

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 30th September 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 October 2020

Unit: Professional Standards

Contact: D/Supt Rob Kirby

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Performance Update Head of PSD - Key Findings Q2 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 has continued in Quarter Two (1 July to 30 September 2020). 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 1568 complaints in total. Q1 and Q2 data for 2020/2021 shows 868; which predicts a 2020/2021 total figure of 1736. Though this would be higher than last year, it is still lower than the total seen in 2017/2018 when there were 1809. It is predictable that there was to be an increase due to changes in recording, however as this is adapted to over the coming months, this may result in lower numbers.

In addition, multiple strands being reported within a single complaint case has accounted for the rise. In June 2020 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. 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. 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. In Q2, these figures were 69%, and 8% respectively, therefore remaining similar.

As data develops, this category will include more data around specific complaint strands and the outcomes. However, it can be said from Q2 data, that the main category seeing Service not acceptable as the outcome was H Individual behaviours.

Staff Profiling

With a workforce of over 6,300 officers and staff, the percentage of complaints finalised against police officers in Q2 was 90% (similar to Q1 where it was 92%). Police officers make up 54% of the headcount – so remain the most subject to complaints. Special constables made up 3% of the allegations finalised and account for 8% of the workforce. Police staff make

up 36% of the force, but were only complained about in 6% of cases, due to the majority not being front-line/operational.

The North LPA is the most complained about command. 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 48% 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 (43%)
- H Individual Behaviours (23%)
- B Police Powers, Policy and Procedures (21%)

Within Delivery of Service, the most complained aspect (70%) 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.

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 recorded during quarter one, and 40 in quarter two, compared to an average of 51 over the last 3 yrs.

The highest reported area is alleged breaches of the Standards of Professional Behaviour for Discreditable Conduct, with 13 alleged breaches in both Q1 and Q2. Duties and Responsibilities is now the second highest category (previously being the highest) with levels having been decreasing, and only 6 strands in Q2 compared to 18 in Q1.

Allegations of Honesty and Integrity have also decreased with only 8 allegations recorded so far this year, compared to 30 for all of 2019/2020.

In the last 12 months (Oct 2019-Sep 2020) there have been 6 dismissals – One Special Constable, three Police Officers, and two Police Staff. Three officers would have been dismissed.

Hearings slowed during COVID, however they have commenced again and hearing results will now start to show a rise.

There have been 7 hearings held since April 2020, and a further two due to be held in October 2020, with another three currently to be scheduled.

16 officers/staff are currently 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

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.

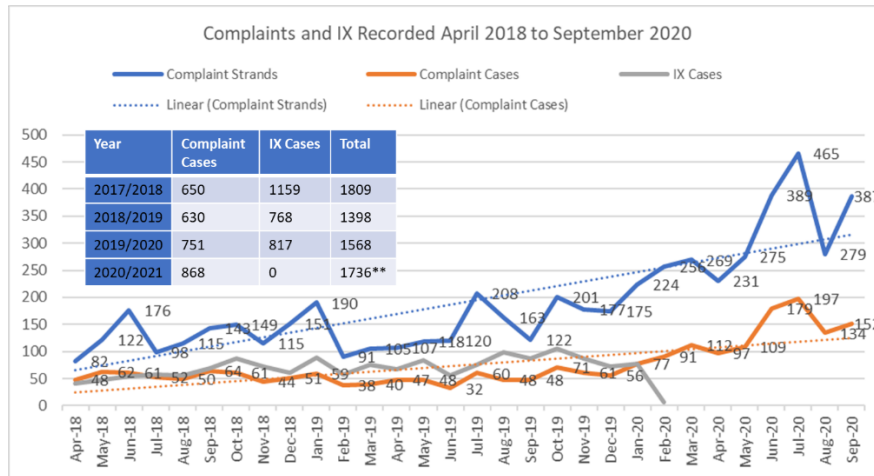
Data is dependent on certain fields being accurate – For example, when considering Commands/Area Responsible – due to changes in structures within the force, and additional commands such as Contact Management, numbers may be skewed compared to other reporting.

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 above 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 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 – however the table on the graph above shows this is not as concerning when considering the IX cases that have been recorded in previous years.

**The total number for this year is predicted using the total for Q1 and Q2 this year. This indicates that there will be more overall that last year, but not as many as 2017/2018.

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

The significant increases in June and July 2020 can be accounted 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.

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 September 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 | Q1 and Q2 Total | Percentage of Total Q1 and Q2 % |
|---|---|-----------------------------|---------------------------|-----------------|---------------------------------|
| A Delivery of Service | Police Action, Decisions, Information | 362 | 507 | 869 | 43.0% |
| B Police Powers, Policy and Procedures | Searches, Use of Force, Custody, Evidence | 190 | 232 | 422 | 20.9% |
| C Handling of, or Damage to property/premises | Property/Premises Handling/Damage | 36 | 37 | 73 | 3.6% |
| D Access and/or disclosure of information | Use of Data, disclosure | 26 | 33 | 59 | 2.9% |
| E Use of Police Vehicles | Use of Police Vehicles | 5 | 7 | 12 | 0.6% |
| F Discriminatory Behaviour | Various Discrimination Categories | 23 | 43 | 66 | 3.3% |
| G Abuse of Position/Corruption | Organisational, Abuse of Position, Justice | 13 | 13 | 26 | 1.3% |
| H Individual Behaviours | Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing | 228 | 236 | 464 | 23.0% |
| J Sexual Conduct | Sexual Assault, Harassment, Other Sexual Conduct | 2 | 7 | 9 | 0.4% |
| K Discreditable Conduct | Discreditable Conduct | 1 | 13 | 14 | 0.7% |
| L Other | Other | 4 | 3 | 7 | 0.3% |
| | | 890 | 1131 | 2021 | 100.0% |

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, the three significant categories will be examined in detail.

Staff Type

The following table shows the staff type (where known/recorded) of all complaint allegations (finalised) across the force comparing Q1 and Q2 of this year. This will still include the previous complaint categories due to using finalised data.

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.

The table shows similar levels in both quarters, in that around 90% of complaint allegations finalised are against Police Officers.

There has been a rise in those finalised against Police Staff in Q2, accountable due to the finalisation of cases that have several allegations/subjects involved.

Please note figures may alter for quarters in future reporting due to de-recording, and adjustments to cases made on Centurion.

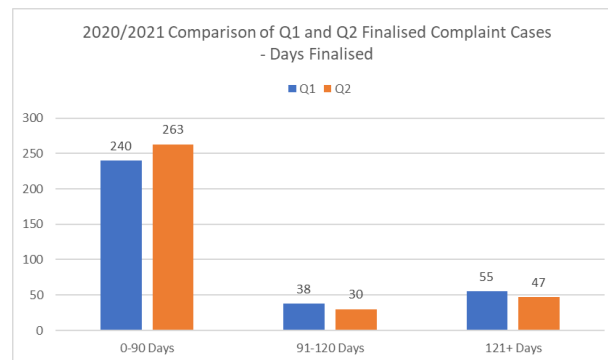
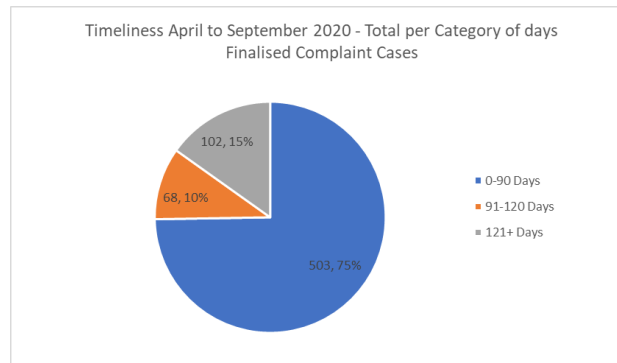
| Staff Type | Total Finalised Allegations Q1 2020/2021 | Percentage of Allegations Q1 2020/2021 | Total Finalised Allegations Q2 2020/2021 | Percentage of Allegations Q2 2020/2021 | Force Headcount 30/09/2020 | Percentage of Headcount |
|-------------------|--|--|--|--|----------------------------|-------------------------|
| Police Staff | 43 | 3% | 79 | 6% | 2273 | 36% |
| PCSO | 0 | 0% | 8 | 1% | 113 | 2% |
| Police Officer | 1153 | 93% | 1097 | 90% | 3395 | 54% |
| Special Constable | 46 | 4% | 32 | 3% | 524 | 8% |
| Total | 1242 | 100% | 1216 | 100% | 6305 | 100% |

Timeliness of Complaints

The first graph below shows the finalised number of days category for Q1 and Q2 combined for this year. The majority; 75% overall, have been finalised within 90 days.

The second graph which compares Q1 and Q2 shows that numbers are similar in both periods, however more are being finalised within 90 days in Q2.

120 Days: In Q1, of the complaints finalised, 84% of were finalised within 120 days. 86% of the complaints finalised in Q2 were within 120 days.



Live Complaint Data end of Q2 2020/2021 – The below shows Live cases are also mostly under 90 days.

(Data as at 2nd October 2020)

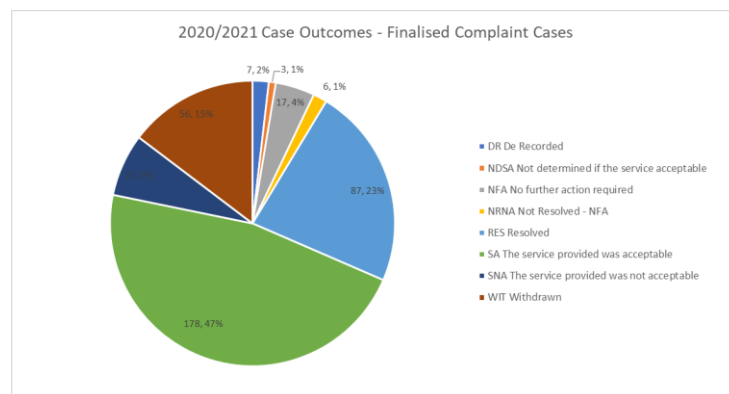
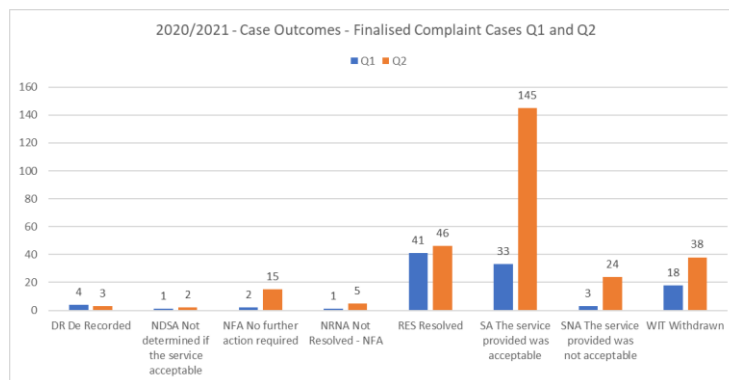
| Command | Total complaints | Appeal made | Sub judice | Live | Live <90 days | Live 90-119 days | Live ≥120 days |
|--------------------|------------------|-------------|-------------|--------------|---------------|------------------|----------------|
| North LPA | 111 | ↑ 9 | ↑ 10 | 92 | ↑ 81 | ↓ 4 | ↑ 7 |
| South LPA | 89 | ↑ 8 | ↔ 10 | 71 | ↑ 63 | ↑ 2 | ↑ 6 |
| West LPA | 96 | ↑ 6 | ↔ 13 | 77 | ↓ 69 | ↑ 8 | ↔ 8 |
| CJC | 12 | ↔ 1 | ↔ 0 | 11 | ↔ 9 | ↔ 0 | ↓ 2 |
| OPC | 28 | ↓ 1 | ↔ 3 | 24 | ↓ 22 | ↑ 0 | ↓ 2 |
| C&PP | 21 | ↑ 2 | ↔ 1 | 18 | ↑ 12 | ↑ 2 | ↔ 4 |
| SCD | 5 | ↔ 1 | ↓ 1 | 3 | ↑ 3 | ↑ 0 | ↔ 0 |
| CT | 0 | ↔ 0 | ↔ 0 | 0 | ↔ 0 | ↔ 0 | ↔ 0 |
| Contact Management | 13 | ↔ 0 | ↔ 1 | 12 | ↔ 11 | ↔ 0 | ↔ 1 |
| Stansted | 1 | ↔ 1 | ↔ 0 | 0 | ↔ 0 | ↔ 0 | ↔ 0 |
| HR & Training | 1 | ↔ 0 | ↔ 0 | 1 | ↔ 1 | ↔ 0 | ↔ 0 |
| HQ Directorate | 5 | ↑ 1 | ↔ 0 | 4 | ↑ 3 | ↔ 1 | ↑ 0 |
| PSD | 23 | ↓ 1 | ↓ 1 | 21 | ↓ 6 | ↓ 2 | ↑ 13 |
| TOTALS | 405 | ↑ 31 | ↓ 40 | ↔ 334 | ↑ 280 | ↑ 19 | ↑ 43 |

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 compared to Q1. 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 47% of the overall finalised cases in the six months since 1st April 2020.



Finalised Allegations Q2

The table below shows the outcomes that the new categories are finalised as – Majority are obviously mostly ‘Service provided was acceptable’, due to this being 59% of all allegation outcomes. Of interest, for the category of Abuse of Position/Corruption, nearly all have been ‘No further action required’.

Please note this is for all allegations/subjects within a case, of which there may be several.

| Q2 Finalised Allegations | 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 | J Sexual Conduct | K Discreditable Conduct | L Other | Total | % Total |
|--|-----------------------|--|---|---|--------------------------|----------------------------|--------------------------------|-------------------------|------------------|-------------------------|----------|------------|-------------|
| De Recorded | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0% |
| No further action required | 21 | 13 | 1 | 2 | 0 | 0 | 17 | 11 | 0 | 1 | 0 | 67 | 8% |
| Not determined if the service acceptable | 7 | 3 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 18 | 2% |
| Not Resolved - NFA | 4 | 6 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 11 | 1% |
| Resolved | 44 | 1 | 8 | 3 | 0 | 2 | 0 | 13 | 0 | 0 | 0 | 71 | 8% |
| The service provided was acceptable | 182 | 127 | 15 | 9 | 0 | 21 | 4 | 146 | 4 | 0 | 3 | 511 | 59% |
| The service provided was not acceptable | 55 | 4 | 10 | 0 | 0 | 0 | 1 | 21 | 0 | 1 | 0 | 92 | 11% |
| Withdrawn | 42 | 18 | 10 | 1 | 1 | 1 | 0 | 14 | 0 | 1 | 0 | 88 | 10% |
| Total | 358 | 172 | 44 | 15 | 2 | 24 | 22 | 214 | 4 | 3 | 3 | 862 | 100% |

The next table shows the command having most of the outcomes are the LPA commands, particularly the North, which is always to be expected due to this being the main operational area.

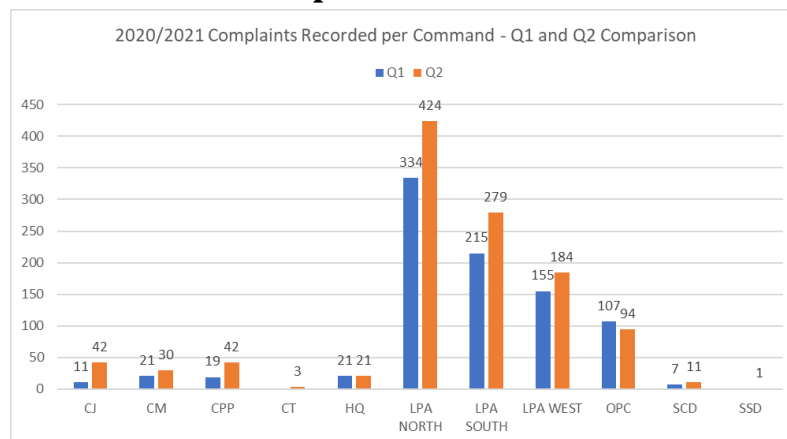
| Command | The service provided was acceptable | % of Total Service acceptable outcome |
|--------------|-------------------------------------|---------------------------------------|
| CJ | 22 | 4% |
| CM | 8 | 2% |
| CPP | 3 | 1% |
| CT | 3 | 1% |
| HQ | 2 | 0% |
| LPA NORTH | 258 | 50% |
| LPA SOUTH | 117 | 23% |
| LPA WEST | 35 | 7% |
| OPC | 55 | 11% |
| SCD | 8 | 2% |
| Total | 511 | 100% |

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 three cases (11 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. The LPA North area however, has the highest proportion of force headcount. The table below shows the headcount/complaint allegation ratio per LPA:

| LPA | % of LPA Complaint Strands Recorded 2020/2021 | % of Staff LPA Force Headcount |
|-------|---|--------------------------------|
| North | 48% | 44% |
| South | 31% | 30% |
| West | 21% | 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.

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 in complaints that has been seen in Q2, commands are seeing higher numbers compared to 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.

Staff Type per Command

Please note that headcount figures are from 30/09/2020. Allegations are those finalised.

It is important to note that the tables are using finalised allegation data, as this is the most accurate way to reflect the staff type being subject to complaint.

There are often many allegations within cases, and multiple staff being subject to a case – this data is therefore not always suitable to use as comparison, as it is often the case (as seen in the tables below) that increases are simply due to the fact that there has been a case with multiple allegations (for example this contributes to officers in CJ Command having had more in Q2).

Similarly, due to the new way of recording complaints, and the increase in complaints in recent months, it is to be expected that there are increases in Q2 compared to Q1, as the increase will have resulted in more being finalised in Q2 than Q1.

It is important to note that ultimately percentages overall have remained similar as seen in the first table.

All Staff:

| Staff Type | Total Finalised Allegations Q1 2020/2021 | Percentage of Allegations Q1 2020/2021 | Total Finalised Allegations Q2 2020/2021 | Percentage of Allegations Q2 2020/2021 | Force Headcount 30/09/2020 | Percentage of Headcount |
|-------------------|--|--|--|--|----------------------------|-------------------------|
| Police Staff | 43 | 3% | 79 | 6% | 2273 | 36% |
| PCSO | 0 | 0% | 8 | 1% | 113 | 2% |
| Police Officer | 1153 | 93% | 1097 | 90% | 3395 | 54% |
| Special Constable | 46 | 4% | 32 | 3% | 524 | 8% |
| Total | 1242 | 100% | 1216 | 100% | 6305 | 100% |

PCSO:

| PCSO - Command | Total Finalised Allegations Q1 2020 (1242) | Percentage of Allegations Q1 2020 | Total Finalised Allegations Q2 2020 (1216) | Percentage of Allegations Q2 2020 | Force Headcount 30/09/2020 (6305) | Percentage of Headcount |
|----------------|--|-----------------------------------|--|-----------------------------------|-----------------------------------|-------------------------|
| LPA NORTH | 0 | 0.0% | 7 | 0.6% | 54 | 1% |
| LPA SOUTH | 0 | 0.0% | 1 | 0.1% | 29 | 0% |
| LPA WEST | 0 | 0.0% | 0 | 0.0% | 30 | 0% |
| Total | 0 | 0.0% | 8 | 0.7% | 113 | 2% |

Police Officers:

| Police Officer - Command | Total Finalised Allegations Q1 2020 (1242) | Percentage of Allegations Q1 2020 | Total Finalised Allegations Q2 2020 (1216) | Percentage of Allegations Q2 2020 | Force Headcount 30/09/2020 (6305) | Percentage of Headcount |
|--------------------------|--|-----------------------------------|--|-----------------------------------|-----------------------------------|-------------------------|
| CJ | 3 | 0.2% | 32 | 2.6% | 62 | 1% |
| CM | 3 | 0.2% | 21 | 1.7% | 114 | 2% |
| CPP | 53 | 4.3% | 23 | 1.9% | 301 | 5% |
| CT/ERSOU | 0 | 0.0% | 9 | 0.7% | 76 | 1% |
| HQ | 2 | 0.2% | 18 | 1.5% | 48 | 1% |
| LPA NORTH | 420 | 33.8% | 470 | 38.7% | 805 | 13% |
| LPA SOUTH | 342 | 27.5% | 224 | 18.4% | 598 | 9% |
| LPA WEST | 213 | 17.1% | 168 | 13.8% | 515 | 8% |
| LPA Other/HQ | 0 | 0.0% | 0 | 0.0% | 35 | 1% |
| OPC | 111 | 8.9% | 111 | 9.1% | 476 | 8% |
| SCD | 3 | 0.2% | 13 | 1.1% | 199 | 3% |
| SSD | 0 | 0.0% | 0 | 0.0% | 166 | 3% |
| UNKNOWN | 3 | 0.2% | 8 | 0.7% | 0 | 0% |
| Total | 1153 | 92.8% | 1097 | 90.2% | 3395 | 54% |

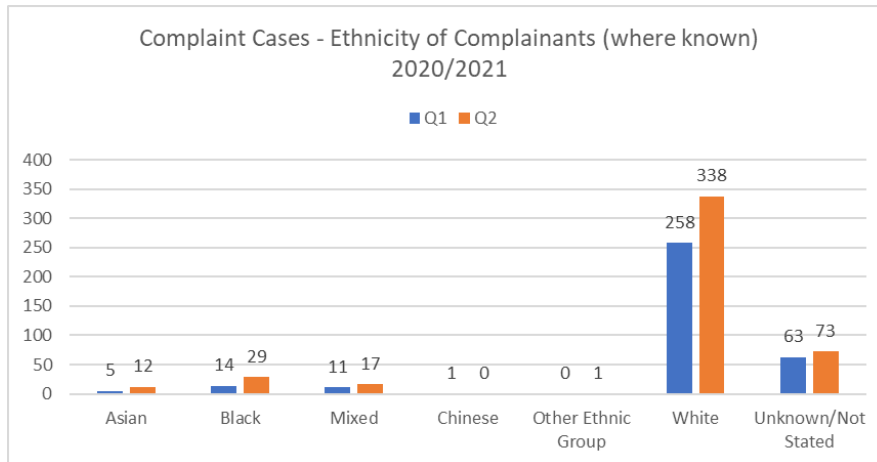
Police Staff:

| Police Staff - Command | Total Finalised Allegations Q1 2020 (1242) | Percentage of Allegations Q1 2020 | Total Finalised Allegations Q2 2020 (1216) | Percentage of Allegations Q2 2020 | Force Headcount 30/09/2020 (6305) | Percentage of Headcount |
|------------------------|--|-----------------------------------|--|-----------------------------------|-----------------------------------|-------------------------|
| CJ | 0 | 0.0% | 13 | 1.1% | 251 | 4% |
| CM | 9 | 0.7% | 16 | 1.3% | 514 | 8% |
| CPP | 2 | 0.2% | 3 | 0.2% | 212 | 3% |
| CT/ERSOU | 0 | 0.0% | 0 | 0.0% | 0 | 0% |
| HQ | 6 | 0.5% | 16 | 1.3% | 214 | 3% |
| LPA NORTH | 4 | 0.3% | 16 | 1.3% | 12 | 0% |
| LPA SOUTH | 4 | 0.3% | 3 | 0.2% | 11 | 0% |
| LPA WEST | 8 | 0.6% | 4 | 0.3% | 10 | 0% |
| LPA Other/HQ | 0 | 0.0% | 0 | 0.0% | 45 | 1% |
| OPC | 9 | 0.7% | 8 | 0.7% | 179 | 3% |
| SCD | 0 | 0.0% | 0 | 0.0% | 308 | 5% |
| SSD | 0 | 0.0% | 0 | 0.0% | 517 | 8% |
| UNKNOWN | 1 | 0.1% | 0 | 0.0% | 0 | 0% |
| Total | 43 | 3.5% | 79 | 6.5% | 2273 | 36% |

Specials:

| Specials - Command | Total Finalised Allegations Q1 2020 (1242) | Percentage of Allegations Q1 2020 | Total Finalised Allegations Q2 2020 (1216) | Percentage of Allegations Q2 2020 | Force Headcount 30/09/2020 (6305) | Percentage of Headcount |
|--------------------|--|-----------------------------------|--|-----------------------------------|-----------------------------------|-------------------------|
| LPA NORTH | 23 | 1.9% | 16 | 1.3% | 202 | 3.2% |
| LPA SOUTH | 6 | 0.5% | 10 | 0.8% | 93 | 1.5% |
| LPA WEST | 3 | 0.2% | 5 | 0.4% | 80 | 1.3% |
| LPA Other/HQ | 0 | 0.0% | 0 | 0.0% | 1 | 0.0% |
| OPC | 14 | 1.1% | 1 | 0.1% | 34 | 0.5% |
| SCD | 0 | 0.0% | 0 | 0.0% | 8 | 0.1% |
| SSD | 0 | 0.0% | 0 | 0.0% | 106 | 1.7% |
| Total | 46 | 3.7% | 32 | 2.6% | 524 | 8.3% |

Ethnicity of Complainants



| Ethnicity | Q1 | % | Q2 | % | Total | % Total |
|--------------------|-----|------|-----|------|-------|---------|
| Asian | 5 | 1% | 12 | 3% | 17 | 2% |
| Black | 14 | 4% | 29 | 6% | 43 | 5% |
| Mixed | 11 | 3% | 17 | 4% | 28 | 3% |
| Chinese | 1 | 0% | 0 | 0% | 1 | 0% |
| Other Ethnic Group | 0 | 0% | 1 | 0% | 1 | 0% |
| White | 258 | 73% | 338 | 72% | 596 | 73% |
| Unknown/Not Stated | 63 | 18% | 73 | 16% | 136 | 17% |
| Total | 352 | 100% | 470 | 100% | 822 | 100% |

Please note this is using data where the complainant details are obtainable from Centurion.

Nearly three quarters of complainants are of White ethnicity, with the next highest percentage group being Black ethnicity. 17% overall are unknown/not stated.

Please note that this is using Self-Classified Ethnicity codes.

Breakdown of Complaints – Black Ethnicity Group

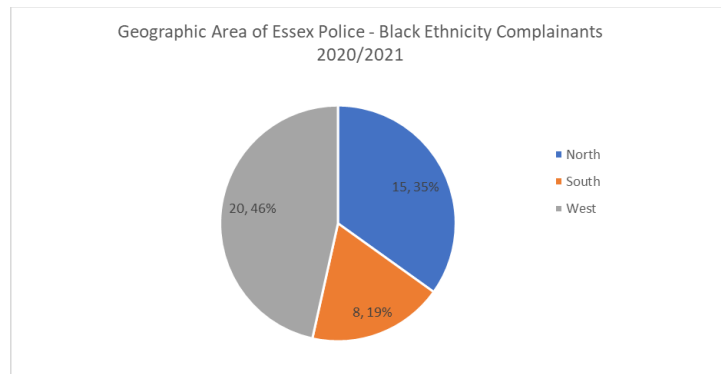
| Overall category | Q1 | Q2 | Total | % Total |
|---|----|-----|-------|---------|
| A Delivery of Service | 12 | 25 | 37 | 21% |
| B Police Powers, Policy and Procedures | 13 | 34 | 47 | 27% |
| C Handling of, or Damage to property/prem | 3 | 6 | 9 | 5% |
| D Access and/or disclosure of information | 1 | 2 | 3 | 2% |
| F Discriminatory Behaviour | 12 | 29 | 41 | 23% |
| G Abuse of Position/Corruption | 0 | 5 | 5 | 3% |
| H Individual Behaviours | 13 | 20 | 33 | 19% |
| J Sexual Conduct | 0 | 1 | 1 | 1% |
| K Discreditable Conduct | 0 | 1 | 1 | 1% |
| Total | 54 | 123 | 177 | 100% |

For complainants of Black ethnicity, the highest complaint categories are in the overall types of Delivery of Service, Police Powers/Policy/Procedures, Discriminatory Behaviour and Individual behaviours. Within these, the higher sub-categories are:

A1 Police Action following contact

F6 Race

B Use of Force, Detention in Custody



West LPA area sees the higher number of Black ethnicity complainants, particularly in Harlow and Thurrock. For the North, the biggest area is Chelmsford/Maldon, and in the South it is Southend

Of note – Though small in number, Harlow accounts for over half of those complaints where search of premises/seizure of property is involved in the allegations. And also, nearly a third of those where Use of force is involved. This is considering those allegations from Black ethnicity complainants only.

Thurrock accounts for a third of those where Detention in Custody involved.

Chelmsford/Maldon has had nearly half of those allegations of Overbearing/harassing behaviour.

Southend has a high number of Police action following contact

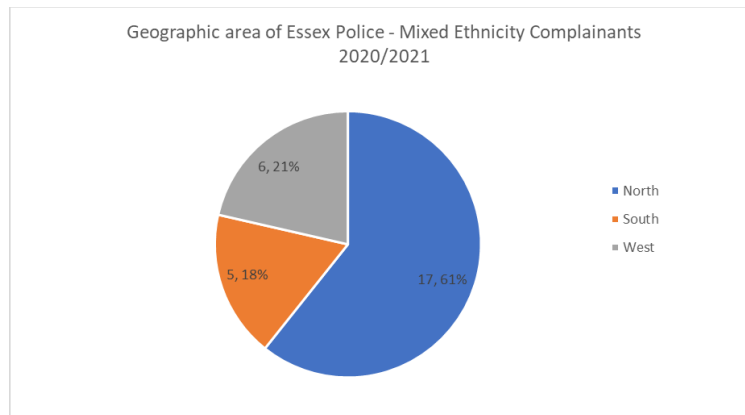
Breakdown of Complaints – Mixed Ethnicity Group

| Overall category | Q1 | Q2 | Total | % Total |
|---|----|----|-------|---------|
| A Delivery of Service | 23 | 26 | 49 | 54% |
| B Police Powers, Policy and Procedures | 8 | 6 | 14 | 15% |
| D Access and/or disclosure of information | 0 | 2 | 2 | 2% |
| F Discriminatory Behaviour | 1 | 11 | 12 | 13% |
| H Individual Behaviours | 7 | 7 | 14 | 15% |
| Total | 39 | 52 | 91 | 100% |

Over half of the complaint allegations from complainants of Mixed Ethnicity are in the Delivery of Service category, with approximately a third in total being Police Action following contact. In Q1 there were also a high number of sub-category A Information allegations (this includes for example perceived incorrect identification via CCTV, and incorrect information given around OIC details).

Also in Q1 there was a higher number of complaints regarding B2 Searches of premises and seizure of property (though within the same case), and H3 Unprofessional attitude and disrespect.

In Q2 there have been many more under Discriminatory Behaviour, specifically F6 Race – these are in various parts of the county.



The North has the majority of complaint cases where the complainant is of mixed ethnicity. Chelmsford/Maldon has the higher number, though Colchester and Tendring also have a proportion, with Uttlesford/Braintree having low numbers. The types of complaints are generally varied in the North, though Tendring has several allegations of B2 Searches of premises and seizure of property and H3 Unprofessional attitude and disrespect. Chelmsford and Colchester have higher numbers of A1 Police action following contact.

Breakdown of Complaints – Asian Ethnicity Group

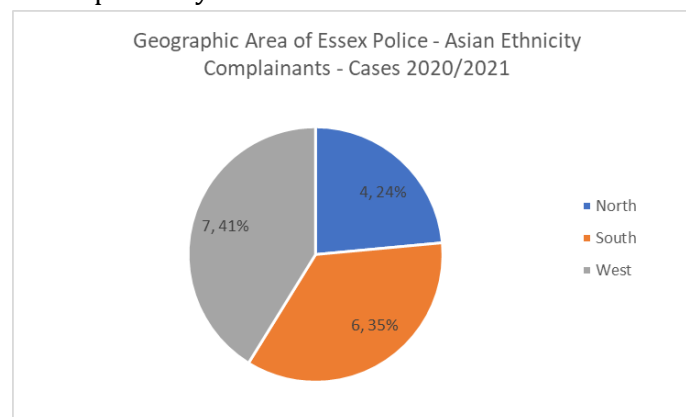
| Overall category | Q1 | Q2 | Total | % Total |
|---|----|----|-------|---------|
| A Delivery of Service | 4 | 23 | 27 | 41% |
| B Police Powers, Policy and Procedures | 6 | 6 | 12 | 18% |
| D Access and/or disclosure of information | 0 | 1 | 1 | 2% |
| F Discriminatory Behaviour | 4 | 3 | 7 | 11% |
| G Abuse of Position/Corruption | 0 | 1 | 1 | 2% |
| H Individual Behaviours | 6 | 12 | 18 | 27% |
| Total | 20 | 46 | 66 | 100% |

The sub-categories of the complaints are very varied, with higher numbers in the following in Q2:

A1 Police action following police contact

A3 Information

H4 Lack of Fairness and Impartiality



Geographically, complainants from those that are of Asian ethnicity are in various areas of the county, though more in the South and West – with slightly more in Basildon and Brentwood/Epping areas. There is no particular pattern of the types of complaint in certain areas.

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 | Q1 and Q2 Total | Percentage of Total Q1 and Q2 % |
|----------------|---|---|-----------------------------|---------------------------|-----------------|---------------------------------|
| A1-A4 | A Delivery of Service | Police Action, Decisions, Information | 362 | 507 | 869 | 43.0% |
| B1-B9 | B Police Powers, Policy and Procedures | Searches, Use of Force, Custody, Evidence | 190 | 232 | 422 | 20.9% |
| C1 | C Handling of, or Damage to property/premises | Property/Premises Handling/Damage | 36 | 37 | 73 | 3.6% |
| D1-D4 | D Access and/or disclosure of information | Use of Data, disclosure | 26 | 33 | 59 | 2.9% |
| E1 | E Use of Police Vehicles | Use of Police Vehicles | 5 | 7 | 12 | 0.6% |
| F1-F10 | F Discriminatory Behaviour | Various Discrimination Categories | 23 | 43 | 66 | 3.3% |
| G1-G6 | G Abuse of Position/Corruption | Organisational, Abuse of Position, Justice | 13 | 13 | 26 | 1.3% |
| H1-H5 | H Individual Behaviours | Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing | 228 | 236 | 464 | 23.0% |
| J1-J3 | J Sexual Conduct | Sexual Assault, Harassment, Other Sexual Conduct | 2 | 7 | 9 | 0.4% |
| K1 | K Discreditable Conduct | Discreditable Conduct | 1 | 13 | 14 | 0.7% |
| L1 | L Other | Other | 4 | 3 | 7 | 0.3% |
| | | | 890 | 1131 | 2021 | 100.0% |

The significant areas being recorded under are:

1. A Delivery of Service – 43%
2. H Individual Behaviours – 23%
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:

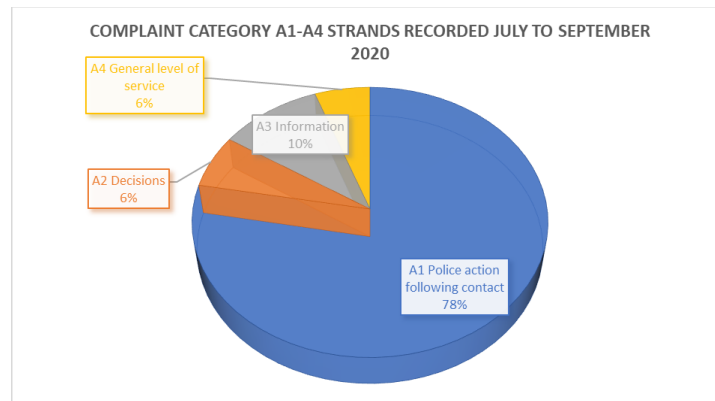
| | |
|----|---------------------------------|
| A1 | Police action following contact |
| A2 | Decisions |
| A3 | Information |
| A4 | General level of service |

This category is similar to the previous code S Neglect/Failure in Duty, which used to be 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 similar so far in the first half of 2020/2021, with this category having the highest proportion of **43%**.

The breakdown of the four sub-categories are as below, with A1 Police action following contact being the highest, accounting for 70% of the four sub-categories.

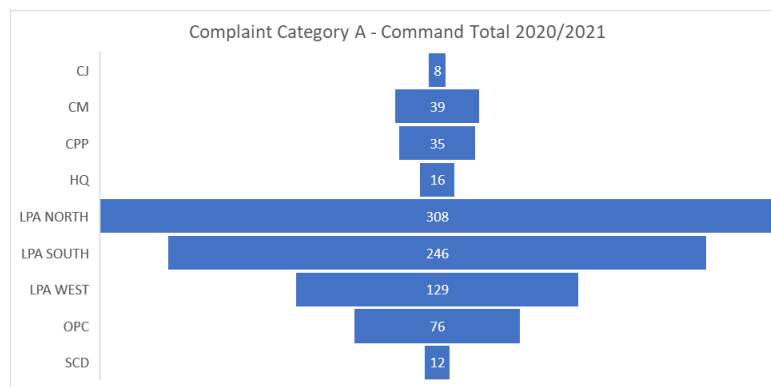
| Sub-Category | Q1 | Q2 | Total | % of Category |
|------------------------------------|------------|------------|------------|---------------|
| A1 Police action following contact | 214 | 395 | 609 | 70% |
| A2 Decisions | 25 | 32 | 57 | 7% |
| A3 Information | 61 | 52 | 113 | 13% |
| A4 General level of service | 62 | 28 | 90 | 10% |
| Total | 362 | 507 | 869 | 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 35% of the total A category recorded so far this year. The proportions are similar in Q1 and Q2.

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 | Total | % Total A Category | Command % of Force Headcount 30/09/2020 (6305) |
|--------------|------------|------------|------------|--------------------|--|
| CJ | 2 | 6 | 8 | 1% | 5% |
| CM | 14 | 25 | 39 | 4% | 10% |
| CPP | 10 | 25 | 35 | 4% | 8% |
| HQ | 5 | 11 | 16 | 2% | 4% |
| LPA NORTH | 135 | 173 | 308 | 35% | 17% |
| LPA SOUTH | 101 | 145 | 246 | 28% | 12% |
| LPA WEST | 54 | 75 | 129 | 15% | 10% |
| OPC | 35 | 41 | 76 | 9% | 11% |
| SCD | 6 | 6 | 12 | 1% | 8% |
| Total | 362 | 507 | 869 | 100% | |

| LPA | % of LPA Complaints (A Category) | % of Staff LPA Force Headcount |
|-------|----------------------------------|--------------------------------|
| North | 45% | 44% |
| South | 36% | 30% |
| West | 19% | 26% |

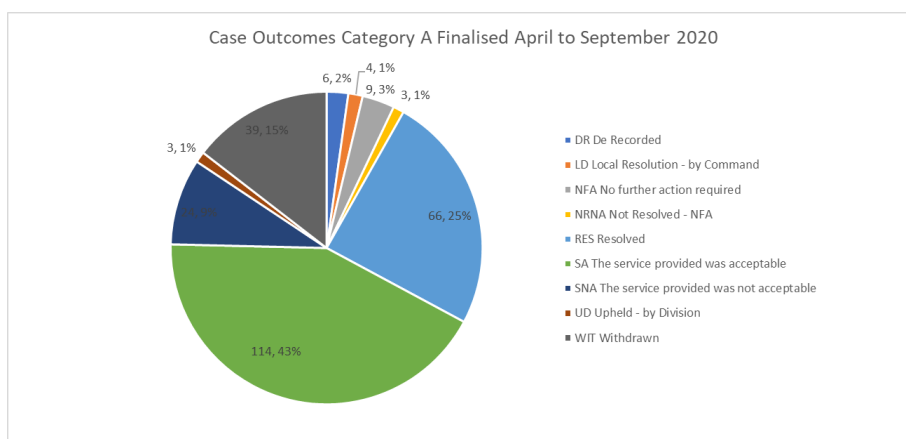
The highest sub-category for all areas is A1 Police action following contact.

LPA South has the higher numbers of both A3 Information and A4 General level of service.

Case Outcomes (Finalised data)

Service provided was acceptable and Resolved are the main outcomes seen for category A, 42% and 25% respectively of the outcomes for the year so far.

Levels are relatively similar comparing the two quarters. However, Q2 has seen lower percentage of outcomes of Service provided was acceptable, though there are many more from the quarter to be finalised, so this will be more comparable in the Q3 report.



| Case Outcome | Q1 Total | Q1 % | Q2 Total | Q2 % | Total Outcomes | % Total |
|---|------------|-------------|-----------|-------------|----------------|-------------|
| DR De Recorded | 4 | 2% | 2 | 2% | 6 | 2% |
| LD Local Resolution - by Command | 3 | 2% | 1 | 1% | 4 | 1% |
| NFA No further action required | 3 | 2% | 6 | 7% | 9 | 3% |
| NRNA Not Resolved - NFA | 1 | 1% | 2 | 2% | 3 | 1% |
| RES Resolved | 41 | 23% | 25 | 27% | 66 | 25% |
| SA The service provided was acceptable | 87 | 49% | 27 | 30% | 114 | 42% |
| SNA The service provided was not acceptable | 16 | 9% | 8 | 9% | 24 | 9% |
| UD Upheld - by Division | 3 | 2% | 0 | 0% | 3 | 1% |
| WIT Withdrawn | 20 | 11% | 19 | 21% | 39 | 14% |
| Total | 178 | 100% | 91 | 100% | 269 | 100% |

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).

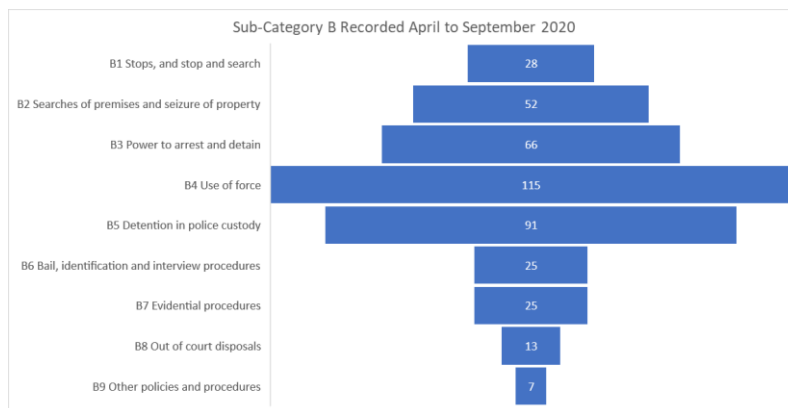
| New Category B1-B9 | Previous Category |
|--|--|
| B1 Stops, and stop and search | C Other Assault |
| B2 Searches of premises and seizure of property | E Unlawful/Unnecessary Arrest or Detention |
| B3 Power to arrest and detain | G Irregularity in Evidence/Perjury |
| B4 Use of force | K Breach of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

| New Category | % of All Complaints Q2 2020/2021 | Similar to Previous Complaint Category | % of All Complaints 2019/2020 |
|--|----------------------------------|---|-------------------------------|
| B1 Stops, and stop and search | 1% | K Breach of Code A on Stop and Search | 1% |
| B2 Searches of premises and seizure of property | 2% | 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 | 6% | 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% 0% |
| B7 Evidential procedures | 1% | G Irregularity in Evidence/Perjury | 3% |
| B8 Out of court disposals | 1% | N/A | |
| B9 Other policies and procedures | 0% | R Breach not attributed to a specific code T Other Irregularities in Procedure V Traffic Irregularity | 0% 1% 1% |
| Total | 21% | | 21% |

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 an increase of Detention in Police Custody in Q2.

| Sub-Category | Q1 | Q2 | Total | % of Total |
|--|-----|-----|-------|------------|
| B1 Stops, and stop and search | 15 | 13 | 28 | 7% |
| B2 Searches of premises and seizure of property | 26 | 26 | 52 | 12% |
| B3 Power to arrest and detain | 31 | 35 | 66 | 16% |
| B4 Use of force | 53 | 62 | 115 | 27% |
| B5 Detention in police custody | 29 | 62 | 91 | 22% |
| B6 Bail, identification and interview procedures | 10 | 15 | 25 | 6% |
| B7 Evidential procedures | 12 | 13 | 25 | 6% |
| B8 Out of court disposals | 7 | 6 | 13 | 3% |
| B9 Other policies and procedures | 7 | 0 | 7 | 2% |
| Total | 190 | 232 | 422 | 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 Q1 (36%). Numbers have remained consistent for each command comparing the two quarters.

| Command | Q1 | Q2 | Total | % Total B Complaints | Command % Of Total Force Headcount |
|--------------|------------|------------|------------|----------------------|------------------------------------|
| CJ | 6 | 28 | 34 | 8% | 5% |
| CM | 0 | 1 | 1 | 0% | 10% |
| CPP | 5 | 3 | 8 | 2% | 8% |
| CT | 0 | 1 | 1 | 0% | 1% |
| HQ | 2 | 2 | 4 | 1% | 4% |
| LPA NORTH | 71 | 80 | 151 | 36% | 17% |
| LPA SOUTH | 40 | 46 | 86 | 20% | 12% |
| LPA WEST | 41 | 48 | 89 | 21% | 10% |
| OPC | 25 | 20 | 45 | 11% | 11% |
| SCD | 0 | 3 | 3 | 1% | 8% |
| Total | 190 | 232 | 422 | 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.

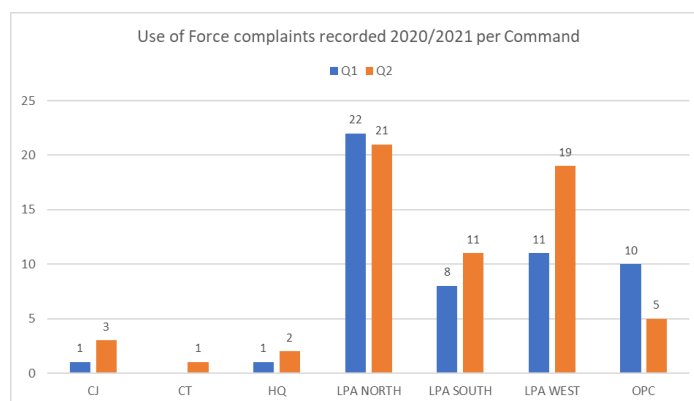
| LPA | % of LPA Complaints (B Category) | % of Staff LPA Force Headcount |
|-------|----------------------------------|--------------------------------|
| North | 46% | 44% |
| South | 26% | 30% |
| West | 27% | 26% |

Use of Force:

Over a quarter (27%) 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 West and South have both had increases, particularly the West – Harlow and Thurrock have had the majority of these.

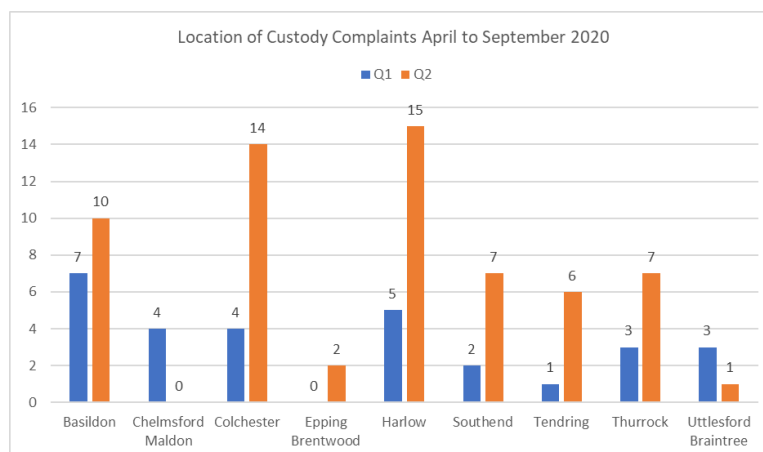
Though this can be accounted for by a general increase in complaints in all areas, **LPA West appears to be a potential hotspot for Use of Force complaints and will be monitored in future reporting.**

Detention in Police Custody

There has been an increase in this sub-category in Q2, having accounted for 15% of the B Category in Q1, compared to 27% in Q2.

This is 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 that Colchester and Harlow areas are seeing the most of these.



Stop Search info from Strategic Command Data:

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

There has been 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

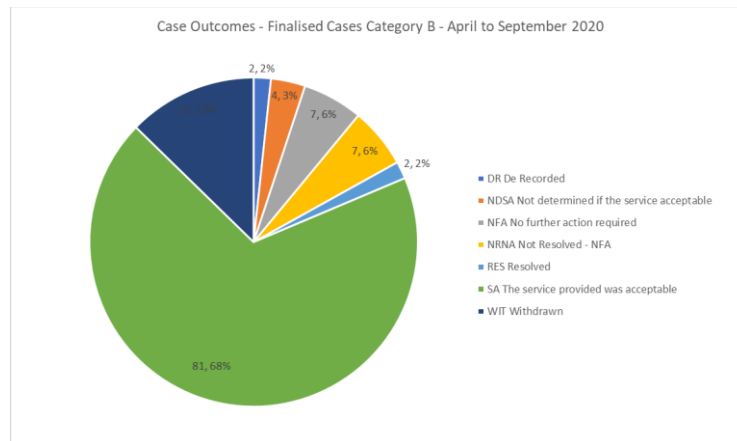
Jan to March 2020: 4031

This increase has not impacted on related complaints as numbers have remained low, and account for 7% of the B category so far this year, and just 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 – 69% of those cases finalised have had this outcome.

Proportions are relatively similar comparing the two quarters. However, there are many more from quarter 2 to be finalised, so this will be more comparable in the Q3 report.



| Case Outcome | Q1 | Q2 | Total | % Total |
|---|-----------|-----------|------------|-------------|
| DR De Recorded | 2 | 0 | 2 | 2% |
| NDSA Not determined if the service acceptable | 3 | 1 | 4 | 3% |
| NFA No further action required | 3 | 4 | 7 | 6% |
| NRNA Not Resolved - NFA | 2 | 5 | 7 | 6% |
| RES Resolved | 1 | 1 | 2 | 2% |
| SA The service provided was acceptable | 63 | 18 | 81 | 69% |
| WIT Withdrawn | 9 | 6 | 15 | 13% |
| Total | 83 | 35 | 118 | 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 Q1 and Q2; 23%, 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.

| H Sub-Category | Total Complaints Recorded Q2 2020/2021 | % of Total Complaints Recorded Q2 2020/2021 | Previous Category | Total Recorded 2019/2020 | % of Total Complaints 2019/2020 |
|---|--|---|---|--------------------------|---------------------------------|
| H1 Impolite language/tone | 54 | 5% | U Incivility Impoliteness and Intolerance | 277 | 13% |
| H2 Impolite and intolerant actions | 18 | 2% | | | |
| H3 Unprofessional attitude and disrespect | 62 | 5% | | | |
| H4 Lack of fairness and impartiality | 44 | 4% | Q Lack of Fairness and Impartiality | 130 | 6% |
| H5 Overbearing or harassing behaviours | 58 | 5% | D Oppressive conduct | 131 | 6% |
| Total | 236 | 21% | Total | 538 | 25% |

The total number in Q1 and Q2 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 25% of the category each.

H4 and H5 also see high numbers (though H4 has decreased in Q2, and H5 has increased).

| Sub-category | Q1 | % Q1 | Q2 | %Q2 | Total | % Total |
|---|------------|-------------|------------|-------------|------------|-------------|
| H1 Impolite language/tone | 63 | 28% | 54 | 23% | 117 | 25% |
| H2 Impolite and intolerant actions | 6 | 3% | 18 | 8% | 24 | 5% |
| H3 Unprofessional attitude and disrespect | 55 | 24% | 62 | 26% | 117 | 25% |
| H4 Lack of fairness and impartiality | 60 | 26% | 44 | 19% | 104 | 22% |
| H5 Overbearing or harassing behaviours | 44 | 19% | 58 | 25% | 102 | 22% |
| Total | 228 | 100% | 236 | 100% | 464 | 100% |

Command

The LPA areas have the most of these complaints, with LPA North seeing the most with 41% 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.

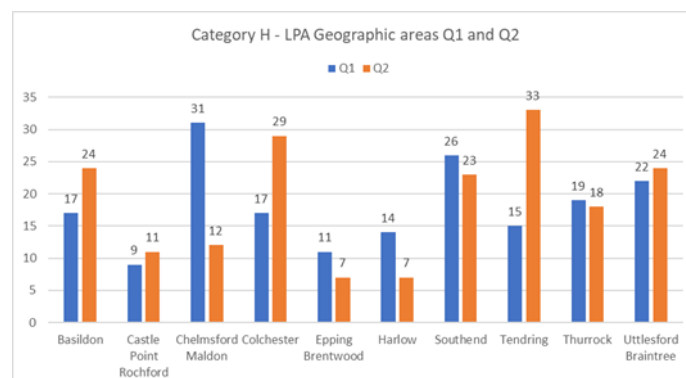
| Command | Q1 | Q2 | Total | % Total category | % Force Headcount |
|--------------|------------|------------|------------|------------------|-------------------|
| CJ | 0 | 8 | 8 | 2% | 5% |
| CM | 4 | 3 | 7 | 2% | 10% |
| CPP | 2 | 5 | 7 | 2% | 8% |
| CT | 0 | 2 | 2 | 0% | 1% |
| HQ | 9 | 3 | 12 | 3% | 4% |
| LPA NORTH | 88 | 103 | 191 | 41% | 17% |
| LPA SOUTH | 55 | 59 | 114 | 25% | 12% |
| LPA WEST | 40 | 33 | 73 | 16% | 10% |
| OPC | 29 | 19 | 48 | 10% | 11% |
| SCD | 1 | 1 | 2 | 0% | 8% |
| Total | 228 | 236 | 464 | 100% | |

| LPA | % of LPA Complaints (H Category) | % of Staff LPA Force Headcount |
|-------|----------------------------------|--------------------------------|
| North | 51% | 44% |
| South | 30% | 30% |
| West | 19% | 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 areas of Colchester and Tendring in particular have seen increases in Q2 compared to Q1, whilst Chelmsford/Maldon has decreased.

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.

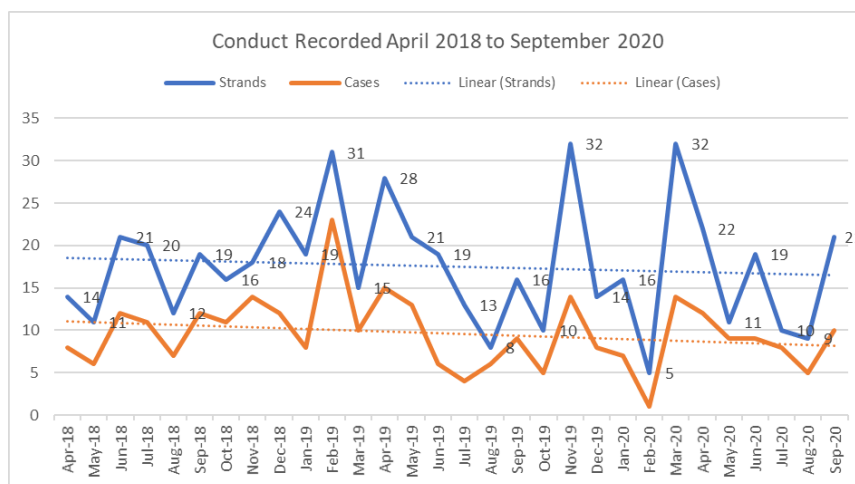
Case Outcomes (Finalised data)

Service provided was acceptable is the main outcome seen for category H so far this year – 71% of those cases finalised have had this outcome.

Proportions are relatively similar comparing the two quarters. However, there are many more from quarter 2 to be finalised, so this will be more comparable in the Q3 report.

| Case Outcome | Q1 | Q2 | Total | % Total |
|---|------------|-----------|------------|-------------|
| DR De Recorded | 4 | 0 | 4 | 2% |
| NDSA Not determined if the service acceptable | 2 | 0 | 2 | 1% |
| NFA No further action required | 8 | 0 | 8 | 4% |
| NRNA Not Resolved - NFA | 1 | 0 | 1 | 1% |
| RES Resolved | 16 | 3 | 19 | 10% |
| SA The service provided was acceptable | 104 | 37 | 141 | 71% |
| SNA The service provided was not acceptable | 4 | 4 | 8 | 4% |
| UD Upheld - by Division | 1 | 0 | 1 | 1% |
| WIT Withdrawn | 8 | 7 | 15 | 8% |
| Total | 148 | 51 | 199 | 100% |

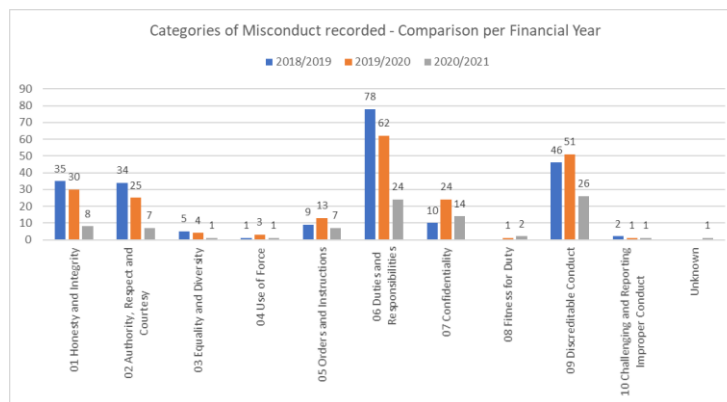
Force Misconduct



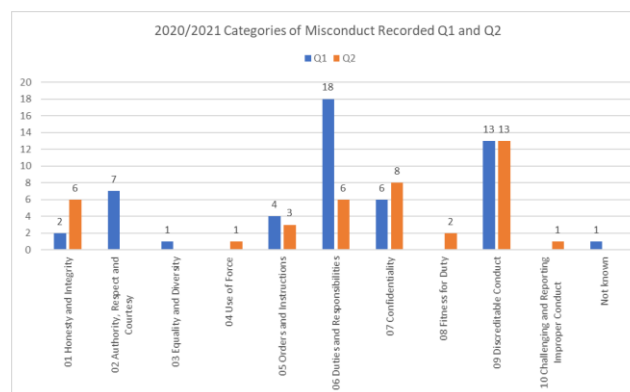
Numbers of conduct being recorded has been sporadic on a monthly basis since April 2018, though the trendline shows the level to be decreasing in recent months (220 strands in 2018/2019, 214 in 2019/2020, 92 at halfway point 2020/2021).

| Category | Total 2020/2021 | % Total |
|---|-----------------|-------------|
| 01 Honesty and Integrity | 8 | 9% |
| 02 Authority, Respect and Courtesy | 7 | 8% |
| 03 Equality and Diversity | 1 | 1% |
| 04 Use of Force | 1 | 1% |
| 05 Orders and Instructions | 7 | 8% |
| 06 Duties and Responsibilities | 24 | 26% |
| 07 Confidentiality | 14 | 15% |
| 08 Fitness for Duty | 2 | 2% |
| 09 Discreditable Conduct | 26 | 28% |
| 10 Challenging and Reporting Improper Conduct | 1 | 1% |
| Not known | 1 | 1% |
| Total | 92 | 100% |

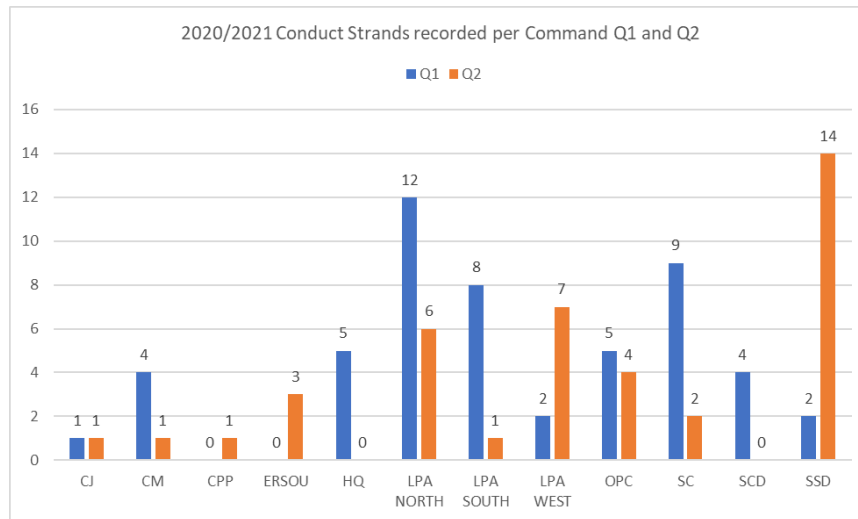
Please note that the figures used for overall Conduct within this report are generally that of strands within a case, due to there often being more than one category recorded under one case. This is to ensure that the type of conduct is fully reflected.



The following graph shows there were many more strands of Duties and Responsibilities recorded in Q1. Strands of Discreditable Conduct have remained consistent in both quarters.



Command Breakdown of Misconduct



LPA North and South commands have the higher levels in Q1, as did the Special Constabulary Command.

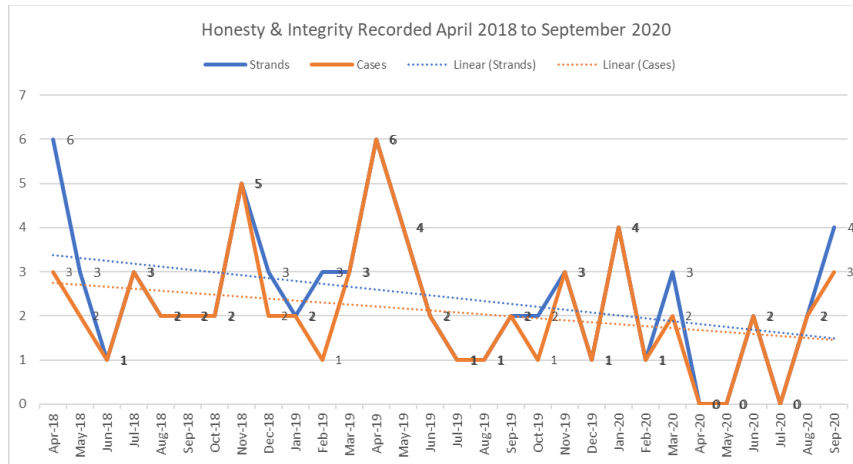
SSD (Support Services Directorate) is seen to have high numbers in Q2; this is due to there being cases recorded against probationers and members of HR.

The table below reflects the case numbers per command, still indicating that LPA North has the highest proportion, but SSD only 1% lower.

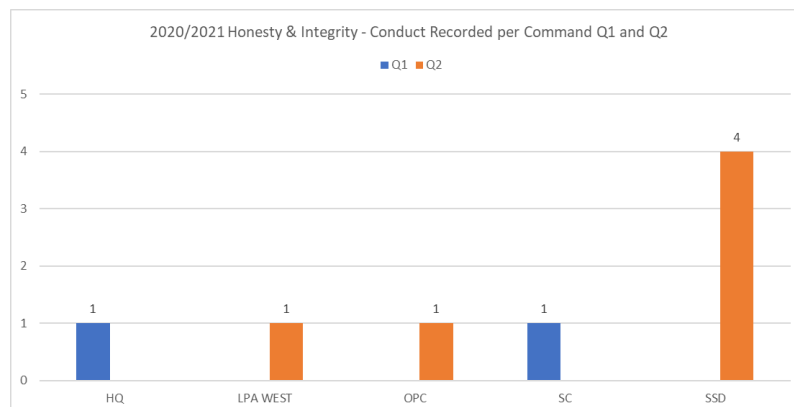
| Cases | Q1 | Q2 | Total | % Total |
|--------------|-----------|-----------|-----------|-------------|
| CJ | 1 | 1 | 2 | 3% |
| CM | 3 | 1 | 4 | 7% |
| CPP | 0 | 1 | 1 | 2% |
| ERSOU | 0 | 1 | 1 | 2% |
| HQ | 2 | 0 | 2 | 3% |
| LPA NORTH | 7 | 4 | 11 | 18% |
| LPA SOUTH | 6 | 1 | 7 | 12% |
| LPA WEST | 2 | 6 | 8 | 13% |
| OPC | 3 | 2 | 5 | 8% |
| SC | 5 | 2 | 7 | 12% |
| SCD | 2 | 0 | 2 | 3% |
| SSD | 2 | 8 | 10 | 17% |
| Total | 33 | 27 | 60 | 100% |

Misconduct Categories

Honesty and Integrity



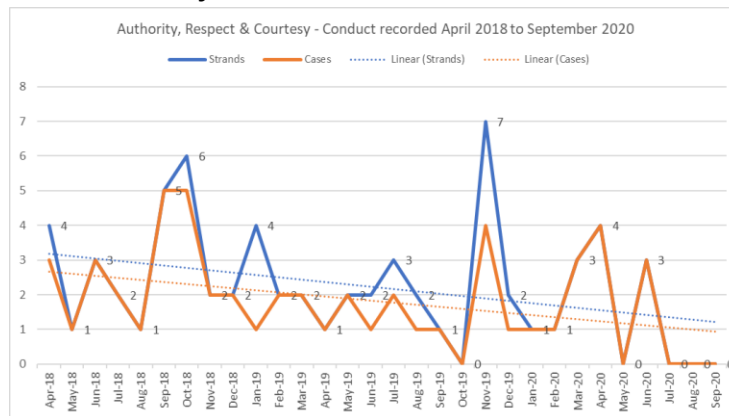
The number of Honesty and Integrity conduct has decreased in the last two years, with there only having been eight strands recorded so far in 2020/2021.



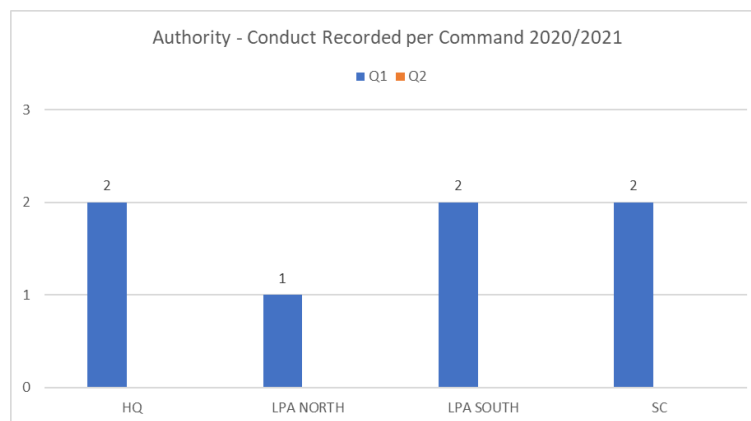
Hearing - Final Outcomes 12 months – One Resigned/Would have been dismissed, two Dismissal.

Meeting - Final Outcome – Two Written Warnings, one Final Written Warning.

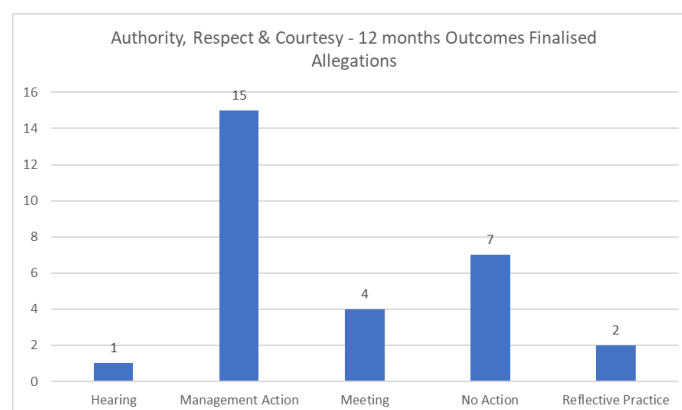
Authority, Respect & Courtesy



There have been peaks in recording under this category, but the level overall has decreased since April 2018, with only seven strands recorded so far in 2020/2021, none in Q2.



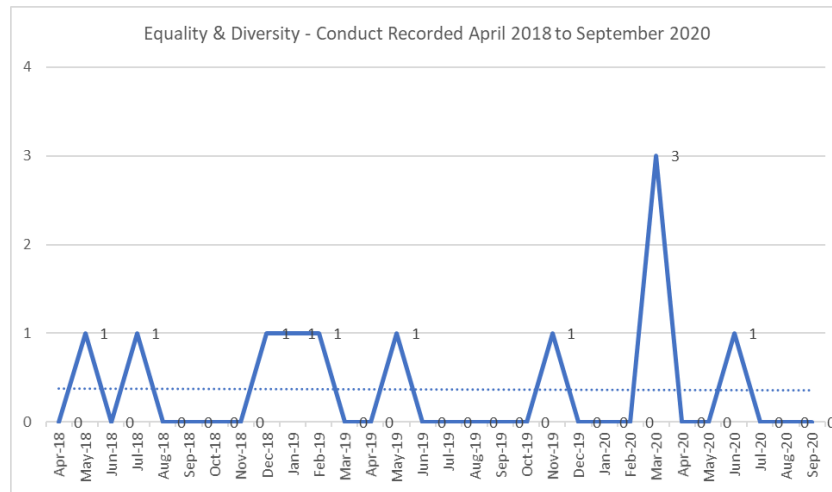
Outcomes 12 months: The majority have been no action, or management action. Four allegations went to a Meeting, one to a Hearing.



Hearing - Final Outcomes – The allegation that went to a Hearing resulted in Dismissal.

Meeting - Final Outcomes - There were three cases/four allegations that went to a Meeting – One was resolved as No Action (LPA West), one received Verbal Warning (HR managed case for CM Command staff member), and the two allegations in the other case received a Final written warning (LPA North).

Equality and Diversity



This category sees very low numbers recorded, with just 11 allegations since April 2018.

There has only been one recorded in 2020/2021 which was in Q1.

Outcomes 12 months – There have been three allegations finalised in the last 12 months. One went to a Hearing and was dismissed (Special Constable). The other two, both LPA North officers, were resolved as Management Action and No Action.

Use of Force

Since April 2018 there have been five conduct allegations of Use of Force recorded (within four cases). Two have been in LPA West, in September 2018 and November 2019.

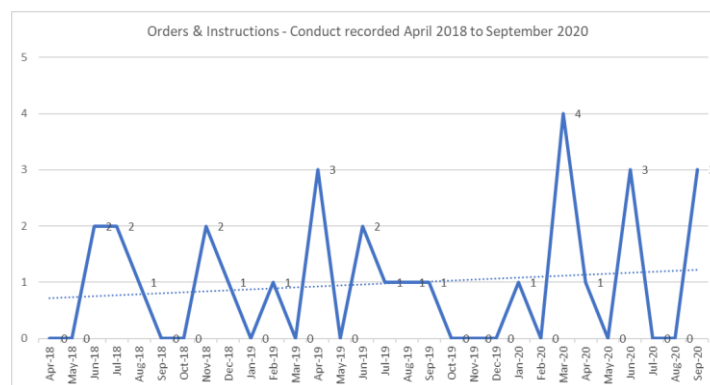
Another case which included two of the allegations was in November 2019 in CJ Command.

A recent case was in LPA West in July 2020.

Outcomes – One case has been finalised in the last 12 months, resulting in Management Advice.

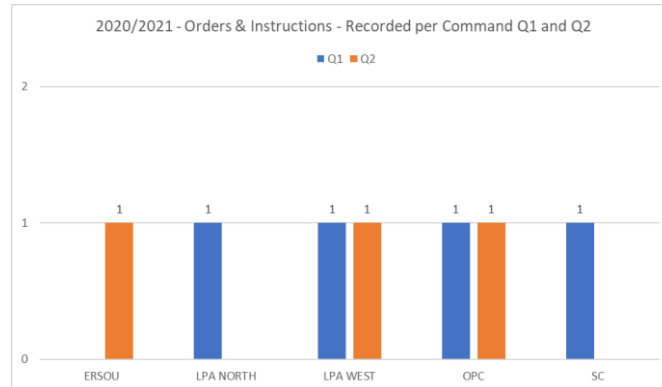
As discussed previously in this report in the complaint section for Use of Force, the LPA West command area appears to be a possible hotspot for Use of Force. See page 22

Orders and Instructions

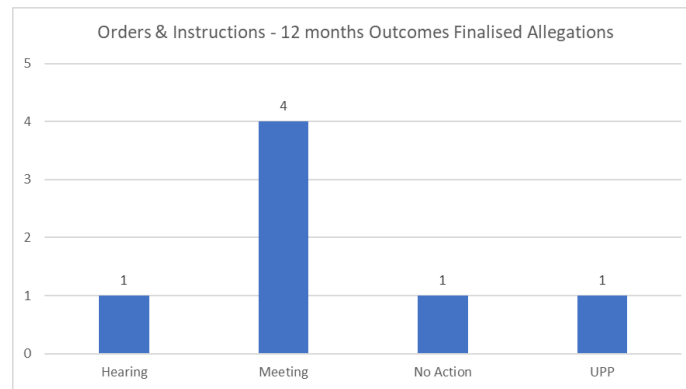


The number recorded under this category remains low, though due to higher numbers in some months, there is an overall increasing trendline.

Various commands have had complaints recorded so far this year:

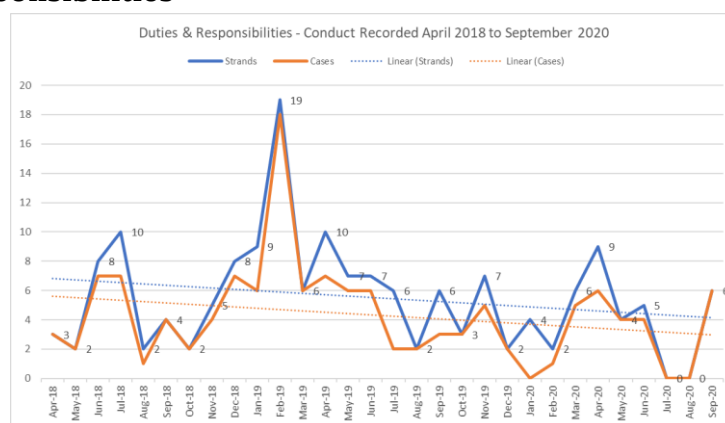


Outcomes 12 months:

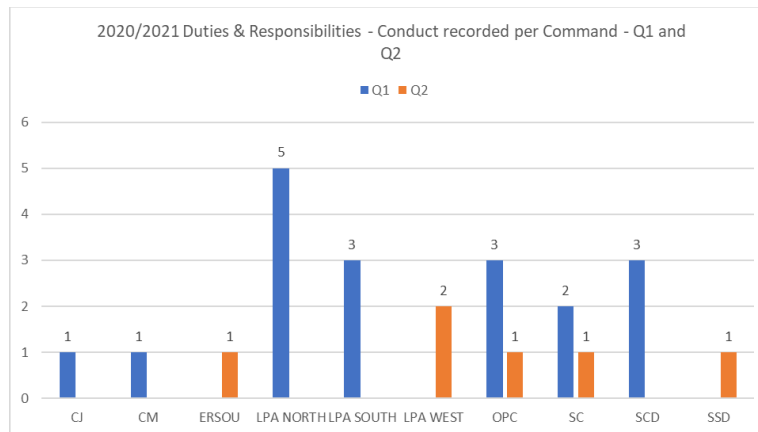


Of the four allegations that went to a meeting; two received a Written Warning (LPA West) and two a Final Written Warning (LPA West and ERSOU). The allegation that went to a Hearing resulted in Dismissal (LPA North).

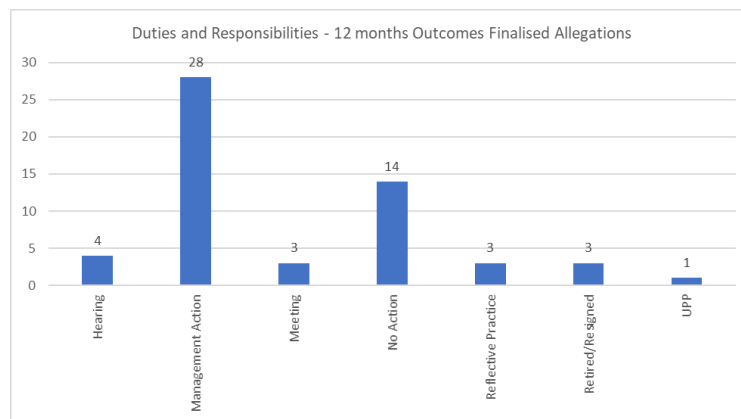
Duties and Responsibilities



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



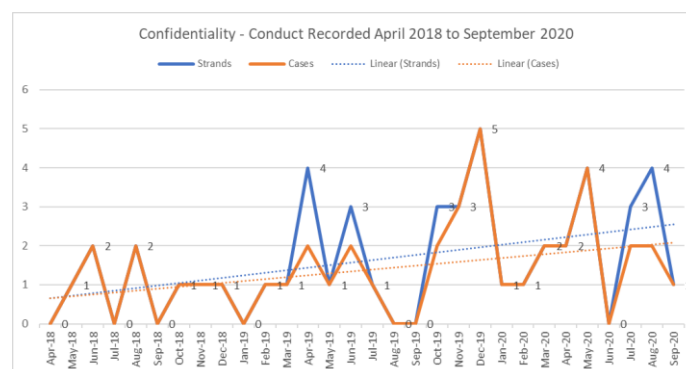
Outcomes – No Action and Management Action have been the main outcomes in this category. Three have so far had Reflective practice:



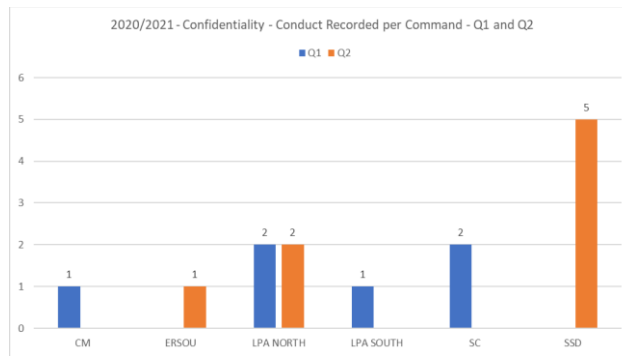
Hearings – Of the four allegations that went to a Hearing, two were dismissed (CPP and Support Services), two would have been dismissed (CPP and LPA North).

Meetings – Of the three allegations that went to a Meeting, two received Written Warnings (LPA North and West), one a Final Written Warning (ERSOU).

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).

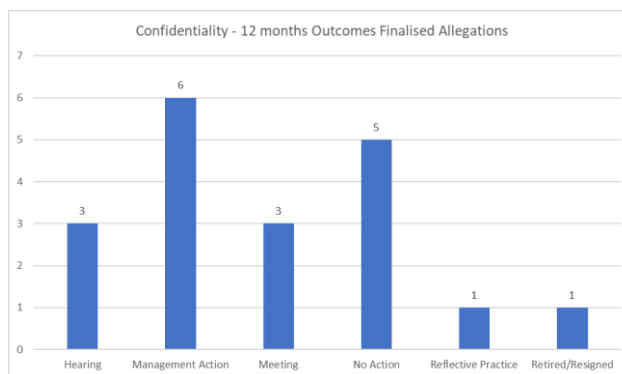


Support Services Directorate (SSD) has had an increase in Q2 due to allegations against Probationers and HR staff.

Of those finalised, the majority received management action or no action.

Of the three that went to a hearing, one received a verbal warning (HR managed case, CM command), one Final written warning (ERSOU officer), one no action (LPA South).

Of the three that went to a meeting, one was Dismissed (HR managed case, CPP command), one person resigned (another HR case, CM Command), and one retired/would have been dismissed (CM command).



Fitness for Duty

There have been three cases involving Fitness for Duty conduct since April 2018.

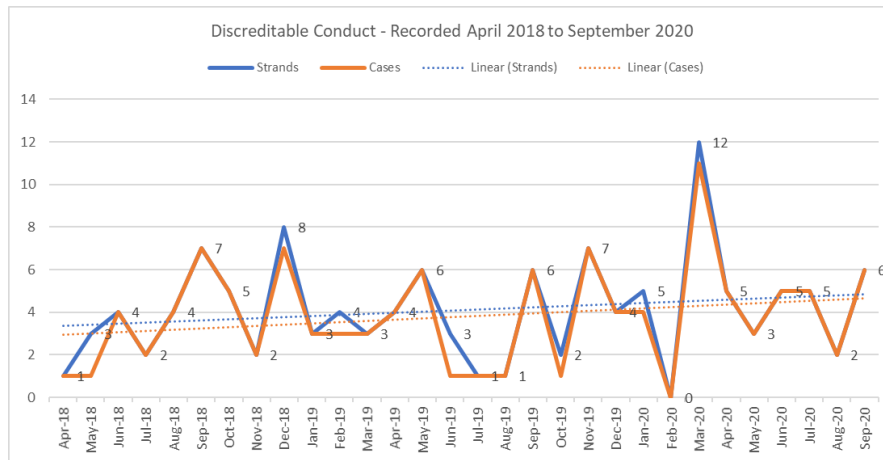
One was recorded in August 2019 under OPC (CM/53/19 – Police Officer Management Action).

The others have both been in 2020/2021, and both LPA North:

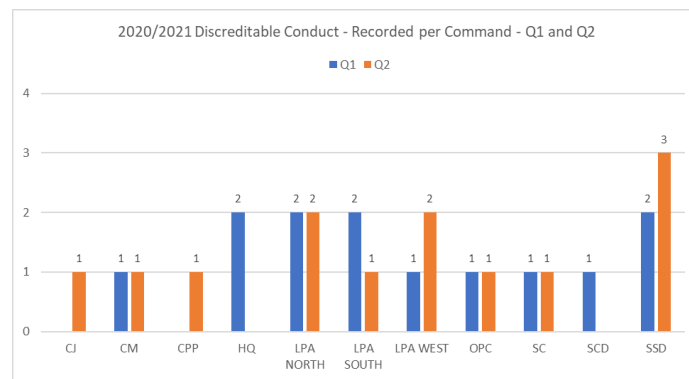
CM/53/20 – July 2020 – Live case.

CM/62/20 – August 2020 – No action/Discontinued

Discreditable Conduct

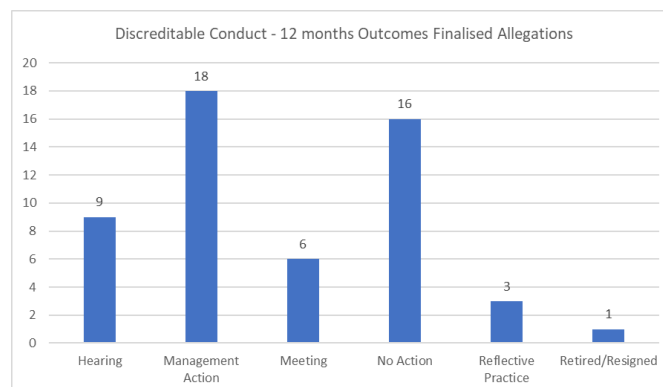


This category is the highest seen. Peaks in some months has led to an slightly increasing trendline since April 2018.



All commands have seen recording under this category, with LPA West and Support Services having an increase in Q2 (though numbers are small).

Outcomes 12 months - The majority tend to be Management action or No action.



Hearings – Of the 9 allegations that went to a hearing, all were either dismissed or would have been dismissed – CPP, Specials Commands, LPA North, CM Command.

Meetings – There have been five cases (six allegations) that have resulted in Meetings – This resulted in three Written Warnings (LPA West, North, Support services), two Final Written warnings (LPA West and Support services), and one no action (LPA South).

Challenging and Reporting Improper Conduct

There have been four 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).

A recent case was in September 2020 in Support Services Directorate (CM/72/20).

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

Outcomes of Conduct Cases October 2019 to September 2020

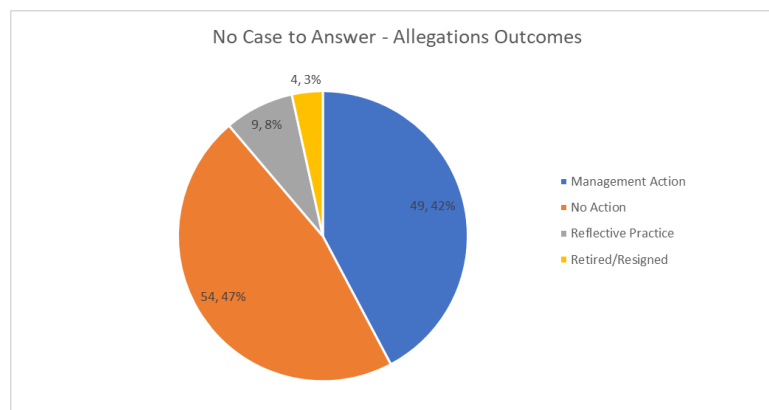
For the 12 months between 1st October 2019 and 30th September 2020 there were 95 total Conduct cases finalised. Within these, there were a total of 189 strands/subjects, for which sanctions/outcomes differ. The following graphs represent figures for cases and subjects. Please note that several Op Maple cases were finalised during 2019 and 2020.

There were also 9 complaint cases (39 strands/subjects) that were Special Requirements in this time-frame, the outcomes of which are included within this section.

Summary of Conduct Outcomes:

- Cases: Even number of Case to Answer (42%) and No Case to Answer (43%)
- Allegations: 37% Management Action, 10% Dismissed/Would have been dismissed, 33% No Action.
- 14% of allegations went to Misconduct Meeting – 36% of these then received Written Warning, 29% Final Written Warning.
- 11% of allegations went to a Hearing – 58% of these were Dismissed, 38% Resigned/Retired/Would have been dismissed.

Where conduct allegations have been no case to answer, the majority; 42%, have resulted in Management action. 8% have been Reflective Practice:

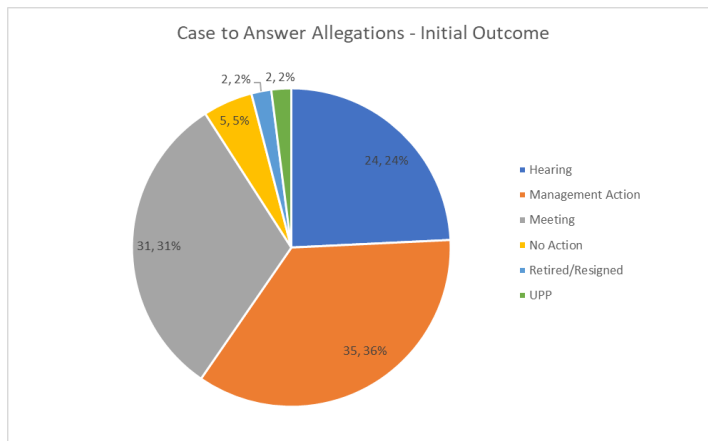


Case to Answer:

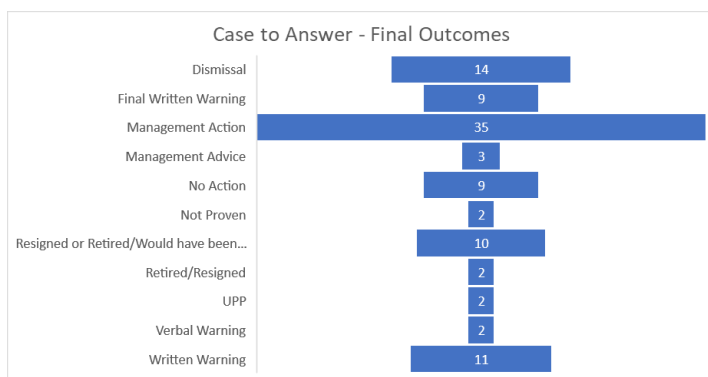
The following graphs display the initial outcome/proceedings decision, and the final outcomes of those allegations with a Case to Answer.

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 | Total | % Total |
|-------------------|-----------|-------------|
| Hearing | 24 | 24% |
| Management Action | 35 | 35% |
| Meeting | 31 | 31% |
| No Action | 5 | 5% |
| Retired/Resigned | 2 | 2% |
| UPP | 2 | 2% |
| Total | 99 | 100% |



| Final Outcome | Total | % Total |
|--|-----------|-------------|
| Dismissal | 14 | 14% |
| Final Written Warning | 9 | 9% |
| Management Action | 35 | 35% |
| Management Advice | 3 | 3% |
| No Action | 9 | 9% |
| Not Proven | 2 | 2% |
| Resigned or Retired/Would have been... | 10 | 10% |
| Retired/Resigned | 2 | 2% |
| UPP | 2 | 2% |
| Verbal Warning | 2 | 2% |
| Written Warning | 11 | 11% |
| Total | 99 | 100% |

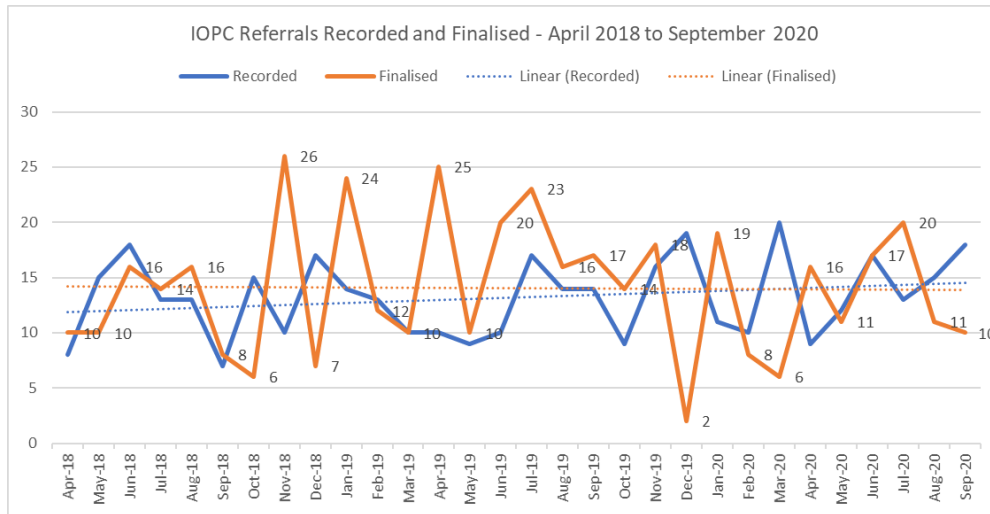
Suspensions and Restrictions

There are currently 16 officers/staff recorded as Suspended, and 14 on Restrictions (as at 16/10/2020). The tables show the months in which the officers/staff were initially suspended or restricted.

| Month Suspended | Number of Staff Officers/Staff |
|-----------------|--------------------------------|
| Feb-19 | 1 |
| Jun-19 | 3 |
| Oct-19 | 1 |
| Nov-19 | 2 |
| Jan-20 | 1 |
| Apr-20 | 1 |
| Jun-20 | 2 |
| Jul-20 | 5 |
| Total | 16 |

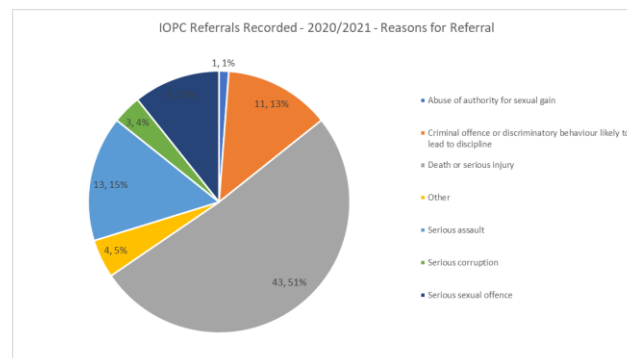
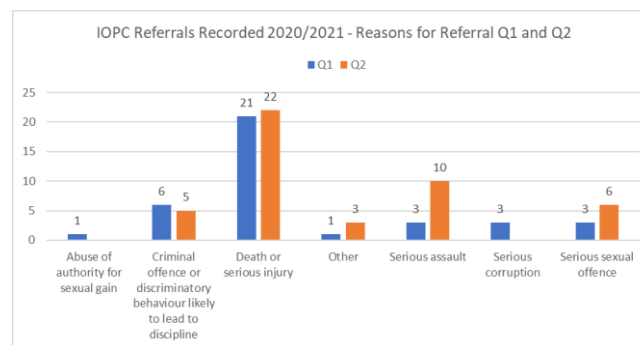
| Month Restricted | Number of Staff Officers/Staff |
|------------------|--------------------------------|
| Apr-17 | 1 |
| May-19 | 1 |
| Oct-19 | 1 |
| Dec-19 | 1 |
| Mar-20 | 3 |
| Apr-20 | 1 |
| May-20 | 2 |
| Jun-20 | 2 |
| Sep-20 | 2 |
| Total | 14 |

IOPC Referrals



| Year | Recorded | Finalised |
|-----------|----------|-----------|
| 2018/2019 | 153 | 159 |
| 2019/2020 | 159 | 178 |
| 2020/2021 | 84 | 85 |

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; 51% of referrals so far in 2020/2021 are due to Death or serious injury. There has been an increase in Q2 of those relating to Serious Assault and Sexual offence (though actual numbers are low).

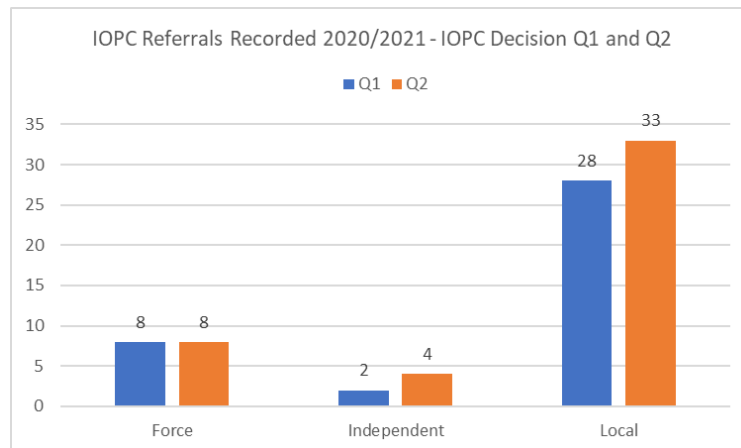


Current status - The majority of those from Q1 2020/2021 are still live; 57%, whilst 33% are finalised, and 5% are in review period, 5% sub-judice.

IOPC Referral Decisions:

The majority; 74% of those in 2020/2021 so far have been decided as local investigations, 7% independent, and 19% for force to action.

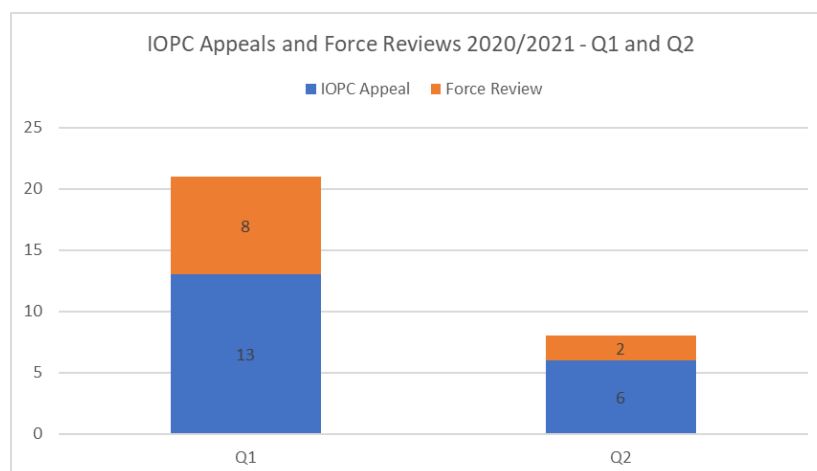
The proportion of these per quarter have been similar.



IOPC Appeals/Force Reviews

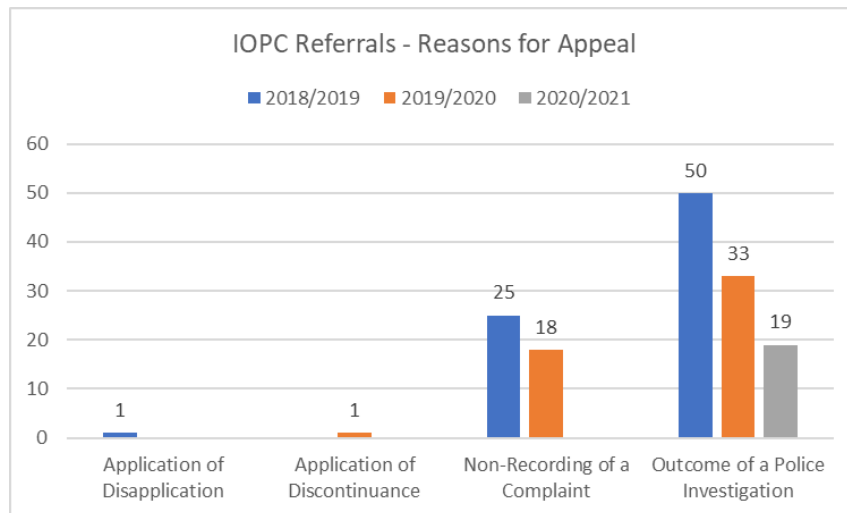
| Year | IOPC Appeals | Force Reviews |
|-----------|--------------|---------------|
| 2018/2019 | 76 | 74 |
| 2019/2020 | 52 | 55 |
| 2020/2021 | 19 | 10 |

Numbers of IOPC and Force Appeals are similar in the last two financial years. Both decreased in number last year, with a continuing decrease this year. The graph below shows numbers in Q1 and Q2 so far this year.



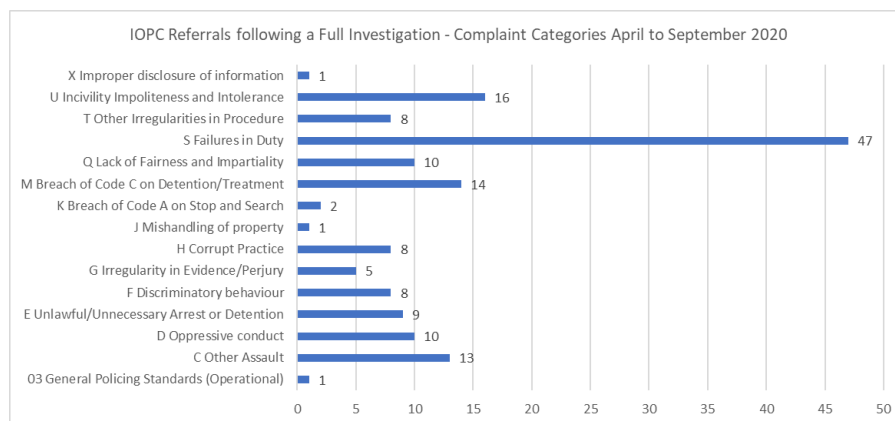
Reasons for IOPC Appeals:

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.



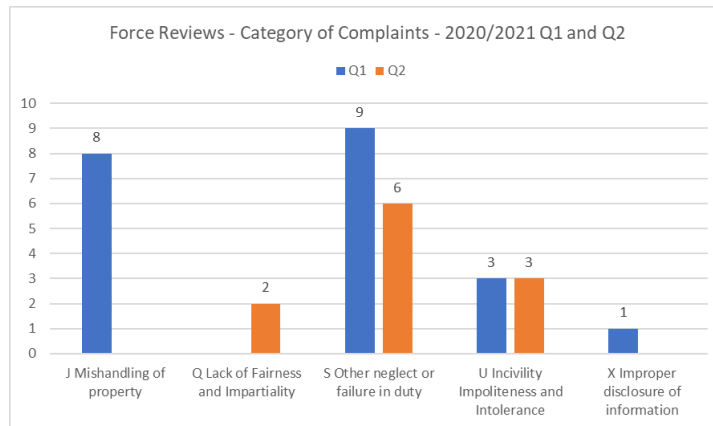
Appeals relating to Non-Recording of Complaints are generally in relation to Service Recovery or Miscellaneous matters.

Reasons for Force Reviews:

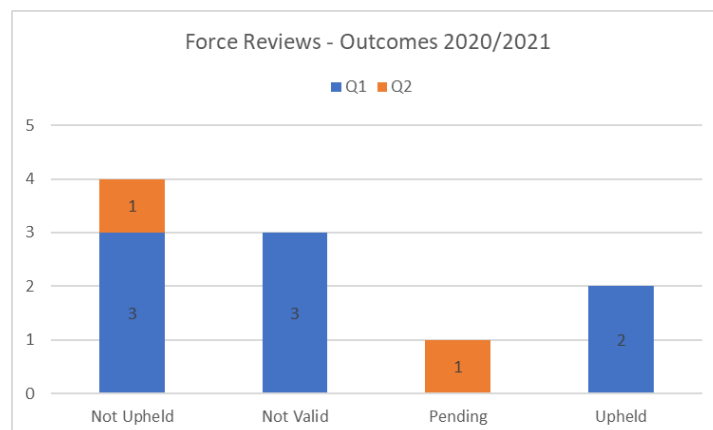
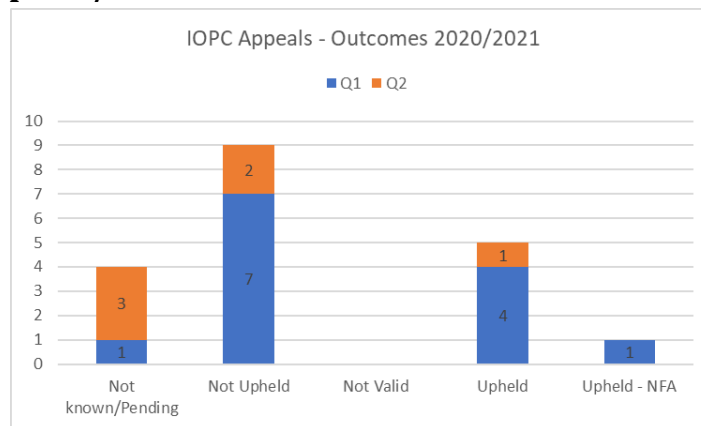
Force Reviews are mostly due to Outcome of Local Resolution: All those recorded in 2020/2021 so far are under this category, and 84% of those in 2019/2020.

Please note that the reviews being referred to within this data will mostly be relating to complaints recorded prior to the new categories and changes to recording.

Again, most of the complaint categories involved are S Neglect/Failure in Duty; 47% of categories for force review cases in 2020/2021.



Outcomes of Appeals/Reviews:



In both types of appeal, the majority are not upheld – 47% in 2020/2021 so far for IOPC Appeals. 40% for Force Reviews.