

QUARTERLY REPORT: COMPLAINTS, MISCONDUCT & OTHER MATTERS

Report of the Chief Constable

Contact: Detective Superintendent Rob Kirby

1. Purpose of Report

1.2 This report outlines the data and performance of Complaints, Misconduct and other matters that have been processed in the 12-month period up to 30 June 2020 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: 5th August 2020

Unit: Professional Standards

Contact: D/Supt Rob Kirby

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Performance Update Head of PSD - Key Findings Q1 2020/2021

Recorded Complaints

Quarter One (1 April to 30 June 2020) saw a predicted increase in public complaints when compared to the previous quarter. This is due to the changes in legislation introduced in February 2020. A true increase was delayed as COVID-19 saw a large reduction in reporting of complaints. Comparable data from previous years show a similar level of complaints (Including old 'IX' data and complaint cases in 2019/20 shows there were 1568 complaints. Q1 data showed 385 (which predicts a Q4 figure of 1540)

In addition, multiple strands being reported within a single complaint case has accounted for the rise, in June alone, 15 cases involved five or more strands, totalling 93 of the complaint stands for the month. In one case there was 12 strands and in two cases there were nine strands.

Timeliness

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. In Q1 of the 330 complaints finalised, 84% of were finalised within 120 days.

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

The Independent Office for Police Conduct (IOPC) provide national performance bulletins on a quarterly basis, however due to recent changes in the police complaints system bulletins covering quarter three and four will not be available until later this year.

Outcomes

Outcomes of complaints is still being adjusted to the new legislation. The 'Resolved' category reflects those concerns from members of the public outside of Schedule 3, that are resolved satisfactorily. In Q1 2020/21, 72% were resolved or 'service level acceptable'. 4% recorded the service level was not acceptable.

As data develops, this category will include more data around specific complaint strands and the outcomes.

Staff Profiling

With a workforce of over 6,200 officers and staff, the percentage of complaints finalised against police officers in Q1 was 92% (compared with an average of 91%). Police officers make up 54% of the headcount – so remained the most complained about. Special constables made up 4% of the allegations finalised and account for 4% of the workforce. Police staff make up 36% of the force, but were only complained about in 4% of cases.

The North LPA is the most complained about command. Even when only considering total complaints against the LPA's and comparing them to headcount – North LPA has 41.5% of the headcount, but 46% of the complaints.

Complaint Categories by exception

The new strands of complaint can be compared to old strands and this is explored in the body of the document. Broadly, the percentages match the old strands showing a consistency in the way the strands are applied. The three most prevalent areas complained about are:

- A Delivery of Service (40.4%)
- H Individual Behaviours (25.6%)
- B Police Powers, Policy and Procedures (21%)

Within Delivery of Service, the most complained aspect (59%) is 'Police action following Contact' which includes the general level of service, police response, timeliness and poor investigation.

Within 'Individual Behaviours, the various aspects (including impoliteness, unprofessional, lack of fairness and overbearing behaviour) are complained about in equal measure.

Within Police Powers, Policy and Procedures, the most complained about area (27%) is 'Use of Force'

Misconduct

Misconduct cases remain steady with 52 new misconduct allegations were recorded during quarter one compared to an average of 51 the last 3 yrs. The highest reported area involved alleged breaches of the Standards of Professional Behaviour for Duties and Responsibilities with 19 alleged breaches compared to a three-year average of 15. Allegations of Honesty and Integrity have dropped sharply with only 2 allegations recorded against a three-year average of 8.

In 2019/20 (Jul-Jun) four officers were dismissed, one officer would have been dismissed and one police staff member has been dismissed. Hearings slowed during COVID, however they have commenced again and hearing results in the next quarter will show a rise.

There are 6 hearings scheduled and there have been 3 hearing held since the end of Q1.

12 officers/staff are suspended. 14 officers/staff are on restrictions.

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

Due to internal changes, the internal audit has not been completed on this occasion.

Rob Kirby

Detective Superintendent
Head of Professional Standards

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
SC	Specials Command
SCD	Serious Crime Directorate
SSD	Support Services Directorate

Introduction – Use of Data for reporting

The Complaint and Misconduct data used for this report is generally 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.

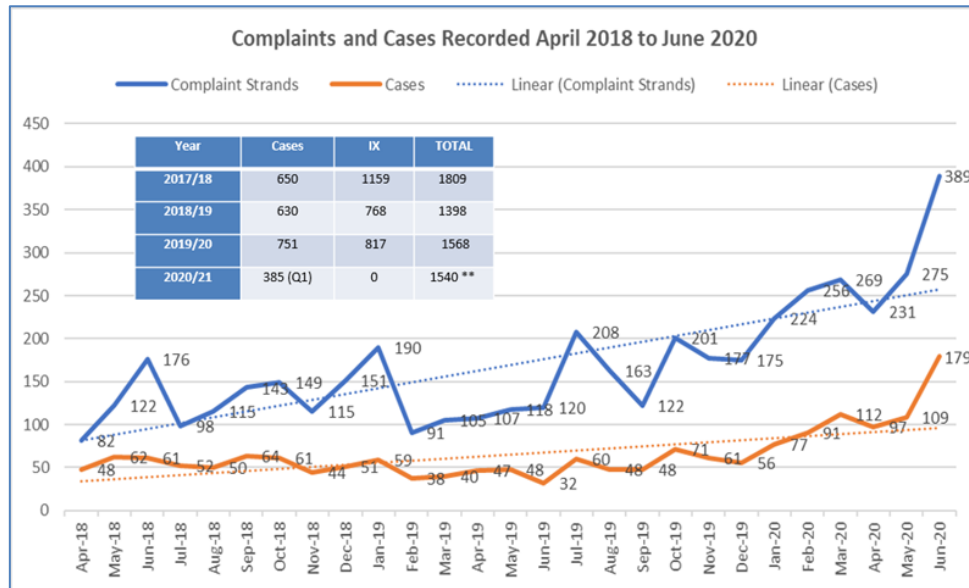
Data is dependent on certain fields being accurate – For example, when considering Commands/Area Responsible – due to changes in structures within the force, and additional commands such as Contact Management, numbers may be skewed compared to other reporting.

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.

Force Complaints



There has been an overall increase in complaint numbers in the period since April 2018. However, case numbers have not increased as significantly, indicating that multiple complaint strands within a case is the cause of the complaint increase.

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.

There was an increase in 2019/2020 of 39% complaints compared to 2018/2019, and 19% increase in case numbers.

Year	Complaints	Cases
2017/2018	1403	650
2018/2019	1537	630
2019/2020	2140	751
2020/2021	895	385

It is often the case that the peaks in recording are sporadic, so this does not necessarily mean that this increase will continue.

The increase in June 2020 can be accounted for by the following reasons:

- COVID19 resulted in there being a decrease in recording in April/May 2020.
- New recording process and complaint codes has meant that issues that would have previously been recorded under an IX code are now being recorded as a complaint.
- **As can be seen in the table on the graph above (which includes previous year's IX numbers), if there were to be the same number recorded for each quarter this year as there has been in Q1, the total number would be similar to 2019/2020.
- De-recording/re-recording of complaints due to changes in recording.

The increase in June 2020 has also been contributed to by multiple strand cases, with there being 15 cases of five or more strands, totalling 93 of the complaint strands for the month. In one case there was 12 strands (C/568/20), and in two cases there were nine for example (C/578/20, C/633/20).

Complaint Categories

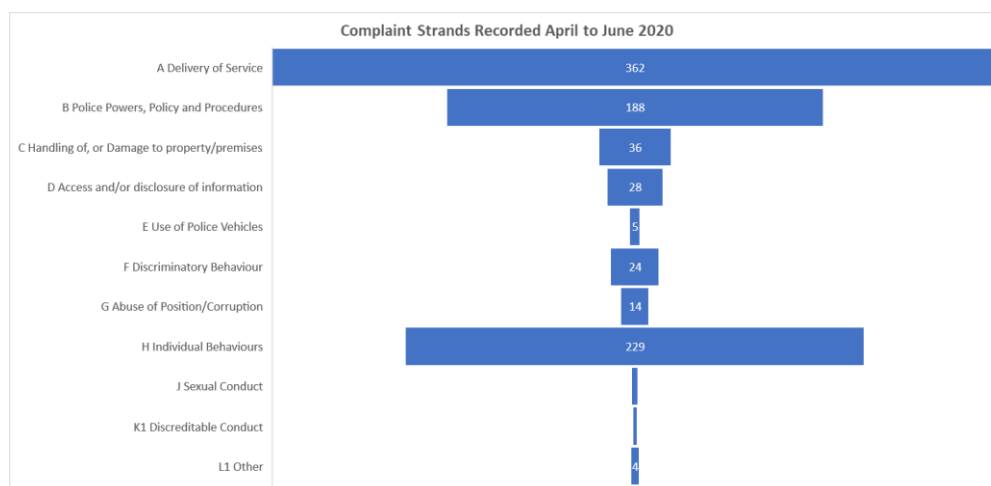
New Categories April to June 2020:

The following table shows a breakdown of the new categories. There are 11 overall categories A-L, with sub-categories within, totalling 45 sub-categories that are used to record complaints on Centurion. There are some instances where complaints have been recorded under old categories, which have been amalgamated into the new categories where possible.

Category Codes	Overall Category	Description/Summary	Total April to June 2020	Percentage %
A1-A4	A Delivery of Service	Police Action, Decisions, Information	362	40.4%
B1-B9	B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	188	21.0%
C1	C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	36	4.0%
D1-D4	D Access and/or disclosure of information	Use of Data, disclosure	28	3.1%
E1	E Use of Police Vehicles	Use of Police Vehicles	5	0.6%
F1-F10	F Discriminatory Behaviour	Various Discrimination Categories	24	2.7%
G1-G6	G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	14	1.6%
H1-H5	H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	229	25.6%
J1-J3	J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	3	0.3%
K1	K1 Discreditable Conduct	Discreditable Conduct	2	0.2%
L1	L1 Other	Other	4	0.4%

It can be seen that under the new categories, it continues to be the Delivery of Service provided/Failure in Duty type complaints that are the highest proportion, and also the Individual Behaviour/Incivility related category. The category of Powers/Policy/Procedure is the third highest category, which encompasses areas such as Use of Force, Arrest, Custody, Evidence.

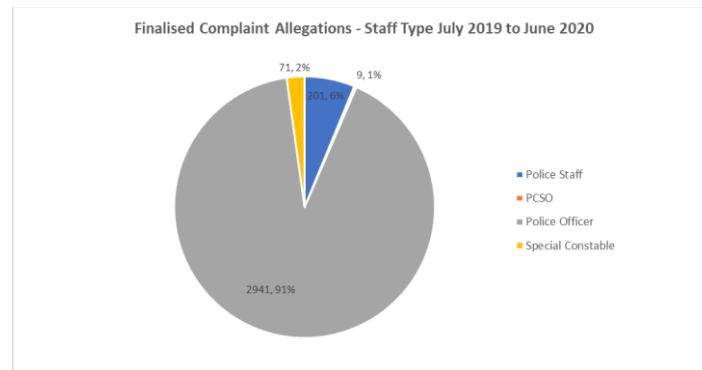
Further in this report, each category will be examined as in previous quarters. It may not be possible to give full comparison figures to previous quarters due to changes in the categories, but this will be done where possible.



Staff Type

The following graph and table show the staff type (where known/recorded) of all complaint allegations (finalised) across the force in the last 12 months. Allegation numbers consist of each separate officer/staff allegation; therefore, there is 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.

91% of complaint allegations finalised are against Police Officers.



Staff Type	AVERAGE Total Finalised Allegations Q1 3-Year 2017-2019	Total Finalised Allegations Q1 2020	Force Headcount 31/05/2020	Percentage of Headcount
Police Staff	31	54	2260	36%
PCSO	4	0	118	2%
Police Officer	501	1135	3353	54%
Special Constable	13	45	515	8%
Total	550	1234	6246	100%

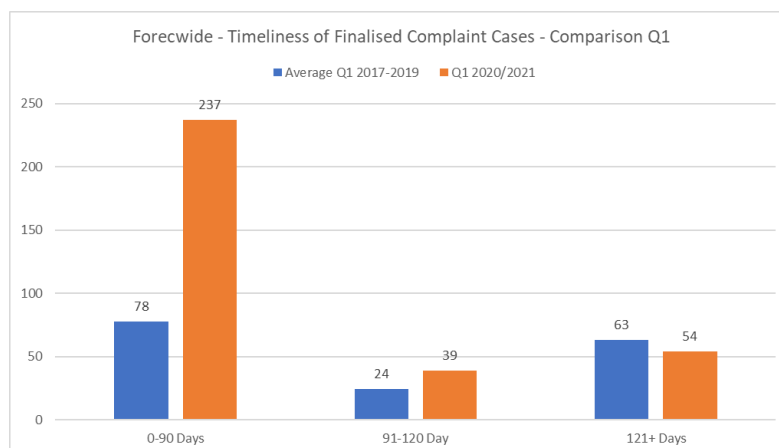
Please note that headcount figures are from 31/05/2020. The Command section will give further breakdown of this data.

Timeliness of Complaints

The graph below shows the finalised number of days category for Q1 April to June for this year, compared to Q1 for the last three financial years.

The majority are finalised within 90 days.

The graph shows an increased number being finalised overall, which is likely due to the new outcomes being used in Q1 (see outcome graphs in next section). Also due to the fact that there has been an increase in complaints being recorded in Q1 because of duplication/re-recording, and the new complaint categories/no IX files.



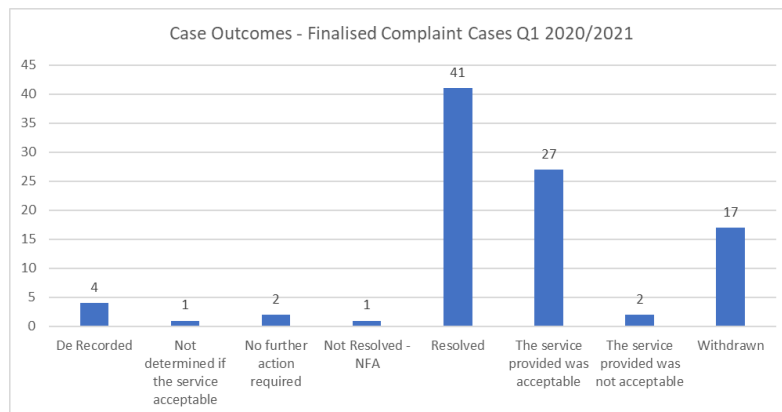
Live Complaint Data June 2020 – The below shows Live cases are also mostly under 90 days.
(Data as at 30th June 2020)

Command	Total complaints	Appeal made	Sub judice	Live	Live <90 days	Live 90-119 days	Live ≥120 days
North LPA	69	3	11	55	50	1	4
South LPA	42	6	5	31	28	2	1
West LPA	57	2	6	49	37	3	9
CJC	9	0	0	9	6	0	3
OPC	31	1	3	27	21	2	4
C&PP	14	0	0	14	8	2	4
SCD	4	0	1	3	3	0	0
CT	1	1	0	0	0	0	0
Contact Management	7	0	0	7	7	0	0
Stansted	0	0	0	0	0	0	0
HR & Training	0	0	0	0	0	0	0
HQ Directorate	3	0	0	3	2	0	1
TOTALS	237	13	26	198	162	10	26

Outcomes of Complaints

The following graphs shows firstly the finalised case outcome and secondly the finalised allegation outcomes of any complaints that have been recorded since 1st April 2020. Due to the changes to the categories of outcomes and complaints, it is not currently possible to do previous year or quarter comparisons. This will be developed over time to understand any trends in the new outcomes.

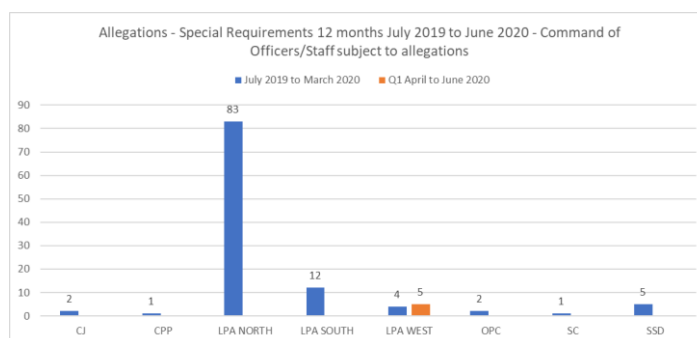
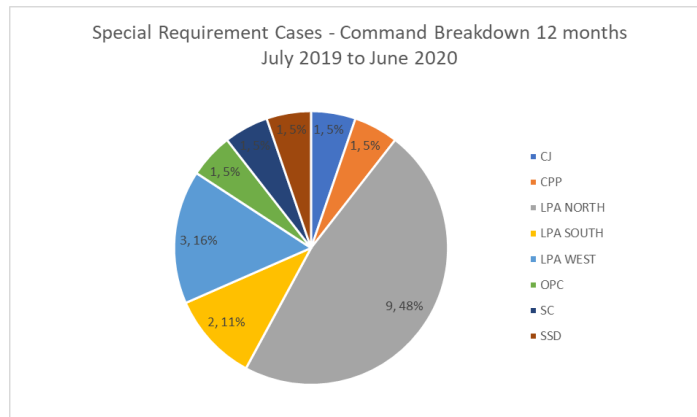
Resolved and Service provided was acceptable are the main outcomes being seen so far.



Q1 2020/2021 Complaint Allegation Outcome	A Delivery of Service	B Police Powers, Policy and Procedures	C Handling of, or Damage to property/premises	D Access and/or disclosure of information	E Use of Police Vehicles	F Discriminatory Behaviour	G Abuse of Position/Corruption	H Individual Behaviours	Total	% of Total
DR De Recorded	3	2	0	0	0	0	1	2	8	4%
NFA No further action required	0	0	0	0	0	0	1	1	2	1%
NDSA Not determined if the service acceptable	0	0	0	0	0	1	0	2	3	1%
NRNA Not Resolved - NFA	0	1	0	0	0	0	0	0	1	0%
RES Resolved	49	2	2	1	1	0	0	16	71	33%
SA The service provided was acceptable	24	12	4	0	2	3	0	39	84	39%
SNA The service provided was not acceptable	5	0	0	0	0	0	0	3	8	4%
WIT Withdrawn	20	10	2	0	1	0	0	4	37	17%
Total	101	27	8	1	4	4	2	67	214	100%

Command	Resolved	% per Command	The service provided was acceptable	% per Command	The service provided was not acceptable	% per Command
CM	2	3%	3	4%	1	13%
HQ	4	6%	7	8%	0	0%
LPA NORTH	22	31%	33	39%	0	0%
LPA SOUTH	16	23%	19	23%	6	75%
LPA WEST	8	11%	14	17%	1	13%
OPC	4	6%	8	10%	0	0%
UNKNOWN	15	21%	0	0%	0	0%
Total	71	100%	84	100%	8	100%

Special Requirements

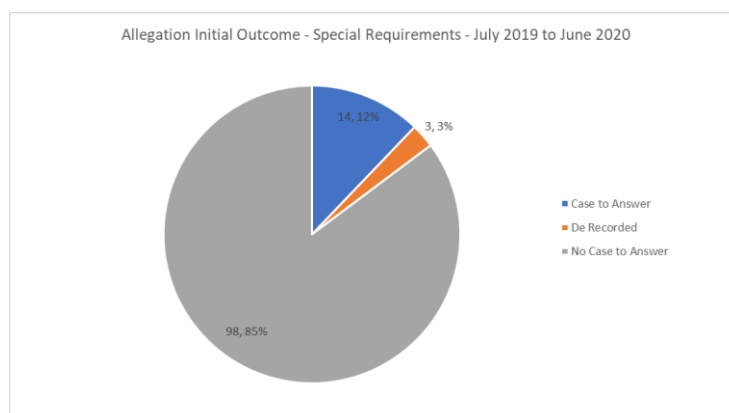


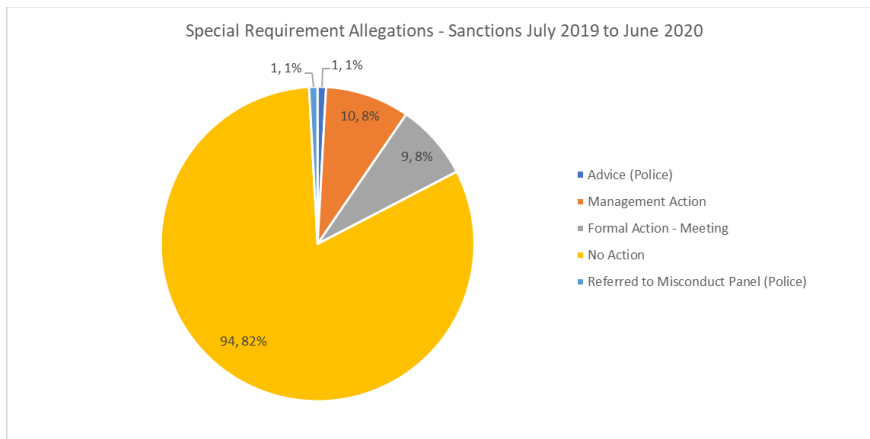
There have been 19 cases resulting in Special Requirements in the last 12 months, within which contain a total of 115 allegations/strands. 85% of the allegations were no case to answer. 82% were No action for the final sanction.

Only two of these cases/five allegations have been in Q1 2020/2021.

Repeat Complainant – Six of the 19 cases are from the same repeat complainant. This accounts for 71 (62%) of the officer/staff allegations, and the cases are originally from 2016 and 2017.

It is likely that Special Requirements will not feature as highly due to the new complaint outcomes categories.



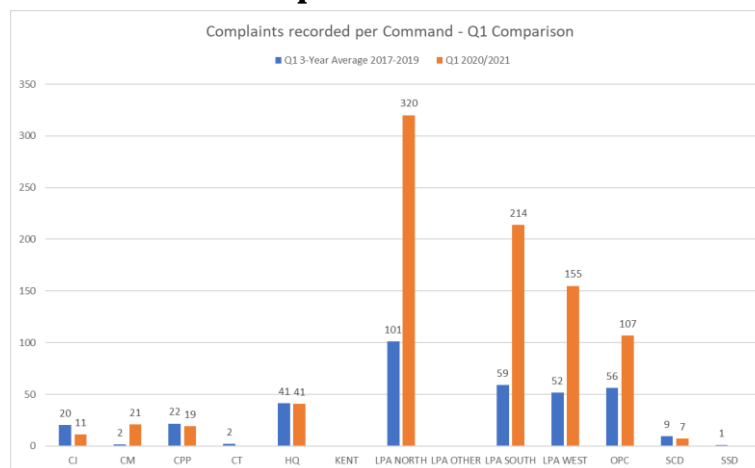


In four cases (9 allegations total), the complaint case went to a meeting, resulting in the following:

- Four Management Advice
- One No Action
- Two Not Proven
- Two Written Warning

This is in addition to the cases that went to meetings under Misconduct cases, totalling 12 allegations within seven cases, in the last 12 months (further detail on page 41 within the conduct section of this report).

Command Breakdown of Complaints



Note – There are additional complaints for HQ command in the last two years. 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. In certain parts of this report, the HQ PSD element has been examined to establish the actual command of officer/staff under the complaint case (such as the Special Requirements section). Future quarterly reporting will attempt to clarify the HQ PSD cases and reflect the actual command subject to the complaint.

Please also note that the above graph is considering total complaint numbers/strands, not cases, and it is important to note that numbers are often sporadic month to month.

Due to the increase that has been seen in June 2020, numbers are significantly greater in Q1 of 2020/2021 than the average for the last three years.

The increase in June 2020 can be accounted for by the following reasons:

- COVID19 resulted in there being a decrease in recording in April/May 2020.
- New recording process and complaint codes has meant that issues that would have previously been recorded under an IX code are now being recorded as a complaint.
- If there were to be the same number of complaints recorded for each quarter this year as there has been in Q1, the total number would be similar to 2019/2020 when also including the year total of IX.
- De-recording/re-recording of complaints due to changes in recording.

Further breakdown and detail of the commands seeing significant numbers of complaints: LPA and OPC will be examined in more detail further in this report.

Staff Type per Command

Please note that headcount figures are from 31/05/2020. Allegations are those finalised.

The following tables show a further breakdown of each staff type, comparing Q1 data form 2020 to the previous three years 2017-2019.

Staff Type	AVERAGE Total Finalised Allegations Q1 3-Year 2017-2019	AVERAGE % Q1 3-Year 2017-2019	Total Finalised Allegations Q1 2020	Percentage of Allegations Q1 2020	Force Headcount 31/05/2020	Percentage of Headcount
Police Staff	31	6%	54	4%	2260	36%
PCSO	4	1%	0	0%	118	2%
Police Officer	501	91%	1135	92%	3353	54%
Special Constable	13	2%	45	4%	515	8%
Total	550	100%	1234	100%	6246	100%

PCSO - Command	AVERAGE Total Finalised Allegations Q1 3-Year 2017-2019	AVERAGE % of Total Force Q1 Allegations for 3-Year 2017-2019	Total Finalised Allegations Q1 2020	Percentage of Force Finalised Allegations Q1 2020 (1234)	Force Headcount 31/05/2020	Percentage of Headcount
LPA NORTH	2.3	0.42%	0.00%	0%	58	0.9%
LPA SOUTH	0	0%	0.00%	0%	29	0.5%
LPA WEST	2	0.36%	0.00%	0%	31	0.5%
Total	4.3	0.78%	0.00%	100%	118	1.9%

Police Officer - Command	AVERAGE Total Finalised Allegations Q1 3-Year 2017-2019	AVERAGE % of Total Force Q1 Allegations for 3-Year 2017-2019	Total Finalised Allegations Q1 2020	Percentage of Force Finalised Allegations Q1 2020 (1234)	Force Headcount 31/05/2020	Percentage of Headcount
CJ	21	3.9%	3	0.2%	155	2.5%
CM	1	0.2%	3	0.2%	176	2.8%
CPP	25	4.6%	40	3.2%	287	4.6%
CT/ERSOU	0	0	0	0.0%	79	1.3%
HQ	25	4.4%	61	4.9%	43	0.7%
LPA NORTH	151	27.7%	388	31.4%	768	12.3%
LPA SOUTH	126	22.9%	317	25.7%	573	9.2%
LPA WEST	96	17.6%	203	16.5%	508	8.1%
LP Other	0	0.0%	0	0.0%	38	0.6%
OPC	51	9.4%	103	8.3%	414	6.6%
SCD	5	0.9%	3	0.2%	199	3.2%
SSD	0	0.0%	0	0.0%	113	1.8%
Unknown	0	0.0%	14	1.1%	0	0.0%
Total	501	91.4%	1135	92.0%	3353	53.7%

Police Staff - Command	AVERAGE Total Finalised Allegations Q1 3-Year 2017-2019	AVERAGE % of Total Force Q1 Allegations for 3-Year 2017-2019	Total Finalised Allegations Q1 2020	Percentage of Force Finalised Allegations Q1 2020 (1234)	Force Headcount 31/05/2020	Percentage of Headcount
CJ	2	0.4%	0	0.0%	261	4.2%
CM	2	0.4%	9	0.7%	520	8.3%
CPP	3	0.6%	2	0.2%	200	3.2%
CT/ERSOU	0	0.0%	0	0.0%	0	0.0%
HQ	3	0.6%	6	0.5%	209	3.3%
LPA NORTH	7	1.3%	12	1.0%	14	0.2%
LPA SOUTH	5	0.9%	6	0.5%	10	0.2%
LPA WEST	4	0.7%	8	0.6%	12	0.2%
LP Other	0	0.0%	0	0.0%	46	0.7%
OPC	3	0.5%	10	0.8%	174	2.8%
SCD	1	0.2%	0	0.0%	307	4.9%
SSD	0	0.0%	0	0.0%	507	8.1%
Unknown	0	0.0%	1	0.1%	0	0.0%
Total	31	5.60%	54	4.4%	2260	36.2%

Special Constable Command	AVERAGE Total Finalised Allegations Q1 3-Year 2017-2019	AVERAGE % of Total Force Q1 Allegations for 3-Year 2017-2019	Total Finalised Allegations Q1 2020	Percentage of Force Finalised Allegations Q1 2020 (1234)	Force Headcount 31/05/2020	Percentage of Headcount
CJ	0.3	0.1%	0	0.0%	0	0.0%
CM	0	0.0%	0	0.0%	0	0.0%
CPP	0	0.0%	1	0.1%	0	0.0%
CT	0	0.0%	0	0.0%	0	0.0%
HQ	0	0.0%	3	0.2%	5	0.1%
LPA NORTH	1.7	0.3%	22	1.8%	207	3.3%
LPA SOUTH	6	1.1%	3	0.2%	105	1.7%
LPA WEST	3	0.6%	3	0.2%	78	1.2%
LP OTHER	0	0.0%	0	0.0%	1	0.0%
OPC	2	0.4%	11	0.9%	37	0.6%
SCD	0	0.0%	0	0.0%	6	0.1%
SSD	0	0.0%	0	0.0%	76	1.2%
Unknown	0	0.0%	2	0.2%	0	0.0%
Total		2.4%	45	3.6%	515	8.2%

Ethnicity of Complainants – Work in Progress

Work in progress - Future reporting will include detail around ethnicity of complainants/complaint types.

Complaint Categories – Force Overview

The following sections focus on the new Complaint categories as in the table below, and where possible comparisons will be made to previous years' data. This may be difficult to do for some categories. Previous quarterly reporting will also need to be referred to for the previous complaint categories up to 31st March 2020.

Category Codes	Overall Category	Description/Summary	Total April to June 2020	Percentage %
A1-A4	A Delivery of Service	Police Action, Decisions, Information	362	40.4%
B1-B9	B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	188	21.0%
C1	C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	36	4.0%
D1-D4	D Access and/or disclosure of information	Use of Data, disclosure	28	3.1%
E1	E Use of Police Vehicles	Use of Police Vehicles	5	0.6%
F1-F10	F Discriminatory Behaviour	Various Discrimination Categories	24	2.7%
G1-G6	G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	14	1.6%
H1-H5	H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	229	25.6%
J1-J3	J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	3	0.3%
K1	K Discreditable Conduct	Discreditable Conduct	2	0.2%
L1	L Other	Other	4	0.4%
			895	100%

The significant areas being recorded under are:

1. A Delivery of Service – 40.4%
2. H Individual Behaviours – 25.6%
3. B Police Powers, Policy and Procedures – 21%

For definitions of the new complaint categories:

Guidance on capturing data about police complaints (Feb 2020)

[https://www.policeconduct.gov.uk/sites/default/files/Documents/statutoryguidance/Guidance on capturing data about police complaints.pdf#page=24](https://www.policeconduct.gov.uk/sites/default/files/Documents/statutoryguidance/Guidance%20on%20capturing%20data%20about%20police%20complaints.pdf#page=24)

Complaint Codes A1 – A4 Delivery of Service:

A1	Police action following contact
A2	Decisions
A3	Information
A4	General level of service

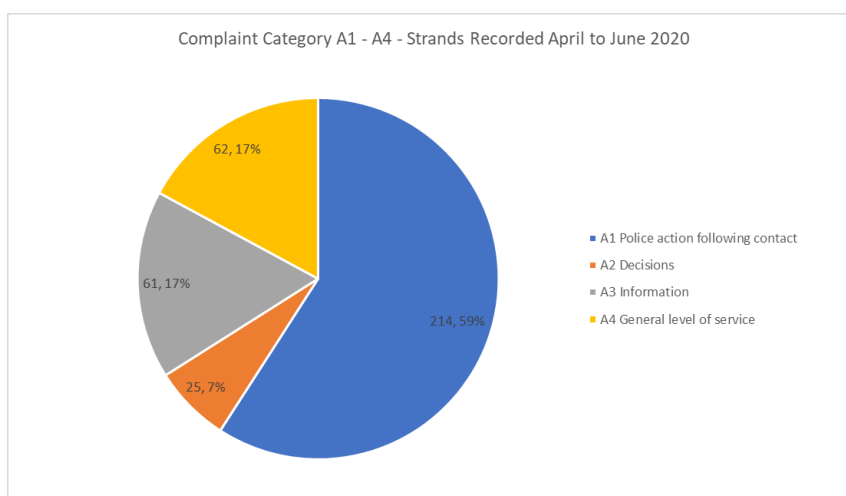
This category is similar to the previous code S Neglect/Failure in Duty, which is the highest category recorded under, accounting for **40.4%** of all complaint strands recorded in 2019/2020 in Essex Police.

The trend of numbers being recorded under the new categories A1-A4 are nearly identical so far in the first quarter of 2020/2021, with this category having the highest proportion of 40%.

The breakdown of the four sub-categories of this are seen below, with A1 Police action following contact being the highest, with 59% of the four sub-categories.

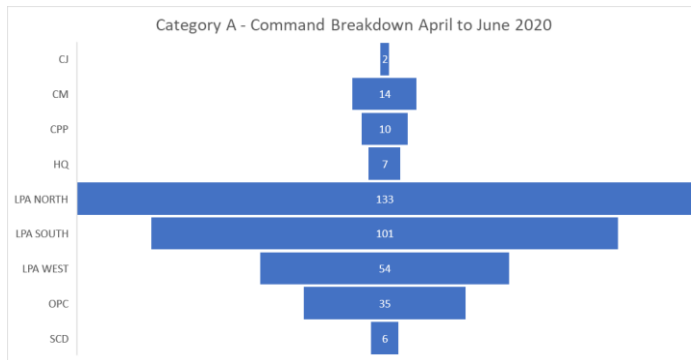
Please note that there are 12 that have been recorded under the old category of S which have been included in the A4 category for purposes of this report.

Of note; A3 Information – The complaints being recorded under this are for example disagreement of information recorded in interview, lack of update on investigation.

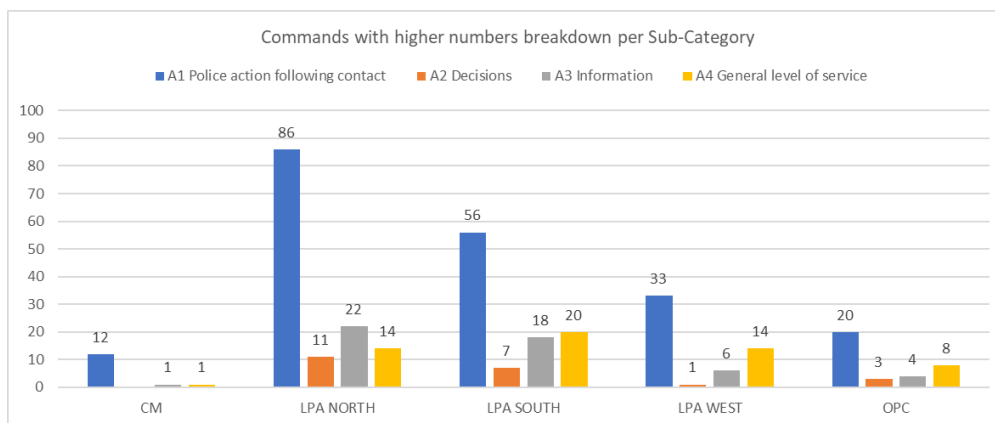


Command:

The three LPA commands see the highest number. 37% of A strands are recorded in LPA North, 28% in the South, 15% in the West. OPC have the next highest proportion of 10%.



Command	Category A total	%	Command % of Force Headcount 31/05/2020
CJ	2	1%	6.7%
CM	14	4%	11.1%
CPP	10	3%	7.8%
HQ	7	2%	2.2%
LPA NORTH	133	37%	13.4%
LPA SOUTH	101	28%	9.8%
LPA WEST	54	15%	8.8%
OPC	35	10%	9.4%
SCD	6	2%	8.1%
Total	362	100%	



The highest sub-category for all areas is A1 Police action following contact. LPA North also has the highest number of A3 Information, and the South has the higher numbers of both A3 and A4 General level of service. Contact Management (CM) is included on the graph as they also have a noticeable amount of A1 which will be due to complaints around call takers.

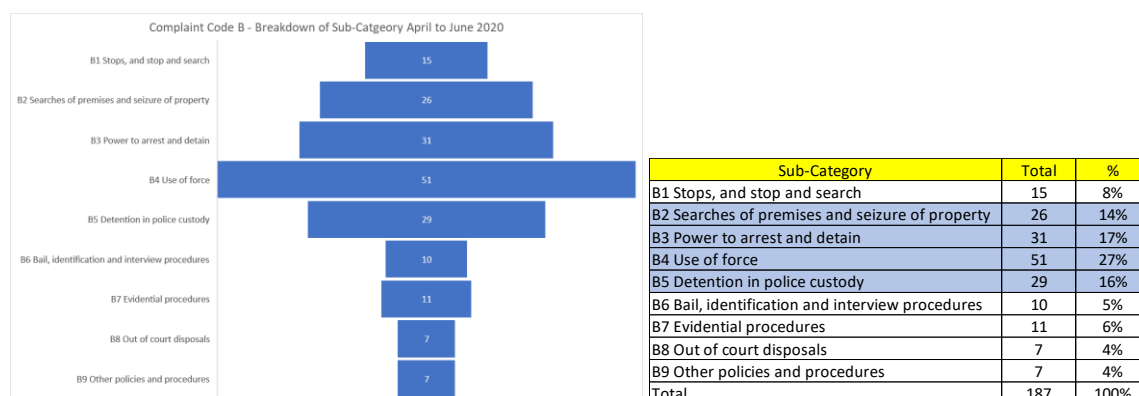
Complaint Codes B1-B9: Powers, Policy and Procedure

This category encompasses many different elements as in the table below, and accounts for **21%** of all recorded complaint strands so far in Q1 2020/2021 (third highest category). The previous categories in the second table are those that are similar.

New Category B1-B9
B1 Stops, and stop and search
B2 Searches of premises and seizure of property
B3 Power to arrest and detain
B4 Use of force
B5 Detention in police custody
B6 Bail, identification and interview procedures
B7 Evidential procedures
B8 Out of court disposals
B9 Other policies and procedures

Previous Category
C Other Assault
E Unlawful/Unnecessary Arrest or Detention
G Irregularity in Evidence/Perjury
K Breach of Code A on Stop and Search
L Breach of Code B on Searching Premises
M Breach of Code C on Detention/Treatment
N Breach of code D on Identification
P Breach of Code E on Tape recording
R Breach not attributed to a specific code
T Other Irregularities in Procedure
V Traffic Irregularity

The highest proportion of the complaints so far in 2020/2021 are under Use of Force. Search of premises, Power to arrest and Police custody strands also feature higher than others.



Comparison to previous categories:

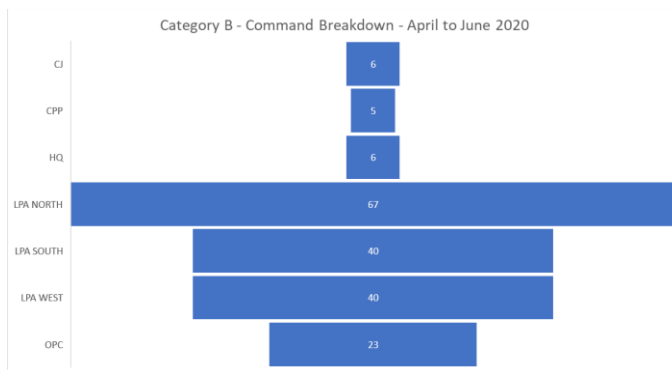
The proportion of the higher numbers being recorded under the new categories is very similar to those recorded under the old categories.

New Category	% of All Complaints Q1 2020/2021	Similar to Previous Complaint Category	% of All Complaints 2019/2020
B1 Stops, and stop and search	2%	K Breach of Code A on Stop and Search	1%
B2 Searches of premises and seizure of property	3%	L Breach of Code B on Searching Premises	1%
B3 Power to arrest and detain	3%	E Unlawful/Unnecessary Arrest or Detention	3%
B4 Use of force	6%	C Other Assault	8%
B5 Detention in police custody	3%	M Breach of Code C on Detention/Treatment	3%
B6 Bail, identification and interview procedures	1%	N Breach of code D on Identification P Breach of Code E on Tape recording	0%
B7 Evidential procedures	1%	G Irregularity in Evidence/Perjury	3%
B8 Out of court disposals	1%	N/A	
B9 Other policies and procedures	1%	R Breach not attributed to a specific code T Other Irregularities in Procedure V Traffic Irregularity	0% 1% 1%

Command:

The LPA commands continue to see the higher numbers of complaints under this category, with LPA North having over a third of those recorded for Q1 (36%). The sub-category having the highest number for each is as follows:

- LPA North – B4 Use of Force (30% of B recorded for command)
- LPA South – B3 Power to Arrest and Detain (23% of B for command)
- LPA West – B4 Use of Force (25% of B recorded for command)
- OPC – B4 Use of Force (39% of B recorded for command)



Command	Category B Total	%	Command % of Force Headcount 31/05/2020
CJ	6	3%	6.7%
CPP	5	3%	7.8%
HQ	6	3%	2.2%
LPA NORTH	67	36%	13.4%
LPA SOUTH	40	21%	9.8%
LPA WEST	40	21%	8.8%
OPC	23	12%	9.4%
Total	187	100%	

Use of Force:

The previous comparable complaint category C Assault accounted for the third highest category in 2019/2020 (8% of all complaints recorded). Due to the larger scope of the new categories, it is now not the third highest category, but is the highest proportion of Category B, and accounts for 6% of all complaints recorded in Q1. This area will be monitored in future quarterly reporting. LPA North continues to see the higher number of Use of Force as it previously did with C Assault:

Command	Total Complaints C Assault 2019/2020	% of Total C Assault 2019/2020
CJ	7	4%
HQ	14	8%
KENT	1	1%
LPA NORTH	56	34%
LPA SOUTH	27	16%
LPA WEST	32	19%
OPC	30	18%
Total	167	100%

Command	Total Complaints B4 Use of Force Q1 2020/2021	% of Total B4 Q1 2020/2021
CJ	1	2%
HQ	3	6%
LPA NORTH	20	39%
LPA SOUTH	8	16%
LPA WEST	10	20%
OPC	9	18%
Total	51	100%

Stop Search info from Strategic Command Data:

(Information included in previous quarterly reporting)

There were 4,031 Stop & Search forms submitted in the fourth quarter of 2019/2020. This is 8% (314) lower than quarter 3 this year, when there were 4345.

Comparing to quarter 4 in 2018/2019 however, there has been an increase of 24% (785).

There has been an increase in Stop Searches since 2018 which has been attributed to data being input onto Mobile Data Terminals.

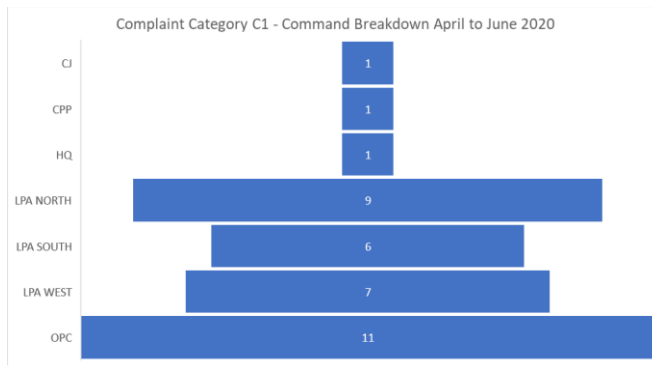
This increase has not impacted on related complaints as numbers have remained low.

Complaint Code C1 - Handling of or Damage to Property/Premises

This complaint category has only the one sub-heading, and accounts for 4% of all Q1 complaints recorded. It is similar to the previous complaint category of J Mishandling of property, of which in 2019/2020 accounted for 3% of all complaints recorded, so levels are remaining consistently low so far this year.

Command:

OPC have the highest number so far this year, with the LPA Command also having higher numbers.



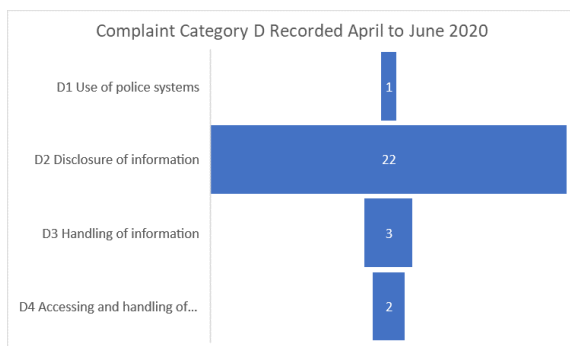
Command	Total C Category	%	Command % Force Headcount 31/05/2020
CJ	1	3%	6.7%
CPP	1	3%	7.8%
HQ	1	3%	2.0%
LPA NORTH	9	25%	13.4%
LPA SOUTH	6	17%	9.8%
LPA WEST	7	19%	8.8%
OPC	11	31%	9.4%
Total	36	100%	

Complaint Codes D1-D4 Access and/or disclosure of information

D1	Use of police systems
D2	Disclosure of information
D3	Handling of information
D4	Accessing and handling of information from other sources

The categories under D all relate to use and disclosure of information. This has so far accounted for 3% of complaint strands recorded in 2020/2021 Q1. This is identical in proportion to the previous comparable complaint category of X Improper Disclosure of Information, of which accounted for 3% of all strands recorded in the year 2019/2020.

The sub-category that has the highest proportion in Q1 2020/2021 is specifically D2 Disclosure of Information, again remaining consistent with the previous complaint category.



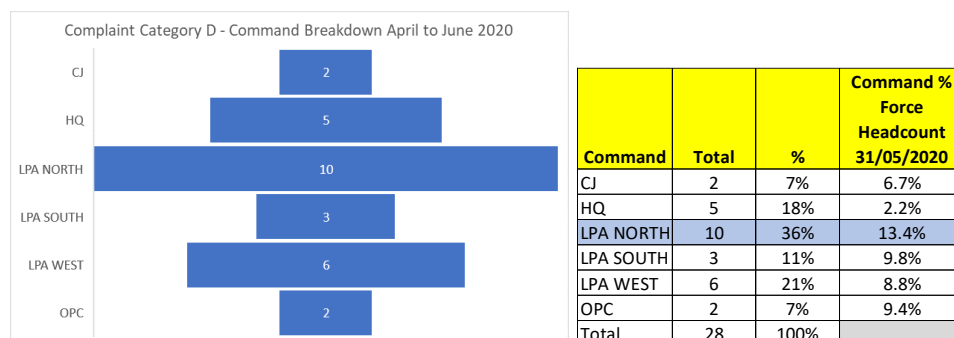
There are very low numbers so far in the other three sub-categories:

- D1 – Use of police systems – Only one recorded so far (LPA West), overall use of systems.
- D3 – Handling of Information – Three recorded so far (CJ, HQ, LPA North commands) – For example, incorrect information about complainant held on police system.
- D4 – Accessing and handling of information from other sources – Two recorded so far (LPA South and OPC) – For example hospital information, child protection information.

Prediction – The three sub-categories may increase over the coming months due to the use of the new codes becoming more normalised.

Commands

LPA North has seen over a third of D complaints in Q1, the majority being D2 Disclosure of information. LPA West has the next highest number, though it has a lower force headcount than LPA South and OPC. Actual numbers however are small.



Complaint Code E1: Use of Police Vehicles

There is one complaint type under E which is Use of Police vehicles. There is not a similar previous complaint category, though such issues may have been recorded under previous codes 01-03 which were Operational Policing Policies (Organisational), Organisational Decisions (Operational), General Policing Standards (Operational). Or previous code W Other. These four previous categories accounted for just 2% of complaints recorded in 2019/2020.

This is however not clear, so for this category comparison to previous years is difficult.

There have only been five strands recorded in Q1 under E1, therefore not a significant issue. Particularly as four of these have been finalised as either Service provided was acceptable, Resolved, or Withdrawn.

The commands that have been subject to the five E1 complaints are LPA North, West (x2), HQ, OPC.

Complaint Codes F1-F10: Discrimination

There are ten sub-categories under Discrimination as in the table below. This encompasses more specific areas than the previous Complaint Code F Discrimination, which for the year of 2019/2020 recorded sub-types of Disability, Gender, Homophobic, Race, Mental Health, Other.

The Discrimination category overall so far in Q1 of 2020/2021 accounts for almost 3% of all complaint strands recorded. Similarly, for the year 2019/2020, Discrimination accounted for 2%.

However, in terms of actual numbers being recorded, there have been 24 strands recorded in Q1, compared to 54 total for the year of 2019/2020. Prediction - This may indicate that the category may numerically see more strands being recorded from now on due to the broad range of discrimination types now included.

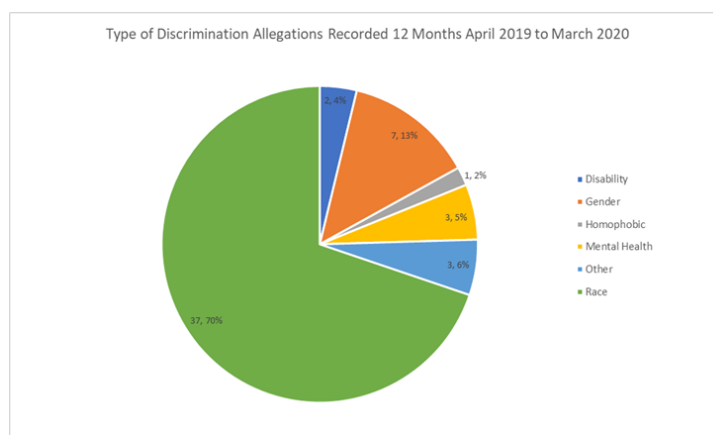
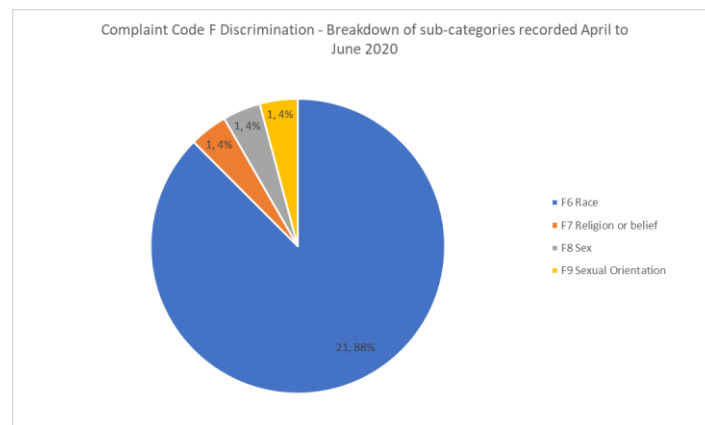
F1	Age
F2	Disability
F3	Gender reassignment
F4	Pregnancy and maternity
F5	Marriage and civil partnership
F6	Race
F7	Religion or belief
F8	Sex
F9	Sexual Orientation
F10	Other

The breakdown of the strands being recorded so far in 2020/2021 under the new category are; Race, Religion/Belief, Sexual orientation, Sex.

The majority of those; 88% recorded are concerning Race, which is similar to the year of 2019/2020 where the highest proportion of 70% was involving Race.

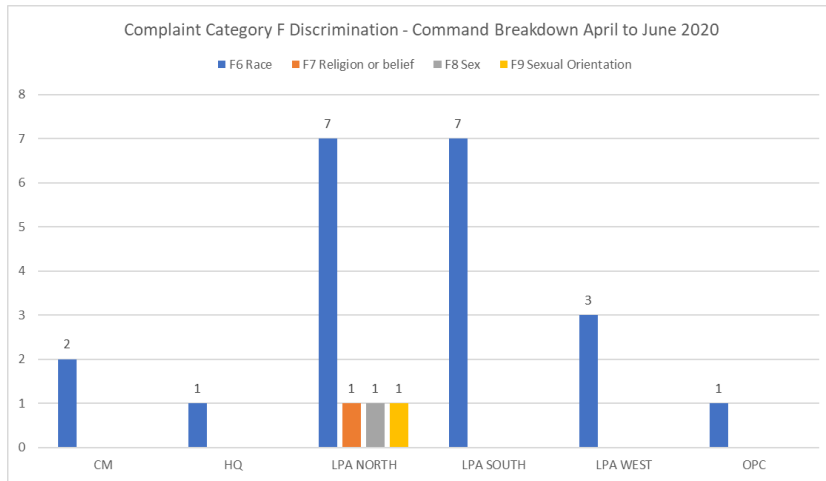
It is important to note that only four of the new sub-categories have so far been recorded under. When considering the categories from last year that were recorded; Disability/Mental health has not yet featured under those recorded so far this year – though the number last year was low.

This will be monitored in future quarterly reporting to establish which sub-categories are being recorded under.



Command:

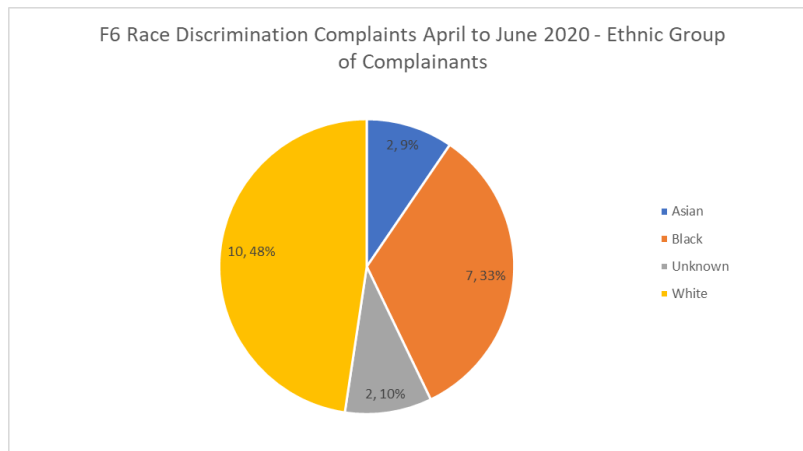
LPA North is seeing the most overall, with LPA South also seeing a high proportion.



Command	Number	%	Command % Force Headcount 31/05/2020
CM	2	8%	11.1%
HQ	1	4%	2.2%
LPA NORTH	10	42%	13.4%
LPA SOUTH	7	29%	9.8%
LPA WEST	3	13%	8.8%
OPC	1	4%	9.4%
Total	24	100%	

Complainants:

Where there have been allegations of Race discrimination, nearly half of the complainants are of white ethnic origin (as recorded where known on Centurion).



Complaint Codes G1-G6 Abuse of Power/Corruption

This category contains newly defined complaint categories, with two previous comparable categories being G Irregularity in Evidence/Perjury and H Corrupt Behaviour, the latter of which would have contained elements of the new sub-categories as listed below.

Please note that the previous code of G Irregularity in Evidence/Perjury has also been included for comparison in the Category B Powers/policy/procedure section. This will be assessed in future quarterly reports to ascertain which area it is more comparable to.

G1	Organisational corruption
G2	Abuse of position for sexual purpose
G3	Abuse of position for the purpose of pursuing an inappropriate emotional relationship
G4	Abuse of position for financial purpose
G5	Obstruction of justice
G6	Abuse of position for other purpose

The numbers are low so far in Q1, with Obstruction of Justice having had a slight majority.

Due to the categories being much more specific compared to the previous H complaint category, this will be an area that may become an emerging issue within the six sub-categories, so will be monitored in future quarterly reporting.



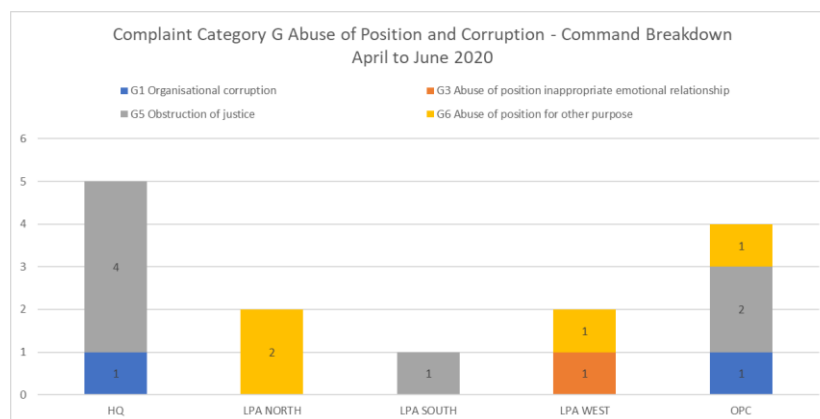
Further detail around examples of complaints seen under sub-categories:

- G1 Organisational corruption – One has been NFA - Allegation of corrupt officers in relation to issues surrounding a public house and the owner being a former officer.
- G3 Abuse of position for the purpose of pursuing an inappropriate emotional relationship – Complainant alleging that wife was in a relationship with officer and this would have effect on the domestic abuse case between complainant and wife.
- G5 Obstruction of justice – Inaccurate, incorrect, tampered with evidence/exhibits. Two of these have so far been NFA.
- G6 Abuse of position for other purpose – For example, allegation that officer using position to influence neighbourhood dispute due to being friendly with certain residents.

Command:

For this category, due to the element of Corruption, HQ Command is shown as having most, this is due to them being overseen by HQ.

It is important to note that the Counter-Corruption Unit have separate category areas for Corruption as determined by NPCCAG. This includes priority areas such as Abuse of Position for a Sexual Purpose.



Command	Number	%	Command % Force Headcount 31/05/2020
HQ	5	36%	2.2%
LPA NORTH	2	14%	13.4%
LPA SOUTH	1	7%	9.8%
LPA WEST	2	14%	8.8%
OPC	4	29%	9.4%
Total	14	100%	

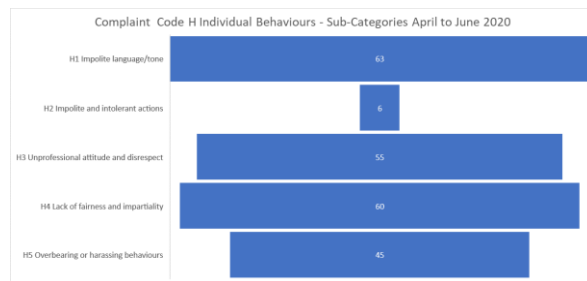
Complaint Codes H1-H5 Individual Behaviours:

Code H1-H3 covers the previous U Incivility category. This category also encompasses the previous Q Lack of Fairness and Impartiality (H4) and D Oppressive Conduct (H5).

H1	Impolite language/tone
H2	Impolite and intolerant actions
H3	Unprofessional attitude and disrespect
H4	Lack of fairness and impartiality
H5	Overbearing or harassing behaviours

H accounts for a quarter of all complaints recorded in Q1; 25.6%, and is the second highest category recorded under in Q1, which is in line with the previous Incivility category being second highest seen in previous financial years.

The sub-category that has the highest number is H1 Impolite language and tone, though H3-H5 also have high proportions.



H Sub-Category	Number	%
H1 Impolite language/tone	63	28%
H2 Impolite and intolerant actions	6	3%
H3 Unprofessional attitude and disrespect	55	24%
H4 Lack of fairness and impartiality	60	26%
H5 Overbearing or harassing behaviours	45	20%
Total	229	100%

Previous Category Comparison:

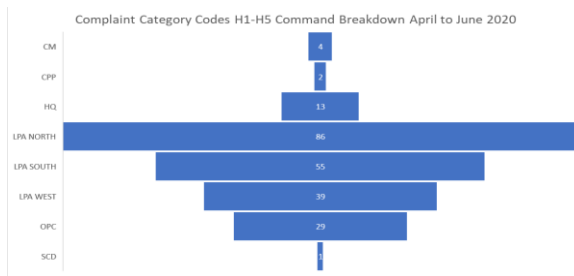
The table below shows a comparison to the previous similar categories, showing that levels are remaining consistent under the new codes, accounting for around a quarter of total complaints for both the year of 2019/2020 and Q1 of 2020/2021. The percentage for each of the separate areas are also similar.

U Incivility accounted for 13% total last year, whilst H1-H3 have similarly accounted for 14% so far this year.

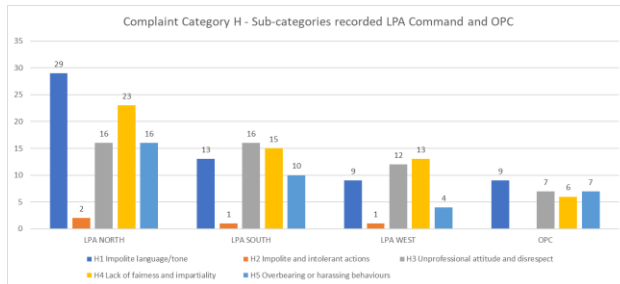
H Sub-Category	Total Complaints Recorded Q1 2020/2021	% of Total Complaints Recorded Q1 2020/2021	Previous Category	Total Recorded 2019/2020	% of Total Complaints 2019/2020
H1 Impolite language/tone	63	7%	U Incivility Impoliteness and Intolerance	277	13%
H2 Impolite and intolerant actions	6	1%			
H3 Unprofessional attitude and disrespect	55	6%			
H4 Lack of fairness and impartiality	60	7%	Q Lack of Fairness and Impartiality	130	6%
H5 Overbearing or harassing behaviours	45	5%	D Oppressive conduct	131	6%
Total	226	26%	Total	538	25%

Command

The LPA areas have the most of these complaints, with LPA North seeing the most with 38%, LPA South have had nearly a quarter. Per sub-category, LPA North has the highest number particularly in H1 Impolite language/tone, and H4 Lack of fairness and impartiality.



Command	Total Recorded Q1 2020/2021	%	Command % Force Headcount 31/05/2020
CM	4	1.7%	11.1%
CPP	2	0.9%	7.8%
HQ	13	5.7%	2.2%
LPA NORTH	86	37.6%	13.4%
LPA SOUTH	55	24.0%	9.8%
LPA WEST	39	17.0%	8.8%
OPC	29	12.7%	9.4%
SCD	1	0.4%	8.1%
Total	229	100%	



Complaint Codes J1-J3 Sexual Conduct:

J1	Sexual assault
J2	Sexual harassment
J3	Other sexual conduct

The previous comparable complaint category is that of B Sexual Assault, of which there were five total complaints recorded in 2019/2020. This accounted for less than 1% of the year's total complaints. Three of these are currently live cases, and two were not upheld.

So far in Q1 2020/2021, there have been three recorded under J1 Sexual Assault. This again accounts for less than 1% of the total complaints recorded so far this year. None of these have yet been finalised (LPA West and LPA South). There have been no complaints recorded in Q1 under J2 or J3.

Complaint Code K1 Discreditable Conduct:

Definition from IOPC guidance¹: *'This covers behaviours that occur while not in the execution of a police employee's duty, but that speak to their conduct as a person serving with the police. This can include issues such as criminal offences committed by police employees or the arrest of a police employee. It can also include activity while on duty that is not in execution of their duty, such as theft where this is not an abuse of position'*

- There have been two complaints recorded under this category in Q1 2020/2021.
- One of the K1 complaints recorded has been against a retired officer (NFA).
- The second case is involving an officer sending sexual images to ex-partner whilst in uniform, and the case includes other allegations or disclosure/use of information, overbearing behaviour, and discrimination.
- Both of these cases are owned by PSD, though they are against officers from LPT North and South.

¹ Guidance on capturing data about police complaints (Feb 2020)

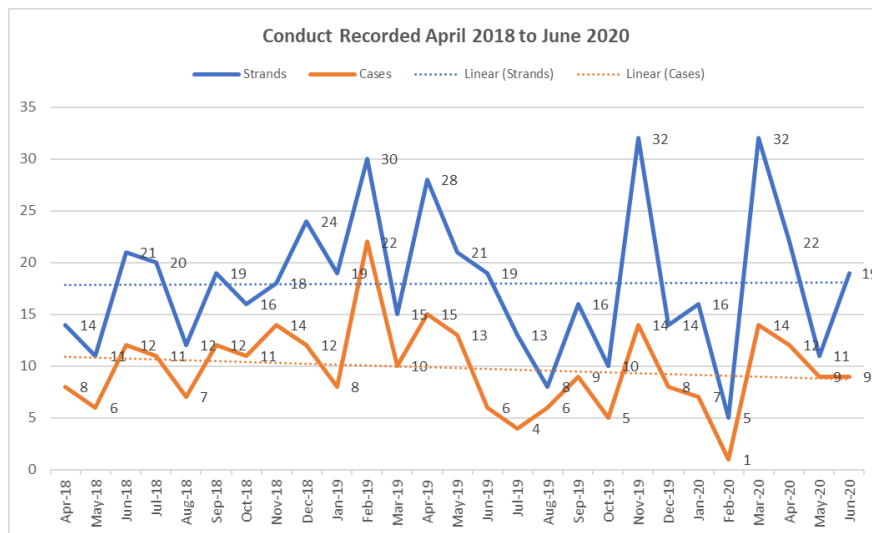
https://www.policeconduct.gov.uk/sites/default/files/Documents/statutoryguidance/Guidance_on_capturing_data_about_police_complaints.pdf#page=24

Complaint Code L1 Other:

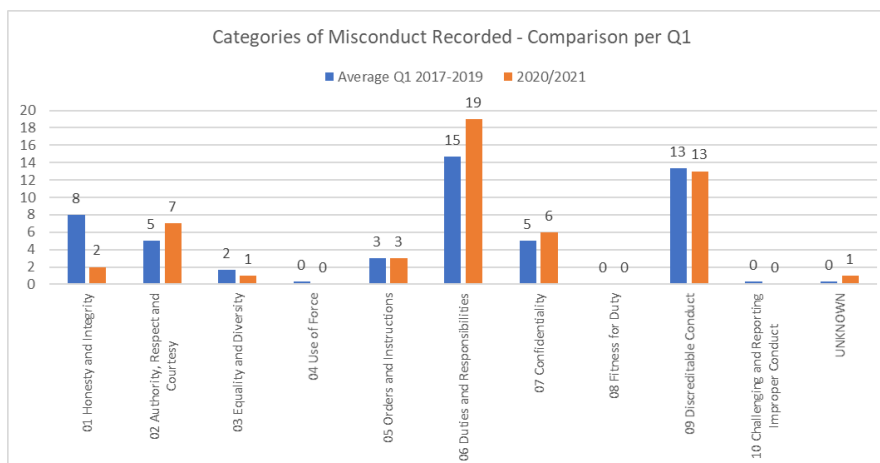
Definition from IOPC guidance¹: 'This includes any issues that do not fall into any of the other categories. This category should not be used as a 'catch-all' but should be revisited as the case is investigated and specific issues are identified'.

- There have been four complaints recorded under L1 Other in Q1 2020/2021 – Less than half a percent of Q1 complaints total.
- The previous complaint categories included code W Other of which there were 21 recorded in year of 2019/2020 (1% of year complaints total).
- This is not a comparable category due to it being a non-specific category in itself, and the new complaint categories may capture those that in previous years would have been included under W Other.

Force Misconduct



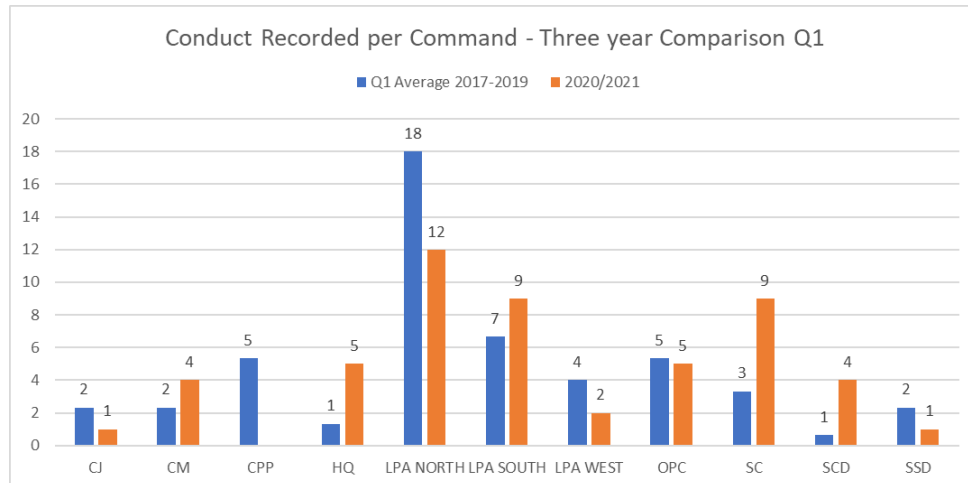
Numbers of conduct being recorded has been sporadic on a monthly basis since April 2018, though the trendline shows the level to be consistent overall (219 strands in 2018/2019, 214 in 2019/2020). Case numbers, have decreased slightly, indicating multiple strands within cases contributing to the increase.



The graph above shows a comparison of conduct recorded in Q1, compared to the average for the previous three years Q1. The higher proportion categories being recorded remain as Duties and Responsibilities, Discreditable Conduct.

All categories will be examined in more detail in this section.

Command Breakdown of Misconduct



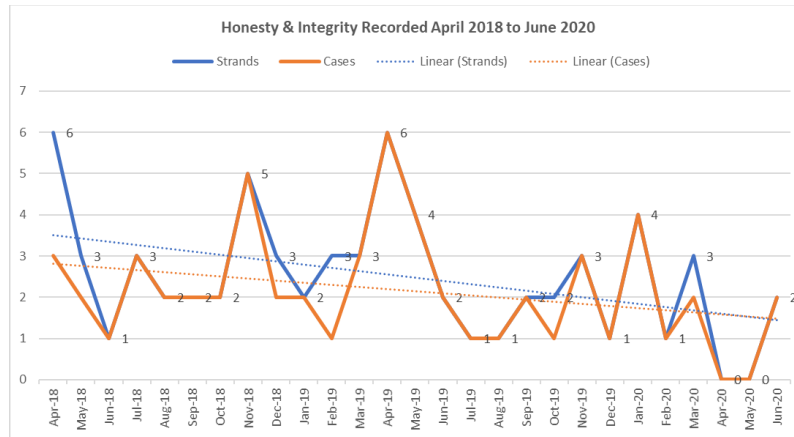
Please note that the figures used for overall Conduct within this report are generally that of strands within a case, due to there often being more than one category recorded under one case. This is to ensure that the type of conduct is fully reflected.

LPA North and South commands have the higher levels in Q1. The North however is lower than the average for the last three years.

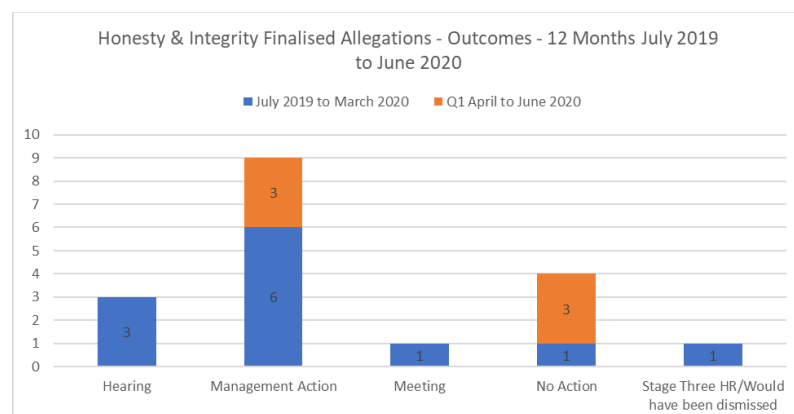
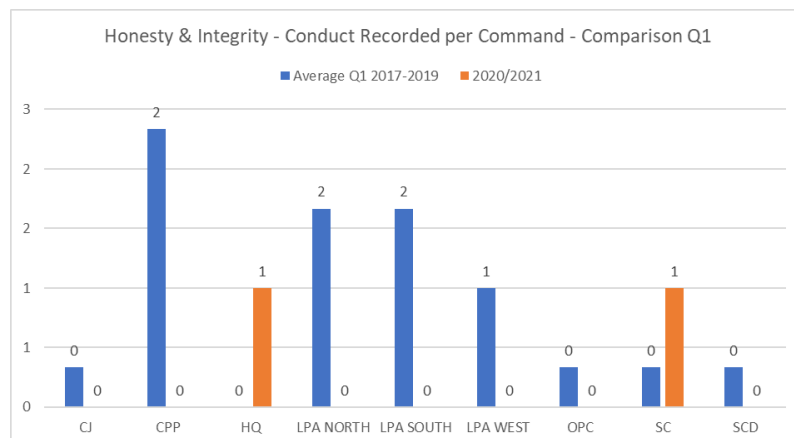
There is shown to be a high number this year for Specials Command (SC), this is due to now being recorded under Specials Command Directorate specifically on Centurion, instead of being under the relevant LPA.

Misconduct Categories

Honesty and Integrity



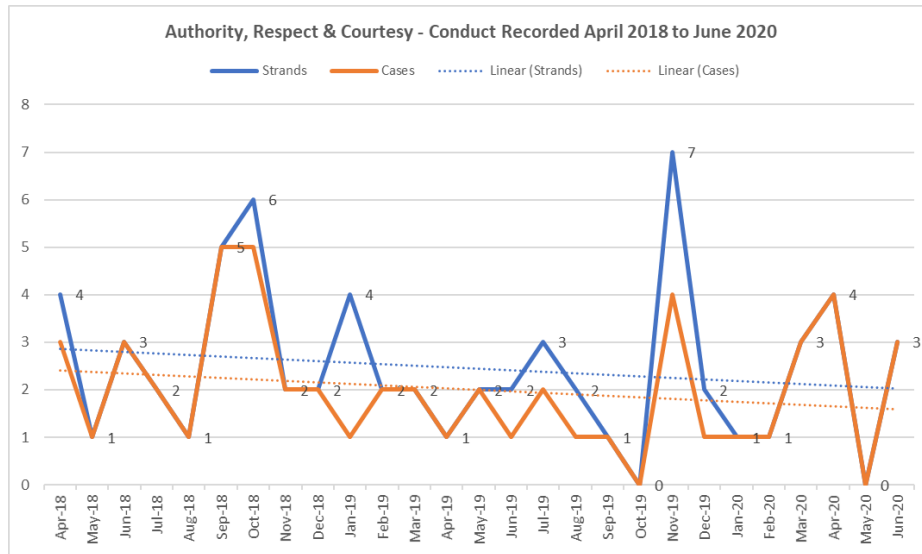
The number of Honesty and Integrity conduct has decreased in the last two years, with there only having been two recorded so far in 2020/2021. The majority in the last 12 months have received management action.



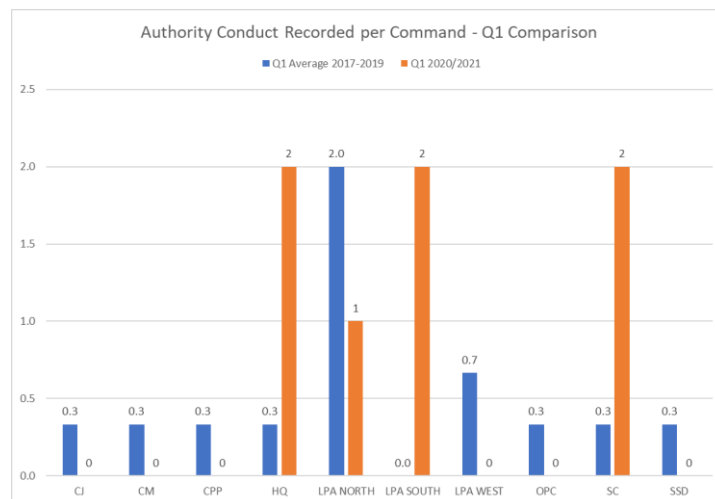
Hearing Final Outcomes 12 months – One Resigned/Would have been dismissed, one Final Written Warning, one Dismissal.

Meeting Final Outcome – Final Written Warning.

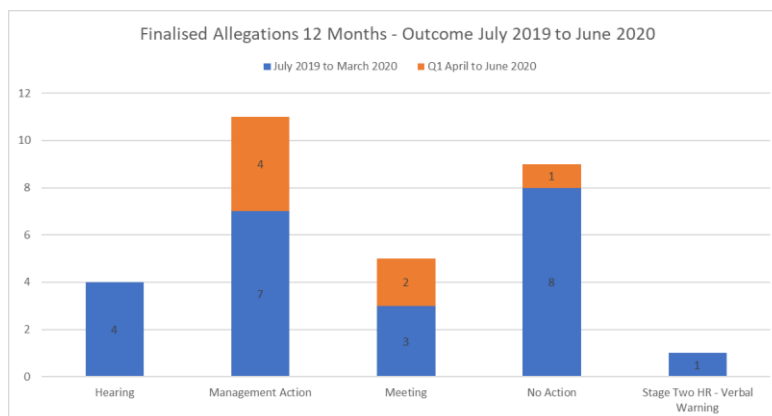
Authority, Respect & Courtesy



There have been peaks in recording under this category, but the level overall has decreased since April 2018.



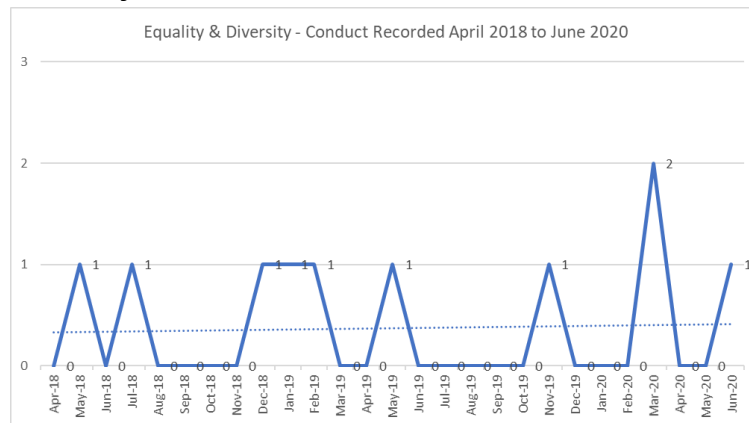
Outcomes 12 months: The majority have been no action, or management action. Four allegations went to a Hearing, five to a Misconduct meeting.



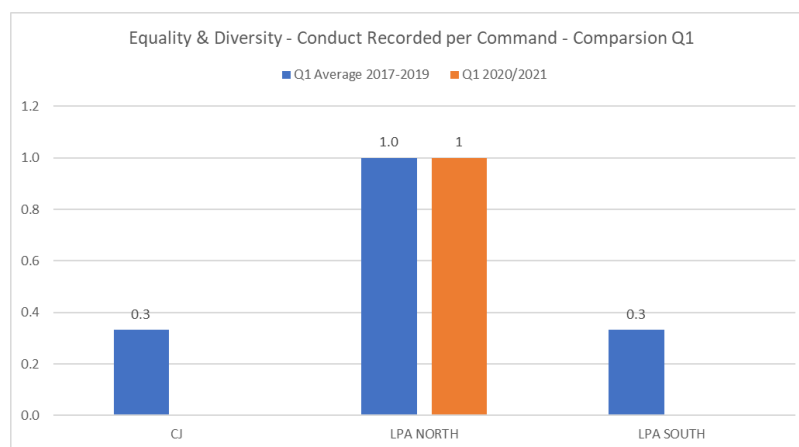
Hearing Final Outcomes - There have been four cases under this category that went to a Hearing, all HQ (PSD) Command – Outcomes were Resigned/Would have been Dismissed, Not Proved, Final Written Warning, Dismissal.

Meeting Final Outcomes - There were four cases/five allegations that went to a Meeting – One received a Written Warning (CPP Command), one was resolved as No Action (LPA West), one Not Proven (LPA West), and the two allegations in the other case received a Final written warning.

Equality and Diversity



This category sees very low numbers recorded, with just 10 allegations since April 2018.



Outcomes 12 months – There have been three allegations finalised between July 2019 and June 2020. Two went to Hearings; One dismissal, one Not proven.

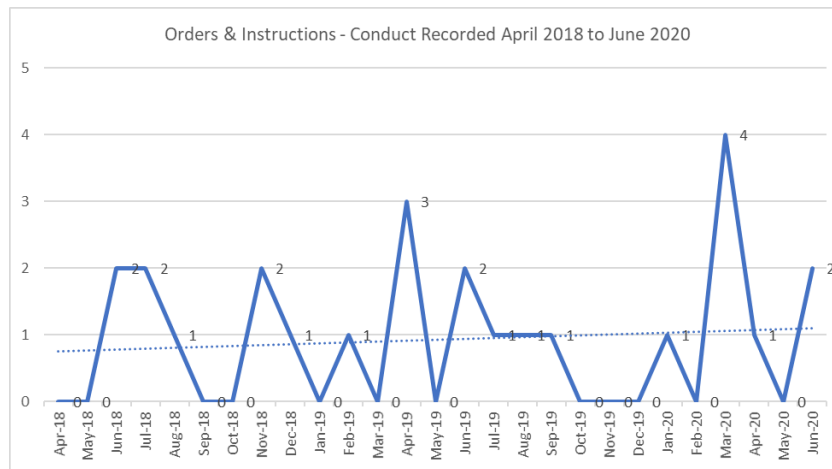
The other was No action.

Use of Force

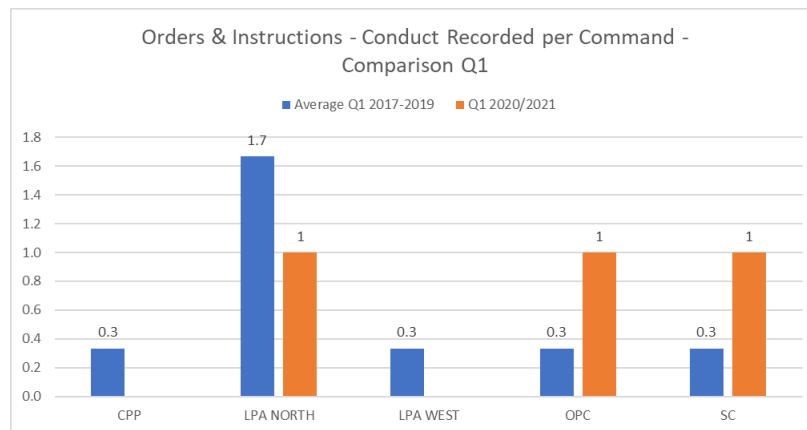
Since April 2018 there have been four conduct allegations of Use of Force recorded (within three cases). Two have been in LPA West, in September 2018 and November 2019. The other case which included two of the allegations was in November 2019 in CJ Command.

Outcomes – The two LPA West cases have been finalised in this category. Both resulted in Management Advice.

Orders and Instructions



The number recorded under this category remains low, though due to higher numbers in some months, there has been an overall increasing trendline.

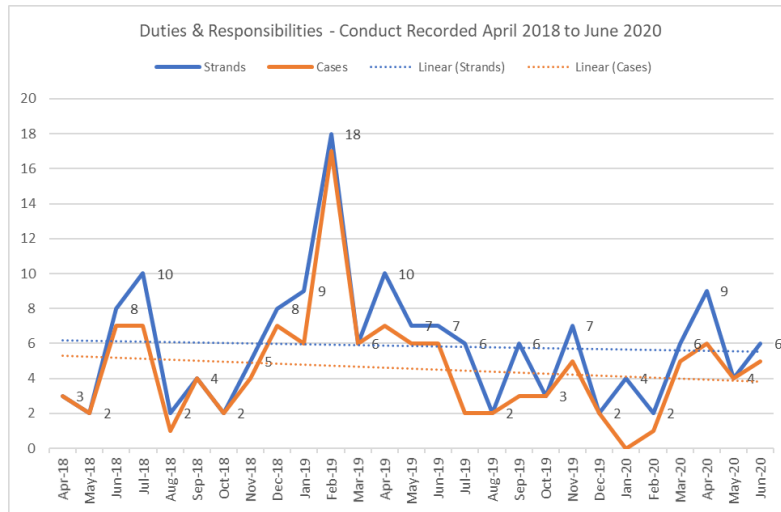


Outcomes 12 months:

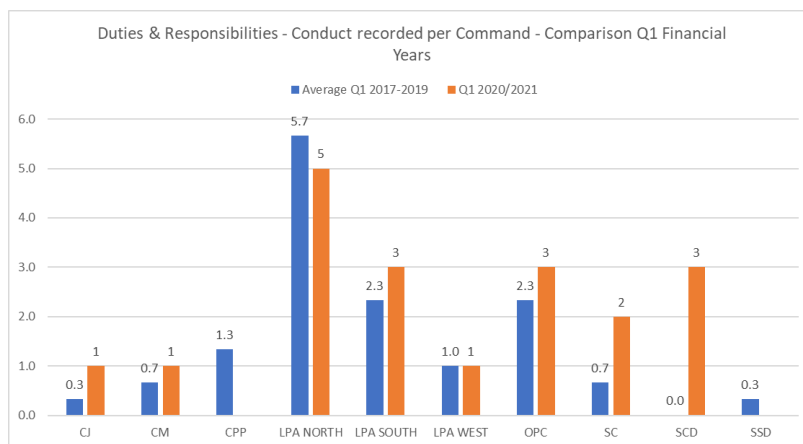
Six allegations finalised. Four went to a Hearing, with two officers resigned/would have been dismissed, one being dismissed and one receiving a Written warning.

One allegation went to a meeting and received a Written warning. The other received Management action.

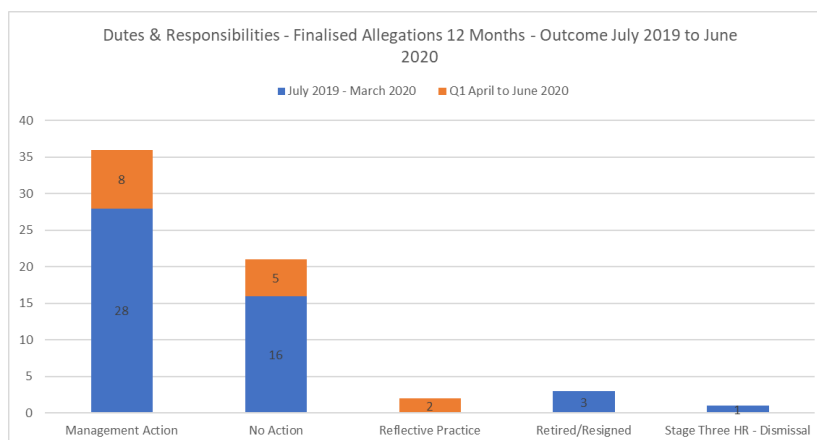
Duties and Responsibilities



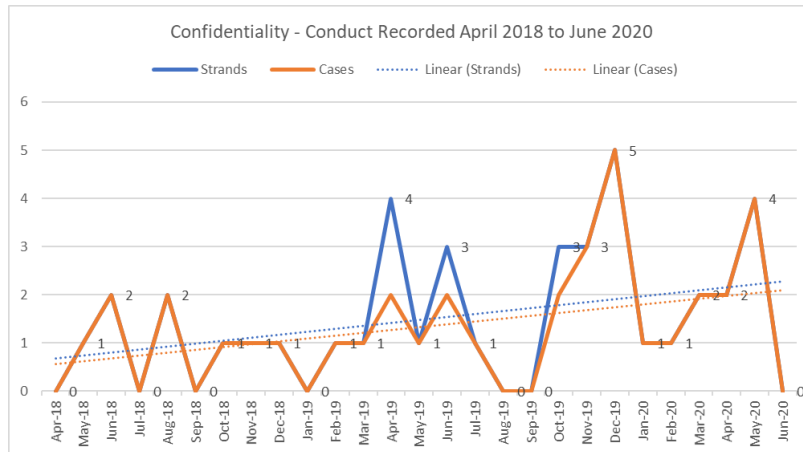
This category is the highest conduct type recorded. However, with there being lower numbers recorded over the last year, the trendline shows a slight decrease overall since April 2018.



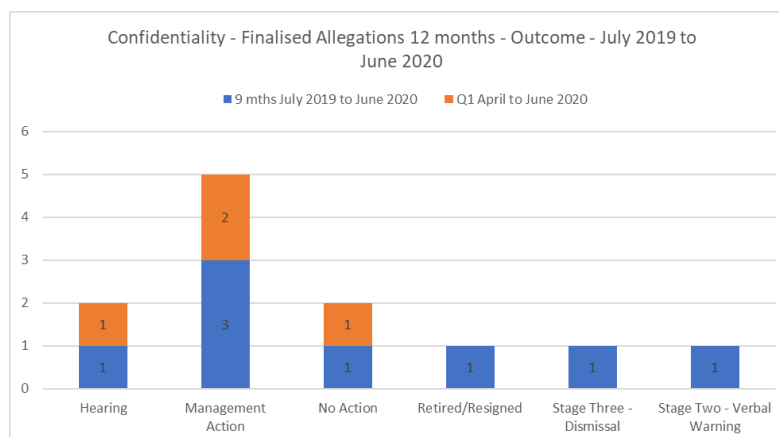
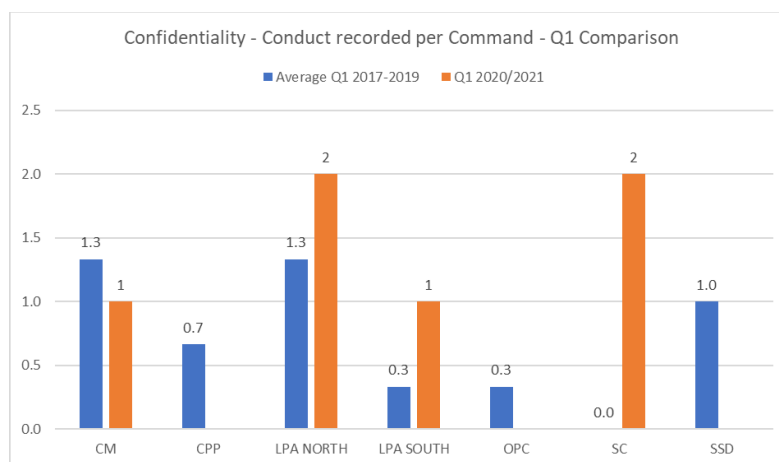
Outcomes – No Action and Management Action have been the main outcomes in this category. Two have so far had Reflective practice:



Confidentiality



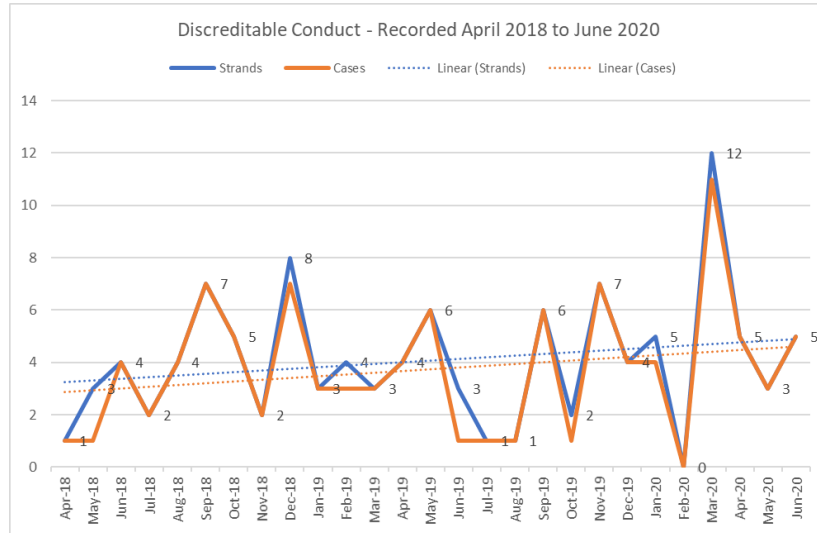
Though relatively low in number, there has been an increase in this category overall due to some peaks. This indicates misuse of systems, disclosure of information type allegations (Data protection). Of those finalised, the majority received management action, with three dismissals (two officers having gone to hearing, one a police staff HR dismissal).



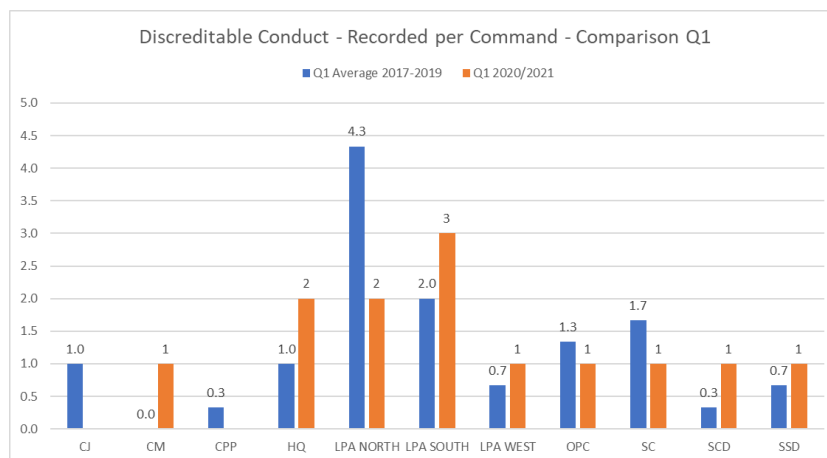
Fitness for Duty

There has been one case involving Fitness for Duty conduct since April 2018. This was recorded in August 2019 under OPC (CM/53/19 – Police Officer Management Action).

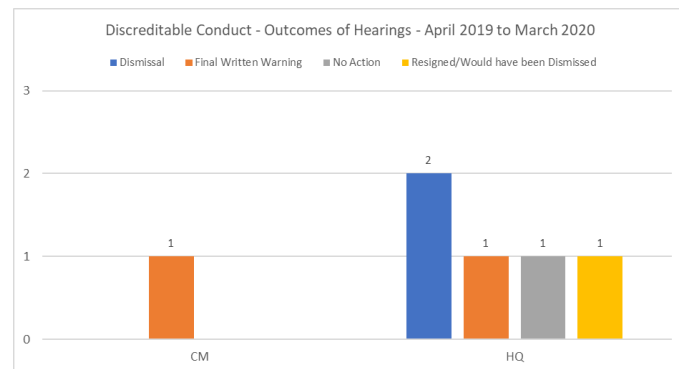
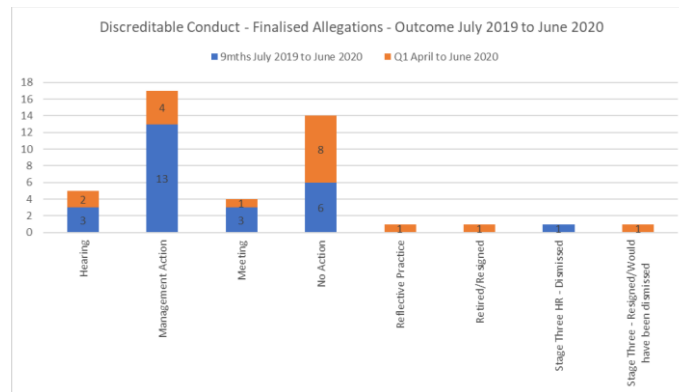
Discreditable Conduct



This category is the second highest seen. Peaks in some months has led to an increasing trendline since April 2018.



Outcomes 12 months - The majority tend to be Management action or No action. Further information below regarding outcomes of Hearings and Meetings.



Hearings – Of the five hearings under this category in the last 12 months, there were three Dismissals, one resigned/would have been dismissed, the other retired/would have been dismissed.

Meetings – There have been three cases (four allegations) that have resulted in Meetings – One involved two allegations under this category with outcomes of Final Written Warning and Written Warning. The other two cases received a Written Warning.

Challenging and Reporting Improper Conduct

There have been three cases recorded since April 2018. 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).

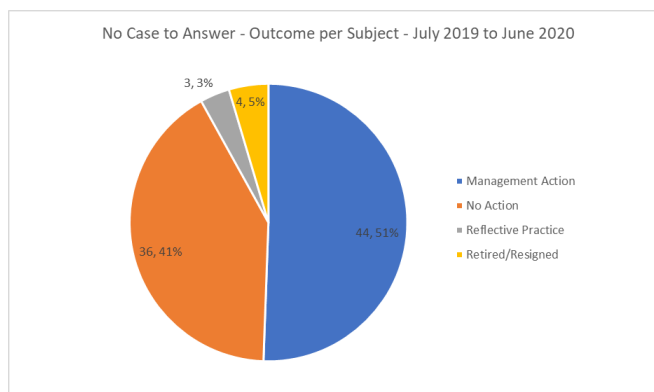
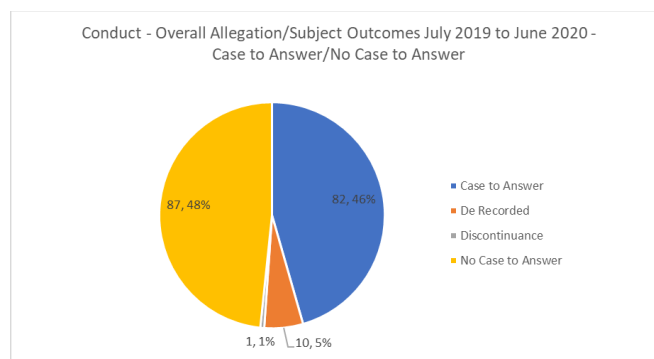
Outcomes – The first two cases above have been finalised. Both received Management Action. The other case is ongoing.

Outcomes of Conduct Cases July 2019 to June 2020

For the 12 months between 1st July 2019 and 30th June 2020 there were **84 total Conduct cases finalised**. Within these, there were a total of **180 strands/subjects**, for which sanctions/outcomes differ. The graphs below represent figures for cases and subjects. Please note that several Op Maple cases were finalised during 2019.

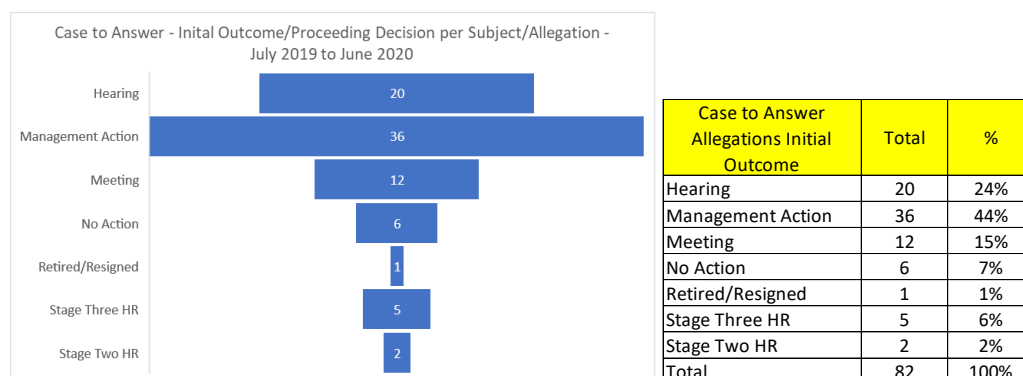
Summary of Outcomes:

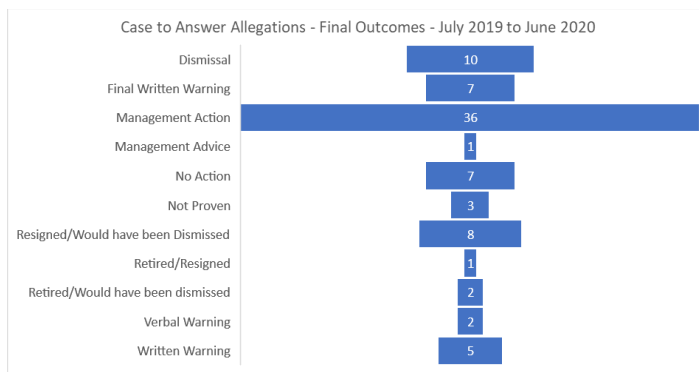
- Cases: Even number of Case to Answer (48%) and No Case to Answer (46%)
- Allegations: 44% Management Action, 24% Dismissed/Would have been dismissed.
- 15% of allegations went to Misconduct Meeting – 42% of these received Written Warning, 34% Final Written Warning.
- 24% of allegations went to a Hearing – 43% of these were Dismissed/Would have been dismissed.



Case to Answer:

The following graph displays the initial outcome/proceedings decision of those allegations with a Case to Answer. Those that are No Action are mostly Op Maple cases.





Case to Answer Allegations - Final Outcomes	Total	%
Dismissal	10	12%
Final Written Warning	7	9%
Management Action	36	44%
Management Advice	1	1%
No Action	7	9%
Not Proven	3	4%
Resigned/Would have been Dismissed	8	10%
Retired/Resigned	1	1%
Retired/Would have been dismissed	2	2%
Verbal Warning	2	2%
Written Warning	5	6%
	82	100%

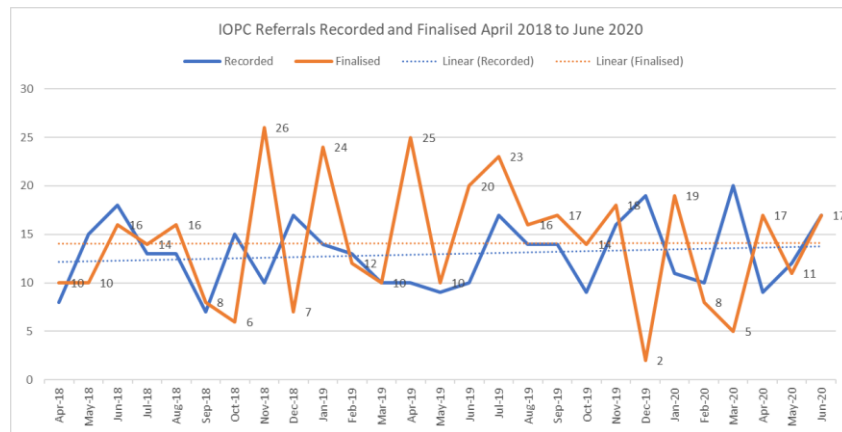
Suspensions and Restrictions

There are currently 12 officers/staff recorded as Suspended, and 14 on Restrictions (as at 13/07/2020). 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.

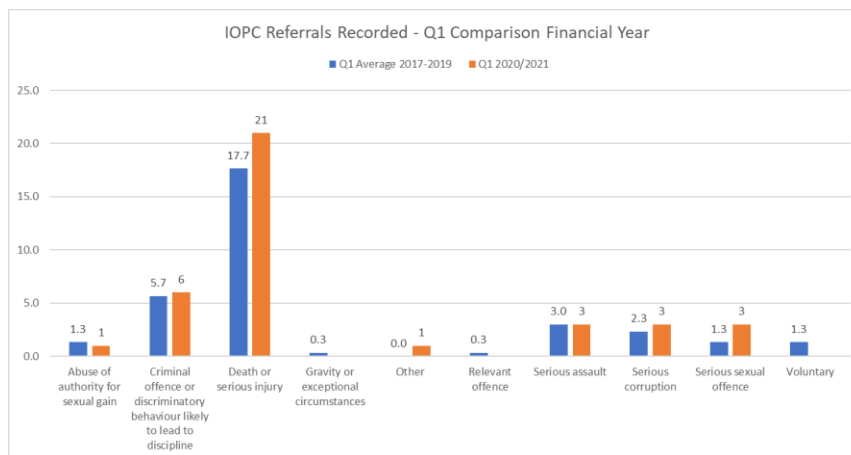
Month Suspended	Number of Officers/Staff	Month Restricted	Number of Officers/Staff
Feb-19	1	Apr-17	1
Jun-19	3	Apr-19	1
Oct-19	1	May-19	2
Nov-19	2	Oct-19	2
Jan-20	1	Dec-19	1
Mar-20	1	Mar-20	3
Apr-20	1	May-20	2
Jun-20	2	Jun-20	2
Total	12	Total	14

IOPC Referrals



Year	Recorded	Finalised
2018/2019	153	159
2019/2020	159	177
2020/2021	38	45

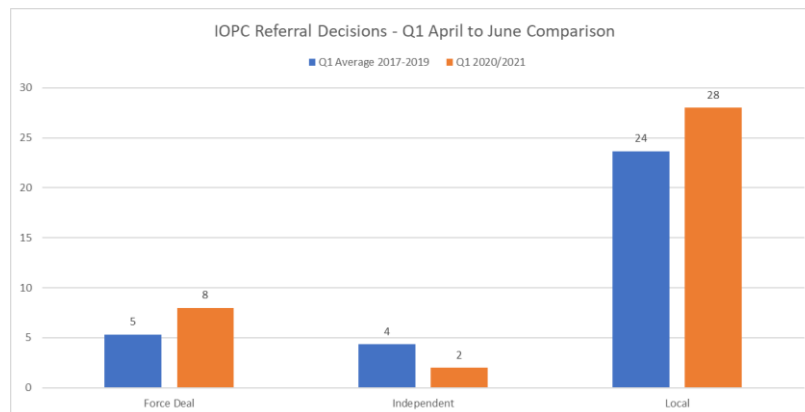
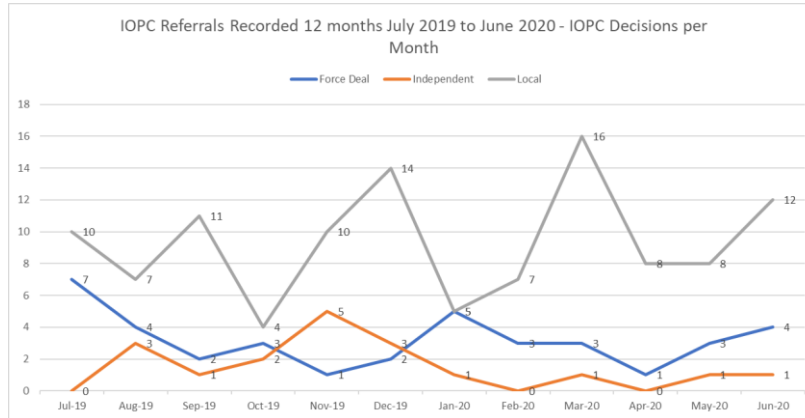
Levels of IOPC Referrals have stayed consistent since April 2018, with monthly numbers being sporadic. Numbers have remained similar in the last two financial years. The majority; 55% of referrals in Q1 2020/2021 are due to Death or serious injury – the graph below shows comparison to average of last three financial years per reason for referral.



Current Status - The majority of those from Q1 2020/2021 are still live; 74%, whilst 18% are finalised, and 8% are in review period.

IOPC Referral Decisions:

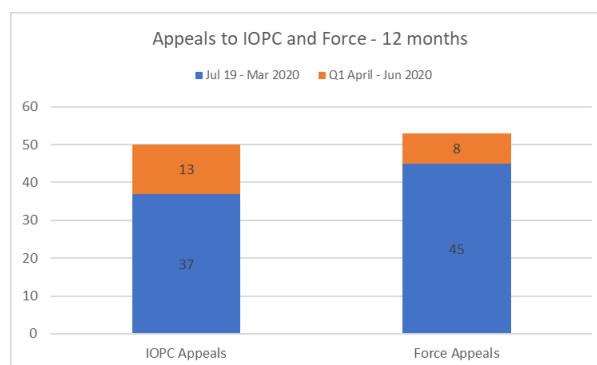
The majority; 74% of those in Q1 2020/2021 were decided as local investigations, 5% independent, and 21% force to deal with.



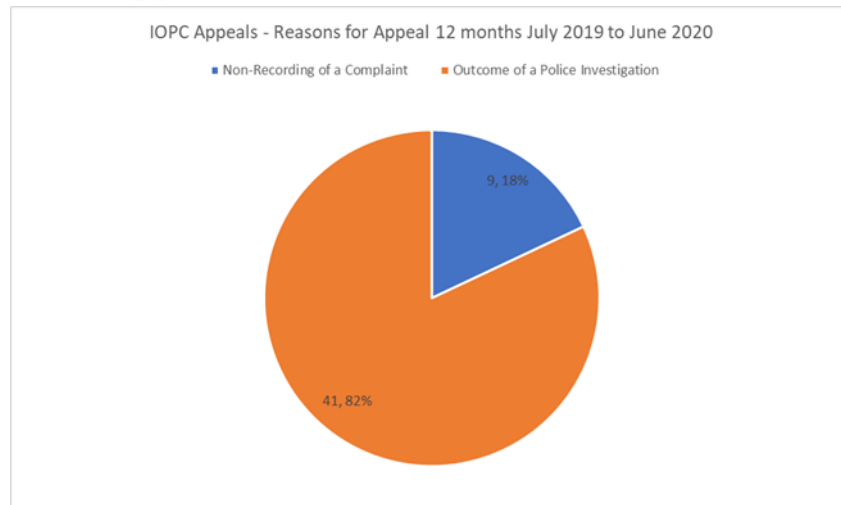
Appeals

Year	IOPC Appeals	Force Appeals
2018/2019	76	74
2019/2020	52	55
2020/2021	13	8

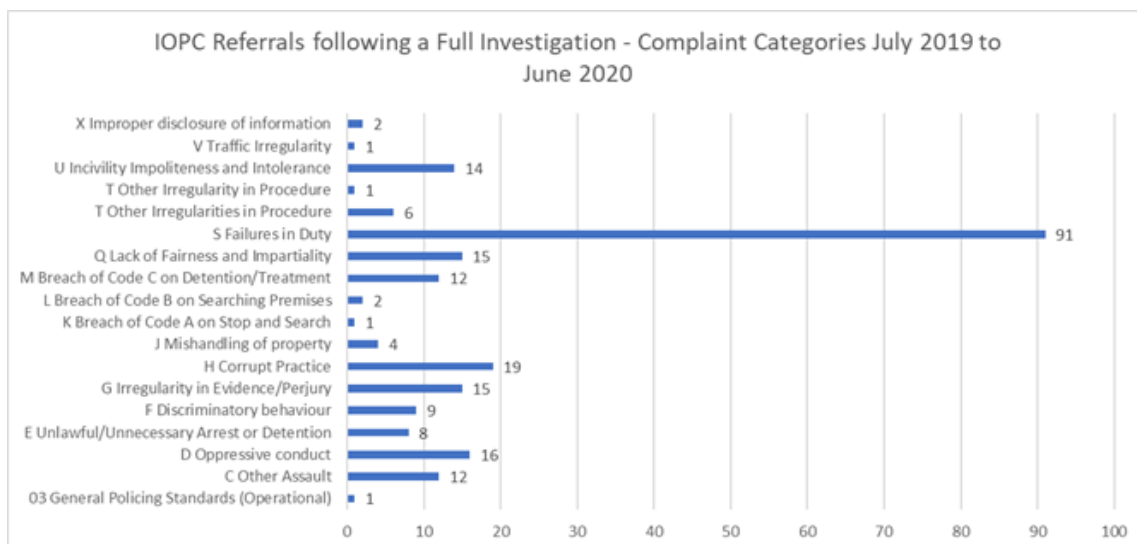
Numbers of IOPC and Force Appeals are similar each financial year. There were less of both last year. The graph below shows numbers in Q1 and over the last 12 months.



Reasons for IOPC Appeals:

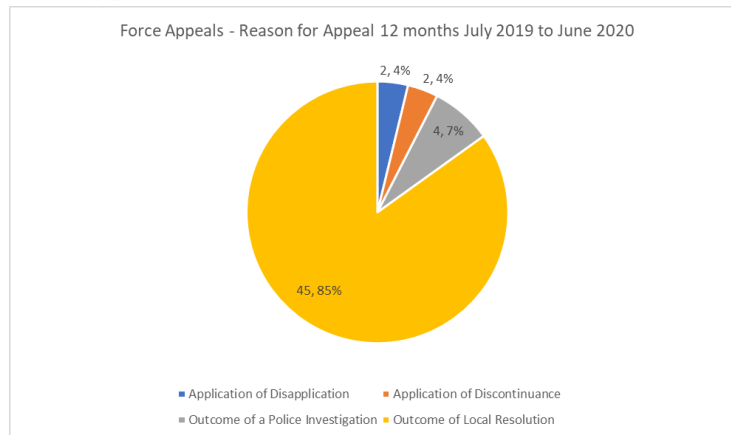


IOPC appeals are generally due to the outcome of a police investigation: 82% in the last 12 months. The main complaint category involved being S Neglect/Failure in Duty.

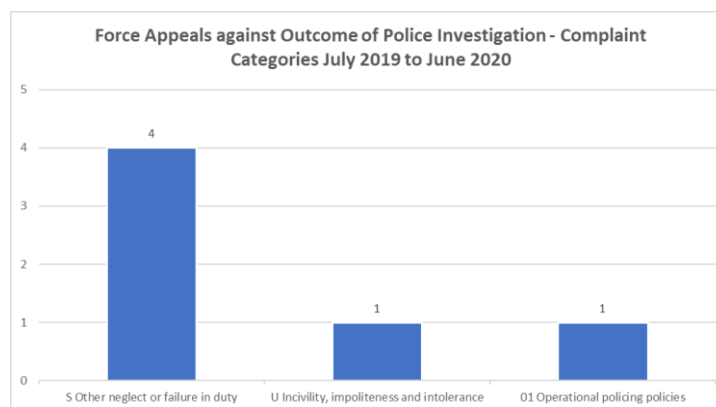
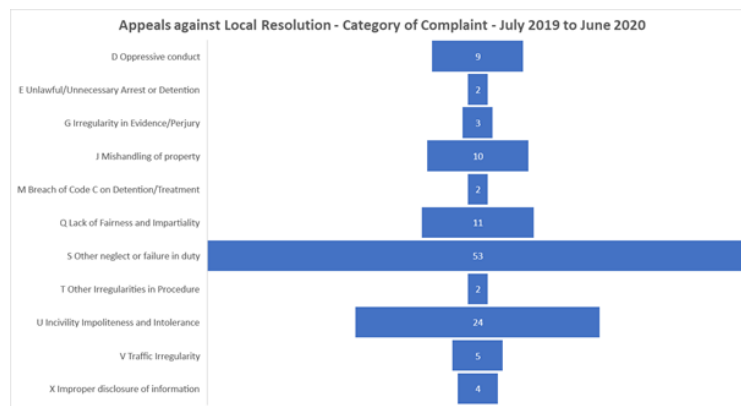


Non-Recording of Complaints are generally in relation to Service Recovery or Miscellaneous matters.

Reasons for Force Appeals:



Force Appeals are mostly due to Outcome of Local Resolution: 85% in the last 12 months. Again, most of the complaint categories involved are S Neglect/Failure in Duty.



Against Disapplication - There have been two cases of Force appeal against Disapplication in the last 12 months. Complaint categories of Neglect in duty, Incivility, Irregularity in evidence.

Application of Discontinuation - There have been two Force Appeals against Discontinuation in the last 12 months. Complaint categories of S Neglect in duty and K Breach Code A PACE.

Outcomes of Appeals:

Outcome 12 months July 2019 to June 2020	IOPC Appeals	%	Force Appeals	%
Pending/Not Known	13	26%	3	6%
Not Upheld	22	44%	34	64%
Not Valid	0	0%	2	4%
Upheld	12	24%	12	23%
Upheld - Info Only	2	4%	1	2%
Upheld - NFA	1	2%	0	0%
Withdrawn	0	0%	1	2%
Total	50	100%	53	100%

In both types of appeal, the majority are not upheld – 44% in last 12 months for IOPC Appeals. 64% for Force Appeals. Approximately a quarter for each in the last 12 months were upheld.

