

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 September 2021 by the Professional Standards Department (PSD).

The report follows the agreed format required by the Office of Police, Fire and Crime Commissioner (OPFCC), 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: November 2021

Unit: Professional Standards

Contact: D/Supt Scott Cannon

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Performance Update - Head of PSD - Key Findings Q2 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 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. Alternatively, the reintroduction of COVID measures may also increase complaints.

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 (cases). 2020/2021 had 1794 total: higher than the previous three years. There have been 1021 cases in the first half of 2021/2022, so it is likely that there will be an increase for the 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 two this year, there have been 902 strands from 527 cases, 184 cases having had multiple strands, ranging between 2 and 10 strands within a case.

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. Comparing Q1 and Q2 this year shows levels to be similar. Q2 has had 306 (66%) finalised within 90 days and 40 (9%) finalised within 91 and 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. Q2 this year has a total of 444 which were finalised as "The service provided was acceptable" and in total for the quarter, this category accounts for 45% of allegation outcomes. 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 Q2 data, that the main category seeing Service not acceptable as the outcome was A Delivery of Service.

Geographical Profiling

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.

When only considering total complaints against the three LPA areas in Q2 and comparing them to headcount ratio for only the areas – North LPA had the highest proportion for both; 44% of the headcount, and 47% of complaint strands for Q2.

Ethnicity

Complaints based on Self Defined Ethnicity show for Q2 this year that 64% were Self Defined White Ethnicity, 3% were Self Defined Asian Ethnicity, 4% were Self Defined Black Ethnicity, and 2% 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 Q2 of 2021/2022 are:

- A Delivery of Service (55.5%)
- B Police Powers, Policy and Procedures (16.2%)
- H Individual Behaviours (12.7%)

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 (89% in Q2) 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' (34%), 'unprofessional attitude and disrespect' (26%) and 'Overbearing or harassing behaviours' (20%) being the highest areas.

Within Police Powers, Policy and Procedures, the most complained about area (37% in Q2) is 'Use of Force', followed by 'Detention in Police Custody' (17%).

Misconduct

Misconduct cases remain steady with a decrease seen in the last few months of 2020/21. However, Q1 and Q2 of this year has seen a rise with 151 strands recorded in total compared to 105 in the same period last year. There have been 84 strands in Q2 this year compared to 67 in Q1. 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 (30% of Q2), which is highly likely to see an increase this year, having already had 47 so far this year compared to 54 in total last year.

Duties and Responsibilities has the next highest amount, with 17% of Q2 total strands.

Authority, Respect and Courtesy accounts for 12%, and is the third highest category.

Allegations of Honesty and Integrity decreased in 2020/21 with 22 allegations recorded, compared to 30 for all of 2019/2020. There has been 17 recorded so far this year, so is likely to have an increase.

In the last 12 months (October 2020 – September 2021) there have been 24 individuals subject to dismissal (or would have been dismissed) within 19 cases.

Hearings taking place slowed during COVID; however, they have now commenced again.

17 officers/staff are currently suspended, 41 officers/staff are on restrictions (as on 18/11/2021).

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 at times reflected in this data, 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 due to changes within commands, numbers may be skewed compared to other reporting.

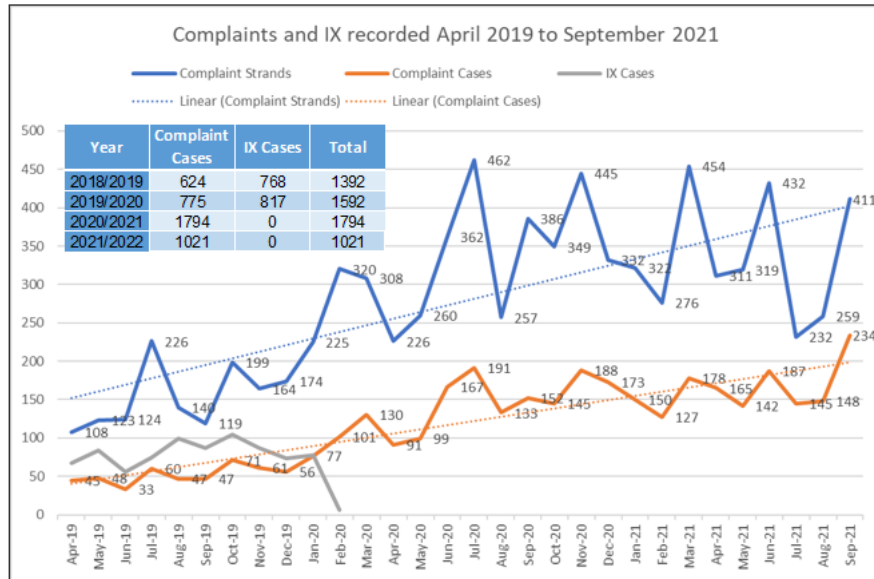
This data uses the Area Responsible as recorded initially for Cases; this will not reflect the individual complaint strands and officer allegations which will often be across different commands and areas.

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 partly 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. Categories were renewed, and there is no longer IX recording; 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 however 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.
- More specific categories of complaint have resulted in better 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.

Complaint Categories

April to September 2021:

The following table shows a breakdown of the categories for Q1 and Q2 of this year. 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	% of Total Q1	Q2	% of Total Q2	Total 2021/22
A Delivery of Service	Police Action, Decisions, Information	590	55.6%	501	55.5%	1091
B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	171	16.1%	146	16.2%	317
C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	26	2.4%	32	3.5%	58
D Access and/or disclosure of information	Use of Data, disclosure	26	2.4%	21	2.3%	47
E Use of Police Vehicles	Use of Police Vehicles	9	0.8%	11	1.2%	20
F Discriminatory Behaviour	Various Discrimination Categories	50	4.7%	50	5.5%	100
G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	27	2.5%	14	1.6%	41
H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	153	14.4%	115	12.7%	268
J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	5	0.5%	6	0.7%	11
K Discreditable Conduct	Discreditable Conduct	3	0.3%	2	0.2%	5
L Other	Other	2	0.2%	4	0.4%	6
Total		1062	100%	902	100%	1964

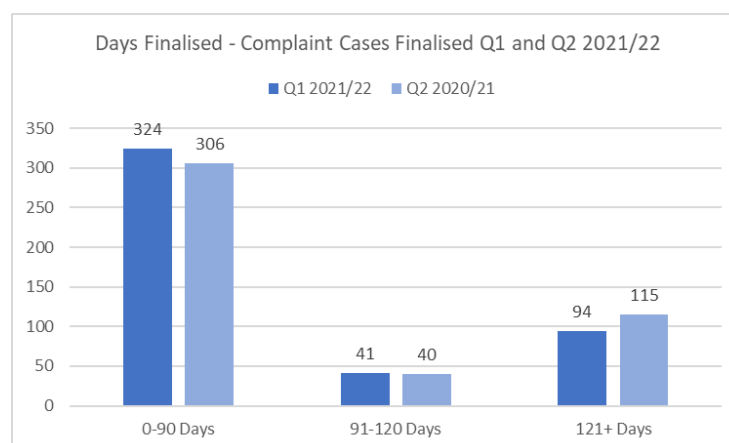
It continues to be the Delivery of Service provided/Failure in Duty type complaints that are the highest proportion. The category of Powers/Policy/Procedure is the second highest category, which encompasses areas such as Use of Force, Arrest, Custody, Evidence. The Individual Behaviours related category still also sees high numbers (third highest category).

There have been lower numbers recorded in Q2 compared to Q1, with the three main categories having had fewer than Q1. However, at the halfway point of the financial year, considering the total so far, it is likely that there will be an increase this year overall.

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

Timeliness of Complaints

The following graph compares finalised data from Q1 and Q2 of this year and shows that the majority are finalised within 90 days (66% of the finalised total in Q2, 71% in Q1). The proportions are also similar for the two other categories for both quarters.



Live Complaint Data

This is complaints data as of 2nd November 2021, compared to 4th September 2021 (data not available for October).

The below shows live cases are mostly under 90 days (75%).

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 107 complaints greater than 120 days, 26 of these are exceeding 365 days.

Outcomes of Complaints

The first table below shows the finalised allegation outcomes of complaints finalised in Q1 and Q2 this year. This shows that proportions are similar, and that **Service provided was acceptable** remains the main outcome recorded. This follows the trend of this being 38% of allegation outcomes in the full year of 2020/21.

Complaint Allegation Outcome	Q1 2021/22	%	Q2 2021/22	%
Resolved	195	20%	176	18%
The service provided was acceptable	423	43%	444	45%
The service provided was not acceptable	112	11%	106	11%
Withdrawn	47	5%	37	4%
Other	209	21%	234	23%
Total	986	100%	997	100%

The following table shows the outcome of Allegations for each command for Q2 of this year. Please note that these are based on the number of Allegations, which will be higher than number of cases.

Allegation Outcome Q2 2021/22	CJOM	CM	CPP	CT	HQ	LPA NORTH	LPA SOUTH	LPA WEST	OPC	SCD	SSD	Unknown	Total Q2	%Q2
Resolved	7%	36%	9%	0%	27%	15%	16%	27%	24%	11%	50%	0%	176	18%
The service provided was acceptable	80%	24%	63%	29%	24%	56%	44%	33%	63%	67%	0%	0%	444	45%
The service provided was not acceptable	7%	36%	15%	0%	4%	10%	11%	14%	8%	11%	0%	0%	106	11%
Withdrawn	0%	0%	0%	0%	0%	4%	2%	11%	1%	11%	0%	0%	37	4%
Other	7%	4%	13%	71%	45%	15%	27%	15%	5%	0%	50%	100%	230	23%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	997	100%
% of Total	1.5%	2.5%	4.6%	1.4%	5.5%	30.3%	23.0%	16.4%	8.0%	0.9%	0.2%	5.6%	100.0%	

Finalised Allegations Q2 2021/22

In Q2 this year, the outcomes are mainly 'Service provided was acceptable', accounting for 45% of all allegation outcomes. Please note this is for all allegations/subjects within a case, of which there may be several.

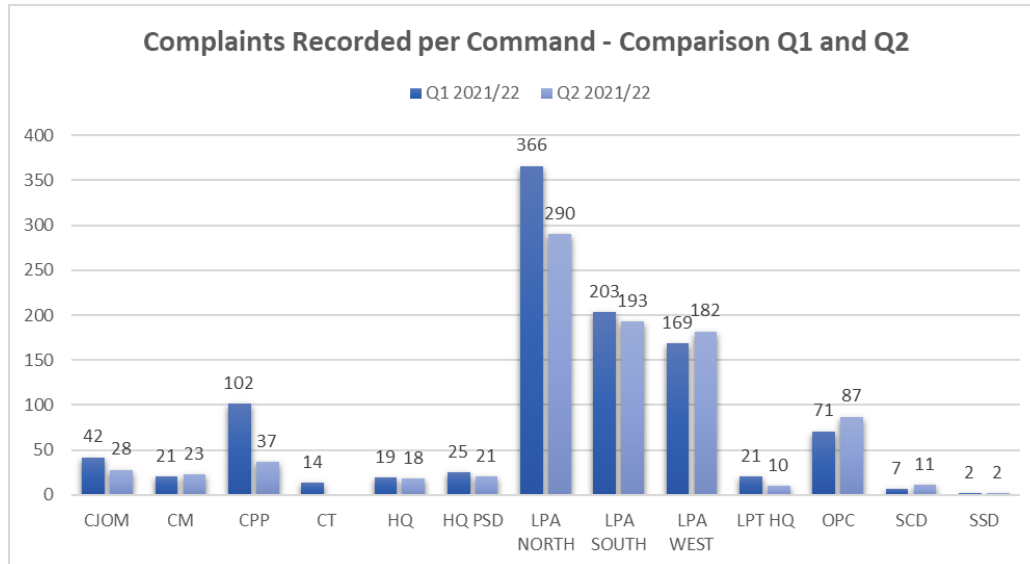
The Local Policing Command continues to have the most finalised outcomes, accounting for 70%, of which North LPA has the most. This is always to be expected due to this being the main operational area and was a similar proportion (69%) for the full year 2020/21.

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 where necessary.

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 and Q2 of this year, there were 6 allegations within two cases with outcome of SR - again for cases 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 complaints recorded so far in 2021/2022, indicating that the three areas are having complaints numbers in proportion to their headcount:

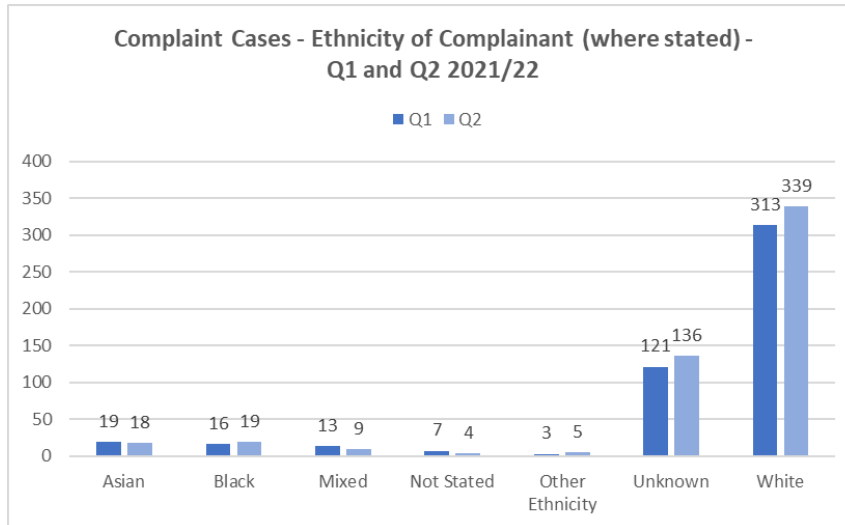
LPA	% of LPA Complaint Strands Recorded Q1 and Q2	% of LPA Headcount 30/09/2021
North LPA	47%	44%
South LPA	28%	30%
West LPA	25%	26%

Please note: -

HQ PSD is 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, with numbers often being sporadic month to month. Also note that there will often be multiple complaints within cases.

Ethnicity of Complainants



Ethnicity of Complainants	Q1 2021/22	%	Q2 2021/22	%	Total	%
Asian	19	4%	18	3%	37	4%
Black	16	3%	19	4%	35	3%
Mixed	13	3%	9	2%	22	2%
Not Stated	7	1%	4	1%	11	1%
Other Ethnicity	3	1%	5	1%	8	1%
Unknown	121	25%	136	26%	257	25%
White	313	64%	339	64%	652	64%
Total	492	100%	530	100%	1022	100%

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

White remains as the majority ethnicity recorded (64%), and the proportions have remained the same comparing Q1 and Q2. Although, there has been a quarter of cases in each quarter 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%

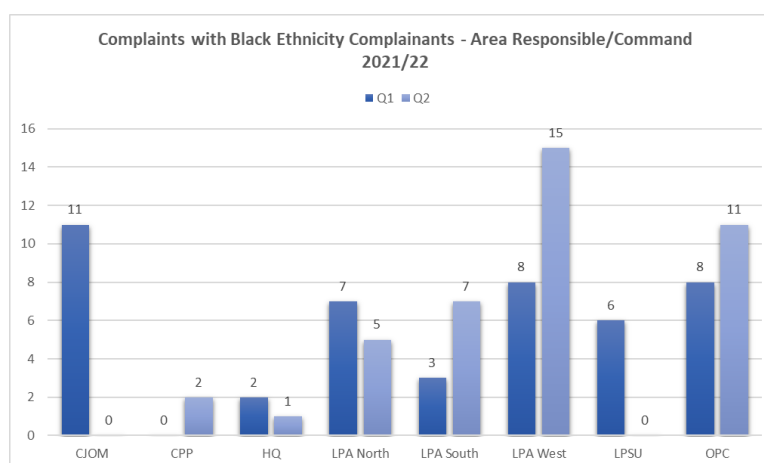
Breakdown of Complaints – Black Ethnicity Group

Overall Category	Q1 2021/22	%	Q2 2021/22	%
A Delivery of Service	10	22%	16	39%
B Police Powers, Policy and Procedures	15	33%	9	22%
C Handling of, or Damage to property/premises	1	2%	5	12%
D Access and/or disclosure of information	0	0%	1	2%
F Discriminatory Behaviour	12	27%	4	10%
G Abuse of Position/Corruption	0	0%	1	2%
H Individual Behaviours	7	16%	5	12%
Black Ethnicity Total	45	100%	41	100%

Complainants of Black ethnicity, account for 4% of complaints in Q2, like Q1 which was 3%. The highest complaint categories and sub-categories in Q2 are as follows:

- Delivery of Service (39%) – This proportion has increased from 22% in Q1. Mostly A1 Police action following contact (32% of complaints for Q2).
- Police Powers/Policy/Procedures – where B4 Use of force and B5 Detention in police custody have the highest number. This category overall accounts for 22% of complaints with black ethnicity complainants in Q2, a decrease from 33% in Q1.
- Discriminatory Behaviour (27%) – This has also decreased since Q1, accounting for 10% in Q2 compared to 27% in Q1.
- There has been an increase in numbers recorded for this ethnicity group compared to the start of last year (44 cases in Q1 and Q2 last year). This is likely to be due to improved recording on Centurion and a general increase in complaints.

When considering Q1 and Q2 complaints for this year, West LPA areas have had the highest overall, accounting for 37% in Q2.



Though numbers are too small to conduct robust analysis by district, the following table shows the Local Policing districts with the higher numbers and the categories that were recorded in Q1 and Q2 combined.

Sub-Category	Epping		
	Colchester	Brentwood	Harlow
A1 Police action following contact	1	2	4
A4 General level of service	0	0	1
B3 Power to arrest and detain	1	0	0
B4 Use of force	2	1	0
B5 Detention in police custody	1	0	0
C1 Handling of or damage to property/premises	1	0	2
F2 Disability	1	0	0
F6 Race	1	4	1
G1 Organisational corruption	0	0	1
H2 Impolite and intolerant actions	0	0	1
H5 Overbearing or harassing behaviours	0	0	1
Total	8	7	11

Breakdown of Complaints – Mixed Ethnicity Group

Overall Category	Q1 2021/22	%	Q2 2021/22	%
A Delivery of Service	12	57%	7	54%
B Police Powers, Policy and Procedures	4	19%	1	8%
C Handling of, or Damage to property/premises	2	10%	0	0%
D Access and/or disclosure of information	1	5%	0	0%
F Discriminatory Behaviour	0	0%	2	15%
H Individual Behaviours	2	10%	3	23%
Mixed Ethnicity Total	21	100%	13	100%

Complainants of Mixed ethnicity, account for 2% of complaints since April 2021. There was seen to be a decrease in this ethnicity towards the end of 2020/21, and this decrease is continuing with numbers being lower in Q2. The highest complaint categories and sub-categories are as follows:

- Delivery of Service category (54% Q2 complaints) – Continues to be highest area, with the majority being A1 Police Action following contact (50% of Q1 and Q2 total).
- H Individual Behaviours – Numbers are low, though 23% in Q2, increase from 10% in Q1. Varied allegation types.

When considering Q1 and Q2 combined for this year, West LPA sees the highest number of complaints in this ethnicity, accounting for 26%. However, the numbers are small, and North and South LPA also account for 24% and 21% respectively. This will be monitored in future quarterly reports to establish any further trends. 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 Q2 numbers per geographic area (where known) for the Mixed ethnicity complaints.

Sub-Category Q2	A1 Police action following contact	B4 Use of force	F6 Race	H1 Impolite language/tone	H3 Unprofessional attitude and disrespect	H4 Lack of fairness and impartiality
HQ	1	0	0	0	0	0
Basildon	1	0	0	0	0	1
Chelmsford Maldon	1	1	0	1	0	0
Colchester	1	0	1	0	0	0
Harlow	1	0	0	0	0	0
Southend	1	0	0	0	0	0
Tendring	0	0	0	0	1	0
Total	7	1	2	1	1	1

Breakdown of Complaints – Asian Ethnicity Group

Overall Category	Q1 2021/22	%	Q2 2021/22	%
A Delivery of Service	58	55%	8	29%
B Police Powers, Policy and Procedures	2	2%	7	25%
C Handling of, or Damage to property/premises	0	0%	1	4%
D Access and/or disclosure of information	0	0%	1	4%
E Use of Police Vehicles	0	0%	1	4%
F Discriminatory Behaviour	9	8%	5	18%
G Abuse of Position/Corruption	16	15%	0	0%
H Individual Behaviours	21	20%	5	18%
Asian Ethnicity Total	106	100%	28	100%

Complainants of Asian ethnicity, account for 4% of complaint cases 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 were 61 strands (within three cases) from the same complainant, accounting for 55% of the total complaint strands under this ethnicity in Q1. In Q2 there has only been one case/complaint from the complainant with fewer strands, therefore numbers have decreased significantly.

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

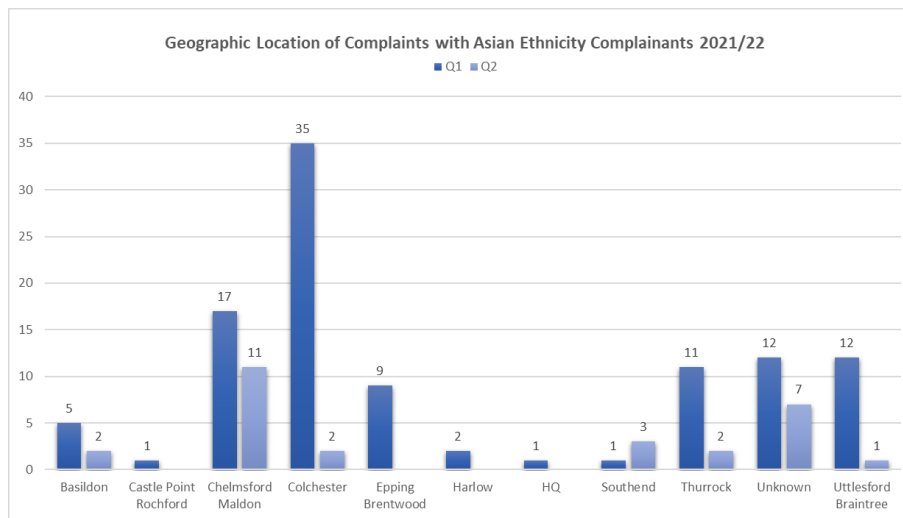
- A Delivery of service - A1 Police action following police contact (37% of all Asian ethnicity complaints Q1 and Q2)
- G Abuse of Position/Corruption, sub-category of Obstruction of Justice (11% Q1 and Q2)
- H Individual Behaviours, sub-category Overbearing/harassing behaviours (13% Q1 and Q2)

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 54% across Q1 and Q2 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, the following table shows the top complaint categories by district for Q1 and Q2 of this year.

Command	Q1 2021/22	Q2 2021/22	Total Q1 and Q2	%
CJOM	0	2	2	1%
CPP	0	2	2	1%
LPA North	63	10	73	54%
OPC	0	4	4	3%
HQ	8	3	11	8%
LPA South	7	6	13	10%
LPA West	28	1	29	22%
Total	106	28	134	100%

The main district areas that are seeing the complaints are Chelmsford/Maldon, and Colchester.



Complaint Categories – Force Overview

The following sections focus on the Complaint categories as in the table below, and comparisons will be made to 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.

Overall Category	Description/Summary	Q1	% of Total Q1	Q2	% of Total Q1	Total 2021/22
A Delivery of Service	Police Action, Decisions, Information	590	55.6%	501	55.5%	1091
B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	171	16.1%	146	16.2%	317
C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	26	2.4%	32	3.5%	58
D Access and/or disclosure of information	Use of Data, disclosure	26	2.4%	21	2.3%	47
E Use of Police Vehicles	Use of Police Vehicles	9	0.8%	11	1.2%	20
F Discriminatory Behaviour	Various Discrimination Categories	50	4.7%	50	5.5%	100
G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	27	2.5%	14	1.6%	41
H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	153	14.4%	115	12.7%	268
J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	5	0.5%	6	0.7%	11
K Discreditable Conduct	Discreditable Conduct	3	0.3%	2	0.2%	5
L Other	Other	2	0.2%	4	0.4%	6
Total		1062	100%	902	100%	1964

The significant areas being recorded under in Q2 are:

1. A Delivery of Service – 55.5%
2. B Police Powers, Policy and Procedures – 16.2%
3. H Individual Behaviours – 12.7%

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

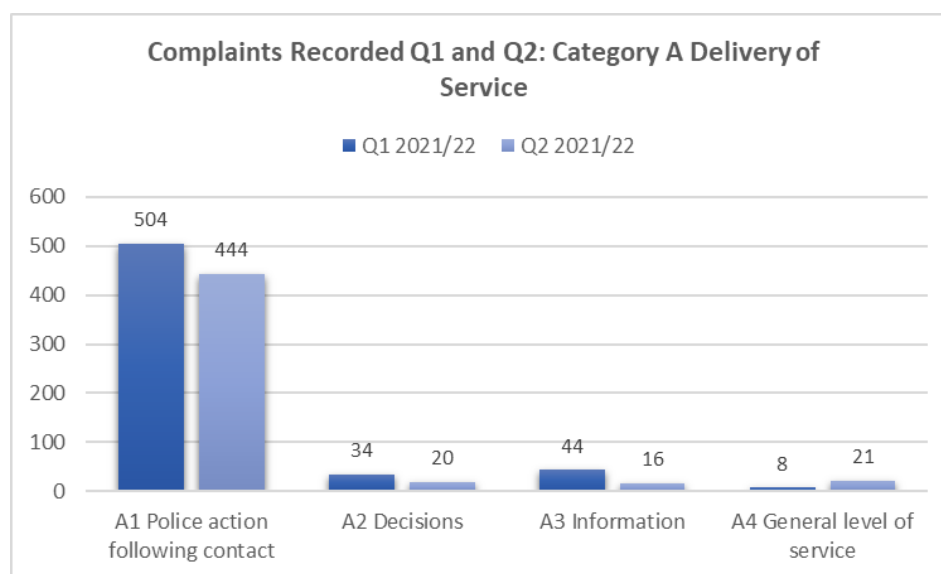
Complaint Codes A1 – A4 Delivery of Service:

This category is like the previous code S Neglect/Failure in Duty, which used to be the highest category recorded under, accounting for 40% 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. Q2 this year continues to see this with 55.5% of total strands recorded.

The breakdown of the four sub-categories for Q1 and Q2 of this year are as below, with A1 Police action following contact remaining the highest, accounting for 89% in Q2.

Sub-Category	Q1 2021/22	%	Q2 2021/22	%
A1 Police action following contact	504	85%	444	89%
A2 Decisions	34	6%	20	4%
A3 Information	44	7%	16	3%
A4 General level of service	8	1%	21	4%
Total	590	100%	501	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 34% of the total A category recorded in both Q1 and Q2. 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	A Complaints Q1 2021/22	%	A Complaints Q2 2021/22	%	Command % of Force Headcount
CJOM	11	2%	6	1%	5%
CM	14	2%	16	3%	9%
CPP	46	8%	18	4%	8%
CT	5	1%	0	0%	1%
HQ	31	5%	25	5%	4%
LPA NORTH	203	34%	169	34%	16%
LPA SOUTH	124	21%	111	22%	11%
LPA WEST	123	21%	110	22%	10%
LPSU	5	1%	3	1%	1%
OPC	22	4%	39	8%	11%
SCD	5	1%	4	1%	8%
SSD	1	0%	0	0%	14%
Total	590	100%	501	100%	100%

LPA	Q2 % of LPA Complaints (A Category)	% of Staff LPA Force Headcount
LPA NORTH	43%	44%
LPA SOUTH	28%	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 outcome seen for category A with 42% in Q2.

The table below shows a comparison of Q1 and Q2 for this year, which shows similar levels for the outcome types.

Case Outcome of A Complaints - Finalised Cases	Q1 2021/22	%	Q2 2021/22	%
Resolved	123	38%	126	36%
The service provided was acceptable	130	40%	146	42%
The service provided was not acceptable	22	7%	25	7%
Withdrawn	13	4%	14	4%
Other	40	12%	38	11%
Total	328	100%	349	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).

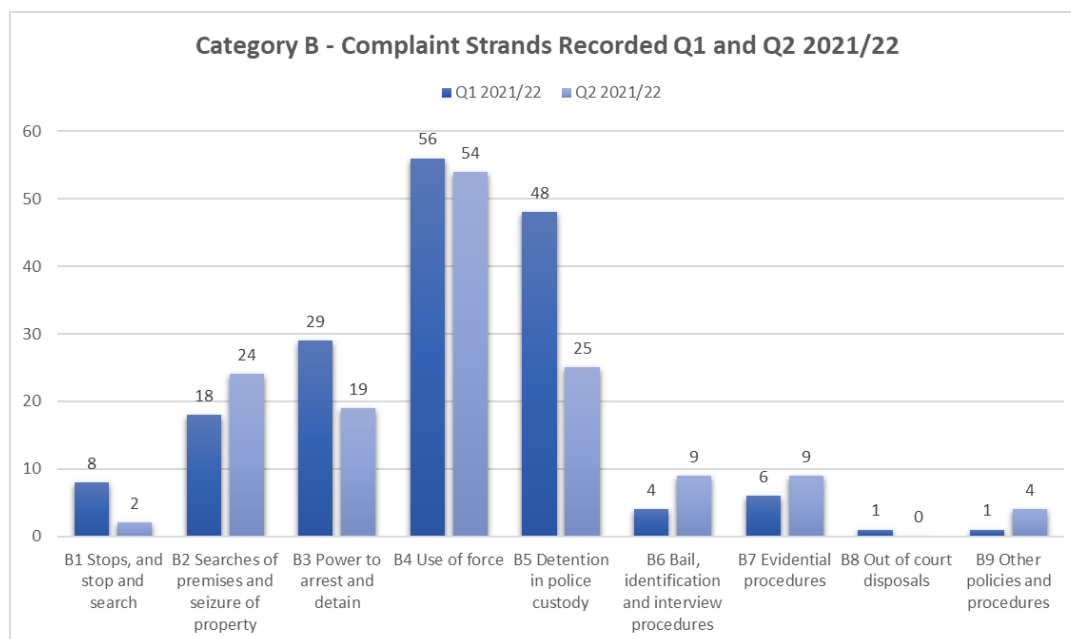
In 2021/2022, this is the second highest category of recorded complaints so far; **16.2%** of all complaints recorded in Q2.

The table below shows a comparison of the sub-categories recorded in Q1 and Q2 of this year.

Sub-Category B	Q1 2021/22	%	Q2 2021/22	%
B1 Stops, and stop and search	8	5%	2	1%
B2 Searches of premises and seizure of property	18	11%	24	16%
B3 Power to arrest and detain	29	17%	19	13%
B4 Use of force	56	33%	54	37%
B5 Detention in police custody	48	28%	25	17%
B6 Bail, identification and interview procedures	4	2%	9	6%
B7 Evidential procedures	6	4%	9	6%
B8 Out of court disposals	1	1%	0	0%
B9 Other policies and procedures	1	1%	4	3%
Total	171	100%	146	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 half of this year, accounting for over a third in Q2.

The other two main areas of Power to arrest and detain, and Police Custody issues, have decreased in Q2, with complaints around searches and premises/seizure of property having increased slightly.



Command:

The LPA commands continue to see the higher numbers of complaints under this category, with LPA North having just over a third of those recorded in Q2 (34%). West LPA has had a higher amount this quarter with 16% of the total compared to 9% in Q1.

Command	B Complaints Q1 2021/22	%	B Complaints Q2 2021/22	%
CJOM	21	12%	18	12%
CPP	22	13%	2	1%
CT	7	4%	0	0%
HQ	2	1%	2	1%
LPA NORTH	51	30%	49	34%
LPA SOUTH	33	19%	28	19%
LPA WEST	16	9%	24	16%
LPT HQ	4	2%	1	1%
OPC	15	9%	18	12%
SCD	0	0%	4	3%
Total	171	100%	146	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.

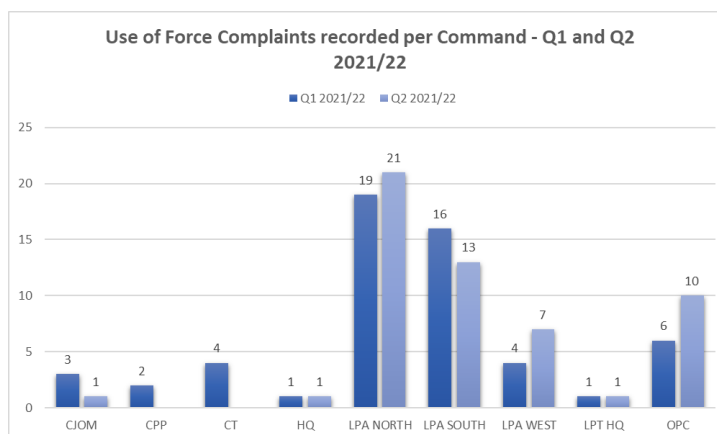
LPA	% of LPA Complaints under B Category Q2	% of Staff LPA Force Headcount
LPA NORTH	49%	44%
LPA SOUTH	28%	30%
LPA WEST	24%	26%

Use of Force:

Over a third (37%) of the category B complaints recorded in Q2 are Use of Force complaints.

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 6% so far this year.

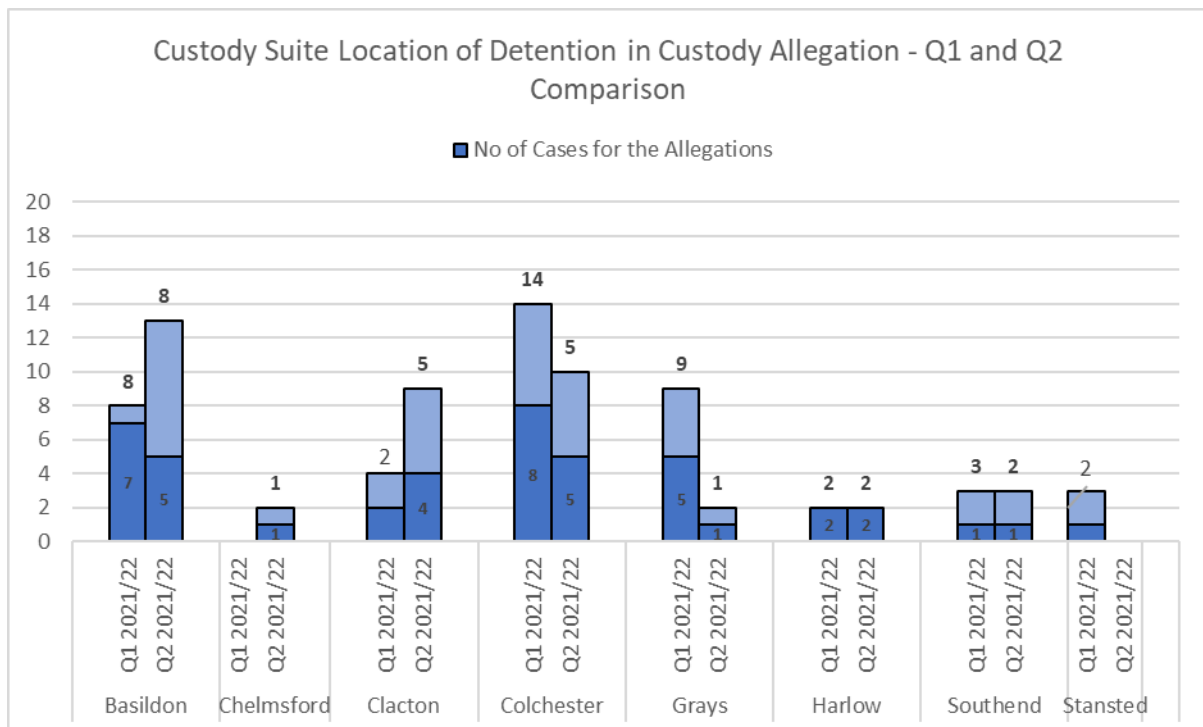
The graph below shows each command per quarter for Use of Force. LPA North and South have the highest overall numbers, and LPA West and OPC have had increases in Q2 compared to Q1.



Detention in Police Custody

There has been a decrease in Q2 of these complaints – accounting for 17% of the B category in Q2 compared to 28% in Q1. Though when considering strands within cases, Q1 had two cases accounting for 13 strands, whereas Q2 has not had any similar multiple strand cases.

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. Clacton has seen an increase in cases and allegation in Q2, and Colchester and Grays have had decreases.



Stop Search info from Strategic Command Data:

Quarter	Month	Number	Quarter Total
Q1 2020/21	Apr-20	2583	8881
	May-20	3440	
	Jun-20	2858	
Q2 2020/21	Jul-20	2391	6020
	Aug-20	2000	
	Sep-20	1629	
Q3 2020/21	Oct-20	1902	5338
	Nov-20	2062	
	Dec-20	1374	
Q4 2020/21	Jan-21	1765	5348
	Feb-21	1562	
	Mar-21	2021	
Q1 2021/22	Apr-21	1634	4634
	May-21	1675	
	Jun-21	1325	
Q2 2021/22	Jul-21	1271	3760
	Aug-21	1388	
	Sep-21	1101	

There was an overall increase in recorded Stop Searches from 2018 due to data being inputted onto Mobile Data Terminals. However, numbers have started to decrease in the last 12 months. The figures in the table above show monthly and quarterly numbers since April 2020².

Additional Strategic Change Information from October 2021: *'There was a 63.1% decrease (2,195 fewer) in the number of stop and search for weapons in the 12 months to September 2021 compared to the 12 months to September 2020³.'*

Any increases in recent years have not impacted on related complaints as numbers have remained low, and account for just 1% of the B category in Q2 this year.

Category B Case Outcomes (Finalised data)⁴

Service provided was acceptable remains as the main outcome seen for category B, as in the year 2020/21. 78% of those cases finalised have had this outcome in Q2 this year, 72% overall for the full year last year.

Outcome	Q1 2021/22	%	Q2 2021/22	%
Resolved	12	7%	9	7%
The service provided was acceptable	121	74%	104	78%
The service provided was not acceptable	6	4%	7	5%
Withdrawn	14	9%	6	5%
Other	11	7%	7	5%
Total	164	100%	133	100%

² Numbers obtained from Performance Analysis Unit.

³ Taken from October 2021 PFCC Monthly Performance Report PAU:
<http://connexion.ecis.police.uk/teams/dcc/strategic-change-performance/pau.html>

⁴ 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).

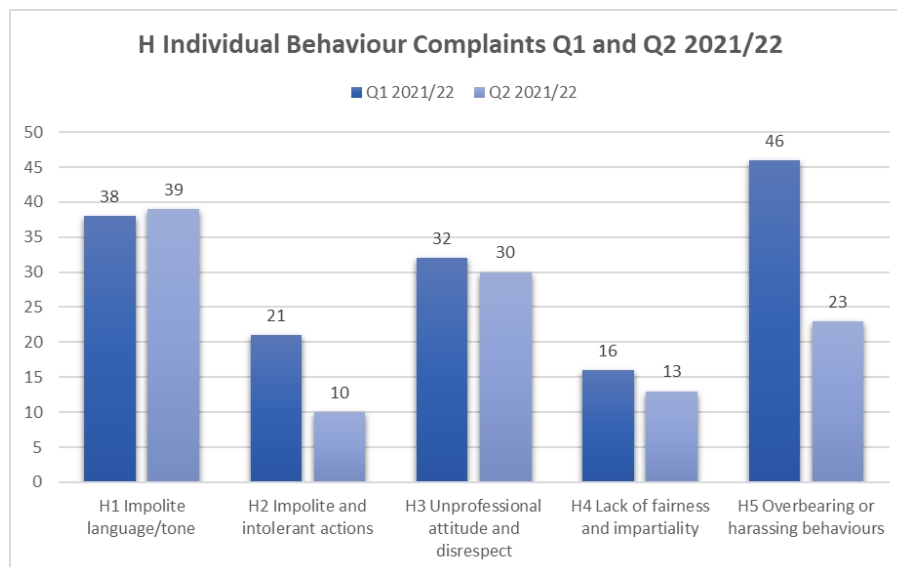
H accounts for 16% of the complaints recorded in Q1 and Q2, and is the third highest category recorded under so far in this financial year (it was the second highest overall for the 2020/21 year). This is in line with the previous Incivility category being second highest in previous years under the old categories. U Incivility accounted for 13% total in 2019/20, whilst H1-H3 accounted for 11% in 2020/21.

There does appear to be a continuing decline in this category. Q4 had a decrease to 158 from 200 in Q3. Q1 of this year has similarly had 152 total. And Q2 has had 115 total.

The decrease may be accounted for by the fact that the new complaint categories are now more varied and specific, and issues that may have previously been recorded under Incivility are now recorded under other new categories.

The sub-categories that have the highest proportion are H1 Impolite language and tone accounting for over a third of the category in Q2 this year (34%), H3 Unprofessional Attitude/disrespect (26%), and H5 Overbearing or harassing behaviours, which has accounted for 20% of the category in Q2.

H Sub-Category	Q1 2021/22	%	Q2 2021/22	%	Total
H1 Impolite language/tone	38	25%	39	34%	77
H2 Impolite and intolerant actions	21	14%	10	9%	31
H3 Unprofessional attitude and disrespect	32	21%	30	26%	62
H4 Lack of fairness and impartiality	16	10%	13	11%	29
H5 Overbearing or harassing behaviours	46	30%	23	20%	69
Total	153	100%	115	100%	268



Command

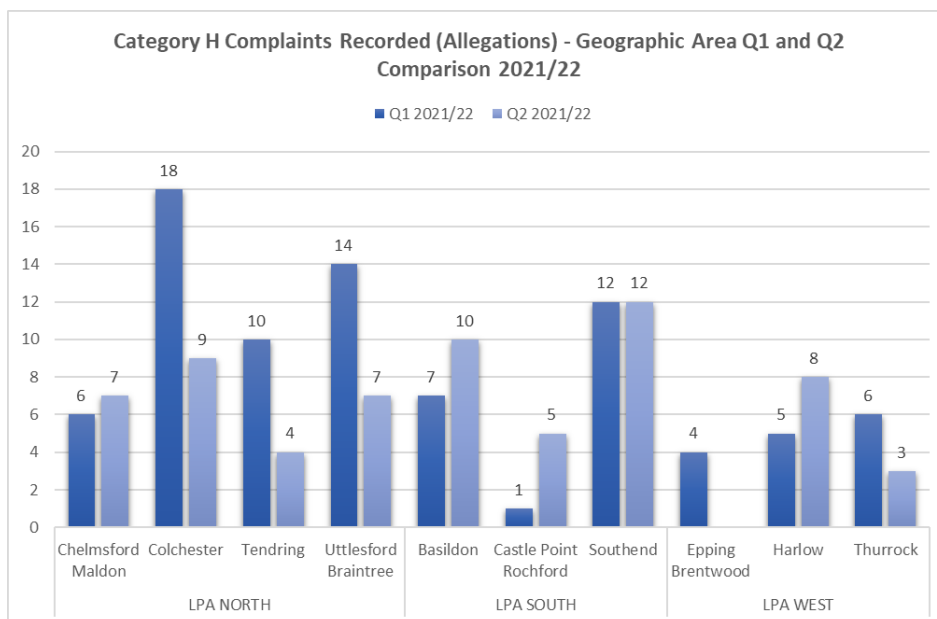
The LPA areas have most of these complaints, with LPA North seeing the most with 30% of overall in Q2 this year.

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 2021/22	%	Q2 2021/22	%	Total	Command % of Force Headcount
CJOM	7	5%	2	2%	9	5%
CM	5	3%	5	4%	10	9%
CPP	14	9%	4	3%	18	8%
HQ	6	4%	5	5%	11	4%
LPA NORTH	57	37%	35	30%	92	16%
LPA SOUTH	24	16%	31	27%	55	11%
LPA WEST	17	11%	15	13%	32	10%
LPT HQ	7	5%	2	2%	9	1%
OPC	16	10%	14	12%	30	11%
SSD	0	0%	2	2%	2	14%
Total	153	100%	115	100%	268	

LPA	Q2 % of LPA Complaints (H Category)	% of LPA Total Headcount
LPA NORTH	43%	44%
LPA SOUTH	38%	30%
LPA WEST	19%	26%

LPA North is seeing the higher numbers in all the sub-categories. The graph below shows the geographic areas in the LPA command complaints. Colchester and Uttlesford/Braintree had most in Q1, Basildon and Southend most in Q2.



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, this may account for the higher numbers earlier in the financial year.

Case Outcomes (Finalised data)⁵

Service provided was acceptable is the main outcome seen for category H so far this year, following the same pattern as last year – 66% of those cases finalised have had this outcome in Q2.

Case Outcome	Q1 2021/22	%	Q2 2021/22	%	Total
Resolved	26	24%	17	15%	43
The service provided was acceptable	67	62%	77	66%	144
The service provided was not acceptable	5	5%	12	10%	17
Withdrawn	6	6%	2	2%	8
Other	4	4%	8	7%	12
Total	108	100%	116	100%	224

Complaint Codes F1-F10 Discriminatory Behaviour

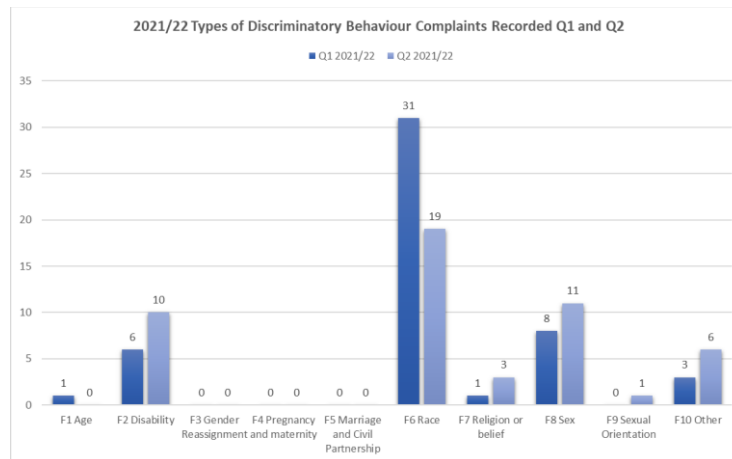
Codes F1-F10 cover various allegations of discrimination, and accounts for 5.5% of complaint strands recorded in Q2 of this year, and is the fourth highest category recorded, though numbers are low compared to the top three categories. There have been 50 complaints recorded in each Q1 and Q2.

Numbers are increasing, there having been 100 so far, this financial year, compared to 147 in total last year. This can be accounted for by the general increase in complaints, however, this may also be due to better/more detailed recording under the new/more specific complaint categories.

The table below shows that Race is the main type of discrimination subject to complaints, though is lower in Q2, with other categories such as Disability and Sex having increased slightly. There are very low numbers or no recording under some of the sub-categories.

F Sub-Category	Q1 2021/22	%	Q2 2021/22	%
F1 Age	1	2%	0	0%
F2 Disability	6	12%	10	20%
F3 Gender Reassignment	0	0%	0	0%
F4 Pregnancy and maternity	0	0%	0	0%
F5 Marriage and Civil Partnership	0	0%	0	0%
F6 Race	31	62%	19	38%
F7 Religion or belief	1	2%	3	6%
F8 Sex	8	16%	11	22%
F9 Sexual Orientation	0	0%	1	2%
F10 Other	3	6%	6	12%
Total	50	100%	50	100%

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



Complainants: When considering race discrimination complaints, the self-defined ethnicity of the complainants (per case) is detailed in the table below. The majority for this year so far is of Black ethnicity.

Complainant - Self Defined Ethnicity - F6 Race Discrimination Complaints	Q1 2021/22	Q2 2021/22	Total	%
Asian	4	3	7	16%
Black	9	3	12	27%
Mixed	0	2	2	5%
Other	1	1	2	5%
Unknown	10	6	16	36%
White	1	4	5	11%
Total	25	19	44	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. In Q1 LPA South and West had low numbers, however in Q2 they have increased to more proportionate numbers in comparison to the headcount for each area:

Command	Q1 2021/22	%	Q2 2021/22	%	Total
CJOM	2	4%	0	0%	2
CM	0	0%	2	4%	2
CPP	8	16%	6	12%	14
HQ	0	0%	1	2%	1
LPA NORTH	21	42%	13	26%	34
LPA SOUTH	6	12%	11	22%	17
LPA WEST	7	14%	13	26%	20
LPT HQ	2	4%	1	2%	3
OPC	4	8%	2	4%	6
SCD	0	0%	1	2%	1
Total	50	100%	50	100%	100

LPA	% of LPA Complaints (F) Q2	% of LPA Total Headcount
LPA NORTH	35%	44%
LPA SOUTH	30%	30%
LPA WEST	35%	26%

Emerging Trend: CPP command has had 14 complaints so far this year. This number is low compared to the LPA command, but there were only five total 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 though there are slightly more regarding Disability. Half of the allegations have been in North CAIT or ASAIT. Others were South CPP, CPP Command HQ, West CAIT and POLIT.

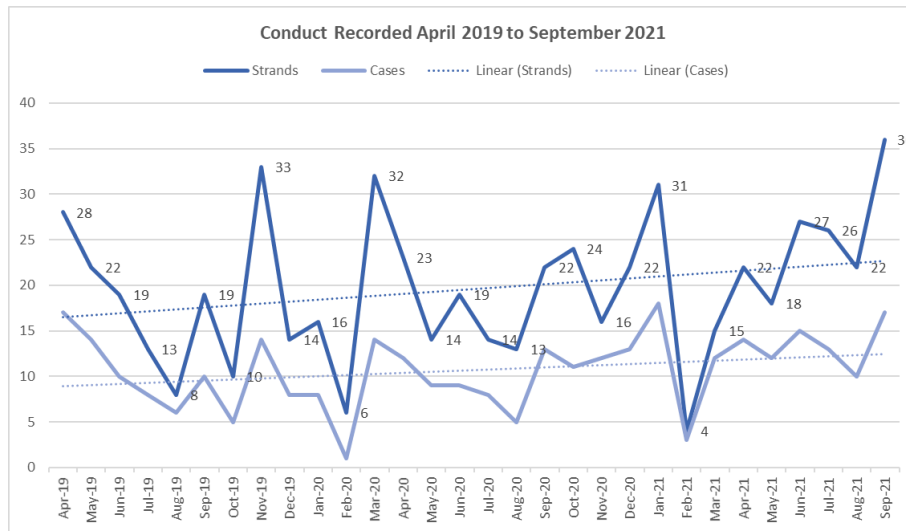
Case Outcomes (Finalised data)⁶

Service provided was acceptable is the main outcome seen for category F with 77% overall in Q2 of 2021/22. The table below shows a comparison of Q1 and Q2.

Case Outcomes F Complaints	Q1 2020/21	%	Q2 2020/21	%
The service provided was acceptable	18	69%	23	77%
The service provided was not acceptable	4	15%	1	3%
Withdrawn	2	8%	3	10%
Other	2	8%	3	10%
Total	26	100%	30	100%

⁶ 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. Overall, total numbers have been similar for the last two years. There were 220 strands total in 2019/2020, 217 in 2020/2021:

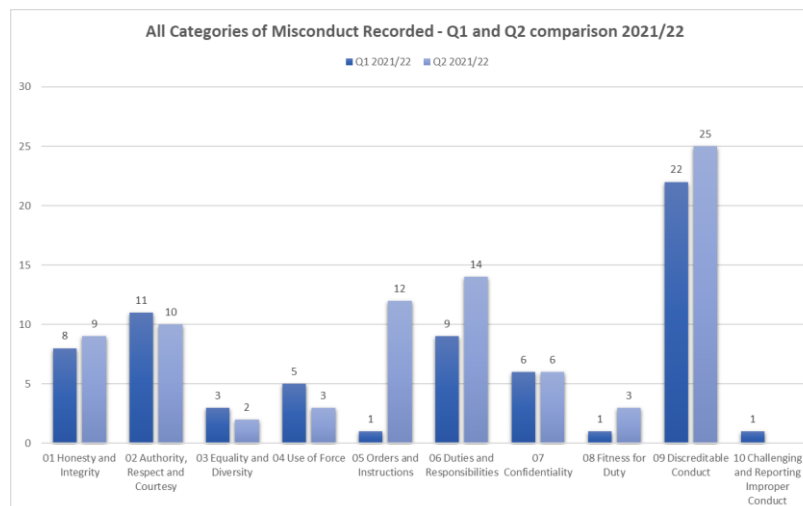
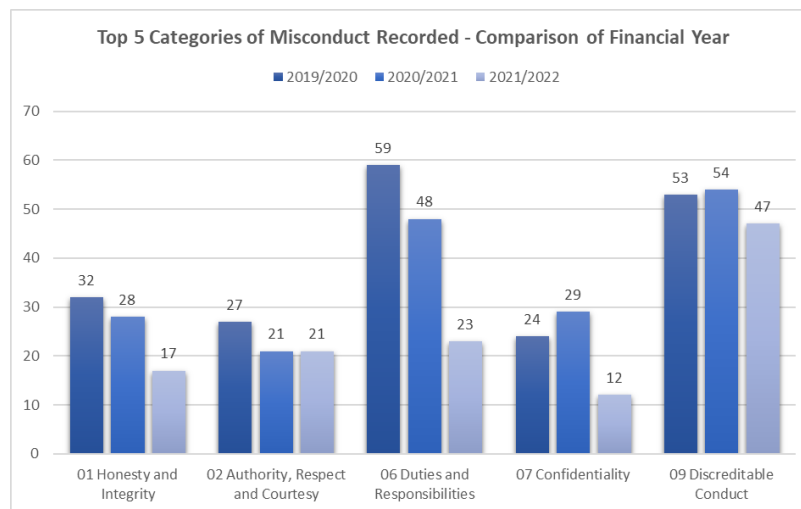
Year	Strands	Cases
2019/20	220	115
2020/21	217	125
2021/22	151	81

However, there is an increase this year in both strands and cases. There have been 151 strands so far this year (in the same period last year there were 105). There is likely to therefore be an increase year on year. When considering cases, there is also an increase when comparing the two timeframes of Q1 and Q2; 81 cases this year compared to 56 in 2020/21.

Category	Q1 2021/22	%	Q2 2021/22	%	Total	%
01 Honesty and Integrity	8	12%	9	11%	17	11%
02 Authority, Respect and Courtesy	11	16%	10	12%	21	14%
03 Equality and Diversity	3	4%	2	2%	5	3%
04 Use of Force	5	7%	3	4%	8	5%
05 Orders and Instructions	1	1%	12	14%	13	9%
06 Duties and Responsibilities	9	13%	14	17%	23	15%
07 Confidentiality	6	9%	6	7%	12	8%
08 Fitness for Duty	1	1%	3	4%	4	3%
09 Discreditable Conduct	22	33%	25	30%	47	31%
10 Challenging and Reporting Improper Conduct	1	1%	0	0%	1	1%
Total	67	100%	84	100%	151	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 and Q2 this year of all categories.

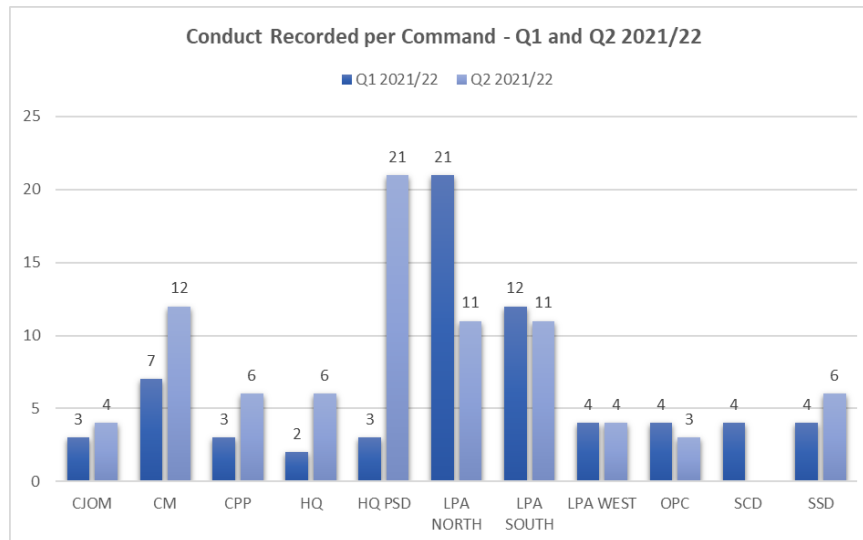


The figures show:

- Most categories had a decrease in 2020/21. However, there have been increases this year.
- Discreditable Conduct is highly likely to see an increase this year, having already had 47 so far this year compared to 54 total last year.
- Though Duties and Responsibilities still has the second highest number, there was a decrease last year. However, Q2 has had higher levels than Q1.
- Confidentiality had an increase overall during 2020/21, however levels are low so far this year, resulting in Authority, Respect and Courtesy being the third highest category so far this year – This has had the same number so far as the total for last year, so is also highly likely to have an increase.
- The top three categories will be detailed further in this report.
- Orders and Instructions conduct has had a high number in Q2 compared to Q1. There has been 13 total recorded so far this year, compared to 10 overall last year. This needs to be monitored in next reporting periods.

- Allegations of Honesty and Integrity decreased in 2020/21 with 22 allegations recorded, compared to 30 for all of 2019/2020. There has been 17 recorded so far this year, so is likely to have an increase.
- **Recording can be sporadic throughout the year, so further quarterly reporting will continue to highlight any trends.**

Command Breakdown of Misconduct



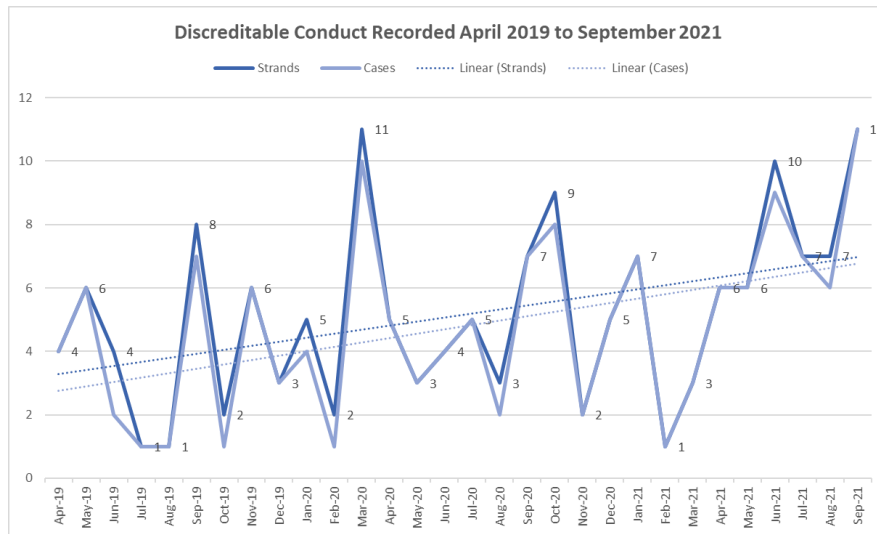
Due to PSD being recorded as 'Area Responsible' for many cases due to having the responsibility for managing them, HQ shows a high number of strands, especially in this recent quarter (for the benefit of this chart, have separated those that are PSD). Each individual case has not been viewed to see the 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 may therefore be inaccurate for Q2 this year.

- 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, had a high number in Q1 this year.
- The table shows the percentage of Strands of the overall Local Policing Command for each LPA for Q1 and Q2 combined this year. The high number in the North for Q1 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. There has been fewer already in Q2 for example (though this may be due to the discrepancy with some being recorded under HQ PSD).

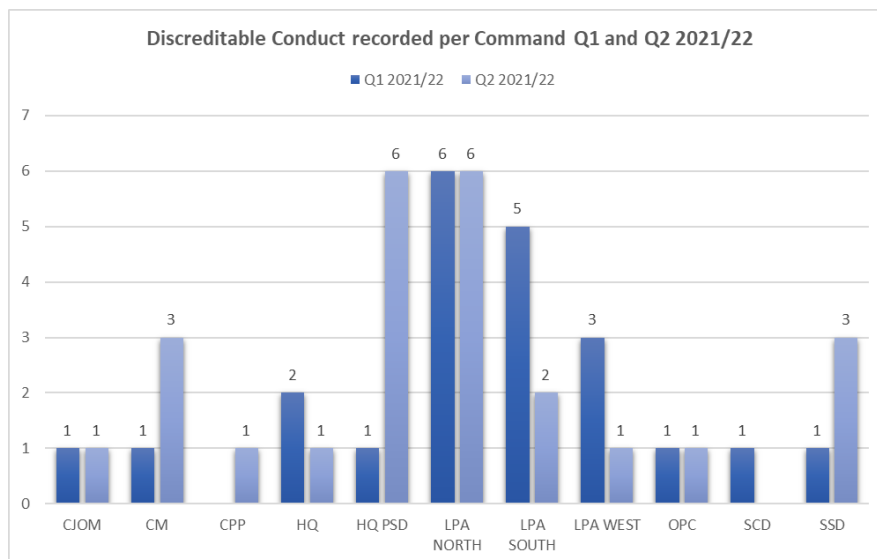
LPA	% of LPA Conduct Strands Recorded Apr to Sep 2021	% of Staff LPA Headcount
LPA NORTH	51%	44%
LPA SOUTH	37%	30%
LPA WEST	13%	26%

Misconduct Categories

Discreditable Conduct

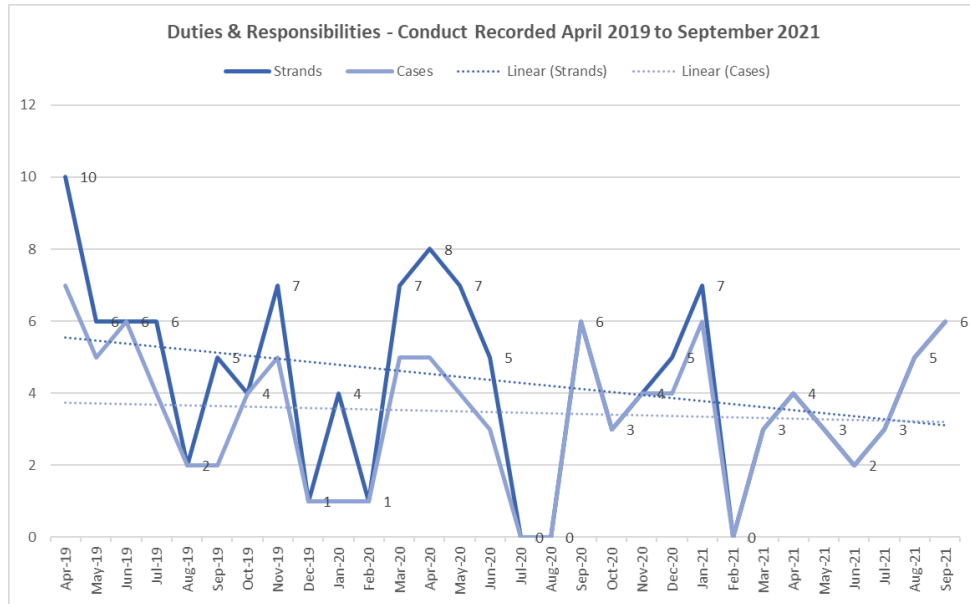


This category is the highest seen, accounting for 26% of all conduct in 2020/21, and nearly a third; 31% so far this year. Peaks in some months has led to an increasing trendline.

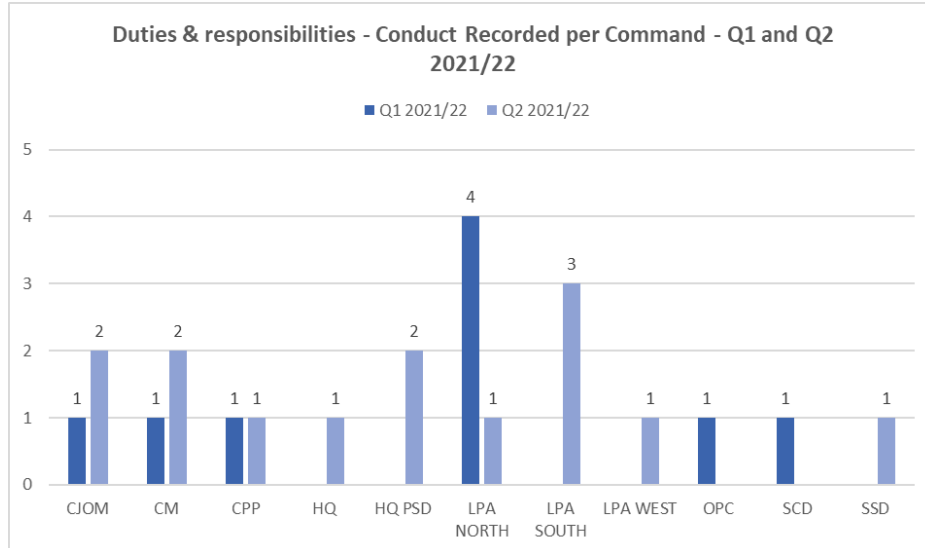


Most commands have seen recording under this category, with the LPA areas having the most. Other commands such as Contact Management and Support Services have seen increases in Q2.

Duties and Responsibilities

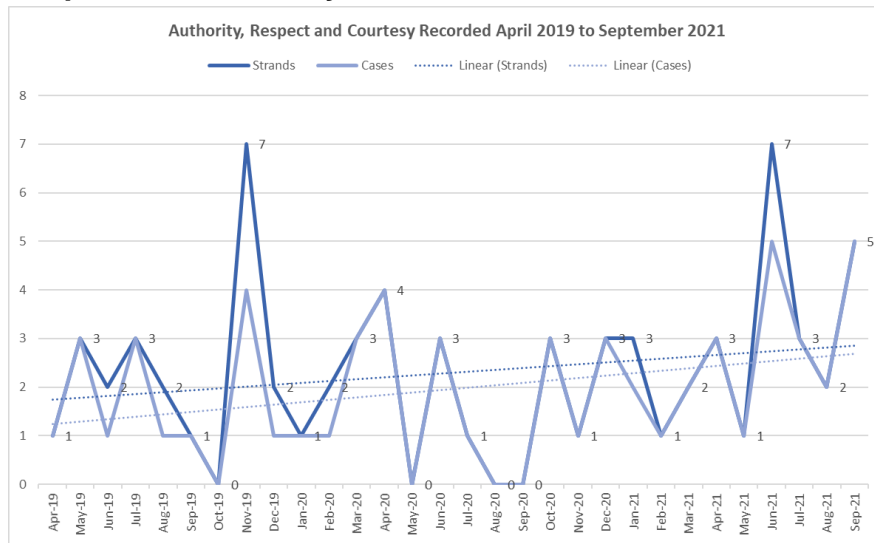


This category is the second highest conduct type recorded, with 17% of strands across the Force in Q2. However, with there being lower numbers recorded over the last year, the trendline shows a decrease overall since April 2019, so this category might see a further decline going further into 2021/2022. Although, Q2 has seen a slight rise, so this is not guaranteed.

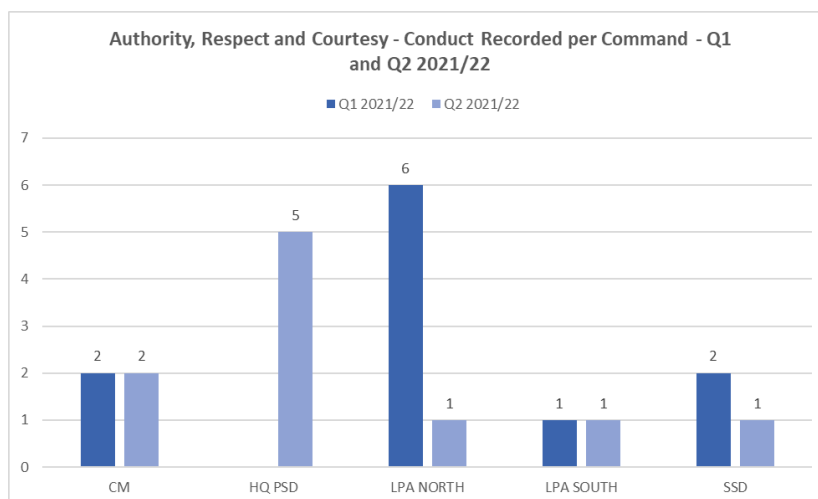


North LPA has the total highest number of strands so far this year.

Authority, Respect and Courtesy



Numbers under this category are generally low, though there has been an increase this year and is the third highest category seen. There is highly likely to be an increase year on year, as there has been 21 total strands recorded so far this year, with 21 in total recorded last year.



LPA North have had the most type of conduct so far this year. HQ have some recorded in Q2, but this is due to cases having PSD as the “Area Responsible”.

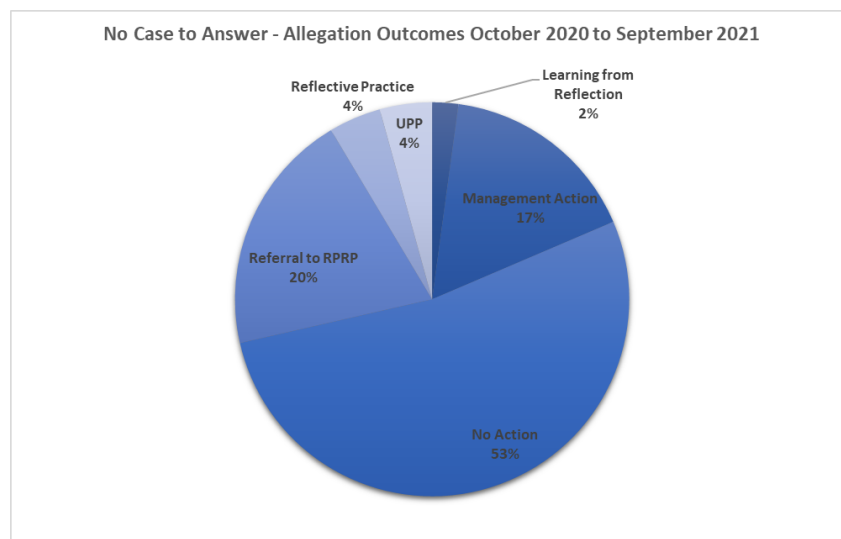
Outcomes of Conduct Cases October 2020 to September 2021

For the 12 months between 1st October 2020 and 30th September 2021 there were **115 total Conduct cases finalised**. Within these, there were a total of **290 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.

Summary of Conduct Outcomes:

- **Cases:** There were less Case to Answer (43%) than No Case to Answer (49%) for this period (the others were de recorded or discontinued)
- **Allegations:** 9% Management Action, 36% had Formal Action or Referral to Proceedings, 36% No Action.
- 20% of allegations with Case to Answer went to Misconduct Meeting – 71% of these then received Written Warning, 17% No action.
- 64% of allegations with Case to Answer went to a Hearing – 57% of these were Dismissed, 23% Would have been dismissed.

Where conduct allegations have been **no case to answer**, the majority; 53%, have resulted in No Action. 17% have been Management Action. 24% have been Reflective Practice or Referral to RPRP:



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.

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

Initial Outcome Allegations Case to Answer	Total October 2020 - September 2021	%
Hearing	79	64%
HR Stage 3	2	2%
Learning from Reflection	5	4%
Management Action	3	2%
Meeting	24	20%
No Action	6	5%
Reflective Practice	2	2%
Retired/Resigned	2	2%
Total	123	100%

Final Outcome Allegations Case to Answer	Total October 2020 - September 2021	%
Dismissal without notice	45	37%
Final Written Warning	9	7%
Learning from Reflection	5	4%
Management Action	3	2%
Management Advice	1	1%
No Action	13	11%
Not Proven	1	1%
Proceedings discontinued	1	1%
Reflective Practice	3	2%
Retired/Resigned/Would have been dismissed	20	16%
Written Warning	22	18%
Total	123	100%

With regards to the final outcomes that involve dismissals, there were various categories of conduct breaches, as detailed in the table below. Please note that due to this using allegation data, the number may appear high. There were 24 actual individuals subject to dismissal within 19 cases.

Conduct Category Allegations with Dismissals	Dismissal	Retired/Resigned/ Would have been dismissed	Total
01 Honesty and Integrity	3	5	8
02 Authority, Respect and Courtesy	8	3	11
03 Equality and Diversity	5	2	7
05 Orders and Instructions	4	0	4
06 Duties and Responsibilities	3	1	4
07 Confidentiality	1	1	2
08 Fitness for Duty	2	0	2
09 Discreditable Conduct	14	7	21
10 Challenging and Reporting Improper Conduct	5	1	6
Total	45	18	65

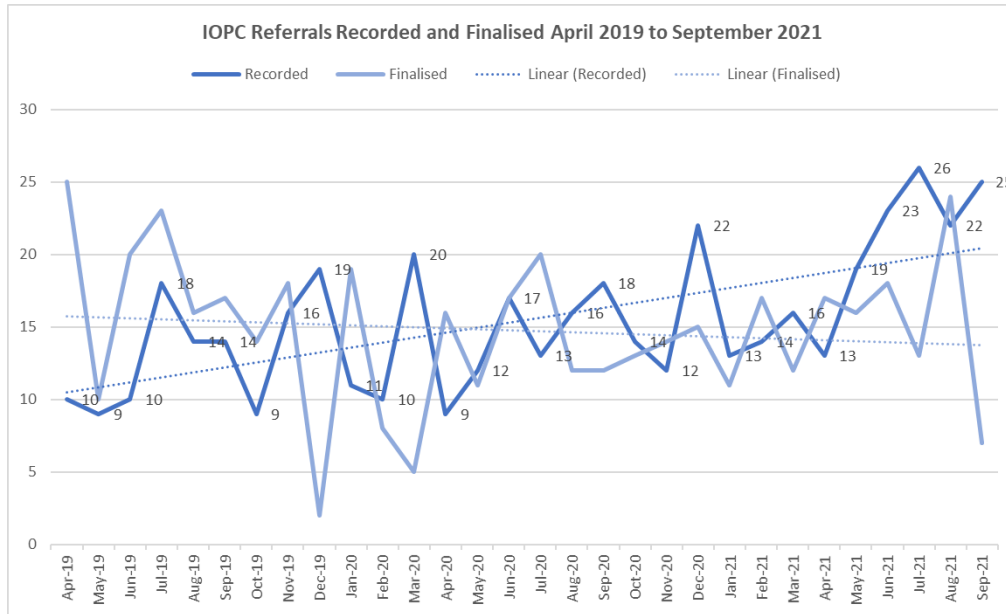
Special Requirements (SR) – There were two Complaint cases in the last 12 months that were finalised as SR. One case had five strands, two of which were no action, three were subject to a Misconduct meeting and had outcomes of Not proven, Management Advice, and No action (C/482/19). The other case had one SR strand resulting in Management Action (Not misconduct) for one subject, No action for the other three subjects (C/643/18).

Suspensions and Restrictions

There are currently 17 officers/staff recorded as Suspended, and 41 on Restrictions (as at 18/11/2021). The tables show the months in which the officers/staff were initially suspended or restricted.

Month Suspended	Number of Staff/Officers	Month Restricted	Number of Staff/Officers
Nov-19	1	Apr-17	1
Jun-20	1	May-20	1
Jul-20	1	Jun-20	1
Jan-21	1	Oct-20	1
Mar-21	1	Nov-20	3
Apr-21	1	Dec-20	1
May-21	1	Feb-21	1
Jul-21	1	Mar-21	4
Aug-21	2	Apr-21	1
Sep-21	3	May-21	4
Oct-21	3	Jun-21	2
Nov-21	1	Jul-21	2
Total	17	Aug-21	4
		Sep-21	6
		Oct-21	2
		Nov-21	7
		Total	41

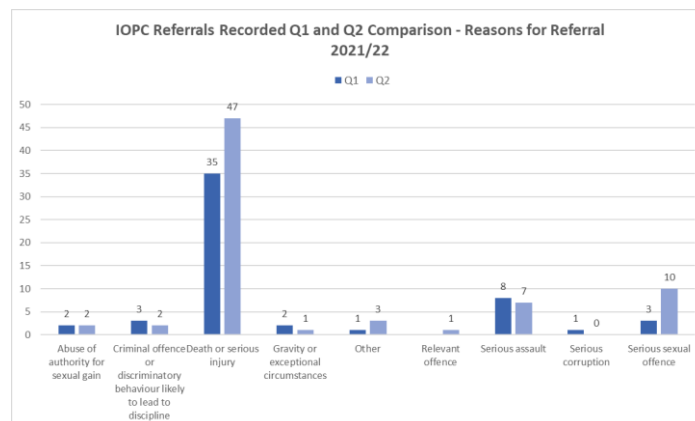
IOPC Referrals



Year	Recorded	Finalised
2019/2020	160	177
2020/2021	176	170
2021/2022	128	95

Levels of IOPC Referrals had stayed consistent since April 2019, with monthly numbers being sporadic. Numbers remained similar across the last two financial years. However, this year has so far seen an increase in those recorded, with there already having been 128 compared to 176 in total last year.

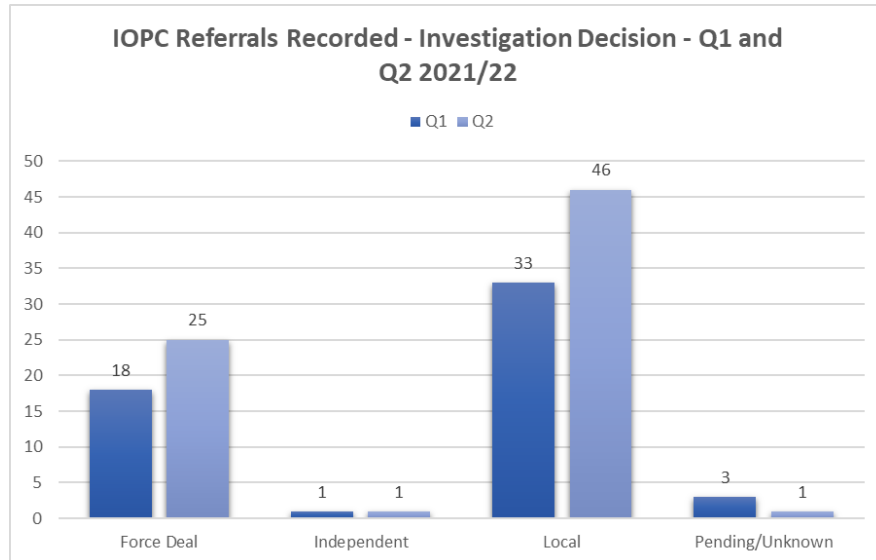
The majority, 52%, of referrals in 2020/2021 were due to Death or serious injury. This remains the main area in Q1 and Q2 of this year, accounting for 64%.



Status - The majority of those so far in 2021/2022 are still live; 52%, with 44% finalised and 1% in review period.

IOPC Referral Decisions:

The majority: 62% of those so far in 2021/2022 have been confirmed as local investigations, 1% independent, and 33% for force to action, with 3% pending or unknown.



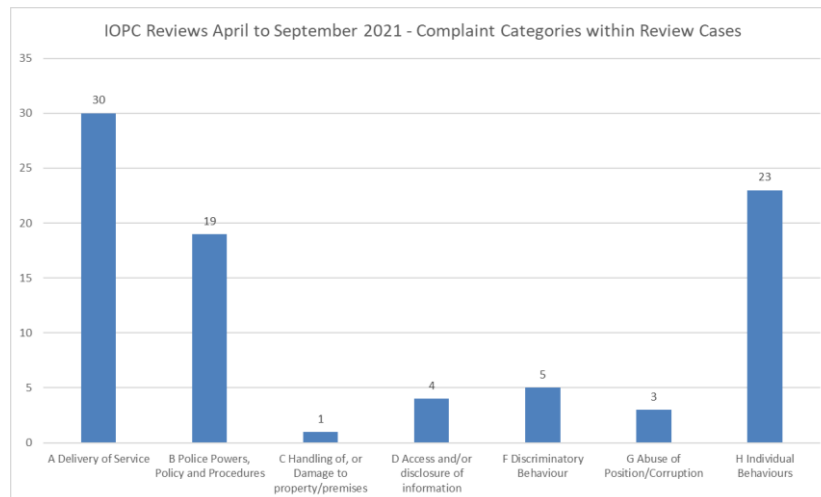
IOPC Reviews⁷

Financial Year	IOPC Reviews
2018/2019	76
2019/2020	52
2020/2021	29
2021/2022 Q1 and Q2	17

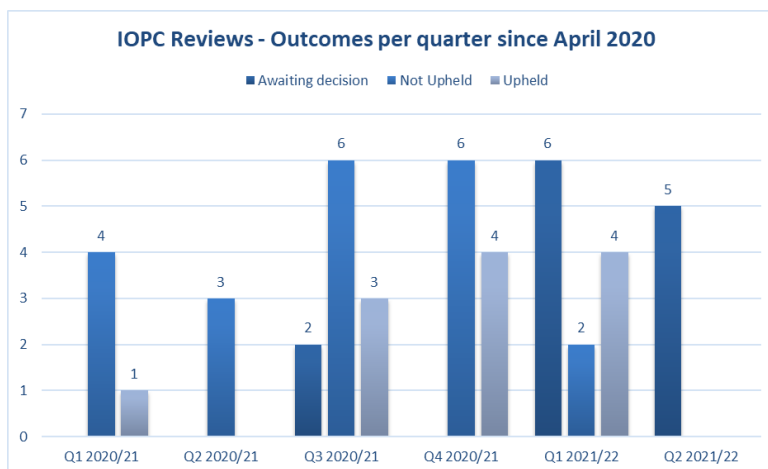
Reasons for IOPC Reviews:

IOPC Reviews are generally due to the outcome of a police investigation.

The main complaint category involved so far in 2021/22 is A Delivery of Service. The main sub-category is A1 Police action following contact which accounts for 25% of the categories within the IOPC Appeal cases. Within the H category, the main area is H3 Unprofessional attitude and disrespect, and within B the areas are varied.



Outcomes of IOPC Reviews:



The majority of IOPC reviews are not upheld – 66% in 2020/2021.

⁷ Data is from Essex Police Complaint Appeals spreadsheet held and maintained by PSD

OPFCC Reviews⁸

Quarter	Total OPFCC Reviews
Q1 2020/21	14
Q2 2020/21	27
Q3 2020/21	25
Q4 2020/21	42
Q1 2021/22	36
Q2 2021/22	28
Total	172

There have been 28 OPFCC Reviews recorded in Q2 of 2021/22. The table above shows the number per quarter since the start of the last financial year.

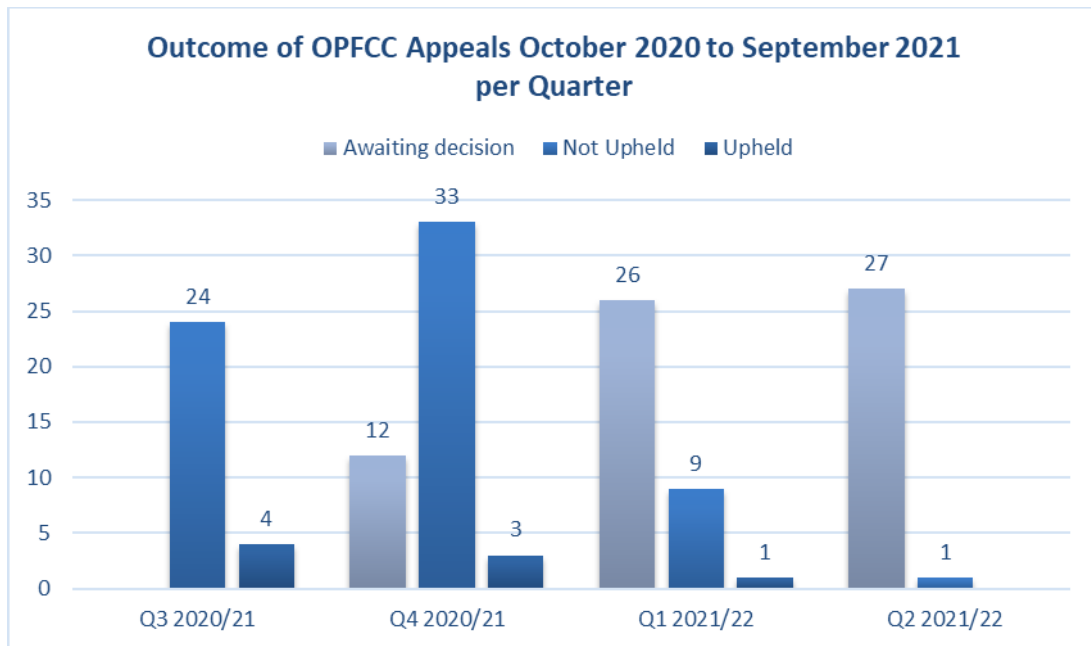
Complaint Categories of OPFCC Reviews:

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 - OPFCC Reviews	Q1 2021/22	%	Q2 2021/22	%
A1 Police action following contact	38	46%	44	62%
A2 Decisions	5	6%	5	7%
A3 Information	9	11%	4	6%
A4 General level of service	3	4%	2	3%
B1 Stops, and stop and search	2	2%	0	0%
B2 Searches of premises and seizure of property	3	4%	1	1%
B3 Power to arrest and detain	2	2%	1	1%
B4 Use of force	1	1%	1	1%
B5 Detention in police custody	2	2%	1	1%
C1 Handling of or damage to property/premises	4	5%	1	1%
D2 Disclosure of information	2	2%	2	3%
E1 Use of police vehicles	1	1%	1	1%
F2 Disability	0	0%	2	3%
F6 Race	0	0%	1	1%
G6 Abuse of position for other purpose	0	0%	1	1%
H1 Impolite language/tone	4	5%	2	3%
H2 Impolite and intolerant actions	3	4%	0	0%
H3 Unprofessional attitude and disrespect	3	4%	1	1%
H5 Overbearing or harassing behaviours	1	1%	1	1%
Total	83	100%	71	100%

Outcomes of OPFCC Reviews:

⁸ Data is from Essex Police Complaint Appeals spreadsheet held and maintained by PSD



Of the cases sent to OPFCC in the last 12 months, nearly half (48%) have been Not Upheld. Eight cases have been Upheld (6%). Of these, seven have been closed, with the following responses:

C/1035/20	I recommend that the allegation made relating to intelligence not being acted upon is investigated, and that appropriate safeguarding is provided for complainant.
C/737/20	An apology is to be made for the unacceptable level of service received in four stranded matters relating to this complaint and to demonstrate accountability from Essex Police.
C/1220/20	Reinvestigate
C/1085/20	Reinvestigate, Learning and Oversight recommendations
C/26/21	Reinvestigate
C/731/20	Guidance - Feedback given
C/493/21	Reinvestigate