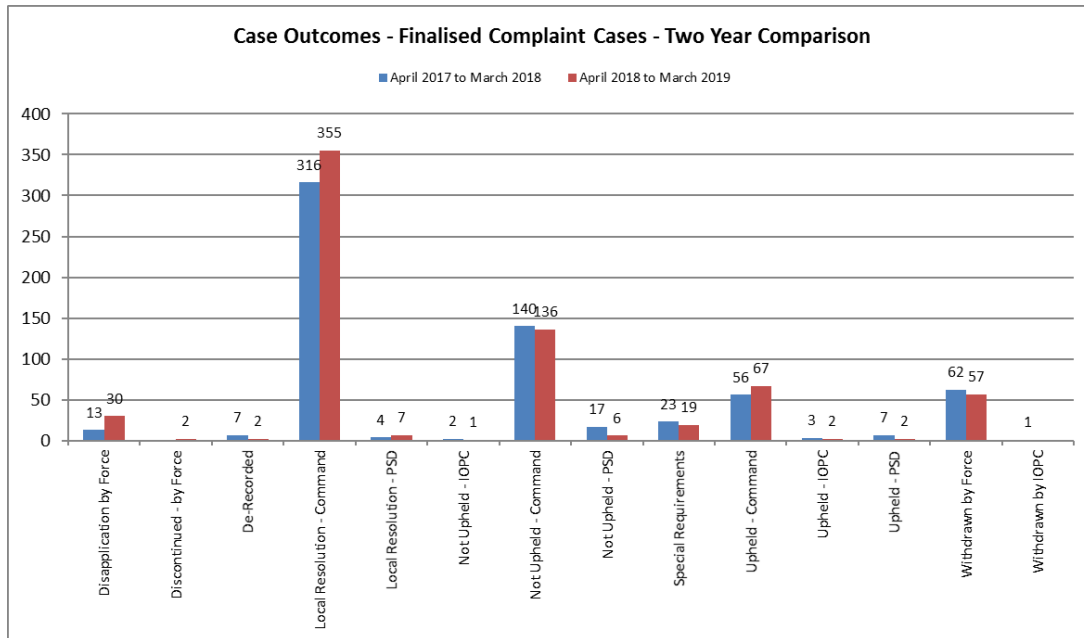
Timeliness of Complaints

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.



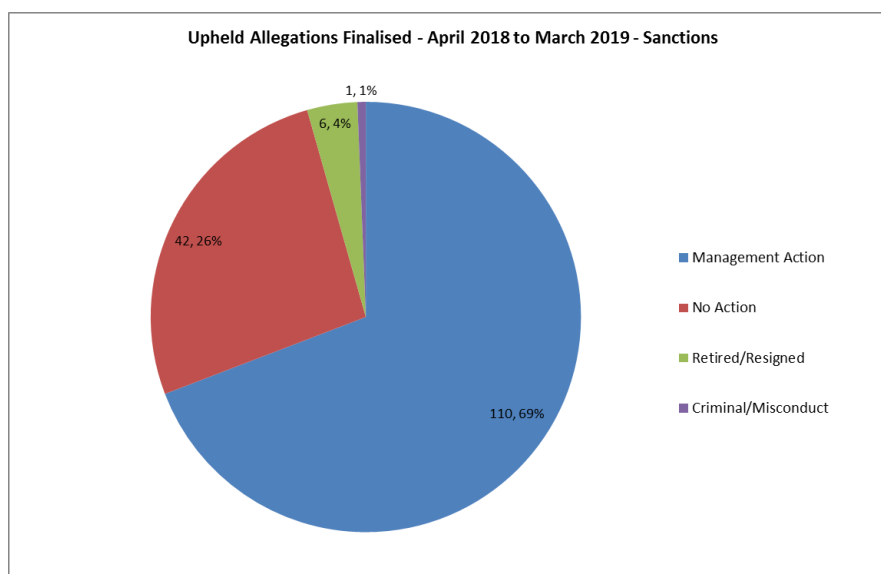
Outcomes of Complaints

The graph below compares the overall case outcome of Complaint Cases that were finalised in the last two years. Local Resolution is the primary outcome.



Upheld Cases/Allegations

The graphs below reflect data relevant to the individual allegations within Upheld Cases in the time frame – there are often numerous allegations against different officers within a complaint Case. Not all allegations within a case will necessarily be upheld, so will show No Action. In order to be able to fully represent outcomes, all Upheld allegation data (finalised) has been used for the following two graphs.

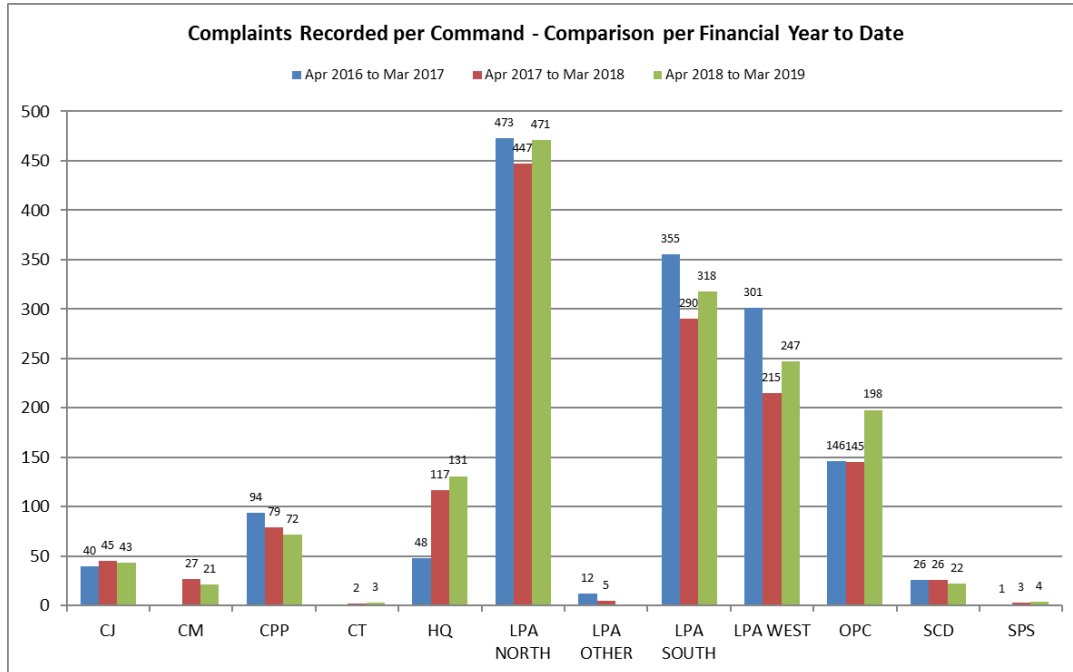


Of 2,259 total finalised allegations across all complaint categories in the last 12 months, 160 were upheld (7% of all finalised allegations).

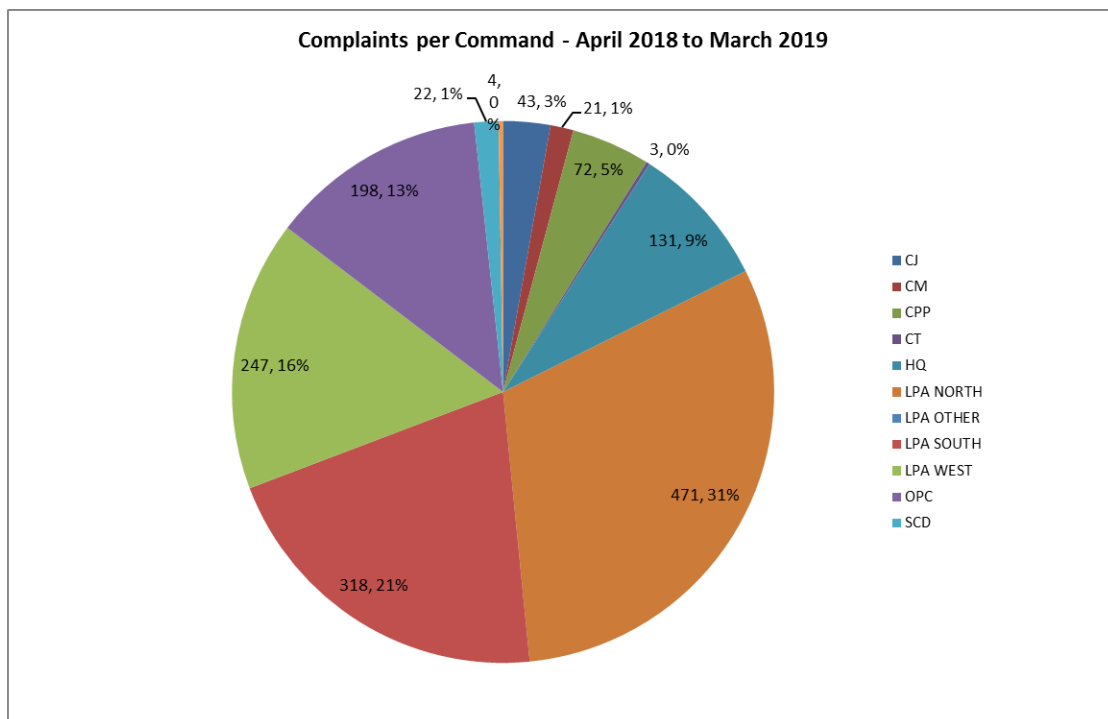
The table below shows a breakdown of upheld finalised allegations over the last 12 months, and the percentage that this represents for each complaint category (there were some categories that didn't have any upheld).

Type	Total Allegations Finalised April 2018 to March 2018	Upheld Allegations within Category	% Upheld Allegations for Category
B Sexual Assault	8	1	13%
E Unlawful/Unnecessary Arrest or Detention	112	4	4%
F Discriminatory behaviour	81	3	4%
J Mishandling of property	82	3	4%
L Breach of Code B on Searching Premises	71	1	1%
M Breach of Code C on Detention/Treatment	128	23	18%
Q Lack of Fairness and Impartiality	213	6	3%
S Failures in Duty	794	89	11%
T Other Irregularities in Procedure	7	2	29%
U Incivility Impoliteness and Intolerance	271	19	7%
V Traffic Irregularity	9	1	11%
W Other	13	4	31%
X Improper disclosure of information	35	3	9%

Command Breakdown of Complaints

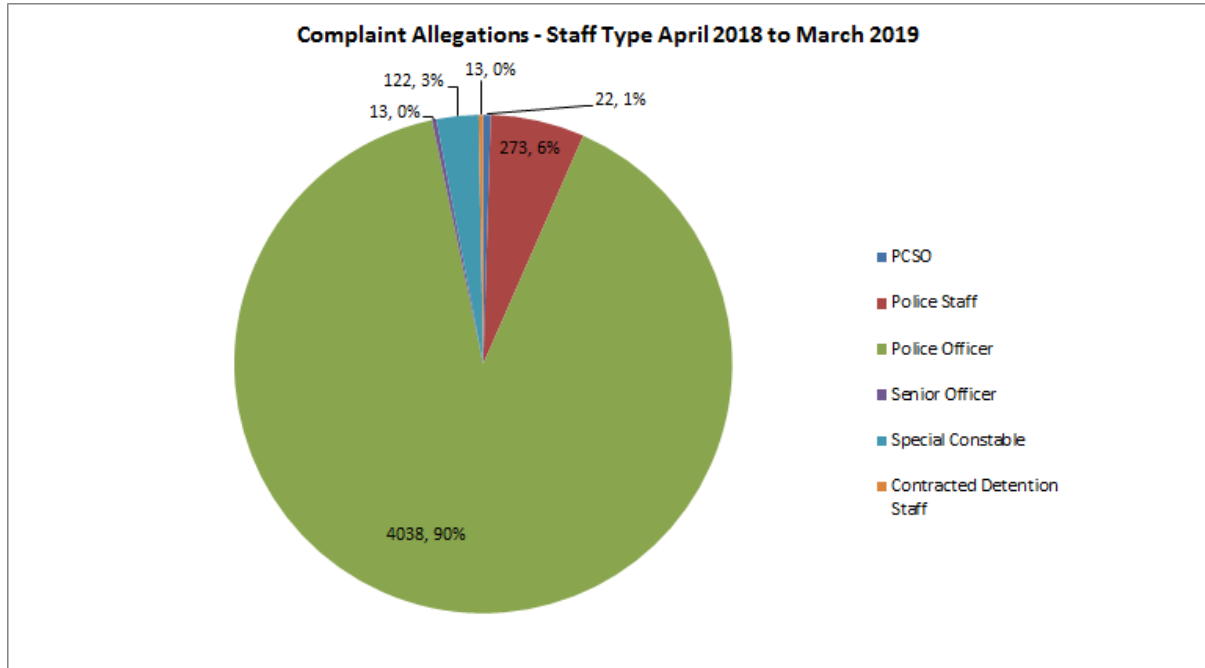


Note - There are additional complaints for HQ command across the three years in this month's data. This appears to be due to the Area Responsible for numerous cases having been altered to PSD instead of other commands, particularly LPA North.

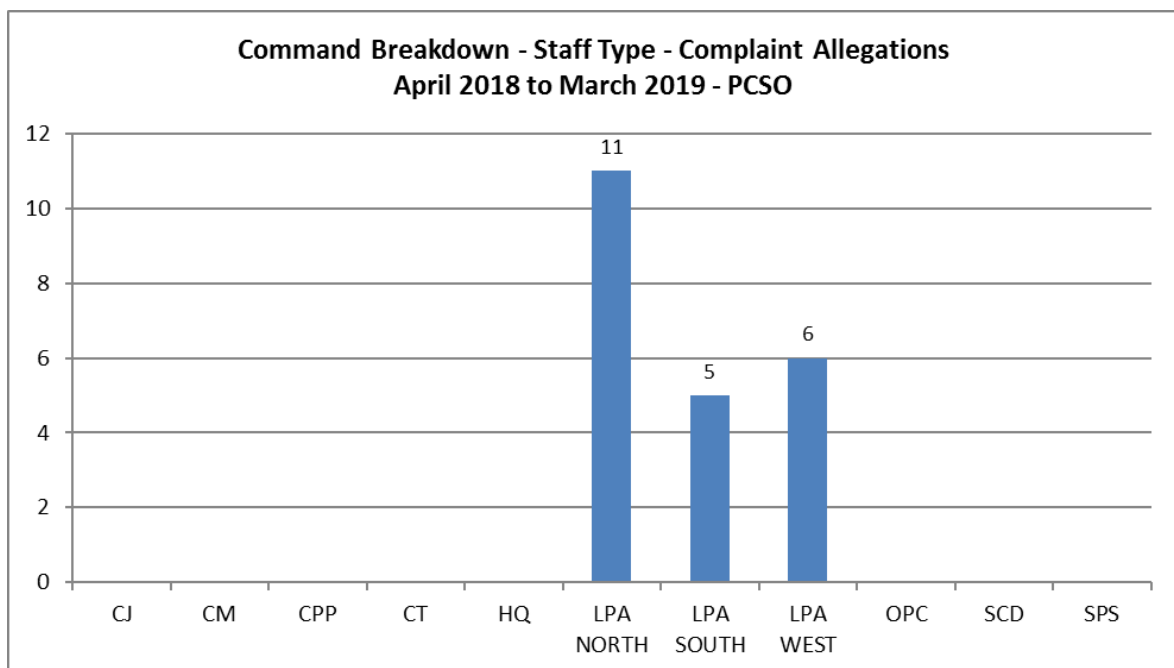
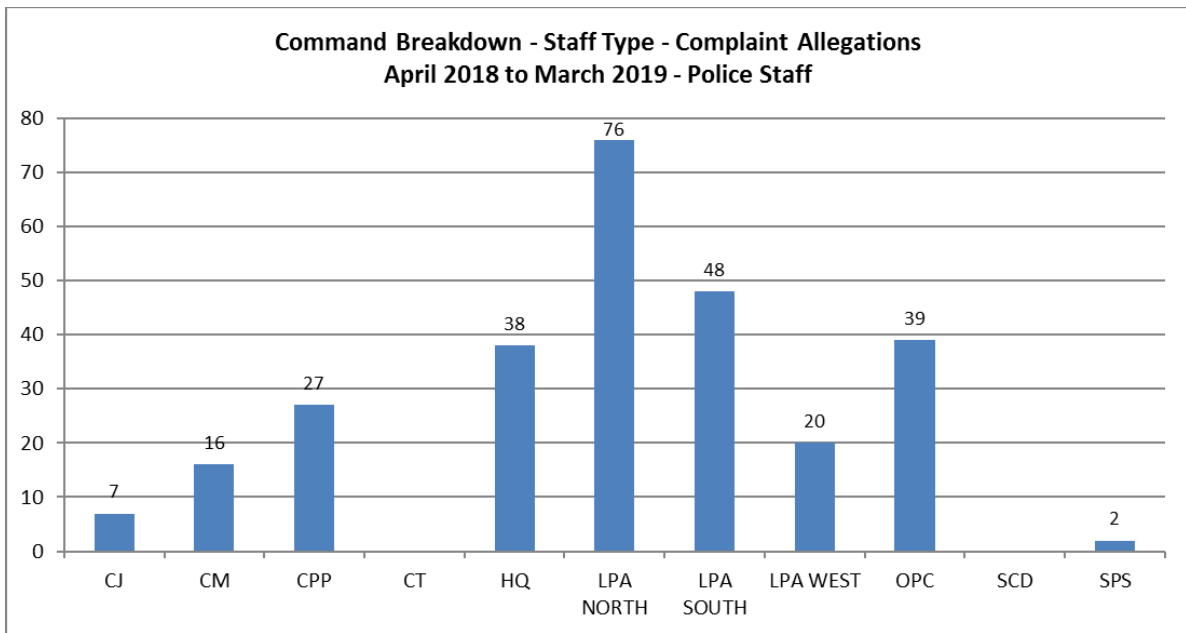


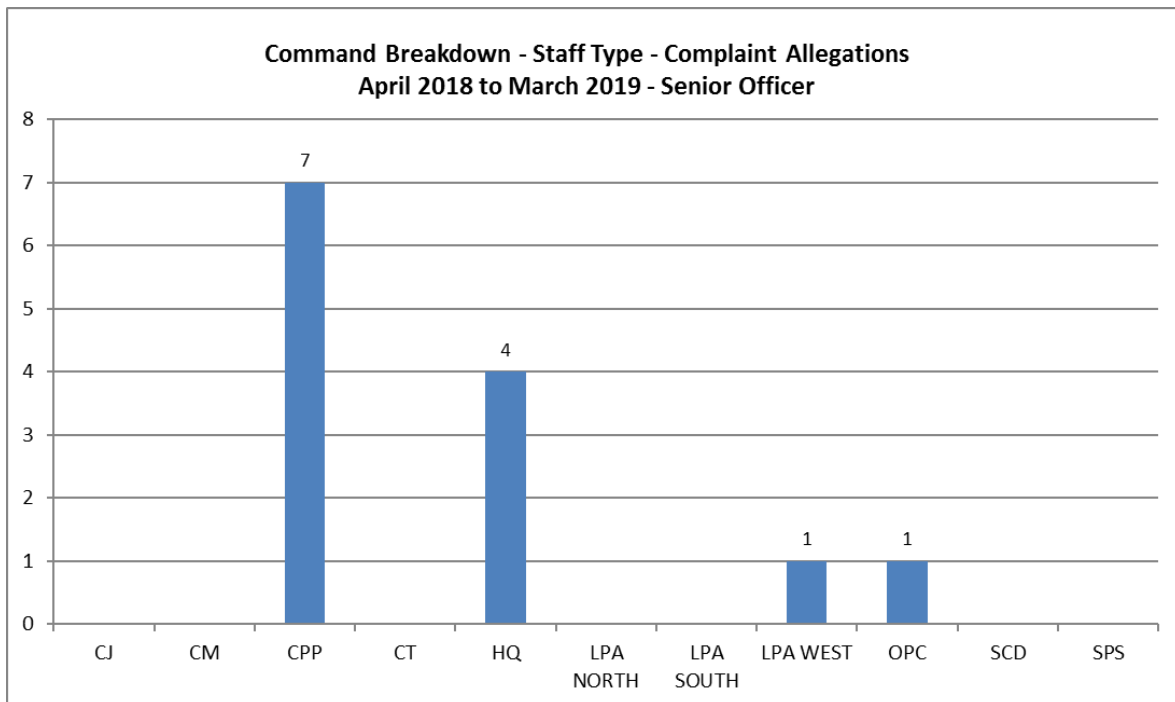
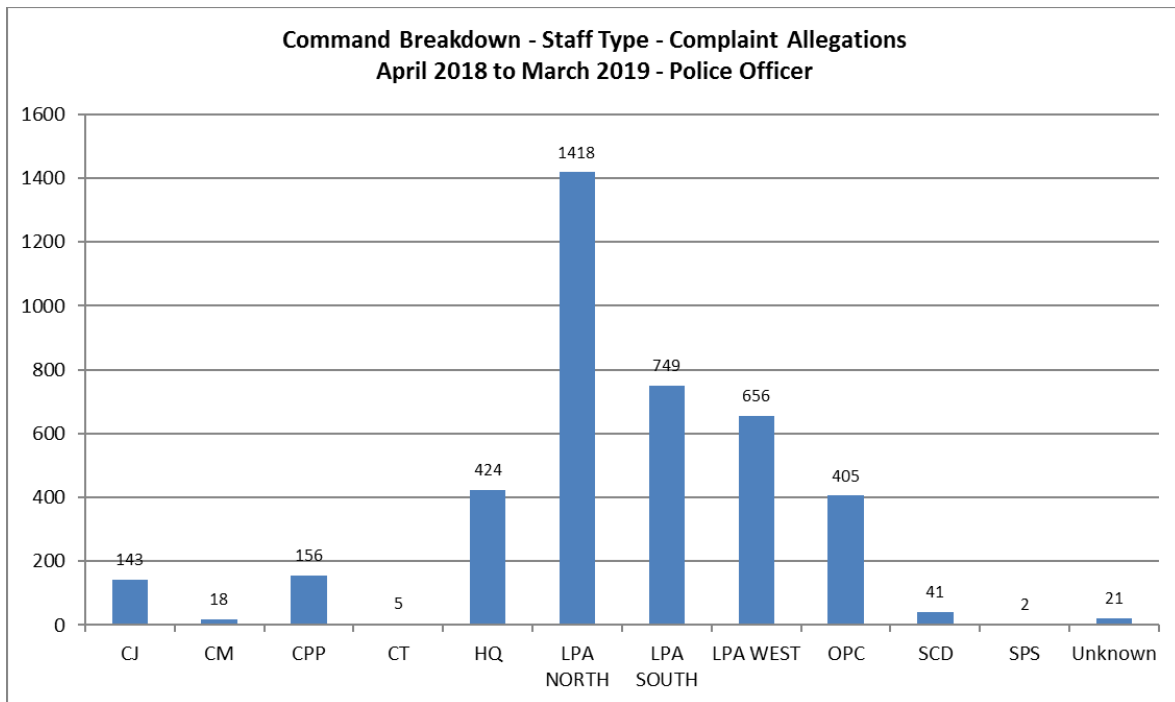
Staff Type

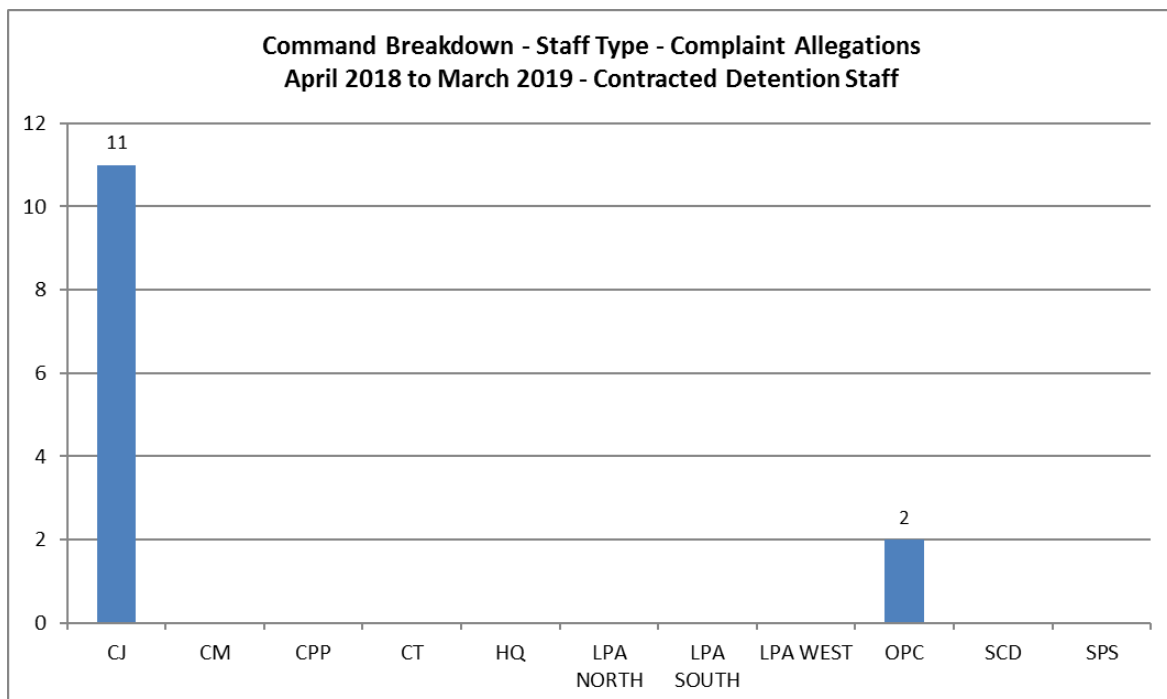
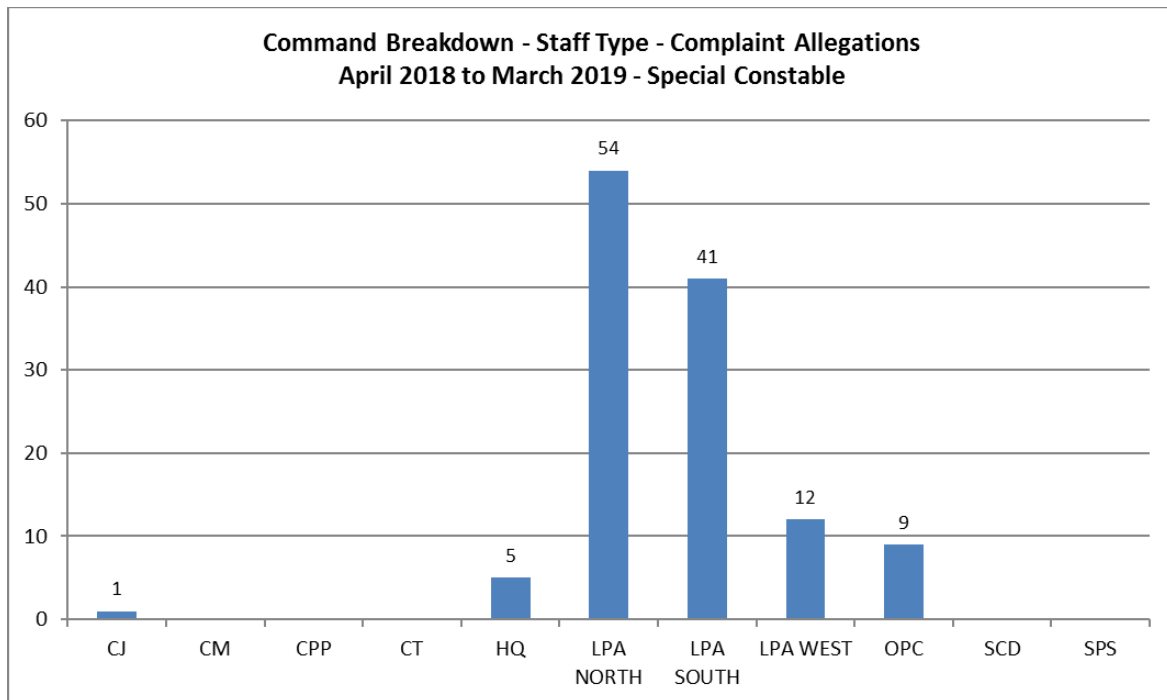
The following graphs show the staff type of all complaint allegations across the force in the last 12 months:



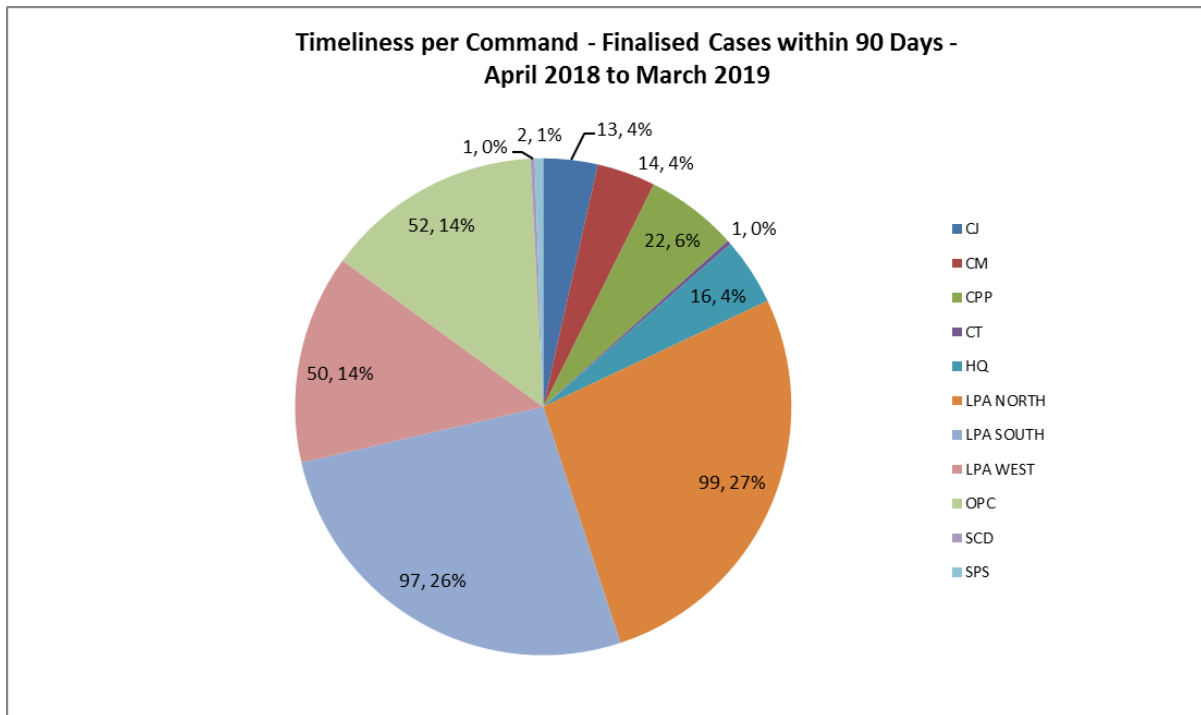
Staff Type	Total	Percentage
PCSO	22	0.5%
Police Staff	273	6.1%
Police Officer	4038	90.1%
Senior Officer	13	0.3%
Special Constable	122	2.7%
Contracted Detention Staff	13	0.3%
Total	4481	100%



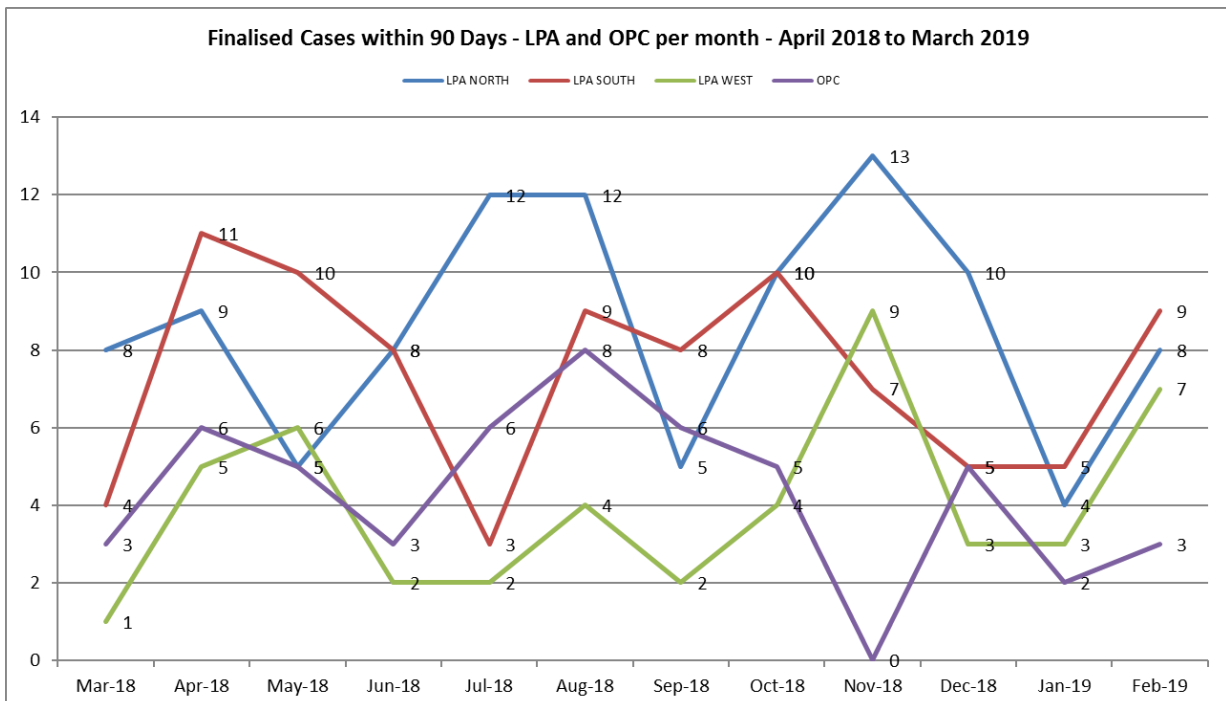




Timeliness



The next graph shows a break down for timeliness per month for the LPA and OPC commands.



Complaint Categories – Force Overview

Complaint Code A: Serious Non Sexual Assault

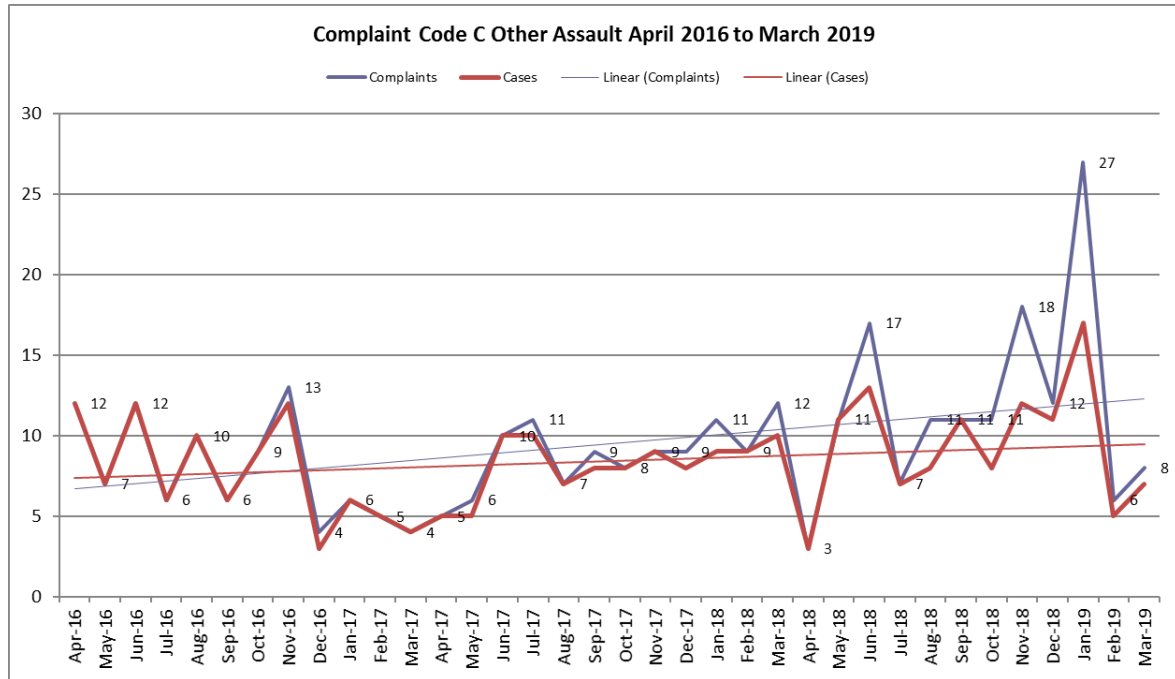
There are minimal numbers of A category complaints. There have been four complaints recorded since April 2016, the first of which was in June 2016 in LPA South, the second in August 2018 in LPA North. There have been two recorded in December 2018, recorded LPA North and South.

Complaint Code B: Sexual Assault

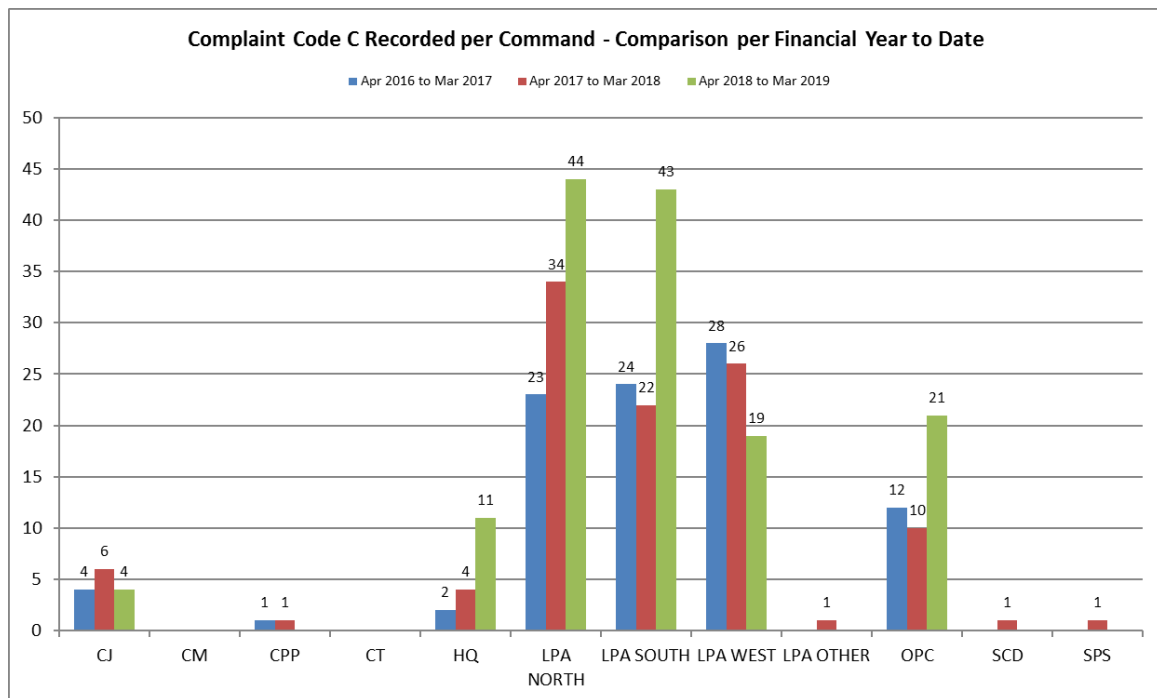
The following table shows numbers of B category since April 2016. Numbers have been low, with nine recorded.

Type	Recorded	Command
Feb-17	1	HQ/PSD
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	HQ/PSD
Jan-19	1	HQ/PSD

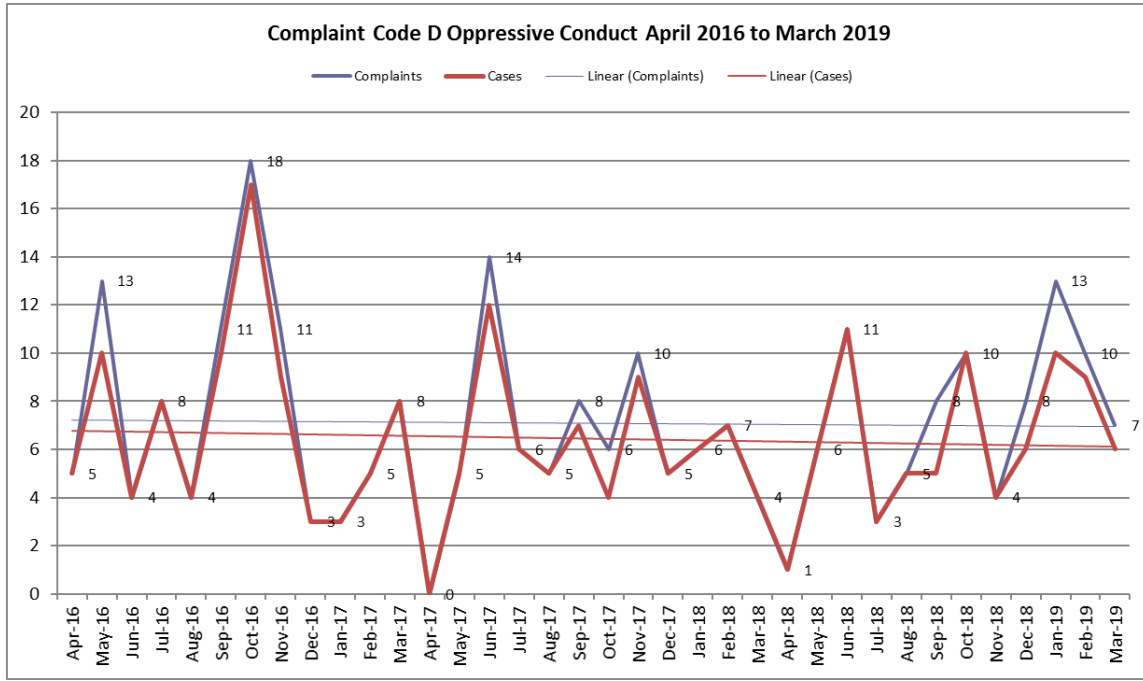
Complaint Code C: Other Assault



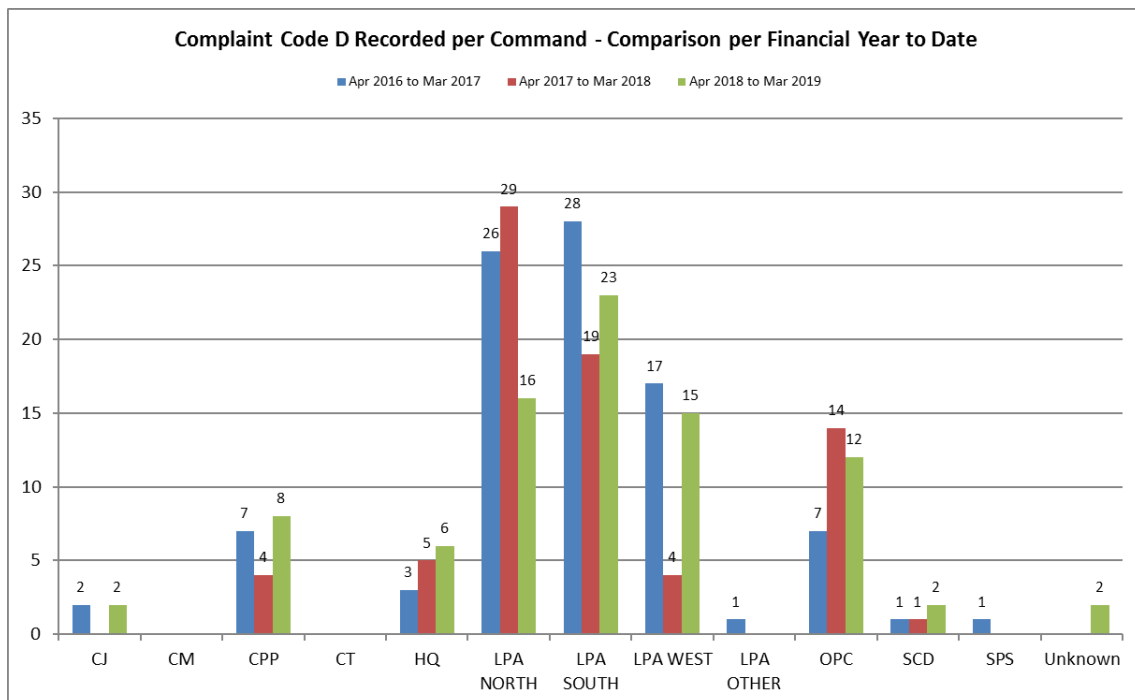
The overall trend in allegations of Other Assault (C) is an increase overall, particularly due to peaks in June and November 2018, and January 2019. LPA North and South have had increases compared to last year.



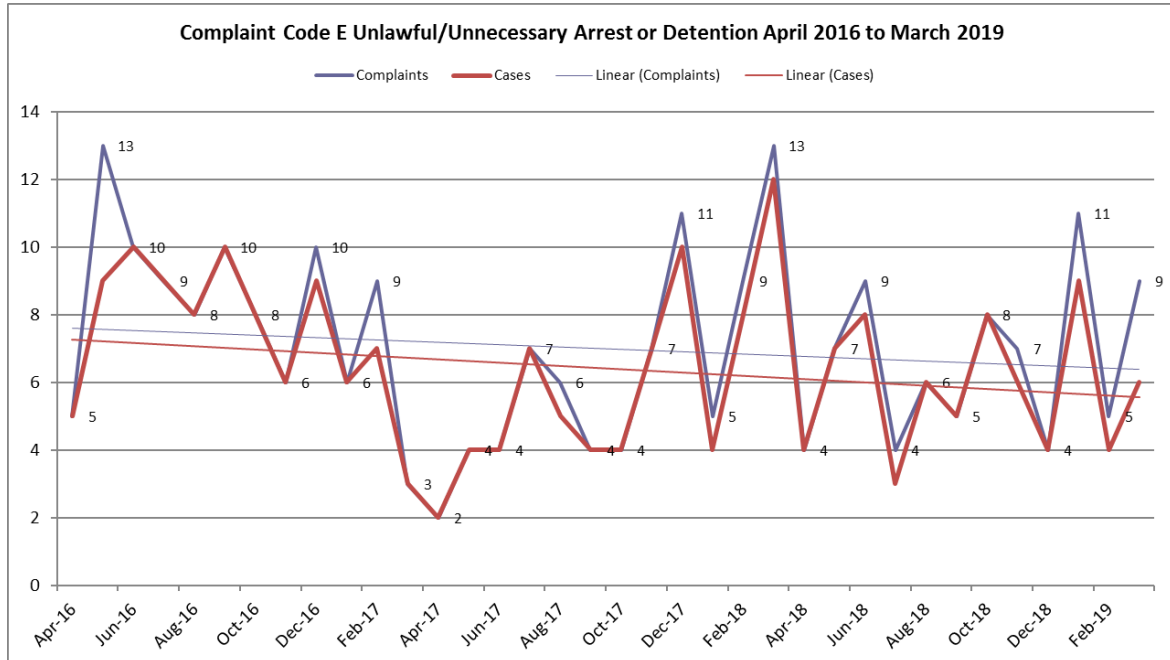
Complaint Code D: Oppressive Conduct



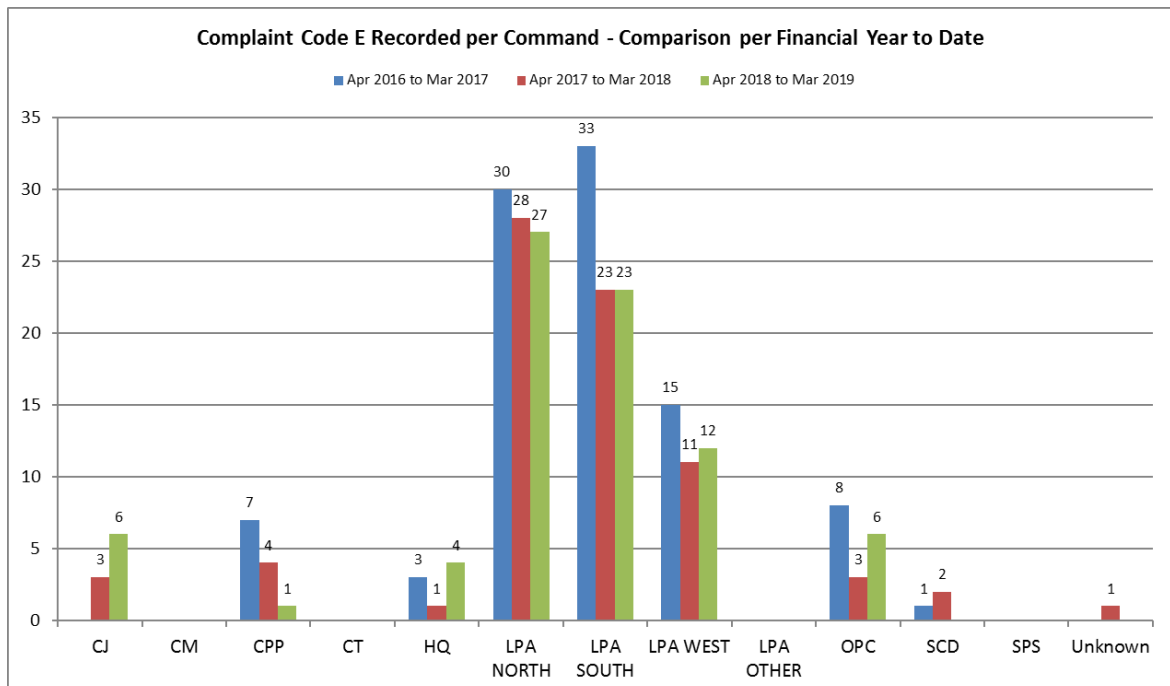
There have been several peaks in D Complaints but numbers have decreased overall. North LPA had an increase last year, but levels are lower this year, although LPA South and West have had increases.



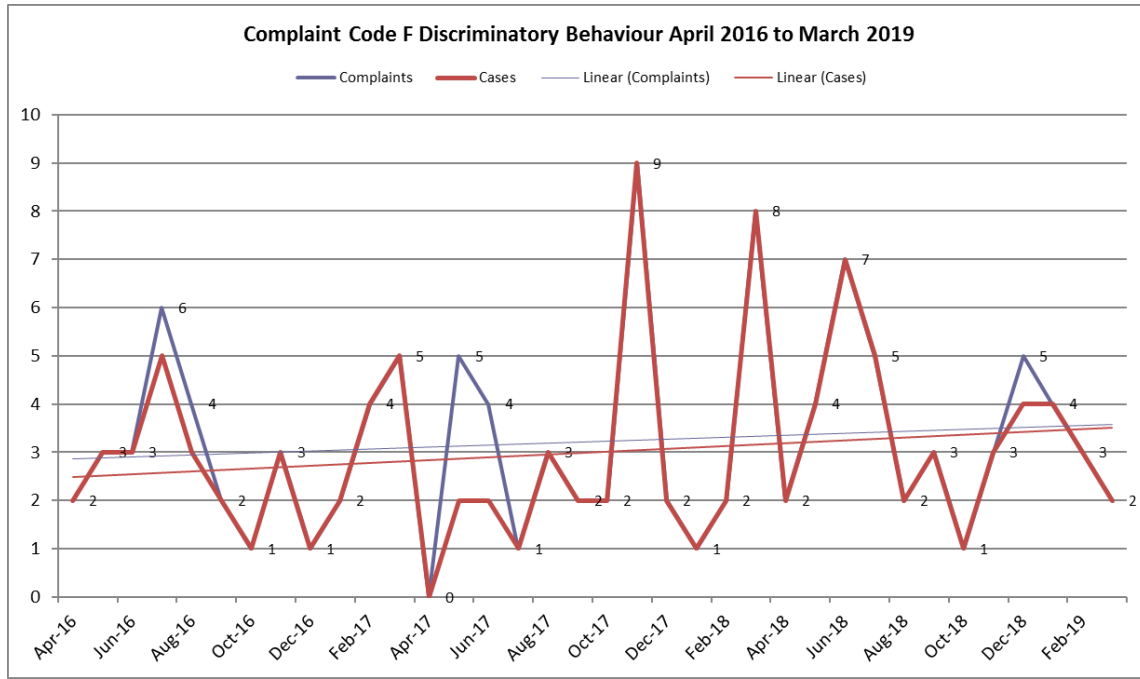
Complaint Code E: Unlawful/Unnecessary Arrest or Detention



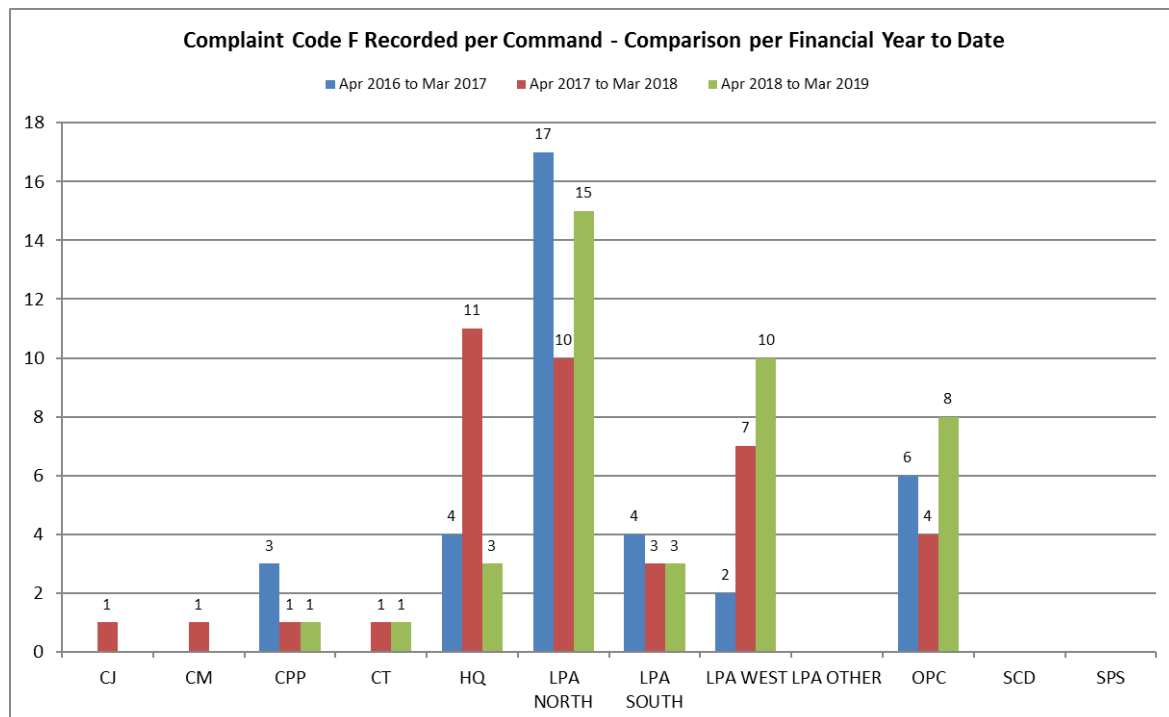
Category E Complaints have decreased overall, though due to low levels last year, the OPC and HQ Command areas are seeing an increase in comparison, with the LPA remaining at the same level as the previous year.



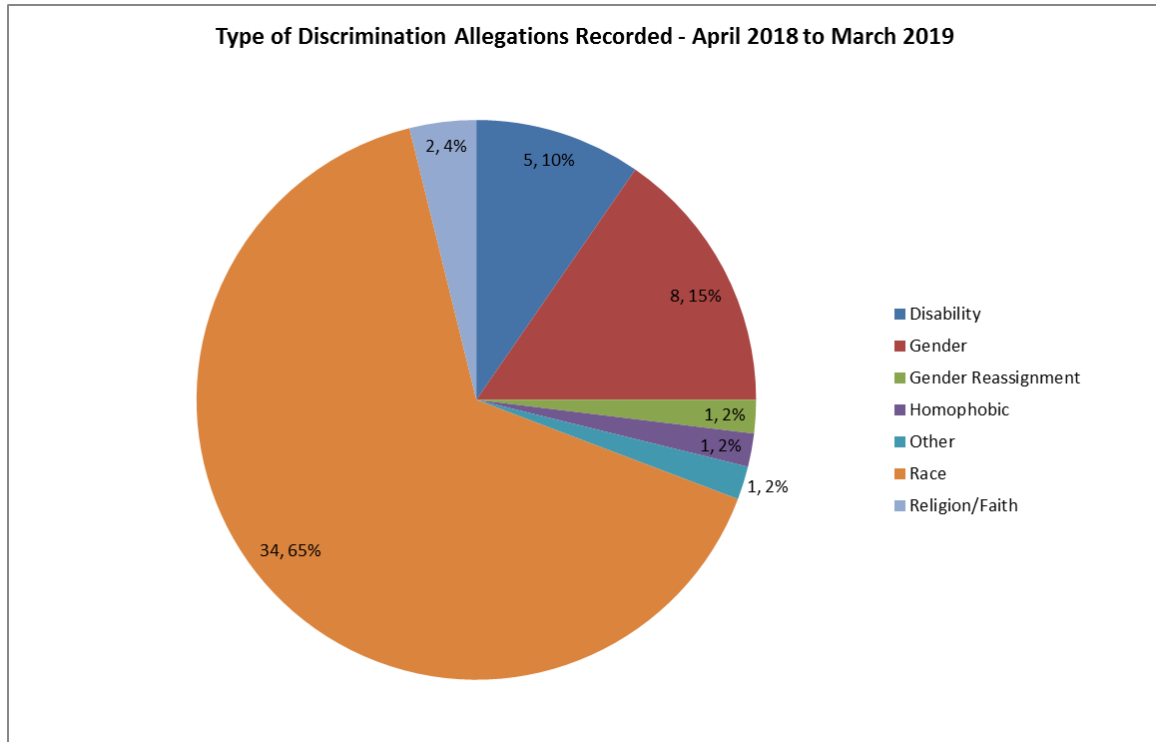
Complaint Code F: Discriminatory Behaviour



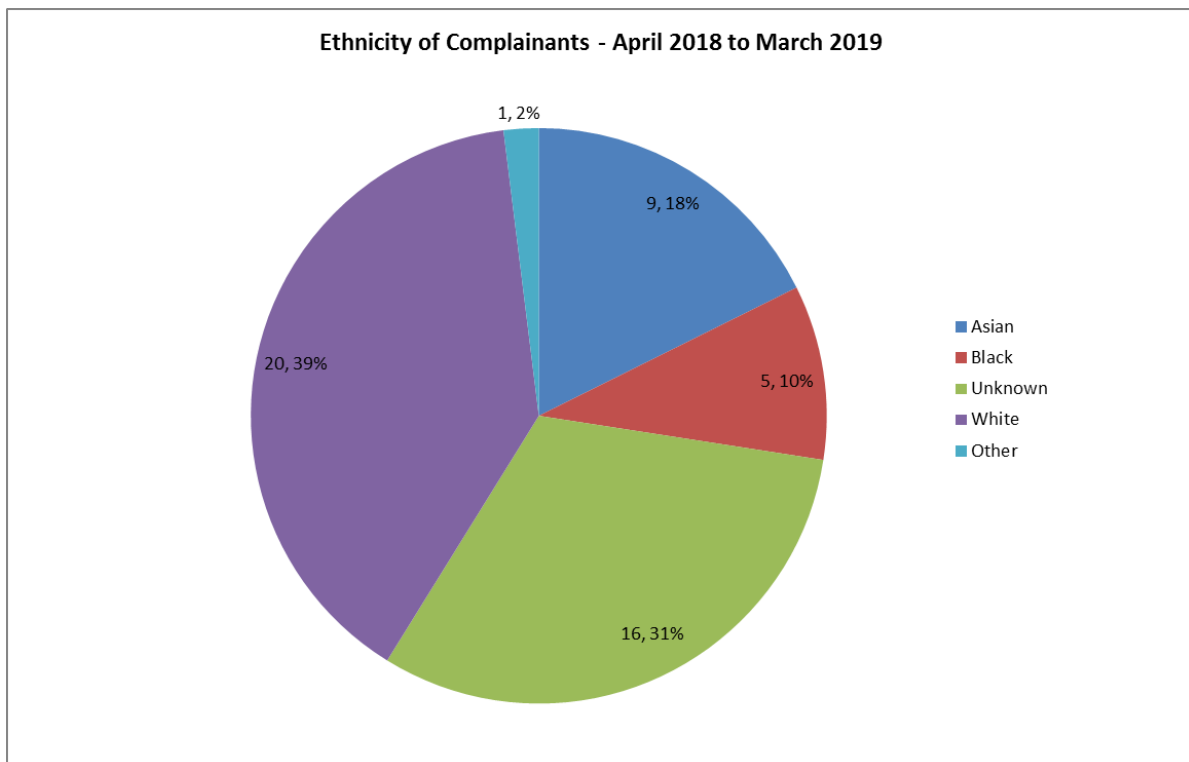
There have been peaks in F complaints which have resulted in an increasing trend, though actual numbers have remained generally consistent overall, and are low in recent months. LPA North and West, and OPC have had increases compared to last year.



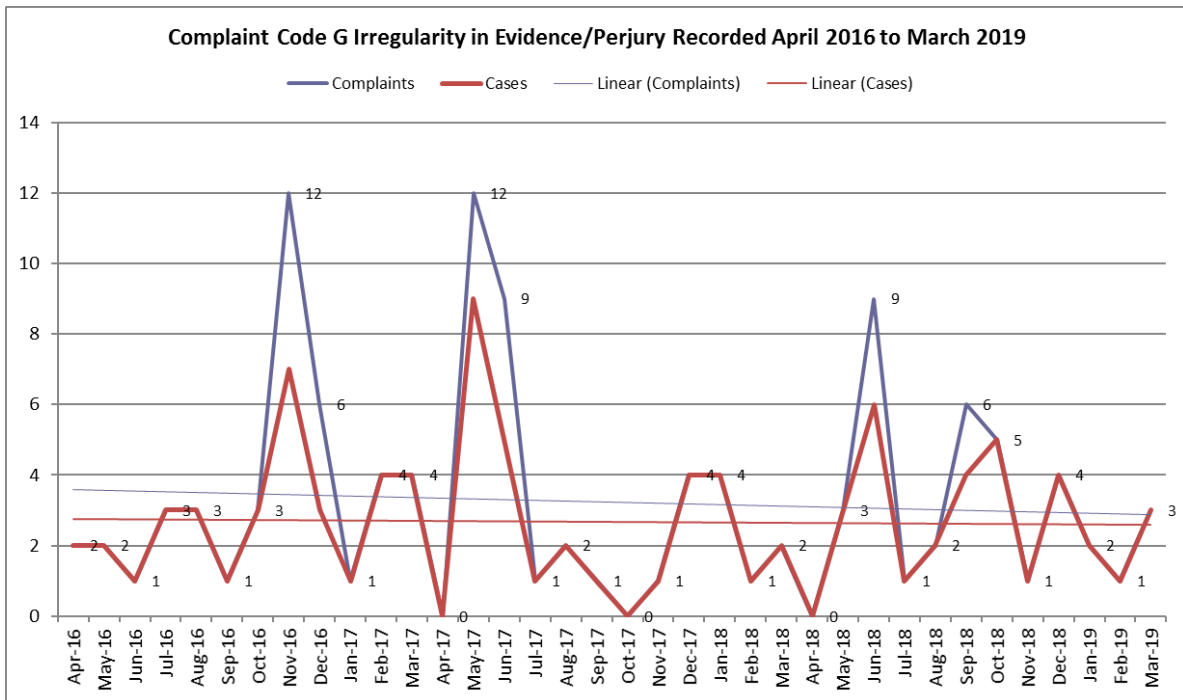
F Discrimination Complaints – Allegation Type



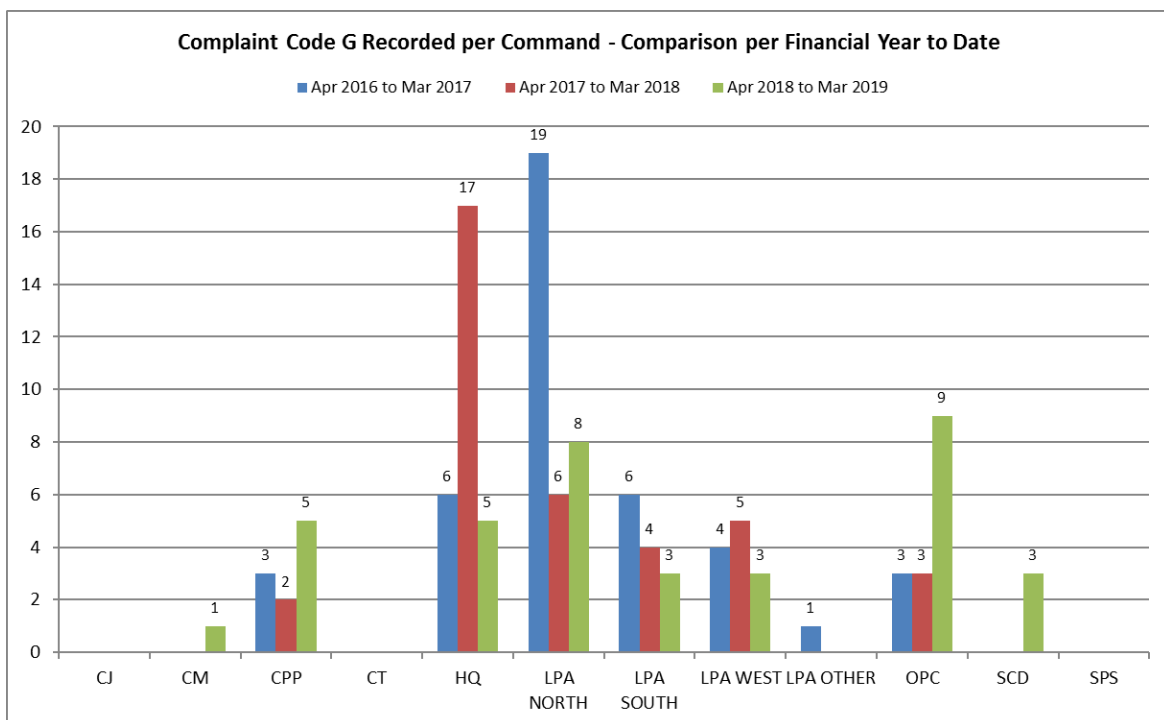
F Discrimination Complaints – Ethnicity of Complainants



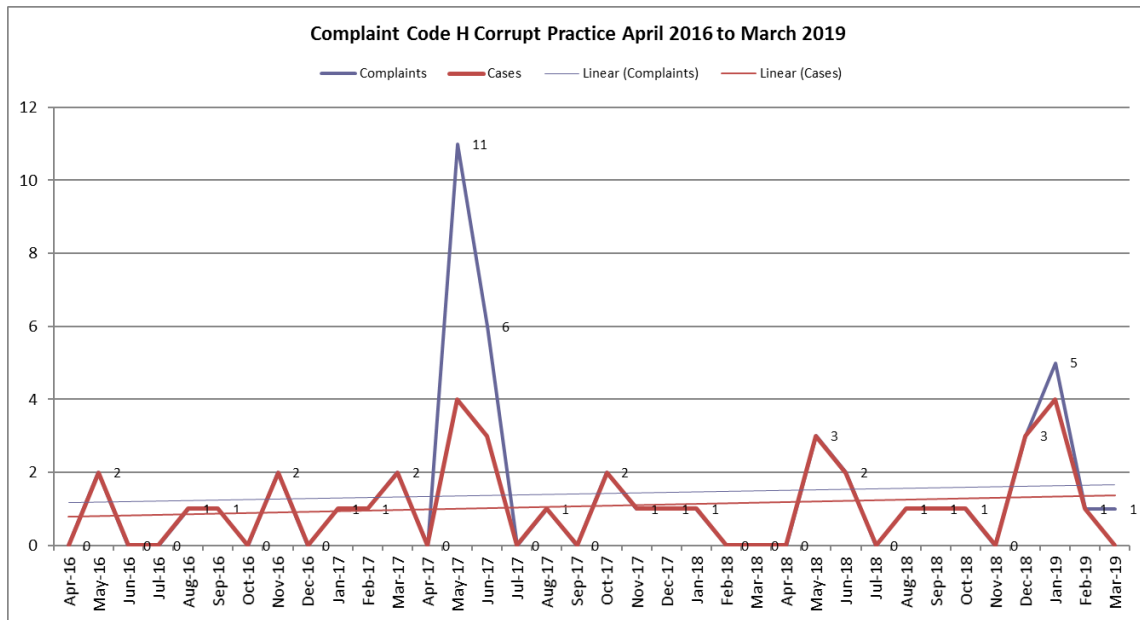
Complaint Code G: Irregularity in Evidence/Perjury



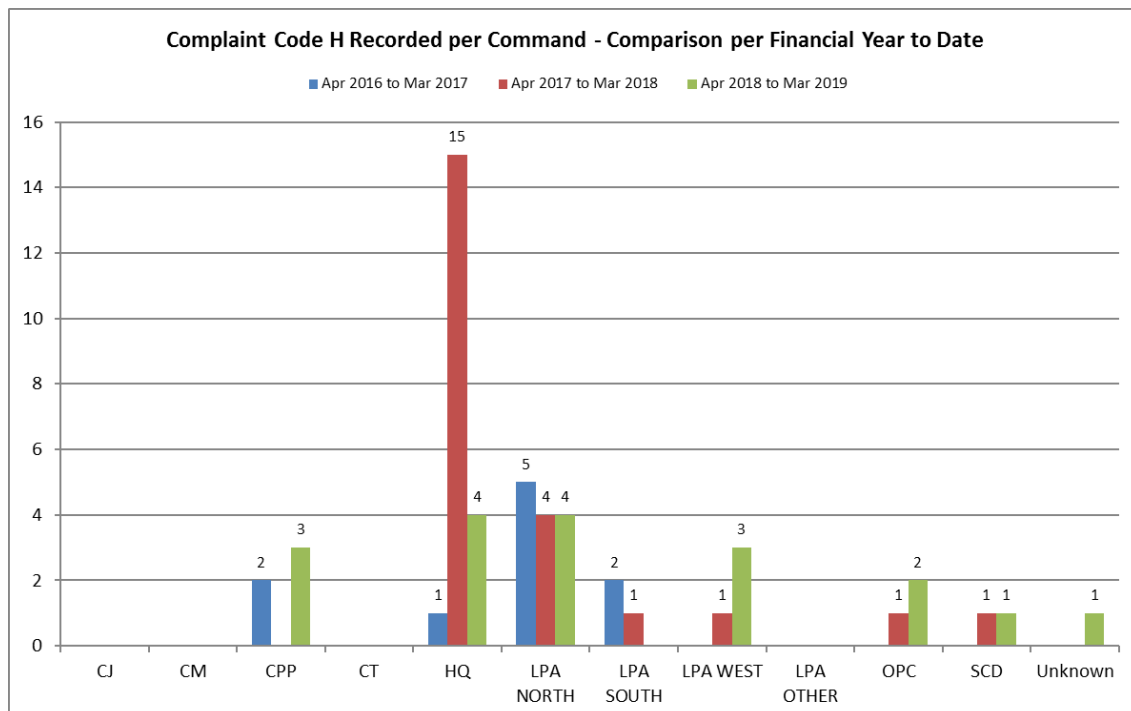
Allegations of Irregularity of Evidence and Perjury (G) remain low with peaks seen in Nov 16 and May 17, both peaks associated to individuals as opposed to multiple complainants. There was also an increase in June 2018 which can be accounted for by one case involving four allegations of this category (C/308/18).



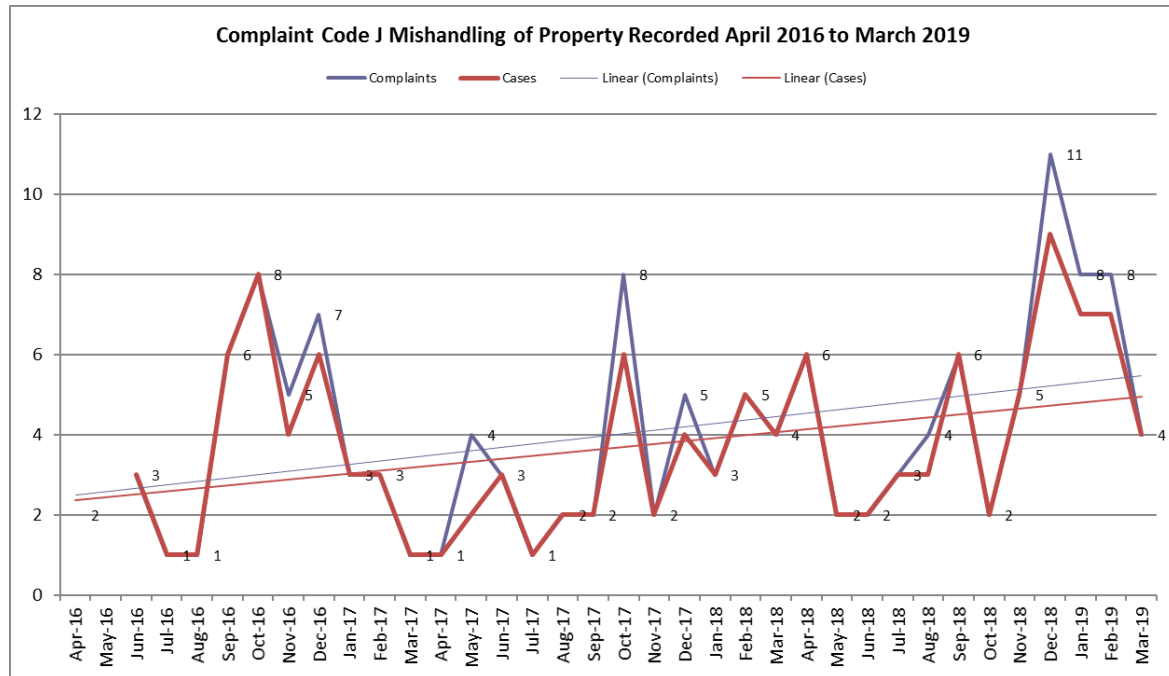
Complaint Code H: Corrupt Practice



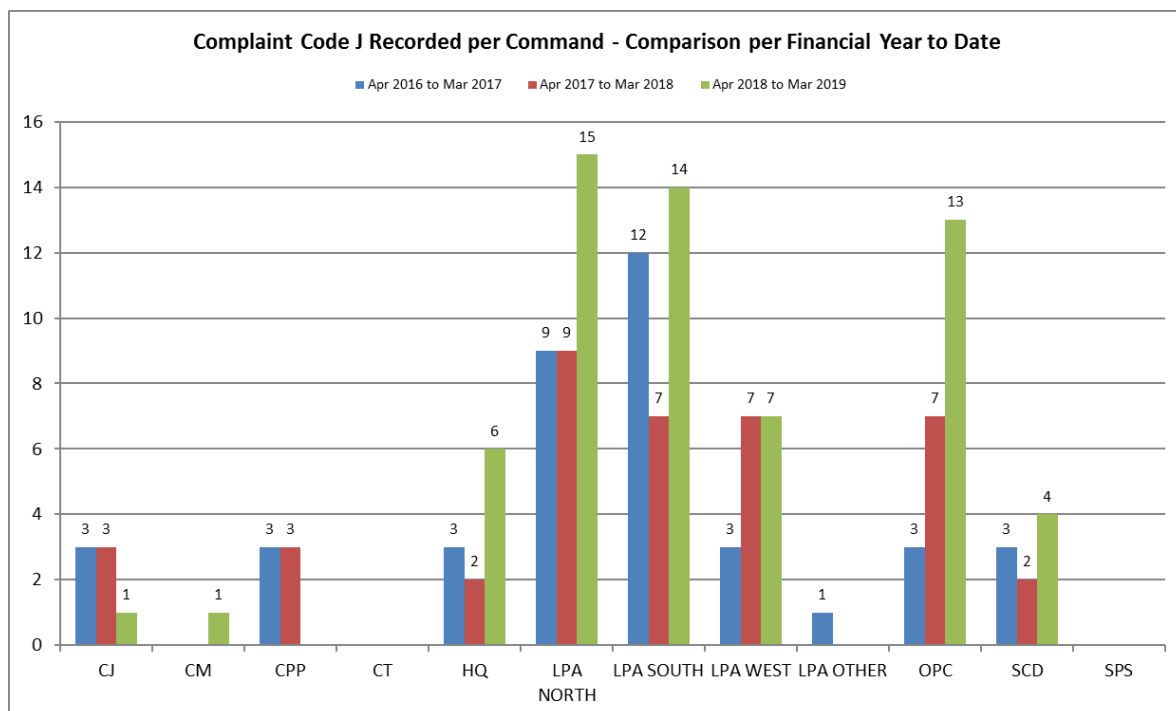
Numbers of H complaints have been low but have been affected by a complaint involving a repeat complainant in May 2017 (C/175/17 PSD, previously North LPA).



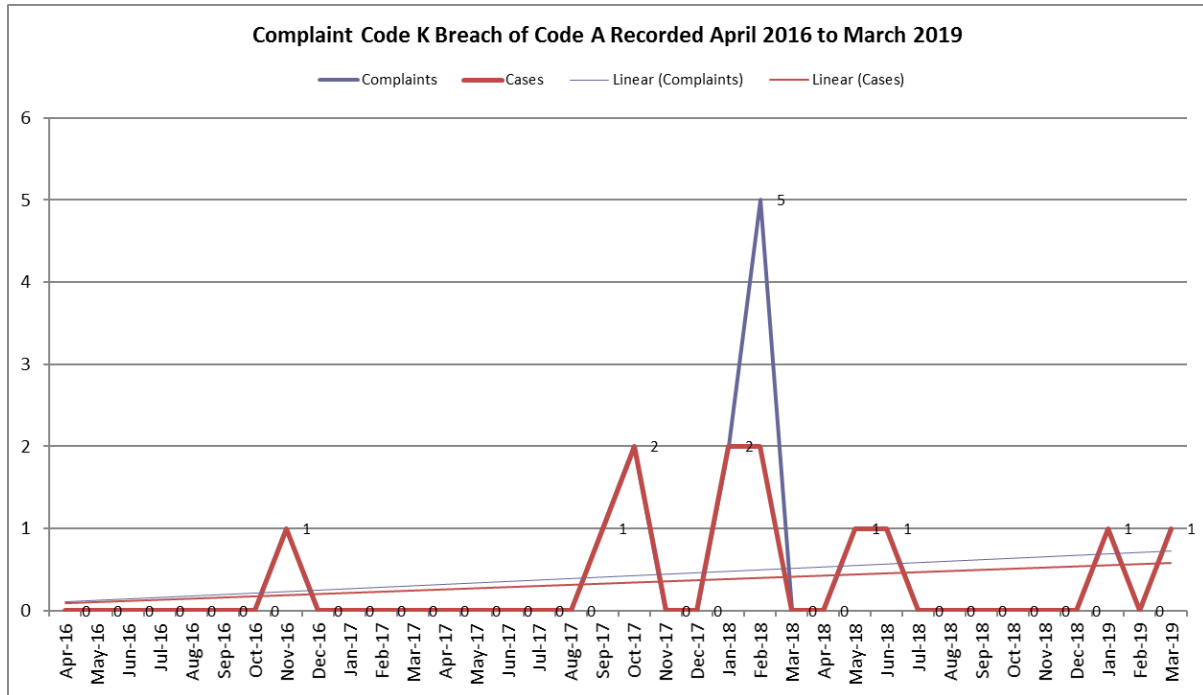
Complaint Category J Mishandling of Property



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 last year, LPA North and South, and OPC have had an increase.



Complaint Code K Breach of Code A on Stop and Search



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

There were 2,415 Stop & Search forms submitted in the third quarter of 2018/2019.

This is an increase of 1,731 compared to the same quarter for 2017/18.

This is the highest quarterly number of Stop & Searches recorded, to date, in Essex⁴.

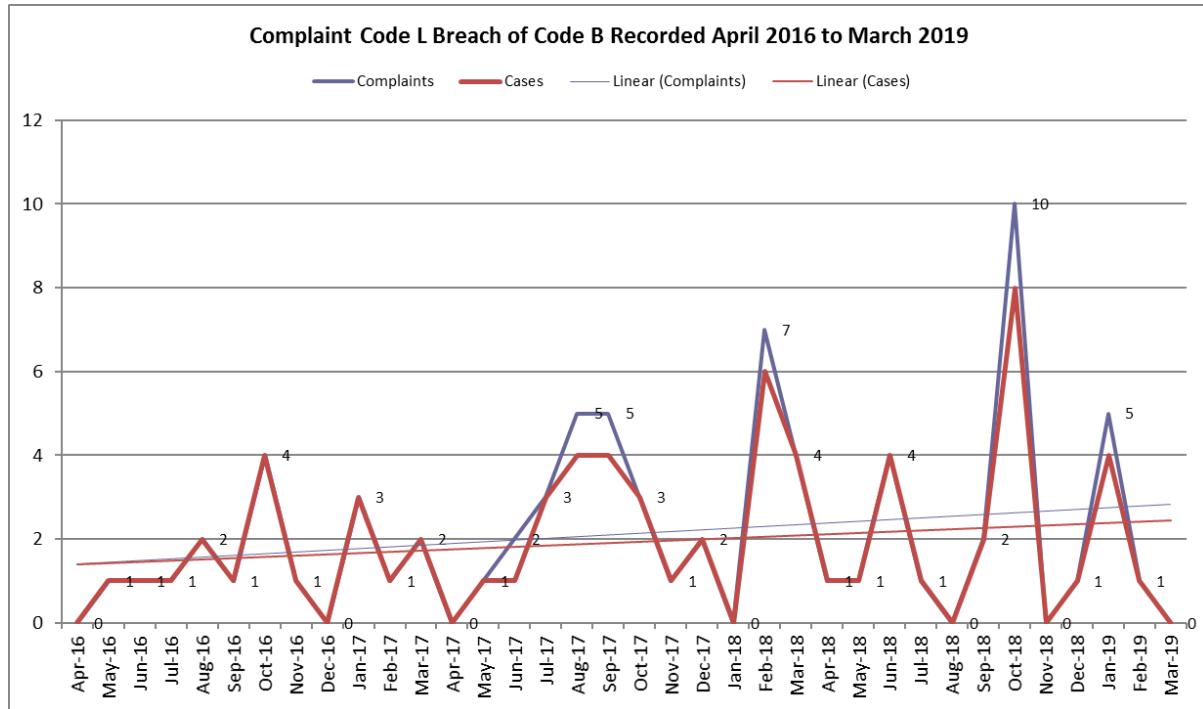
It should be noted that at the time of writing, the figures for the full financial year 2018 to 2019 have not been released.

Comparison of Complaints per Financial Years per Command:

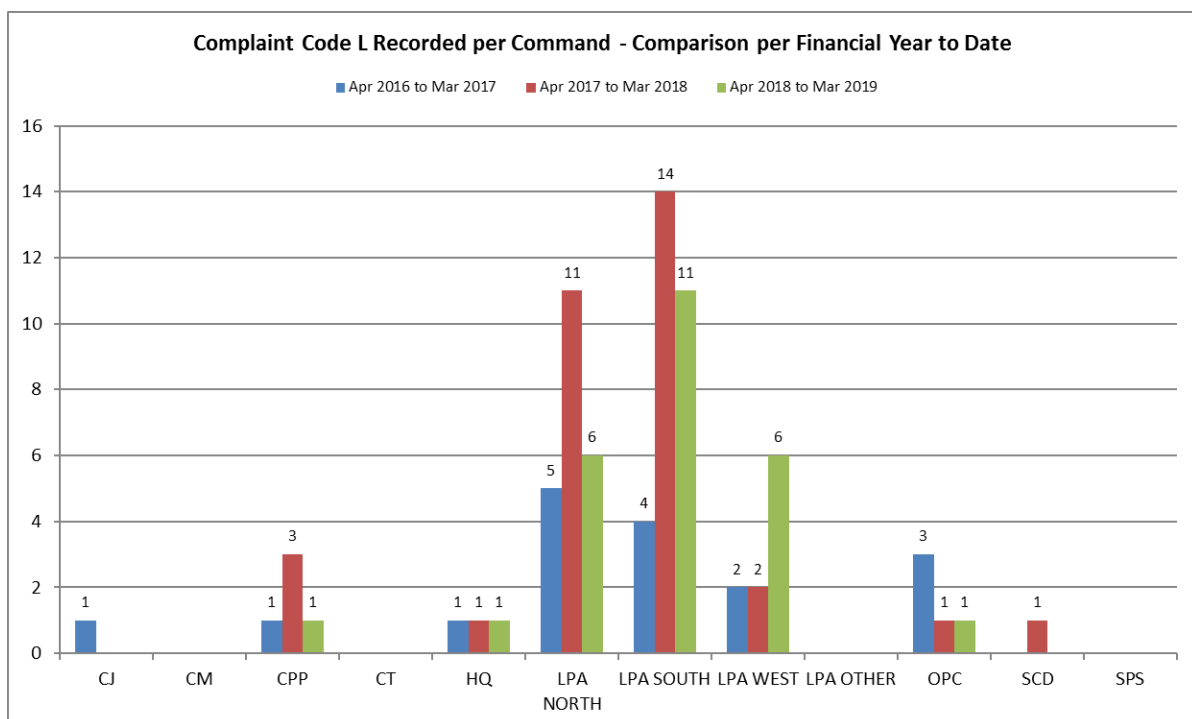
Command	2016/2017	2017/2018	2018/2019	Total
CPP		1		1
LPA NORTH		1	2	3
LPA OTHER		4		4
LPA SOUTH		1		1
LPA WEST	1	1		2
OPC		2	2	4
Total	1	10	4	15

⁴ Figures obtained from Strategic Command reporting Feb 2019 Stop and Search Quarterly Report

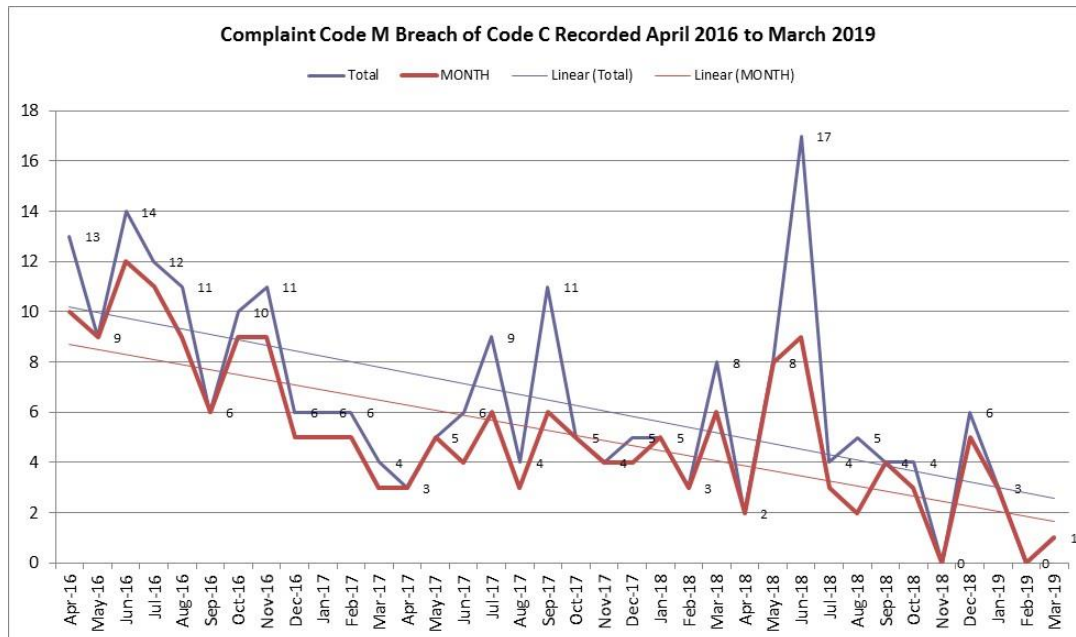
Complaint Category L Breach of Code B on Searching Premises



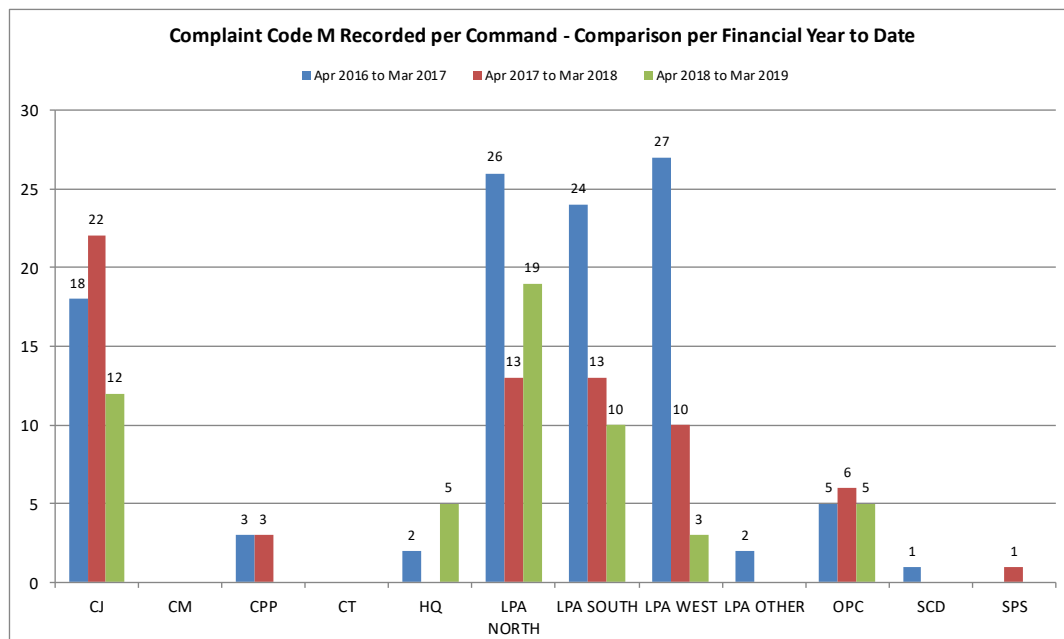
Levels of L complaints are sporadic, though there has been a slight increase over the time-frame. LPA West has had increases compared to last year.



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 more than one allegation in this category, for example C/274/18 and C/335/18 which contain four M allegations each. LPA North has had an increase compared to last year.



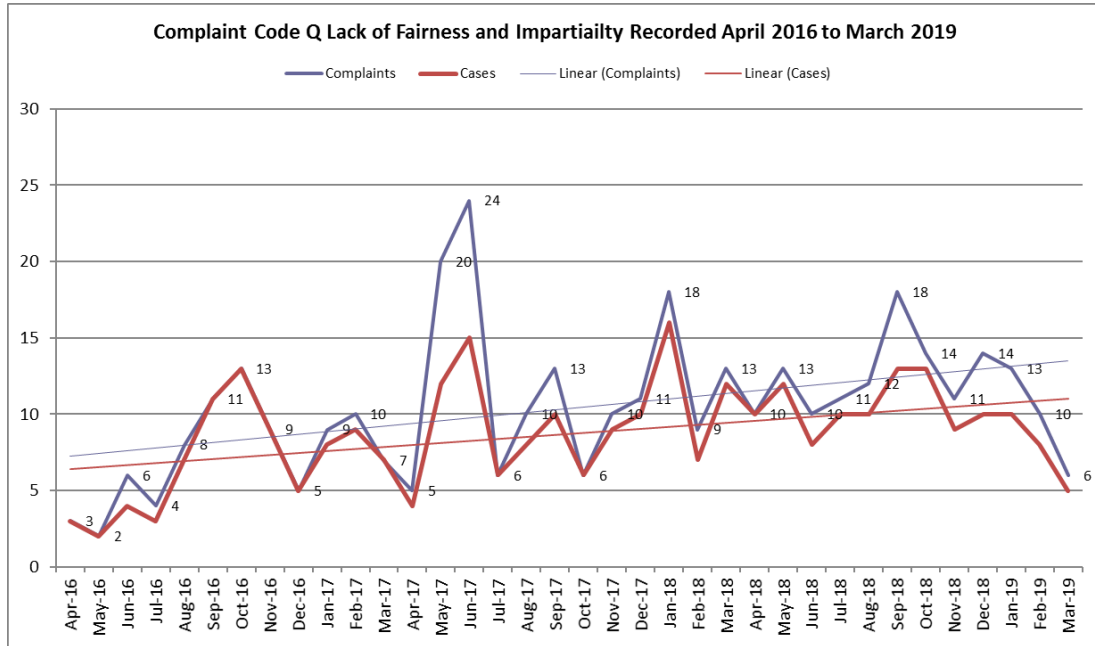
Complaint Code N Breach of Code D on Identification

There has been one case/complaint recorded in this category in January 2019 in LPA West (C/14/19).

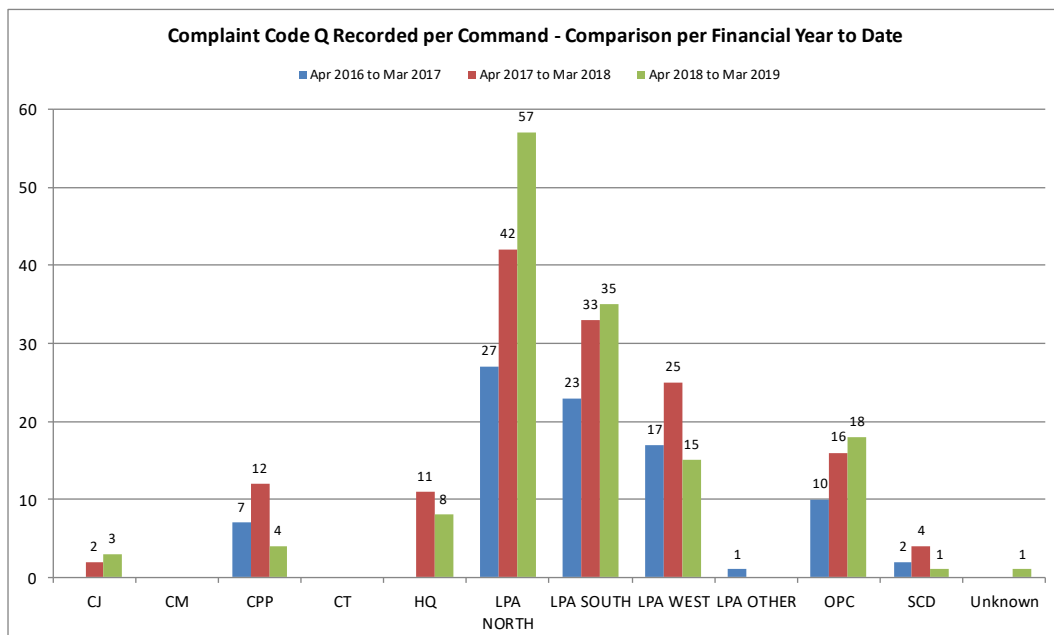
Complaint Code P Breach of Code E on Tape Recording

There has only been one complaint in this category since April 2016. This was recorded in February 2018 in LPA North (C/108/17).

Complaint Code Q lack of Fairness and Impartiality



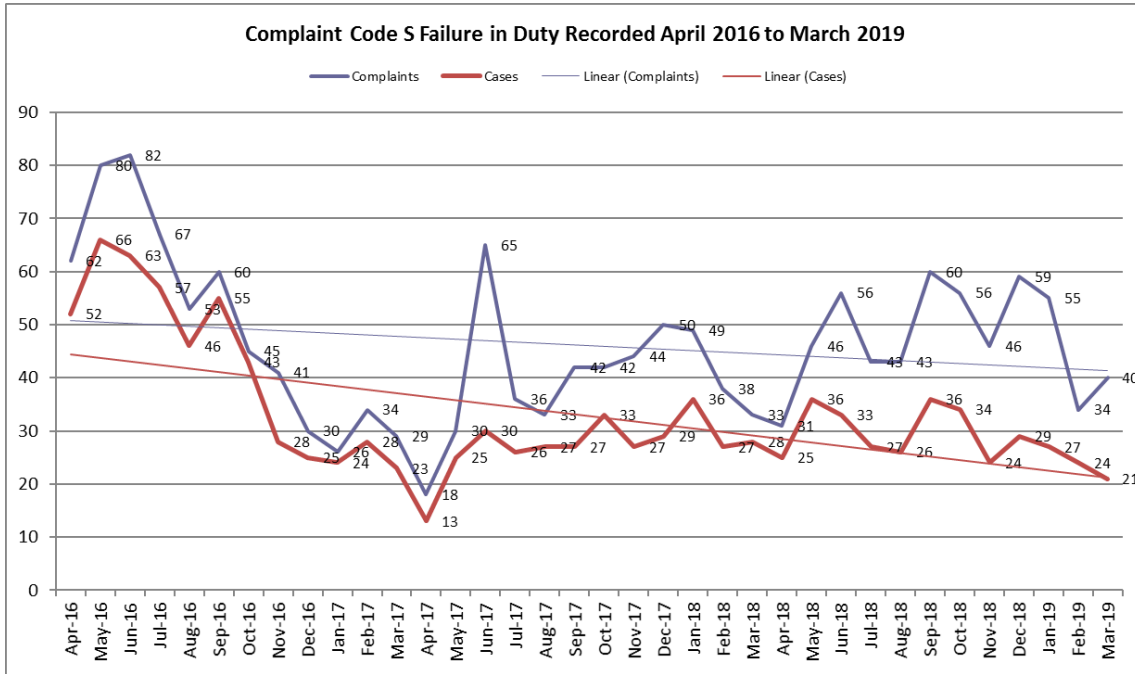
There has been an increase in complaints over the time frame; with a significant peak in June 2017 (this was not affected by any particular case). LPA North, West with OPC have had an increase compared to last year.



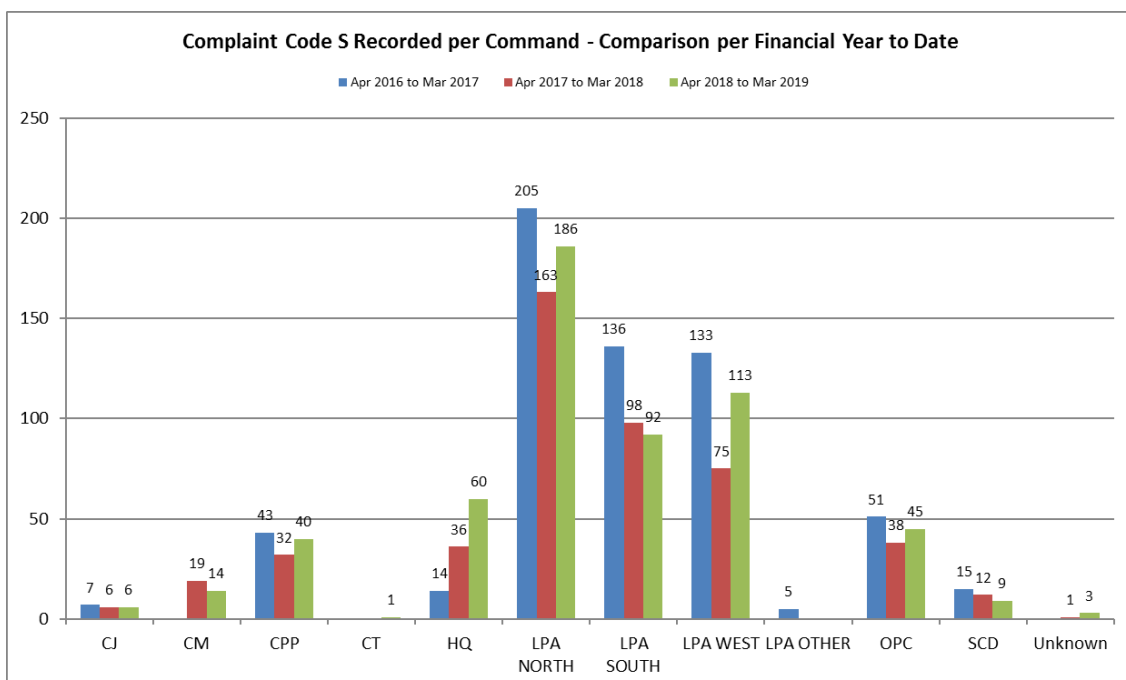
Complaint Code R Breach not attributed to a certain code

There have only been two R complaints recorded since April 2016 – One in May 2016 (LPA South) and one in September 2016 (LPA North).

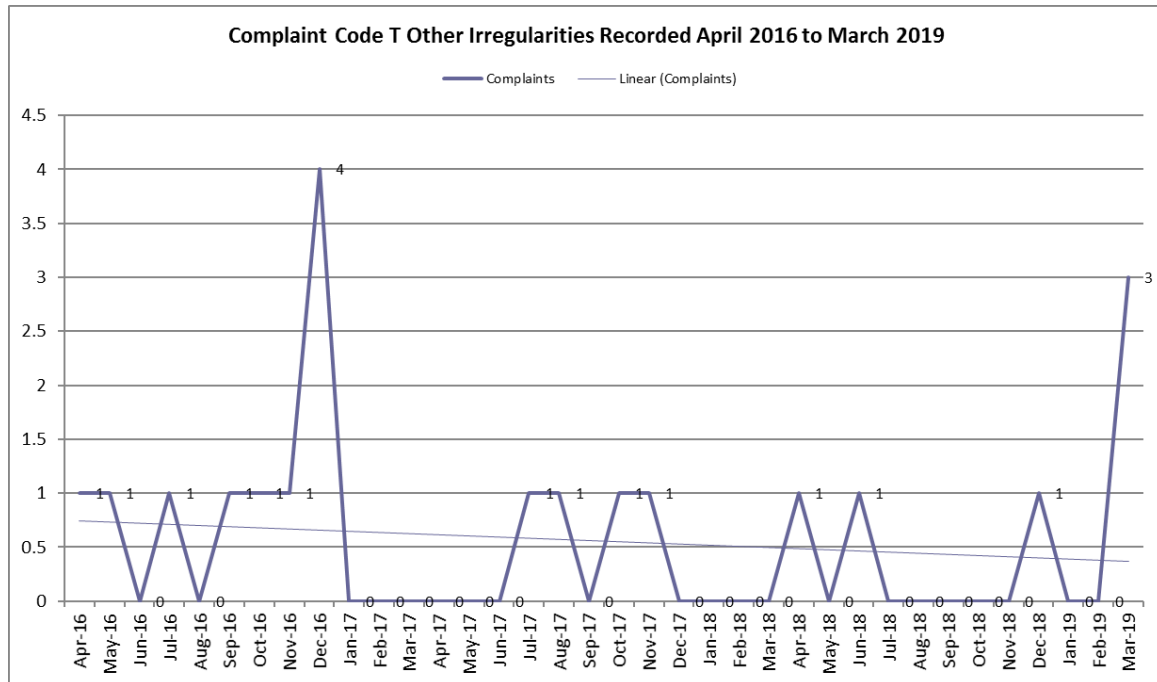
Complaint Code S Failures in Duty



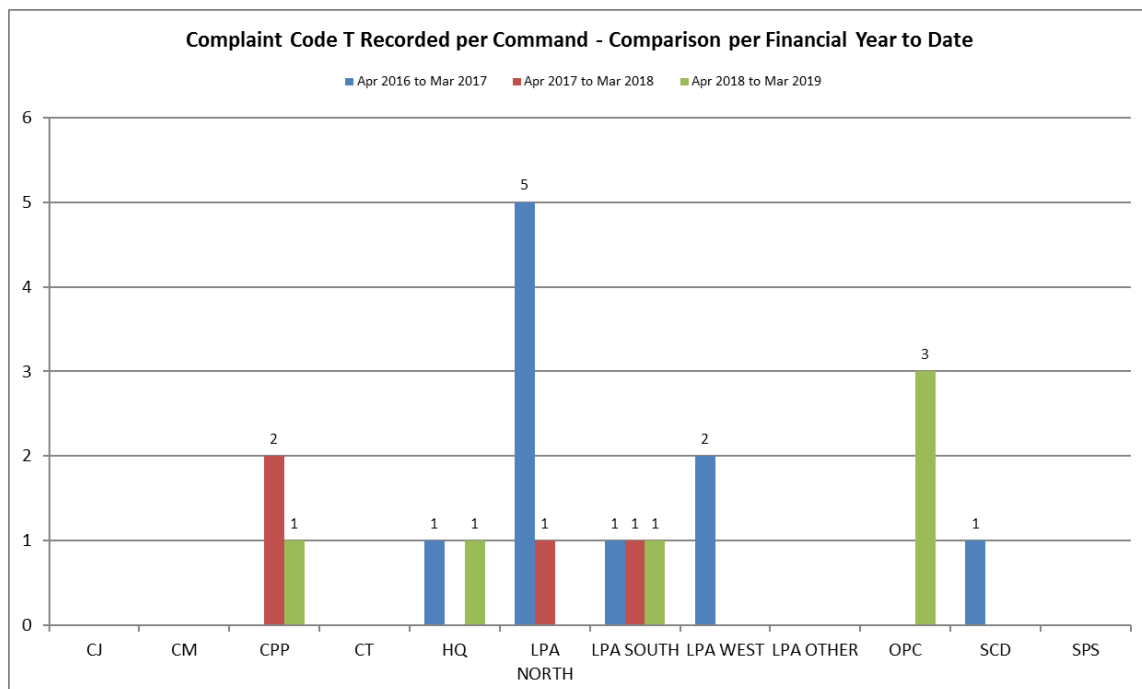
S Complaints are the highest across all the complaint categories. However, there has been a decrease in overall numbers since April 2016. LPA North, West and OPC have seen increases so far this year compared to last year.



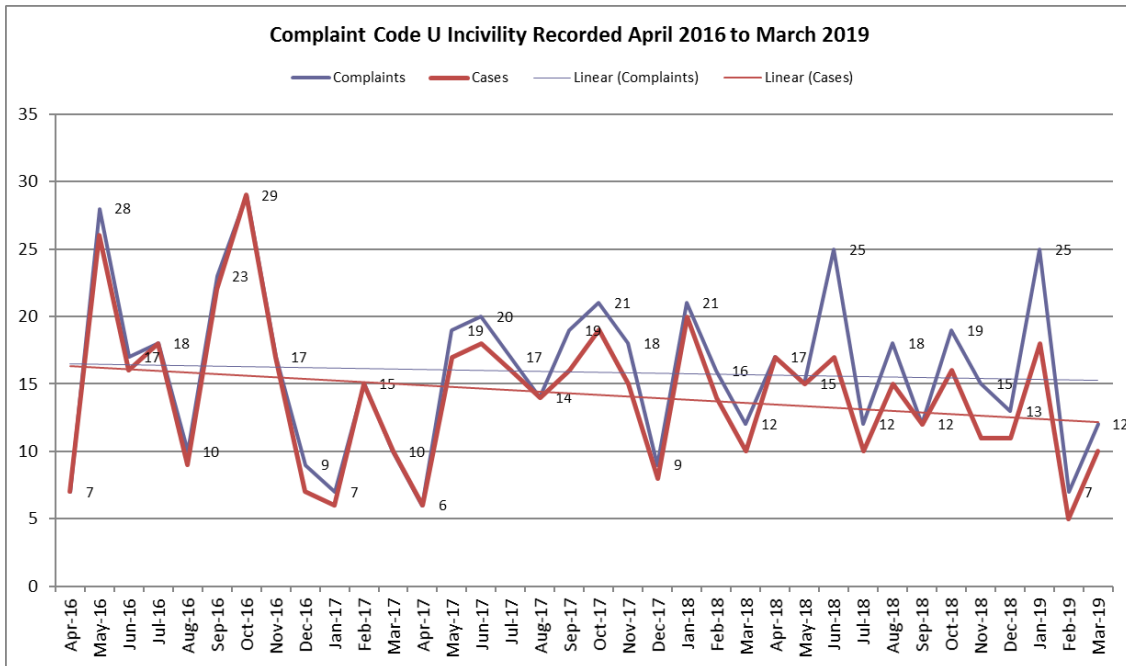
Complaint Code T Other Irregularities in Procedure



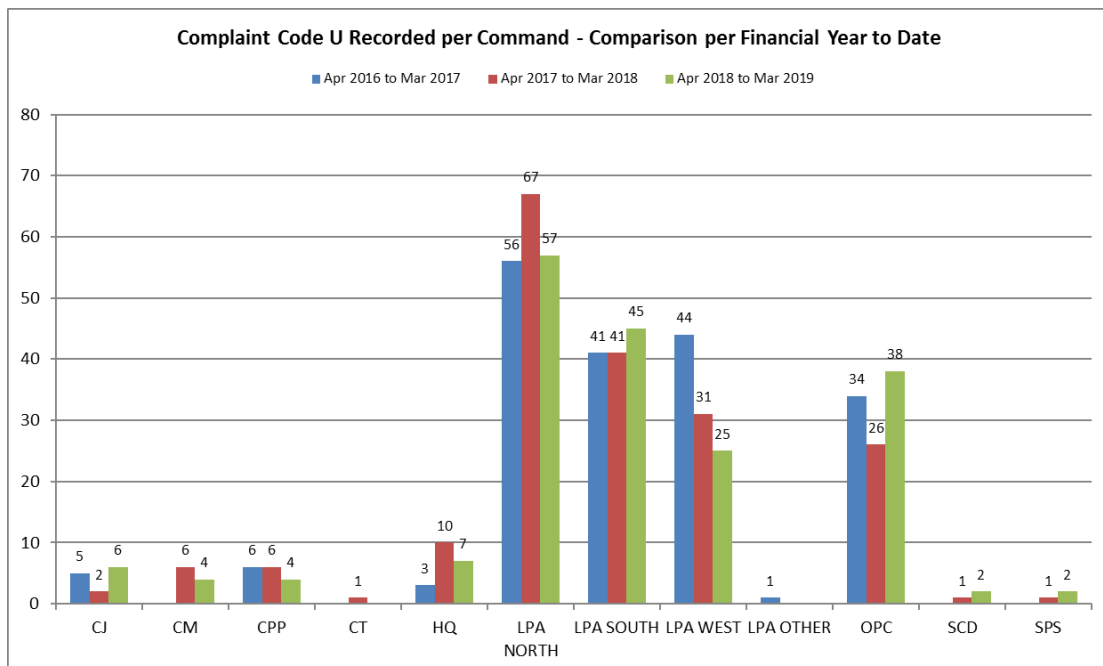
T complaints had a peak in December 2016, and while numbers were low overall (case numbers are the same as complaints), the month of March has seen another peak. There have been six recorded so far this financial year in April, June, December and March.



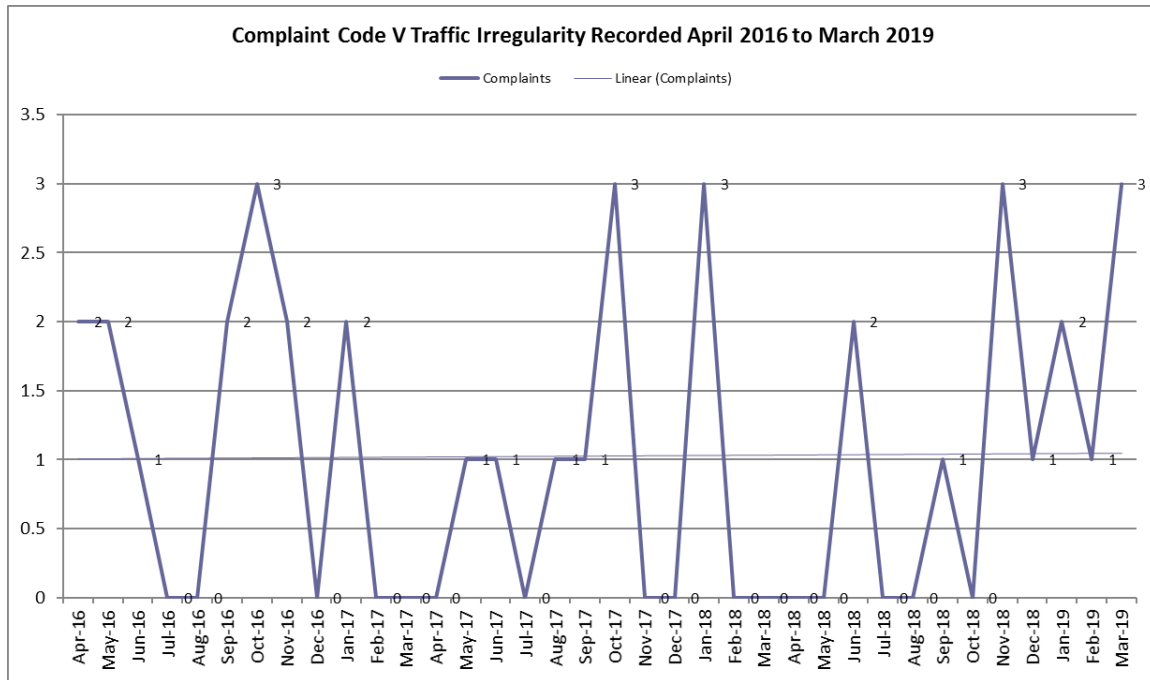
Complaint Code U Incivility, Impoliteness and Intolerance



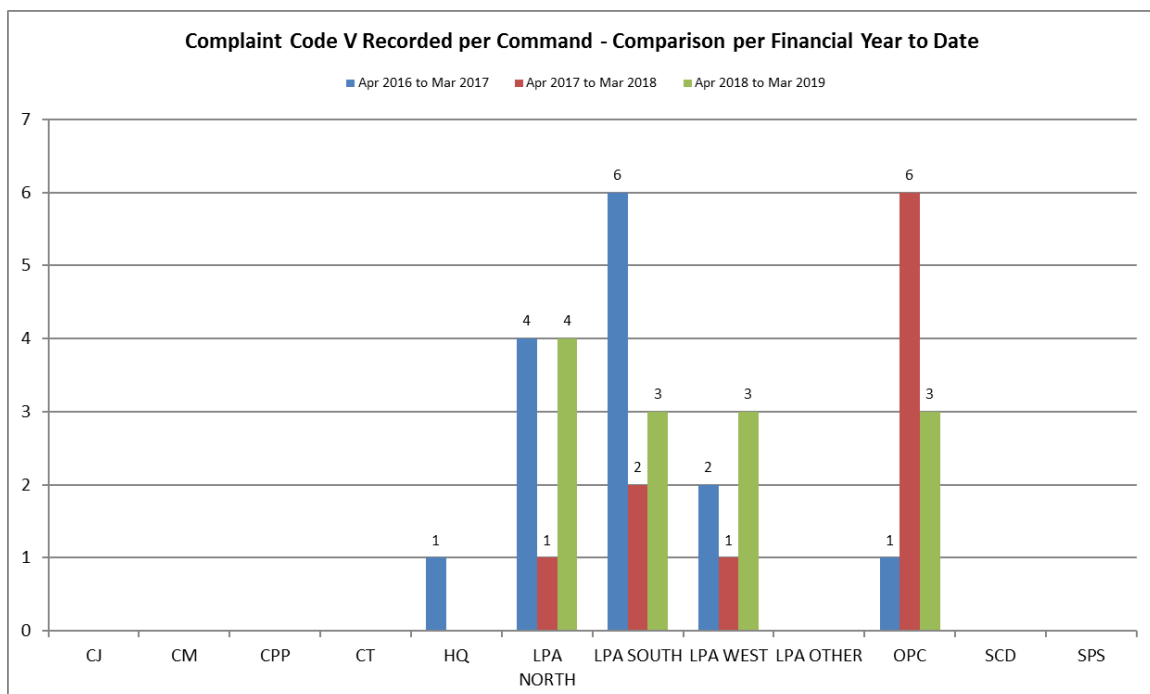
U is the category that generally sees the second highest numbers across all categories, with various peaks in recording, though the trend line shows that levels are consistent overall. Case numbers have decreased over the time-frame. LPA South and OPC have had increases compared to last year.



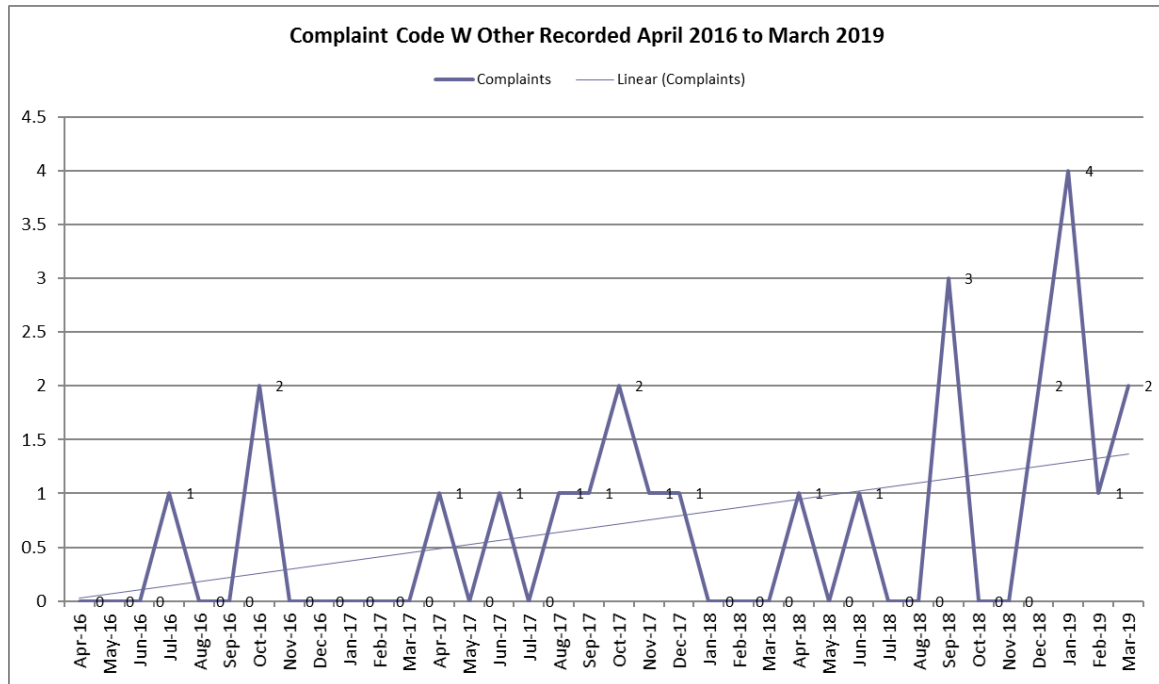
Complaint Code V Traffic Irregularity



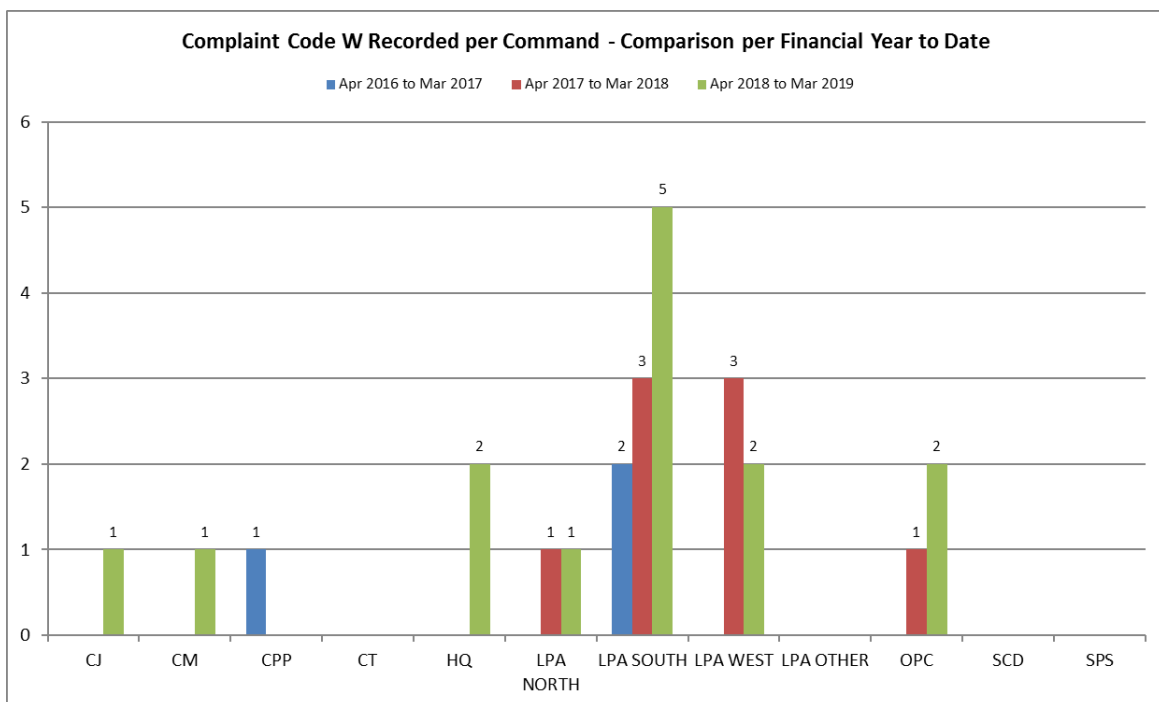
Numbers of V complaints are low (cases are the same in number as complaints), and have had a slight increase over the three year time-frame.



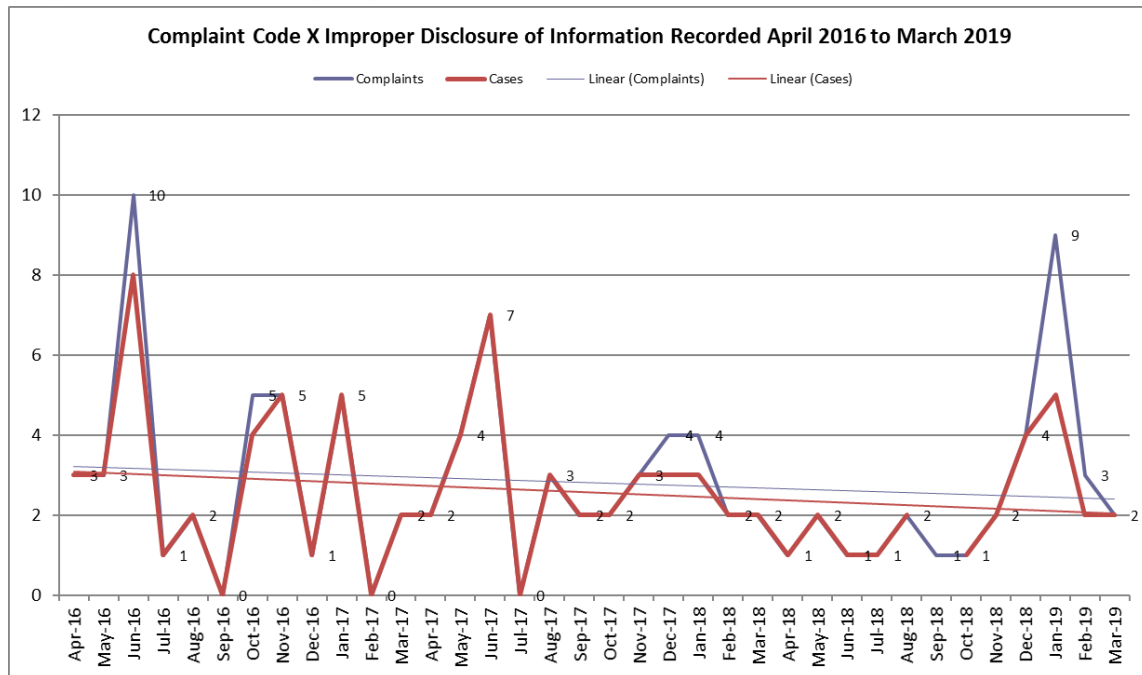
Complaint Code W Other



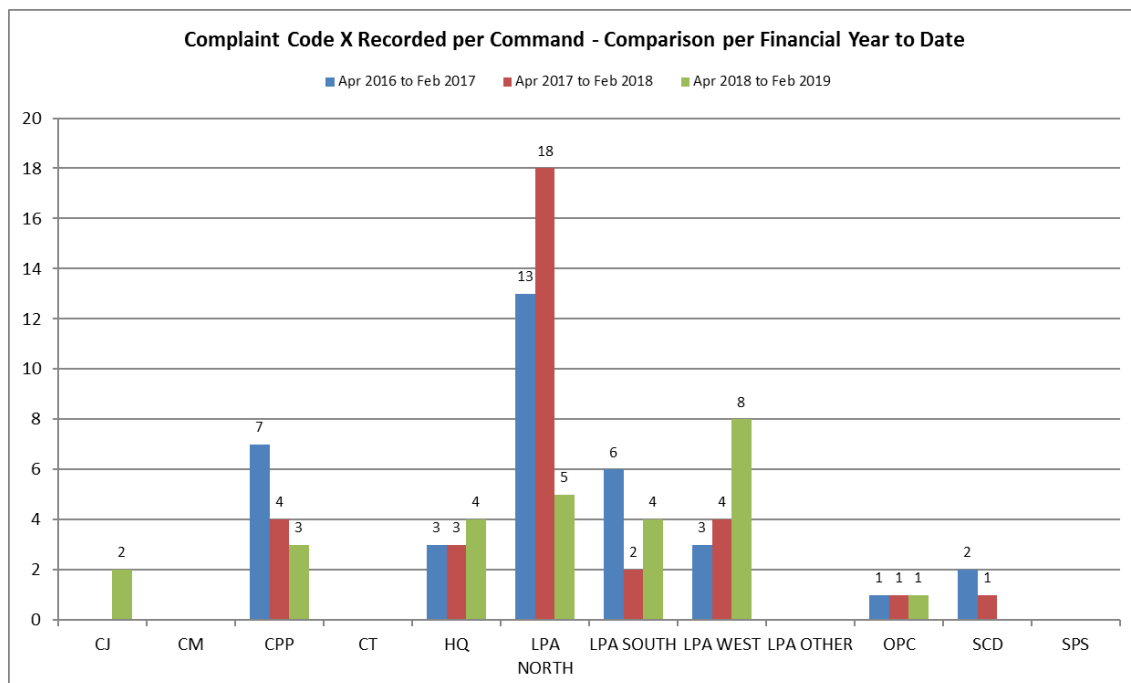
Overall, levels of Complaint code W have seen an upward trend since April 2016, but overall, numbers remain low. Cases are the same number as Complaints.



Complaint Code X Improper Disclosure of Information



Category X complaints have decreased overall, with some peaks in recording. LPA North had an increase last year, but a decrease this year. While LPA West has seen an increase this year, compared to the previous two.



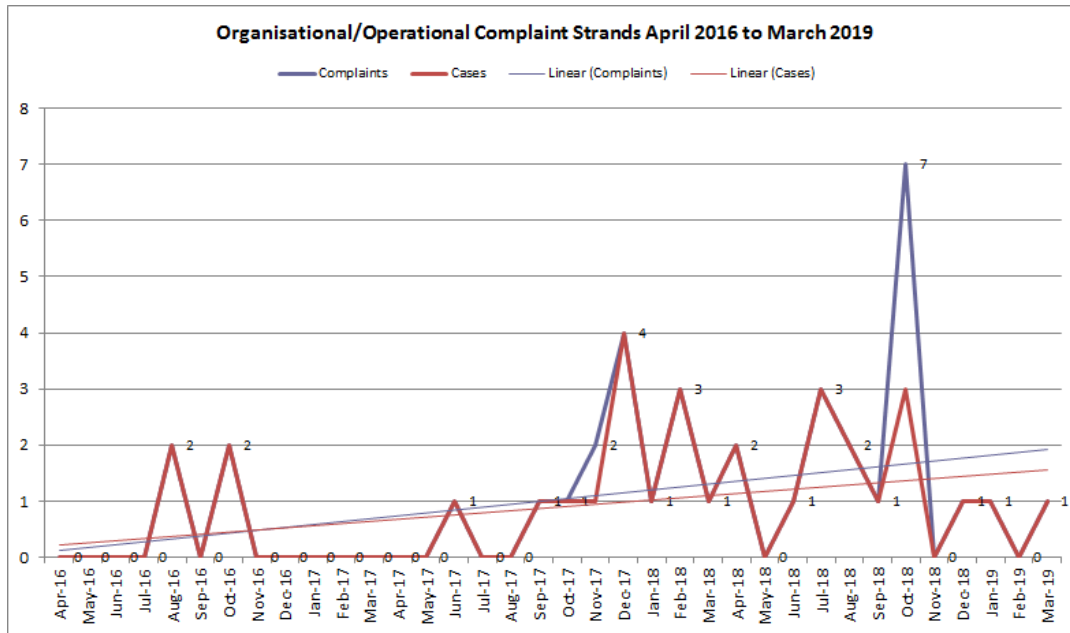
Complaint Code Y Other Sexual Contact

There are minimal numbers of Y complaints, with there being one recorded since April 2016; North LPA in November 2017 which was withdrawn (C/501/17).

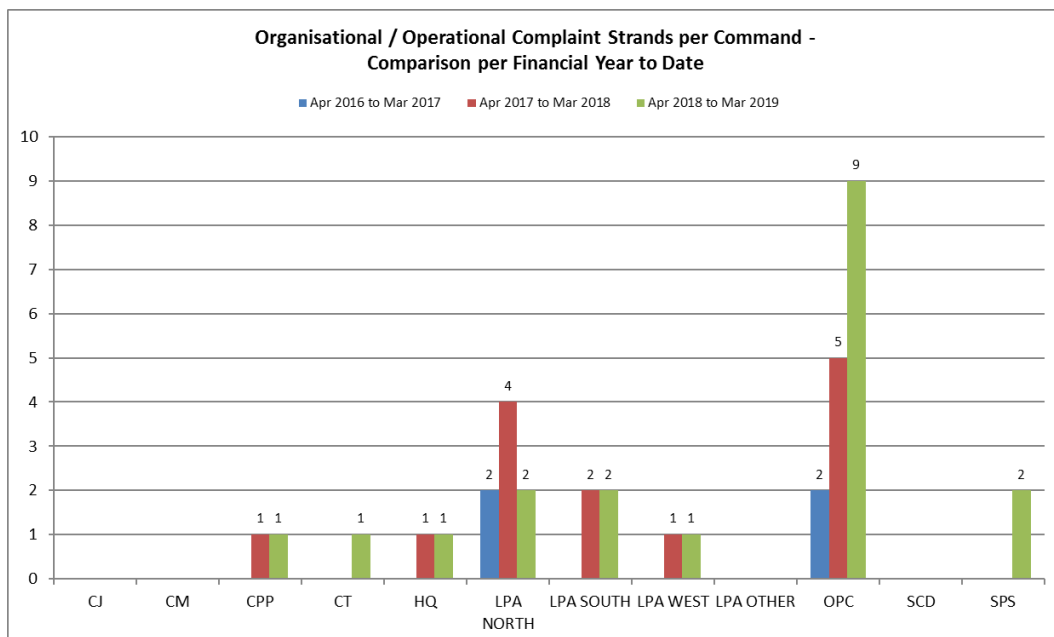
Organisational/Operational Complaint Strands

These complaints consist of the following categories:

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

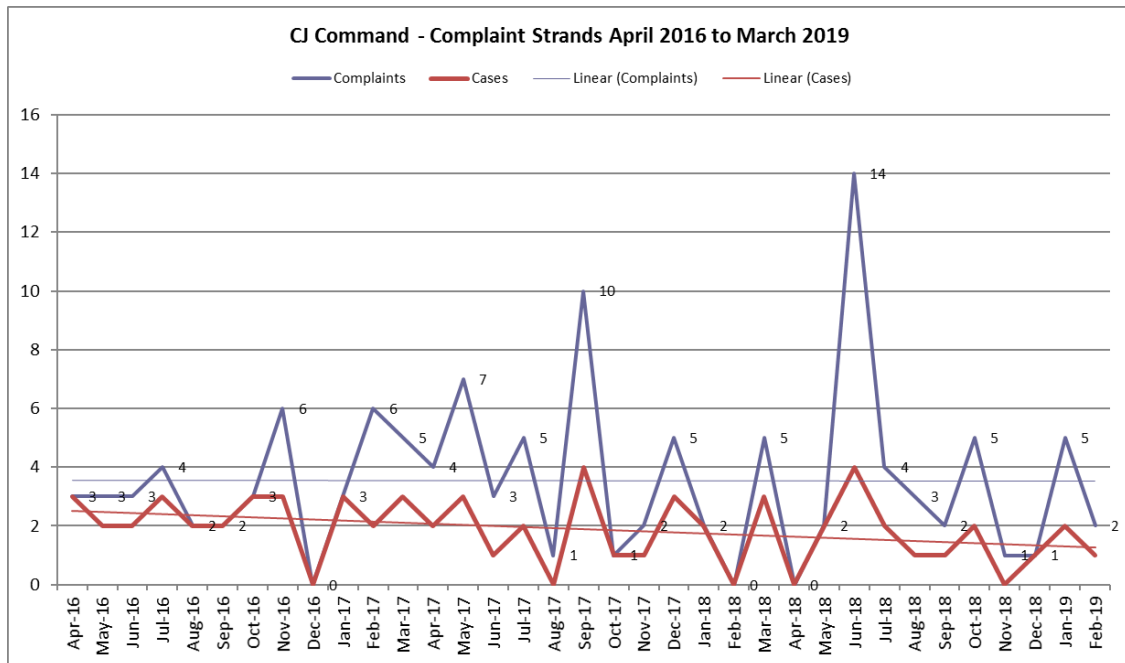


There has been an increase in these categories (particularly in OPC), though numbers are low. The graph below show comparisons of the last three financial years overall.

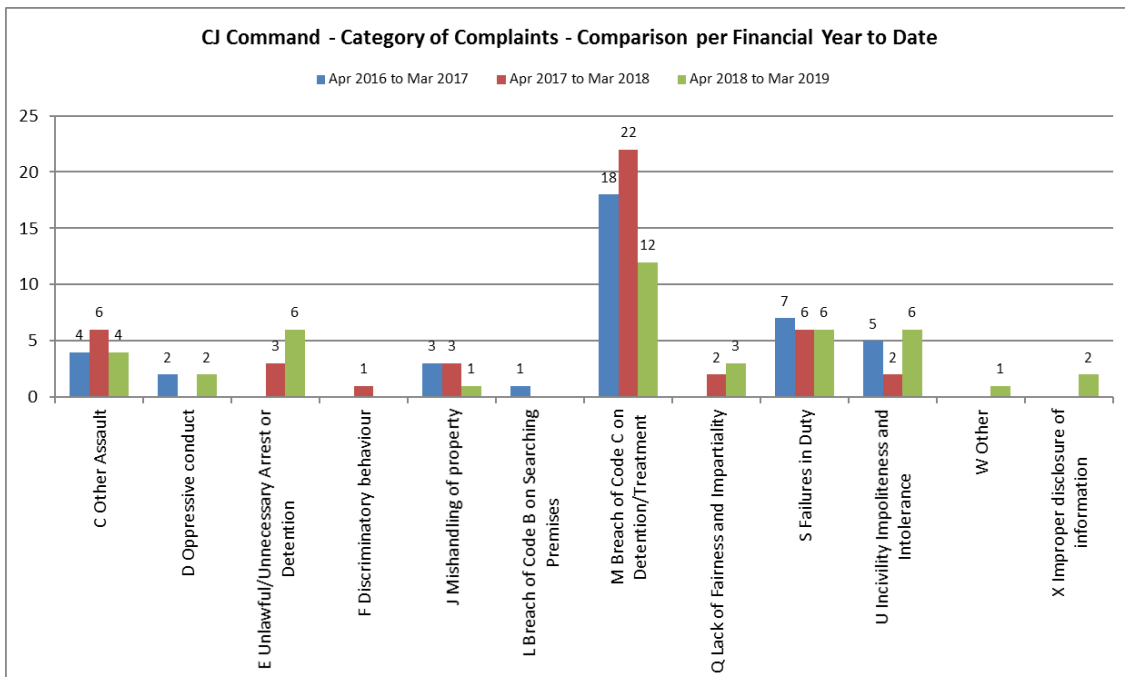


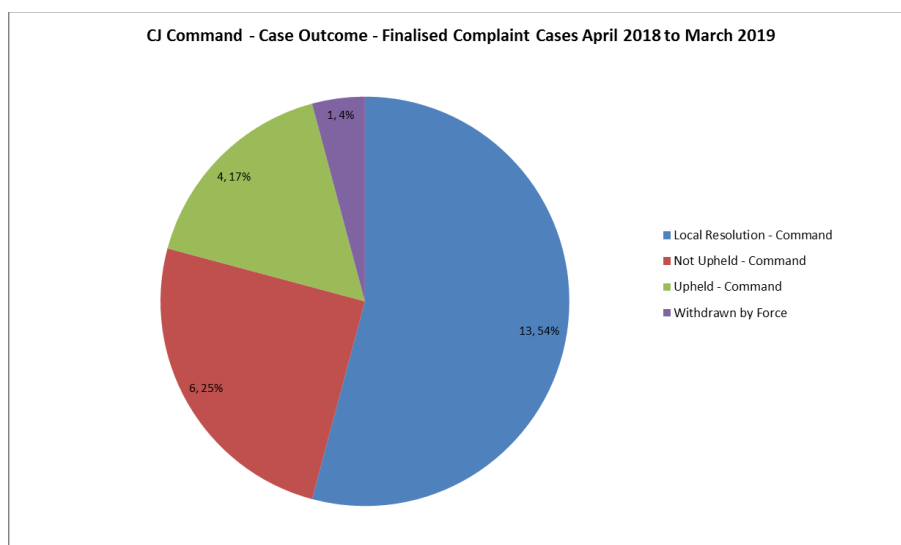
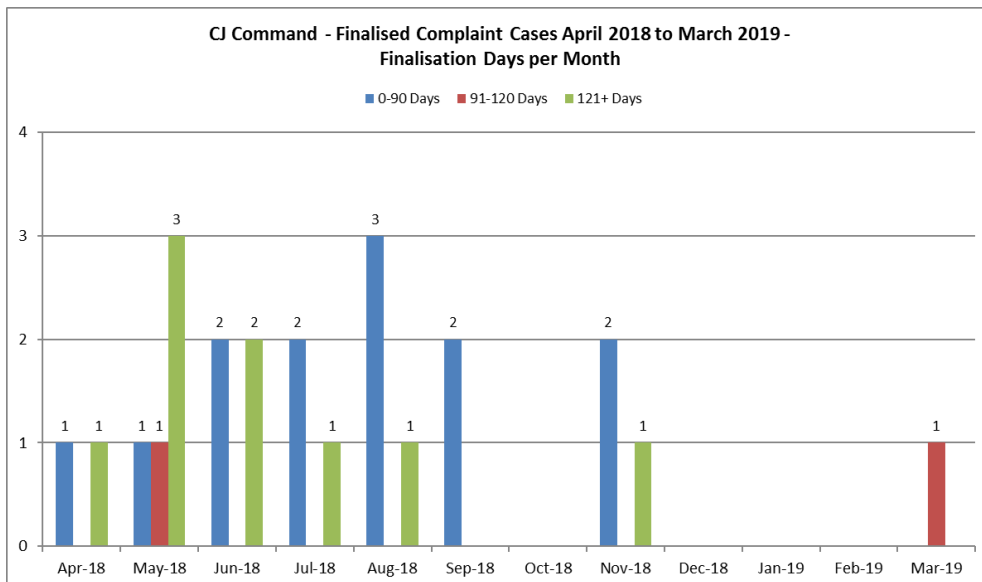
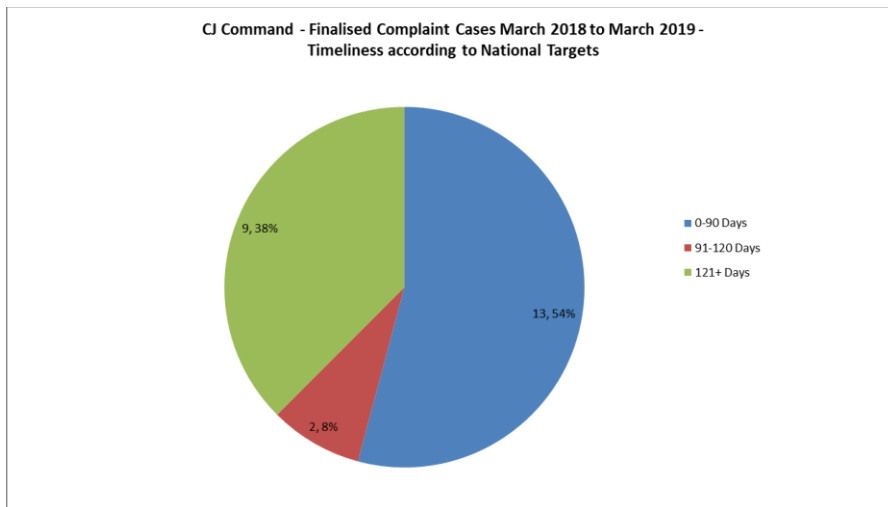
Complaints - Command Breakdowns

Criminal Justice Command



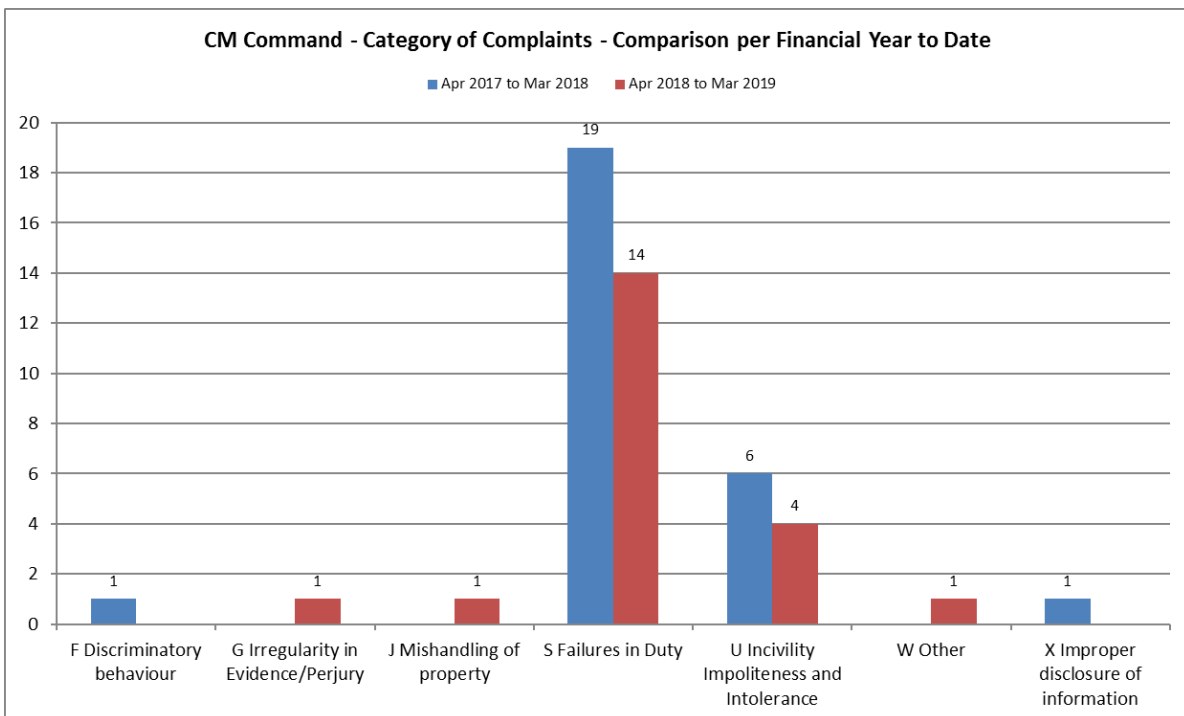
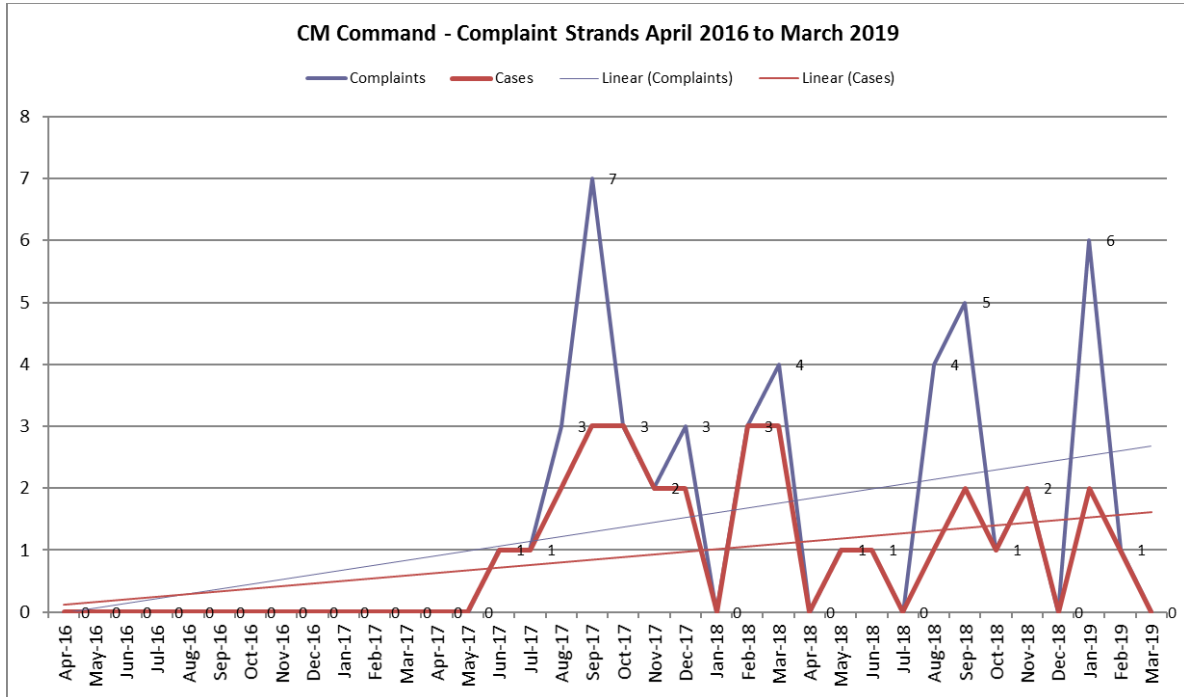
There has been a spike in complaints for CJ Command in June, with 14 complaints recorded. However, this was within four different cases.

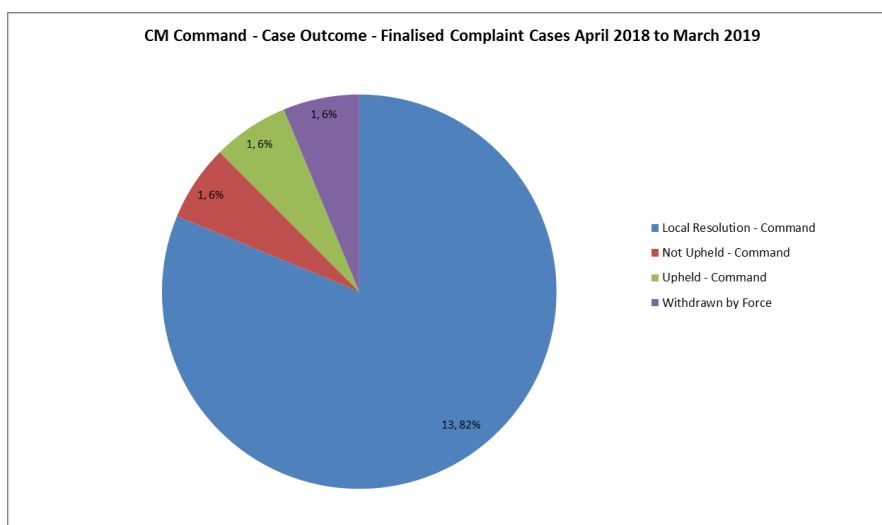
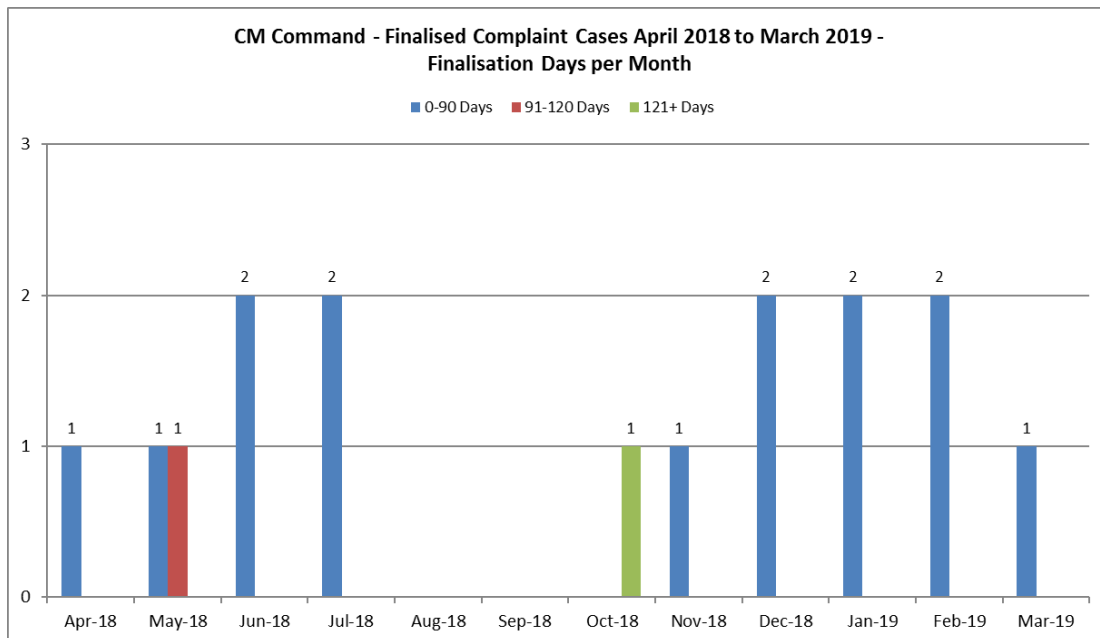
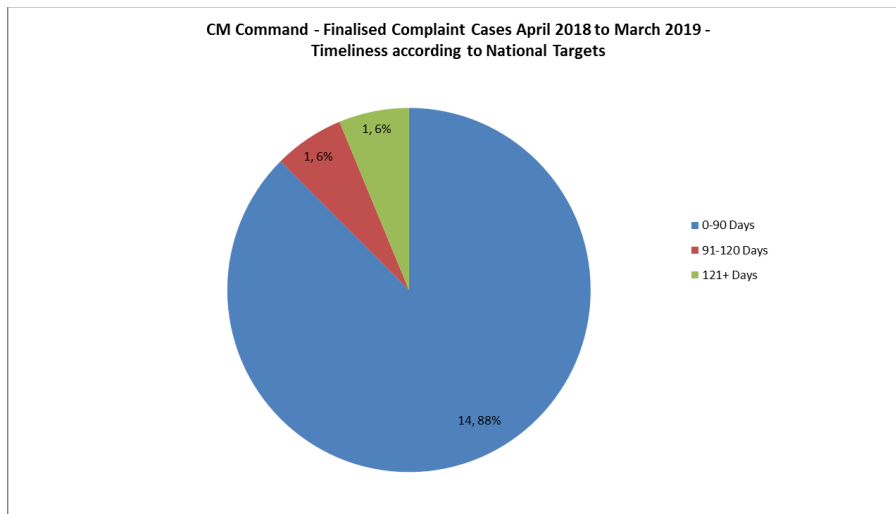




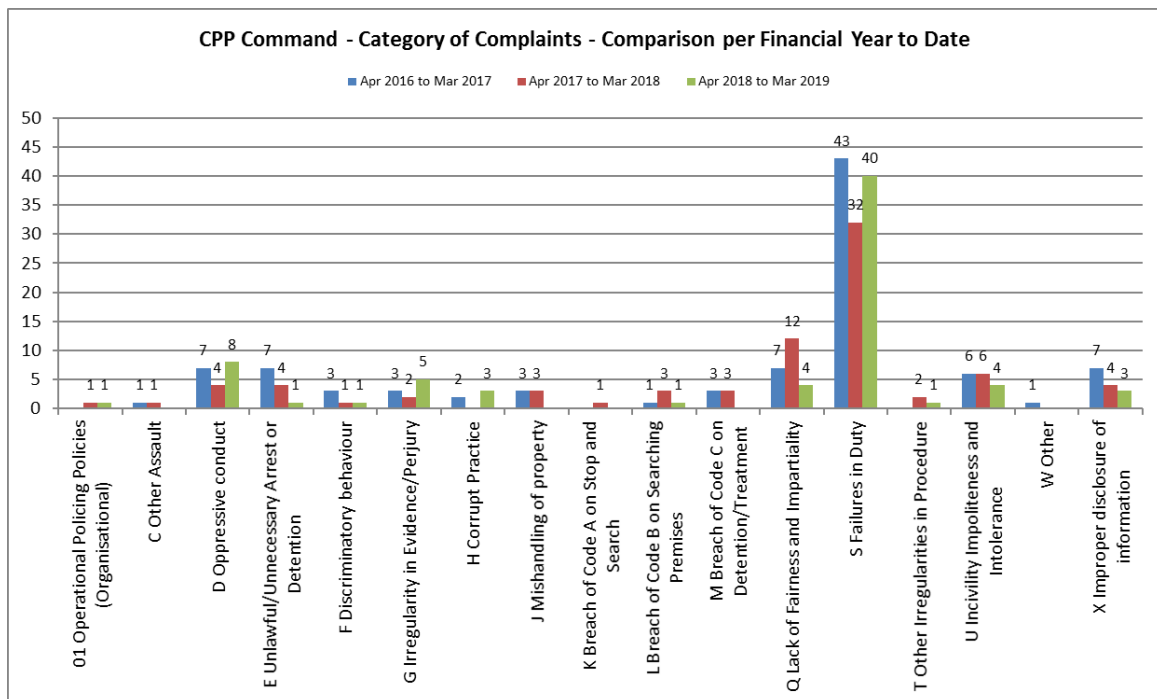
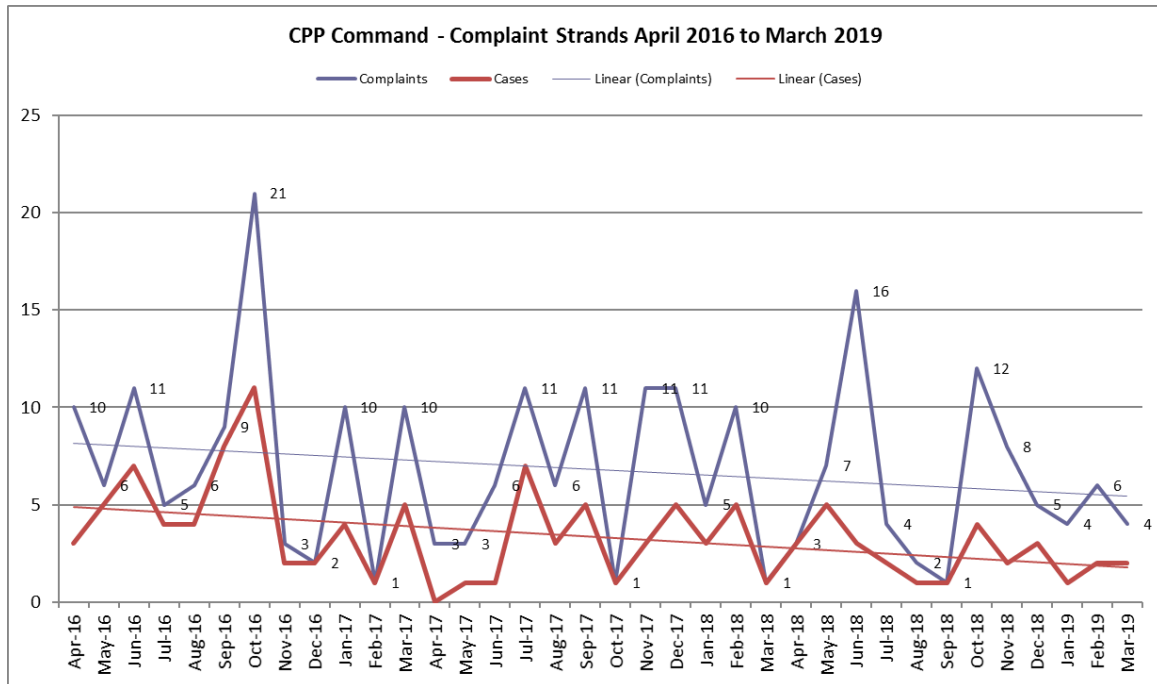
Contact Management

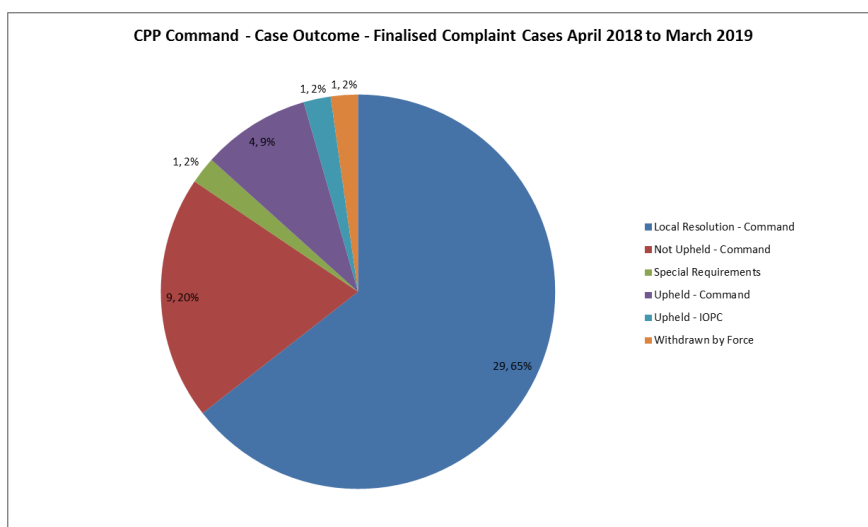
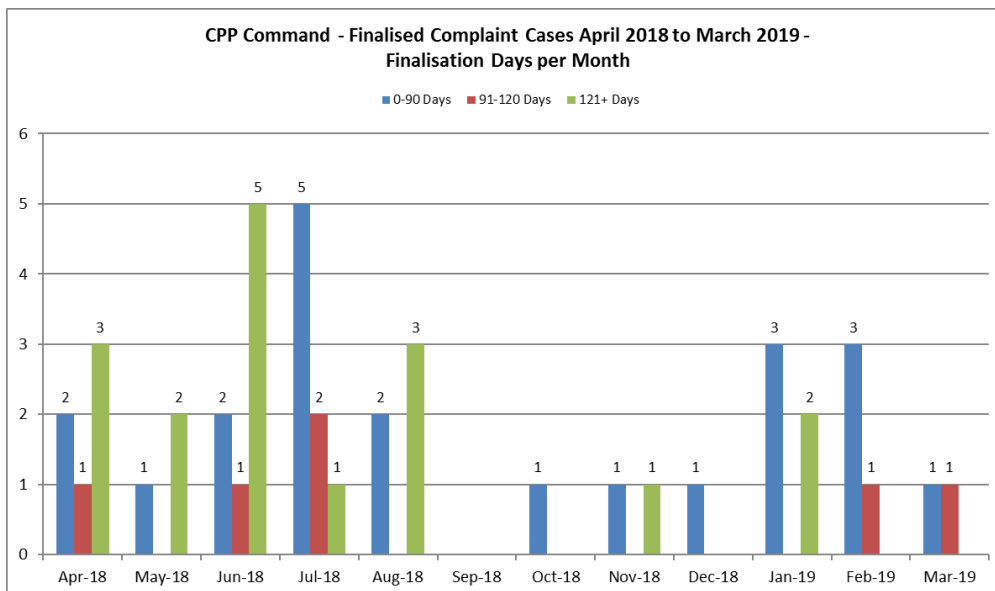
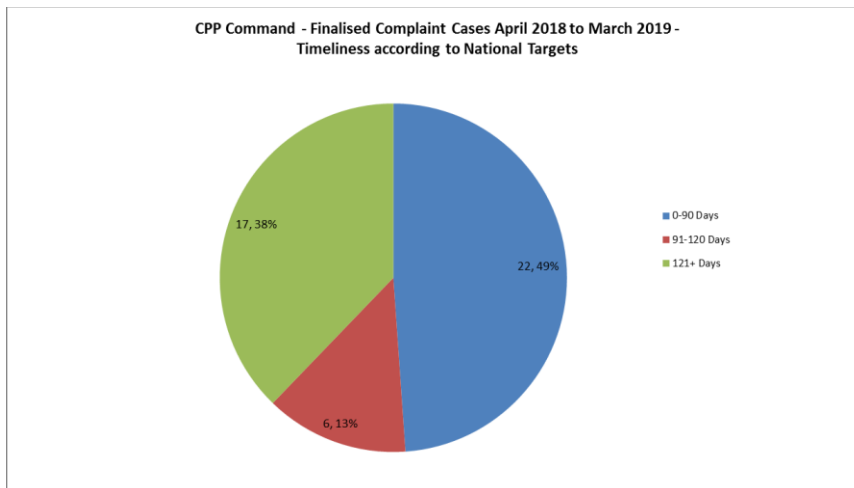
Please note levels will be low for this command, due to departments under CM previously being under OPC and Police systems may not have been updated at the correct time to reflect this.





Crime & Public Protection Command





Counter Terrorism Command

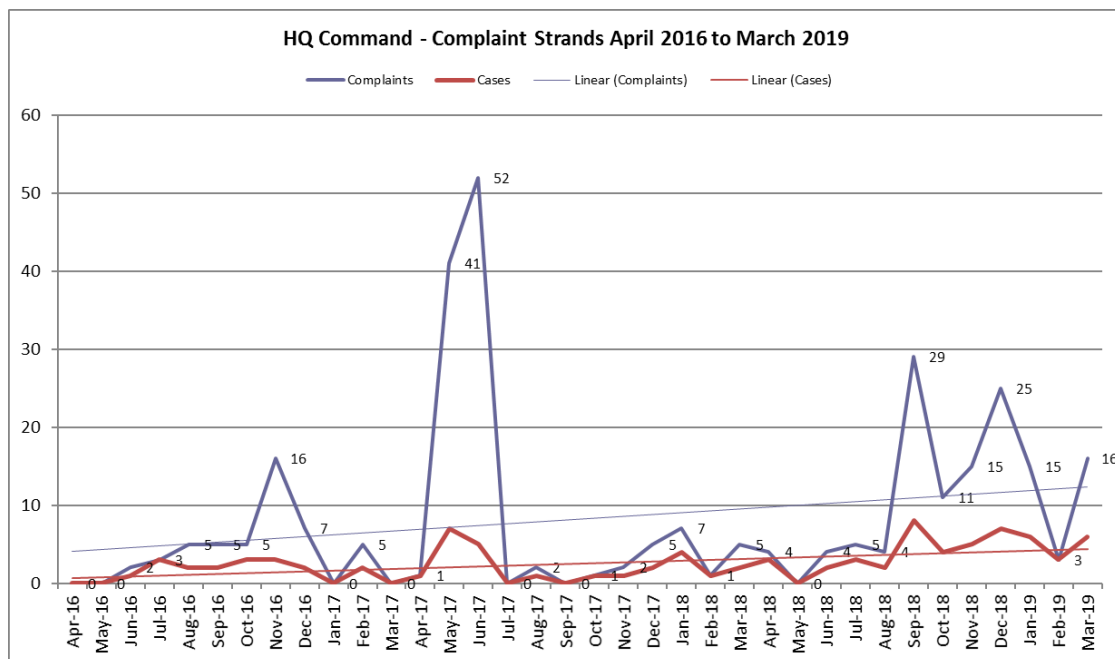
There have only been five complaints within three cases recorded for CT Command since April 2016.

- Two were under the same case in August 2017, categories of F Discriminatory Behaviour and U Incivility.
- Two were under the same case in June 2018 under categories of S Failure in Duty and Operational Policing Priorities.
- The other was recorded in July 2018 under F Discriminatory Behaviour.

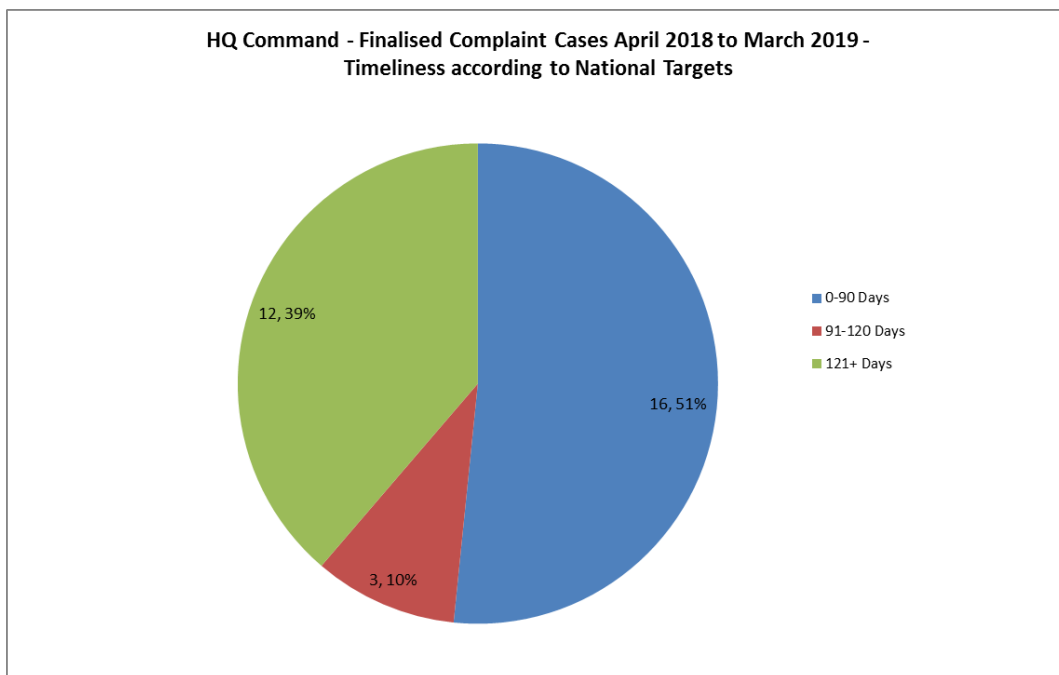
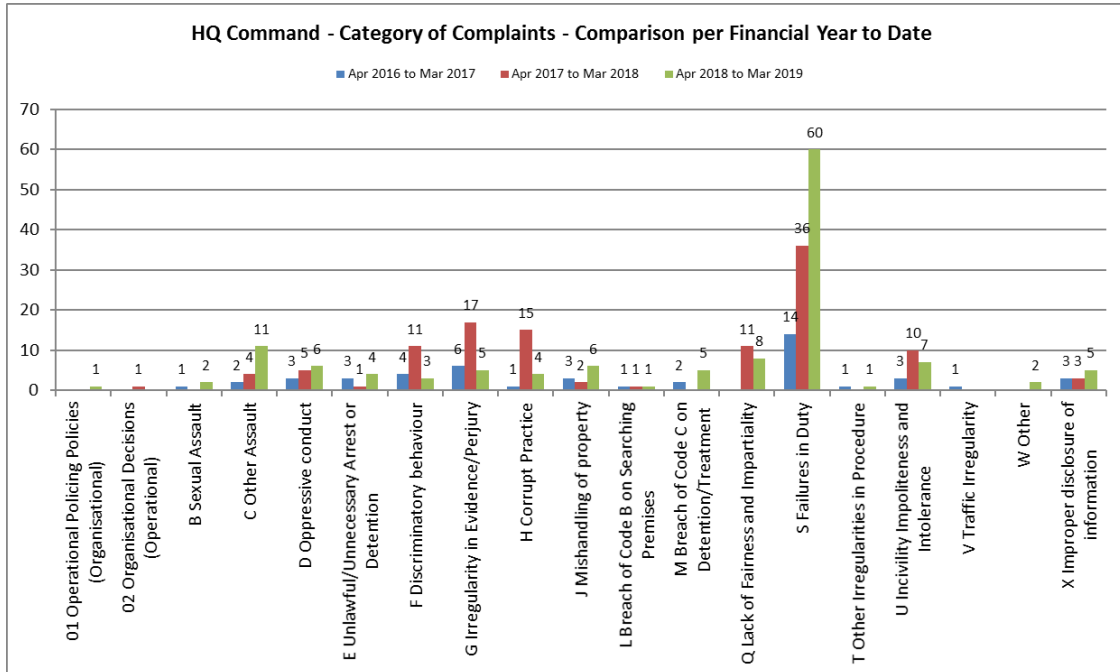
Finalised Cases:

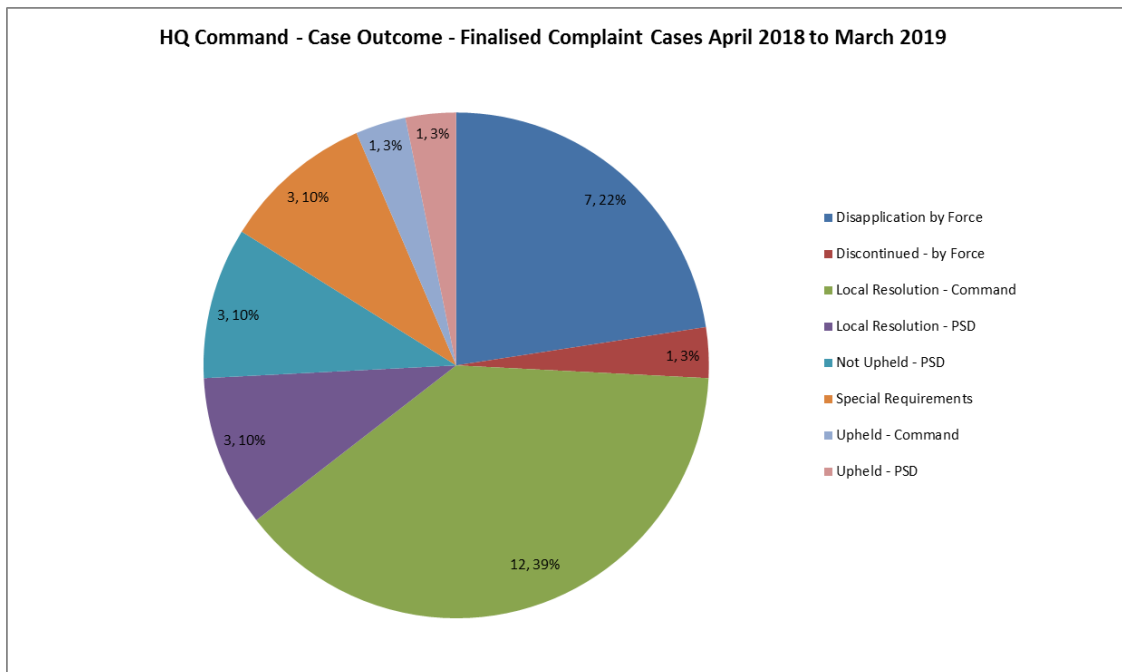
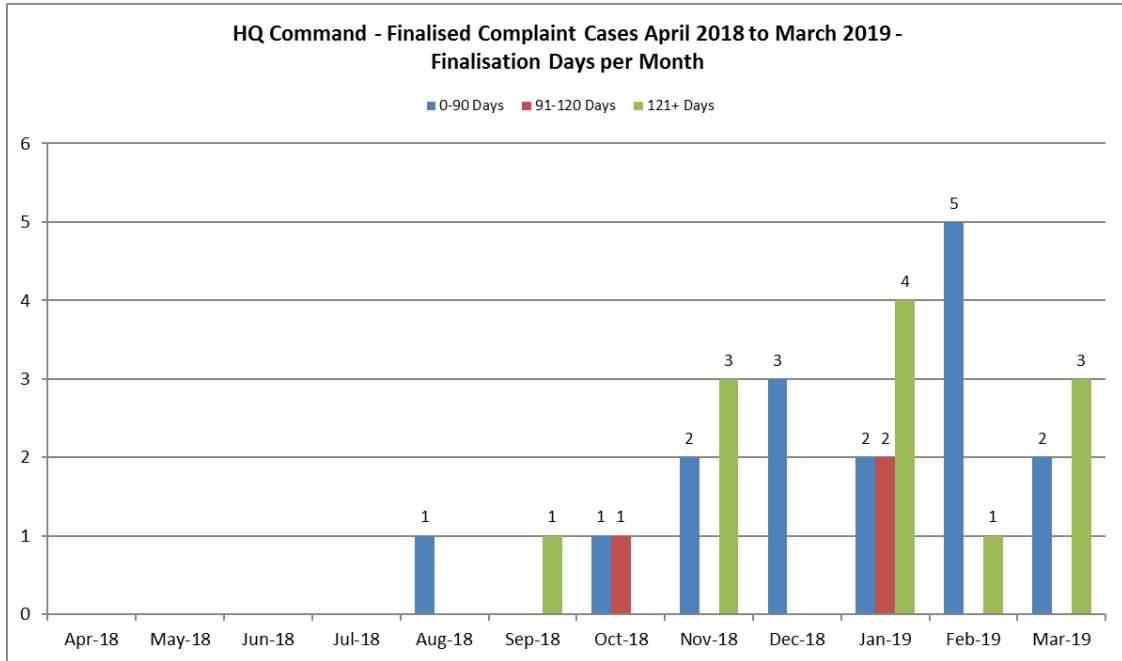
All three cases have been finalised in the last 12 months. The first was finalised in February 2018 (Not Upheld, No Action, finalised in 147 days). The next was finalised in August 2018 (Local Resolution Command, 54 days). The third was finalised in January 2019 (Not Upheld, 149 days).

HQ Directorate

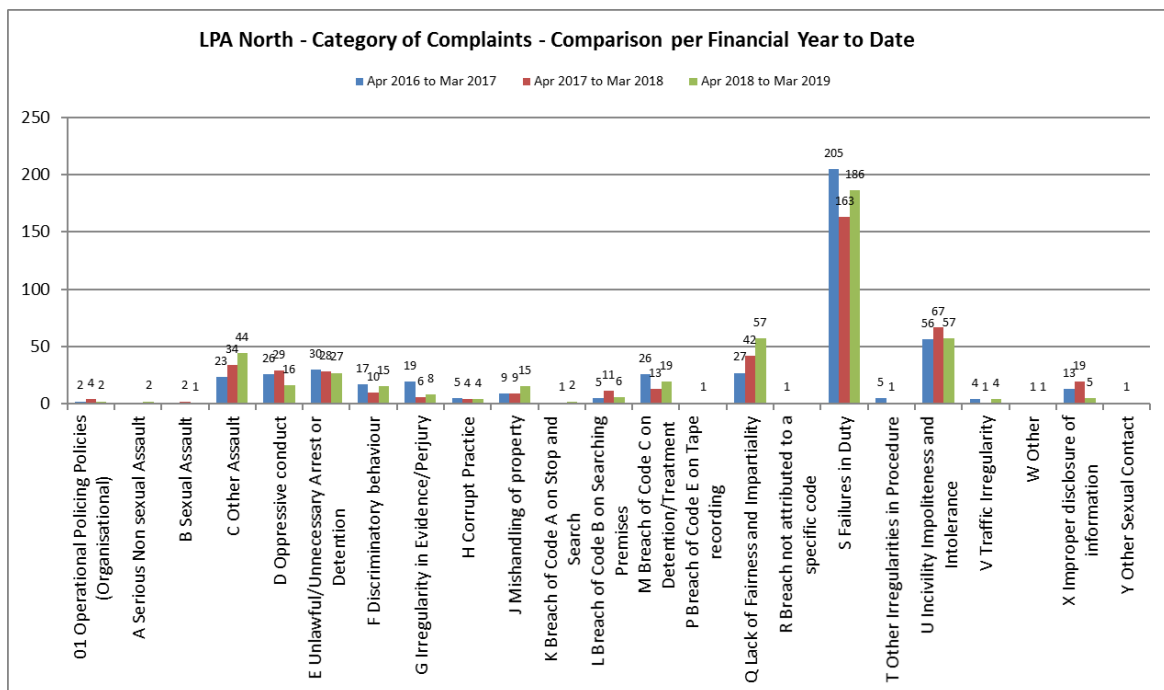
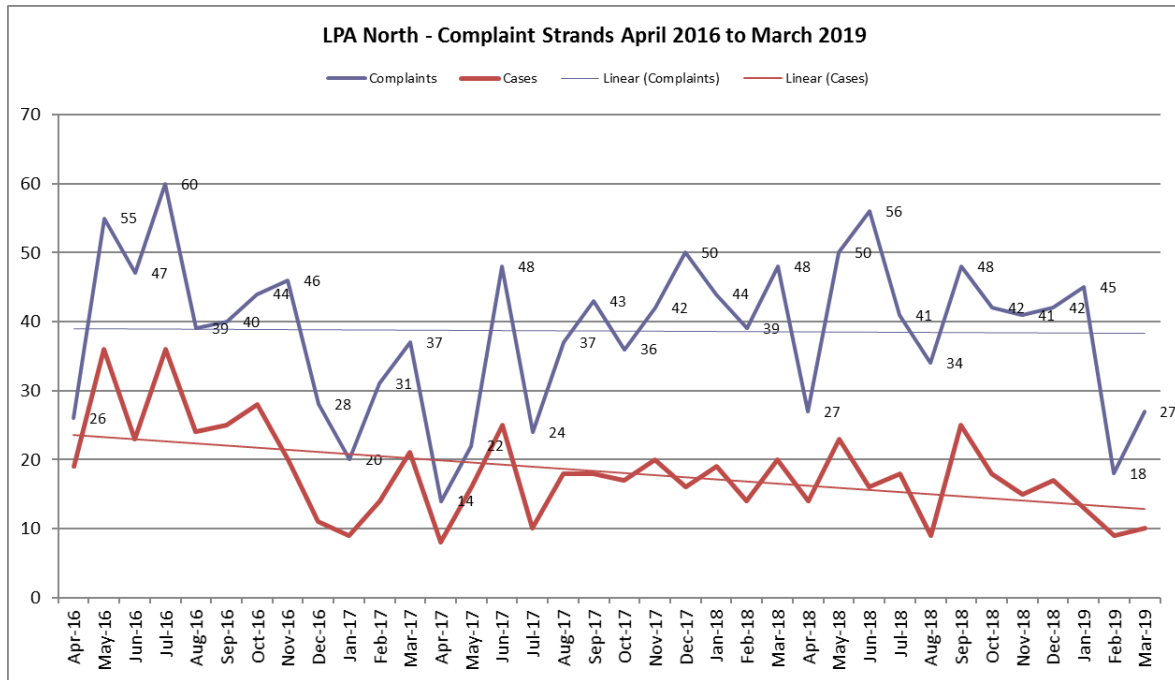


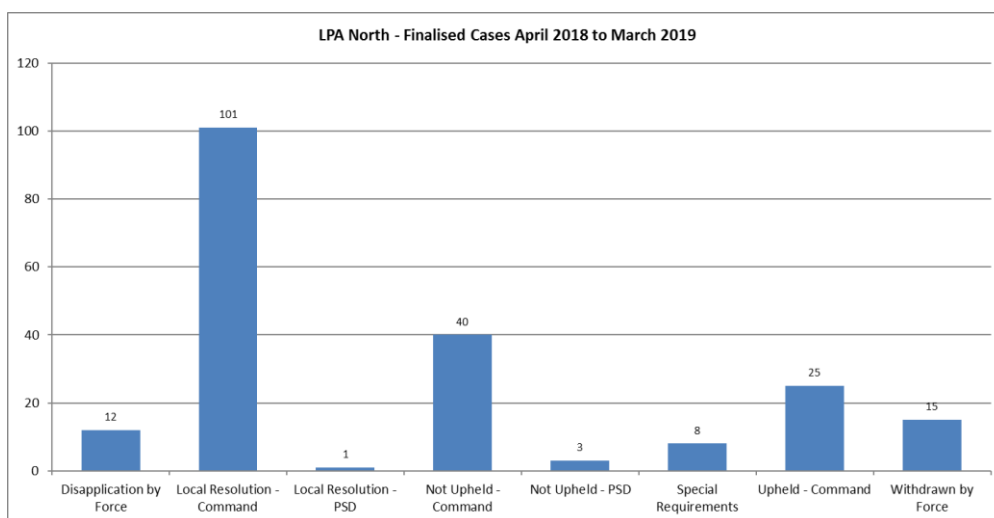
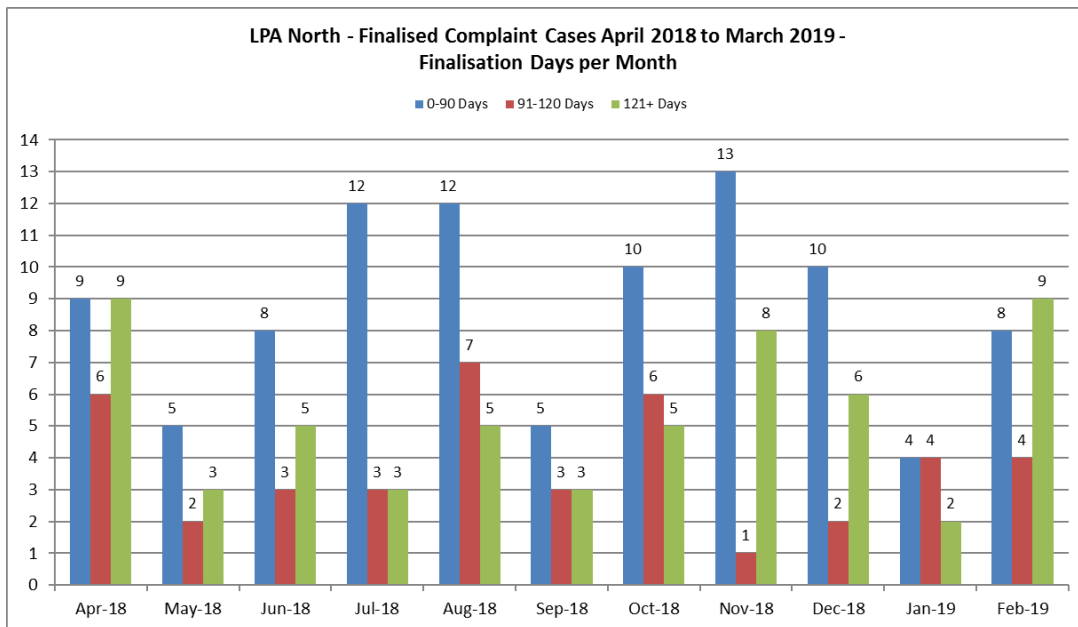
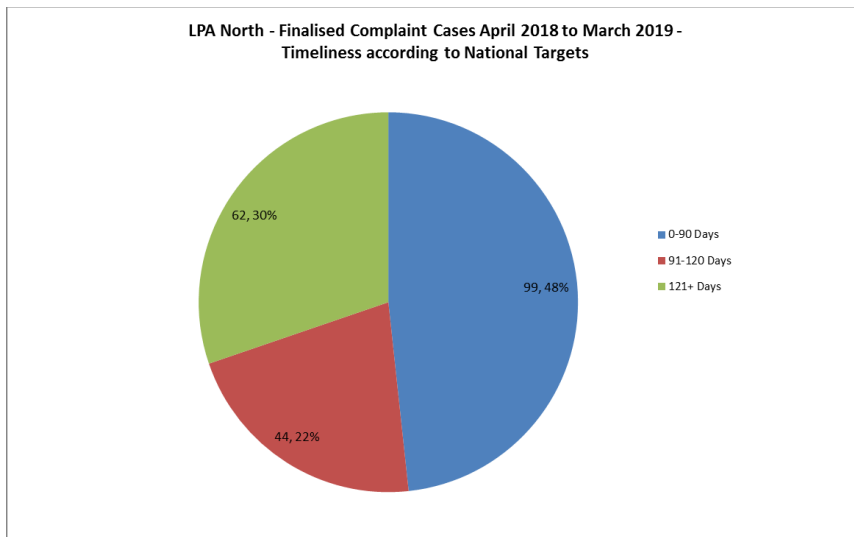
There has been an increase in the number of complaints recorded under HQ Command (PSD), for numerous months over the time-frame. This is due to a requirement for certain cases to be changed to PSD ownership on Centurion.



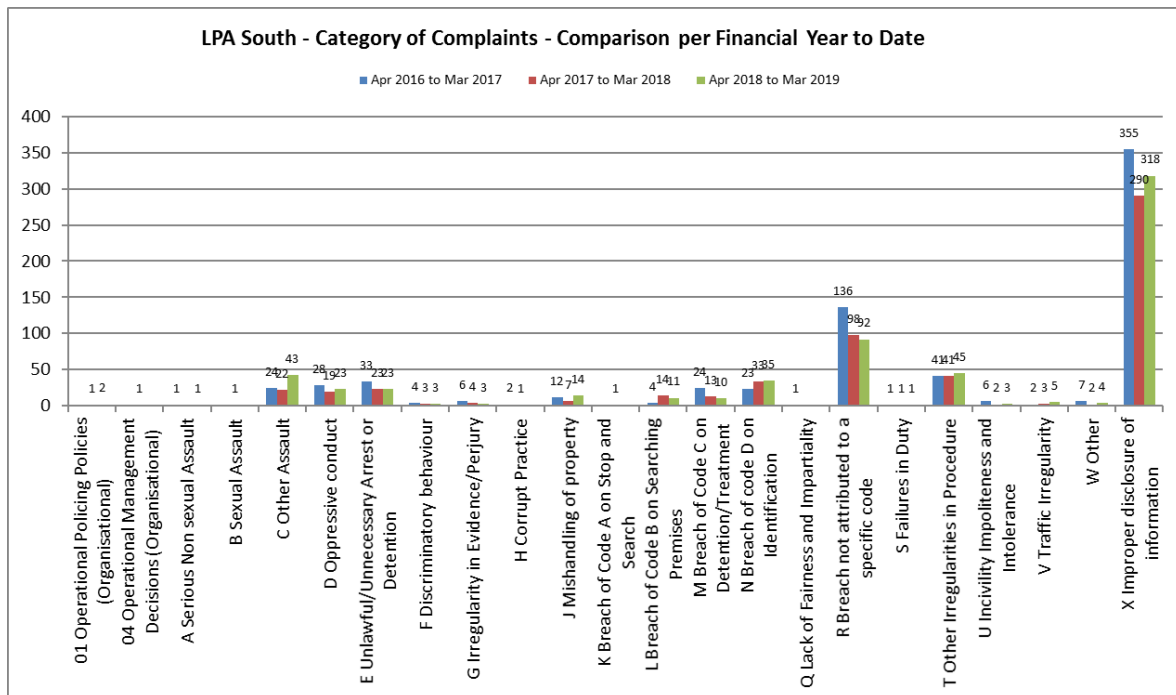
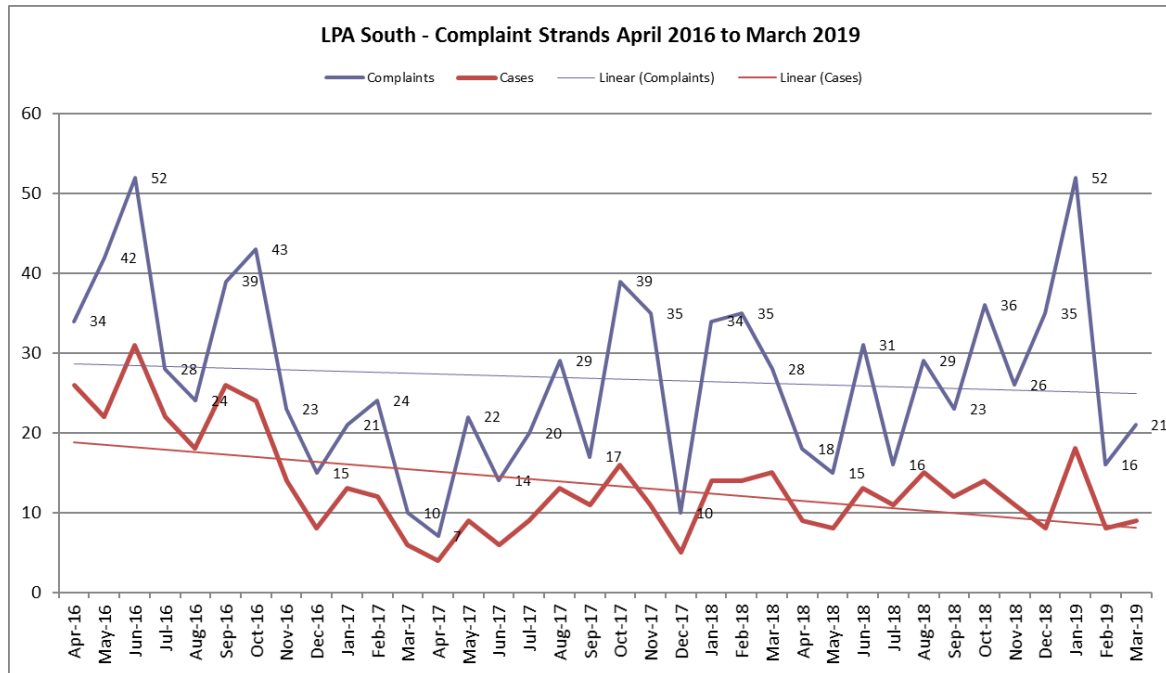


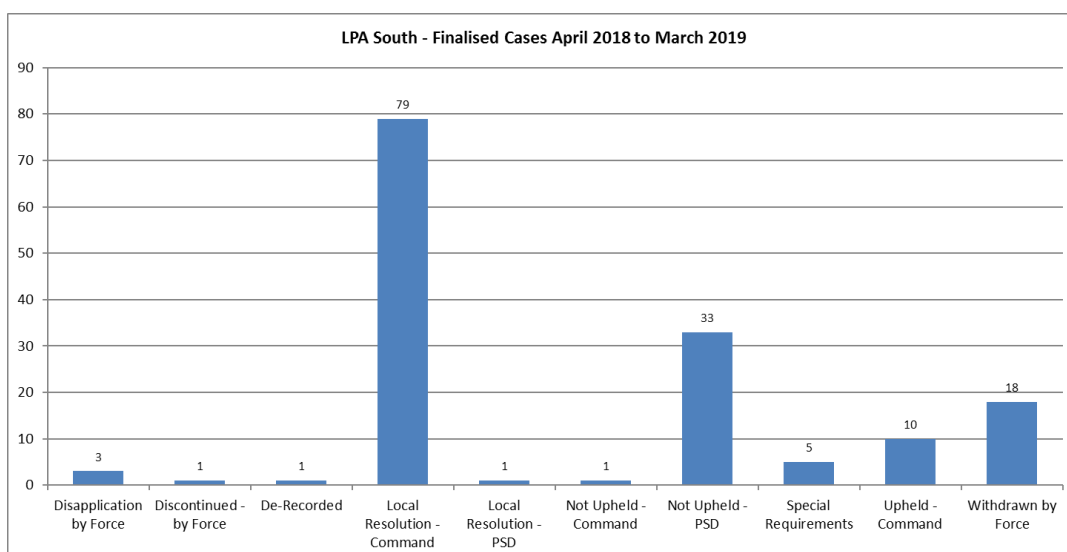
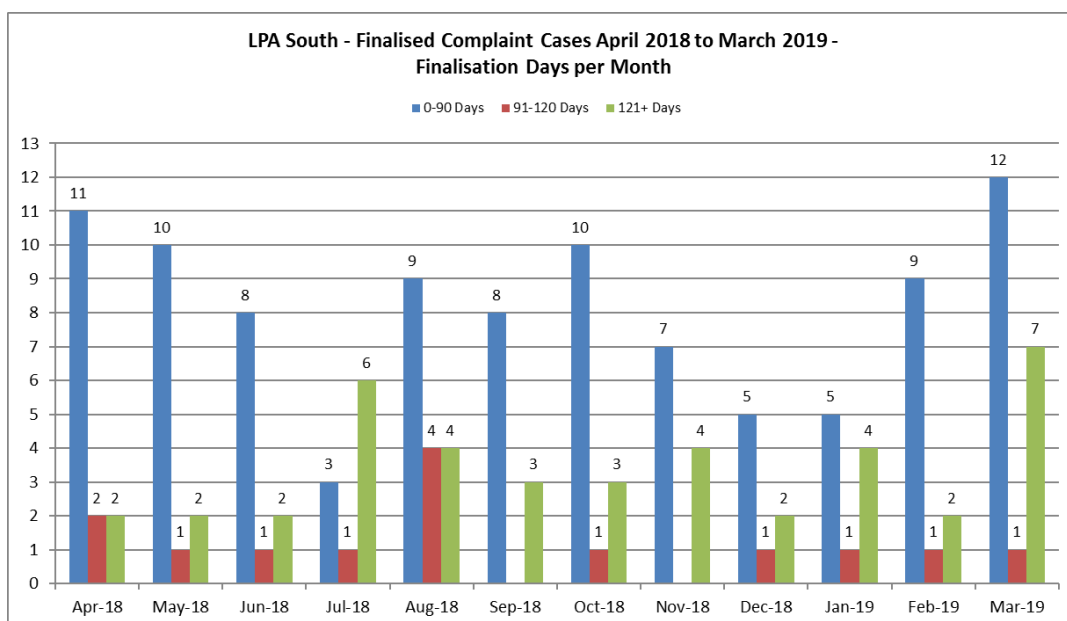
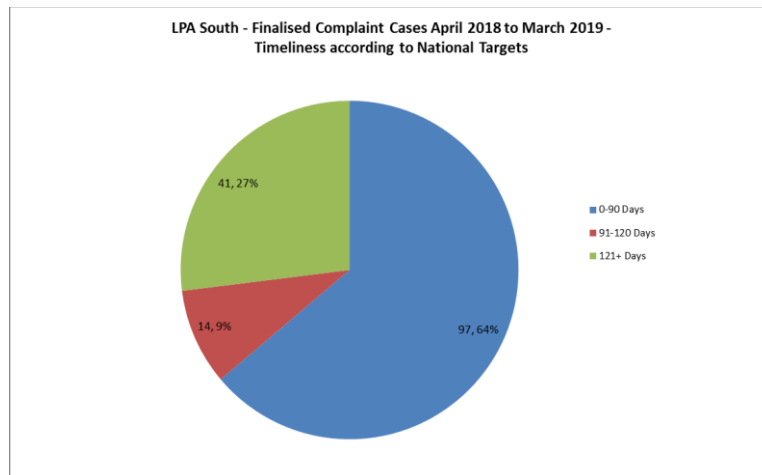
Local Policing Area – North



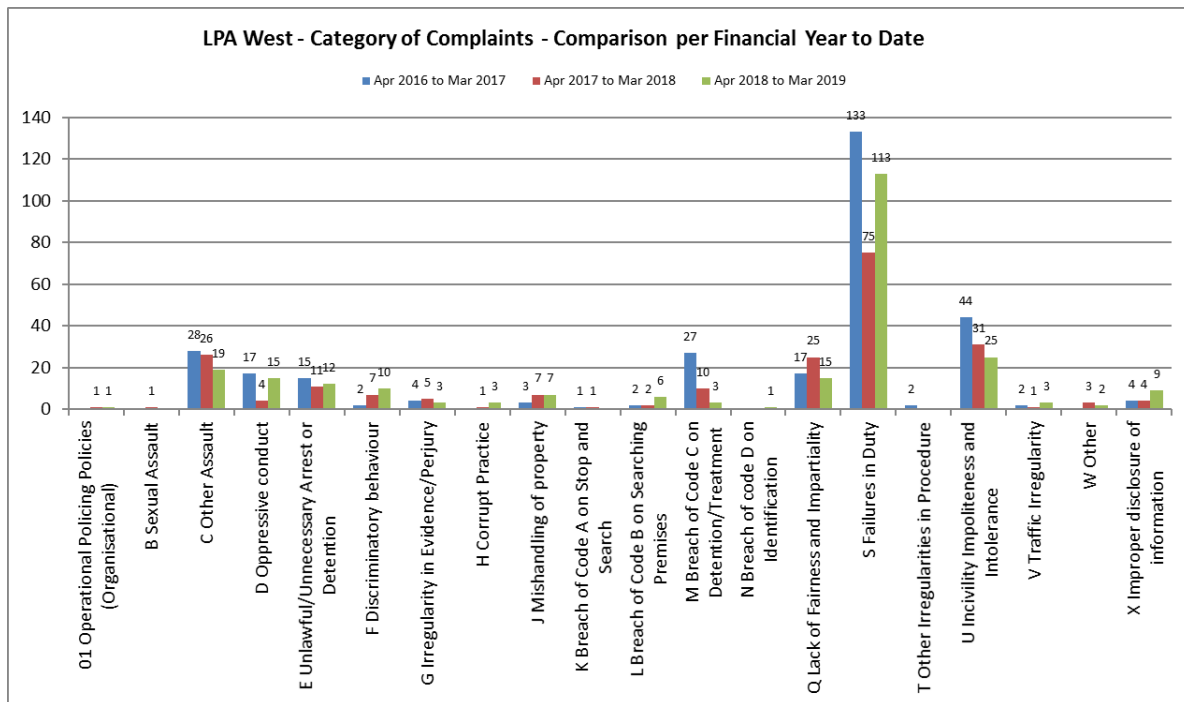
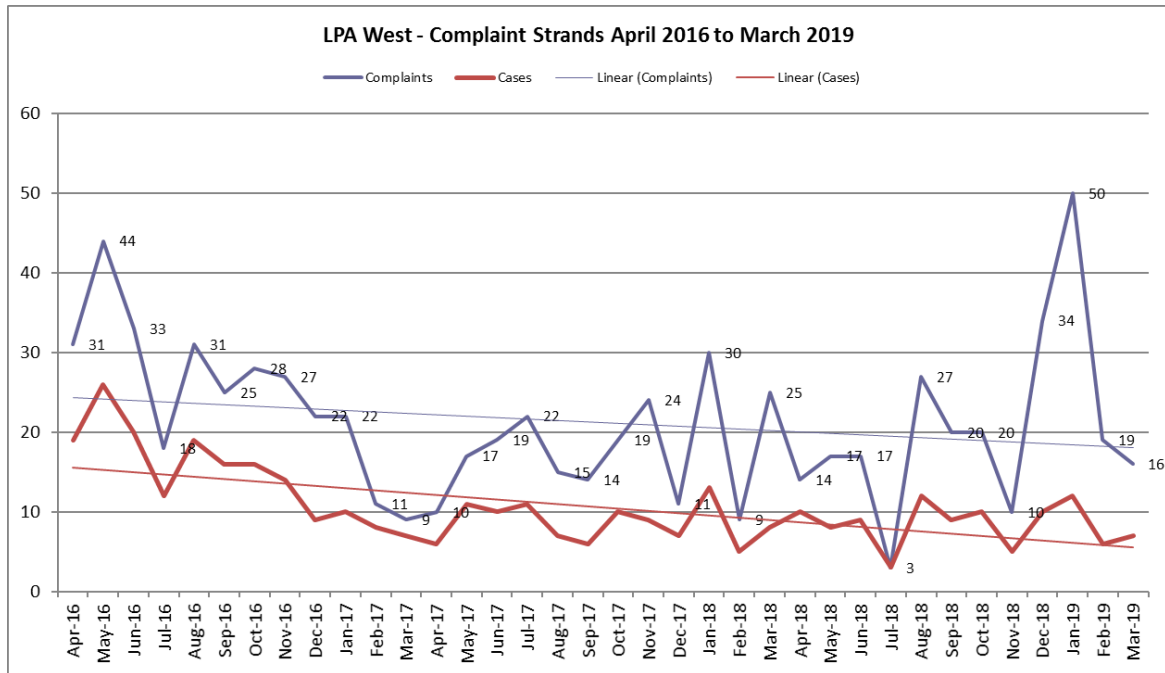


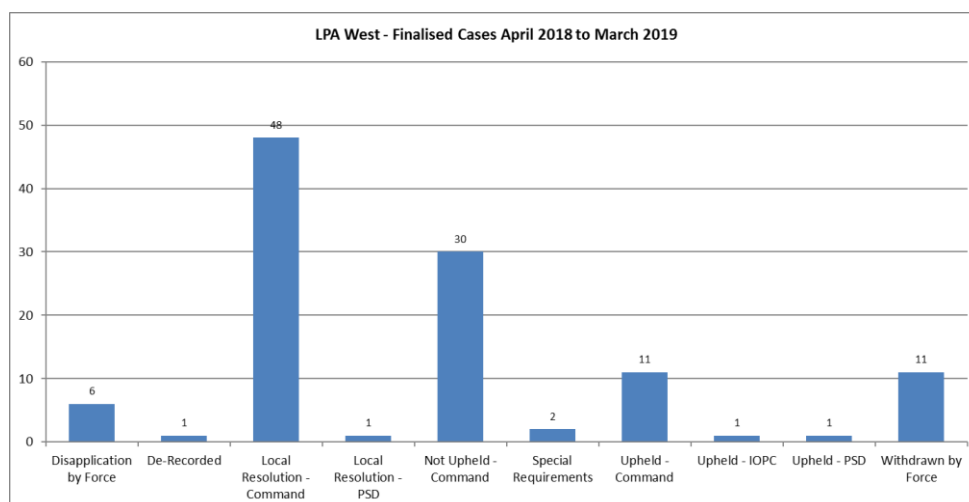
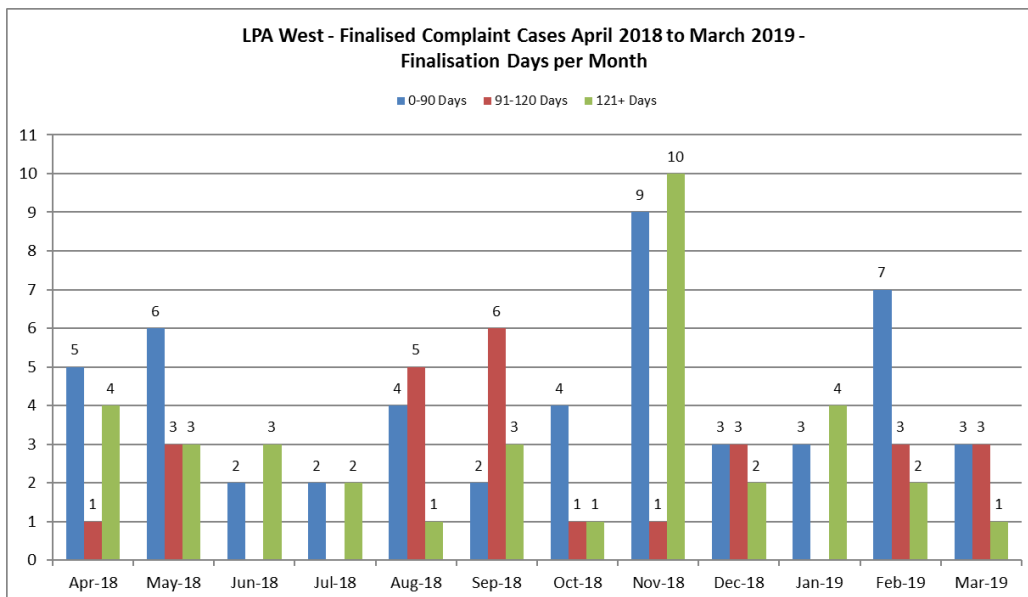
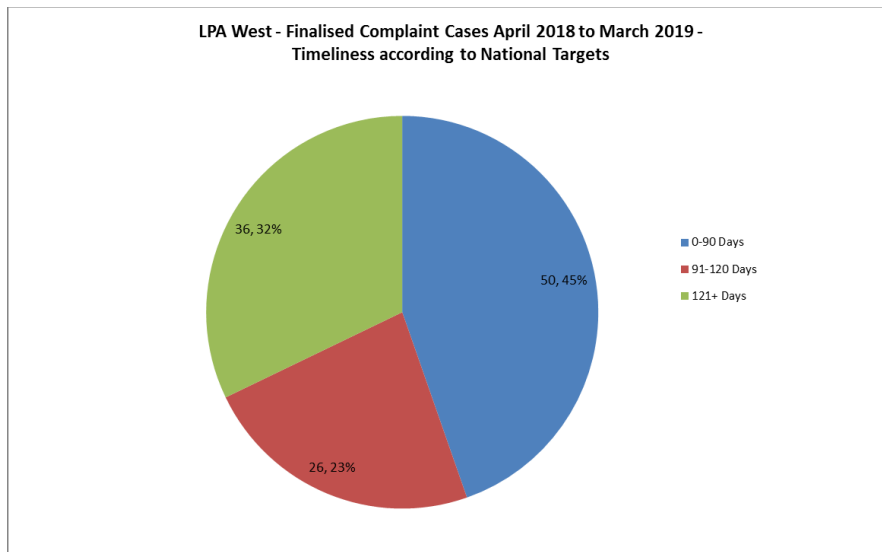
Local Policing Area - South





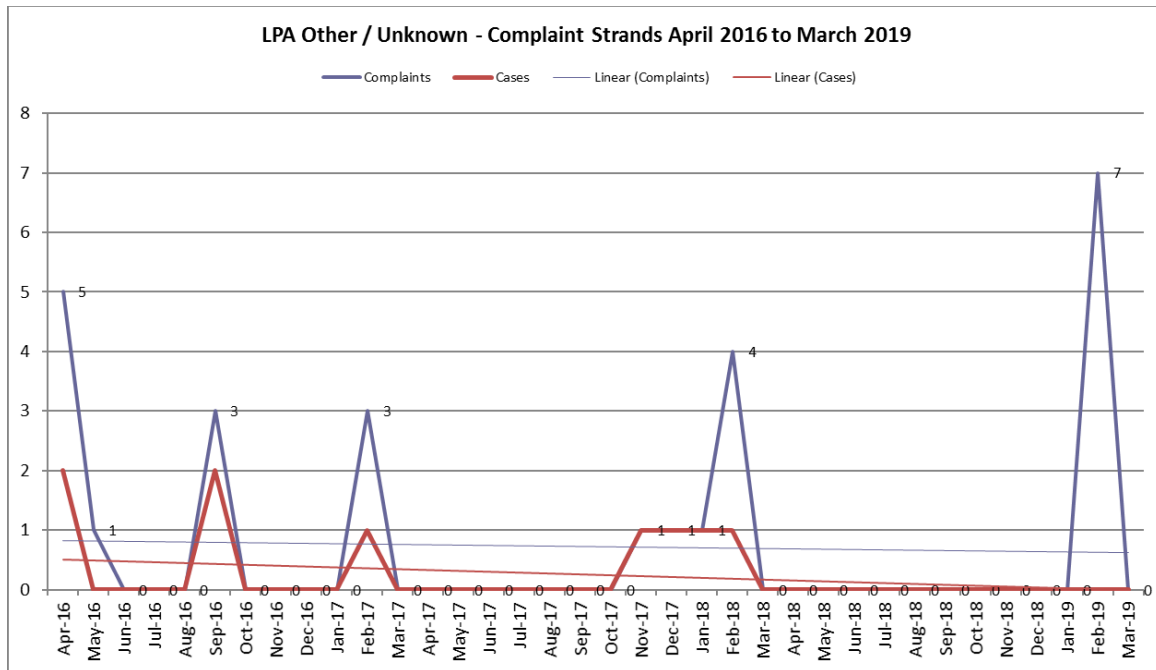
Local Policing Area - West



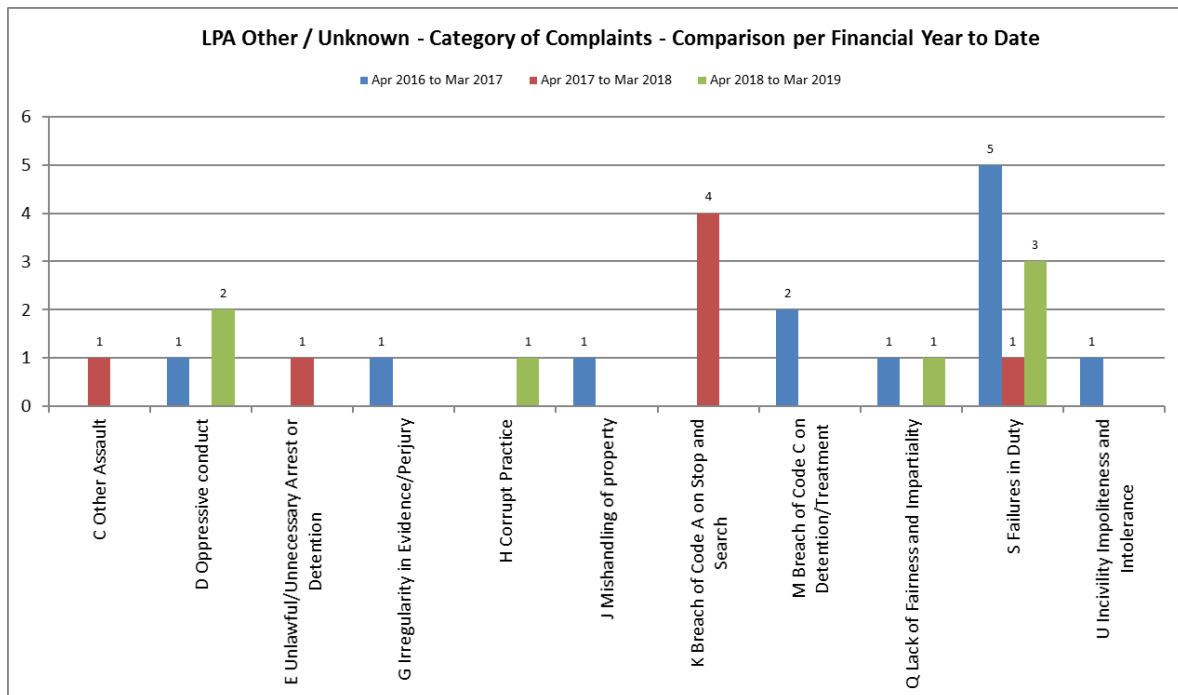


LPA Other/Unknown

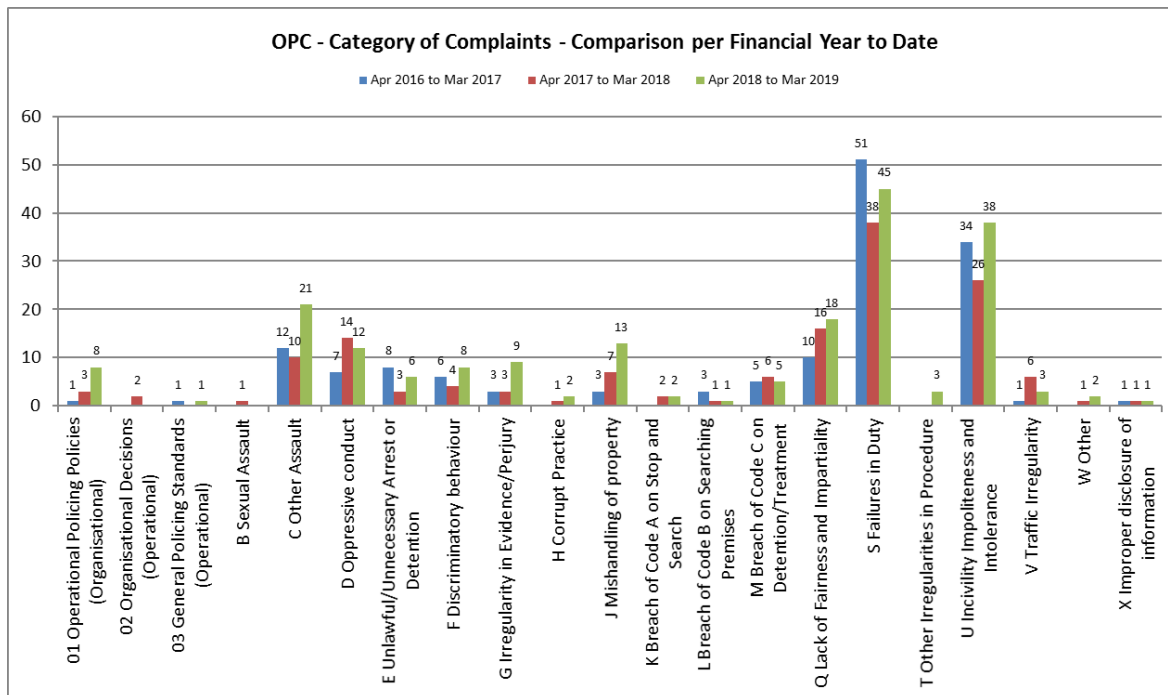
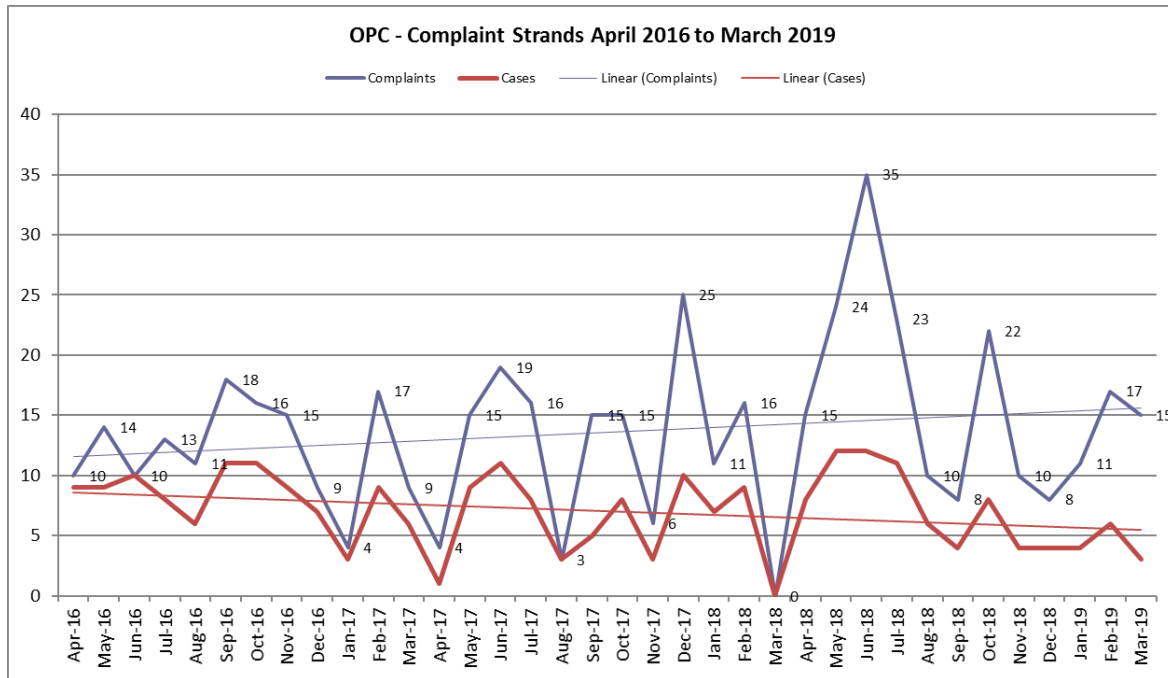
Recorded as LPA/Territorial Policing complaints but no confirmed geographic area – this is likely due to changes in force structure and subsequent recording on Police systems. The amount reduced greatly in 2017/2018.

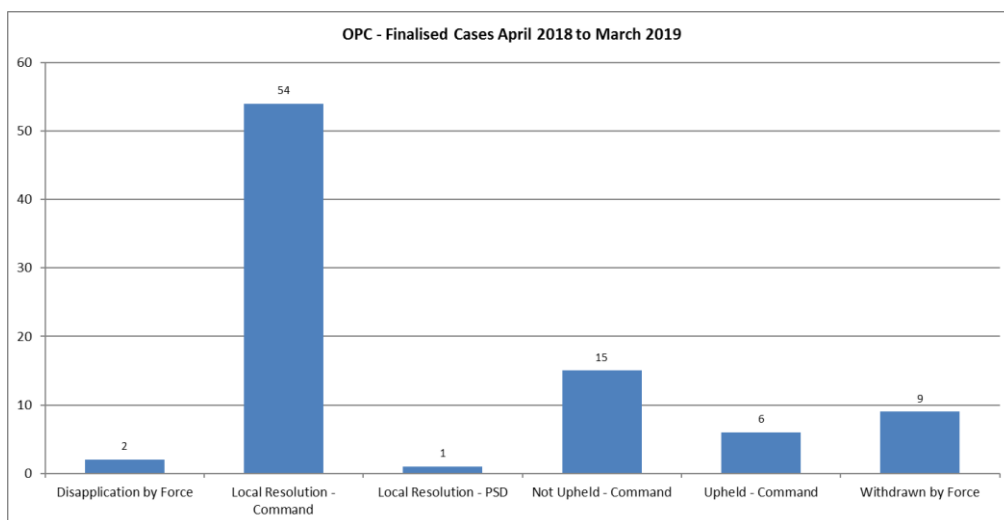
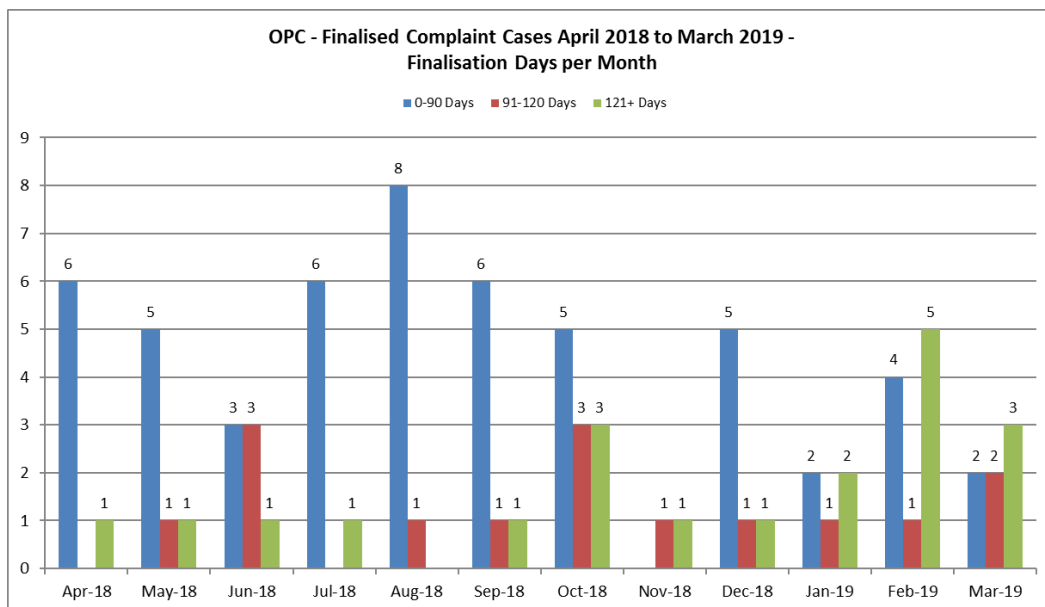
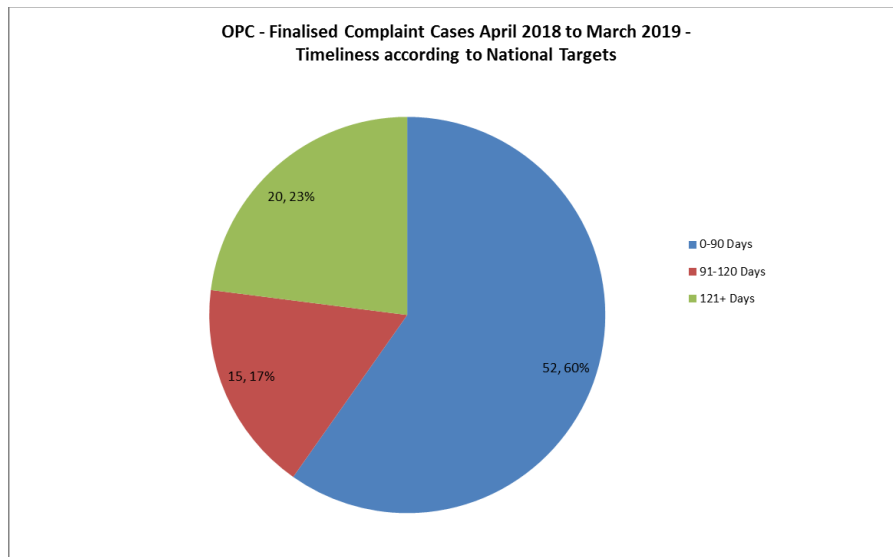


February 2019 sees the seven Complaints, these are the same case (C/53/19) which currently has an unknown command. This is likely to change as it is investigated.

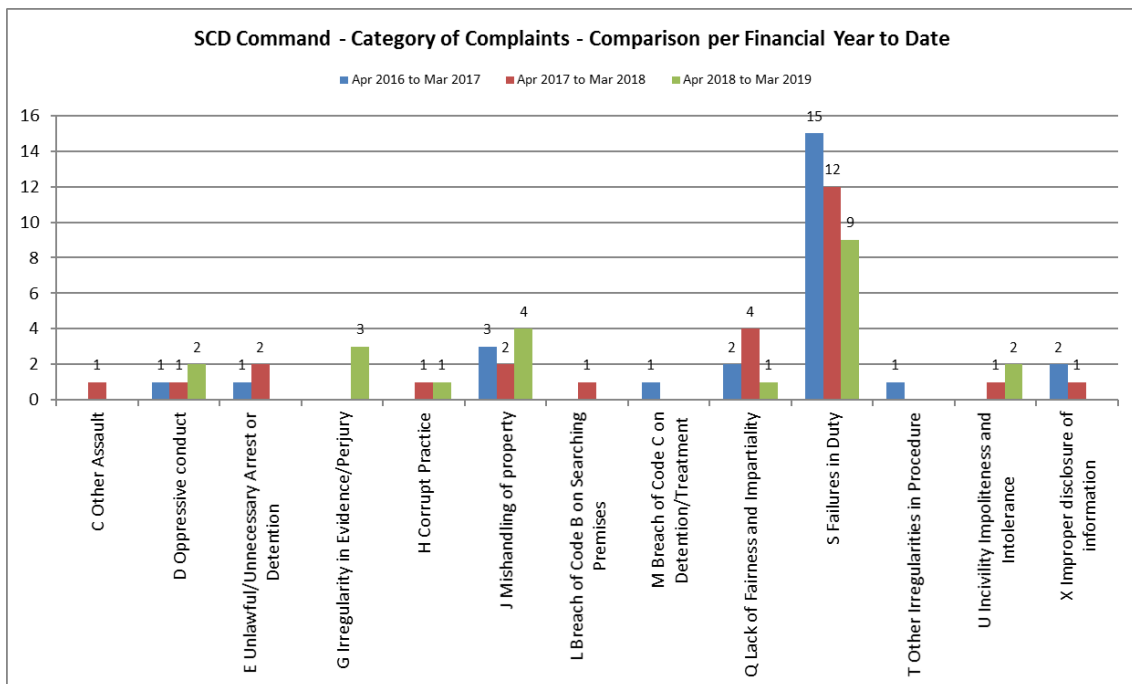
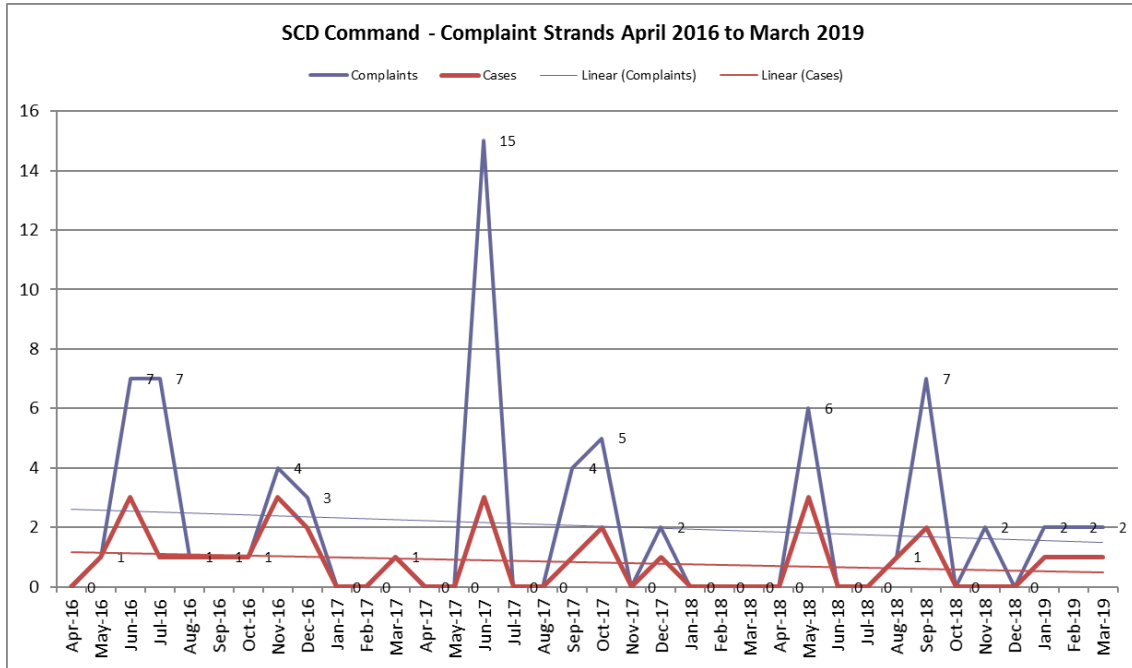


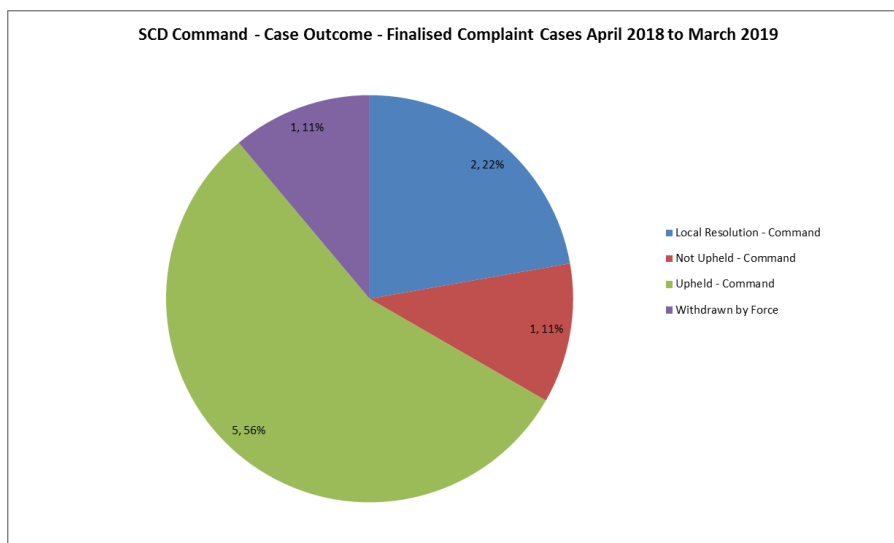
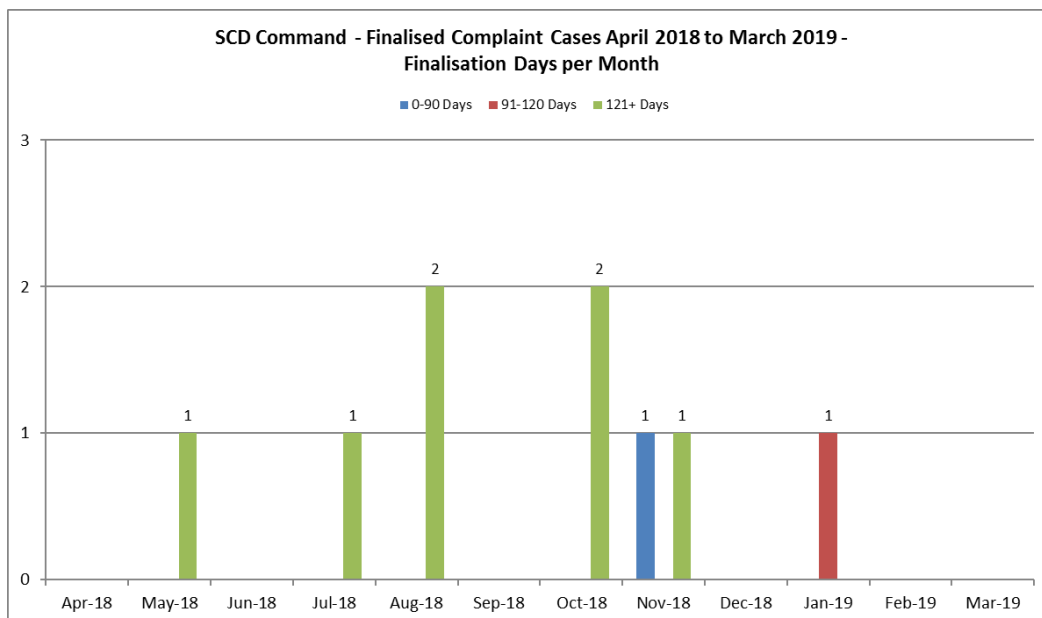
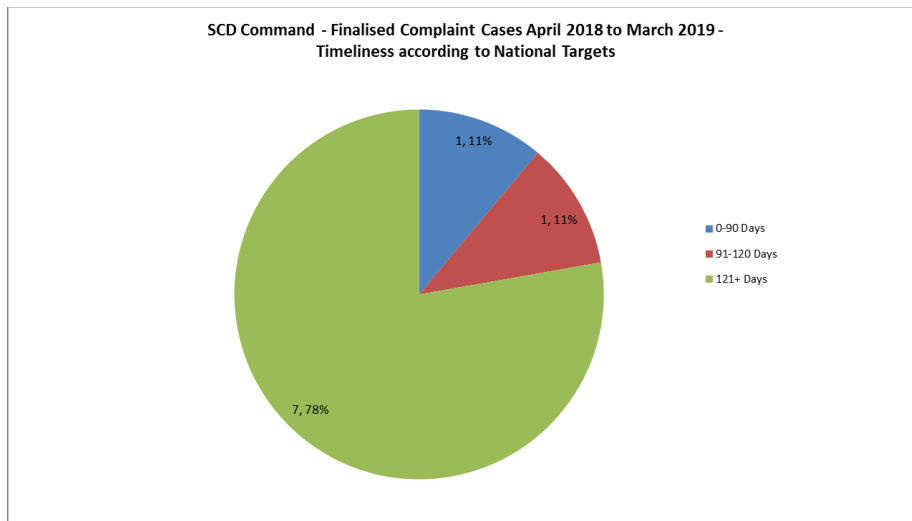
Operational Policing Command





Serious Crime Directorate





Support Services (SPS)

There are minimal complaints recorded/finalised for the Support Services Command.

Eight complaints/Seven cases Recorded since April 2016:

May 2016 – Oppressive Conduct – HR & Training – Finalised in 143 Days, Outcome Not Upheld on Command.

June 2017 – Incivility – HR & Training – Finalised in 47 Days, Outcome Local Resolution PSD.

Sep 2017 – Other Assault and Breach of Code C on Detention/Treatment – HR & Training – Live.

April 2018 – Incivility - HR & Training – De-recorded.

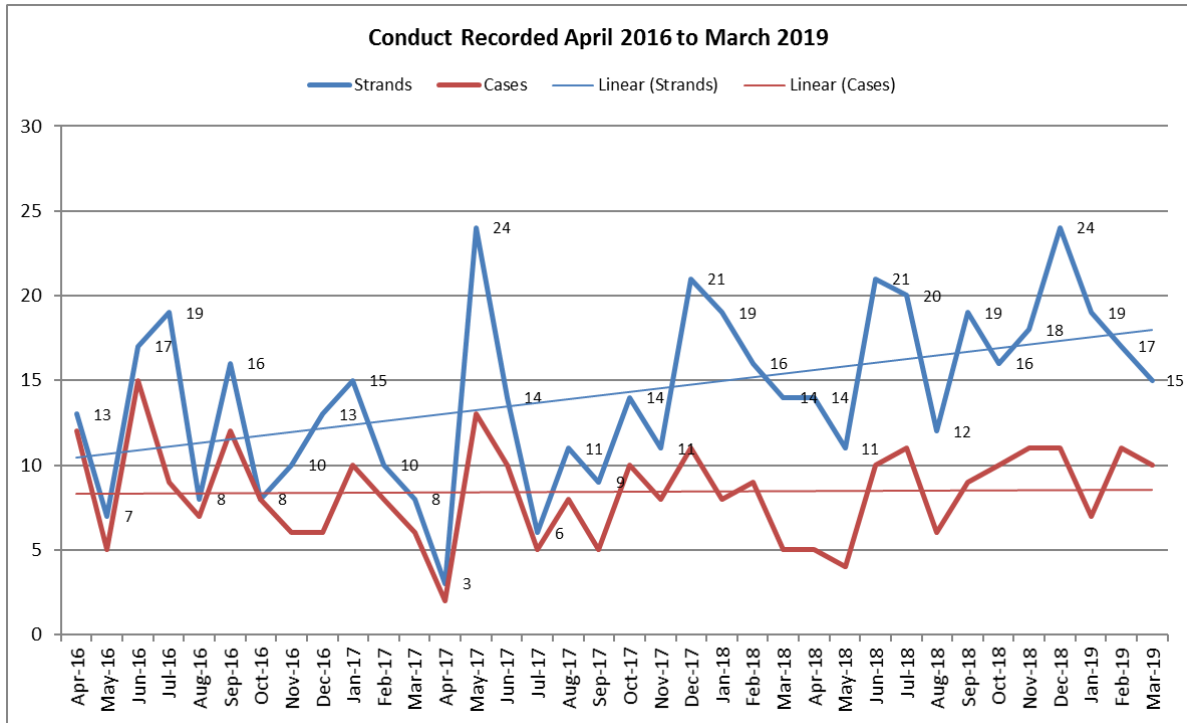
July 2018 – Incivility – HR & Training – Finalised in 57 Days, Outcome Local Resolution Command.

August 2018 – Operational Policing Policies – HR & Training – Finalised in 80 days – Outcome Local Resolution Command.

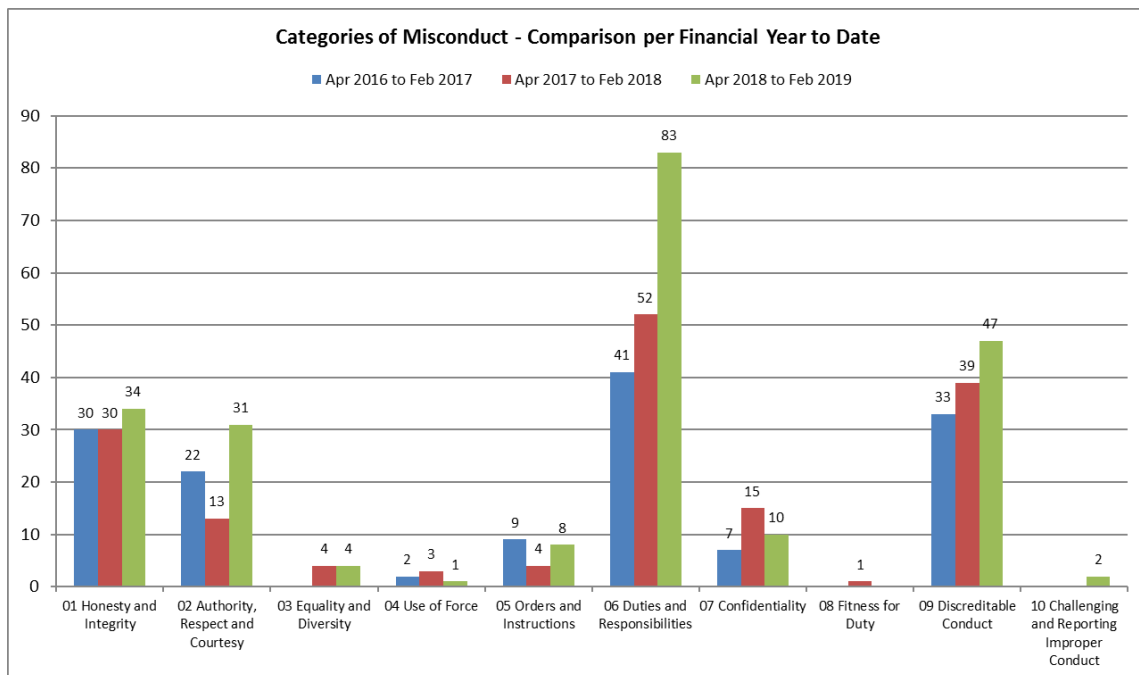
December 2018 - Operational Policing Policies – HR & Training – Local Resolution Command.

Please note that those recorded as HR & Training are often Probationer Officers.

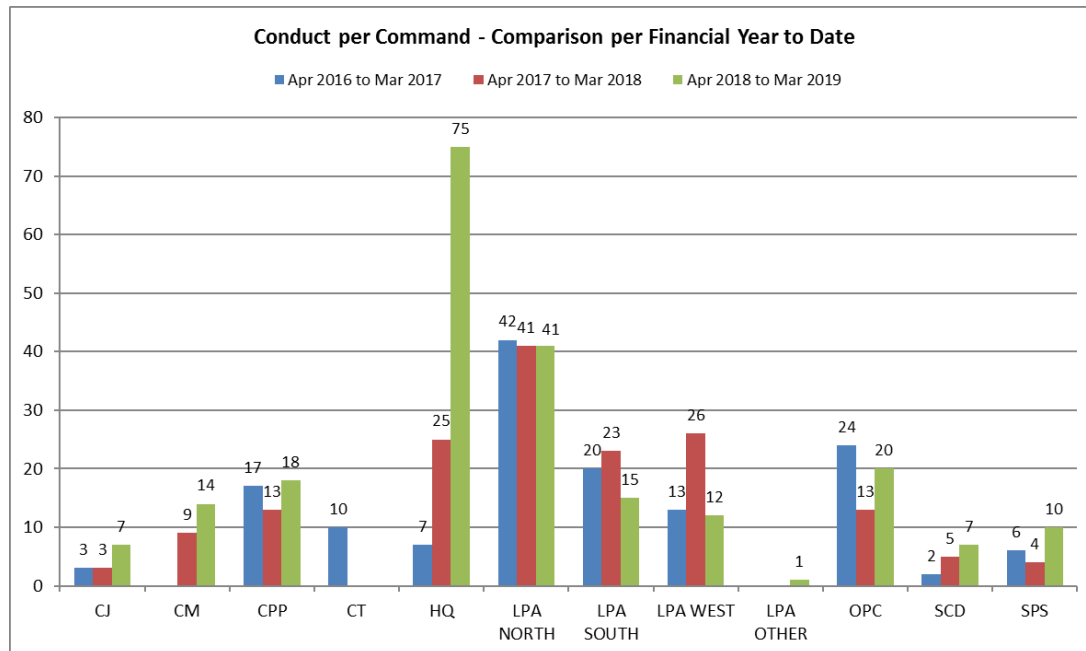
Force Misconduct



There has been an increase of strands of conduct recorded; however, the number of overall cases has remained consistent.



Command Breakdown of Misconduct

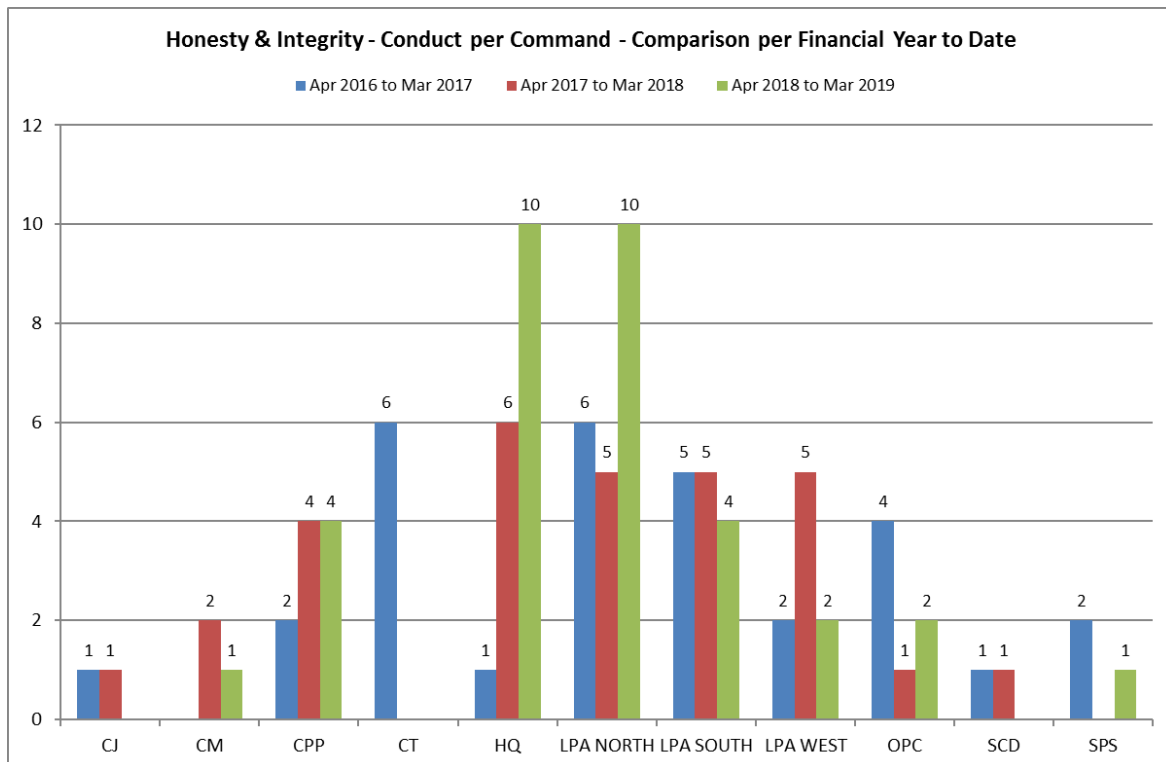
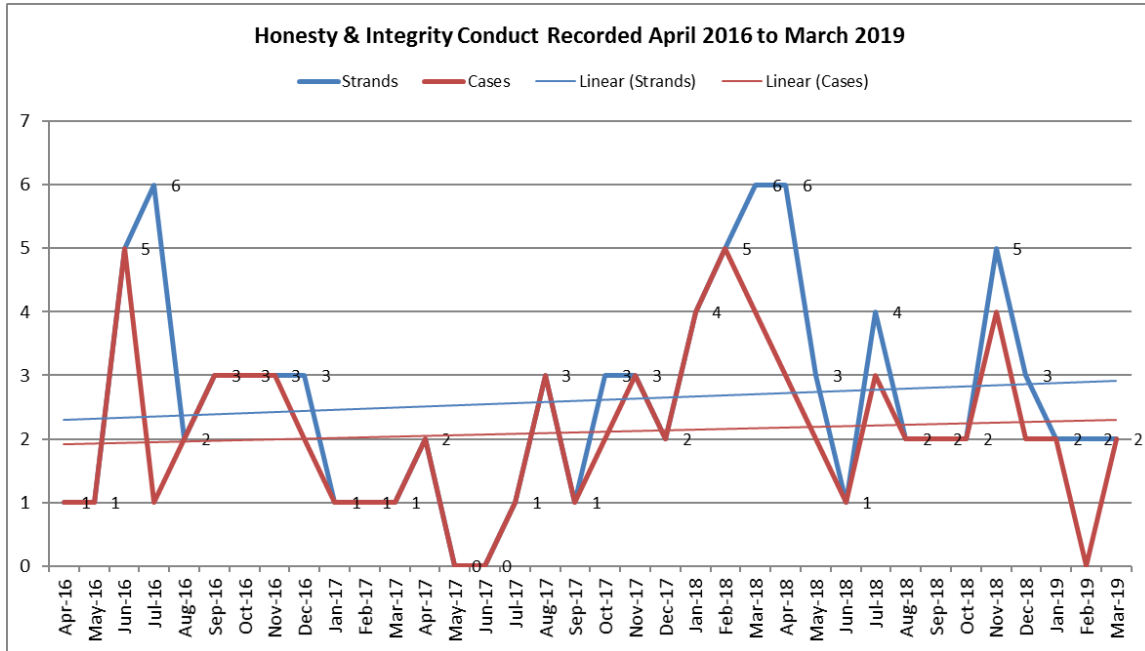


Please note that the figures used for overall Conduct within this report are that of strands within a case, due to there often being more than one category recorded under one case. This is to ensure that the type of conduct is fully reflected.

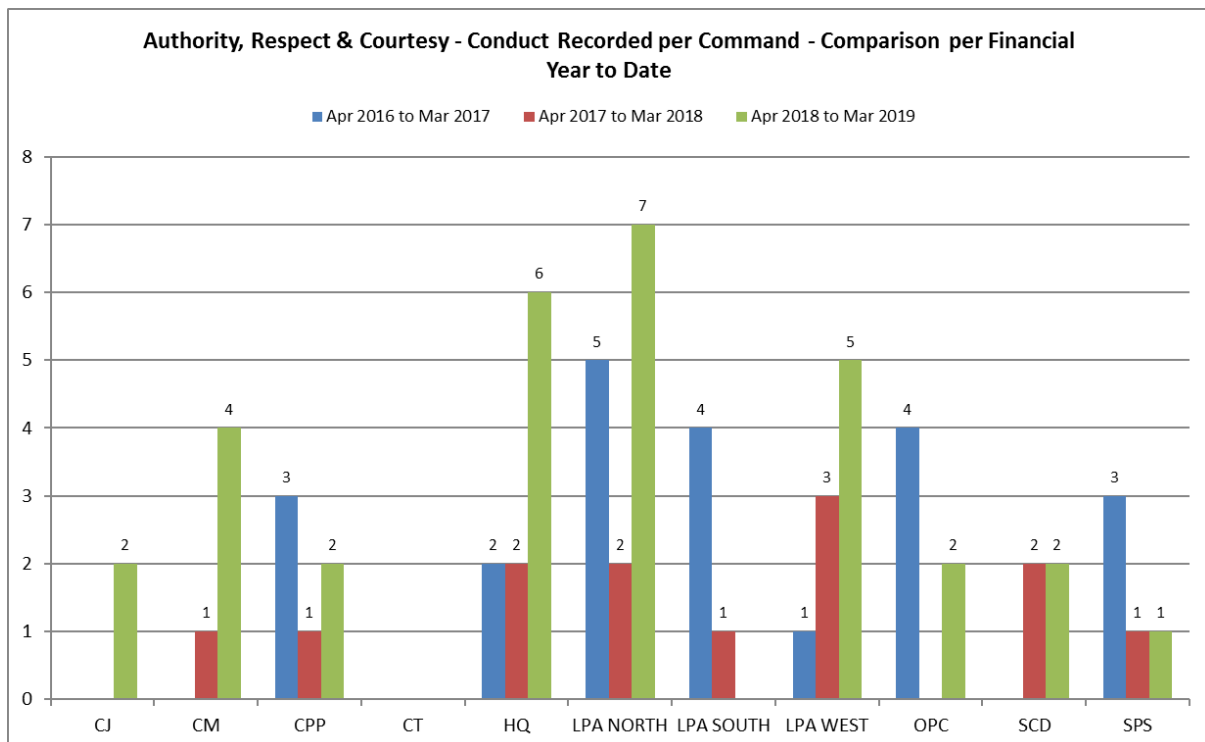
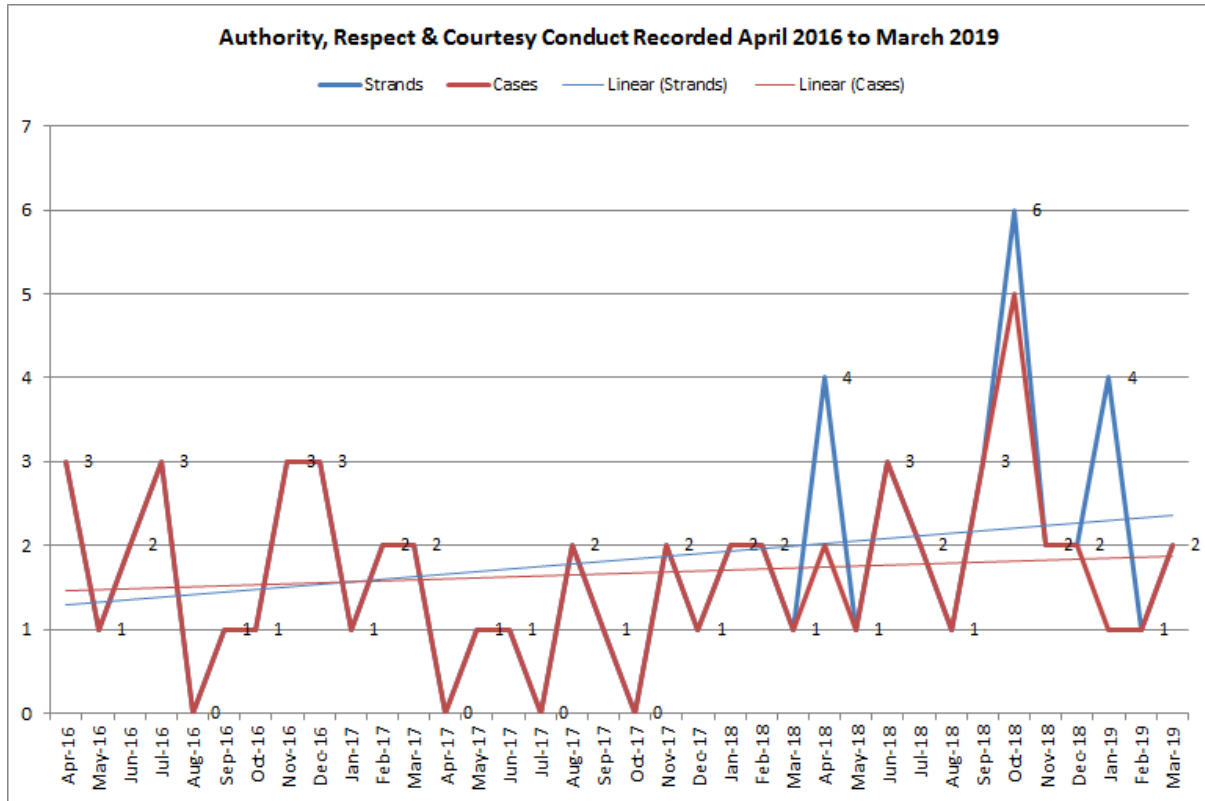
Please also note that similar to Complaint levels, there are now more recorded under HQ Command/PSD, with therefore some reductions in those recorded under the LPA Commands.

Misconduct Categories

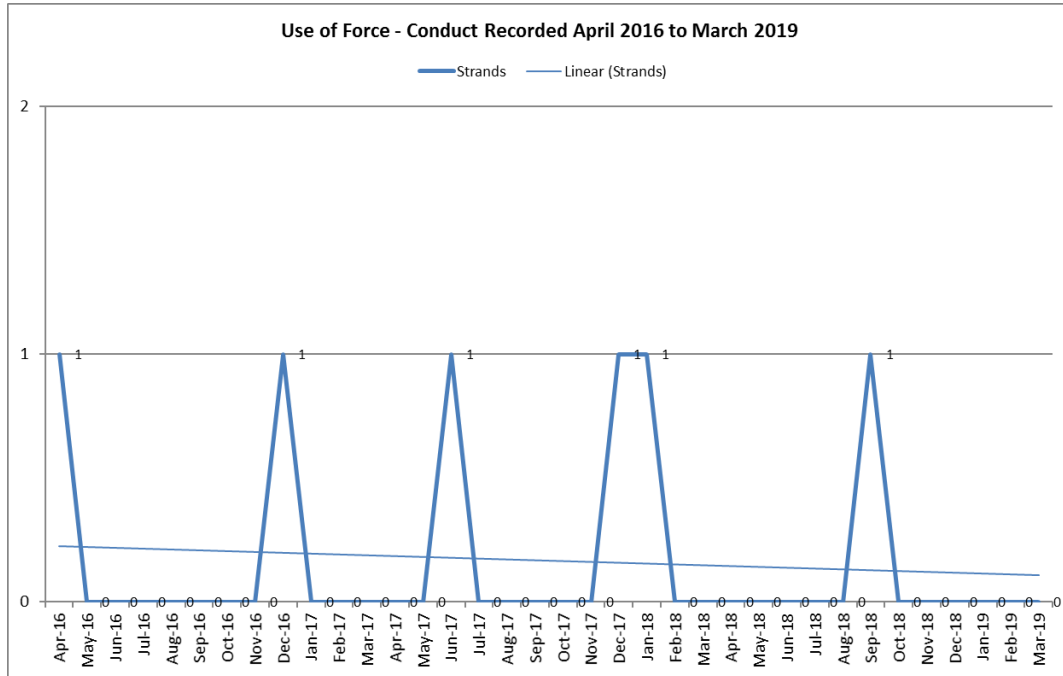
Honesty and Integrity



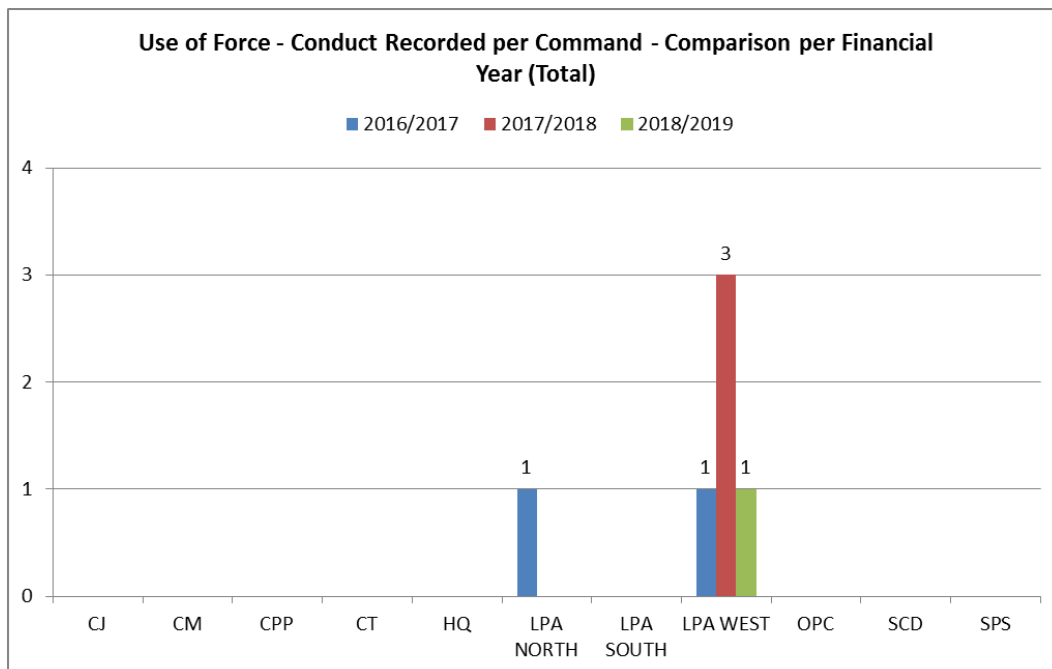
Authority, Respect & Courtesy



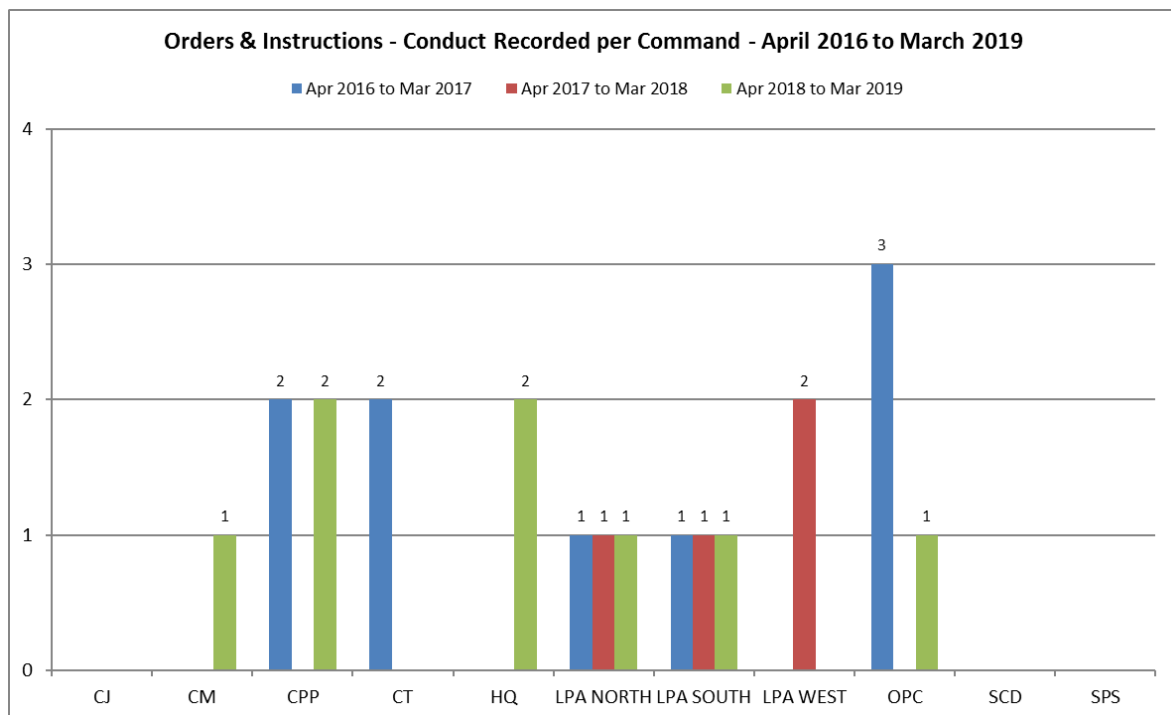
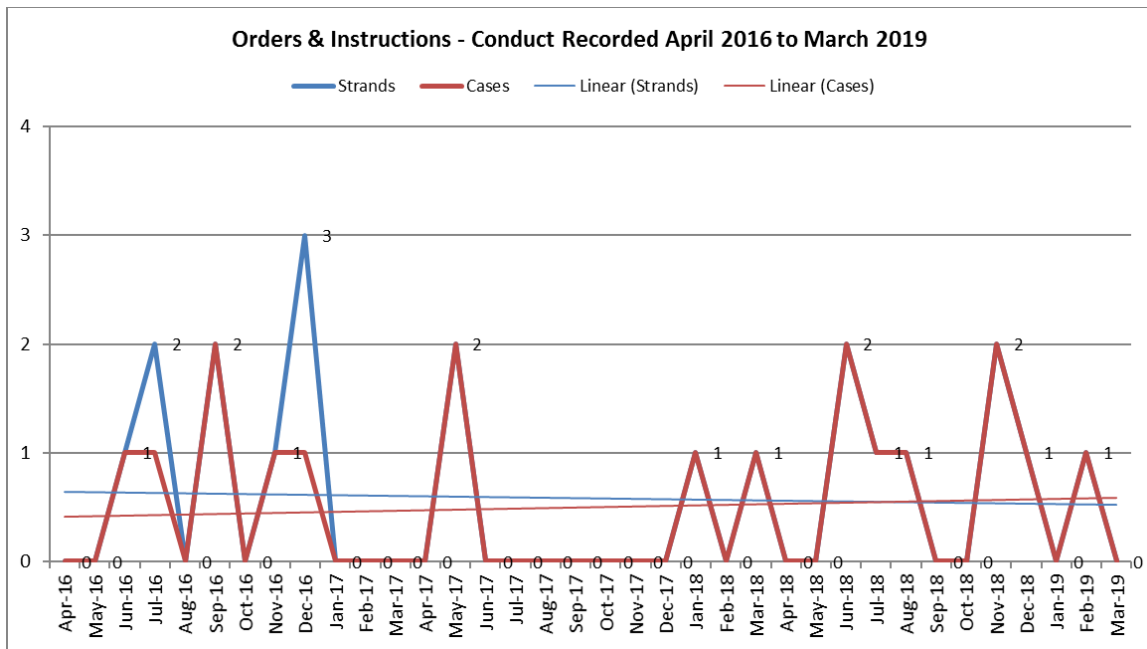
Use of Force



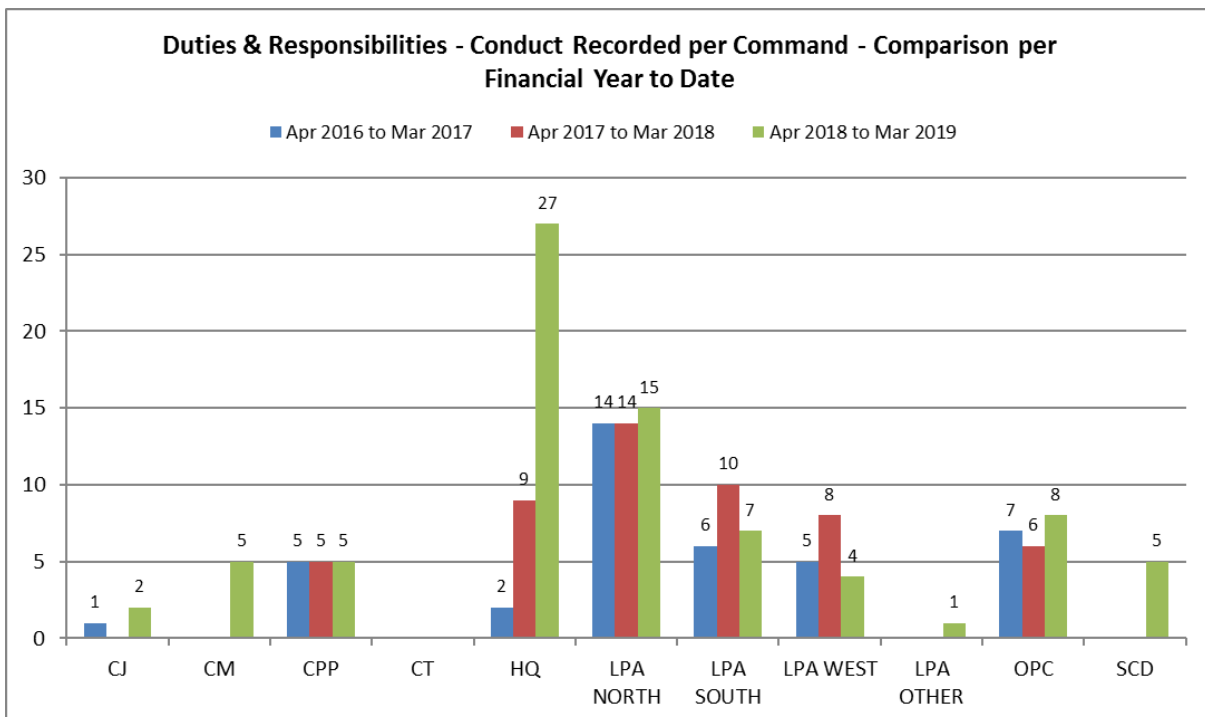
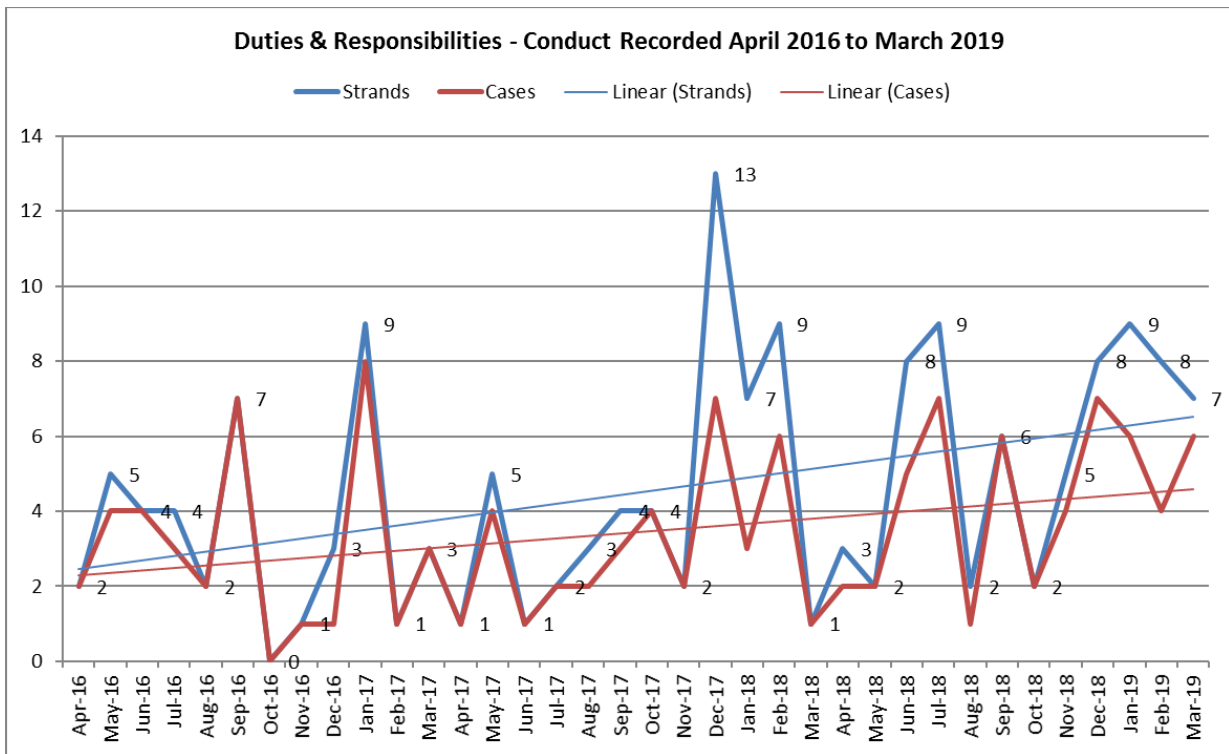
There have been two Use of Force recorded so far in 2018/2019, and only six in total since April 2016 (case numbers are same as complaints). The graph below shows a command comparison. The recent case in September 2018 was also in LPA West, resulting in all but one recorded since April 2016 being under LPA West.



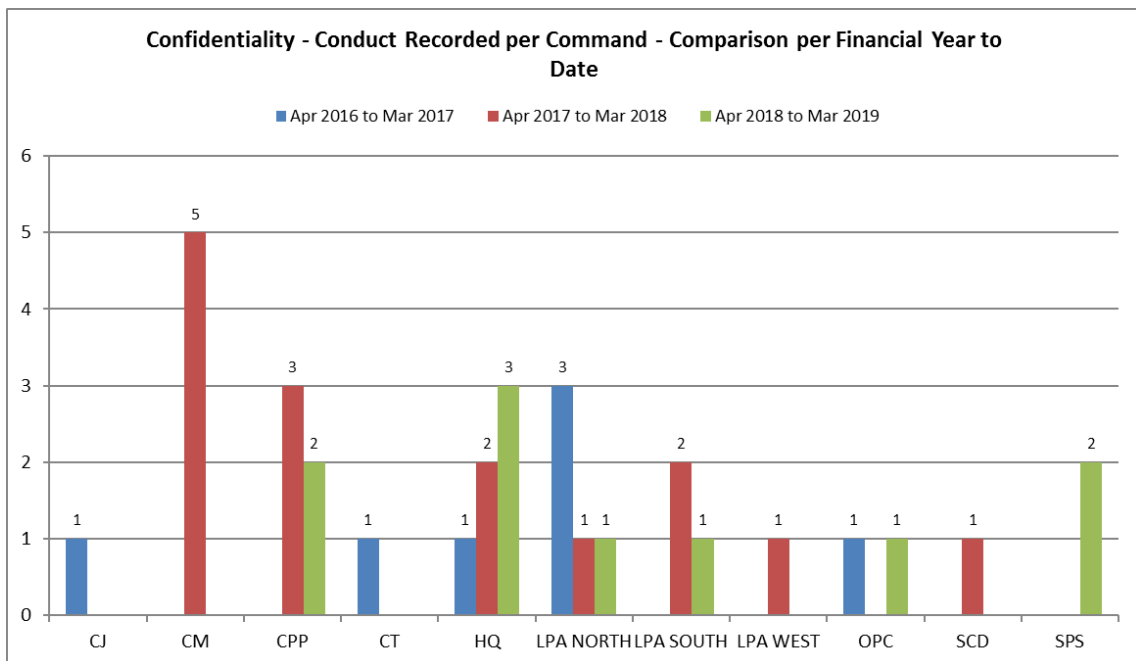
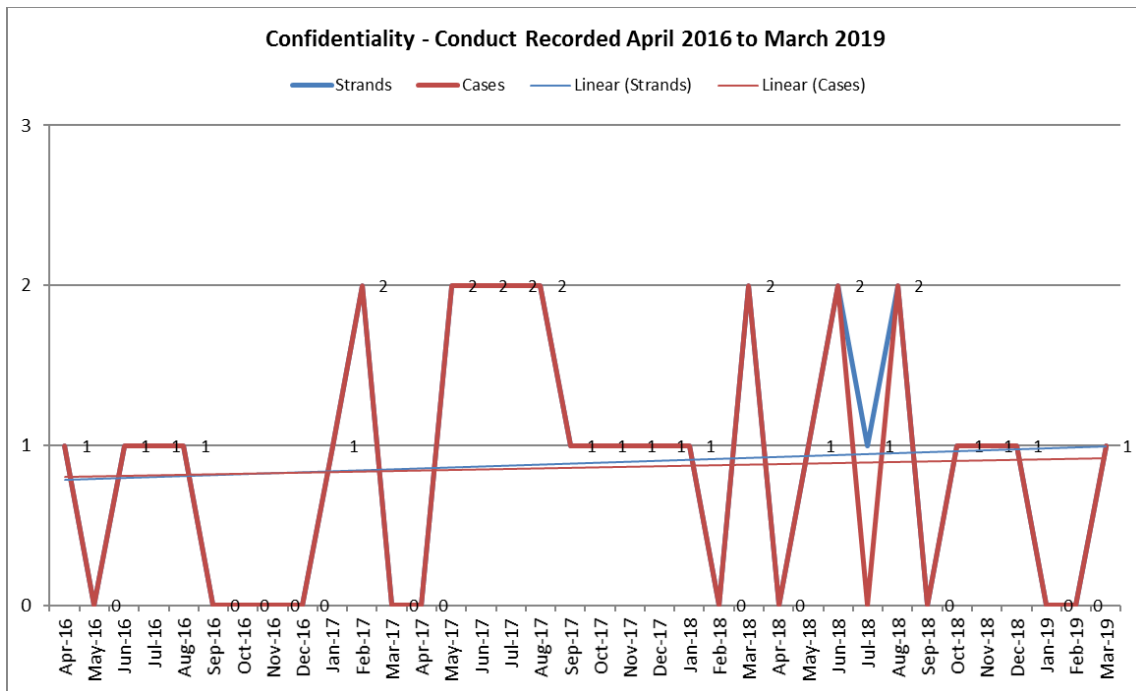
Orders and Instructions



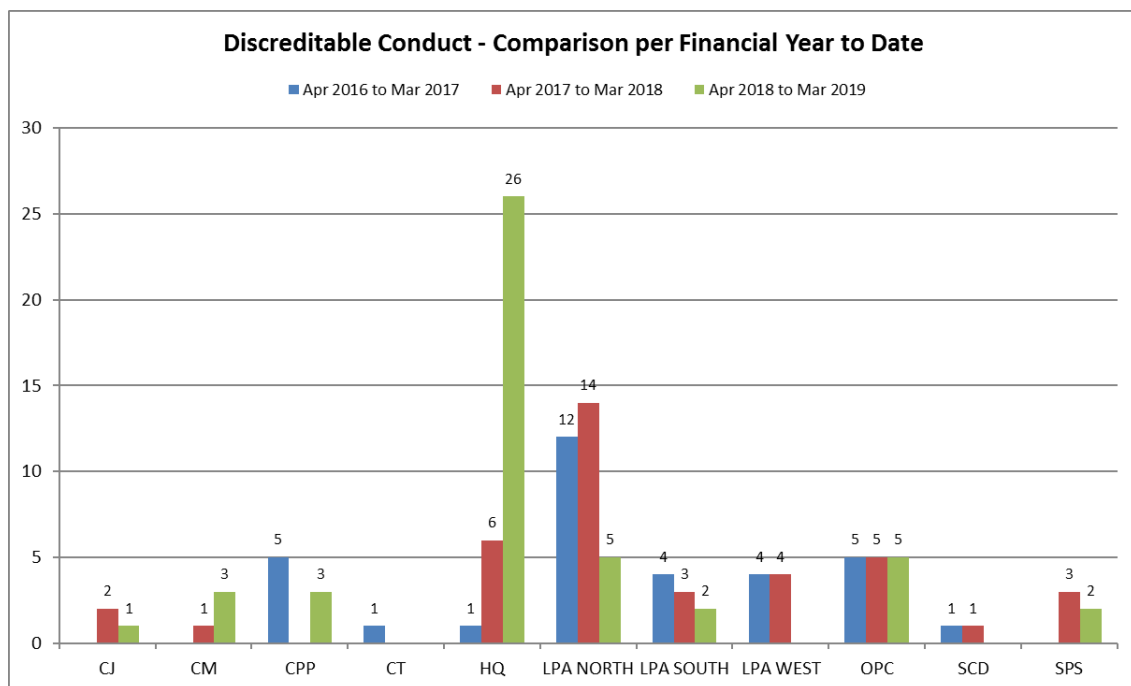
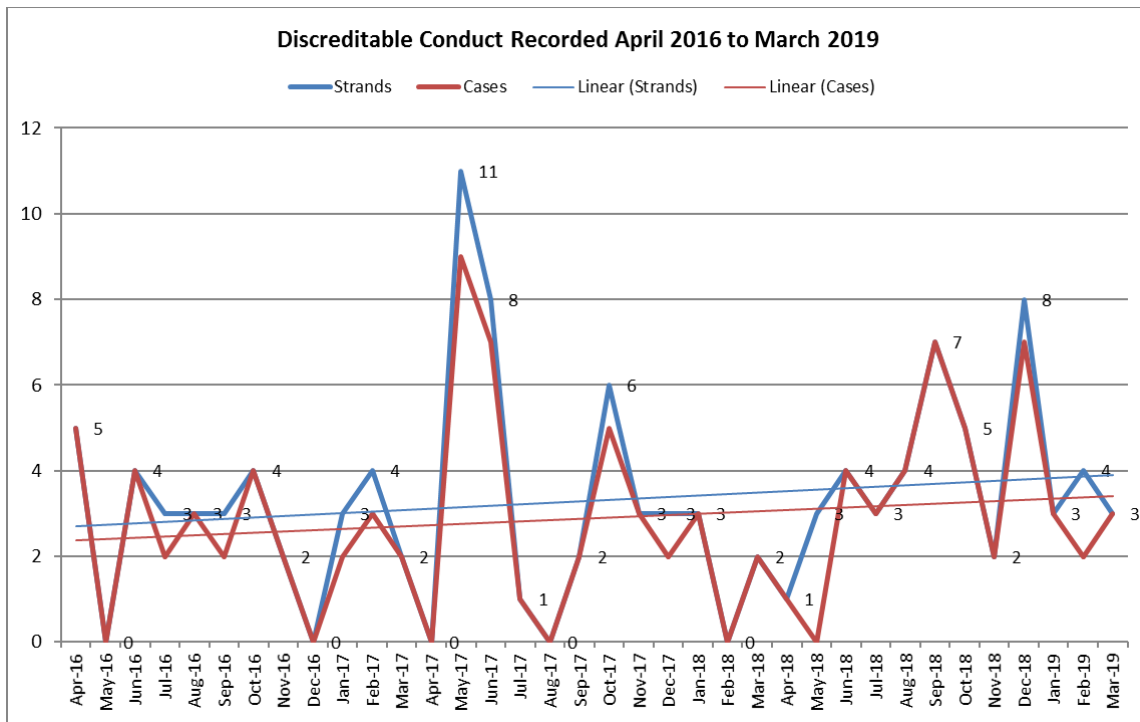
Duties and Responsibilities



Confidentiality



Discreditable Conduct



Fitness for Duty

There has been one case involving Fitness for Duty conduct since April 2016 (CM/56/17). This was recorded in August 2017 in LPA North.

Challenging and Reporting Improper Conduct

There have been two cases recorded since April 2016. One was in June 2018 (CM/39/18). This was recorded under OPC (Stansted).

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

Equality and Diversity

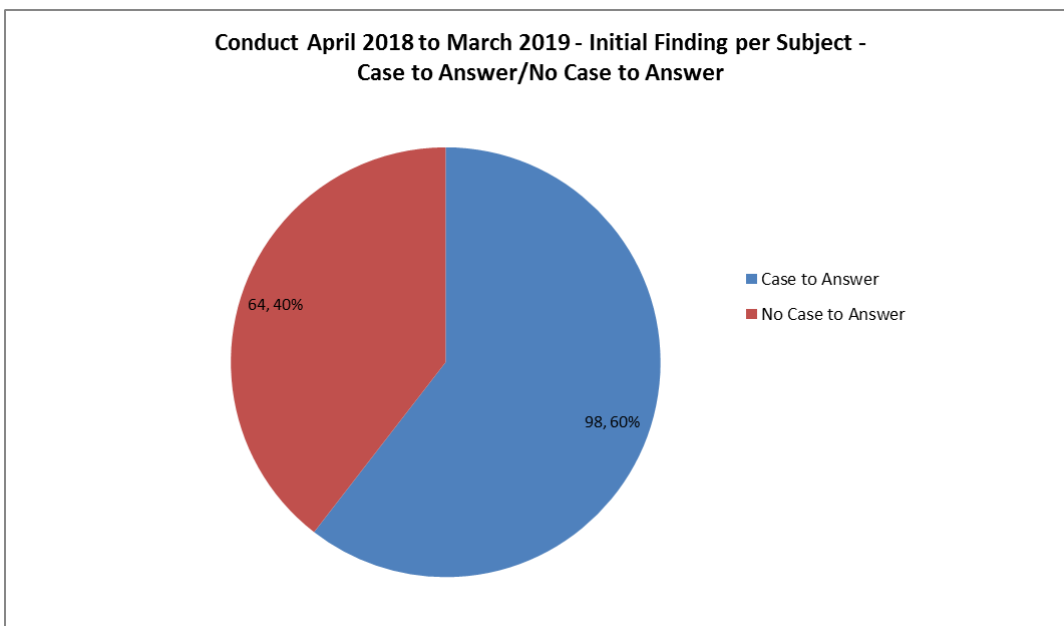
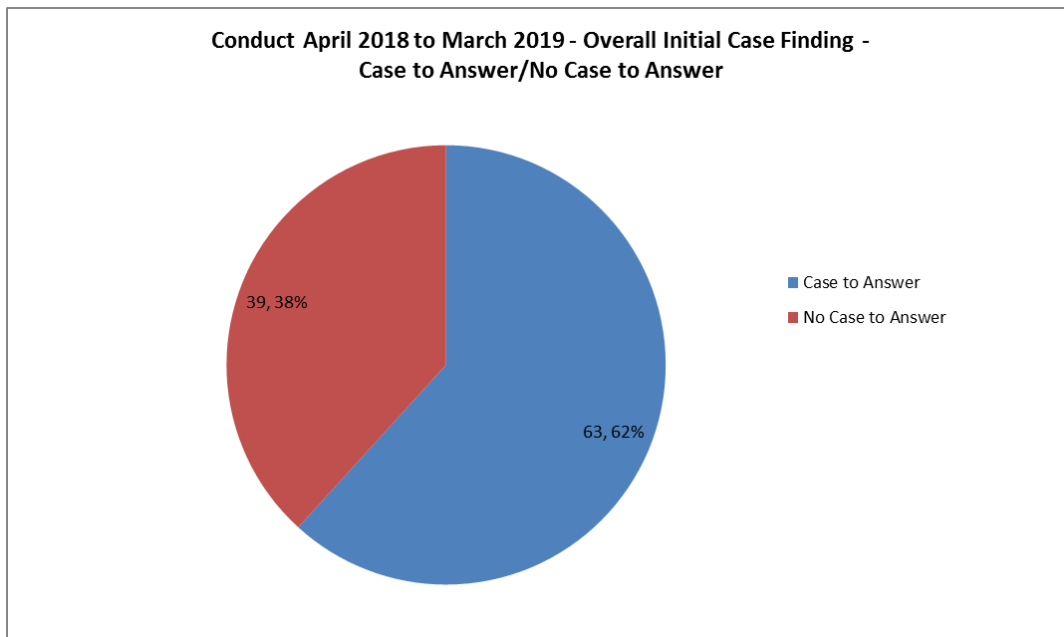
There have been eight cases/strands recorded under this category since April 2016:

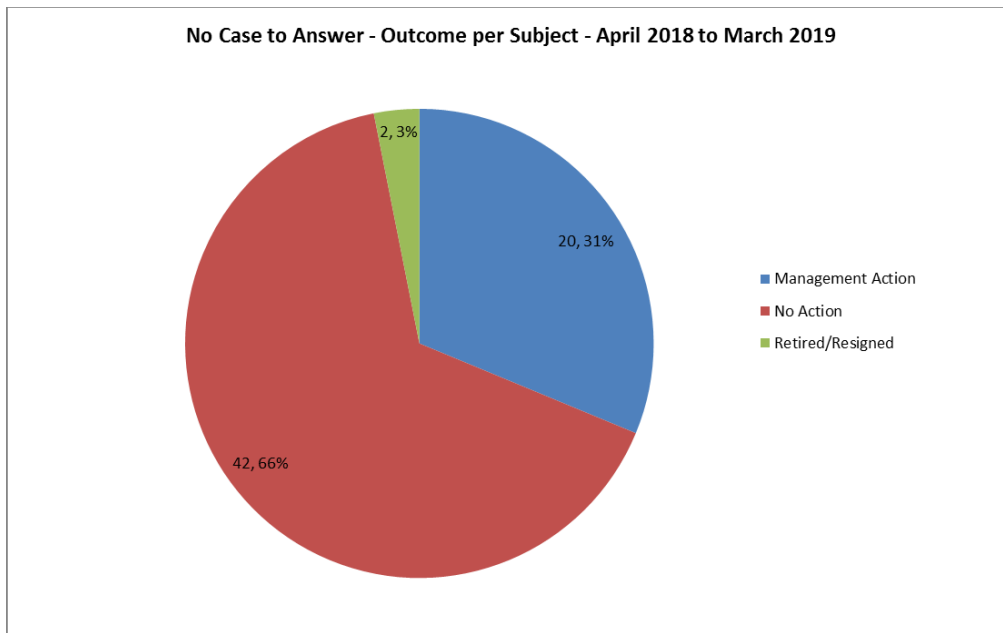
Three of these were recorded in May 2017, in North and South LPA, as additional strands of an already open Misconduct case.

Another was recorded in March 2018 under OPC. There has been one recorded in May 2018 in CJ Command, and two in December 2018 and January 2019 in North LPA. And in February 2019, there has been one recorded under PSD, though relates to a member of FCR.

Outcomes of Conduct Cases April 2018 to February 2019

Between 1st April 2018 and 31st March 2019 there were 103 total Conduct cases that were finalised. Within these, there were a total of 163 subjects, for which sanctions/outcomes differ. The graphs below represent figures for cases and subjects.

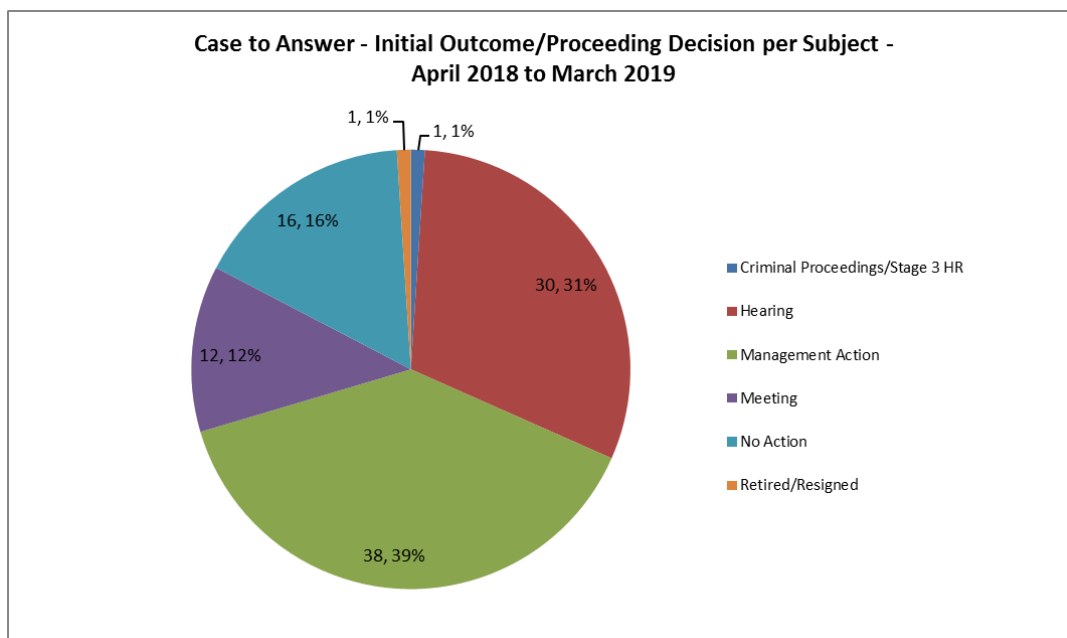




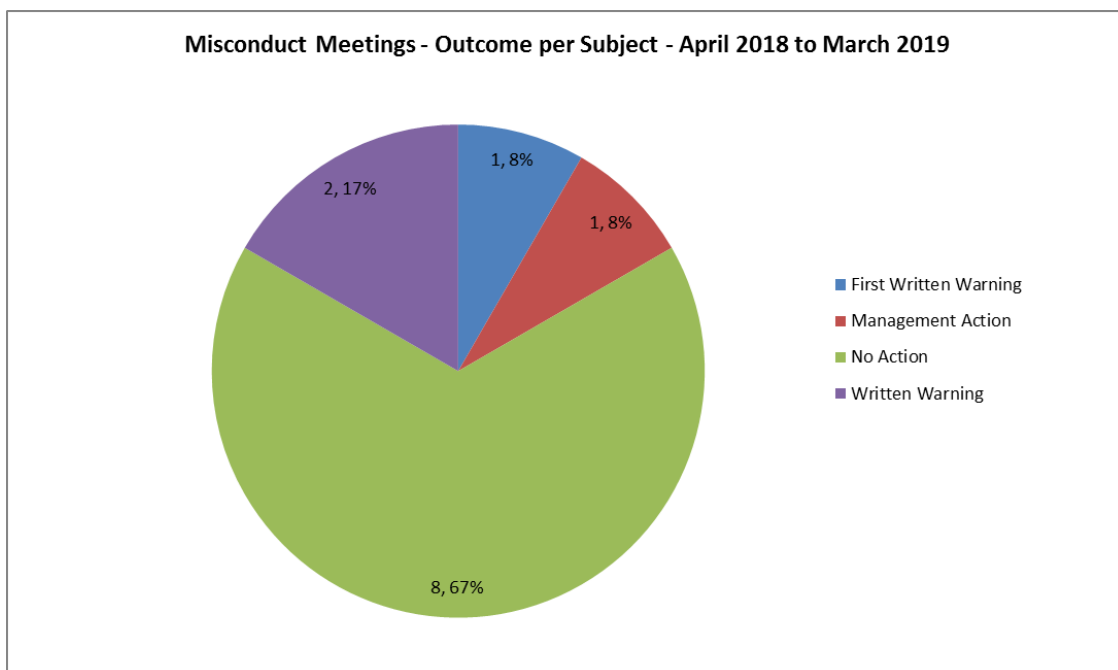
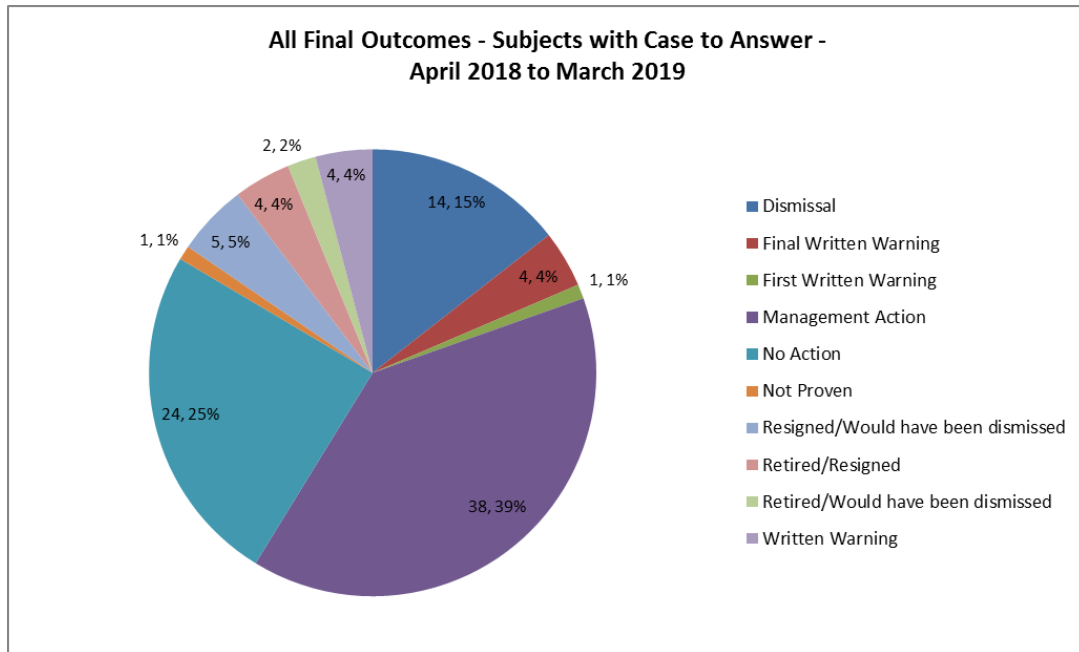
Case to Answer:

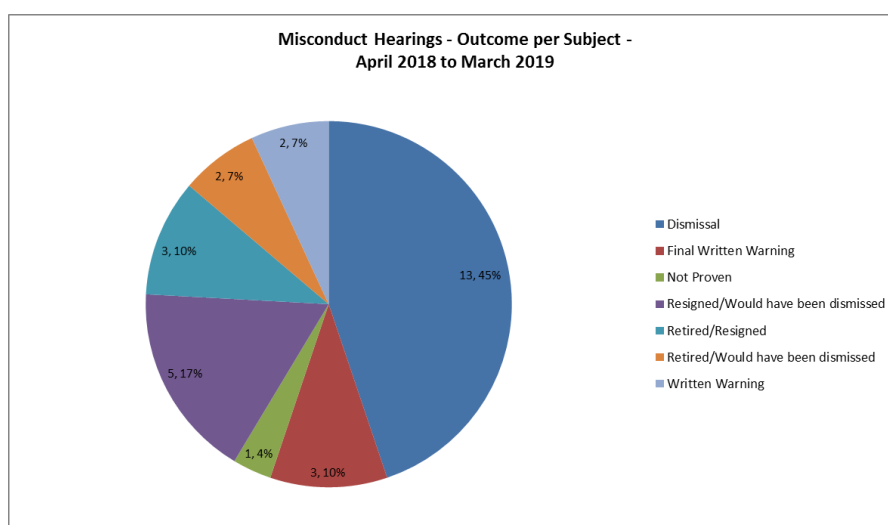
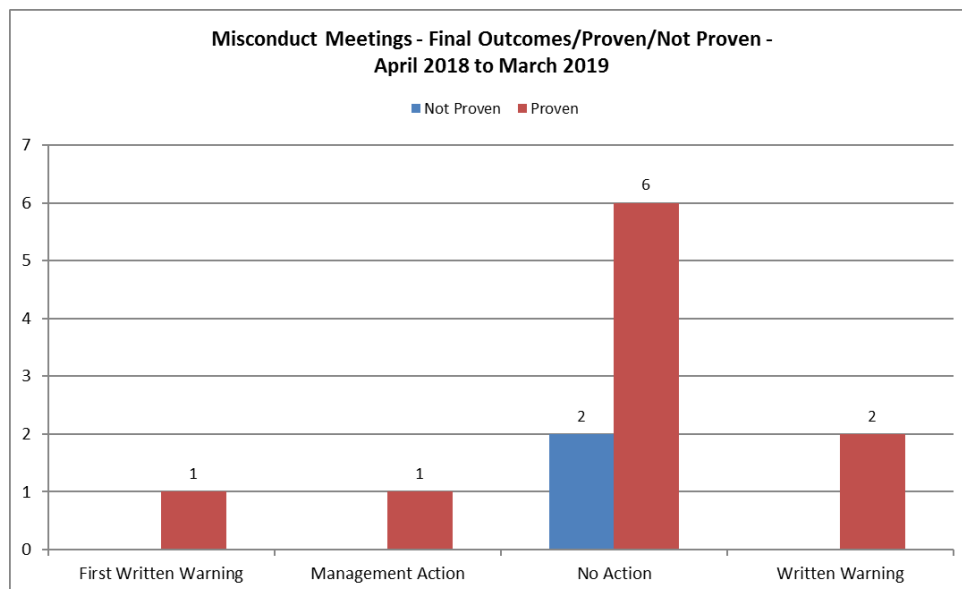
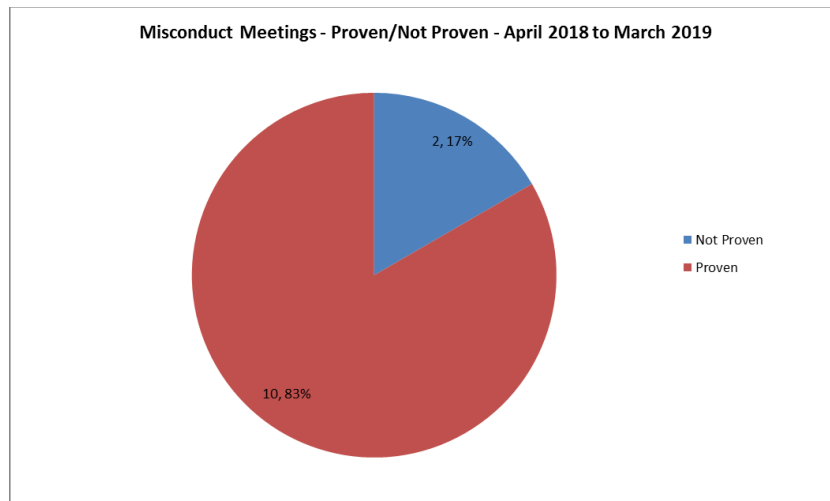
The following graph displays the initial outcome/proceedings decision of those 98 subjects found with a Case to Answer. There is 1 subject that retired/resigned before hearing/meeting/other action confirmed.

Those that are No Action are Op Maple cases.



The following graphs show firstly all final outcomes of all subjects with Case to Answer, and then a breakdown of the final outcomes specifically from Misconduct Meetings and Hearings.





Suspensions

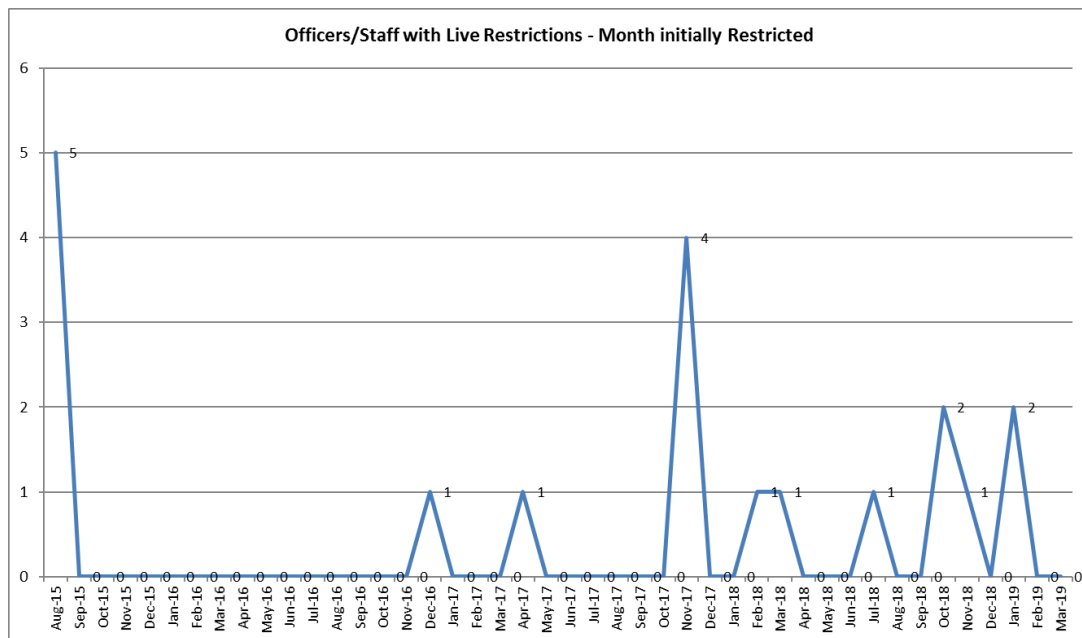
There are currently 7 officers/staff recorded as Suspended (as at 03/04/2019). The table shows the months in which the officers/staff were initially suspended.

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

Month Suspended	Total
Jul-15	1
Nov-15	1
Dec-17	1
Jun-18	1
Jul-18	1
Nov-18	2
Dec-18	1
Feb-19	1
Mar-19	2

Restrictions

There are currently 19 officers/staff restricted (as at 03/04/2019). The following chart below shows the months the restrictions were recorded. Please note that this does not include officers who are suspended.



Hearings

In 2017/2018 there were 14 hearings, there were also 14 in 2016/2017.

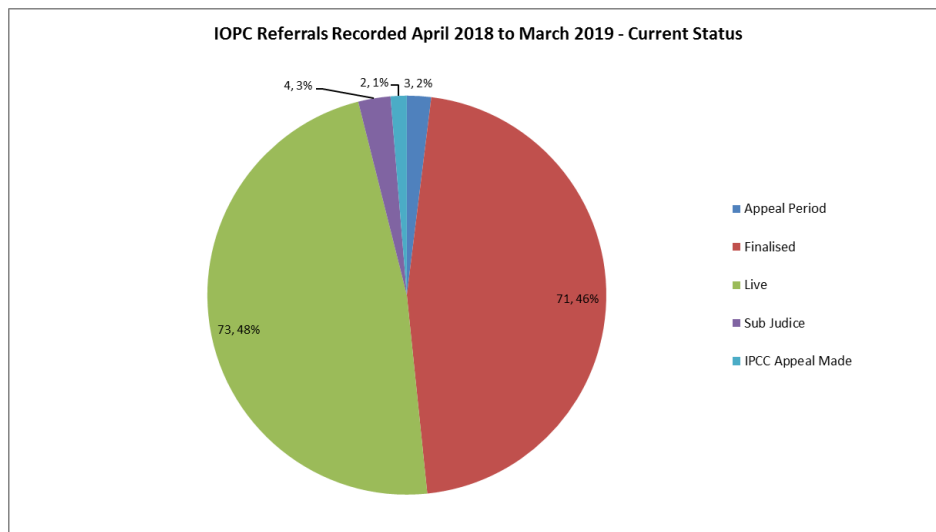
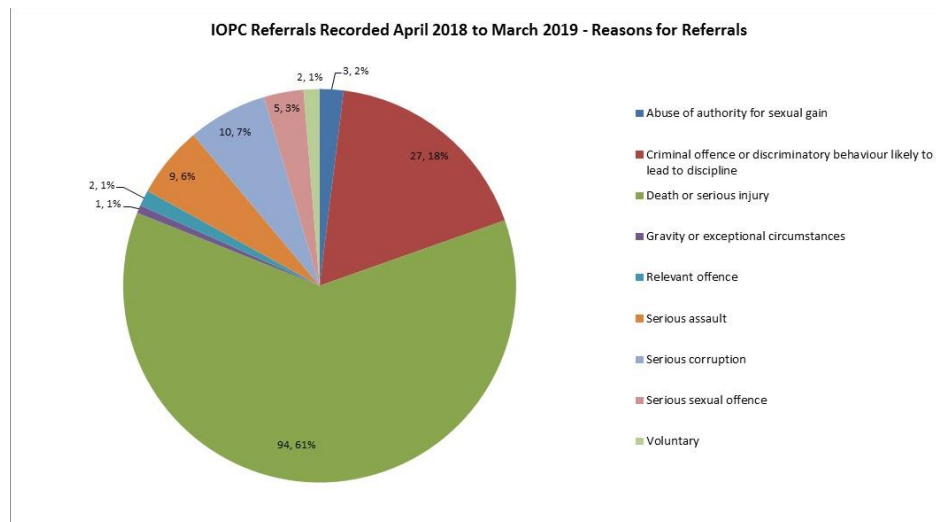
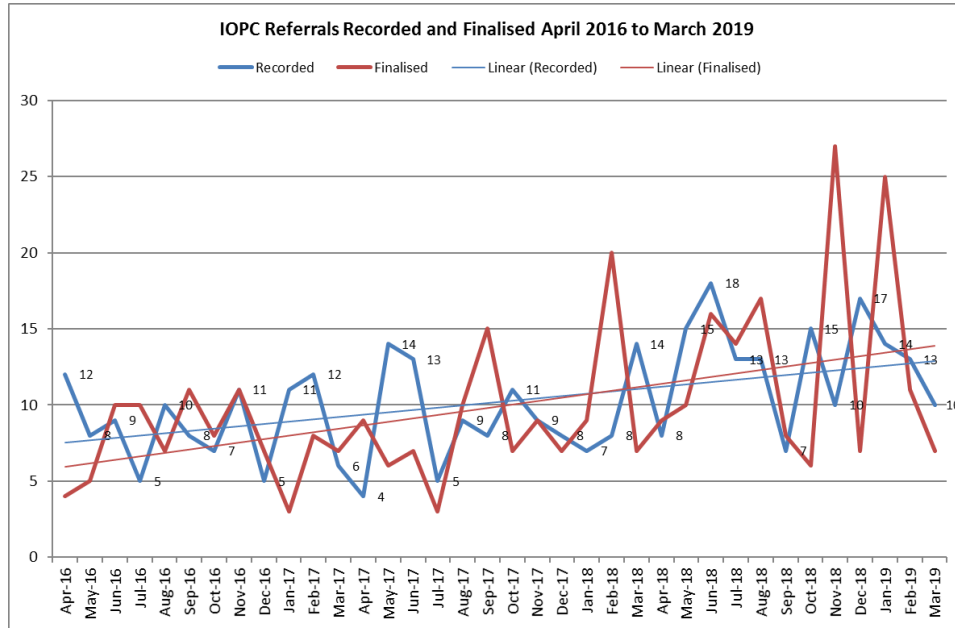
There have been 17 officer hearings completed in 2018/2019 (as at 3rd April 2019), 15 officers were dismissed; one was given Management Action, one given a Written Warning, one was not proven.

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

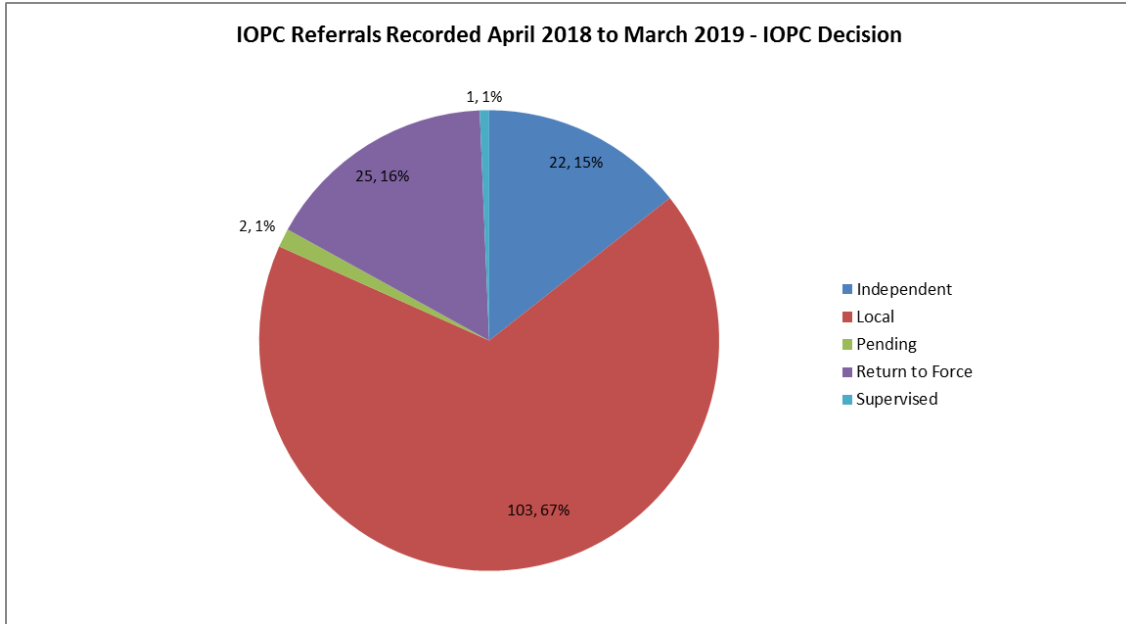
There is one further hearings which was due in March but postponed and currently there are and three between April and June 2019.

During 2017/2018, seven officers were dismissed, one officer resigned, seven officers received Final Written Warnings, and one officer received No Further Action.

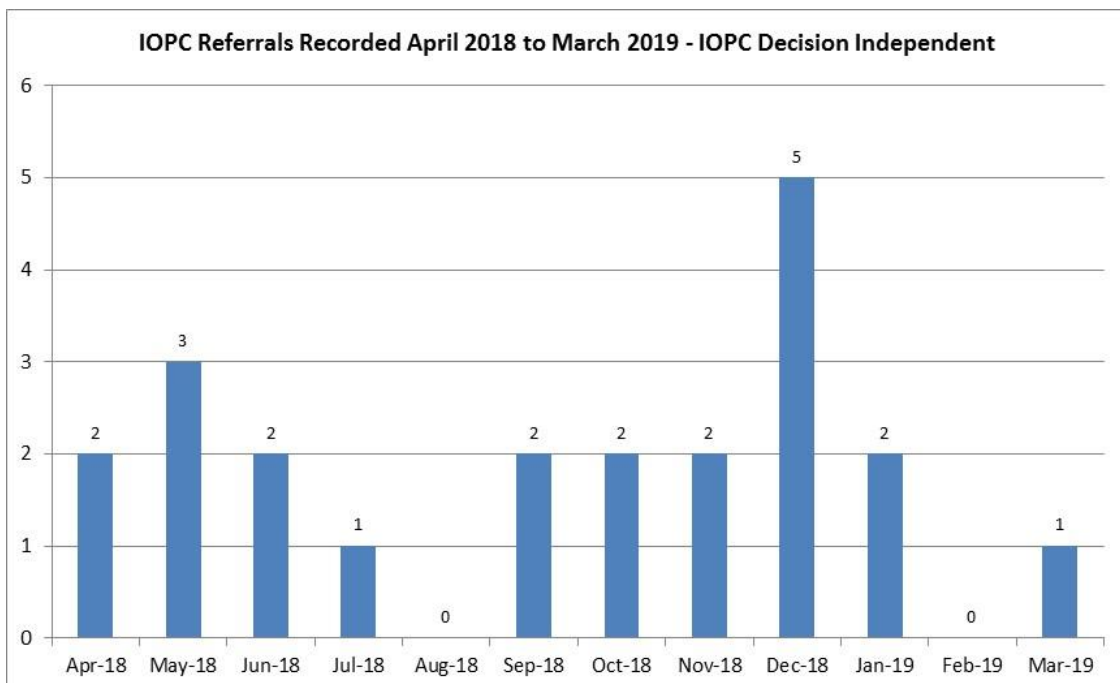
IOPC Referrals

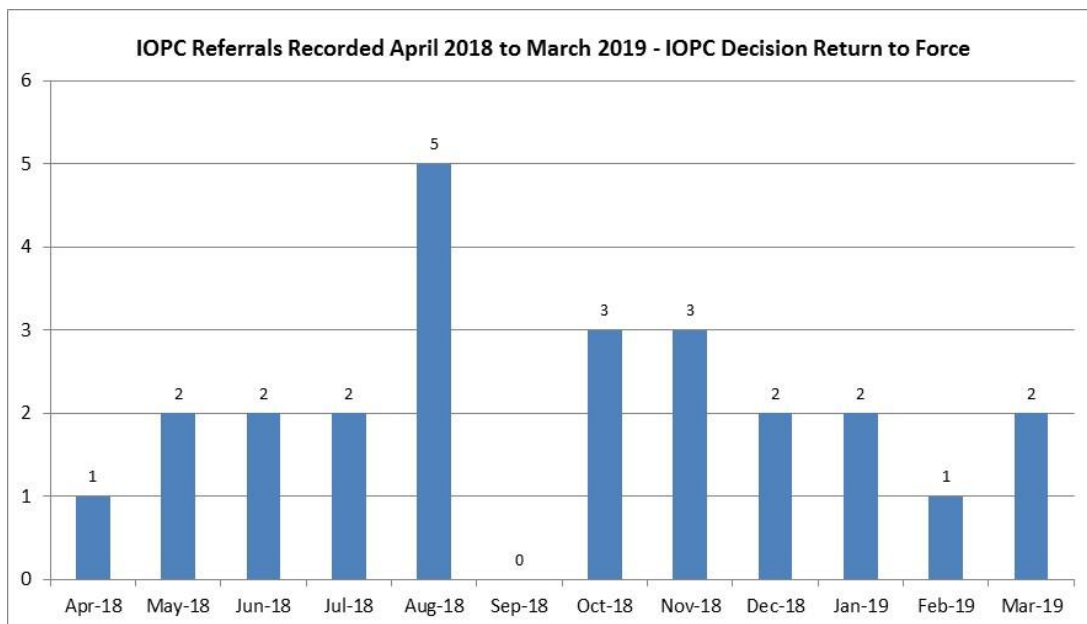
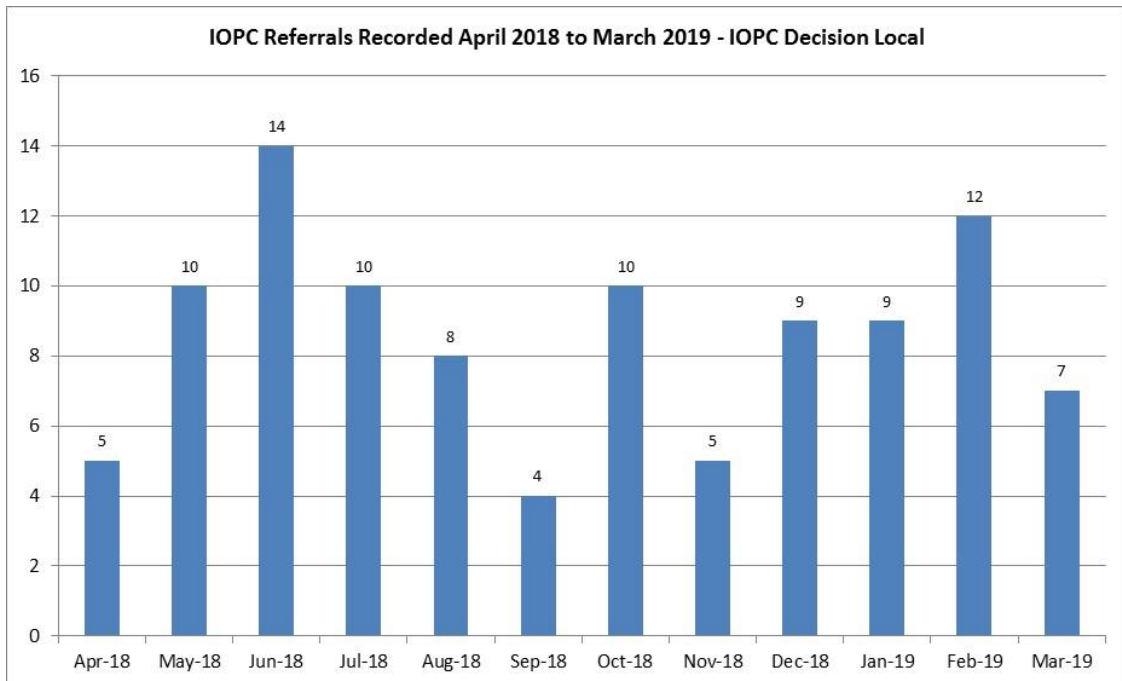


IOPC Referral Decisions:



There have been one recorded IOPC referrals that was Supervised in the 12 months' time frame.



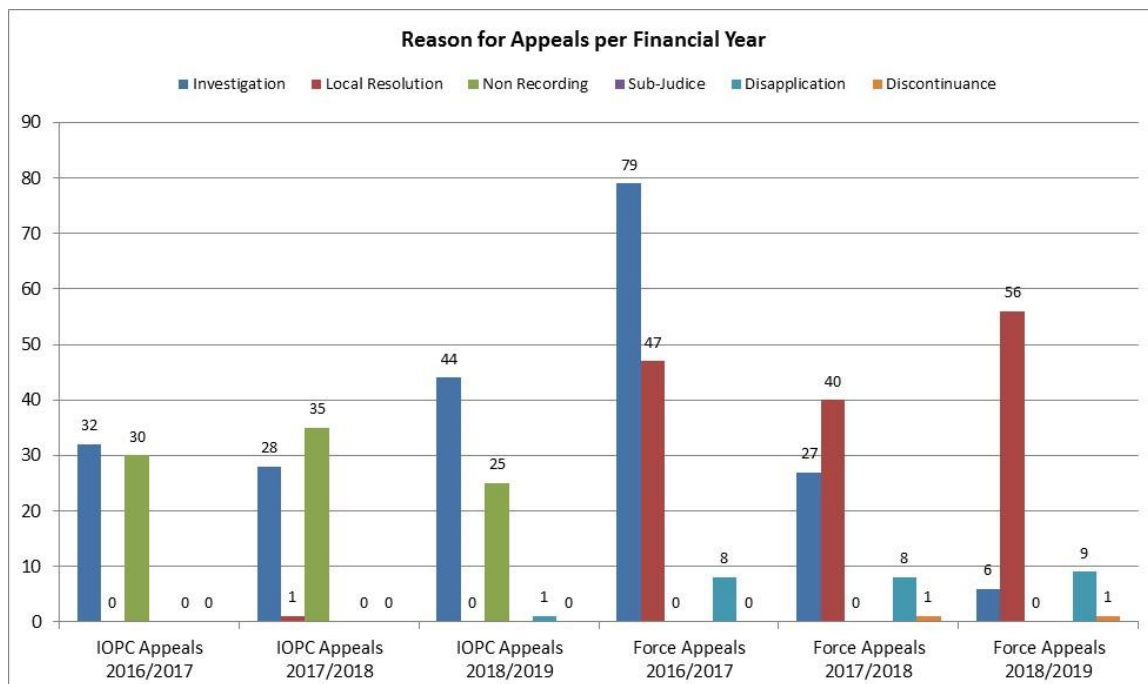
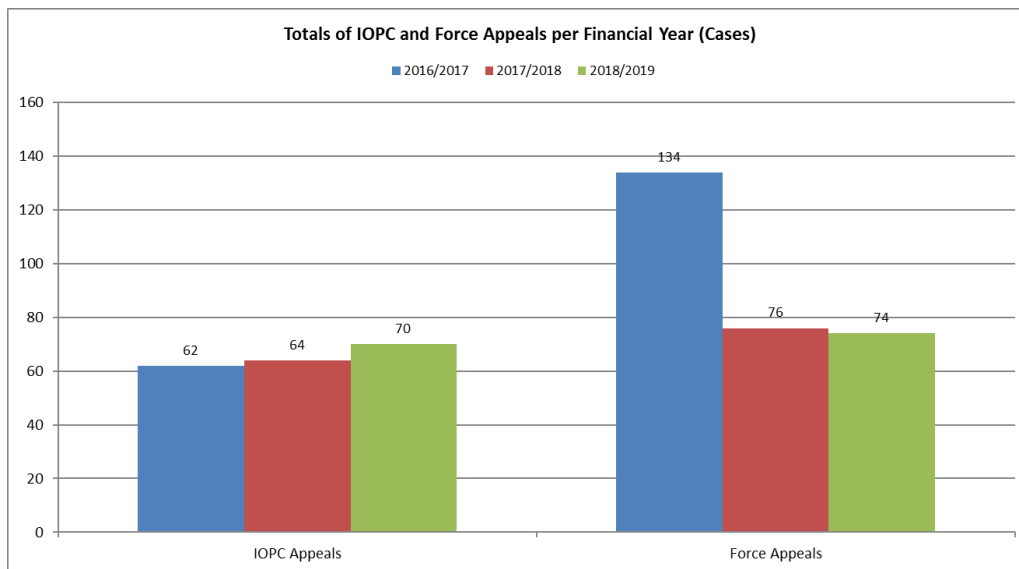


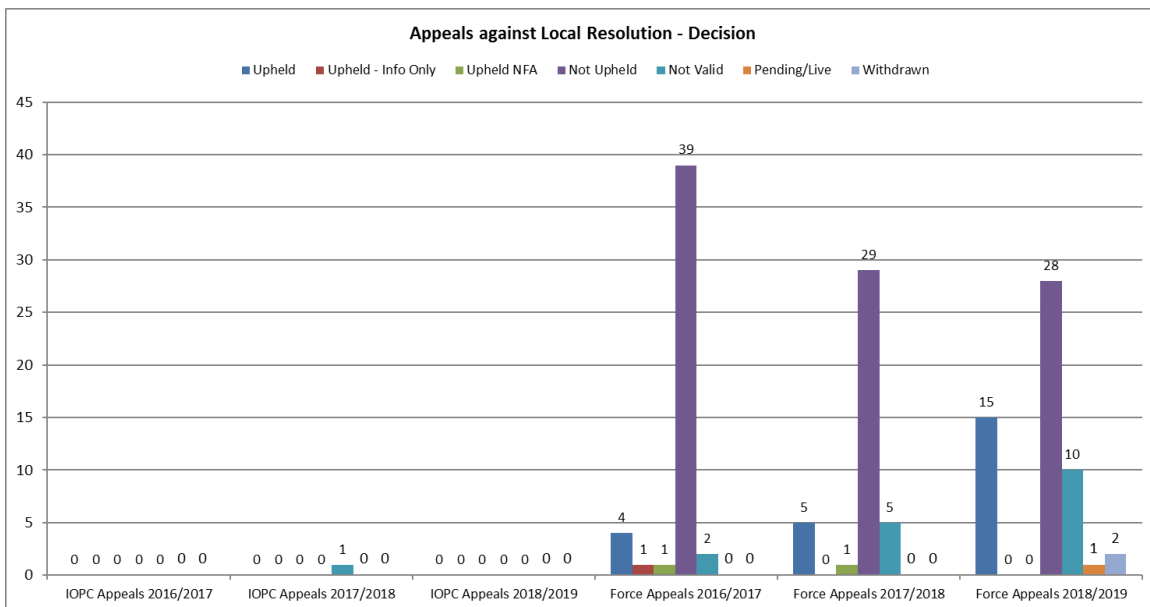
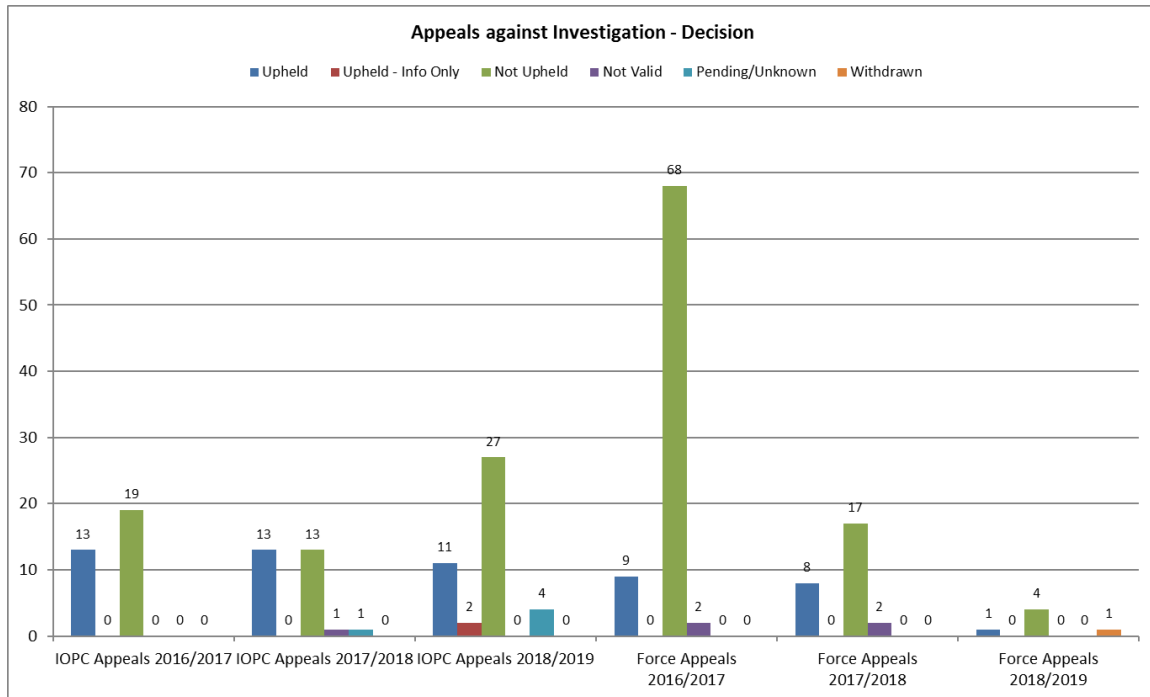
Appeals

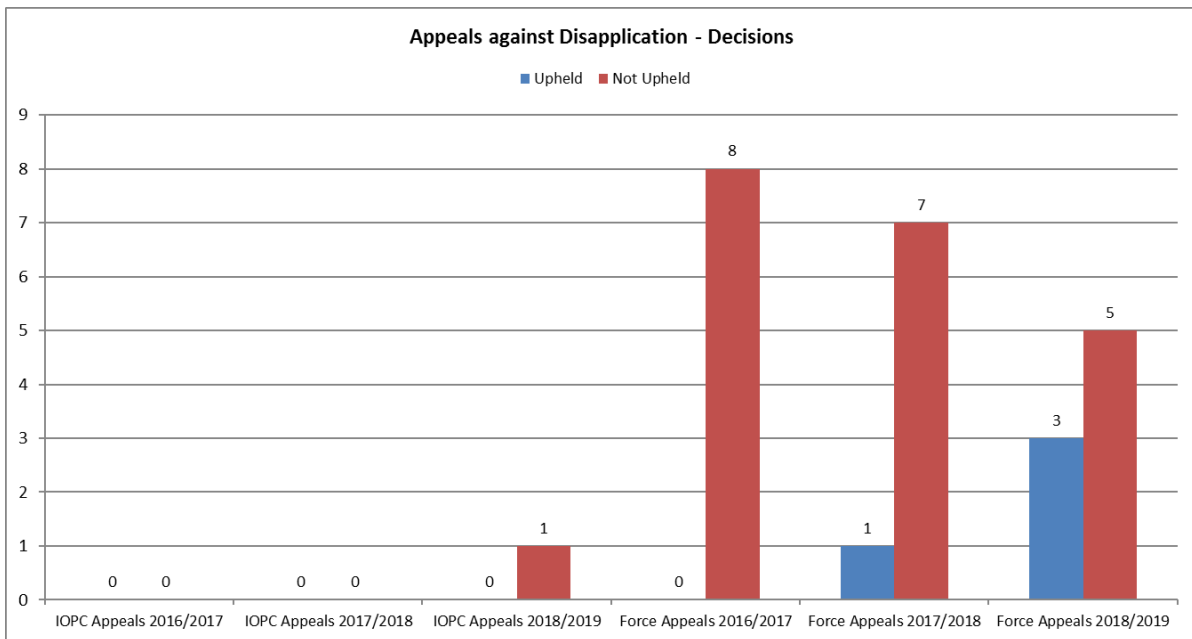
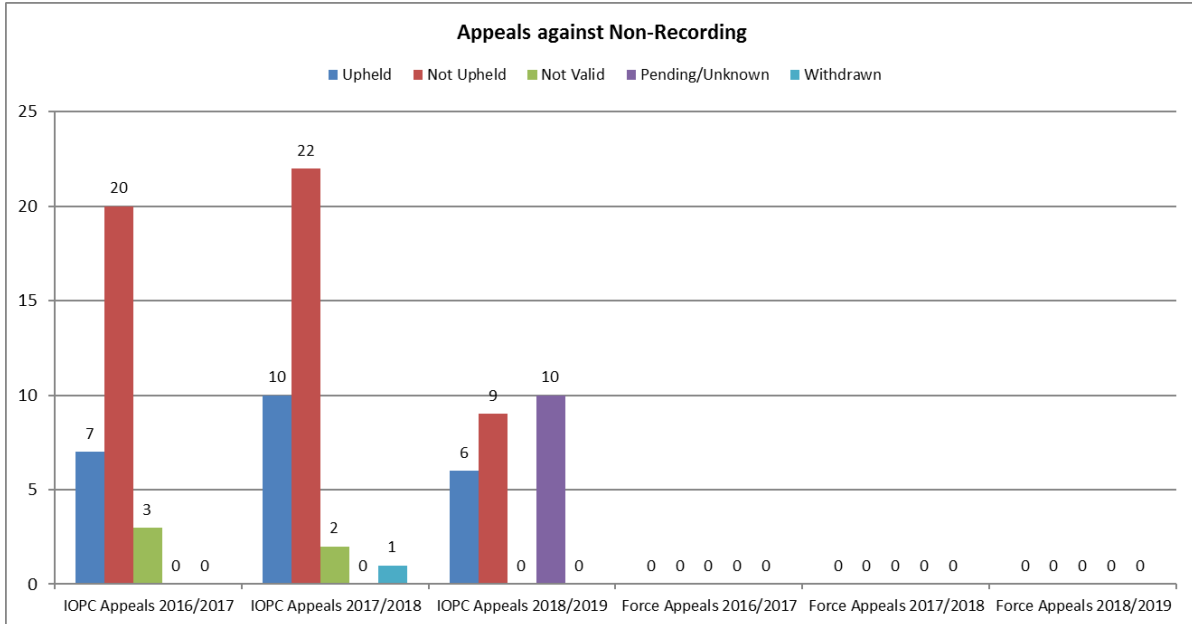
Comparison Figures IOPC and Force Appeals per Financial year April 2016 to February 2019.

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 only.



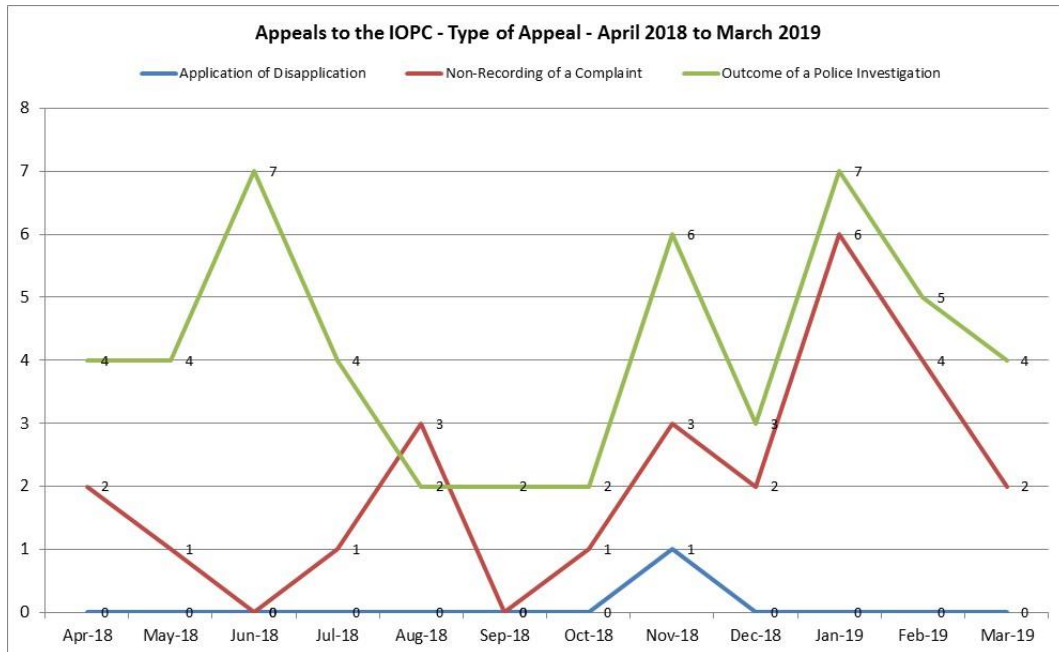




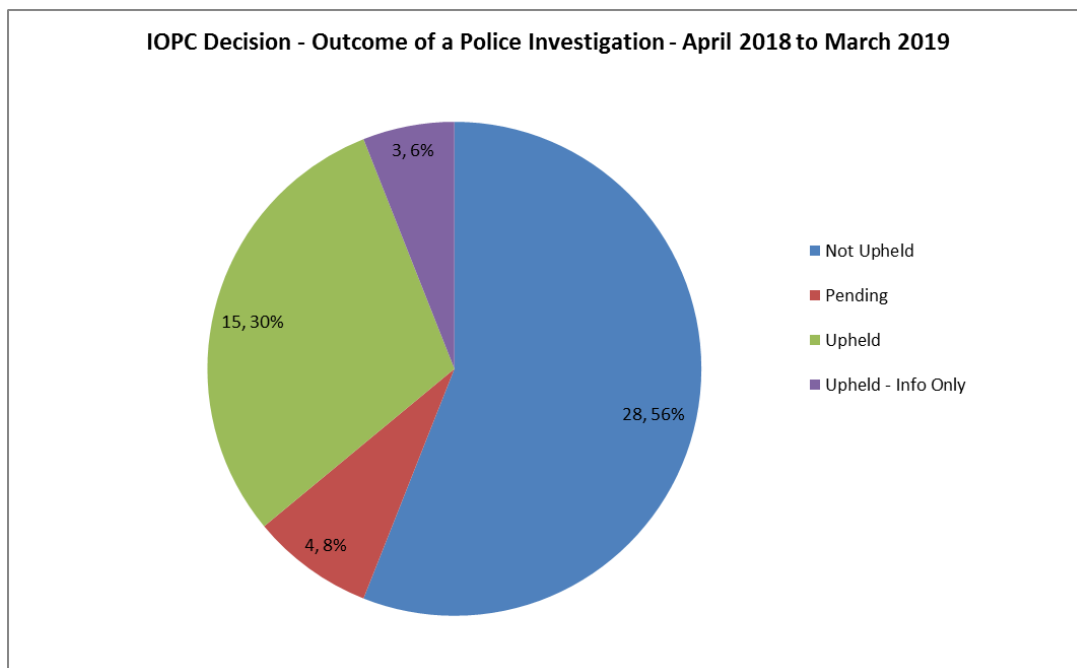
Discontinuance - There have only been two appeals against Discontinuance in the last two years, both Force appeals – One in April 2017 (C/284/15), the other in November 2018 (C/393/18 - This was previously appealed under the category of Disapplication in October 2018).

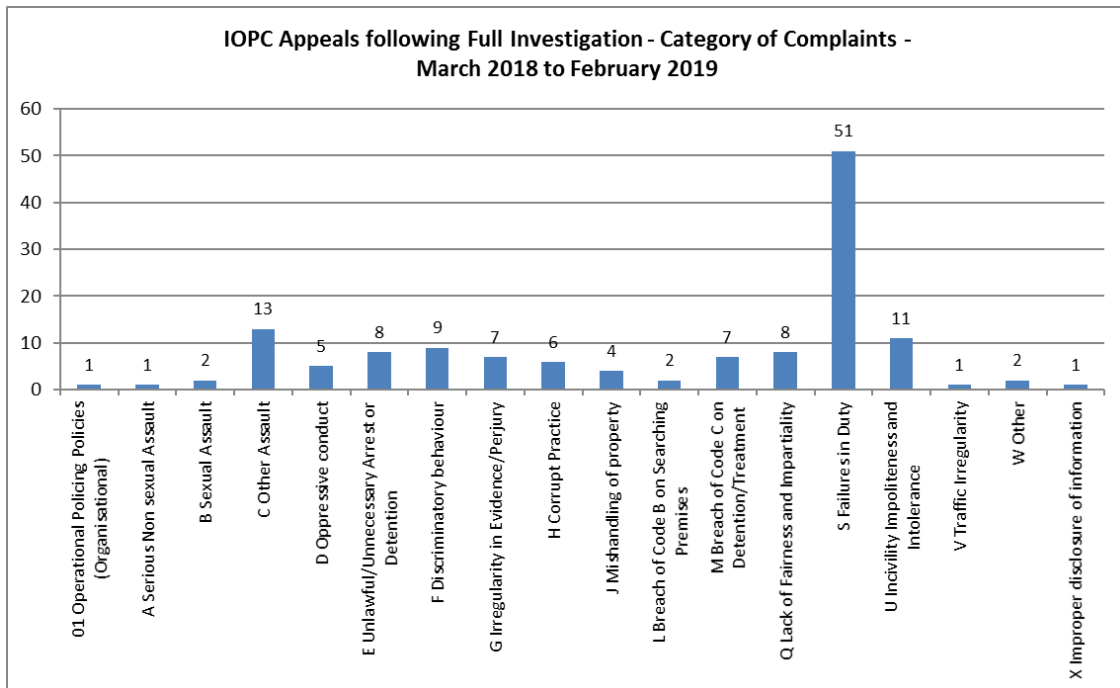
Breakdown of Appeals to IOPC

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.

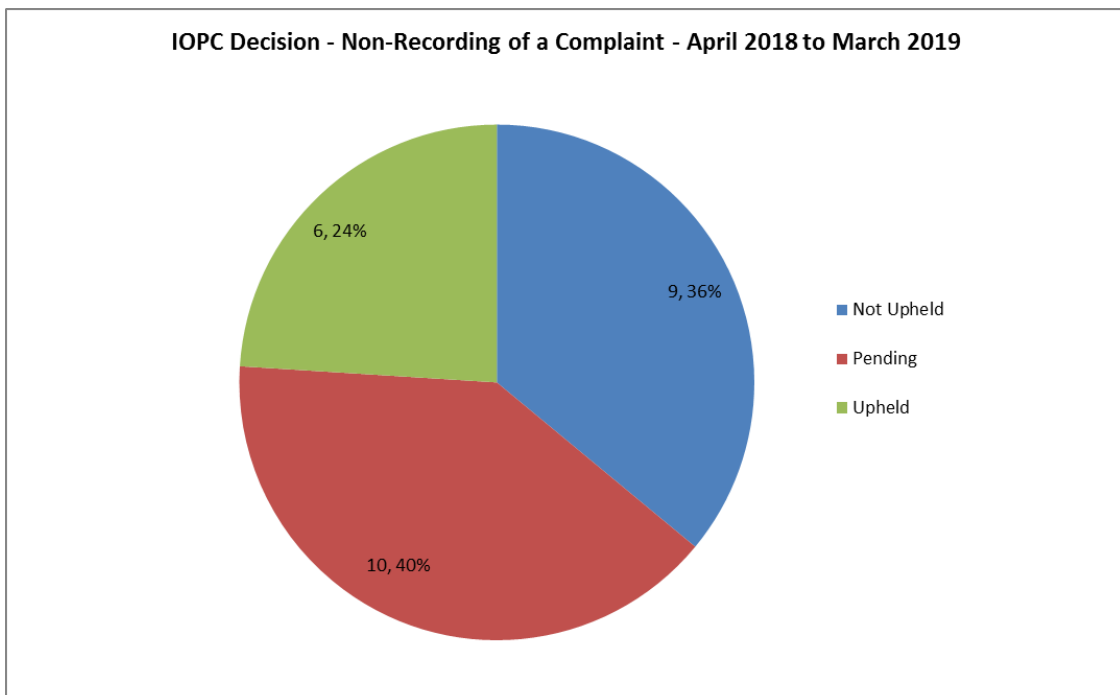


IOPC Appeals Following Full Investigation:





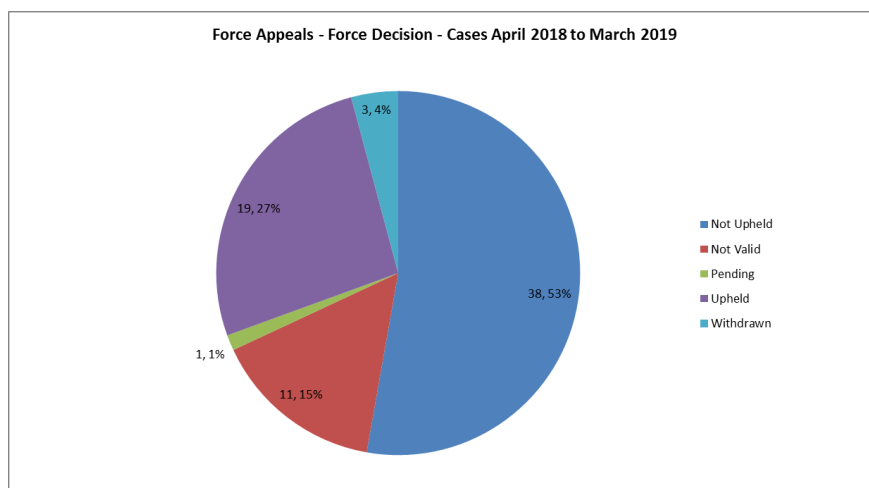
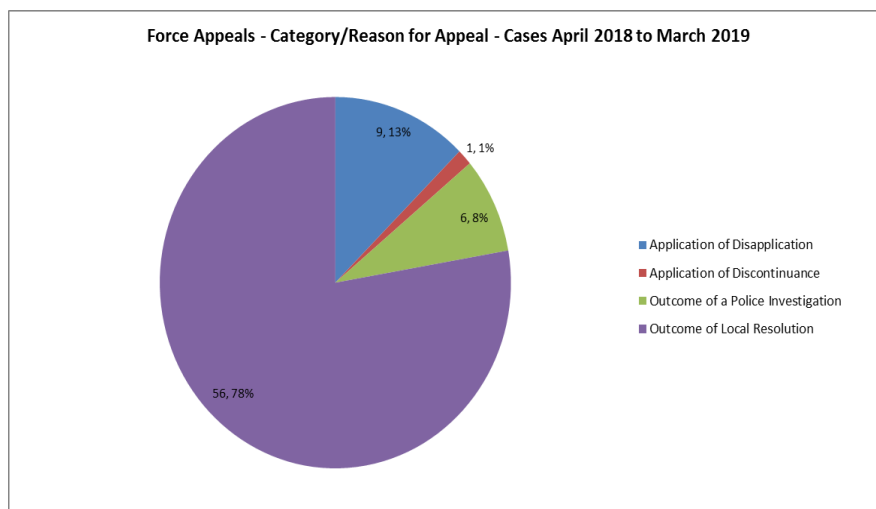
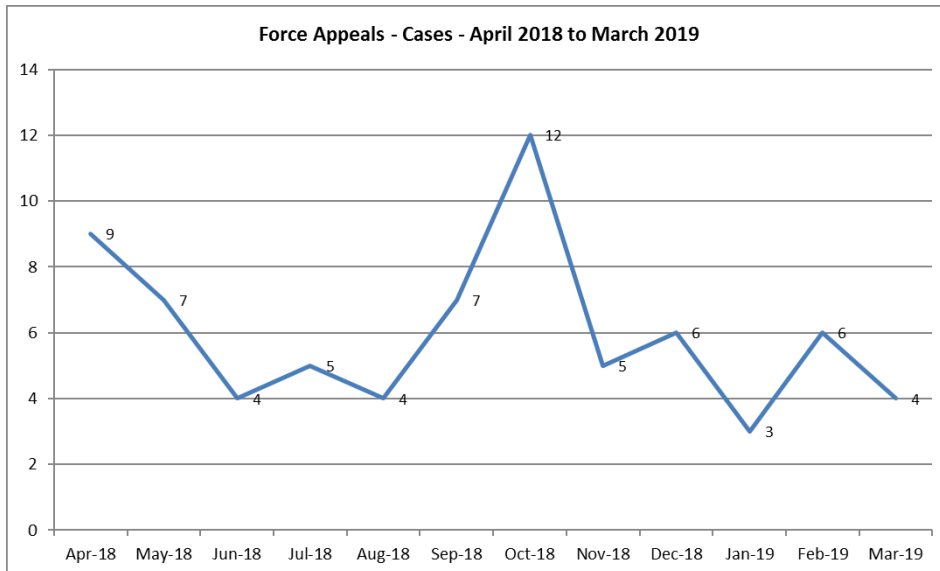
IOPC Appeals Following Non-Recording:



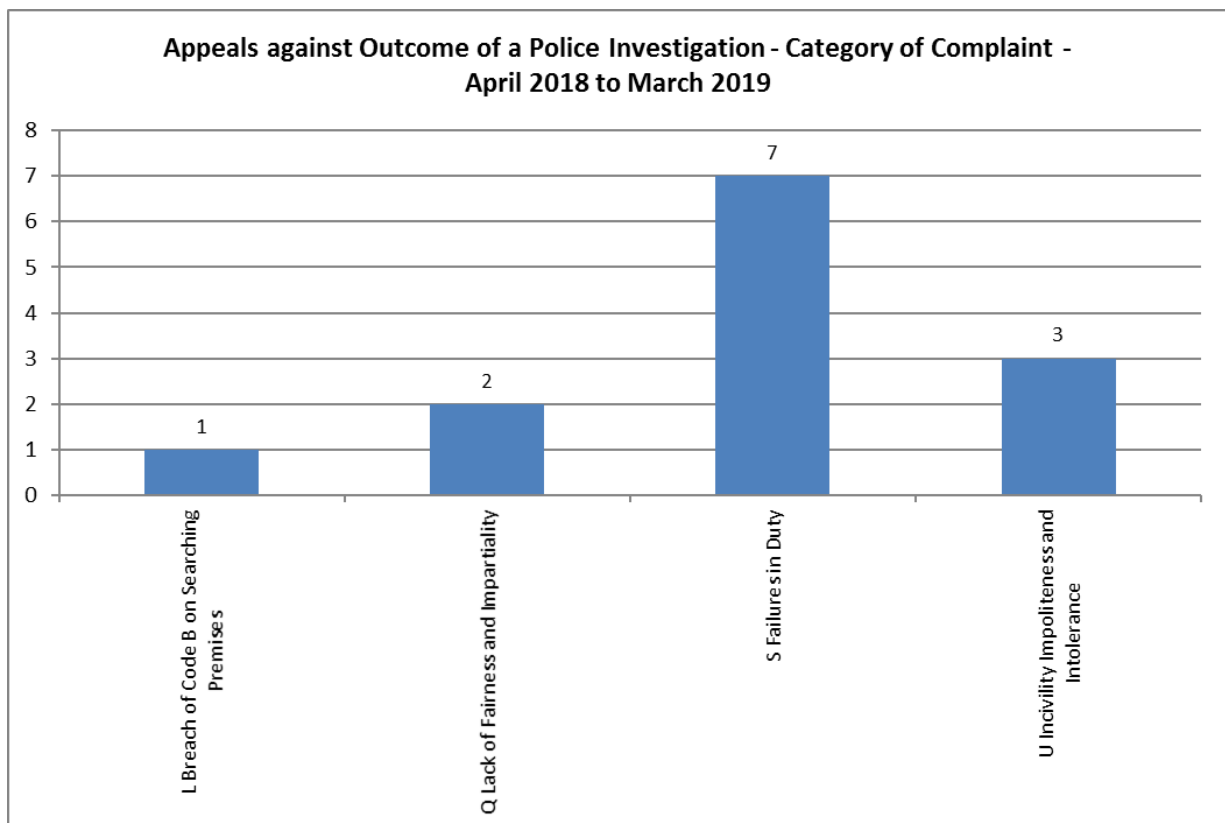
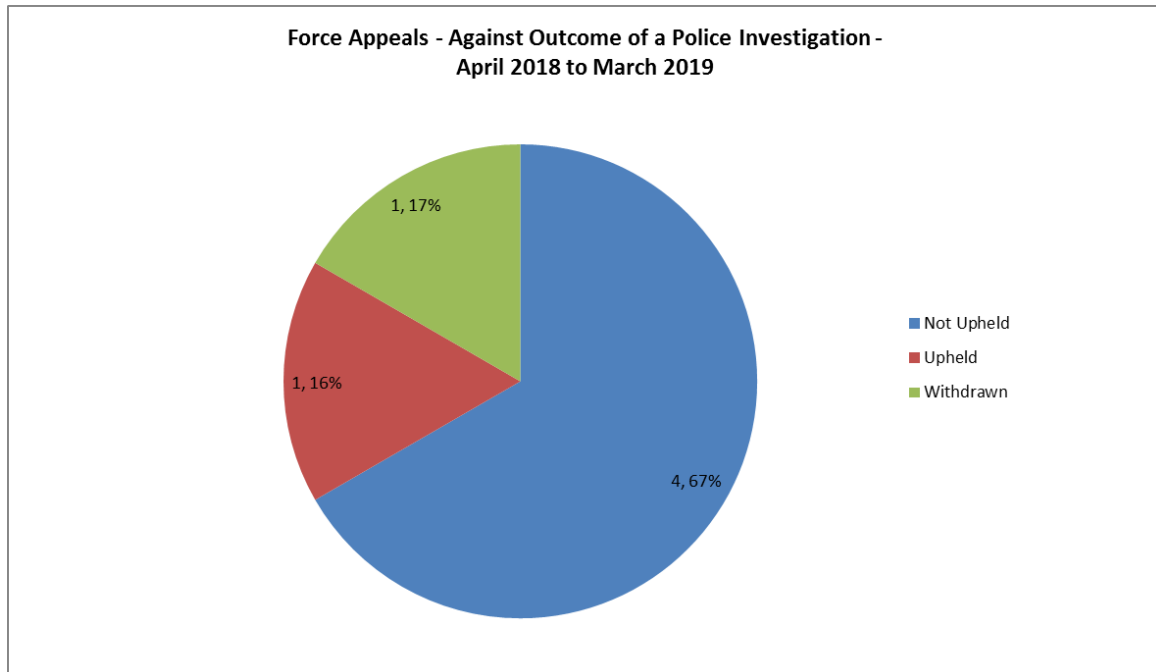
The majority of the non-recording cases are in relation to Service Recovery/Miscellaneous matters.

There has been one appeal against Disapplication in November 2018, which was not upheld.

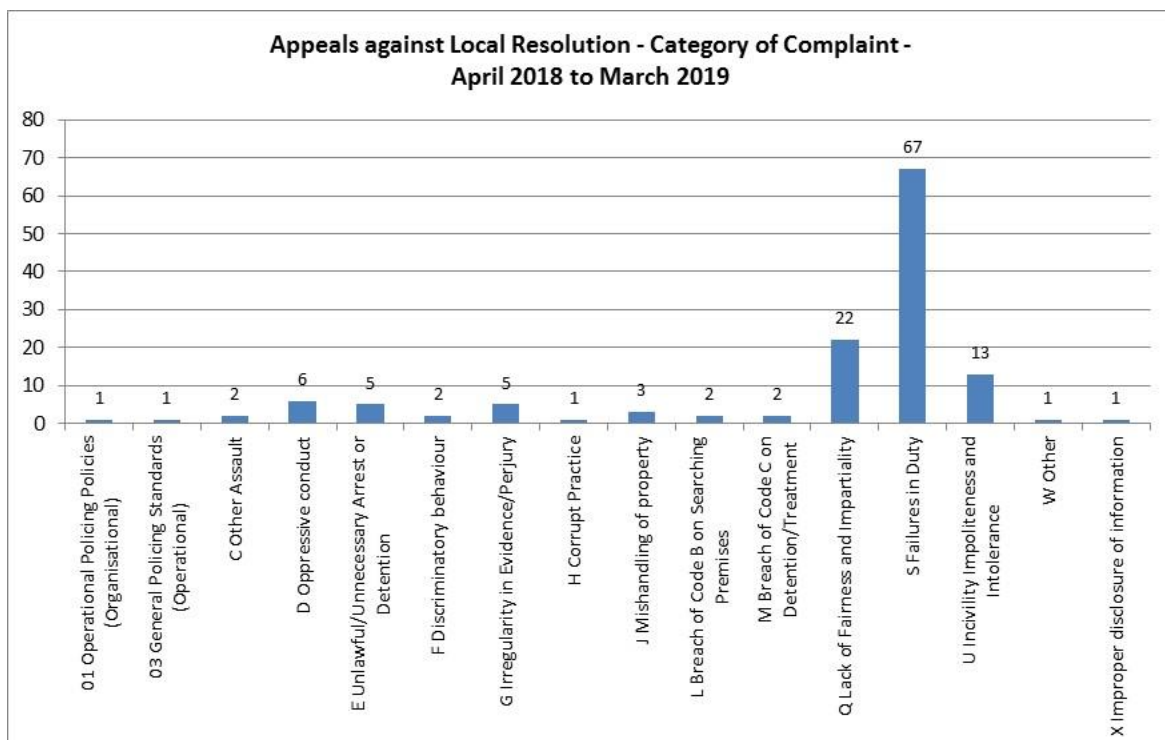
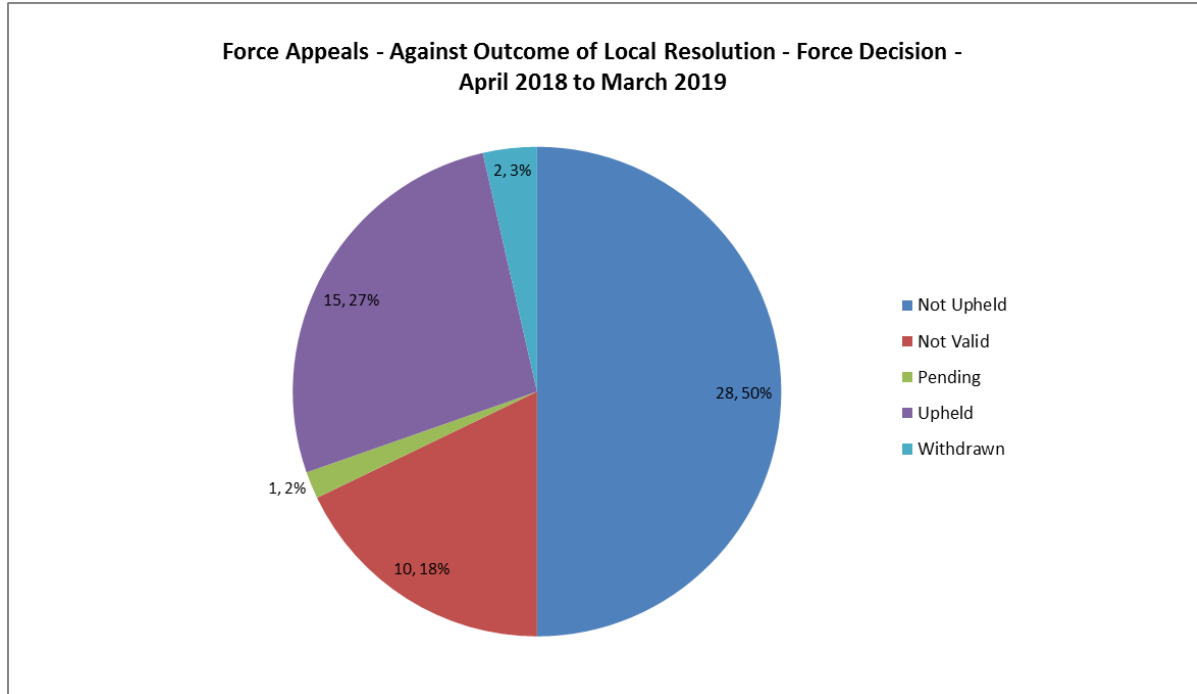
Breakdown of Appeals to Chief Officers:



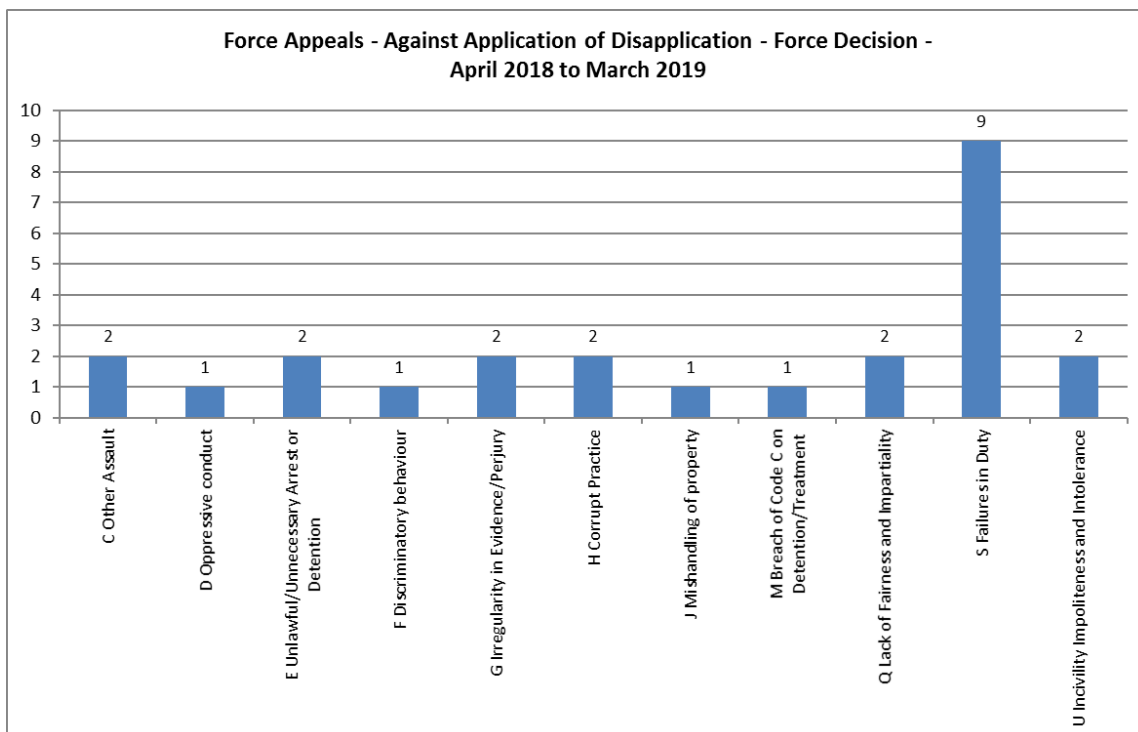
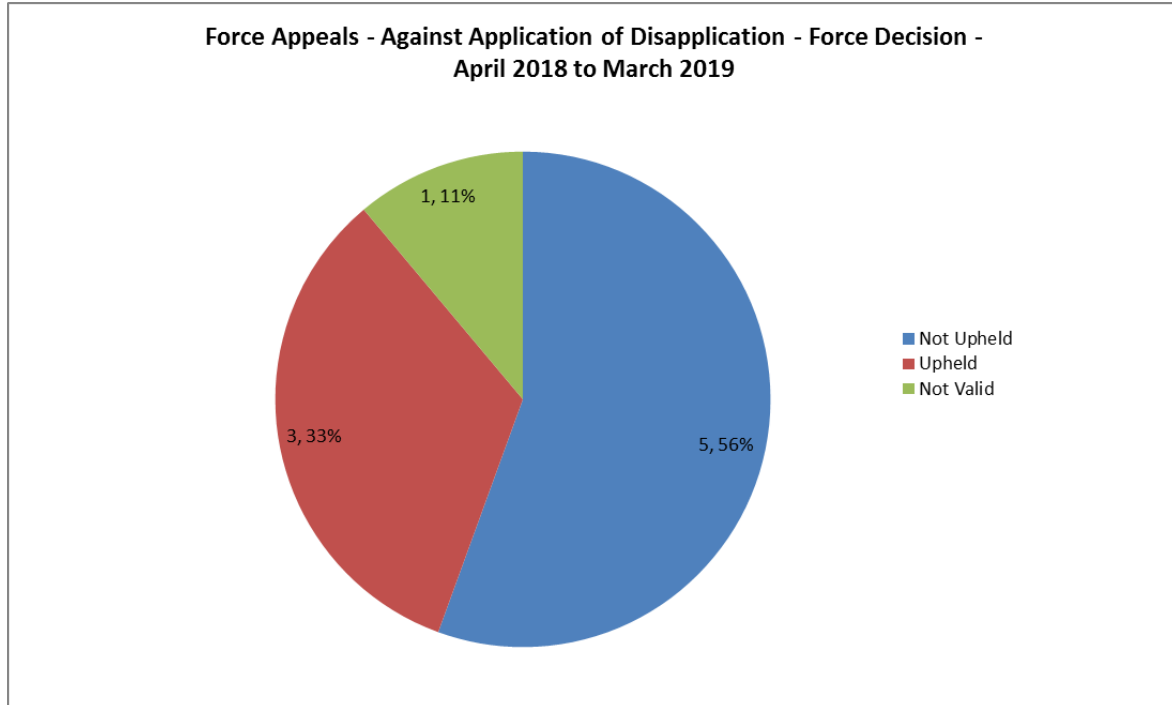
Against Outcome of Police Investigation:



Against Local Resolution:



Against Disapplication



There has been one Appeal against Application of Discontinuance in November – C/393/18. This was previously appealed under the category of Disapplication in October 2018. The complaint category is S Failures in Duty.