

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 up to 31st December 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: 30th January 2021

Unit: Professional Standards

Contact: D/Supt Rob Kirby

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Performance Update Head of PSD - Key Findings Q2 2020/2021

Recorded Complaints

As predicted, quarter three (1 September to 31st December 2020) continues to see an 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:

Combination of old 'IX' data and complaint cases in 2019/20 shows there were 1579 complaints in total. Q1 and Q2 data for 2020/2021 shows 1467; which predicts a 2020/2021 total figure of 1970, higher than the previous three years. It is predicted that there was to be an increase due to changes in recording.

In addition, multiple strands being reported within a single complaint case has accounted for the rise, the number of cases is not showing a trend line as steep as the number of strands, some cases have multiple strands making the increase appear much steeper. For example, in quarter two, there have been five cases that accounted for a total of 108 strands, with two of these encompassing 30 and 31 strands each.

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. Q3 sees a greater number of complaints finalised than in either of the two quarters, with 329 (78%) finalised within 90 days and 87% 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, these are currently unavailable.

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. Q3 sees a total of 214 which were finalised as "The service provided was acceptable" and in total for the year, this category accounts for 36%.

As data develops, this category will include more data around specific complaint strands and the outcomes. However, it can be said from Q3 data, that the main category seeing Service not acceptable as the outcome was H Individual behaviours.

Geographical Profiling

The North LPA is the most complained about command, but has the largest headcount. When only considering total complaints against the three LPA areas and comparing them to headcount ratio for only the areas – North LPA has the highest proportion for both; 44% of the headcount, and 47% 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 where applicable. Broadly, the percentages match the old strands showing a consistency in the way the strands are applied. The three most prevalent areas complained about for 2020/2021 overall so far are:

- A Delivery of Service (45.5%)
- H Individual Behaviours (21.3%)
- B Police Powers, Policy and Procedures (19.7%)

Within Delivery of Service, the most complained aspect (76%) continues to be '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 attitude, lack of fairness and overbearing behaviour) are complained about in equal measure, with impolite language/ tone and unprofessional attitude and disrespect having a slightly higher share, with 24% each.

Within Police Powers, Policy and Procedures, the most complained about area (28%) is 'Use of Force'.

Misconduct

Misconduct cases remain steady with 47 new misconduct allegations recorded during quarter one, and 34 in quarter two and 46 in quarter three, compared to an average of 51 over the last three yrs.

The highest reported area is alleged breaches of the Standards of Professional Behaviour for Discreditable Conduct with 35 alleged breaches seen so far (28%). Duties and Responsibilities remains the second highest category with 21%.

Allegations of Honesty and Integrity have also decreased with 19 predicted allegations recorded so far this year, compared to 30 for all of 2019/2020.

In the last 12 months (January to December 2020) there have been 11 dismissals and a further 11 who would have been dismissed.

Hearings slowed during COVID, however they have commenced again and hearing results will now start to show a rise, but may see a fall again due to the current lockdown.

13 officers/staff are currently suspended. 28 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

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.

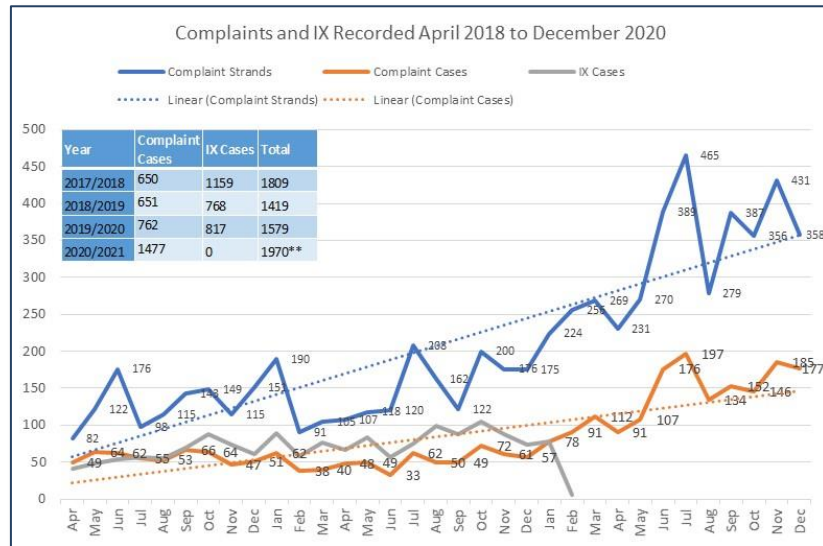
This data uses the Area Responsible as recorded initially for Cases; this will not reflect the individual complaint strands and officer allegations which will often be across different commands and areas.

Commands:

The table 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
SC	Specials Command
SCD	Serious Crime Directorate
SSD	Support Services Directorate

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 contributes to the complaint increase.

Since April 2020 there has been an increase in the complaints and cases recorded due to changes in how complaints are now recorded with there no longer being IX recording, and everything having to now be recorded as a complaint.

There is, therefore, likely to be a significant increase in the number this year. While some of this, as the able on the graph above shows, can be accounted for by considering the IX cases that have been recorded in previous years, the numbers are predicted to see an increase in the 2020/2021 year.

**The total number for this year is predicted using the total for Q1, Q2 and Q3 this year. This indicates that there will be more overall than the previous years. It is often the case that the peaks in recording are sporadic, so this does not necessarily mean that this increase will continue as the actual data for the full year, may not be as high as the projected figures in the table.

The significant increases in June and July 2020 were believed to be for by the following reasons:

- COVID19 resulted in there being a decrease in recording in April/May 2020.
- Adjustment to 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.
- De-recording/re-recording of complaints due to changes in recording.

A further peak is seen November 2020, which correlates with the second lockdown period due to COVID, as such it might be expected that the start of 2021 also sees a peak as the force area enters a new lock down period.

Please note that case numbers are dependent on Centurion recording, and the figures used in the graph above are based on when the case has first been recorded where possible, not each time a complaint is recorded under the case.

Complaint Categories

New Categories April to December 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.

Overall Category	Description/Summary	Q1 Total April to June 2020	Q2 Total July to Sep 2020	Q3 Total Oct to Dec 2020	Q1, Q2 and Q3 Total	% of Total Q1, Q2 & Q3
A Delivery of Service	Police Action, Decisions, Information	362	508	570	1440	45.5%
B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	191	233	199	623	19.7%
C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	36	37	41	114	3.6%
D Access and/or disclosure of information	Use of Data, disclosure	25	33	37	95	3.0%
E Use of Police Vehicles	Use of Police Vehicles	5	7	12	24	0.8%
F Discriminatory Behaviour	Various Discrimination Categories	22	43	42	107	3.4%
G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	13	13	21	47	1.5%
H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	229	234	212	675	21.3%
J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	2	7	0	9	0.3%
K Discreditable Conduct	Discreditable Conduct	1	13	4	18	0.6%
L Other	Other	4	3	7	14	0.4%
		890	1131	1145	3166	100%

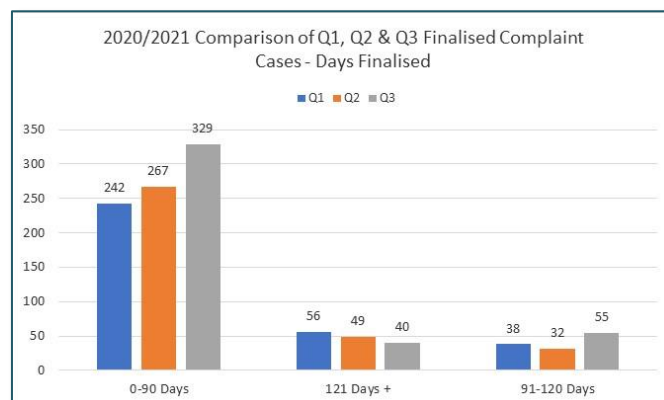
It can be seen that under the new categories, in Q3, it continues to be the Delivery of Service provided/Failure in Duty type complaints that are the highest proportion, and also the Individual Behaviour/Incivility related category. The category of Powers/Policy/Procedure is the third highest category, which encompasses areas such as Use of Force, Arrest, Custody, Evidence.

Further in this report, the three significant categories will be examined in detail.

Timeliness of Complaints

The graph which compares Q1, Q2 and Q3 and shows that numbers are similar in both periods, however more are being finalised within 90 days in Q3, accounting for 78%. Across the whole period, the majority (76%) have been finalised within 90 days.

When looking at complaints finalised within 120 Days, they are similar across all three quarters: In Q1, of the complaints finalised, 89% were within 120 days; 91% of the complaints finalised in Q2 were within 120 days; and in Q3 87% of the complaints finalised were within 120 days.



Live Complaint Data end of Q3 2020/2021

The below shows live cases are also mostly under 90 days. *Ongoing Complaints Data As of 15th January 2021, compared to 1st December 2020*

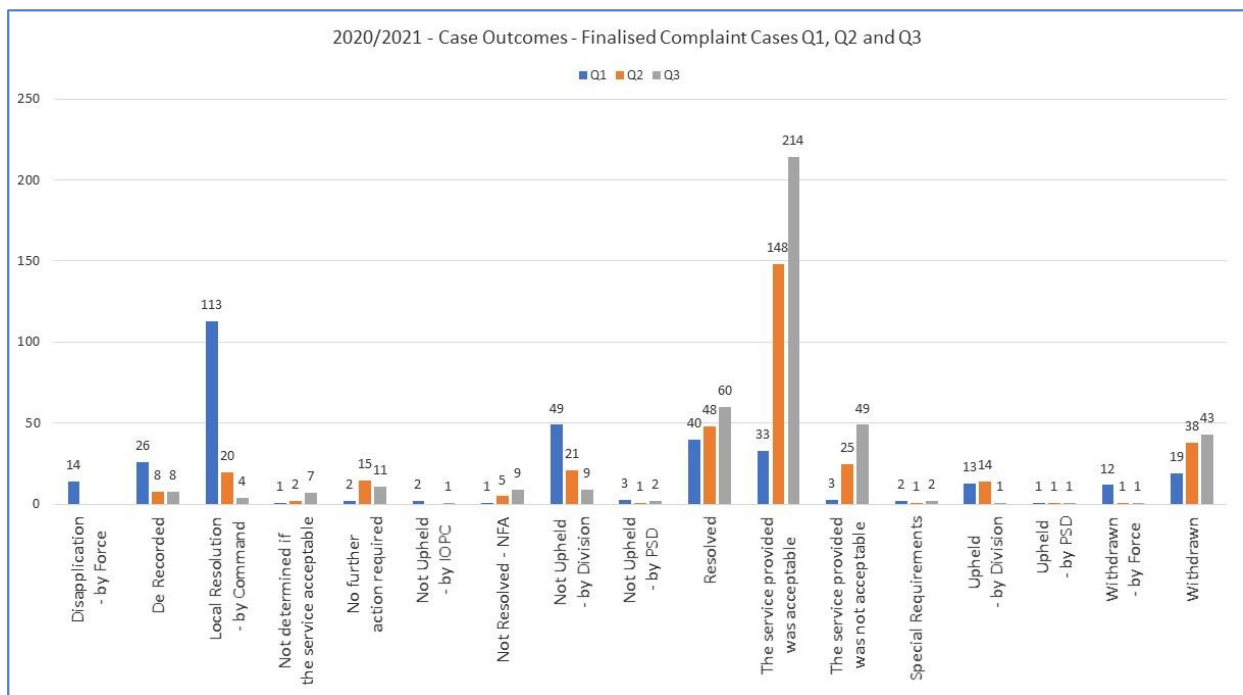
Command	Total complaints		Appeal made		Sub judice		Live		Live <90 days		Live 90-119 days		Live ≥120 days		No. exceeding Timeliness 365	
North LPA	106	↓ from 108	24	↑ from 18	13	↑ from 12	69	↓ from 78	54	↓ from 66	7	↔ from 7	8	↑ from 5	2	↔
South LPA	94	↑ from 89	14	↑ from 9	23	↑ from 17	57	↓ from 63	48	↓ from 51	2	↓ from 9	7	↑ from 3	4	↔
West LPA	107	↑ from 85	15	↑ from 12	15	↔	77	↑ from 58	54	↑ from 45	12	↑ from 2	11	↔	4	↑ from 3
CJC	14	↑ from 12	3	↔	0	↔	11	↑ from 9	9	↑ from 6	0	↓ from 1	2	↔	0	↔
OPC	38	↑ from 32	3	↑ from 2	8	↑ from 6	27	↑ from 24	23	↑ from 22	2	↑ from 0	2	↔	3	↔
C&PP	31	↑ from 20	2	↔	1	↔	28	↑ from 17	19	↑ from 10	4	↑ from 1	5	↓ from 6	1	↓ from 2
SCD	5	↑ from 4	3	↔	0	↔	2	↑ from 1	2	↑ from 1	0	↔	0	↔	0	↔
CT	0	↔	0	↔	0	↔	0	↔	0	↔	0	↔	0	↔	0	↔
CM	4	↓ from 8	1	↑ from 0	1	↔	2	↓ from 7	2	↓ from 7	0	↔	0	↔	0	↔
Stansted	1	↔	1	↔	0	↔	0	↔	0	↔ from 0	0	↔	0	↔	0	↔
HR & Training HQ Directorate	3	↑ from 2	0	↔	0	↔	3	↑ from 2	2	↑ from 1	0	↓ from 1	1	↑ from 0	0	↔
PSD	31	↑ from 29	5	↑ from 4	3	↑ from 1	23	↓ from 24	10	↑ from 9	1	↓ from 4	12	↑ from 11	8	↑ from 6
TOTALS	459	↑ from 401	73	↑ from 56	65	↑ from 53	322	↑ from 292	246	↑ from 227	28	↓ from 25	48	↓ from 40	22	↓ from 20

Outcomes of Complaints

The following graphs shows firstly the finalised case outcomes and finalised allegation outcomes of any **complaints that have been recorded since 1st April 2020**.

Due to only using new complaint code data, there are many more shown as finalised in Q2 and compared to Q1, increasing further again in Q3. It is expected that better comparisons will be able to be made as we move further into the year and more cases are finalised under the new complaint codes.

Service provided was acceptable is the main outcome being seen so far. This accounts for 36% of the overall finalised cases in the six months since 1st April 2020.



Finalised Allegations Q3

In Q3 the outcomes that the new categories are finalised as, are mainly 'Service provided was acceptable', accounting for 52% of all allegation outcomes. Please note this is for all allegations/subjects within a case, of which there may be several.

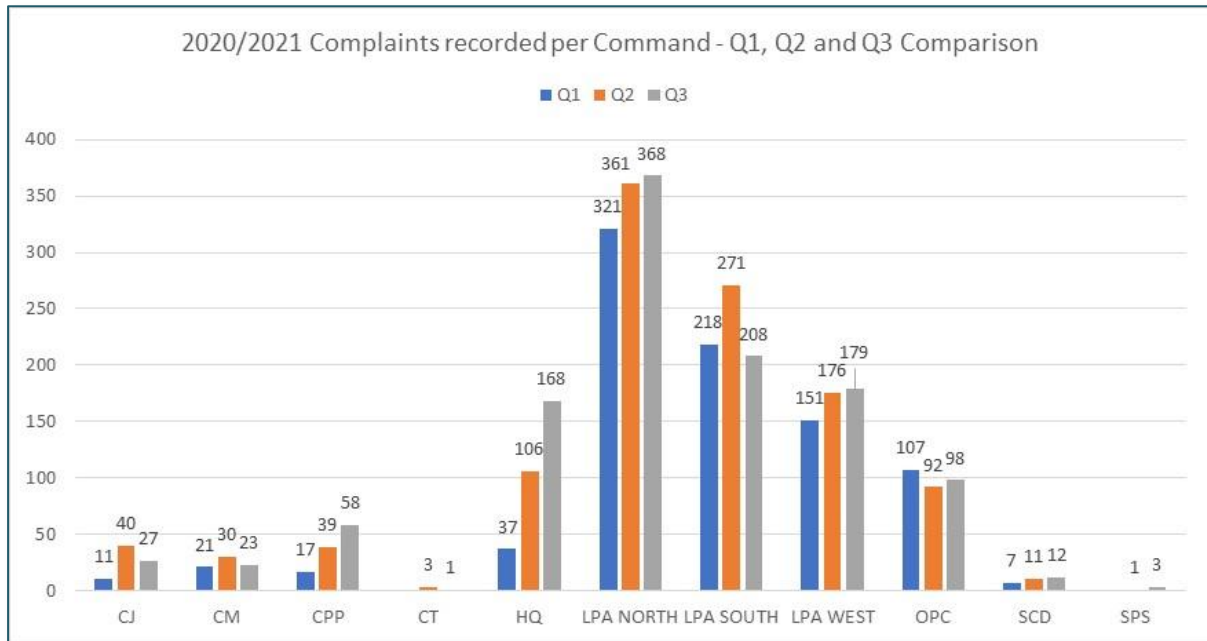
The LPA continue to be the areas with the most finalised outcomes, accounting for 80%, of which North LPA has the most. This is always to be expected due to this being the main operational area.

Special Requirements

Complaints that are resulted as Special Requirements are ultimately subject to Misconduct – These will therefore be amalgamated into the Misconduct section for outcomes.

In 2020/2021 there have been five cases (26 allegations) that have had a finalised outcome of Special Requirements, all that were recorded prior to April 2020, therefore not relating to the new categories.

Command Breakdown of Complaints



LPA North continues to have the higher number of complaints, followed by the other LPA areas and OPC. North LPA, however, has the highest proportion of force headcount, so it is expected that they will get a larger amount. The table below shows that the headcount/complaint allegation ratio per LPA are similar:

LPA	% of LPA Complaint Strands Recorded 2020/2021	% of Staff LPA Force Headcount
North	47%	44%
South	31%	30%
West	22%	26%

Please note:-

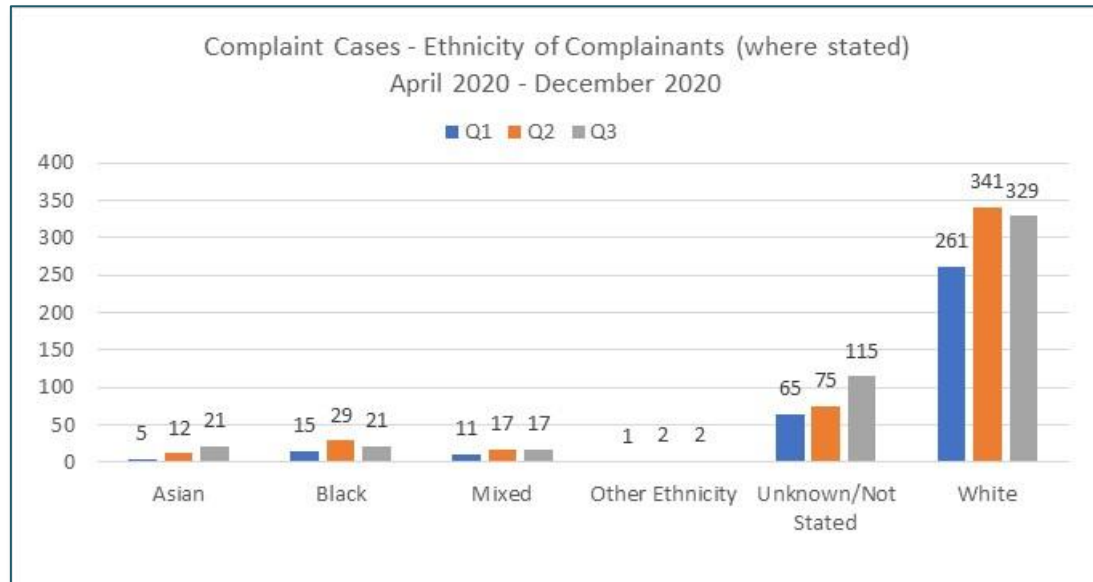
Due to PSD being recorded for many cases due to having the responsibility for managing them, such cases have been examined and the command changed to the area that is under investigation – This may result in differing results if similar data is requested for other PSD reporting.

The above is considering total complaint numbers/strands, not cases, and that numbers are often sporadic month to month.

Due to the increase in complaints that has been seen in Q3, most commands are seeing higher numbers compared to Q2 and Q1. The increase in recent months 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.
- De-recording/re-recording of complaints due to changes in recording.

Ethnicity of Complainants



Self Defined Ethnicity	Q1	Q1 %	Q2	Q2 %	Q3	Q3 %	Total	% Total
Asian	5	1%	12	3%	21	4%	38	3%
Black	15	4%	29	6%	21	4%	65	5%
Mixed	11	3%	17	4%	17	3%	45	3%
Other Ethnicity	1	0%	2	0%	2	0%	5	0%
Unknown/Not Stated	65	18%	75	16%	115	23%	255	19%
White	261	73%	341	72%	329	65%	931	70%
Total	358	100%	476	100%	505	100%	1339	100%

Please note this is using data where the complainant details are obtainable from Centurion and that this is using Self-Classified Ethnicity codes. The above is based on the number of cases, and not the number of complaints; there will be some cases that contain multiple complaints.

For the entire period, over three quarters of cases involve complainants who state they are of White ethnicity (70%), with the next highest percentage group being Black ethnicity (5%). 19% overall are unknown/not stated. And these figures are a similar proportion in each quarter.

The following table is from the 2011 Census data, and shows the Ethnicity of the population in Essex, and shows that White ethnicity accounts for 94% of the population, greater than the Ethnicity of cases.

	Essex	%
Asian	34,860	2.5%
Black	18,709	1.3%
Mixed	20,885	1.5%
Other Ethnicity	5,277	0.4%
White	1,313,856	94%
Total	26,162	100%

Breakdown of Complaints – Black Ethnicity Group

Overall Category	Q1	Q2	Q3	Total	% Total
A Delivery of Service	9	24	17	50	29%
B Police Powers, Policy and Procedures	9	27	8	44	25%
C Handling of, or Damage to property/premises	2	3	3	8	5%
D Access and/or disclosure of information	1	2	2	5	3%
F Discriminatory Behaviour	5	15	9	29	17%
G Abuse of Position/Corruption		2		2	1%
H Individual Behaviours	7	17	9	33	19%
J Sexual Conduct		1		1	1%
K Discreditable Conduct		1		1	1%
Total	33	92	48	173	

Complainants of Black ethnicity, account for 5% of complaints since April 2020, and the actual number has dropped this quarter, from 92 to 48. The highest complaint categories and sub-categories are as follows:

- Delivery of Service (29%) - where A1 Police action following contact, is nearly three quarters of complaints.
- Police Powers/Policy/Procedures (25%) – where B4 Use of force and B5 Detention in police custody have the highest number, but this is largely driven by those in Q2, and Q3 has actually seen a decline in these subcategories (27 down to 8, respectively).
- Discriminatory Behaviour (17%) – where F6 race has the highest number overall, but a drop has been seen this quarter to 8, from 15
- Individual behaviours (19%) – where complaints are spread across all the different subcategories.

Across the time period, North LPA sees the highest number of complaints in this ethnicity, accounting for 33%. However, as North is the largest population and has the largest number of complaints across all ethnicities, this is expected.

Though numbers are too small to conduct robust analysis by district of the Black ethnicity complaints, the following has been noted, based on number of complaints, not cases:

- Harlow accounted for over half of complaints where search of premises/seizure of property is involved in the allegations.
- Harlow accounts for nearly a third of those where Use of force is involved. This proportion remains the same when considering figures across all three quarters.
- Thurrock accounts for a nearly of half those where Detention in Custody involved and 29% of Race complaints
- Southend has the highest number of Police action following contact, with 22% of this sub-category

Breakdown of Complaints – Mixed Ethnicity Group

Overall Category	Q1	Q2	Q3	Total	% Total
A Delivery of Service	16	19	23	58	53%
B Police Powers, Policy and Procedures	4	4	17	25	23%
C Handling of, or Damage to property/premises			3	3	3%
D Access and/or disclosure of information		2		2	2%
F Discriminatory Behaviour	1	5	2	8	7%
H Individual Behaviours	3	5	6	14	13%
Total	24	35	51	110	100%

Complainants of Mixed ethnicity, account for 3% of complaints since April 2020, and the actual number has increased this quarter, from 35 to 51. The highest complaint categories and sub-categories are as follows:

- Delivery of Service category (53%) - with a majority, 79%, of them A1 Police Action following contact. In Q1 there were also a high number of sub-category A3 Information allegations (this includes for example perceived incorrect identification via CCTV, and incorrect information given around OIC details) and Q3 has not seen any complaints in this sub-category.
- Police Powers/Policy/Procedures (28%) – where B4 Use of force and B5 Detention in police custody has the highest number with 8 complaints in Q3.

Across the time period, North LPA sees the highest number of complaints in this ethnicity, accounting for 52%. However, as North is the largest population and has the largest number of complaints across all ethnicities, this is expected.

Through analysis by district of the Mixed ethnicity complaints, the following has been noted, based on number of complaints, not cases:

- Chelmsford/Maldon has the higher number, with a quarter of complaints, and over half of these are in the A1 Police action following contact sub-category.
- Tendring district has the second number of complaints in this ethnicity group, accounting for complaints, accounting for 15%. The complaints are spread throughout the sub-categories.
- Thurrock, Colchester and Brentwood each account for 9-10% of complaints, with no sub-categories which have higher proportions.

Breakdown of Complaints – Asian Ethnicity Group

Overall Category	Q1	Q2	Q3	Total	% Total
A Delivery of Service	4	18	19	41	33%
B Police Powers, Policy and Procedures	4	5	13	22	17%
C Handling of, or Damage to property/premises			3	3	2%
D Access and/or disclosure of information		1	6	7	6%
E Use of Police Vehicles			1	1	1%
F Discriminatory Behaviour	2	3	10	15	12%
G Abuse of Position/Corruption		1	10	11	9%
H Individual Behaviours	4	8	13	25	20%
L Other			1	1	1%
Total	14	36	76	126	100%

Complainants of Asian ethnicity, account for 3% of complaints since April 2020, and the actual number has increased by one this quarter, from 18 to 19. The sub-categories of the complaints are very varied, with higher numbers in the following in Q3:

- A Delivery of service, in particular, A1 Police action following police contact (22% of all Asian ethnicity complaints)
- F Discriminatory Behaviour, primarily F6 Race (11% of all Asian ethnicity complaints)
- G Abuse of Position/Corruption, all but one are G5 Obstruction of justice (8% of all Asian ethnicity complaints)

Geographically, complainants from those that are of Asian ethnicity are in various areas of the county, though as seen with the other ethnicities and complaints in general, North LPA has the highest number, with 28% across the whole period, most of which occurred in Q3.

Colchester District sees the largest amount of complaints, which are across all the different sub-categories. However, of note, Colchester has seven H5 Overbearing or harassing behaviours complaints, which account for 70% of this sub-category for this ethnicity.

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. Previous quarterly reporting will need to be referred to for the previous complaint categories up to 31st March 2020.

The analysis below is using Complaint Strand data unless otherwise stated.

Category Codes	Overall Category	Description/Summary	Q1 Total April to June 2020	Q2 Total July to Sep 2020	Q3 Total Oct to Dec 2020	Q1, Q2 and Q3 Total	% of Total Q1, Q2 & Q3
A1-A4	A Delivery of Service	Police Action, Decisions, Information	362	508	570	1440	45.5%
B1-B9	B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	191	233	199	623	19.7%
C1	C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	36	37	41	114	3.6%
D1-D4	D Access and/or disclosure of information	Use of Data, disclosure	25	33	37	95	3.0%
E1	E Use of Police Vehicles	Use of Police Vehicles	5	7	12	24	0.8%
F1-F10	F Discriminatory Behaviour	Various Discrimination Categories	22	43	42	107	3.4%
G1-G6	G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	13	13	21	47	1.5%
H1-H5	H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	229	234	212	675	21.3%
J1-J3	J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	2	7	0	9	0.3%
K1	K Discreditable Conduct	Discreditable Conduct	1	13	4	18	0.6%
L1	L Other	Other	4	3	7	14	0.4%
			890	1131	1145	3166	100%

The significant areas being recorded under are:

1. A Delivery of Service – 45.5%
2. H Individual Behaviours – 21.3%
3. B Police Powers, Policy and Procedures – 19.7%

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

Complaint Codes A1 – A4 Delivery of Service:

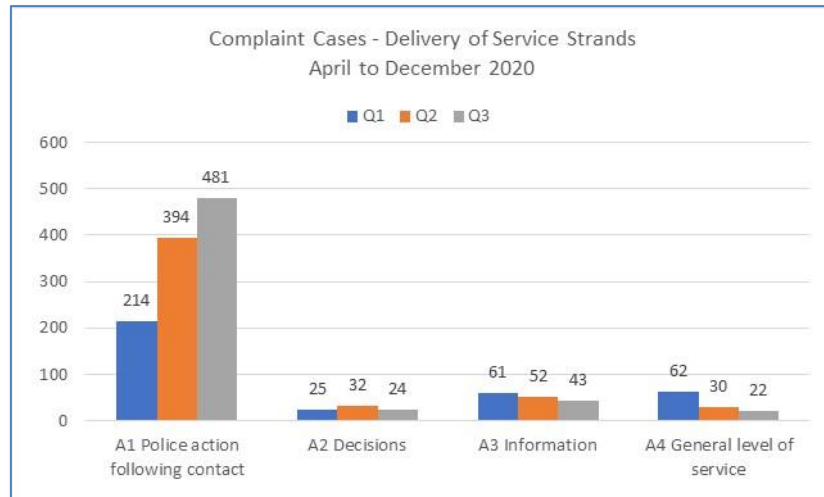
A1	Police action following contact
A2	Decisions
A3	Information
A4	General level of service

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

This financial year, the trend of numbers being recorded under the new categories A1 -A4 are similar so far in the first three quarters of 2020/2021, with this category having the highest proportion of **45.5%**.

The breakdown of the four sub-categories are as below, with A1 Police action following contact being the highest, accounting for 76% of the four sub-categories.

Sub-Category	Q1	Q2	Q3	Total	% of Category
A1 Police action following contact	214	394	481	1089	76%
A2 Decisions	25	32	24	81	6%
A3 Information	61	52	43	156	11%
A4 General level of service	62	30	22	114	8%
Total Sub-Category A	362	508	570	1440	100%



Please note that there are some that have been recorded under the previous 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:

LPA areas have the higher number, with LPA North accounting for 33% of the total A category recorded so far this year. The proportions are similar across all three quarters.

The second table below reflects the three LPA numbers only, and shows that the ratio being seen in the three areas is in line with the % headcount, when considering just the three commands.

Command	Q1	Q2	Q3	Total	% Total	Command % of Force Headcount
CJ	2	6	3	11	1%	5%
CM	14	25	17	56	4%	10%
CPP	8	24	28	60	4%	8%
CT			1	1	0%	0%
HQ	8	34	96	138	10%	4%
LPA NORTH	134	158	186	478	33%	17%
LPA SOUTH	103	141	89	333	23%	12%
LPA WEST	52	74	98	224	16%	10%
OPC	35	39	47	121	8%	11%
SCD	6	6	4	16	1%	8%
SPS			1	1	0%	0%
Unknown		1		1	0%	0%
Category A Total	362	508	570	1440	100%	

LPA	% of LPA Complaints (A Category)	% of Staff LPA Force Headcount
LPA NORTH	46%	44%
LPA SOUTH	32%	30%
LPA WEST	22%	26%

The highest sub-category for all areas is A1 Police action following contact.

Case Outcomes (Finalised data)

Service provided was acceptable and Resolved are the main outcomes seen for category A, 32% and 20% respectively of the outcomes for the year so far.

Levels are relatively similar comparing the three quarters. However, Q3 has seen higher percentage of outcomes of “the service provided was acceptable” than the previous quarter. Though there are many more from the quarter to be finalised, so this will be more comparable in the Q4 report.

Case Outcome	Q1	Q1 %	Q2	Q2 %	Q3	Q3%	Total Outcomes	% Total
DAF Disapplication - by Force	3	2%		0%		0%	3	1%
DR De Recorded	10	7%	3	2%	3	1%	16	3%
LD Local Resolution - by Command	52	35%	12	7%	3	1%	67	13%
NDSA Not determined if the service acceptable		0%		0%	2	1%	2	0%
NFA No further action required		0%	6	4%	9	4%	15	3%
NRNA Not Resolved - NFA		0%	2	1%	5	2%	7	1%
NUD Not Upheld - by Division	13	9%		0%	2	1%	15	3%
RES Resolved	31	21%	31	18%	43	20%	105	20%
SA The service provided was acceptable	14	10%	69	41%	86	39%	169	32%
SNA The service provided was not acceptable	3	2%	18	11%	33	15%	54	10%
SR Special Requirements	1	1%		0%		0%	1	0%
UD Upheld - by Division	5	3%	7	4%	1	0%	13	2%
WF Withdrawn - by Force	3	2%		0%		0%	3	1%
WIT Withdrawn	11	7%	20	12%	31	14%	62	12%
Category A Total	146	99%	168	100%	219	100%	534	100%

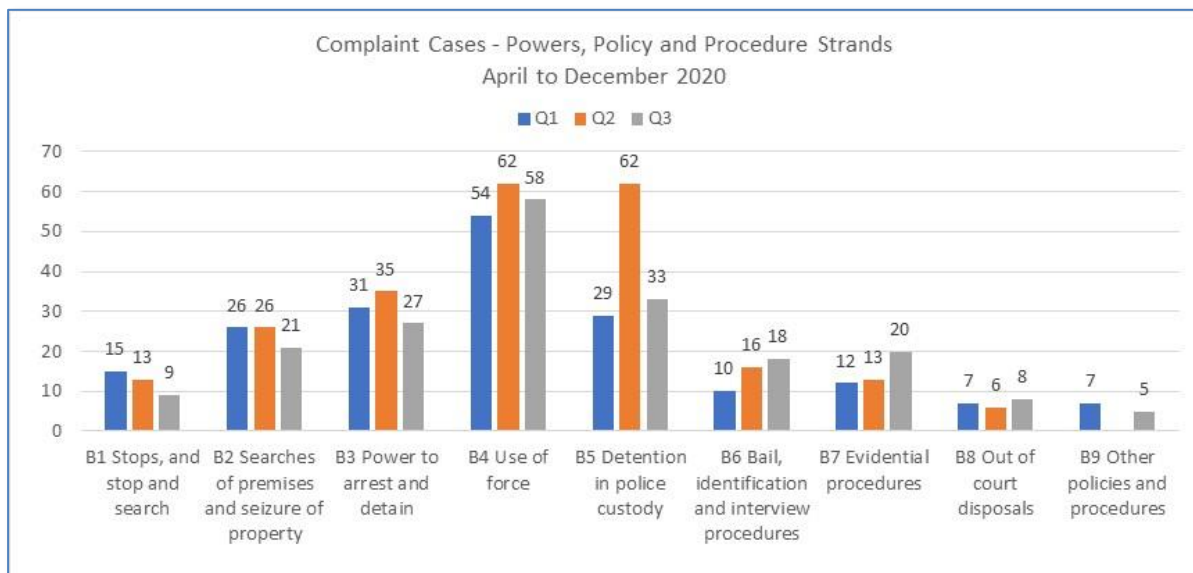
Complaint Codes B1-B9: Powers, Policy and Procedure

This category encompasses many different elements as in the table below, and accounts for **19.7%** of all recorded complaint strands so far in Q1 2020/2021 (second highest category).

The table above shows that proportions remain similar to the previous comparable categories.

The highest proportion of the complaints so far in 2020/2021 are under Use of Force. There has been a decrease of Detention in Police Custody in Q3, following an increase in the previous quarter.

Sub-Category	Q1	Q2	Q3	Grand Total	% of Category
B1 Stops, and stop and search	15	13	9	37	6%
B2 Searches of premises and seizure of property	26	26	21	73	12%
B3 Power to arrest and detain	31	35	27	93	15%
B4 Use of force	54	62	58	174	28%
B5 Detention in police custody	29	62	33	124	20%
B6 Bail, identification and interview procedures	10	16	18	44	7%
B7 Evidential procedures	12	13	20	45	7%
B8 Out of court disposals	7	6	8	21	3%
B9 Other policies and procedures	7		5	12	2%
Total Sub-Category B	191	233	199	623	100%



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 the period (32%). Numbers have remained consistent for South LPA, while North and West have seen a fall in this quarter.

Command	Q1	Q2	Q3	Total	% Total	Command % of Force Headcount
CJ	6	26	19	51	8%	5%
CM		1		1	0%	10%
CPP	5	2	6	13	2%	8%
CT		1		1	0%	0%
HQ	6	20	19	45	7%	4%
LPA NORTH	67	75	55	197	32%	17%
LPA SOUTH	40	42	49	131	21%	12%
LPA WEST	42	43	25	110	18%	10%
OPC	25	20	21	66	11%	11%
SCD		3	4	7	1%	8%
SPS			1	1	0%	0%
Category B Total	191	233	199	623	100%	

The table below shows ratio of complaints compared to headcount for the LPA command areas only. This shows that the proportion of complaints is relative to the headcount.

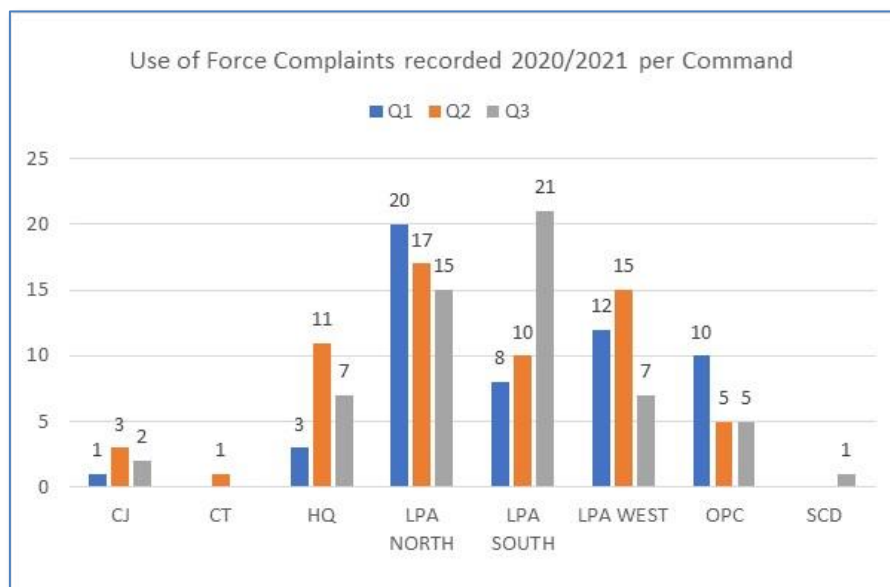
LPA	% of LPA Complaints (B Category)	% of Staff LPA Force Headcount
LPA NORTH	45%	44%
LPA SOUTH	30%	30%
LPA WEST	25%	26%

Use of Force:

Over a quarter (28%) of the category B complaints recorded so far this year are Use of Force.

Considering that in 2019/2020, the previous category of Use of Force was the third highest complaint category, this is to be expected – 8% of all complaints 2019/2020, similar to 6% of all complaints so far 2020/2021.

The graph below shows each command per quarter for Use of Force.

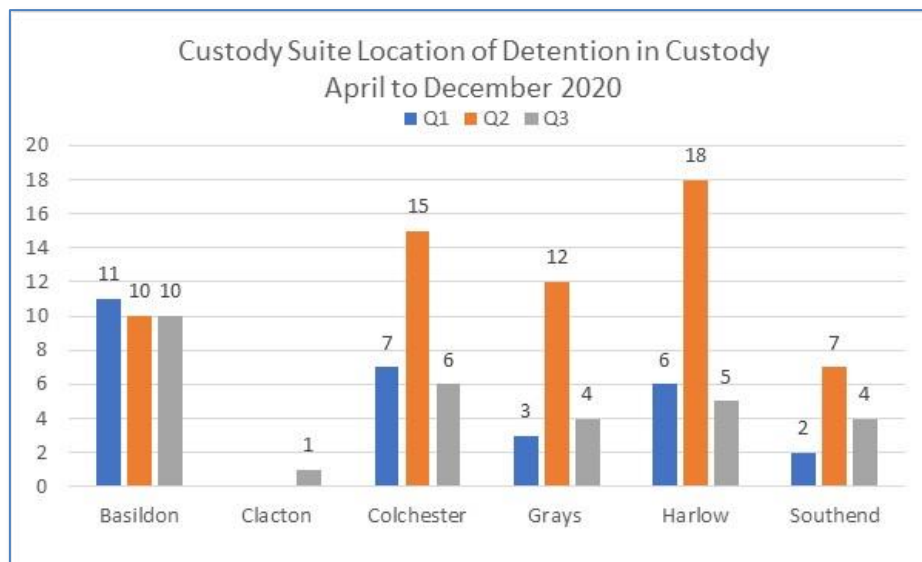


There has not been a significant change in the number recorded overall between the two quarters, however the graph shows that LPA South has had a large increase, where Basildon and Southend have both had nine complaints in Q3. Though the largest increase is seen in Castle Point, where complaints go from three in Q2 to seven in Q3 and the seven complaints are from six different cases. Though this can be accounted for by a general increase in complaints in all areas, **LPA South appears to be a potential hotspot for Use of Force complaints and will be monitored in future reporting.**

Detention in Police Custody

There was previously an increase in this sub-category in Q2, having accounted for 15% of the B Category in Q1, compared to 27% in Q2. Q3 sees the numbers reduce again, returning to a similar the level seen in Q1, 16%. The Q2 increase, was likely due to the changes in recording of complaints in that issues that would have been recorded as IX are now complaints.

The graph below shows the location of the Custody Suite that the complaint occurs, and shows that all areas have seen a decrease this quarter.



When looking at Detention in Custody it becomes apparent that the custody suite is not necessarily where the officer is based. For instance, Basildon has the most complaints this quarter, of which 62% are Basildon based, the other complaints are from various locations; including Canvey, Colchester, Rayleigh MIT.

Stop Search info from Strategic Command Data:

(this is a continuance of information included in previous quarterly reporting)

The first three months of the year had shown an increase in Stop Searches since 2018 which has been attributed to data being input onto Mobile Data Terminals, Jan to March 2018: 1022, Jan to March 2019: 3246 and Jan to March 2020: 5887.

The data for this financial year to date, shows a monthly average of 2,241, and therefore a predicted overall increase.

Month	Total Stops
Apr-20	2585
May-20	3441
Jun-20	2858
Jul-20	2394
Aug-20	1999
Sep-20	1629
Oct-20	1899
Nov-20	2060
Dec-20	1307

However, this increase has not impacted on related complaints as numbers have remained low, and account for 6% of the B category so far this year, which is less than 1% of all complaints recorded.

Category B Case Outcomes (Finalised data)

Service provided was acceptable is the main outcome seen for category B so far this year – 46% of those cases finalised have had this outcome.

Proportions are relatively similar compared to the first two quarters, but Q3 sees an increase in this sub-category. This may be to do with the fact that many more from the previous quarters are yet to be finalised, so this will be more comparable once the full year has occurred.

Case Outcome	Q1	Q1 %	Q2	Q2 %	Q3	Q3%	Total Outcomes	% Total
DAF Disapplication - by Force	4	7%		0%		0%	4	2%
DR De Recorded	4	7%	2	4%	2	3%	8	5%
LD Local Resolution - by Command	10	19%		0%		0%	10	6%
NDSA Not determined if the service acceptable		0%	1	2%	1	1%	2	1%
NFA No further action required		0%	2	4%		0%	2	1%
NRNA Not Resolved - NFA	1	2%	2	4%		0%	3	2%
NUD Not Upheld - by Division	19	35%	8	16%	2	3%	29	16%
NUP Not Upheld - by PSD	1	2%		0%		0%	1	1%
RES Resolved	1	2%	1	2%	4	6%	6	3%
SA The service provided was acceptable	2	4%	27	53%	52	73%	81	46%
SNA The service provided was not acceptable		0%		0%	4	6%	4	2%
SR Special Requirements		0%		0%	1	1%	1	1%
UD Upheld - by Division	5	9%	2	4%		0%	7	4%
WF Withdrawn - by Force	3	6%		0%	1	1%	4	2%
WIT Withdrawn	4	7%	6	12%	400%	6%	14	8%
Category B Total	54	100%	51	100%	71	100%	176	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

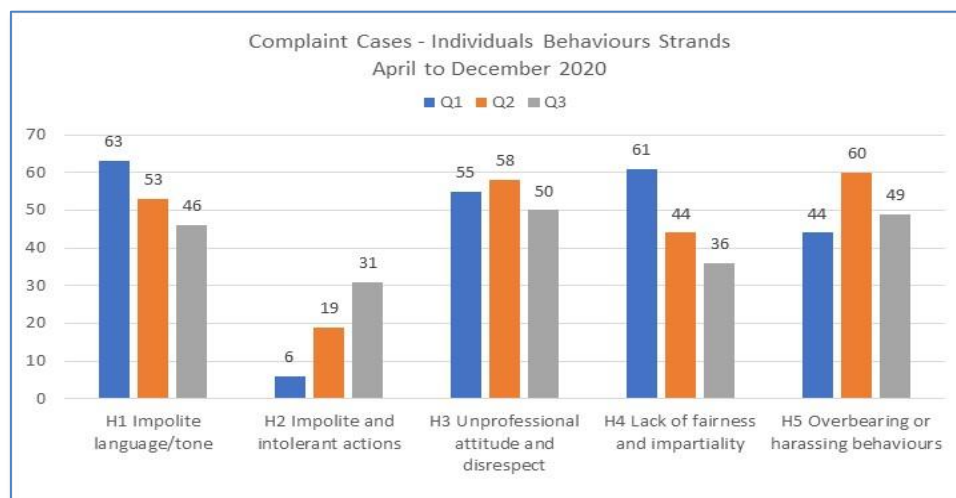
H accounts for nearly a quarter of all complaints recorded in so far this year; 21.3%, and is the second highest category recorded, which is in line with the previous Incivility category being second highest seen in previous financial years. U Incivility accounted for 13% total last year, whilst H1-H3 have similarly accounted for 12% so far this year.

The total number across all three quarters have been similar, even though overall complaints have increased.

The sub-categories that have the highest proportion is H1 Impolite language and tone, and H3 Unprofessional Attitude/disrespect, accounting for 24% of the category each.

H4 and H5 also see high numbers (though both H4 and H5 have decreased in Q3).

Sub-Category	Q1	Q2	Q3	Total	% of Category
H1 Impolite language/tone	63	53	46	162	24%
H2 Impolite and intolerant actions	6	19	31	56	8%
H3 Unprofessional attitude and disrespect	55	58	50	163	24%
H4 Lack of fairness and impartiality	61	44	36	141	21%
H5 Overbearing or harassing behaviours	44	60	49	153	23%
Total Sub-Category H	229	234	212	675	100%



Command

The LPA areas have the most of these complaints, with LPA North seeing the most with 38% overall.

The second table shows the ratio of complaints and headcount for the three LPA areas only – This shows that the three areas are proportionally in line with the corresponding headcount, though it is indicating that the North is seeing slightly more, whereas West are seeing lower numbers when considering headcount.

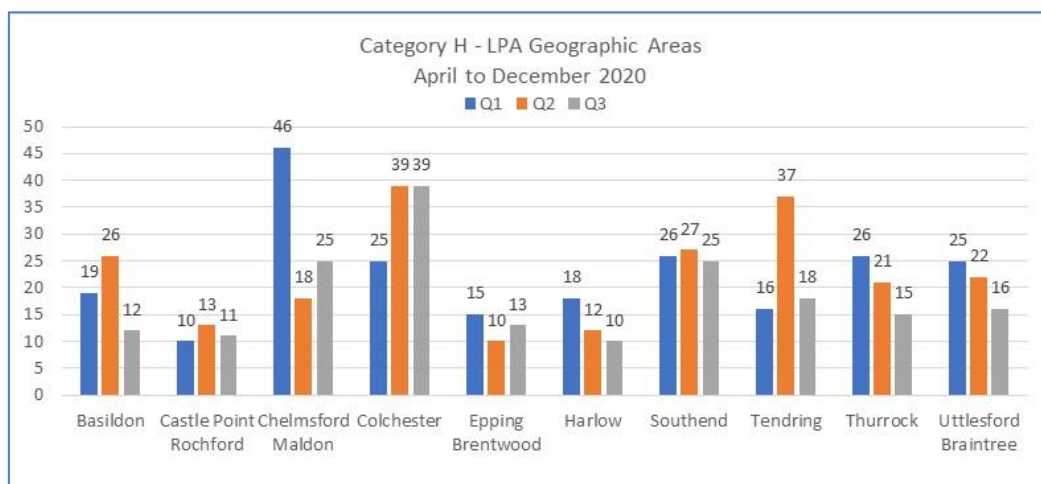
Command	Q1	Q2	Q3	Total	% Total	Command % of Force Headcount
CJ		8	2	10	1%	5%
CM	4	3	4	11	2%	10%
CPP	2	5	9	16	2%	8%
CT		2		2	0%	0%
HQ	11	16	13	40	6%	4%
LPA NORTH	86	88	85	259	38%	17%
LPA SOUTH	56	59	45	160	24%	12%
LPA WEST	40	33	38	111	16%	10%
OPC	29	19	14	62	9%	11%
SCD	1	1	2	4	1%	8%
Category H Total	229	234	212	675	100%	

LPA	% of LPA Complaints (H Category)	% of Staff LPA Force Headcount
LPA NORTH	49%	44%
LPA SOUTH	30%	30%
LPA WEST	21%	26%

LPA North is seeing high numbers in all the sub-categories, whilst LPA South is seeing a particularly high number of H3 Unprofessional attitude and disrespect.

The graph below shows that Colchester continues to see high levels in Q3, while Tendring has decreased when compared to the previous quarter.

The actual number under this category has not increased hugely like other complaint categories when comparing Q1 and Q2, so these are areas of the county that will need to be monitored for further increases.



Potential Trend - Summer months often will see an increase in anti-social behaviour, with an often heightened night-time economy, and therefore more incidents/arrests. Due to the added issue of the COVID19 lockdown and restrictions, there may have been added incentive for members of the public to be behaving in this way, and therefore potentially more complaints about officers being made, in relation to their attitude and behaviour during arrests and incidents. This could partly explain the drop in Q3. With Essex in another lockdown period due to COVID, this may affect the figures for Q4 going forward.

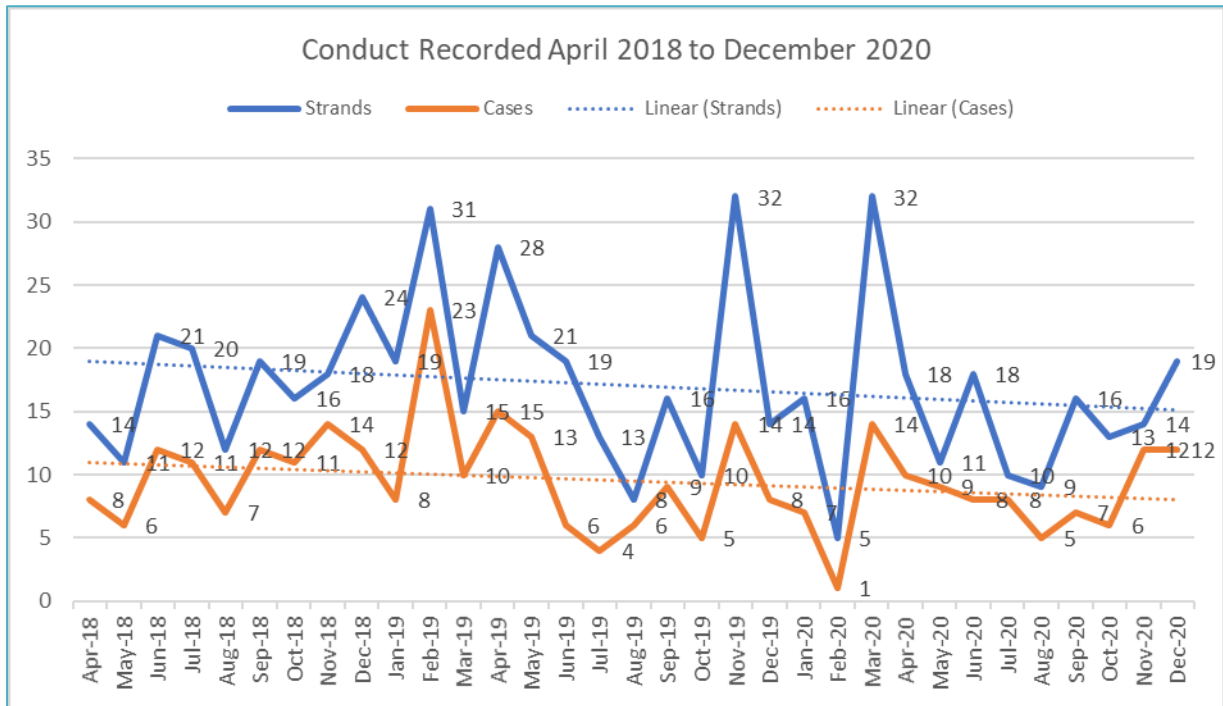
Case Outcomes (Finalised data)

Service provided was acceptable is the main outcome seen for category H so far this year – 42% of those cases finalised have had this outcome.

Overall, proportions are relatively similar comparing the all three quarters, but the Service provided was acceptable outcome has seen a steady increase across each quarter. This increase is likely to continue into Q4, where further complaints are finalised.

Case Outcome	Q1	Q1 %	Q2	Q2 %	Q3	Q3%	Total Outcomes	% Total
DAF Disapplication - by Force	3	3%		0%		0%	3	1%
DR De Recorded	6	7%	1	1%	1	1%	8	3%
LD Local Resolution - by Command	38	43%	4	5%	1	1%	43	18%
NDSA Not determined if the service acceptable	1	1%	1	1%	2	3%	4	2%
NFA No further action required	1	1%	4	5%		0%	5	2%
NIPC Not Upheld - by IOPC	1	1%		0%	1	1%	2	1%
NRNA Not Resolved - NFA		0%	1	1%	3	4%	4	2%
NUD Not Upheld - by Division	9	10%	6	8%	3	4%	18	7%
RES Resolved	5	6%	5	6%	2	3%	12	5%
SA The service provided was acceptable	14	16%	39	51%	50	63%	103	42%
SNA The service provided was not acceptable		0%	5	6%	8	10%	13	5%
SR Special Requirements		0%		0%	1	1%	1	0%
UD Upheld - by Division	2	2%	3	4%		0%	5	2%
UP Upheld - by PSD		0%	1	1%		0%	1	0%
WF Withdrawn - by Force	4	5%	1	1%		0%	5	2%
WIT Withdrawn	3	3%	6	8%	7	9%	16	7%
Category H Total	87	99%	77	100%	79	100%	243	100%

Force Misconduct

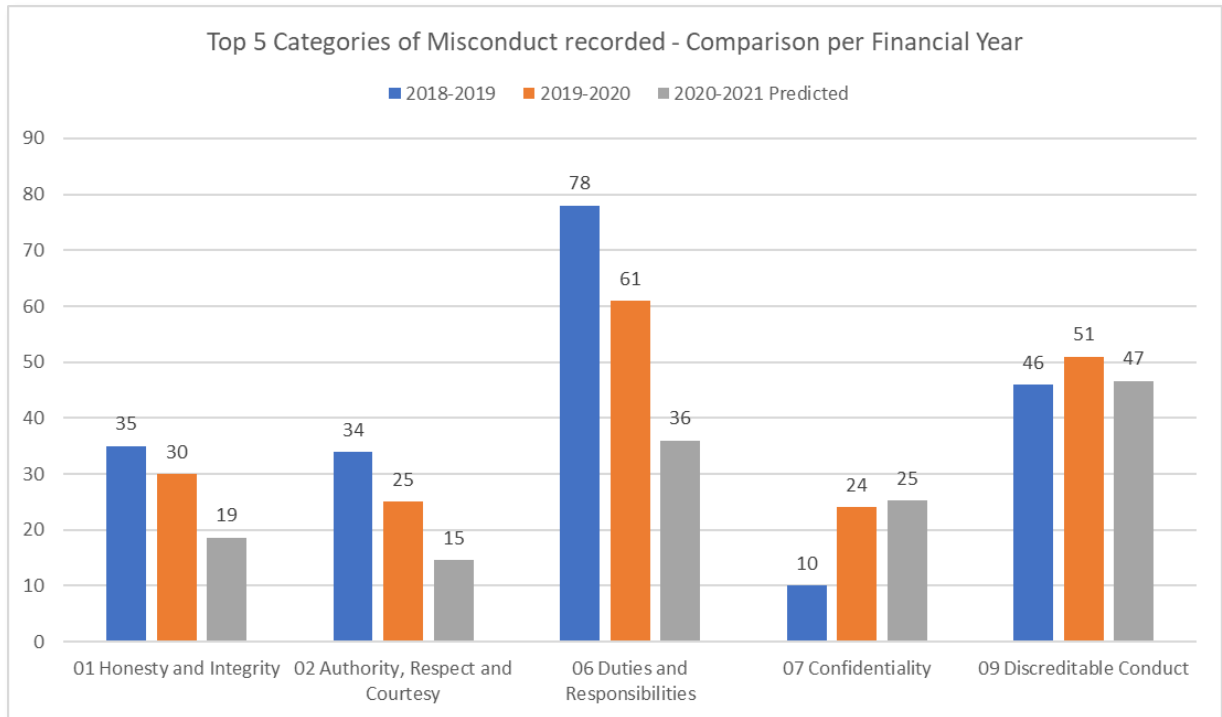


Numbers of conduct being recorded has been sporadic on a monthly basis since April 2018, though the trendline shows the level to be decreasing in recent months. With 220 strands in 2018/2019, 214 in 2019/2020, and based on 127 at the end of Q3 in 2020/2021, there is a predicted 141 strands, continuing the decline.

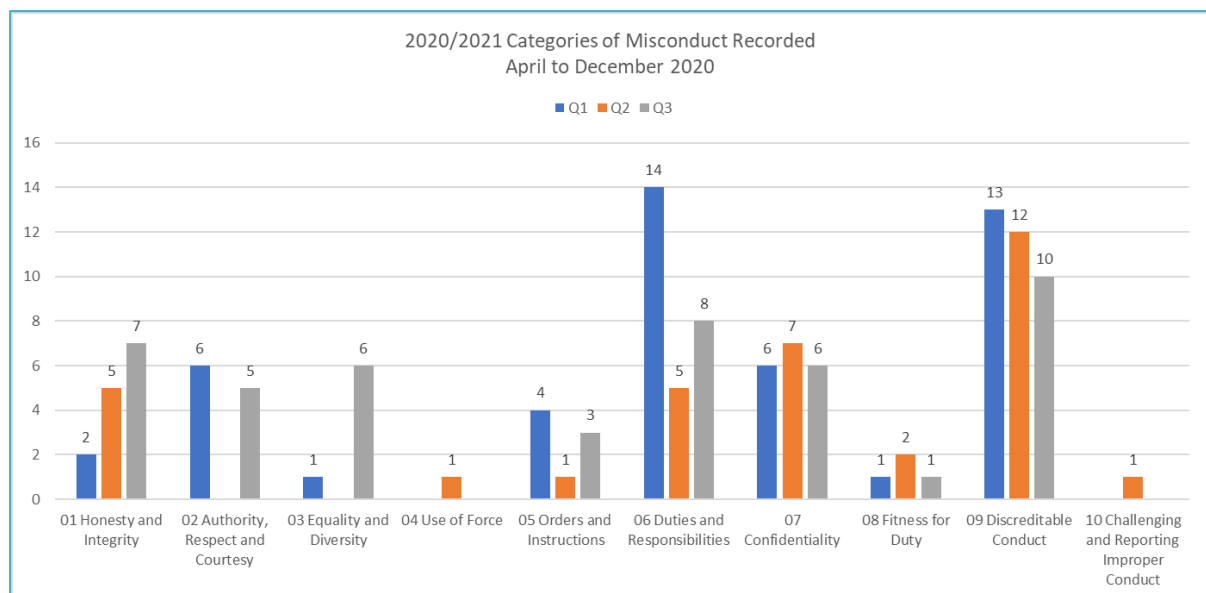
Category	Total 2020-2021	% Total
01 Honesty and Integrity	14	11%
02 Authority, Respect and Courtesy	11	9%
03 Equality and Diversity	7	6%
04 Use of Force	1	1%
05 Orders and Instructions	8	6%
06 Duties and Responsibilities	27	21%
07 Confidentiality	19	15%
08 Fitness for Duty	4	3%
09 Discreditable Conduct	35	28%
10 Challenging and Reporting Improper Conduct	1	1%
Total	127	100%

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.

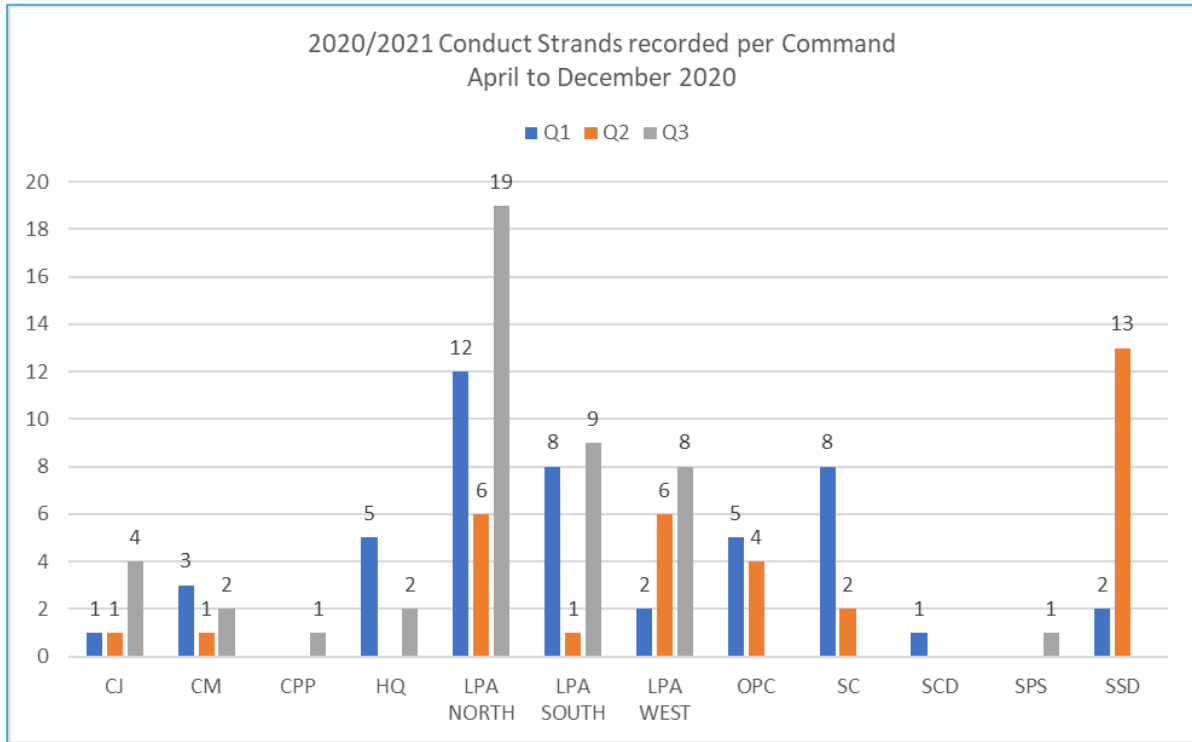
The following chart shows the top five Conduct Category by financial year, where 2020-2021 has been predicted, based on the number of strands in the first three quarters. Discreditable Conduct is predicted to see an increase this year, compared to the previous two years. As such, this, and both Confidentiality and Duties and Responsibilities which remains high, will be looked at in detail later in the report.



The following graph shows there were more strands of Duties and Responsibilities recorded in Q1. Strands of Discreditable Conduct have remained high but are showing a decline. Both of these areas will be looked at in detail later in the report, as well as Confidentiality



Command Breakdown of Misconduct



In Q3 all LPA's have higher levels than seen in Q1, as did CJ (Criminal Justice). North LPA has seen the greatest increase in conduct strands this quarter.

SSD (Support Services Directorate) had high numbers in Q2, is due to there being cases recorded against probationers and members of HR. This compares to no strands in Q3.

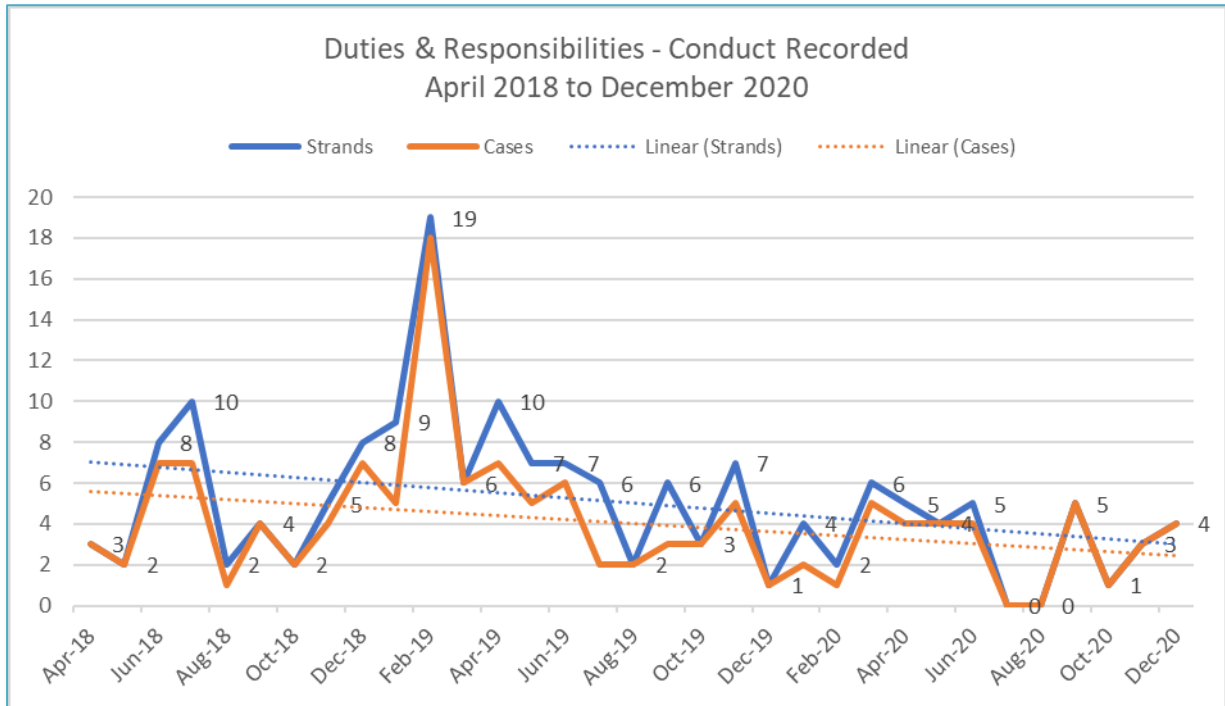
When looking at strands rather than cases North LPA accounts for 29% of cases between April and September. This is a rise from the previous quarter which saw North having an 18% share of cases for the reporting period (April to December).

The table below shows a breakdown of North LPA in terms of strands across the Q3, and the conduct is spread across various categories. With 09 Discreditable Conduct seeing the most amount of strands in each quarter.

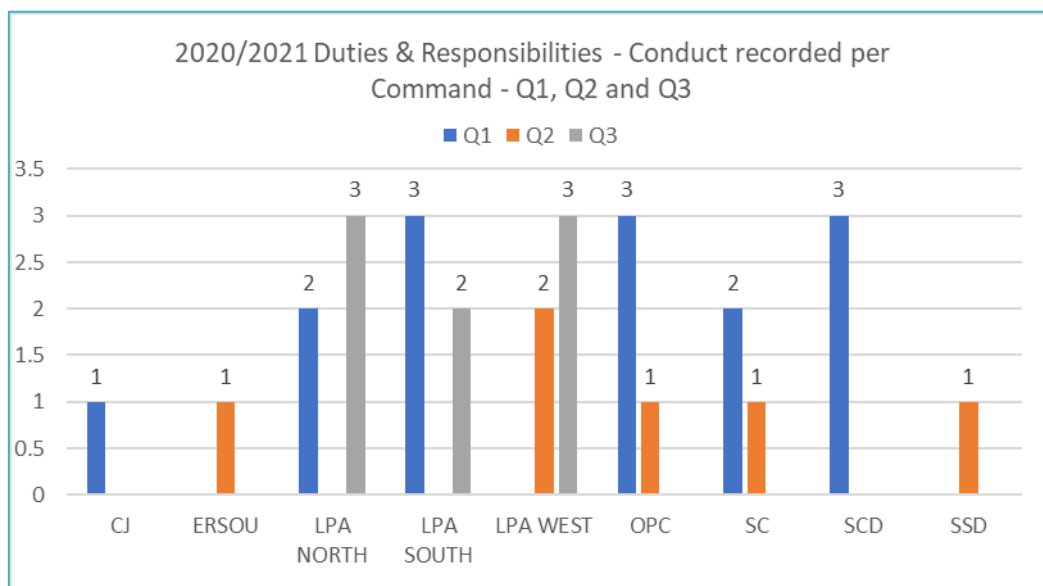
Strands	Q1	% Q1	Q2	% Q2	Q3	% Q3	Total	% Total
01 Honesty and Integrity		0%		0%	4	0%	4	11%
02 Authority, Respect and Courtesy	1	8%		0%	1	5%	2	5%
03 Equality and Diversity	1	8%		0%	2	11%	3	8%
05 Orders and Instructions	1	8%		0%		0%	1	3%
06 Duties and Responsibilities	5	42%		0%	3	16%	8	22%
07 Confidentiality	2	17%	2	33%	4	21%	8	22%
08 Fitness for Duty		0%	2	33%		0%	2	5%
09 Discreditable Conduct	2	17%	2	33%	5	26%	9	24%
LPA NORTH	12	100%	6	100%	19	100%	37	100%
Total Strands for Force/ North %	47	26%	34	18%	46	41%	127	29%

Misconduct Categories

Duties and Responsibilities

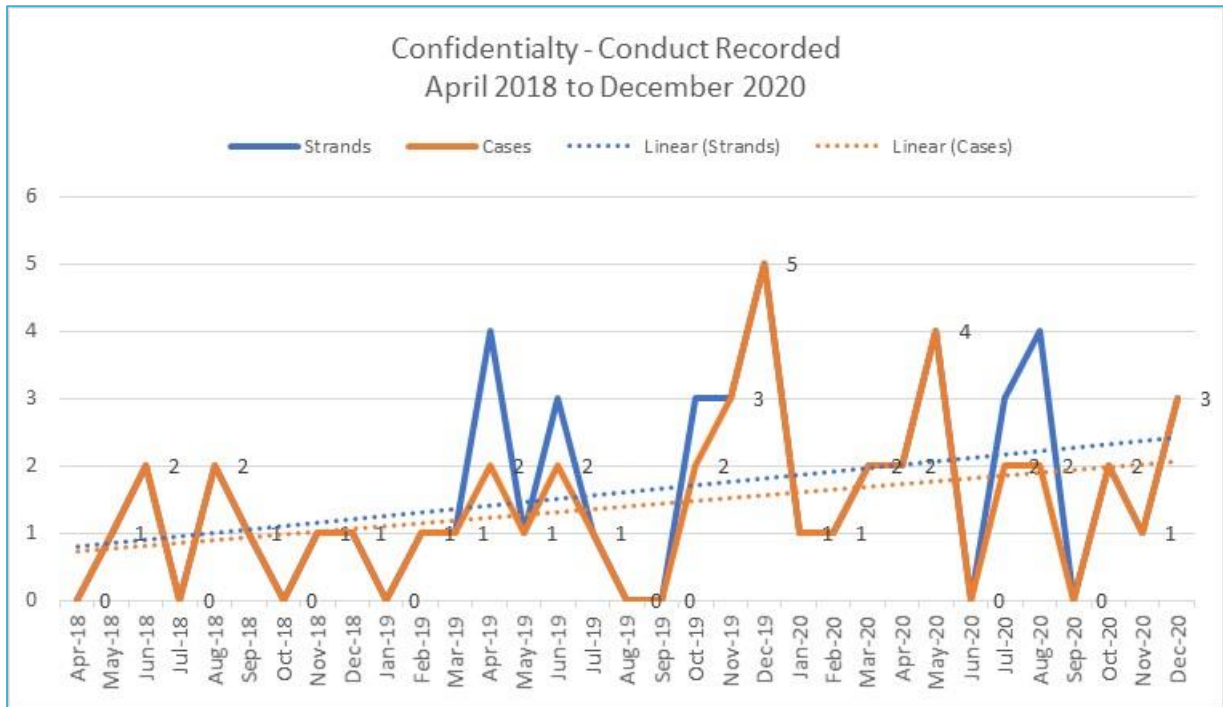


This category is the second highest conduct type recorded, with 21% of strands across the Force. However, with there being lower numbers recorded over the last year, the trendline shows a decrease overall since April 2018, so this category might see a further decline in the next quarter.

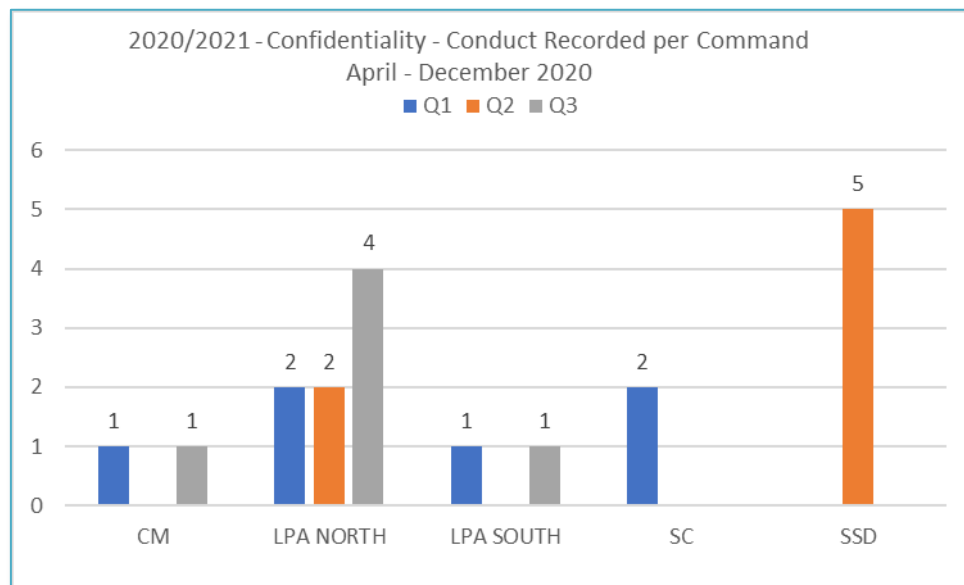


North LPA has the total highest number of strands, but West LPA is the only command to see an increase in Q3.

Confidentiality

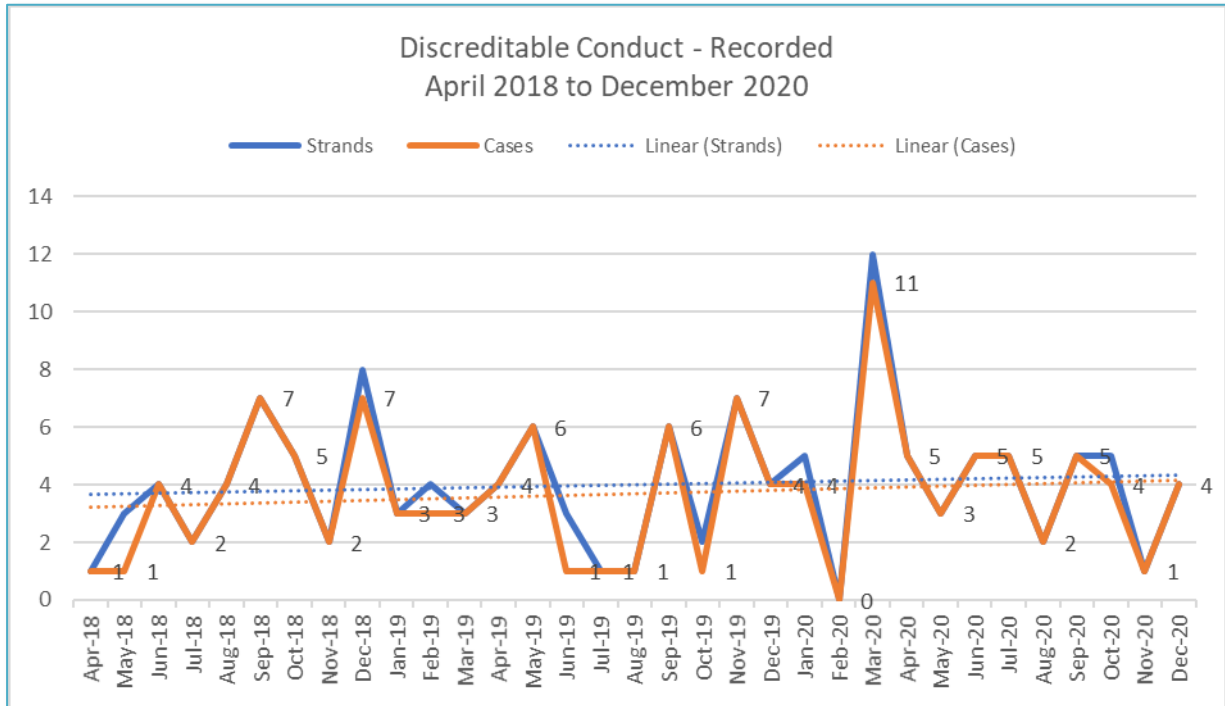


Though relatively low in number, there has been a continuing increase in this category overall due to some peaks, and Confidentiality accounts for 15% of conduct strands so far this year – the third highest category. This indicates misuse of systems, disclosure of information type allegations (Data protection). The last quarter has seen the same number of cases to strands.

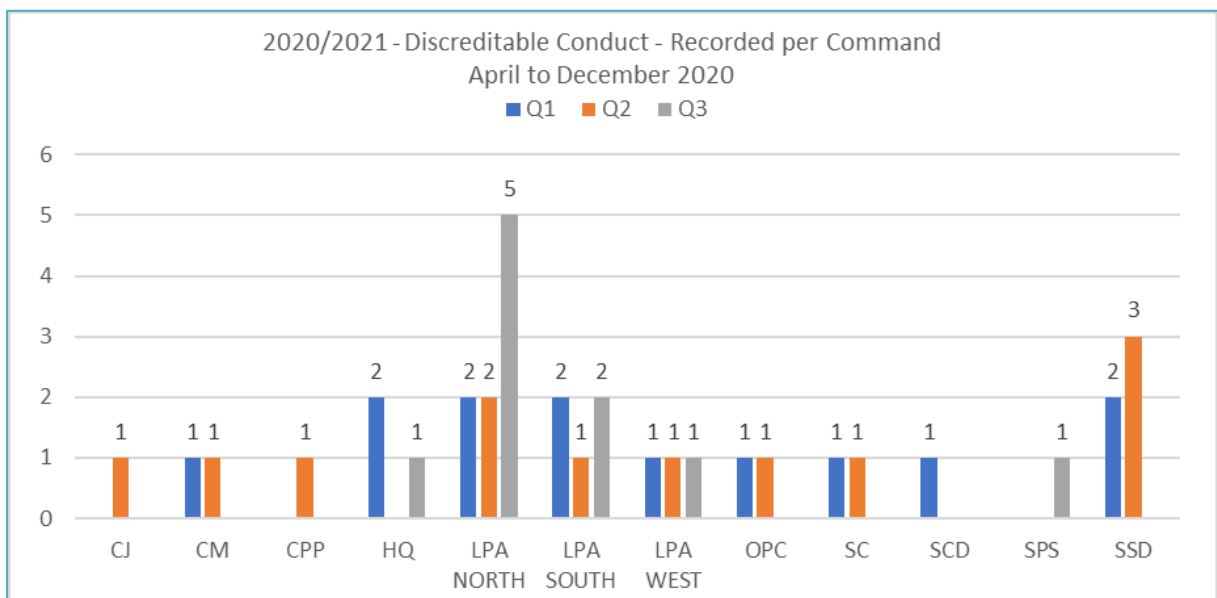


Support Services Directorate (SSD) had a large increase in Q2 due to allegations against Probationers and HR staff. This increase has not continued, with the latest quarter not seeing and strands in the SSD command. North LPA has had the largest amount, but this is to be expected.

Discreditable Conduct



This category is the highest seen, accounting for 28% of all conduct so far this period. Peaks in some months has led to an slightly increasing trendline since April 2018.



All commands have seen recording under this category, Support Services having an increase in Q2, though numbers were small, and have not had any further recorded in Q3. The largest increase is seen in North LPA, rising from two in Q2 to 7 in Q3.

Outcomes of Conduct Cases January to December 2020

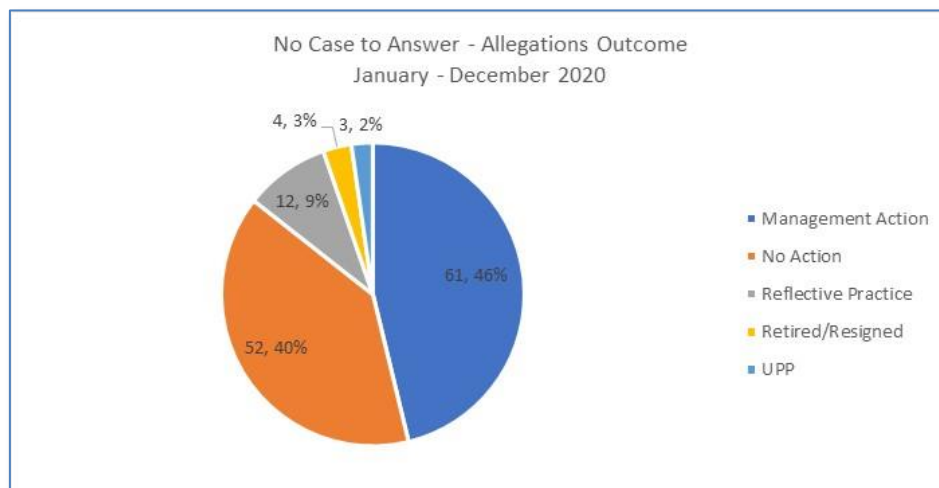
For the 12 months between 1st January 2020 and 31st December 2020 there were 93 total Conduct cases finalised. Within these, there were a total of 254 strands/subjects, for which sanctions/outcomes differ. The following graphs represent figures for cases and subjects. Please note that several Op Maple cases were finalised during 2020.

There were also 8 complaint cases (30 strands/subjects) that were Special Requirements in this time-frame, the outcomes of which are included within this section.

Summary of Conduct Outcomes:

- Cases: There were less Case to Answer (38%) to No Case to Answer (53%) for this period (the others were de recorded or discontinued)
- Allegations: 35% Management Action, 23% had Formal Action, 30% No Action.
- 15% of allegations went to Misconduct Meeting – 36% of these then received Written Warning, 33% Final Written Warning.
- 14% of allegations went to a Hearing – 44% of these were Dismissed, 48% Resigned/Retired/Would have been dismissed.

Where conduct allegations have been no case to answer, the majority; 46%, have resulted in Management Action. 9% have been Reflective Practice:



Case to Answer:

The following graphs display the initial outcome/proceedings decision, and the final outcomes of those allegations with a Case to Answer.

Please note this includes results of HR managed allegations as well as SR complaints.

The numbers are per allegation on Centurion, not per officer, so numbers will be higher for example in terms of dismissals.

Initial Outcome	2020	%
Hearing	25	26%
HR/Hearing	4	4%
HR/Resigned	1	1%
Management Action	25	26%
Meeting	36	38%
No Action	3	3%
UPP	2	2%
Total	96	100%

Final Outcome	2020	%
Dismissal	11	11%
Final Written Warning	14	15%
Management Action	25	26%
Management Advice	4	4%
No Action	8	8%
Not Proven	3	3%
Reflective Practice	1	1%
Resigned or Retired	1	1%
Resigned or Retired /Would have been dismissed	11	11%
UPP	2	2%
Written Warning	16	17%
Total	96	100%

With regards to the final outcome, that involve dismissals, there were various different Breaches, and six Special Requirements. As detailed in the table below:

Breach Type	Dismissal	Dismissal without Notice	Resigned/Would have been dismissed	Retired/Would have been dismissed	Would Have been dismissed	Total Involving Dismissal	%
01 Honesty and Integrity	1		2		1	4	14%
02 Authority, Respect and Courtesy		1				1	4%
03 Equality and Diversity	1					1	4%
05 Orders and Instructions	1					1	4%
06 Duties and Responsibilities	1	1	2		1	5	18%
07 Confidentiality				1		1	4%
09 Discreditable Conduct	2	1	4	1	1	9	32%
Special Requirments	6					6	21%
Total	12	3	8	2	3	28	100%

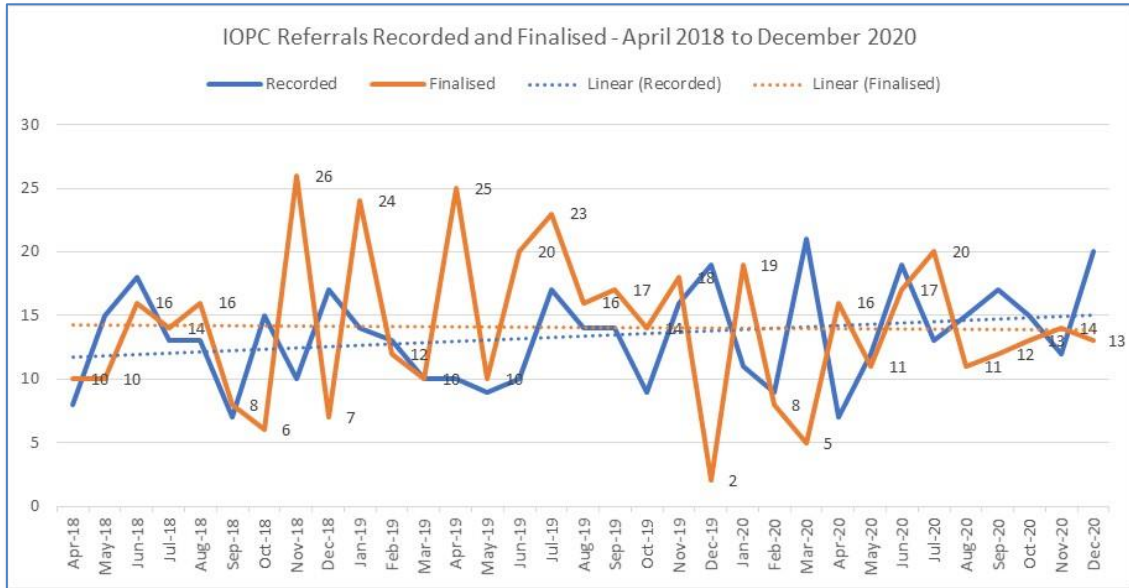
Suspensions and Restrictions

There are currently 28 officers/staff recorded as Suspended, and 13 on Restrictions (as at 04/01/2021). The tables show the months in which the officers/staff were initially suspended or restricted.

Month Restricted	Number of Staff/Officers
Apr-17	1
May-19	1
Oct-19	1
Dec-12	1
Apr-20	1
May-20	2
Jun-20	2
Sep-20	2
Oct-20	5
Nov-20	10
Dec-20	2
Total	28

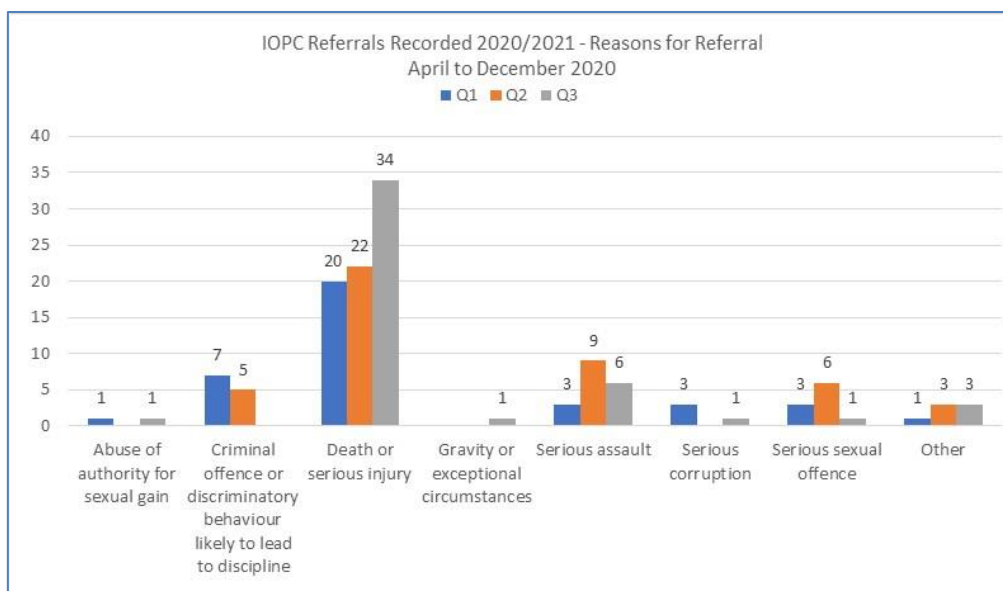
Month Suspended	Number of Staff/Officers
Feb-19	1
Jun-19	2
Oct-19	1
Nov-19	2
Apr-20	1
Jun-20	2
Jul-20	4
Total	13

IOPC Referrals



Year	Recorded	Finalised
2018/2019	153	159
2019/2020	159	178
2020/2021 (predicted total)	173	169

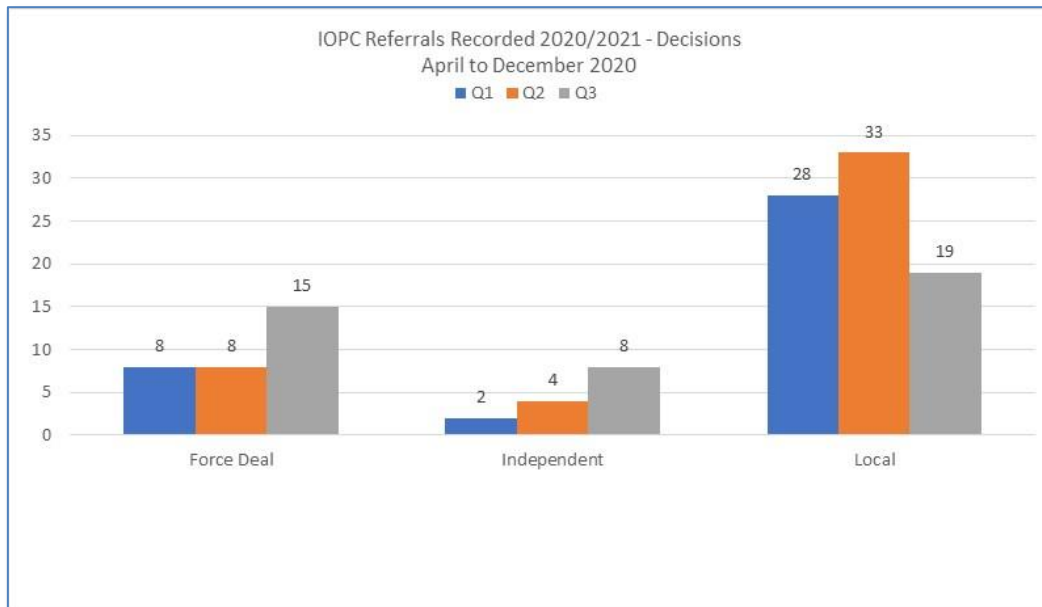
Levels of IOPC Referrals have stayed consistent since April 2018, with monthly numbers being sporadic, but a flat trend line. Numbers have remained similar in the last two financial years, and the predicted outcome for 2020/2021. The majority: 58% of referrals so far in 2020/2021 are due to Death or serious injury. There was an increase in Q2 of those relating to Serious Assault and Sexual offence though actual numbers are low and have fallen in Q3.



Current status - The majority of those so far in 2020/2021 are still live; 48%, whilst 41% are finalised, and 3% are in review period, 6% sub-judice.

IOPC Referral Decisions:

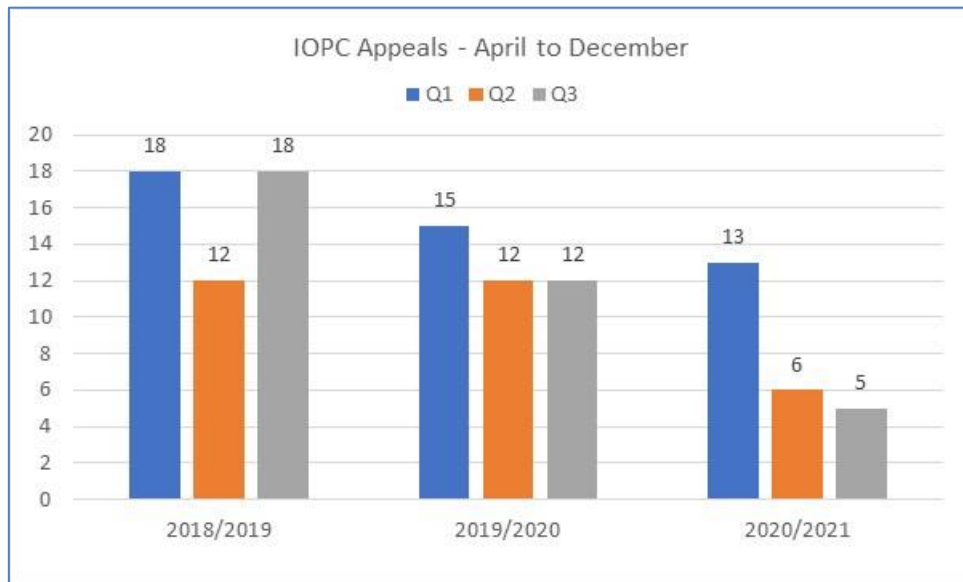
The majority; 64% of those in 2020/2021 so far have been decided as local investigations, 11% independent, and 25% for force to action.



IOPC Appeals

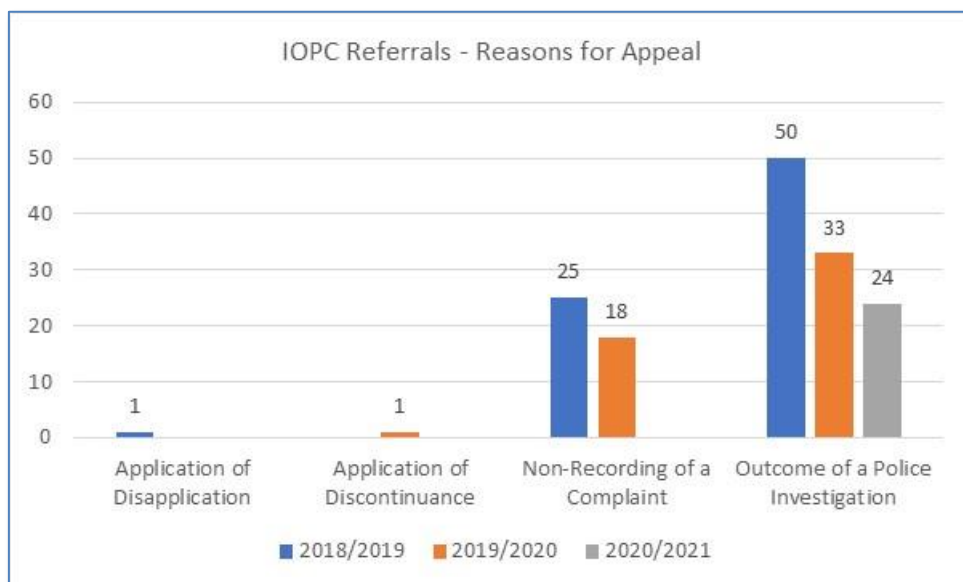
Financial Year	IOPC Appeals
2018/2019	76
2019/2020	52
2020/2021 (Predicted)	32
Total	152

Numbers of IOPC Appeals are falling each financial year, with a prediction for this year to continue to decline.



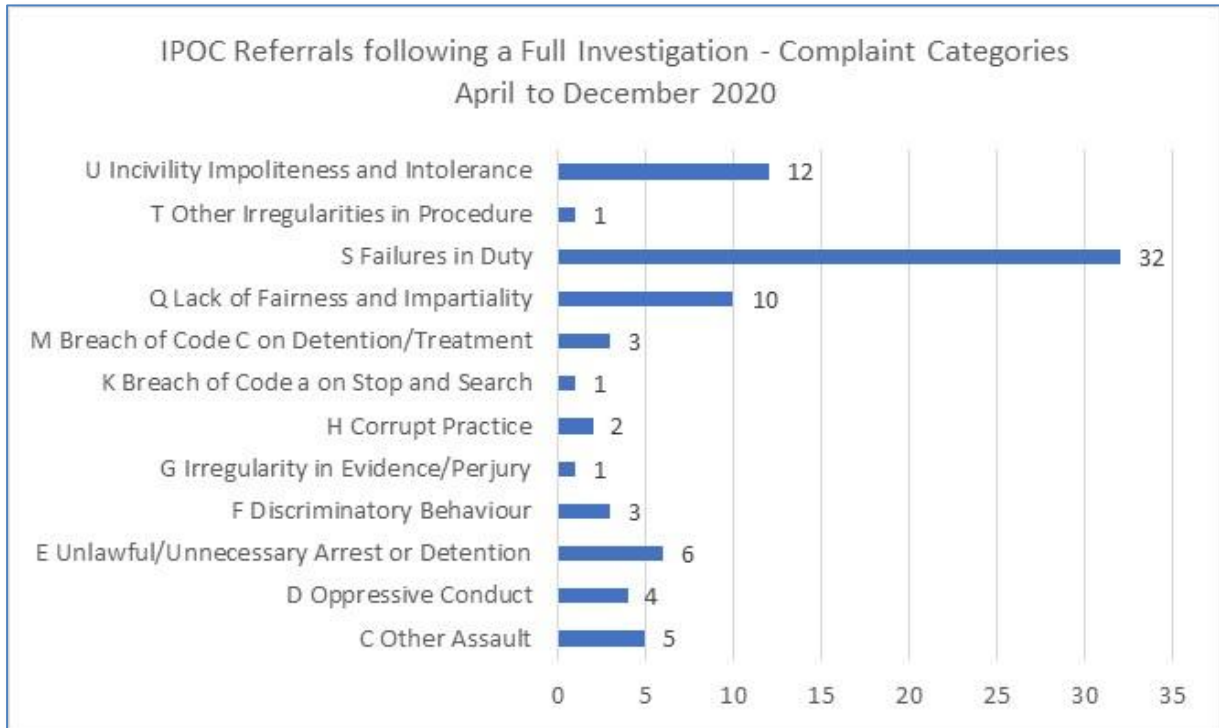
Reasons for IOPC Appeals:

IOPC appeals are generally due to the outcome of a police investigation: All of those recorded so far in 2020/21 are under this category.



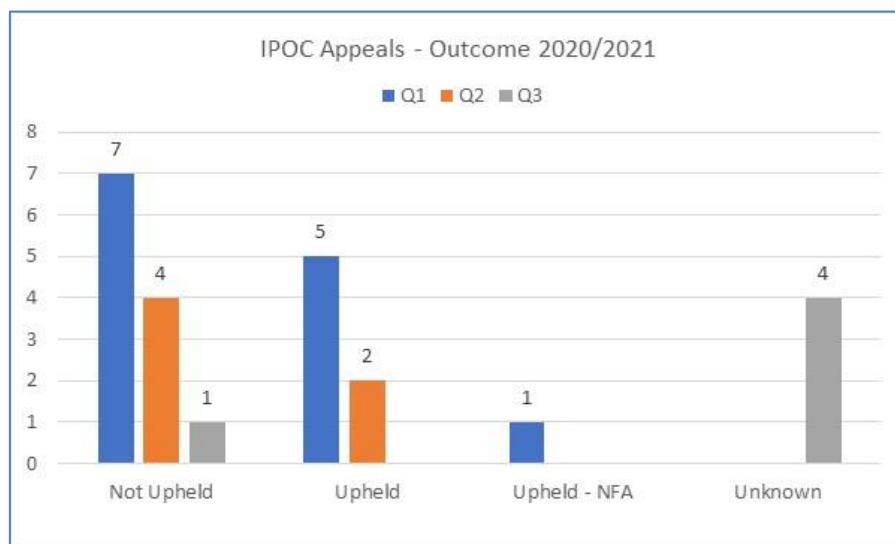
The main complaint category involved is S Neglect/Failure in Duty.

- Please note that due to this data reflecting Appeals, the cases are involving complaints under the previous categories, therefore the new categories do not yet feature and each one may contain multiple categories.



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

Outcomes of Appeals:



In this type of appeal, the majority are not upheld – 50% in 2020/2021 so far.

PFCC Reviews

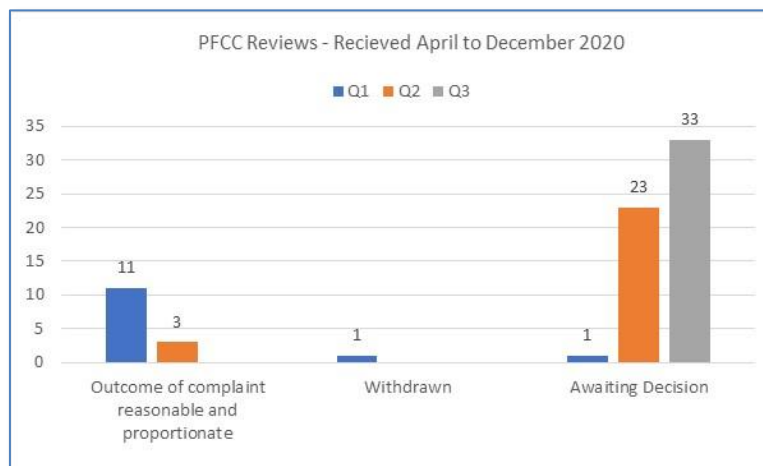
2020-2021	Total	%
Q1	13	18%
Q2	26	36%
Q3	33	46%
Total	72	100%

Complaint Categories of PFCC Reviews:

The following shows the complaint categories of those which have been sent for review. Please note, each case may have multiple categories. The main category seen is “Police Action Following Contact” which accounts for 33%.

Category	Q1	Q2	Q3	Total	% Total
A1 Police action following contact	31	26	13	70	33%
A2 Decisions	4	2	1	7	3%
A3 Information	8	6	1	15	7%
A4 General level of service	6	2	1	9	4%
B1 Stops, and stop and search	3			3	1%
B2 Searches of premises and seizure of property	4	2		6	3%
B3 Power to arrest and detain	6	4		10	5%
B4 Use of force	1	1		2	1%
B5 Detention in police custody	6	3	1	10	5%
B6 Bail, identification and interview procedures	1		1	2	1%
B7 Evidential procedures	3			3	1%
B8 Out of court disposals	1	1	1	3	1%
C1 Handling of or damage to property/premises	1	2		3	1%
D2 Disclosure of information	3	4		7	3%
F6 Race	1	1		2	1%
G1 Organisational corruption			1	1	0%
G5 Obstruction of justice	3			3	1%
H1 Impolite language/tone	4	1	4	9	4%
H2 Impolite and intolerant actions	1	2	3	6	3%
H3 Unprofessional attitude and disrespect	6	3	3	12	6%
H4 Lack of fairness and impartiality	12	2	3	17	8%
H5 Overbearing or harassing behaviours	11		1	12	6%
Total	116	62	34	212	100%

Outcomes of Reviews:



Of the cases sent to PFCC, 14 have had a decision – “outcome of compliant reasonable and proportionate”. One case has been withdrawn.