

QUARTERLY REPORT: COMPLAINTS, MISCONDUCT & OTHER MATTERS

Report of the Chief Constable

Contact: Detective Superintendent Scott Cannon

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 June 2021 by the Professional Standards Department (PSD).

The report follows the agreed format required by the Police, Fire and Crime Commissioner (PFCC), and informs the Commissioner of performance, work being undertaken and outcomes.

2. Recommendation

2.1 That the Commissioner considers the report and raise any queries though the quarterly meeting with the Deputy Chief Constable.

Professional Standards Department

Part 1 - Performance Report Complaints and Misconduct

Date: August 2021

Unit: Professional Standards

Contact: D/Supt Scott Cannon

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Performance Update - Head of PSD - Key Findings Q1 2021/2022

Recorded Complaints

As predicted, the year 2020/21 had an increase in public complaints, despite quarter four (1st January to 31st March 2021) having a decrease when compared to the previous quarters. This is due to the changes in legislation and complaint categories introduced in February 2020. This increase has continued into quarter one of 2021/2022 and is likely to continue to increase as the new recording methods are adapted to over time. Coming out of COVID19 may result in members of the public having more incentive to make complaints, as their priorities and lifestyle revert to pre-COVID.

A true increase at the start of 2020/2021 was delayed as COVID-19 saw a large reduction in reporting of complaints. Comparable data from previous years shows an increase per financial year:

Combination of old 'IX' data and complaint cases in 2019/20 shows there were 1592 complaints in total. 2020/2021 had 1794 total: higher than the previous three years. There have been 490 in the first quarter of this year.

In addition, multiple strands being reported within a single complaint case has contributed to the rise, with the number of cases not showing a trend line as steep as the number of strands. For example, in quarter one this year, there have been 1041 strands from 490 cases, 222 cases having had multiple strands.

Timeliness

The expectation is that a public complaint will be finalised within 90 days following which any outcome is subject to a 28-day appeal period. The overall aspiration is for a public complaint to be finalised within 120 days. Q1 this year has had a greater number of complaints finalised than in Q1 last year, with 326 (71%) finalised within 90 days and 41 (9%) 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.

Outcomes

Outcomes of complaints are 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. Q4 sees a total of 416 which were finalised as "The service provided was acceptable" and in total for the quarter, this category accounts for 43%. This is in line with the proportion for the year of 2020/21.

As data develops, there will be more observations able to be made around specific complaint strands and the outcomes. However, it can be said from Q1 data, that the main category seeing Service not acceptable as the outcome was A Delivery of Service.

Geographical Profiling

The North LPA is the most complained about command, but has the largest headcount, so is to be expected.

When only considering total complaints against the three LPA areas and comparing them to headcount ratio for only the areas – North LPA had the highest proportion for both; 44% of the headcount, and 46% of complaint strands for the year 2020/21, and continues to see the most in Q1 of this year.

Ethnicity

Complaints based on Self Defined Ethnicity show for Q1 this year that 63% were Self Defined White Ethnicity, 4% were Self Defined Asian Ethnicity, 3% were Self Defined Black Ethnicity, and 3% were Self Defined Mixed Ethnicity. The remainder of complaints were recorded as Other Ethnicity, Not Stated or Unknown. The proportions are very similar to the year 2020/21.

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 definitions are applied. The three most prevalent areas complained about for Q1 of 2021/2022 are:

A Delivery of Service (55.3%)

B Police Powers, Policy and Procedures (16.1%)

H Individual Behaviours (14.6%)

These are the same top three categories for the full year 2020/2021, though category B is now second highest whereas throughout 2020/21 it was third highest.

Within Delivery of Service, the most complained aspect (85%) 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 are complained about in relatively equal measure, with ‘Impolite language/tone’ (24%), ‘unprofessional attitude and disrespect’ (20%) and ‘Overbearing or harassing behaviours’ (30%) being the highest areas.

Within Police Powers, Policy and Procedures, the most complained about area (33%) is ‘Use of Force’, followed by ‘Detention in Police Custody’ (29%).

Misconduct

Misconduct cases remain steady with a decrease seen in the last few months of 2020/21. However, Q1 of this year has seen a slight rise with 63 strands recorded, compared to 52 in Q1 of last year, and a quarterly average of 51 over the last three financial years. However, levels are often sporadic month on month.

The highest reported area continues to be alleged breaches of the Standards of Professional Behaviour for Discreditable Conduct with 21 so far this year (33% of Q1). Duties and Responsibilities remains the second highest category with 14%. Authority, Respect and Courtesy also sees 14%, therefore replacing Confidentiality breaches as a top three category which this quarter had 10%.

Allegations of Honesty and Integrity decreased in 2020/21 with 22 allegations recorded, compared to 30 for all of 2019/2020. There has been seven recorded so far this year, so will be monitored in case of an increase.

In the last 12 months (July 2020 – June 2021) there have been 10 dismissals and a further 15 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 if the new variant of COVID leads to further government restrictions.

12 officers/staff are currently suspended. 26 officers/staff are on restrictions.

Scott Cannon

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.

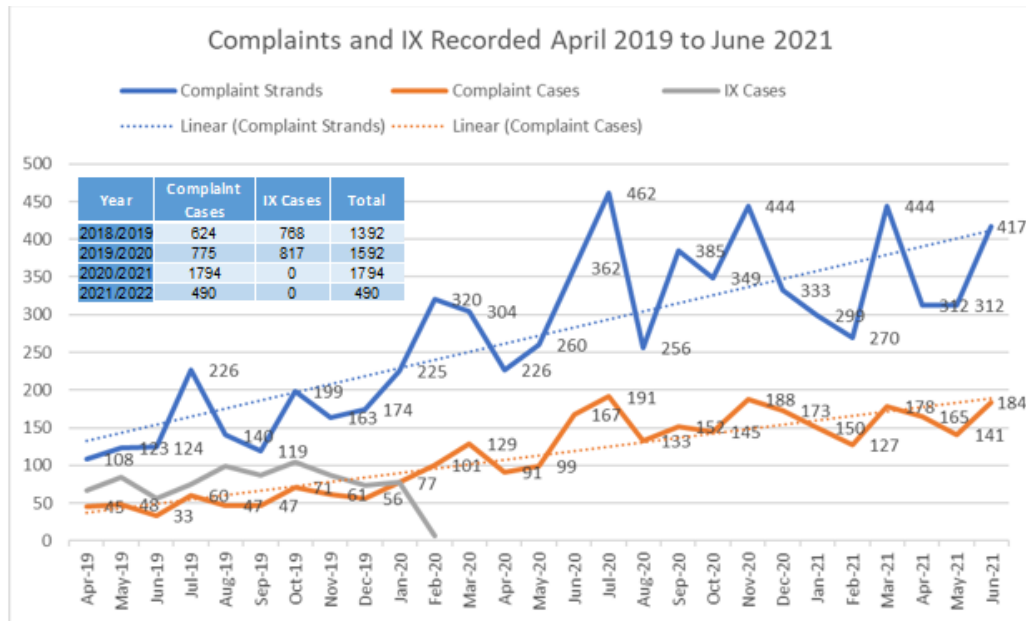
This data uses the Area Responsible as recorded initially for Cases; this will not reflect the individual complaint strands and officer allegations which will often be across different commands and areas.

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 2019. 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 public complaints and cases due to changes in how complaints are now recorded, with categories being renewed, and there no longer being IX recording, and everything having to now be recorded as a complaint.

Therefore, there was an increase in the number for the 2020/2021 year. Whilst some of this, as the table on the graph above shows, can be accounted for by considering the IX cases that have been recorded in previous years, the numbers have increased.

The increase can be accounted for by the following:

- COVID19 has meant more complaints from the public due to the additional policing requirements.
- There was a delay in March/April 2020 of complaints being recorded due to COVID19.
- 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 June 2021:

The following table shows a breakdown of the new categories for Q1. There are 11 overall categories A-L, with sub-categories within, totalling 45 sub-categories that are used to record complaints on Centurion. There are some instances where complaints have been recorded under old categories, which have been amalgamated into the new categories where possible.

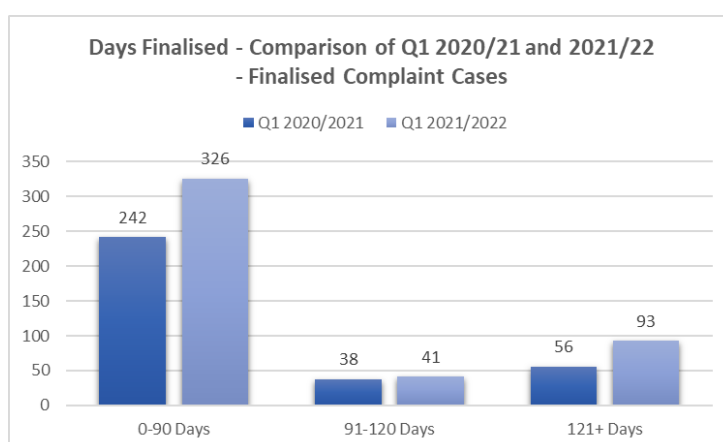
Category Codes	Overall Category	Description/Summary	Q1	% of Total Q1
A1-A4	A Delivery of Service	Police Action, Decisions, Information	576	55.3%
B1-B9	B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	168	16.1%
C1	C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	26	2.5%
D1-D4	D Access and/or disclosure of information	Use of Data, disclosure	25	2.4%
E1	E Use of Police Vehicles	Use of Police Vehicles	9	0.9%
F1-F10	F Discriminatory Behaviour	Various Discrimination Categories	49	4.7%
G1-G6	G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	27	2.6%
H1-H5	H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	152	14.6%
J1-J3	J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	5	0.5%
K1	K Discreditable Conduct	Discreditable Conduct	3	0.3%
L1	L Other	Other	1	0.1%
			1041	100%

Under the new categories, it continues to be the Delivery of Service provided/Failure in Duty type complaints that are the highest proportion, and the Individual Behaviour/Incivility related category. The category of Powers/Policy/Procedure is the second 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 Quarter 1 data from last year 2020/21 and Q1 this year shows that the majority are finalised within 90 days (71% of the finalised total in Q1 this year, 72% last year). The proportions are also similar for the two other categories for both timeframes. The actual numbers are seen to be higher that have been finalised so far this year compared to at the same time last year, which is due to a decrease in complaints in Q1 last year due to the start of COVID19.



Live Complaint Data end of Q1 2021/2022

The below shows live cases are also mostly under 90 days. Ongoing Complaints Data as of 2nd July 2021, compared to 1st June 2021.

Command	Total complaints		Appeal made		Sub judice		Live		Live <90 days %	Live 90-119 days %	Live ≥120 days %
North LPA	150	↓ from 157	44	↑ from 37	16	↓ from 19	90	↓ from 101	87%	11%	2%
South LPA	115	↑ from 104	23	↓ from 24	15	↓ from 16	77	↑ from 64	82%	5%	13%
West LPA	136	↑ from 131	20	↓ from 24	20	↑ from 14	96	↑ from 93	64%	19%	18%
CJC	10	↑ from 7	2	↔ from 2	2	↓ from 2	7	↑ from 3	86%	14%	0%
OPC	43	↓ from 47	6	↔ from 6	7	↔ from 7	30	↓ from 34	83%	3%	13%
C&PP	32	↑ from 22	2	↔ from 2	1	↓ from 3	29	↑ from 17	79%	14%	7%
SCD	5	↓ from 7	2	↓ from 3	0	↔ from 0	3	↓ from 4	33%	33%	33%
CT	1	↔ from 1	0	↔ from 0	0	↔ from 0	1	↔ from 1	0%	100%	0%
Contact Management	12	↑ from 8	3	↔ from 3	1	↔ from 1	8	↑ from 4	100%	0%	0%
Stansted	0	↔ from 0	0	↔ from 0	0	↔ from 0	0	↔ from 0	n/a	n/a	n/a
HR & Training	10	↑ from 1	0	↔ from 0	1	↑ from 0	9	↑ from 1	100%	0%	0%
HQ Directorate	9	↓ from 16	0	↓ from 1	1	↓ from 2	8	↓ from 13	75%	13%	13%
PSD	42	↑ from 38	5	↑ from 4	5	↑ from 4	32	↑ from 30	38%	13%	50%
TOTALS	565	↑ from 539	107	↑ from 106	69	↑ from 68	390	↑ from 365	75%	12%	14%

There are 53 complaints greater than 120 days, 15 of these are exceeding 365 days.

Outcomes of Complaints

The table shows the finalised allegation outcomes of complaints finalised comparing Q1 data. There is a noticeable difference when comparing the two periods due to the new complaint categories and outcomes having been introduced in February 2020, therefore the previous outcomes were still being seen in Q1 last year.

Service provided was acceptable remains the main outcome recorded. This accounts for 43% of the overall finalised allegations this financial Year so far. This follows the trend of this being 38% of allegation outcomes in the full year of 2020/21.

Allegation Outcome	Q1 2020/21	%	Q1 2021/22	%
Local Resolution - by Division	235	28%	1	0%
Not Upheld - Division/IOPC/PSD	244	29%	25	3%
Resolved	55	7%	196	20%
The service provided was acceptable	76	9%	416	43%
The service provided was not acceptable	15	2%	113	12%
Upheld - by Division/IOPC/PSD	31	4%	8	1%
Withdrawn	57	7%	47	5%
Other	125	15%	172	18%
Total	838	100%	978	100%

The following table shows the outcome of Allegations for each command for Q1 of this year. Please note that these are based, not on the number of cases, but Allegations, which will be higher as cases can have multiple allegations within them.

Allegation Outcome Q1 2021/22	CJ	CM	CPP	CT	HQ	LPA NORTH	LPA SOUTH	LPA WEST	OPC	SCD	SPS	Total Q1	% Q1
Local Resolution - by Division	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1	0%
Not Upheld - Division/IOPC/PSD	0%	0%	0%	0%	2%	1%	6%	0%	12%	0%	0%	25	3%
Resolved	0%	47%	6%	0%	20%	16%	27%	26%	14%	100%	67%	196	20%
The service provided was acceptable	54%	35%	72%	100%	10%	51%	35%	48%	41%	0%	33%	416	43%
The service provided was not acceptable	4%	12%	11%	0%	3%	14%	16%	8%	14%	0%	0%	113	12%
Upheld - Division/IOPC/PSD	0%	0%	0%	0%	0%	0%	2%	0%	7%	0%	0%	8	1%
Withdrawn	36%	0%	6%	0%	2%	5%	0%	6%	9%	0%	0%	47	5%
Other	4%	6%	6%	0%	62%	10%	16%	11%	3%	0%	0%	172	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	978	100%
Total	3%	2%	5%	0%	14%	35%	20%	14%	6%	0%	0%	100%	

Finalised Allegations Q1 2021/22

In Q1 this year, the outcomes are mainly 'Service provided was acceptable', accounting for 43% of all allegation outcomes. Please note this is for all allegations/subjects within a case, of which there may be several.

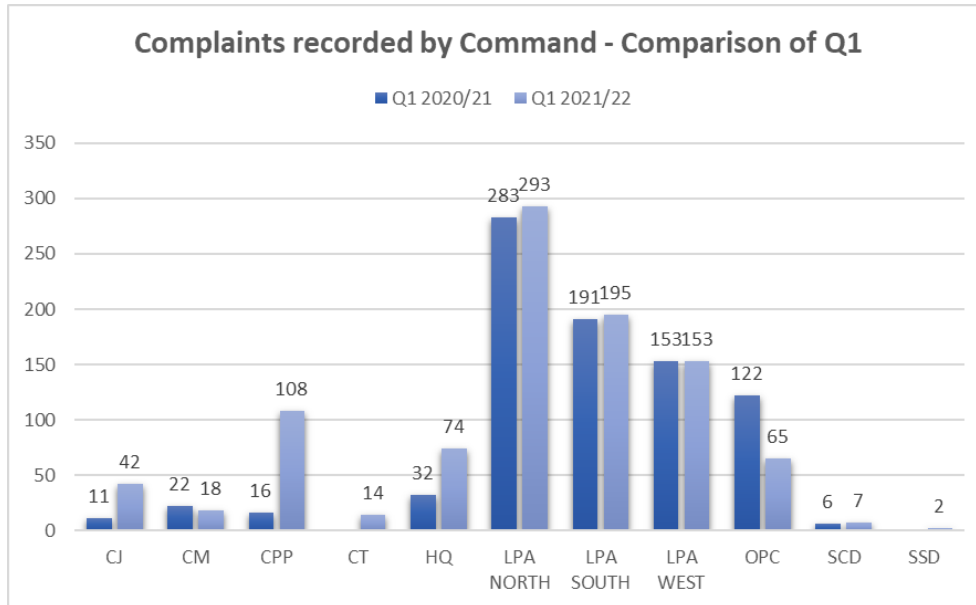
The Local Policing Command continues to have the most finalised outcomes, accounting for 70%, of which North LPA has the most. This is always to be expected due to this being the main operational area and was a similar proportion (69%) for the full year 2020/21.

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 were five cases (26 allegations) that had a finalised outcome of Special Requirements, all that were recorded prior to April 2020, therefore not relating to the new categories. In Q1 of this year, there has been 5 allegations within one case, again for a case recorded before the new categories. This should continue to decrease even more.

Command Breakdown of Complaints



LPA North continues to have the higher number of complaints, followed by the other LPA areas. The North, however, has the highest proportion of force headcount, so is to be expected. The table shows the breakdown for all complaints recorded in 2020/2021:

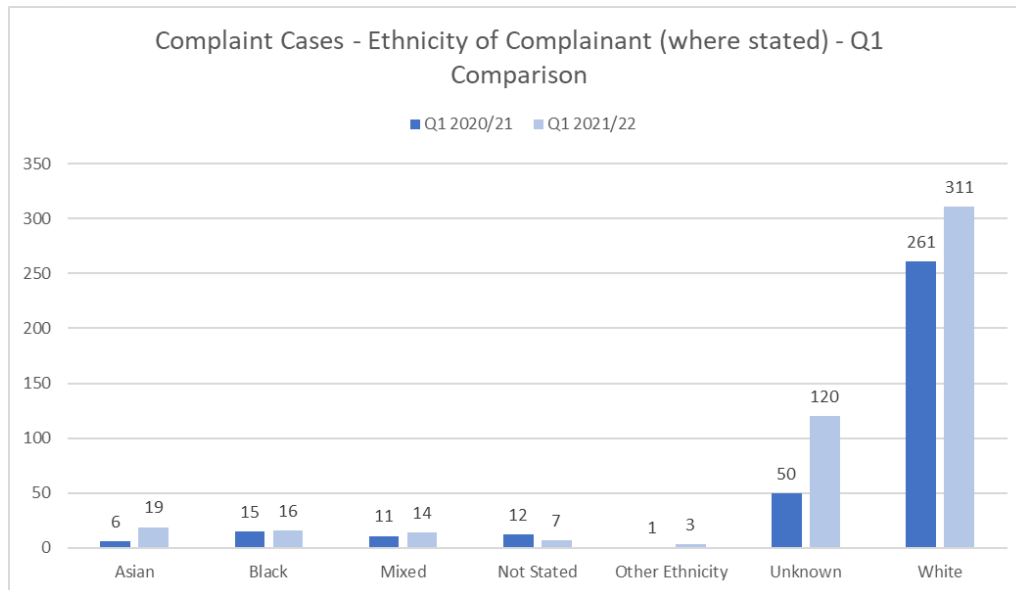
LPA	% of LPA Complaint Strands Recorded 2020/2021	% of Staff LPA Force Headcount
North	46%	44%
South	30%	30%
West	24%	26%

Please note: -

HQ sees an increase in numbers, due to PSD being recorded for many cases due to having the responsibility for managing them. Each individual case has not been viewed to see the local area, so the data is based on "Area Responsible". 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.

Ethnicity of Complainants



Ethnicity of Complainants	Q1 2020/21	%	Q1 2021/22	%
Asian	6	2%	19	4%
Black	15	4%	16	3%
Mixed	11	3%	14	3%
Not Stated	12	3%	7	1%
Other Ethnicity	1	0%	3	1%
Unknown	50	14%	120	24%
White	261	73%	311	63%
Total	356	100%	490	100%

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

White remains as the majority ethnicity recorded, though the percentage is lower in this year's Q1. This is likely due to improvements on recording on Centurion. Although, there has been nearly a quarter of cases where ethnicity is unknown.

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 2020/21	%	Q1 2021/22	%
A Delivery of Service	9	27%	9	20%
B Police Powers, Policy and Procedures	9	27%	15	34%
C Handling of, or Damage to property/premises	2	6%	1	2%
D Access and/or disclosure of information	1	3%	0	0%
F Discriminatory Behaviour	5	15%	12	27%
H Individual Behaviours	7	21%	7	16%
Black Ethnicity Total	33	100%	44	100%

Complainants of Black ethnicity, account for 3% of complaints since April 2021, slightly lower than Q1 last year which was 4%. The highest complaint categories and sub-categories in Q1 this year are as follows:

- Delivery of Service (20%) – mostly A1 Police action following contact.
- Police Powers/Policy/Procedures (34%) – where B4 Use of force and B5 Detention in police custody have the highest number. This category overall accounts for a third of complaints with black ethnicity complainants in Q1.
- Discriminatory Behaviour (27%) – Accounts for over a quarter of complaints, where F6 Race has the highest number overall,
- Individual behaviours (16%) – where complaints are spread across all the different sub-categories.
- There has been an increase in numbers recorded for this ethnicity group compared to Q1 last year. This is likely to be due to improved recording on Centurion and a general increase in complaints.

When considering just Q1 complaints for this year, North LPA areas see the highest overall, particularly Colchester, accounting for 41%. Though numbers are too small to conduct robust analysis by district, the following table shows the top complaint categories by district for this ethnicity type.

This will continue to be compared per quarter throughout the year.

Overall Category	Colchester	Epping Brentwood	Southend	Thurrock
A1 Police action following contact	2			3
B4 Use of force	1		1	2
B5 Detention in police custody	6			
F6 Race	3	3	1	2

Breakdown of Complaints – Mixed Ethnicity Group

Overall Category	Q1 2020/21	%	Q1 2021/22	%
A Delivery of Service	16	67%	12	57%
B Police Powers, Policy and Procedures	4	17%	4	19%
C Handling of, or Damage to property/premises			2	10%
D Access and/or disclosure of information			1	5%
F Discriminatory Behaviour	1	4%		
H Individual Behaviours	3	13%	2	10%
Mixed Ethnicity Total	24	100%	21	100%

Complainants of Mixed ethnicity, account for 3% of complaints since April 2021, the same percentage as Q1 last year. There was seen to be a decrease in this ethnicity towards the end of 2020/21. The highest complaint categories and sub-categories are as follows:

- Delivery of Service category (57% in Q1 this year) – Continues to be highest area, with a majority being A1 Police Action following contact (48% of Q1 overall for this ethnicity).
- Police Powers/Policy/Procedures (19%) – where B1 Stop and Search, and B4 Use of force have been recorded.

When considering Q1 of this year only, West LPA sees the highest number of complaints in this ethnicity, accounting for 29%. However, the numbers are small, and North and South LPA also account for 24% each. This will be monitored in future quarterly reports to establish any trends in this. For the year 2020/21, the North LPA had 50% of the complaints under this ethnicity.

Though numbers are too small to conduct robust analysis by district, the table below shows Q1 numbers per geographic area for the Mixed ethnicity complaints.

Overall Category	Basildon	Chelmsford Maldon	Colchester	Harlow	Southend	Unknown	Total	% of total
A1 Police action following contact		1	2	2		5	10	47.6%
A2 Decisions				1			1	4.8%
A3 Information			1				1	5.0%
B1 Stops, and stop and search		2					2	9.5%
B4 Use of force	1				1		2	10.0%
C1 Handling of or damage to property/premises	1					1	2	10.0%
D2 Disclosure of information						1	1	5.0%
H3 Unprofessional attitude and disrespect		1					1	5.0%
H4 Lack of fairness and impartiality						1	1	5.0%
Total	2	4	3	3	1	8	21	100%
% of total	10%	19%	14%	14%	5%	38%	100%	

Breakdown of Complaints – Asian Ethnicity Group

Overall Category	Q1 2020/21	%	Q1 2021/22	%
A Delivery of Service	7	30%	60	55%
B Police Powers, Policy and Procedures	4	17%	2	2%
D Access and/or disclosure of information	2	9%		
F Discriminatory Behaviour	3	13%	9	8%
G Abuse of Position/Corruption			16	15%
H Individual Behaviours	7	30%	22	20%
Asian Ethnicity Total	23	100%	109	100%

Complainants of Asian ethnicity, account for 4% of complaints since April 2021. There was an increase in numbers toward the end of last year due to a serial complainer which accounted for 73 strands and 21 officers (C/1323/20) in Q4. Similarly, in Q1 of this year there are 61 strands (within three cases) from the same complainant, accounting for 55% of the total complaint strands under this ethnicity in Q1.

The sub-categories of the complaints are varied, with the higher numbers in the following in Q1 of this year:

- A Delivery of service A1 Police action following police contact (41% of all Asian ethnicity complaints)
- G Abuse of Position/Corruption, sub-category of Obstruction of Justice (14% of all Asian ethnicity complaints)
- H Individual Behaviours, sub-category Overbearing/harassing behaviours (16% 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 59% across Q1 of this year (however this has been affected by the repeat complainant as mentioned above).

Though numbers are too small to conduct robust analysis by district of the Asian ethnicity complaints for Q1, the following table shows the top complaint categories by district for Q1 of this year.

Sub-Category	Basildon	Castle Point Rochford	Chelmsford Maldon	Colchester	Epping Brentwood	Harlow	Southend	Thurrock	Uttlesford Braintree	Unknown
A1 Police action following contact	4		9	2	5	2	1	7	6	9
A3 Information			1	5	1			1	4	
F6 Race				6	1					1
G5 Obstruction of justice			3	10	1				1	
H5 Overbearing or harassing behaviours		1	2	12	1				1	

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' Q1 data. Previous quarterly reporting will need to be referred to for the full year of 2020/21.

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

Category Codes	Overall Category	Description/Summary	Q1	% of Total Q1
A1-A4	A Delivery of Service	Police Action, Decisions, Information	576	55.3%
B1-B9	B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	168	16.1%
C1	C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	26	2.5%
D1-D4	D Access and/or disclosure of information	Use of Data, disclosure	25	2.4%
E1	E Use of Police Vehicles	Use of Police Vehicles	9	0.9%
F1-F10	F Discriminatory Behaviour	Various Discrimination Categories	49	4.7%
G1-G6	G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	27	2.6%
H1-H5	H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	152	14.6%
J1-J3	J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	5	0.5%
K1	K Discreditable Conduct	Discreditable Conduct	3	0.3%
L1	L Other	Other	1	0.1%
			1041	100%

The significant areas being recorded under in Q1 are:

1. A Delivery of Service – 55.3%
2. B Police Powers, Policy and Procedures – 16.1%
3. H Individual Behaviours – 14.6%

These three category areas will be examined in more detail, along with F Discriminatory behaviour complaints.

For definitions of the 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:

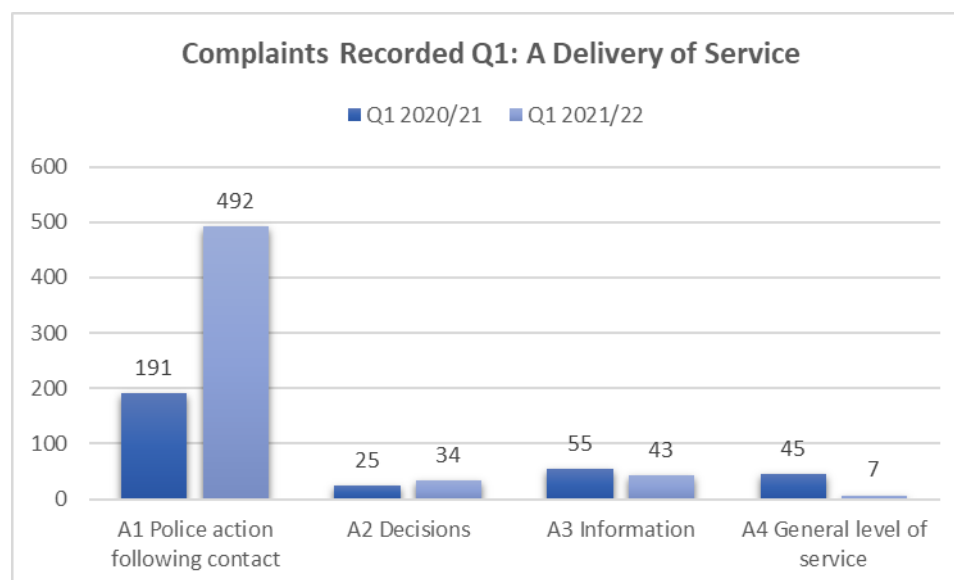
This category is like the previous code S Neglect/Failure in Duty, which used to be the highest category recorded under, accounting for 40.4% of all complaint strands recorded in 2019/2020 in Essex Police.

During the financial year, 2020/2021, the trend of numbers being recorded under the new categories A1-A4 were like previous years, with this category having the highest proportion of 47.3% for the year. Q1 this year continues to see this with 55.3% of total strands recorded.

The breakdown of the four sub-categories for Q1 (compared to last year's Q1) are as below, with A1 Police action following contact remaining the highest, accounting for 85% of the four sub-categories.

Please note that numbers were generally lower at the start of last year due to COVID and new complaint categories being adapted to.

Sub-Category	Q1 2020/21	%	Q1 2021/22	%
A1 Police action following contact	191	60%	492	85%
A2 Decisions	25	8%	34	6%
A3 Information	55	17%	43	7%
A4 General level of service	45	14%	7	1%
Total	316	100%	576	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 numbers, with LPA North accounting for 32% of the total A category recorded so far this year. The proportions were similar during 2020/21.

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 percentage headcount when considering just the three LPAs.

Command	Q1 2020/21	% Q1 2020/21	Q1 2021/22	% Q1 2021/22	Command % of Force Headcount
CJ	2	1%	11	2%	5%
CM	15	5%	13	2%	10%
CPP	7	2%	51	9%	8%
CT	0	0%	5	1%	0%
HQ	6	2%	38	7%	4%
LPA NORTH	116	37%	168	29%	17%
LPA SOUTH	83	26%	119	21%	12%
LPA WEST	50	16%	113	20%	10%
OPC	27	9%	20	3%	11%
SCD	5	2%	5	1%	8%
SSD	0	0%	1	0%	0%
Unknown	5	2%	32	6%	0%
Category A Total	316	100%	576	100%	

LPA	% of LPA Complaints (A Category)	% of Staff LPA Force Headcount
LPA NORTH	42%	44%
LPA SOUTH	30%	30%
LPA WEST	28%	26%

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

Case Outcomes (Finalised data)¹

Service provided was acceptable is the main outcomes seen for category A with 46% overall in the full year of 2020/21. This Category saw a continued increase each quarter.

The table below shows a comparison of Q1 for this year and last year, which shows similar levels for the outcome types.

Case Outcome of A Complaints - Finalised cases	Q1 2020/21	% of Outcomes Q1 2020	Q1 2021	% of Outcomes Q1 2021/22
Resolved	38	38%	124	39%
The service provided was acceptable	30	30%	127	40%
The service provided was not acceptable	12	12%	22	7%
Withdrawn	17	17%	13	4%
Other	3	3%	35	11%
Total	100	100%	321	100%

¹ Categories have been grouped as instructed by D/Supt Kirby

Complaint Codes B1-B9: Powers, Policy and Procedure

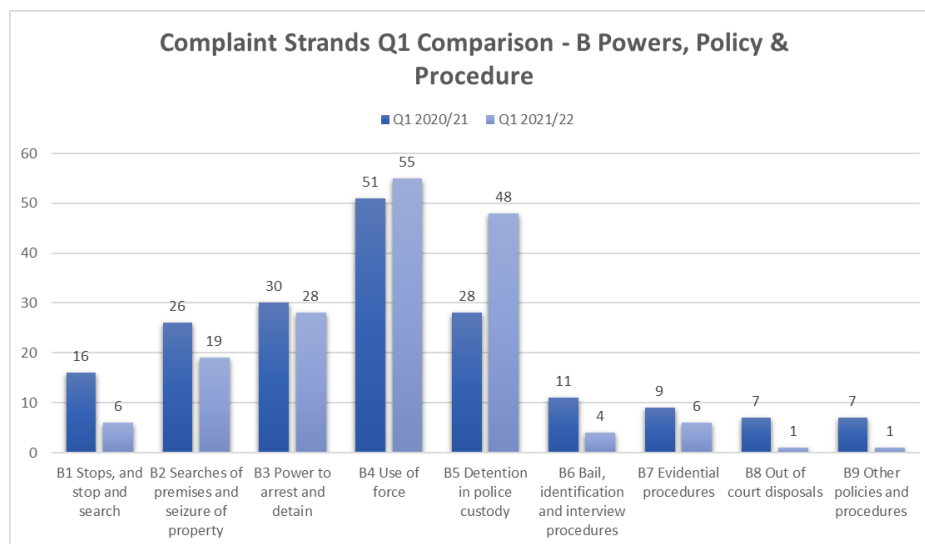
This category encompasses many different elements as in the table below and accounted for **19.1%** of all recorded complaint strands overall for the year 2020/2021 (third highest category for the year).

In Quarter 1 of 2021/2022, this is shown as the second highest category of recorded complaints; **16.1%** of all complaints recorded so far this year.

The table below shows a comparison of the sub-categories recorded in Q1 of this year and last year as a comparison.

Sub-Category B	Q1 2020/21	%	Q1 2021/22	%
B1 Stops, and stop and search	16	9%	6	4%
B2 Searches of premises and seizure of property	26	14%	19	11%
B3 Power to arrest and detain	30	16%	28	17%
B4 Use of force	51	28%	55	33%
B5 Detention in police custody	28	15%	48	29%
B6 Bail, identification and interview procedures	11	6%	4	2%
B7 Evidential procedures	9	5%	6	4%
B8 Out of court disposals	7	4%	1	1%
B9 Other policies and procedures	7	4%	1	1%
Total	185	100%	168	100%

The highest proportion of the complaints under this category overall in 2020/2021 were Use of Force. This remains the trend in the first quarter of this year, accounting for a third; 33%.



Command:

The LPA commands continue to see the higher numbers of complaints under this category, with LPA North having just under a third of those recorded for the period (29%). However, the proportion is lower than Q1 last year in the North LPA. West LPA have also seen lower numbers this quarter.

Command	Q1 2020/21	% Q1 2020/21	Q1 2021/22	% Q1 2021/22
CJ	6	3%	21	13%
CPP	5	3%	22	13%
CT	0	0%	7	4%
HQ	5	3%	8	5%
LPA NORTH	67	36%	48	29%
LPA SOUTH	39	21%	33	20%
LPA WEST	42	23%	15	9%
OPC	21	11%	12	7%
Total	185	100%	168	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.

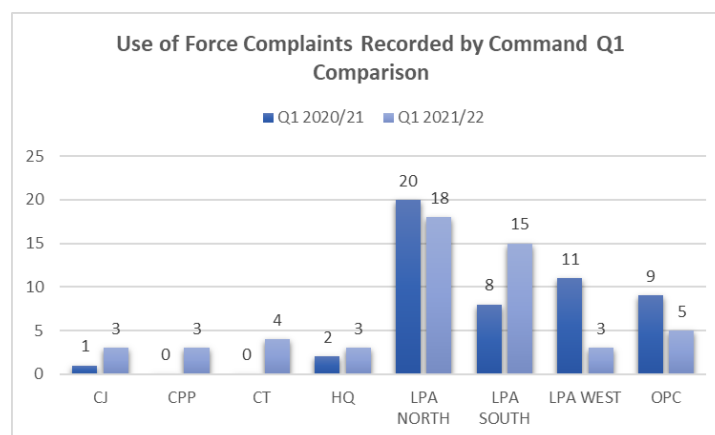
LPA	% of LPA Complaints (B Category) Q1 2021/22	% of Staff LPA Force Headcount
LPA NORTH	50%	44%
LPA SOUTH	34%	30%
LPA WEST	16%	26%

Use of Force:

Nearly a third (33%) 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 in 2019/2020, compared to 5% total in 2020/21 and 5% so far this year.

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



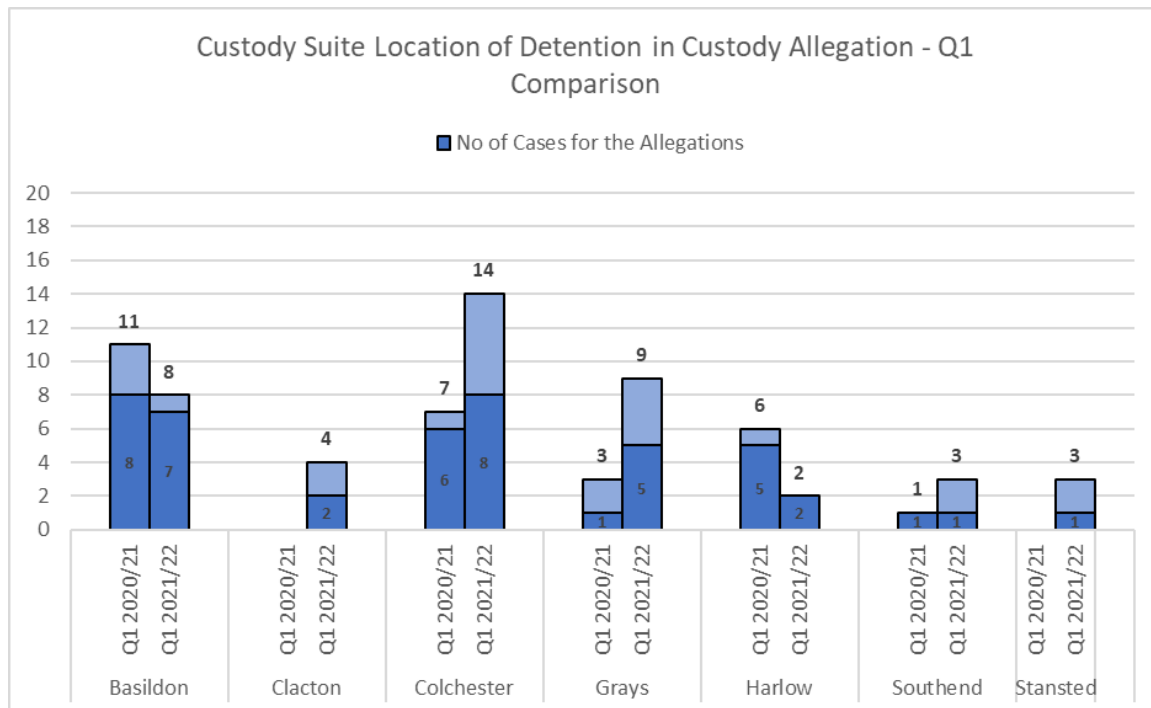
LPA North continues to see the higher numbers. LPA South has seen higher numbers than the same time-frame last year, and had an increase in Q3 of 2020/21, so will continue to be monitored in case of a continuing increase.

Detention in Police Custody

During 2020/21, there were increases in this area when comparing quarters. There was a decrease towards the end of the year however, and the increase is likely due to changes in recording as a complaint as opposed to previously as an IX case.

29% of the overall B category falls under Detention in Police Custody for Q1 of this year. The number is higher compared to Q1 of last year, but still not as high a number as at the peak in Q2 last year, so this may continue to decrease. This will continue to be monitored in case of any emerging issues.

The graph below shows the location of the Custody Suite that the complaint occurs (it is often the case that the custody area is not necessarily where the officer is based, so Centurion data may not reflect this). Of note, the numbers are allegations, so the number of actual cases will be less; both are detailed on the graph. For this year's Q1, Colchester has the most recorded which fits with the North LPA having the most complaints.



Stop Search info from Strategic Command Data:

HAVE EMAILED PERFORMANCE ANALYSTS TO REQUEST FIGURES 19/07/2021

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

Data is not currently available for figures since start of 2021. This has been requested from the Performance Analysis Unit.

There has been an overall increase in recorded Stop Searches since 2018 due to data being inputted onto Mobile Data Terminals.

The following are figures for Q4 in the last three years to highlight the increase².

Jan to March 2018: 1022

Jan to March 2019: 3246

Jan to March 2020: 4031

Awaiting data to make Q1 comparison

Increases have not impacted on related complaints as numbers have remained low, and account for 4% of the B category so far this year, which is just over 1% of all complaints recorded.

Category B Case Outcomes (Finalised data)³

Service provided was acceptable remains as the main outcome seen for category B, as in the year 2020/21. 70% of those cases finalised have had this outcome in Q1 this year, 72% overall for the full year last year.

Case Outcome - Finalised data	Q1 2020/21	%	Q1 2021/22	%
Resolved	1	5%	11	10%
The service provided was acceptable	11	52%	79	70%
The service provided was not acceptable	0	0%	6	5%
Withdrawn	6	29%	10	9%
Other	3	14%	7	6%
Total	21	100%	113	100%

² Data Obtained from <http://connexion.ecis.police.uk/teams/dcc/strategic-change-performance/pau/data-dashboard.html>

³ Categories have been grouped as instructed by D/Supt Kirby

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).

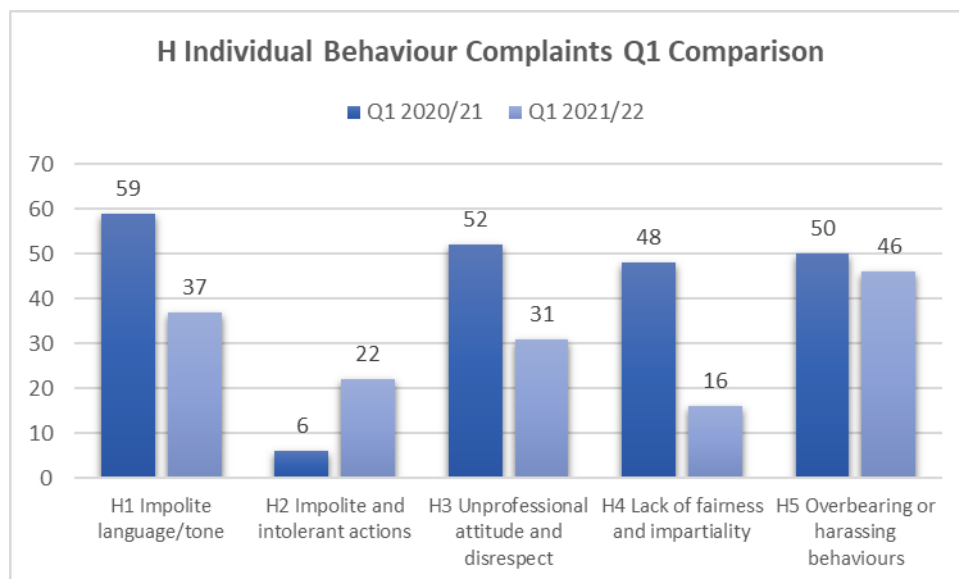
H accounts for 14.6% of the complaints recorded in Q1, and is the third highest category for the quarter (it was the second highest overall for the 2020/21 year), which is in line with the previous Incivility category being second highest in previous years under the old categories. U Incivility accounted for 13% total in 2019/20, whilst H1-H3 accounted for 11% in 2020/21.

There does appear to have been a decrease in recent months in this category. Q4 had a decrease to 158 from 200 in Q3. Q1 of this year has similarly had 152 total.

The sub-categories that have the highest proportion are H1 Impolite language and tone accounting for nearly a quarter of the category in Q1 this year, H3 Unprofessional Attitude/disrespect, and H5 Overbearing or harassing behaviours, which has been the highest area in Q1 of this year accounting for 30% of the category.

This shows the change in recording and the decrease in the H category overall, with H1 having been the previous dominant sub-category, but this has lessened recently, with H5 now being higher.

H Sub-Category	Q1 2020/21	%	Q1 2021/22	%
H1 Impolite language/tone	59	27%	37	24%
H2 Impolite and intolerant actions	6	3%	22	14%
H3 Unprofessional attitude and disrespect	52	24%	31	20%
H4 Lack of fairness and impartiality	48	22%	16	11%
H5 Overbearing or harassing behaviours	50	23%	46	30%
Total	215	100%	152	100%



Command

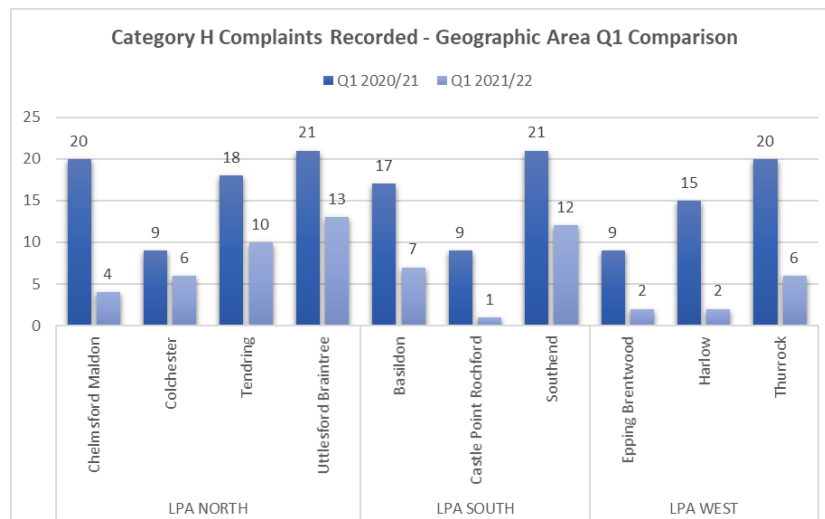
The LPA areas have most of these complaints, with LPA North seeing the most with 28% overall in Q1 this year.

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.

Command	Q1 2020/21	%	Q1 2021/22	%	Command % of Force Headcount
CJ	0	0%	7	5%	5%
CM	4	2%	4	3%	10%
CPP	2	1%	17	11%	8%
HQ	11	5%	14	9%	4%
LPA NORTH	72	33%	42	28%	17%
LPA SOUTH	49	23%	23	15%	12%
LPA WEST	40	19%	12	8%	10%
OPC	30	14%	15	10%	11%
SCD	1	0%	0	0%	8%
Total	215	100%	152	100%	

LPA	Q1 % of LPA Complaints (H Category)	% of Staff LPA Force Headcount
LPA NORTH	45%	44%
LPA SOUTH	30%	30%
LPA WEST	25%	26%

LPA North is seeing high numbers in all the sub-categories. The graph below shows the geographic areas in the LPA command complaints. Uttlesford/Braintree and Southend have seen more than others. This also shows the decrease in complaints in this category compared to Q1 last year.



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 lockdowns and lifting of 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. As such, an increase may therefore be seen in the coming months especially due to the lifting of restrictions in July.

Case Outcomes (Finalised data)⁴

Service provided was acceptable is the main outcome seen for category H so far this year, following the same pattern as last year – 61% of those cases finalised have had this outcome in Q1.

Case Outcome	Q1 2020/21	%	Q1 2021/22	%
Resolved	12	24%	26	24%
The service provided was acceptable	28	55%	67	61%
The service provided was not acceptable	3	6%	7	6%
Withdrawn	3	6%	6	6%
Other	5	10%	3	3%
Total	51	100%	109	100%

⁴ Categories have been grouped as instructed by D/Supt Kirby

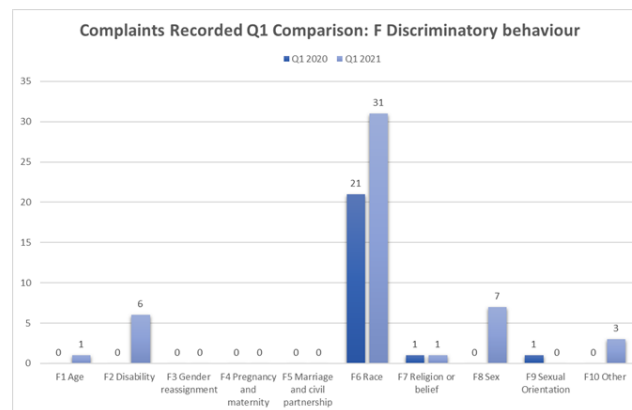
Complaint Codes F1-F10 Discriminatory Behaviour

Codes F1-F10 cover various allegations of discrimination, and accounts for 4.7% of complaint strands recorded in Q1 of this year, and is the fourth highest category recorded, though numbers are low compared to the top three categories.

Numbers are higher than in Q1 last year, though throughout the rest of 2020/21 levels under the Discrimination category increased along with complaints in general.

The table below shows that Race is the main type of discrimination complained about. There are very low numbers or no recording under some of the sub-categories.

Sub-Category	Q1 2020/21	Q1 2021/22
F1 Age	0	1
F2 Disability	0	6
F3 Gender reassignment	0	0
F4 Pregnancy and maternity	0	0
F5 Marriage and civil partnership	0	0
F6 Race	21	31
F7 Religion or belief	1	1
F8 Sex	0	7
F9 Sexual Orientation	1	0
F10 Other	0	3
Total	23	49



Complainants: As described in the Ethnicity of Complainants section previously in this report; 10 of the complaints under the F6 Race sub-category in Q1 this year were from Black ethnicity complainants; 9 were from Asian ethnicity complainants.

Self-Defined Ethnicity F5 Race Complainants Q1	Total	%
Asian	9	29%
Black	10	32%
Other	1	3%
Unknown	10	32%
White	1	3%
Total	31	100%

Command:

Local Policing Command has the higher numbers, which is to be expected when they have the higher headcount and have the most contact with the public:

Command	Q1 2020/21	%	Q1 2021/22	%
CJ	0	0%	2	4%
CM	2	9%	0	0%
CPP	0	0%	7	14%
HQ	0	0%	3	6%
LPA NORTH	9	39%	15	31%
LPA SOUTH	7	30%	6	12%
LPA WEST	1	4%	7	14%
OPC	4	17%	4	8%
Unknown	0	0%	5	10%
Total	23	100%	49	100%

LPA	% of LPA Complaints (F Category) Q1	% of Staff LPA Force Headcount
LPA NORTH	31%	44%
LPA SOUTH	12%	30%
LPA WEST	14%	26%

Emerging Trend: CPP command has had 14% of the complaints in Q1 this year. Comparing data since April 2020, there were only four recorded for CPP in the year of 2020/21. This is therefore an area that needs to be monitored in future reporting. The types of discrimination alleged are a mixture of Race, Sex and Disability. Three were in North CAIT or ASAIT. Others were South CPP, CPP Command HQ and POLIT.

Case Outcomes (Finalised data)⁵

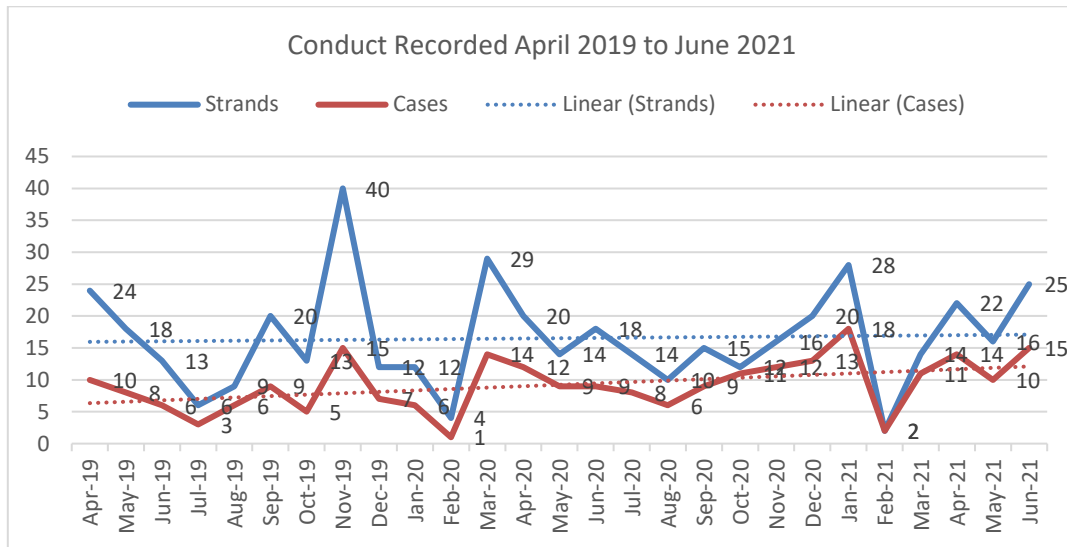
Service provided was acceptable is the main outcome seen for category F with 69% overall in Q1 of 2021/22. This Category of outcome has generally seen a continued increase each quarter as new recording processes have been adapted to.

The table below shows a comparison of Q1 for this year and last year.

Case Outcome of F Complaints - Finalised Cases	Q1 2020/2021	%	Q1 2021/2022	%
The service provided was acceptable	2	10%	18	69%
The service provided was not acceptable	0	0%	4	15%
Withdrawn	0	0%	2	8%
Other	19	90%	2	8%
Total	21	100%	26	100%

⁵ Categories have been grouped as instructed by D/Supt Kirby

Force Misconduct

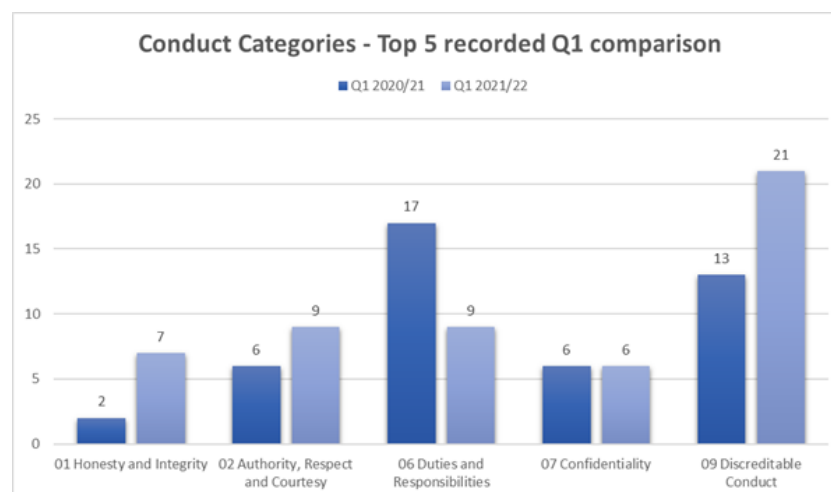
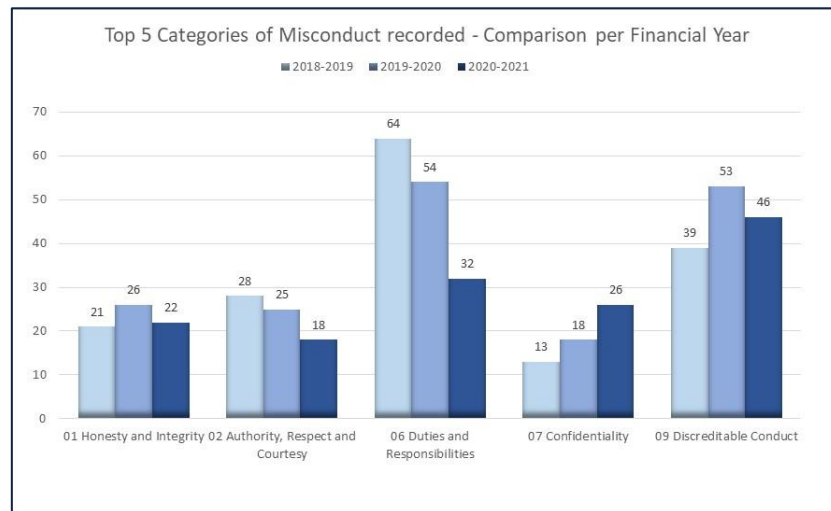


Numbers of conduct being recorded has been sporadic monthly since April 2019, though there were lower levels towards the end of 2020/21. There were 197 strands total in 2019/2020, 174 in 2020/2021. There have been 63 strands so far this year however, which is more than in the same period last year.

Category	Q1 2020/21	%	Q1 2021/22	%
01 Honesty and Integrity	2	4%	7	11%
02 Authority, Respect and Courtesy	6	12%	9	14%
03 Equality and Diversity	2	4%	3	5%
04 Use of Force	0	0%	5	8%
05 Orders and Instructions	5	10%	1	2%
06 Duties and Responsibilities	17	33%	9	14%
07 Confidentiality	6	12%	6	10%
08 Fitness for Duty	1	2%	1	2%
09 Discreditable Conduct	13	25%	21	33%
10 Challenging and Reporting Improper Conduct	0	0%	1	2%
Total	52	100%	63	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.

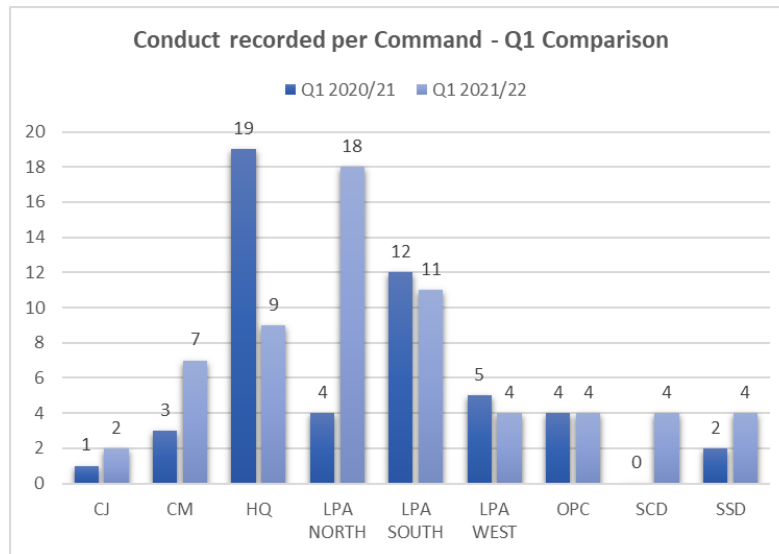
The following chart shows the top five Conduct Categories by financial year, the second shows comparison of Q1. Discreditable Conduct is likely to see an increase this year, having already had 21 in the first quarter. This, together with Authority, Respect and Courtesy and Duties and Responsibilities which have had the next highest levels in Q1, will be looked at in detail later in the report.



The figures show:

- Most categories had a decrease in 2020/21 compared to the previous year. However, there have been increases when comparing Q1, particularly Discreditable Conduct.
- Duties and Responsibilities decreased last year and Q1 continues to see lower levels.
- Confidentiality had an increase overall during 2020/21, however levels are lower for Q1 this year, resulting in Authority, Respect and Courtesy being one of the highest three categories for Q1 this year.
- The top three categories will be detailed further in this report.
- **Recording can be sporadic throughout the year, so further quarterly reporting will continue to highlight any trends.**

Command Breakdown of Misconduct



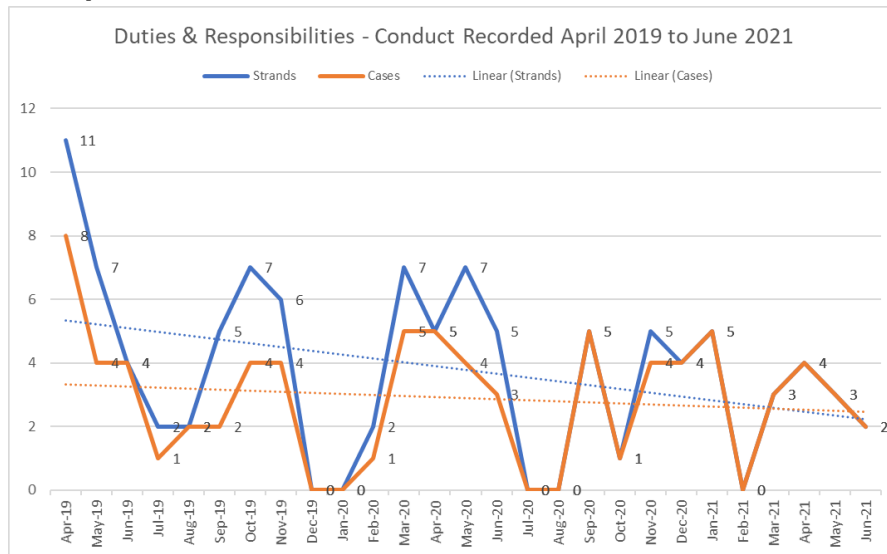
Due to PSD being recorded as 'Area Responsible' for many cases due to having the responsibility for managing them, HQ shows a high number of strands, especially last year. Each individual case has not been viewed to see the actual locality, the data being based on the Centurion field of 'Area Responsible', which is the best way to reflect command. Other areas, for instance LPA North are likely inaccurate for Q1 last year, hence the discrepancy between numbers when comparing Q1.

- In all commands, except for HQ, levels remained the same or decreased during 2020/21 due to the general decrease in conduct levels.
- SSD (Support Services Directorate) will often have cases recorded against probationers.
- The LPAs have the highest number of Conduct Strands, which is expected due to the number of officers. The North in particular, has had a high number in Q1 this year.
- The table shows the percentage of Strands of the overall Local Policing Command for each LPA. The increase in the North for this quarter has meant they are having more proportionally compared to their headcount. However, with levels being sporadic throughout the year, this is likely to reduce to be more in line.

LPA	% of LPA Conduct Strands Recorded Q1 2021/22	% of Staff LPA Headcount
LPA NORTH	55%	44%
LPA SOUTH	33%	30%
LPA WEST	12%	26%

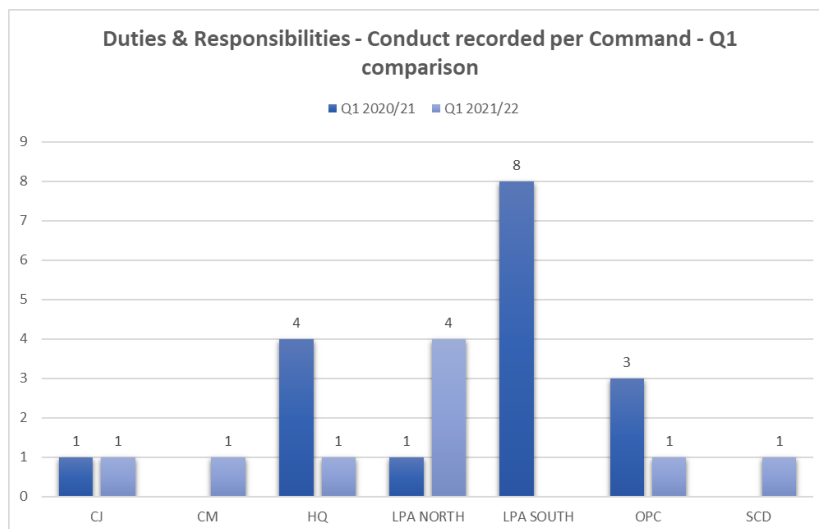
Misconduct Categories

Duties and Responsibilities



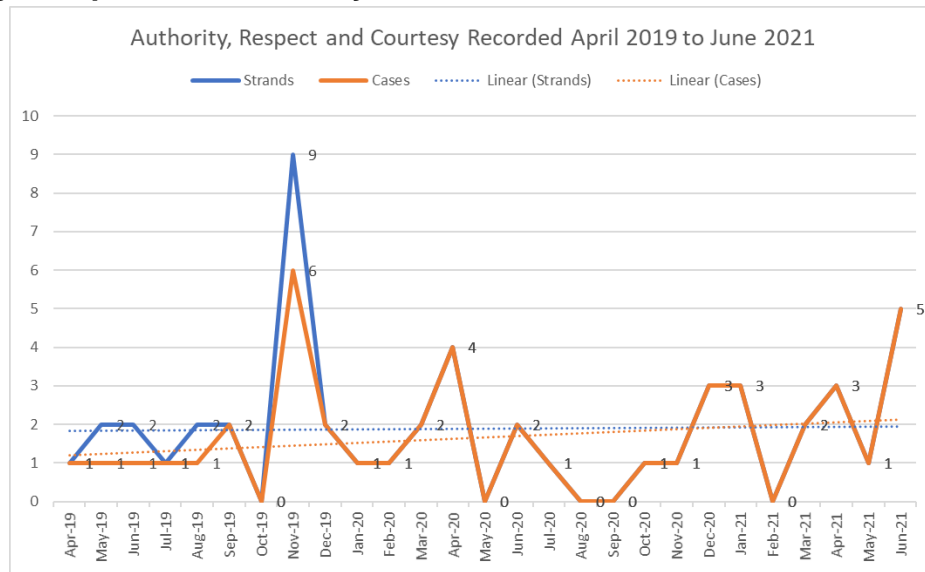
This category is the joint second highest conduct type recorded, with 14% of strands across the Force in Q1. However, with there being lower numbers recorded over the last year, the trendline shows a decrease overall since April 2019, so this category might see a further decline going further into 2021/2022.

Although the second highest Conduct Category, numbers are remaining low. Comparing Q1, there have been 9 recorded this year compared to 17 last year.

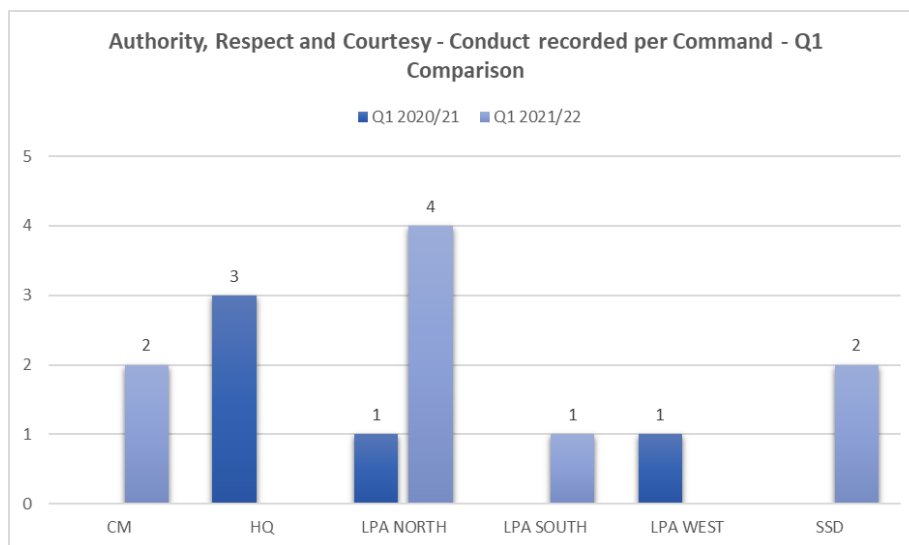


North LPA has the total highest number of strands in Q1 this year. South LPA had high numbers in Q1 of last year, but none so far this year.

Authority, Respect and Courtesy

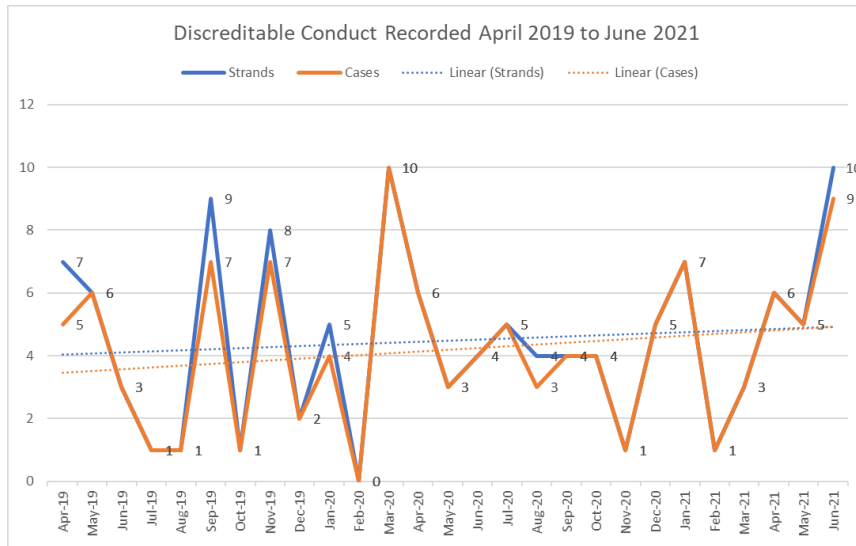


Numbers under this category are generally low, though there has been a slight increase in this quarter and is therefore the joint second highest category seen so far this year.

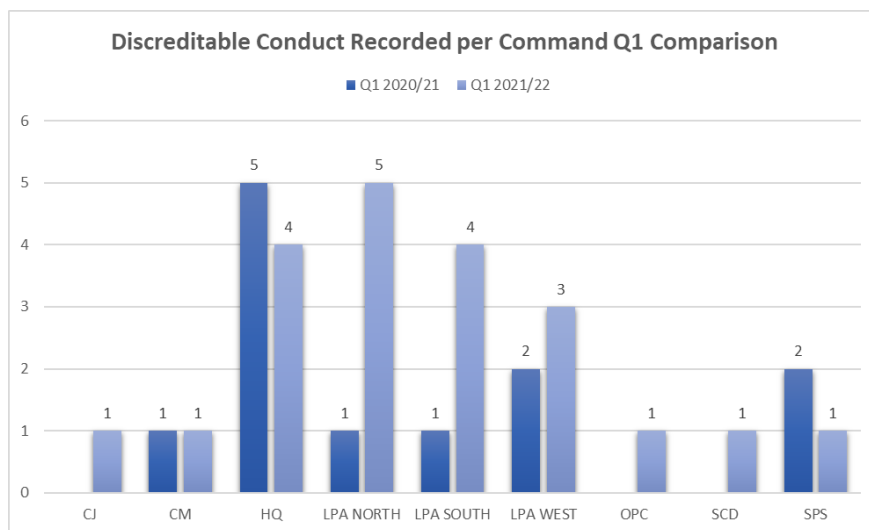


Various areas of the force have had this type of conduct in Q1 this year, with LPA North having most. HQ had more last year in Q1, but this is due to cases having PSD as the “Area Responsible”.

Discreditable Conduct



This category is the highest seen, accounting for 26% of all conduct in 2020/21, and a third; 33% so far this year. Peaks in some months has led to a slightly increasing trendline since April 2019.



Most commands have seen recording under this category, with the LPA areas having the most this year.

Outcomes of Conduct Cases July 2020 to June 2021

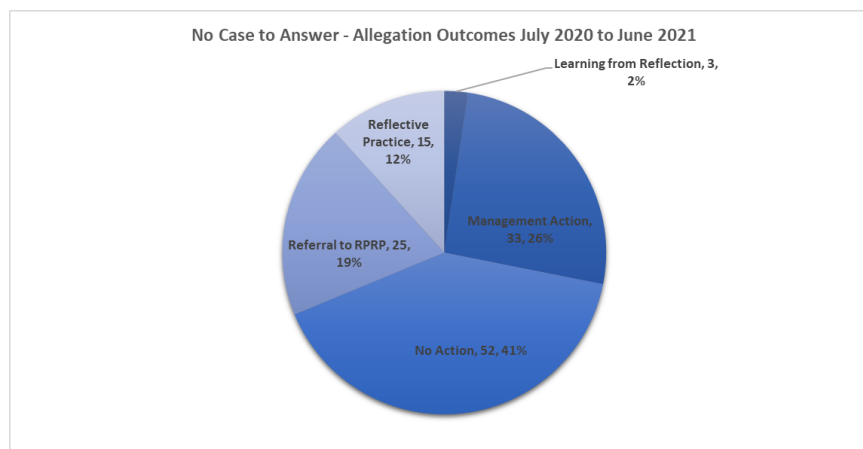
For the 12 months between 1st July 2020 and 30th June 2021 there were **111 total Conduct cases finalised**. Within these, there were a total of **271 strands/subjects**, for which sanctions/outcomes differ. The following graphs represent figures for cases and subjects. Please note that several Op Maple cases were finalised during 2020.

Please note that these are based on date finalised and as such some of the cases would have commenced prior to the financial year and therefore the type of outcome reflects this.

Summary of Conduct Outcomes:

- Cases: There were less Case to Answer (41%) than No Case to Answer (51%) for this period (the others were de recorded or discontinued)
- Allegations: 14% Management Action, 22% had Formal Action, 28% No Action.
- 20% of allegations with Case to Answer went to Misconduct Meeting – 54% of these then received Written Warning, 13% Final Written Warning.
- 27% of allegations with Case to Answer went to a Hearing – 25% of these were Dismissed, 41% Resigned/Retired/Would have been dismissed.

Where conduct allegations have been **no case to answer**, the majority; 41%, have resulted in No Action. 26% have been Management Action.



Case to Answer:

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

Please note this also includes results of HR managed allegations as well as Special Requirement (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 July 2020 - June 2021	%
Hearing	32	24%
HR Stage 3/Hearing	8	6%
Learning from Reflection	3	2%
Management Action	5	4%
Meeting	28	21%
No Action	8	6%
Referral to Proceedings	44	33%
Reflective Practice	2	2%
UPP	2	2%
Total	132	100%

Final Outcome	Total July 2020 - June 2021	%
Dismissal	10	8%
Final Written Warning	9	7%
Learning from Reflection	3	2%
Management Action	5	4%
Management Advice	3	2%
No Action	21	16%
Not Proven	1	1%
Proceedings discontinued	1	1%
Referral to Proceedings	44	33%
Reflective Practice	2	2%
Resigned/Retired/Would have been dismissed	15	11%
UPP	2	2%
Written Warning	16	12%
Total	132	100%

With regards to the final outcomes that involve dismissals, there were various categories of conduct breaches, as detailed in the table below. This includes the two dismissals that were because of special requirements from a complaint originally.

Category	Dismissal	Resigned/Retired/ Would have been dismissed	Total
01 Honesty and Integrity	3	2	5
02 Authority, Respect and Courtesy	1	2	3
03 Equality and Diversity	0	1	1
05 Orders and Instructions	1	0	1
06 Duties and Responsibilities	2	2	4
07 Confidentiality	1	1	2
08 Fitness for Duty	0	1	1
09 Discreditable Conduct	2	6	8
Total	10	15	25

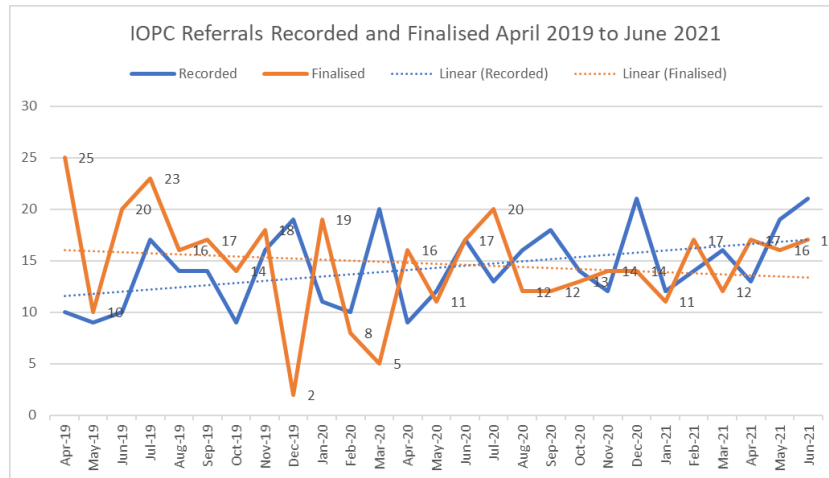
Suspensions and Restrictions

There are currently 12 officers/staff recorded as Suspended, and 26 on Restrictions (as at 06/07/2021). 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
May-20	1
Jun-20	2
Sep-20	3
Oct-20	5
Nov-20	7
Jan-21	1
Feb-21	1
Mar-21	2
May-21	2
Total	26

Month Suspended	Number of Staff/Officers
Feb-19	1
Jun-19	1
Nov-19	1
Jun-20	2
Jul-20	2
Jan-21	2
Apr-21	1
May-21	1
Jun-21	1
Total	12

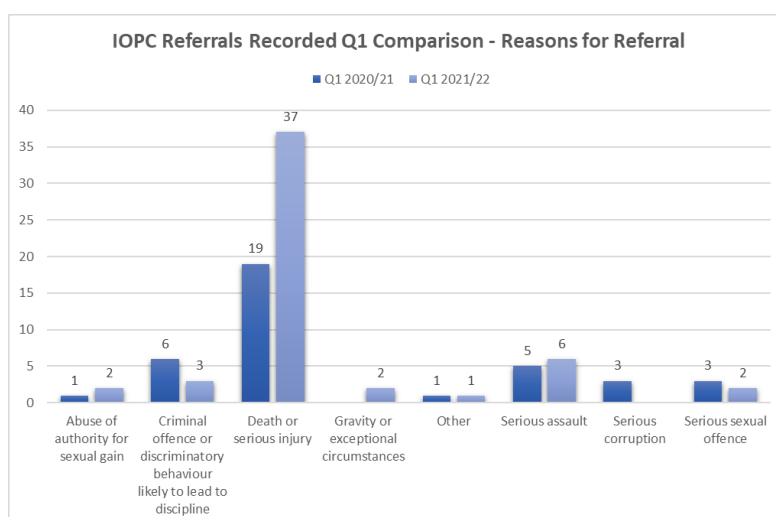
IOPC Referrals



Year	Recorded	Finalised
2018/2019	153	159
2019/2020	159	177
2020/2021	192	175

Levels of IOPC Referrals have stayed consistent since April 2019, with monthly numbers being sporadic. Numbers have remained similar across the last three financial years, though 2020/2021 did have a rise in recorded cases.

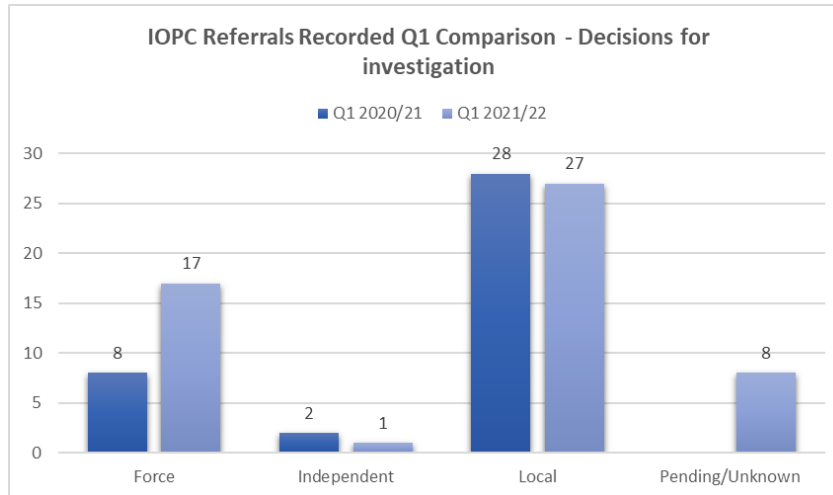
The majority, 52%, of referrals in 2020/2021 were due to Death or serious injury. This remains the main area in Q1 of this year, accounting for 70%.



Status - The majority of those so far in 2021/2022 are still live; 68%, with 30% finalised and 2% in review period.

IOPC Referral Decisions:

The majority: 51% of those so far in 2021/2022 have been decided as local investigations, 2% independent, and 32% for force to action, with 15% pending or unknown.

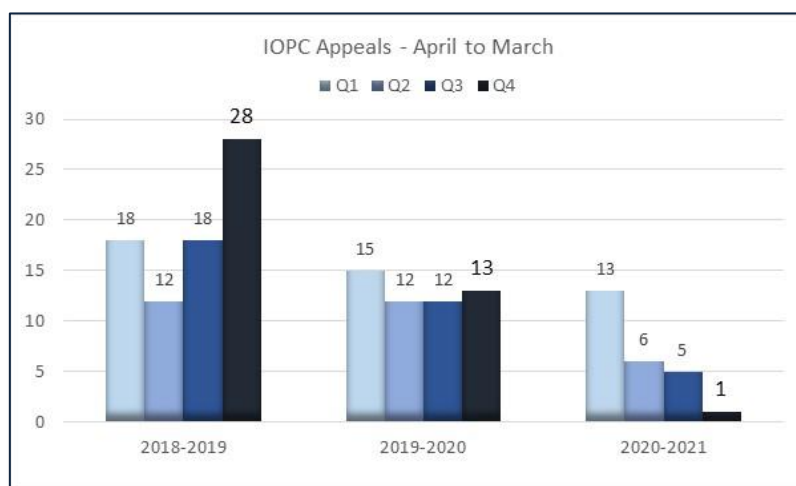


IOPC Appeals

Financial Year	IOPC Appeals
2018-2019	76
2019-2020	52
2020-2021	25
Total	153

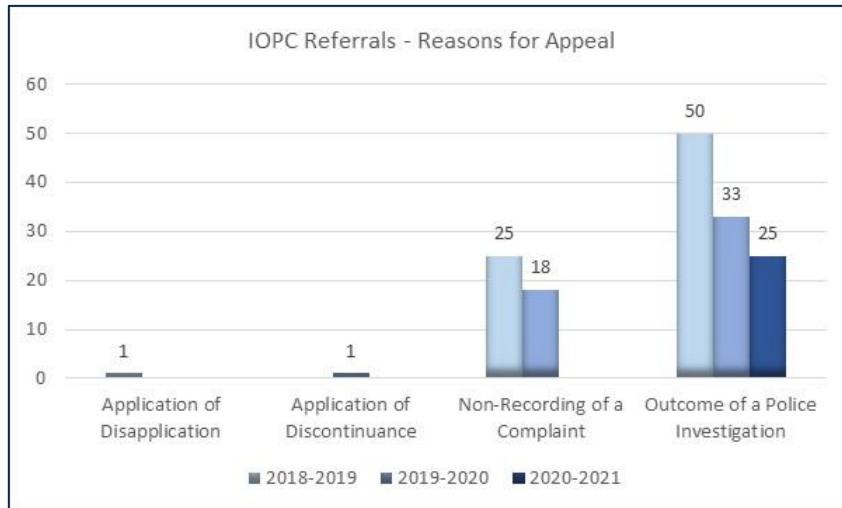
Due to the introduction of PFCC Reviews, the number of IOPC Appeals has fallen, with there only having been one recorded between April and June 2021. This is for a case that was recorded in January 2020, but appeal made in April 2021, being partially upheld and NFA.

This section of the report will therefore likely no longer be needed in future quarterly reporting, with there being the section covering PFCC instead (next section).



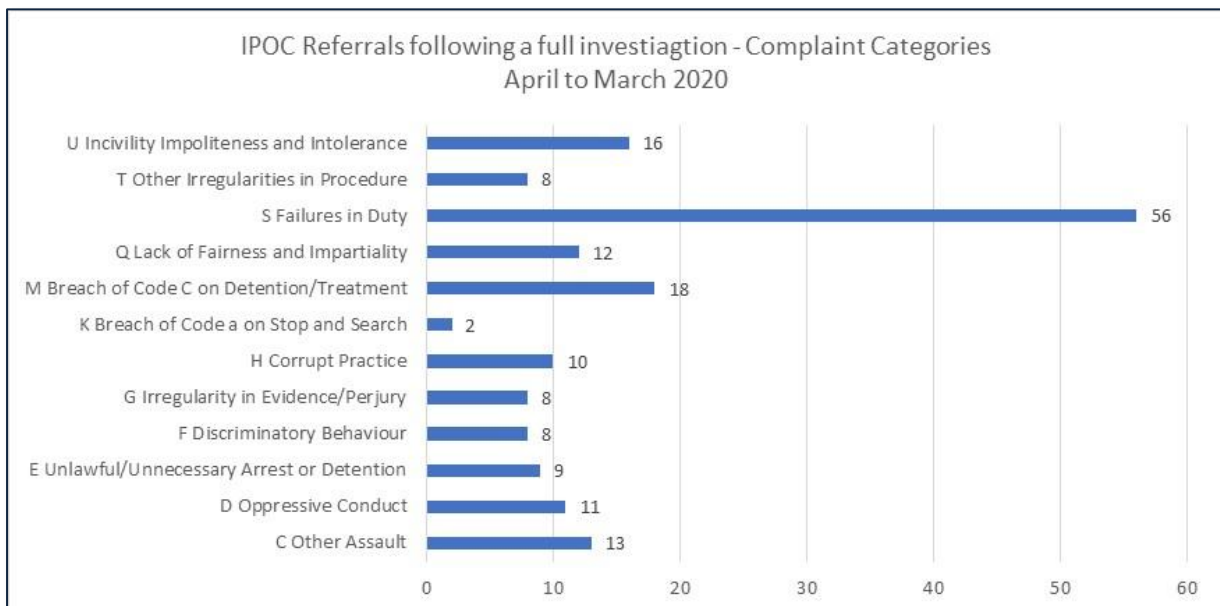
Reasons for IOPC Appeals:

Over the last three years, IOPC appeals were generally due to the outcome of a police investigation: All of those recorded in 2020/21 were under this category, as is the one from this quarter.

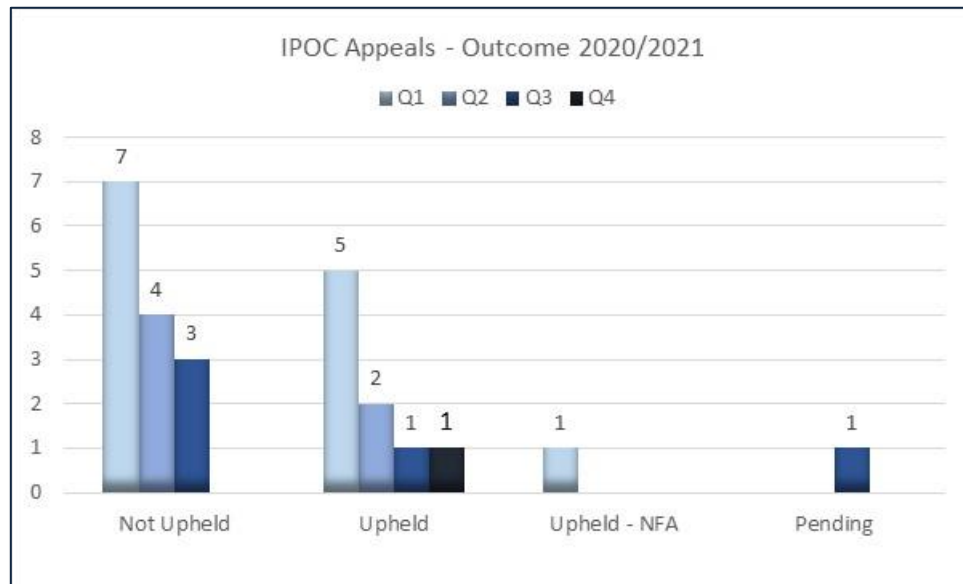


The main complaint category involved has always been S Neglect/Failure in Duty.

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



Outcomes of Appeals:



In this type of appeal, the majority are not upheld – 56% in 2020/2021. The one case from this quarter was Upheld NFA.

PFCC Reviews

Quarter	Total
Q1 2020/21	13
Q2 2020/21	26
Q3 2020/21	30
Q4 2020/21	38
Q1 2021/22	32

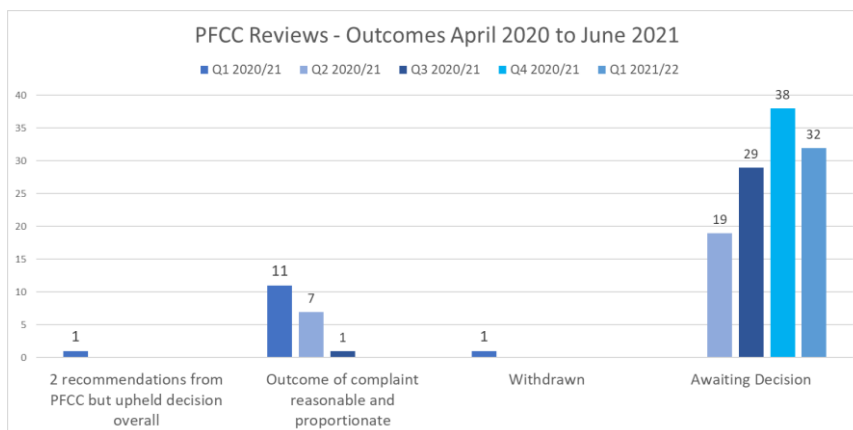
There have been 32 PFCC Reviews recorded in the first quarter of 2021/22. The table above shows the number per quarter since the start of the last financial year. This is a newly introduced form of review, hence the numbers increasing.

Complaint Categories of PFCC Reviews:

The following table 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 45% in Q1 of this year and was the highest in Q1 last year.

Complaint Category	Q1 2020/21	%	Q1 2021/22	%
A1 Police action following contact	17	30%	33	45%
A2 Decisions	1	2%	5	7%
A3 Information	2	4%	9	12%
A4 General level of service	4	7%	3	4%
B1 Stops, and stop and search	0	0%	2	3%
B2 Searches of premises and seizure of property	2	4%	3	4%
B3 Power to arrest and detain	3	5%	2	3%
B4 Use of force	1	2%	1	1%
B5 Detention in police custody	1	2%	2	3%
B6 Bail, identification and interview procedures	0	0%	0	0%
B7 Evidential procedures	2	4%	0	0%
B8 Out of court disposals	0	0%	0	0%
B9 Other policies and procedures	0	0%	0	0%
C1 Handling of or damage to property/premises	0	0%	2	3%
D1 Use of police systems	0	0%	0	0%
D2 Disclosure of information	2	4%	2	0%
D3 Handling of information	0	0%	0	0%
D4 Accessing and handling of information from other sources	0	0%	0	0%
E1 Use of police vehicles	0	0%	0	0%
F1 Age	0	0%	0	0%
F10 Other	0	0%	0	0%
F2 Disability	0	0%	0	0%
F6 Race	1	2%	0	0%
F7 Religion or belief	0	0%	0	0%
F8 Sex	0	0%	0	0%
F9 Sexual Orientation	0	0%	0	0%
G1 Organisational corruption	0	0%	0	0%
G3 Abuse of position for the purpose of pursuing an inappropriate emotional relationship	0	0%	0	0%
G5 Obstruction of justice	3	5%	0	0%
G6 Abuse of position for other purpose	0	0%	0	0%
H1 Impolite language/tone	1	2%	2	3%
H2 Impolite and intolerant actions	1	2%	3	4%
H3 Unprofessional attitude and disrespect	4	7%	3	4%
H4 Lack of fairness and impartiality	6	11%	0	0%
H5 Overbearing or harassing behaviours	6	11%	1	1%
J1 Sexual assault	0	0%	0	0%
J2 Sexual harassment	0	0%	0	0%
J3 Other sexual conduct	0	0%	0	0%
K1 Discreditable conduct	0	0%	0	0%
L1 Other	0	0%	0	0%
Total	57	100%	73	100%

Outcomes of Reviews:



Of the cases sent to PFCC since the start of the last financial year, 21 have had decisions made: Nearly all (19) have been ‘Outcome of complaint reasonable and proportionate’. One case has been withdrawn and one states, “2 recommendations from PFCC but upheld decision overall”.