

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 31st March 2022 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: May 2022

Unit: Professional Standards

Contact: D/Supt Scott Cannon

Contents

Performance Update - Head of PSD - Key Findings 2021/2022	4
Force Complaints	8
Complaint Categories	9
Live Complaint Data	10
Outcomes of Complaints	11
Command Breakdown of Complaints	12
Ethnicity of Complainants	13
Complaint Codes A1 – A4 Delivery of Service:	18
Complaint Codes B1-B9: Powers, Policy and Procedure	20
Use of Force:	22
Detention in Police Custody	23
Stop Search info from Strategic Command Data:	24
Complaint Codes H1-H5 Individual Behaviours:	25
Complaint Codes F1-F10 Discriminatory Behaviour	28
Force Misconduct	31
Misconduct Categories over Time	34
Discreditable Conduct	34
Authority, Respect and Courtesy	35
Duties and Responsibilities	36
Outcomes of Conduct Cases April 2021 to March 2022	38
Suspensions and Restrictions	39
IOPC Referrals	40
IOPC Reviews	42
Reasons for IOPC Reviews:	42
Outcomes of IOPC Reviews:	42
OPFCC Reviews	43

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

Recorded Complaints

The year 2021/22 continues to see an increase in the number of recorded public complaints.

There are several factors and complexities surrounding this area, including the introduction of the new Public Complaints Regulations in February 2020, COVID19 and global events which can have an impact on public confidence and lead to more reporting.

We are now 2 years into the new regulations and PSD are well accustomed to the new strands and criteria, but the journey and investment to get to this point has undoubtedly impacted on recording levels and application.

From 1st April 2022, the new regulations will not be considered a factor and any future increases or decreases in recorded complaints will need to be better analysed and understood in order that effective measures can be implemented to improve service level provisions and reduce the volume of complaints overall.

COVID19 has also been considered a factor over the past 2 years and has undoubtedly resulted in rises in complaint levels for reasons which have been reported on in previous quarterly reports. Suffice to say, a form of normality has now resumed and from April 2022, COVID19 should not be a factor when assessing and analysing complaint levels.

From the Head of PSD's perspective, better analysis is required around the whole Essex complaints picture to identify themes and trends over and above the rather clinical, prescribed numerically displayed categories which only tell us part of the story.

Is it the Head of PSD's ambition to produce more meaningful data, broken down to Command, Team and Individual level, with better analytical products to will help us all better understand some of the route cause issues which lead to complaints being made, which can then inform activity at both a strategic and local tactical level.

With support through short term investment into PSD in the form of a new Complaints Inspector and Sergeant, and an additional 3 LPA Complaints Inspectors as part of 22/23 force growth, processes and practices are under review with an ambition to reduce the volume of recorded complaints and to improve timeliness for the performance year 22/23.

Complaint Categories by Exception

In keeping with previous reports, the three most prevalent areas complained about for Q4 of 2021/2022 are:

- A Delivery of Service (53.2%)
- B Police Powers, Policy and Procedures (16.5%)
- H Individual Behaviours (15.9%)

This ongoing challenge is well known by the respective Commands and localised improvement plans are in place, with governance and accountability managed through the Victim and Witness Action Board chaired by an ACC and the Public Confidence Board and Integrity and Counter Corruption Boards, chaired by the DCC.

Within Powers, Policies and Procedures, 'use of force' continues to be the highest sub-category followed by 'detention in police custody'. As described later on this report, the levels of force complained about vary and can be minor in nature i.e. not wishing to be handcuffed. It is fairly predictable and understandable that greatest volume of complaints in this category are from persons who have force used against them or have their liberty taken away, but of note, 80% of complaints in Q4 for this category were deemed service level acceptable and only 1% deemed service level not acceptable.

Within 'Individual Behaviours', the various aspects are complained about in relatively equal measure, with 'Impolite language/tone, 'unprofessional attitude and disrespect' and 'Overbearing or harassing behaviours consistently being the highest areas.

Of note, the force has just launched a new Professionalism Strategy which sets out to make cultural changes to the way officers and staff **Behave, Learn, Lead, Work** and **Look**. The strategy is led by the DCC and a new Head of Professionalism has been appointed to work closely with PSD and all other Commands across the force, with a real focus on prevention.

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.

This continues to be a challenge, with 10% of live complaints being over 90 days old and 32% being over 120 days old. The increase in recorded complaints naturally leads to more demand and pressures on front line supervisors and managers, but the recent force growth investment and introduction of 3 new Complaints Inspectors is expected to result in significant improvements in this area.

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

49% of complaints in Q4 were deemed 'service level acceptable' and only 9% deemed 'service level not acceptable', with 15% resolved outside of Schedule 3 and 7% withdrawn. It should be seen as a positive that only a small percentage identify failing, but the fact so many people still have cause for complaint is an ongoing concern. As already stated, this will be a continued area of focus for the new Complaints Inspectors and Sergeant.

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 comparing them to headcount ratio for only the areas – North LPA had the highest proportion for both; 44% of the headcount, and 48% of complaint strands.

Ethnicity

Complaints based on Self Defined Ethnicity show for Q4 this year that 58% were Self Defined White Ethnicity, 3% were Self Defined Asian Ethnicity, 3% 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.

Misconduct

Misconduct cases have risen in 2021/2022 with 179 cases recorded, compared with 125 in the previous financial year and the increase is consistent throughout the year.

The increase in recorded conduct has been experienced nationally and has been attributed to the murder of Sarah Everard by former police officer Wayne Couzens and other high profile cases (predominantly Met Police) around misogyny in policing and violence against women and girls, which has led to more confidence to report.

The new Professionalism Strategy and the Essex Police VAWG Strategy will seek to tackle such behaviours and ensure a more prevention focussed approach is undertaken.

The highest reported strands continue to be discreditable conduct and authority, respect and courtesy, accounting for 53% of all recorded strands. These strands are those that would be used to record allegations of violence against women and girls, so this change is consistent with the increased reporting in this area.

During the reporting period 26 officers were dismissed (or would have been dismissed if they were still serving officers).

25 officers/staff are currently suspended with 38 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 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.

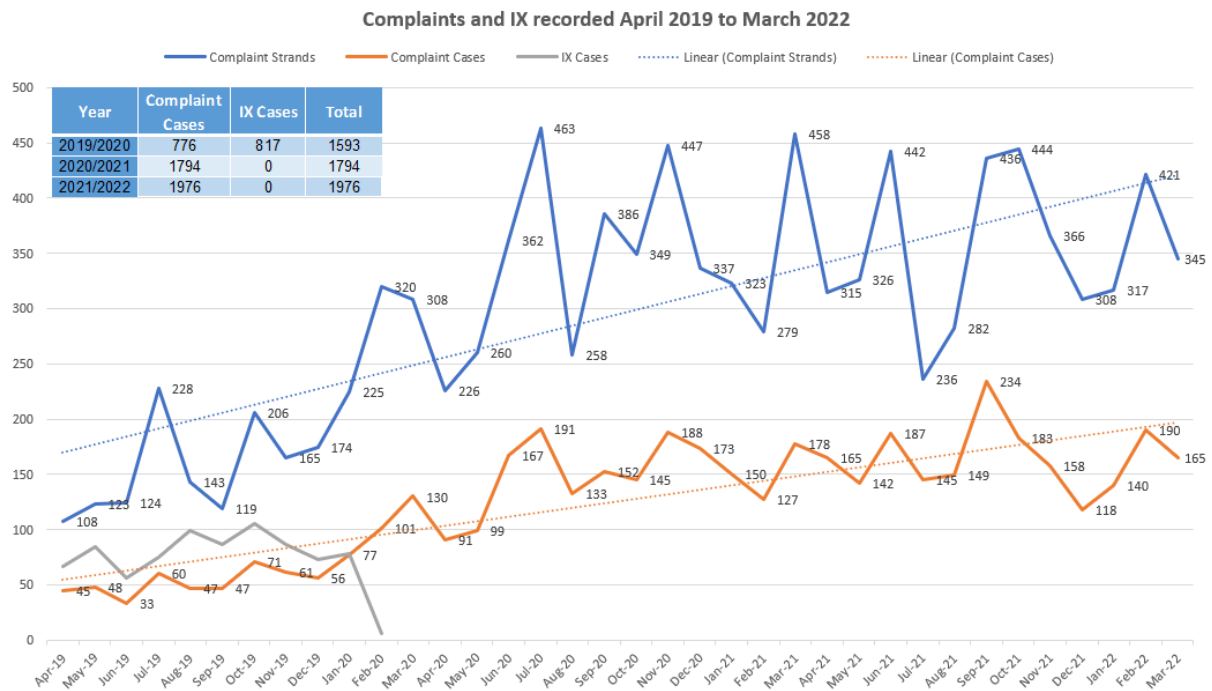
This data uses the Area Responsible as recorded initially for Cases; this will not reflect the individual complaint strands and officer allegations which will often be across different commands and areas.

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



Complaint figures have continued to rise from April 2019 through to March 2022. Whilst the complaint strands shown in blue appear to fluctuate, the complaint cases in orange show a steadier increase around the trend line.

Due to the change in regulations in Feb 2020, IX references are no longer used. Complaints that were recorded under the previous IX reference are now referred to as being “handled outside of schedule 3 of the police reform act.” These complaints will be referred to as NS3.

The NS3 process is currently being re-assessed and is likely to result in a change in recording. This will alter the figures in this chart moving forward showing a clear difference between complaints formally recorded and those dealt with as a dissatisfaction of service.

The increase may be accounted for by the following:

- COVID19 and the subsequent changes in lockdown rules whilst new regulations are bedding in account for unstable figures.
- Lockdown saw varied complaint figures which may be attributable to heightened anxiety, stress and other associated mental health conditions exasperated by longer periods of isolation and lower tolerance levels as a result.
- Change in the definition of what constitutes a complaint, impacting on what now must be considered as a complaint.
- Recent events highlighted by the media have resulted in reduced public confidence in the police service and an increase in complaints made, both recent and historic.

There is a focus within the Service Delivery Unit to ensure accuracy on complaint stranding and further analysis will be conducted to better understand some of the root cause issues behind the increase. It is recognised that better management information is required to identify themes and trends, broken down to command, team and individual level and work is in progress to develop this.

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 2021 to March 2022

The following table lists the Home Office defined categories. Each category further breaks down into subcategories, providing a clearer picture of concerns raised.

Overall Category	Description/Summary	Q1	% of Total Q1	Q2	% of Total Q2	Q3	% of Total Q3	Q4	% of Total Q4	Total 2021/22
A Delivery of Service	Police Action, Decisions, Information	607	56.0%	531	55.7%	571	51.1%	576	53.2%	2285
B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	171	15.8%	153	16.0%	183	16.4%	179	16.5%	686
C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	26	2.4%	33	3.5%	42	3.8%	36	3.3%	137
D Access and/or disclosure of information	Use of Data, disclosure	28	2.6%	22	2.3%	11	1.0%	15	1.4%	76
E Use of Police Vehicles	Use of Police Vehicles	9	0.8%	10	1.0%	16	1.4%	9	0.8%	44
F Discriminatory Behaviour	Various Discrimination Categories	50	4.6%	52	5.5%	75	6.7%	62	5.7%	239
G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	27	2.5%	13	1.4%	27	2.4%	26	2.4%	93
H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	155	14.3%	125	13.1%	177	15.8%	172	15.9%	629
J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	5	0.5%	6	0.6%	5	0.4%	3	0.3%	19
K Discreditable Conduct	Discreditable Conduct	3	0.3%	2	0.2%	3	0.3%	1	0.1%	9
L Other	Other	2	0.2%	7	0.7%	8	0.7%	4	0.4%	21
Total		1083	100%	954	100%	1118	100%	1083	100%	4238

Category A (Delivery of Service) continues to be the highest category complained about. This section captures complaints made regarding quality of criminal investigations, victim treatment and contact. PSD are currently supporting Victim Services providing data and a breakdown of victim related dissatisfaction. Each Command across the force is acutely aware of the issues and localised plans are in place to make improvements to service provisions for victims and members of the public in order to reduce complaints in this category.

Category B (Police Powers, Policy and Procedure) includes use of force and stop and search. Whilst the percentages are lower for this area than Category A, they remain stable across the four quarters. There is ongoing work from PSD with the Use of Force and Stop and Search board, providing data and insight into complaints for this area. Learning continues to be shared, alongside examples of good practice.

Category H (Individual Behaviours) looks at attitudes displayed by officers including allegations of impolite and unprofessional behaviour. This category stays consistent across the period; however, it needs to be noted there are persistent complainers who cite overbearing and harassing behaviour on a regular basis, which may impact the data.

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

Live Complaint Data

This chart shows live complaints data as of 7th April 2022 compared to 1st March 2022.

Command	Total complaints		Appeal made		Sub judice		Live		Live <90 days %	Live 90-119 days %	Live ≥120 days %
North LPA	150	↓ from 170	33	↓ from 34	16	↑ from 15	101	↓ from 121	76%	9%	15%
South LPA	108	↓ from 126	14	↑ from 8	3	↓ from 4	91	↓ from 114	53%	9%	38%
West LPA	120	↓ from 121	19	↑ from 14	10	↓ from 11	91	↓ from 96	45%	18%	37%
CJC	16	↑ from 15	2	↓ from 4	1	↔ from 1	13	↑ from 10	54%	0%	46%
OPC	43	↓ from 46	4	↓ from 9	7	↑ from 6	32	↑ from 31	78%	3%	19%
C&PP	36	↑ from 30	3	↑ from 1	4	↔ from 4	29	↑ from 25	55%	7%	38%
SCD	2	↓ from 4	1	↑ from 0	0	↔ from 0	1	↓ from 4	100%	0%	0%
CT	0	↔ from 0	0	↔ from 0	0	↔ from 0	0	↔ from 0	n/a	n/a	n/a
Contact Management	17	↑ from 11	0	↔ from 0	0	↔ from 0	17	↑ from 11	53%	12%	35%
Stansted	0	↔ from 0	0	↔ from 0	0	↔ from 0	0	↔ from 0	n/a	n/a	n/a
HR & Training	0	↔ from 0	0	↔ from 0	0	↔ from 0	0	↔ from 0	n/a	n/a	n/a
LPSU	5	↔ from 5	1	↔ from 1	0	↔ from 0	4	↔ from 4	75%	0%	25%
HQ Directorate	22	↑ from 18	0	↔ from 0	1	↔ from 1	21	↑ from 17	67%	5%	29%
PSD	48	↓ from 53	12	↑ from 9	3	↑ from 2	33	↓ from 42	33%	15%	52%
TOTALS	567	↓ from 599	89	↑ from 80	45	↑ from 44	433	↓ from 475	58%	10%	32%

The above information is shared at the quarterly Integrity and Counter Corruption board chaired by the Deputy Chief Constable. Commands leads are held to account for complaints timeliness, with actions set where appropriate.

Factors that may contribute to increase complaint handling time are:

- Complaints that are NS3 are included in these figures. Due to the current NS3 process the AA does not have oversight of the timeliness. This is being reviewed.
- Complaints held in subjudice for a significant period and then resuming. They will show live in this report. There will be consideration for the next report to highlight these complaints to show a more accurate picture.

Outcomes of Complaints

The table below shows the finalised allegation outcomes of complaints per quarter for the 2021/2022 financial year.

Complaint Allegation Outcome	Q1 2021/22	%	Q2 2021/22	%	Q3 2021/22	%	Q4 2021/22	%
Resolved	194	20%	176	18%	151	16%	157	15%
The service provided was acceptable	425	43%	446	45%	399	43%	531	49%
The service provided was not acceptable	112	11%	107	11%	116	12%	101	9%
Withdrawn	46	5%	37	4%	59	6%	74	7%
Other	211	21%	234	23%	207	22%	218	20%
Total	988	100%	1000	100%	932	100%	1081	100%

The outcome “resolved” refers to NS3 complaints. These are complaints that have been identified as low-level dissatisfaction with service and do not require formal recording.

Short term investment has been made in PSD resourcing, with a new Complaints Inspector and Sergeant, who are conducting a review of all complaints handling processes across the force. In addition, 3 dedicated Complaints Inspectors for each LPA are in the process of being recruited to as part of force 22/23 force growth.

The ambition in this investment is to reduce the volume of recorded complaints by trying to resolve issues at the earliest opportunity, outside of Schedule 3 and to a person’s satisfaction as well as to improve the overall timeliness of complaints handling.

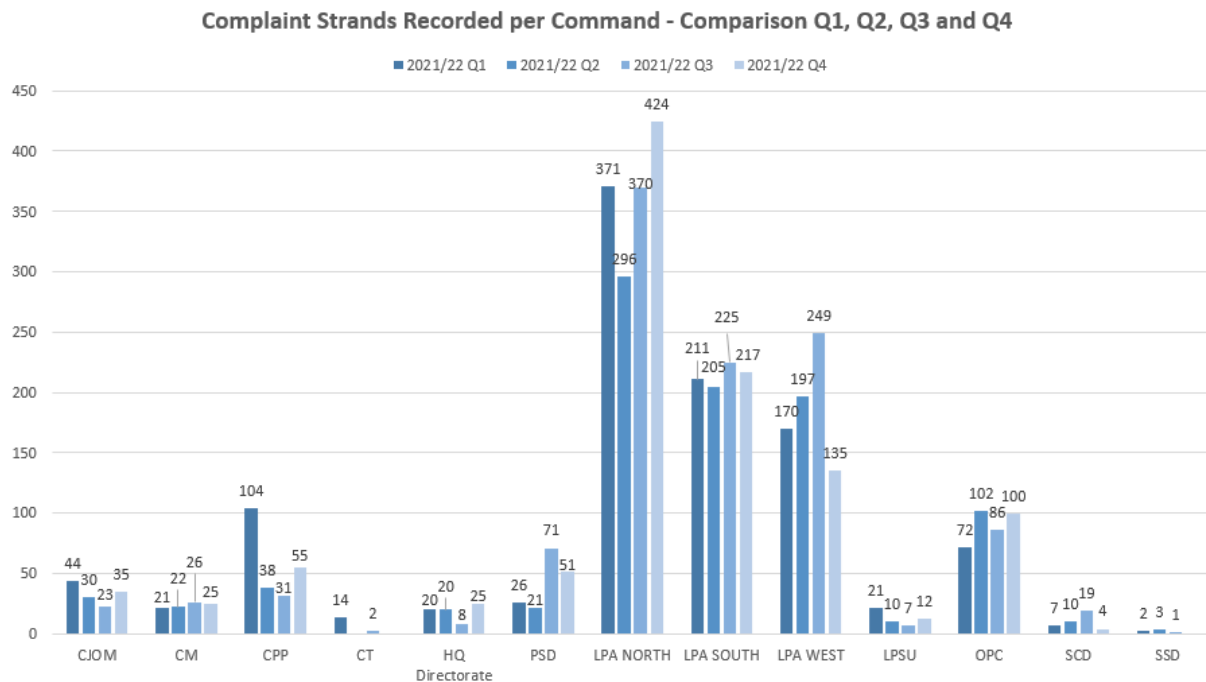
Service level acceptable/not acceptable outcomes remain consistent across the year and do not highlight areas of concern.

The outcome “other” includes NFA decisions (this may be due to a duplicate complaint being made), de-recording and unable to determine.

Withdrawn complaints continue to be monitored to ensure we maintain a high level of service and that complainants are not withdrawing due to lack of faith in the process. This will be a task managed by the complaints resolution inspector providing extra support to complaint handlers where needed.

Data breakdown for outcomes across different commands shows consistency and there are no areas of concern to highlight in this report.

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.

Whilst the South LPA has remained consistent across the year, the North LPA shows an increase of 54 strands in Q4 from Q3. The North LPA has a persistent complainant who may attribute to the increase as recent action has been taken against him and this has increased complaints.

The West LPA shows a considerable reduction in complaint strands of 114 from Q3 to Q4.

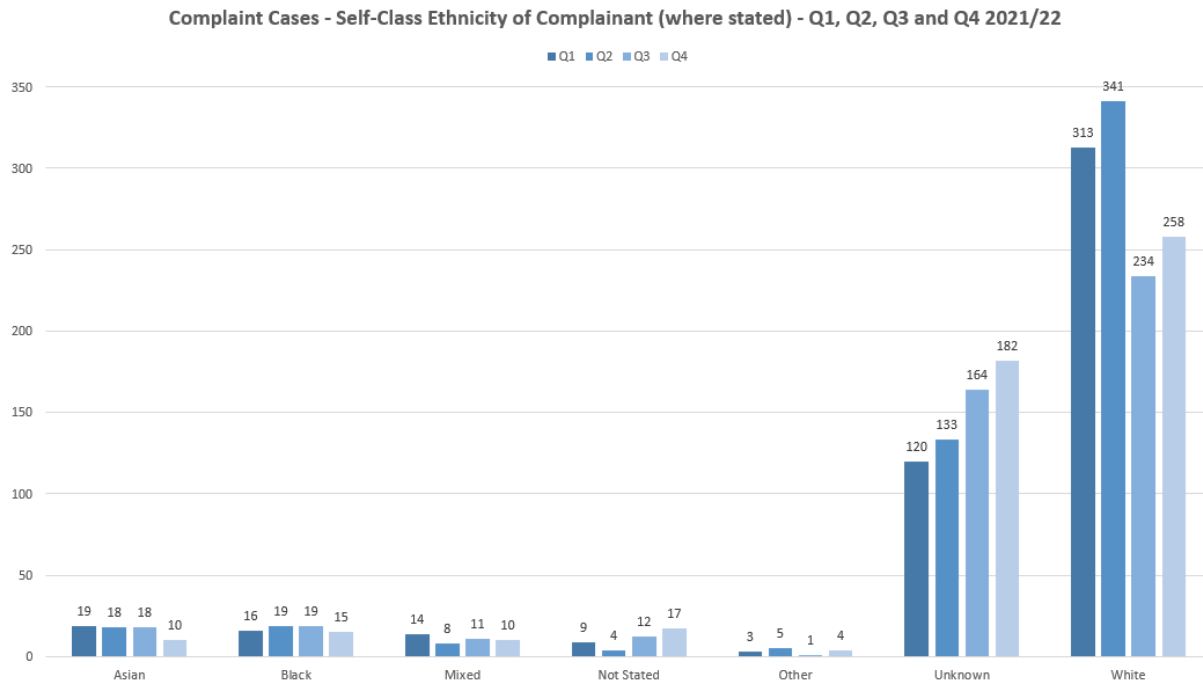
The table shows the breakdown for complaints recorded so far in 2021/2022, indicating that the three areas are having complaints numbers in proportion to their headcount:

LPA	% of LPA Complaint Strands Recorded 2021/22	% of LPA Headcount 15/03/2022
North LPA	48%	44%
South LPA	28%	30%
West LPA	24%	26%
LPA Total	100%	100%

PSD is recorded for many cases due to having the responsibility for managing them, data is based on "Area Responsible". This may result in differing results if similar data is requested for other PSD reporting.

There will often be multiple complaint strands within complaint cases.

Ethnicity of Complainants



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.

“Not Stated” is used where the complainant has declined to provide their ethnicity.

Unknown ethnicity data continues to be a challenge for PSD. There are many avenues for the public to make a complaint, and at times this information is the only information we can obtain. Changes could be made to the Essex Police complaints form to make the field for ethnicity data mandatory, however this is a small number of complaints and we cannot influence other methods of reporting. The complaints resolution inspector will be further exploring this issue and engaging with investigating officers to highlight the importance of obtaining this data. Further work is being carried out with IAGs across the force and the PSD ISP to understand why members of the public are reluctant to provide this information and how we can provide further information and reassurance.

Across the period complaints from ethnic minority backgrounds remain stable. This numbers may change when further work is completed on the unknown category.

Combined Table for Black, Mixed and Asian Ethnicity – Overall Complaint Categories per Quarter 2021/22

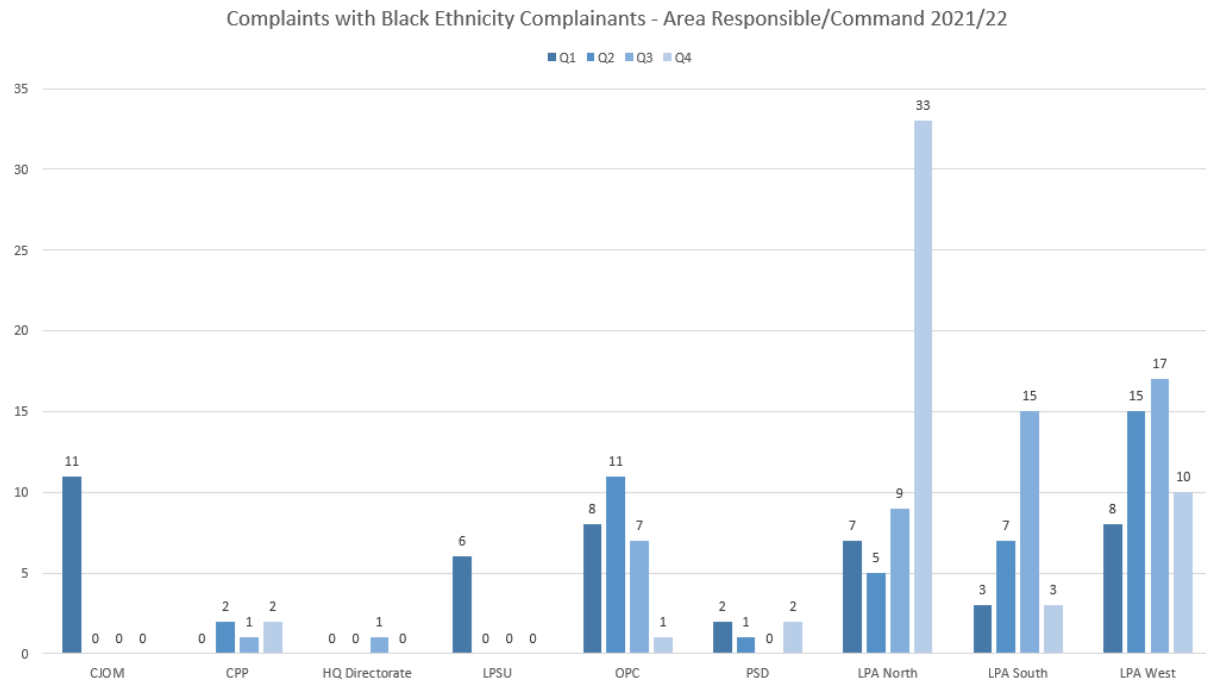
Overall Category	BLACK ETHNICITY COMPLAINT STRANDS										MIXED ETHNICITY COMPLAINT STRANDS										ASIAN ETHNICITY COMPLAINT STRANDS									
	Q1 2021/22	%	Q2 2021/22	%	Q3 2021/22	%	Q4 2021/22	%	Total	%	Q1 2021/22	%	Q2 2021/22	%	Q3 2021/22	%	Q4 2021/22	%	Total	%	Q1 2021/22	%	Q2 2021/22	%	Q3 2021/22	%	Q4 2021/22	%	Total	%
A Delivery of Service	10	22%	16	39%	20	40%	17	33%	63	34%	12	57%	12	63%	10	50%	9	47%	43	54%	58	55%	9	31%	23	35%	18	47%	108	45%
B Police Powers, Policy and Procedures	15	33%	9	22%	13	26%	14	27%	51	27%	4	19%	2	11%	2	10%	6	32%	14	18%	2	2%	7	24%	9	14%	1	3%	19	8%
C Handling of, or Damage to property/premises	1	2%	5	12%	4	8%	1	2%	11	6%	2	10%	0	0%	0	0%	1	5%	3	4%	0	0%	1	3%	4	6%	0	0%	5	2%
D Access and/or disclosure of information	0	0%	1	2%	0	0%	0	0%	1	1%	1	5%	0	0%	0	0%	0	0%	1	1%	0	0%	1	3%	0	0%	0	0%	1	0%
E Use of Police Vehicles	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	5%	0	0%	1	1%	0	0%	1	3%	2	3%	0	0%	3	1%
F Discriminatory Behaviour	12	27%	4	10%	8	16%	8	16%	32	17%	0	0%	2	11%	5	25%	0	0%	7	9%	9	8%	5	17%	9	14%	6	16%	29	12%
G Abuse of Position/Corruption	0	0%	1	2%	1	2%	0	0%	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	16	15%	0	0%	5	8%	4	11%	25	10%
H Individual Behaviours	7	16%	5	12%	4	8%	10	20%	26	14%	2	10%	3	16%	2	10%	2	11%	9	11%	21	20%	5	17%	14	21%	9	24%	49	21%
J Sexual Conduct	0	0%	0	0%	0	0%	1	2%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
L Other	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	5%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%
Ethnicity Total	45	100%	41	100%	50	100%	51	100%	187	100%	21	100%	19	100%	20	100%	19	100%	79	100%	106	100%	29	100%	66	100%	38	100%	239	100%

This table shows at a glance complaint categories for complainants from ethnic minority groups.

As stated earlier in this report, category A is the highest complained about area. There is consistency when looking at this data, however Q1 for black complainants is an outlier. Category B is shown as 11% higher than category A, there is then a reduction across the rest of the period.

To provide further context for the Q1 increase for black complainants, although there are 15 strands for category B, these were from 5 complaint cases. Compared to category A for the Q1, there were 4 complaint cases in this time with 10 strands. Although the strand increase is considerable, this is looking at low level numbers.

Breakdown of Complaints – Black Ethnicity Group



Of note is the large increase in Q4 for the North LPA. Further analysis of this information shows the 33 strands relate to 7 complaint cases. One complainant in those cases is considered persistent.

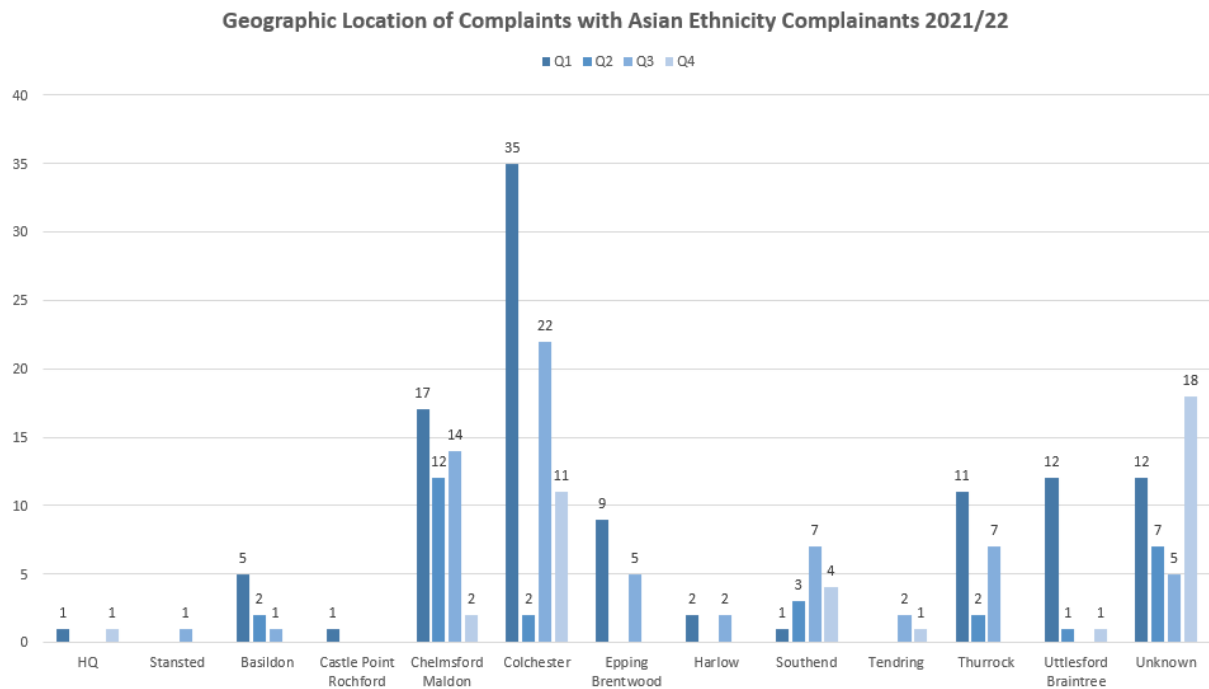
Breakdown of Complaints – Mixed Ethnicity Group

Row Labels	A1 Police action following contact	A2 Decisions	A3 Information	B1 Stops, and stop and search	B4 Use of force	C1 Handling of or damage to property/premises	H1 Impolite language/tone	H3 Unprofessional attitude and disrespect	L1 Other
Basildon	0	0	0	0	1	0	0	0	0
Chelmsford Maldon	2	0	0	2	1	0	1	1	1
Colchester	0	0	0	0	1	0	0	0	0
Harlow	2	1	0	0	0	0	0	0	0
Southend	1	0	0	0	1	1	0	0	0
Unknown	2	0	1	0	0	0	0	0	0
Total	7	1	1	2	4	1	1	1	1

Due to the low level of complaints made by those from mixed ethnicity groups, these complaints have been categorised into districts rather than commands.

The “unknown” area is likely to account for an organisational complaint rather than a complaint attributed to a particular officer/area.

Breakdown of Complaints – Asian Ethnicity Group



The high numbers shown in Colchester in Q1 and Q3 relate to a persistent complainant. Action is being taken in relation to this individual. Any interaction he has with the police will result in a large volume of complaints. All complaints made have to be recorded even if no further action is taken due to duplication. This will result in figures that will not show a true reflection of complaints made by the Asian communities.

The higher numbers in Q1 for the West have been viewed in line with the lower numbers for the remaining 3 quarters. There doesn't seem to be a pattern in these complaints, although one complainant who has regular communication with PSD has moved from the West to the North since Q1.

The North LPA shows a high level of complaints in Chelmsford/Maldon. The case numbers are relatively low for these areas even though the strands are higher.

Complaint Categories – Force Overview

The following sections focus on the complaint categories as in the table below, and comparisons will be made to Q1 – Q4 data.

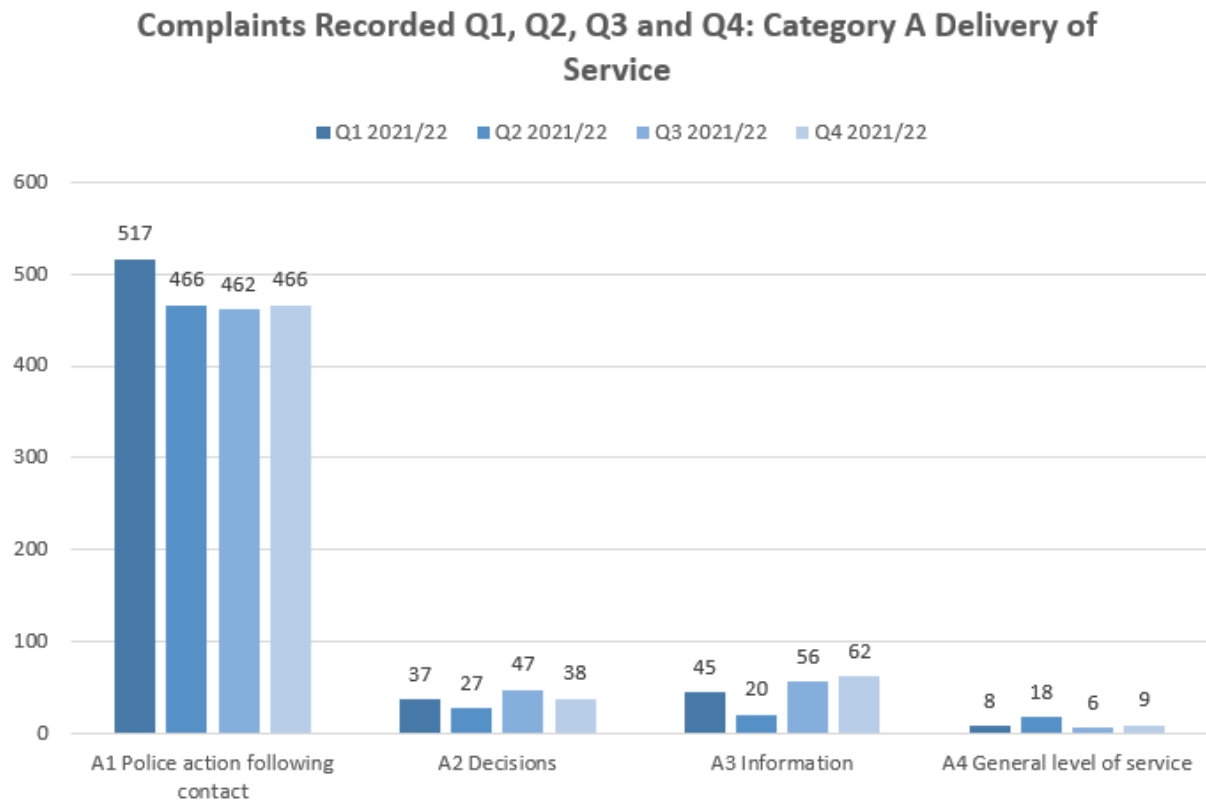
The analysis below is using Complaint Strand data unless otherwise stated.

Overall Category	Description/Summary	Q1	% of Total Q1	Q2	% of Total Q2	Q3	% of Total Q3	Q4	% of Total Q4	Total 2021/22
A Delivery of Service	Police Action, Decisions, Information	607	56.0%	531	55.7%	571	51.1%	575	53.1%	2284
B Police Powers, Policy and Procedures	Searches, Use of Force, Custody, Evidence	171	15.8%	153	16.0%	183	16.4%	179	16.5%	686
C Handling of, or Damage to property/premises	Property/Premises Handling/Damage	26	2.4%	33	3.5%	42	3.8%	36	3.3%	137
D Access and/or disclosure of information	Use of Data, disclosure	28	2.6%	22	2.3%	11	1.0%	15	1.4%	76
E Use of Police Vehicles	Use of Police Vehicles	9	0.8%	10	1.0%	16	1.4%	9	0.8%	44
F Discriminatory Behaviour	Various Discrimination Categories	50	4.6%	52	5.5%	75	6.7%	62	5.7%	239
G Abuse of Position/Corruption	Organisational, Abuse of Position, Justice	27	2.5%	15	1.6%	27	2.4%	26	2.4%	95
H Individual Behaviours	Impolite, Unprofessional, Lack of fairness, Overbearing/Harassing	155	14.3%	123	12.9%	177	15.8%	172	15.9%	627
J Sexual Conduct	Sexual Assault, Harassment, Other Sexual Conduct	5	0.5%	6	0.6%	5	0.4%	3	0.3%	19
K Discreditable Conduct	Discreditable Conduct	3	0.3%	2	0.2%	3	0.3%	1	0.1%	9
L Other	Other	2	0.2%	7	0.7%	8	0.7%	5	0.5%	22
Total		1083	100%	954	100%	1118	100%	1083	100%	4238

The significant areas being recorded under in Q4 are:

1. A Delivery of Service – 53.1%
2. B Police Powers, Policy and Procedures – 16.5%
3. H Individual Behaviours – 15.9%

Complaint Codes A1 – A4 Delivery of Service:



Category A continues to be the highest reported area - Q4 shows 53.1% of total strands recorded. Within this category, code A1 – Police action following contact is the highest recorded strand.

Common areas of complaint under this section are lack of investigation into reported crimes, lack of victim updates, lack of victim contact and investigations going out of time. There is ongoing work with victim services to identify the key areas of concern and provide data to help the organisation improve in this area. There is also consideration for a change in recording methods for complaints from victims of crime to allow us to produce more accurate search results.

Command Breakdown:

LPA areas have the higher numbers, with the North LPA accounting for 38% of category A recorded in Q4, compared to 33% in Q3. However, there is consistency across all 3 LPAs, with the only reduction of note being in Q4 for the West LPA. This is reflected in the second table below where North LPA has a higher percentage of category A complaints to headcount, whereas the West LPA has considerably less.

This would be in line with the West LPA receiving fewer complaint strands overall in Q4.

Command	A Complaints Q1 2021/22	%	A Complaints Q2 2021/22	%	A Complaints Q3 2021/22	%	A Complaints Q4 2021/22	%	Command % of Force Headcount
CJOM	11	2%	6	1%	6	1%	8	1%	5%
CM	14	2%	15	3%	21	4%	19	3%	9%
CPP	48	8%	19	4%	20	4%	40	7%	9%
CT	5	1%	0	0%	0	0%	0	0%	1%
HQ Directorate	15	2%	13	2%	8	1%	22	4%	4%
PSD	18	3%	14	3%	28	5%	27	5%	1%
LPA NORTH	207	34%	170	32%	188	33%	217	38%	17%
LPA SOUTH	131	22%	120	23%	124	22%	127	22%	12%
LPA WEST	124	20%	120	23%	138	24%	79	14%	10%
LPSU	5	1%	3	1%	4	1%	1	0%	2%
OPC	23	4%	47	9%	26	5%	34	6%	12%
SCD	5	1%	4	1%	8	1%	1	0%	8%
SSD	1	0%	0	0%	0	0%	0	0%	11%
Total	607	100%	531	100%	571	100%	575	100%	100%

LPA	Q4 % of LPA Complaints (A Category)	% of Staff LPA Force Headcount
LPA NORTH	51%	44%
LPA SOUTH	30%	30%
LPA WEST	19%	26%

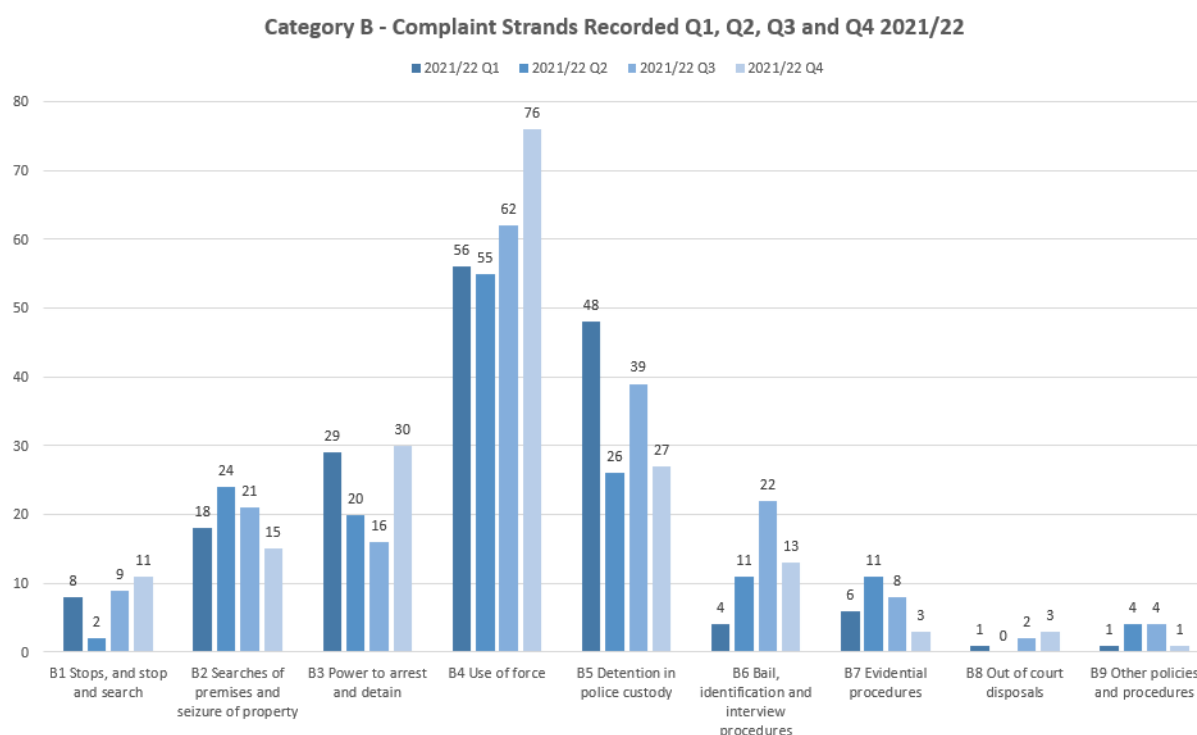
Case Outcomes – Category A - (Finalised data)

Service level acceptable is the main outcome seen for category A with 46% in Q4

The table below shows a comparison of Q1 – Q4 for this year which shows similar levels for the outcome types.

Case Outcome of A	Q1 2021/22	%	Q2 2021/22	%	Q3 2021/22	%	Q4 2021/22	%
Complaints - Finalised Cases								
Resolved	122	38%	126	36%	109	32%	104	28%
The service provided was acceptable	132	41%	147	42%	123	37%	171	46%
The service provided was not acceptable	22	7%	25	7%	28	8%	25	7%
Withdrawn	13	4%	14	4%	20	6%	15	4%
Other	35	11%	35	10%	56	17%	58	16%
Total	324	100%	347	100%	336	100%	373	100%

Complaint Codes B1-B9: Powers, Policy and Procedure



This is a broad category which encompasses many different elements. In 2020/2021, category B accounted for 19.1% of all recorded strands. 2021/2022 shows a decrease to 16.19%.

Use of Force continues to be the highest recorded strand in this category. It is important to note that there is a low threshold for complaint recording and that use of force would range from a member of the public not wishing to be handcuffed, to an assault allegation.

Work is ongoing to support the College of Policing National VAWG taskforce. Use of Force has been identified as the main strand complained about that would meet the criteria. There

is ongoing work being carried out to ascertain if we have areas of concern and further intervention is needed.

Detention in police custody is the second highest area. During lockdown figures correlated with lockdown and subsequent lifting of restrictions.

Power to arrest and detain figures have doubled between Q3 to Q4. Further research into this shows Q4 recorded 11 complaint cases, compared to 7 cases in Q3. Whilst there is a large increase in strands, it is an increase of 4 cases. Most allegations in this area are where complainants feel they have been unlawfully arrested. Most outcomes after investigation are service level acceptable.

Command Breakdown:

The LPA commands continue to see the higher numbers of complaints under this category, with North LPA having an unusually high 47% of those recorded in Q4 (85 strands, compared to 31% or 56 strands in Q3). West LPA has had a fewer amount in Q4, with 8% of the total compared to 28% in Q3.

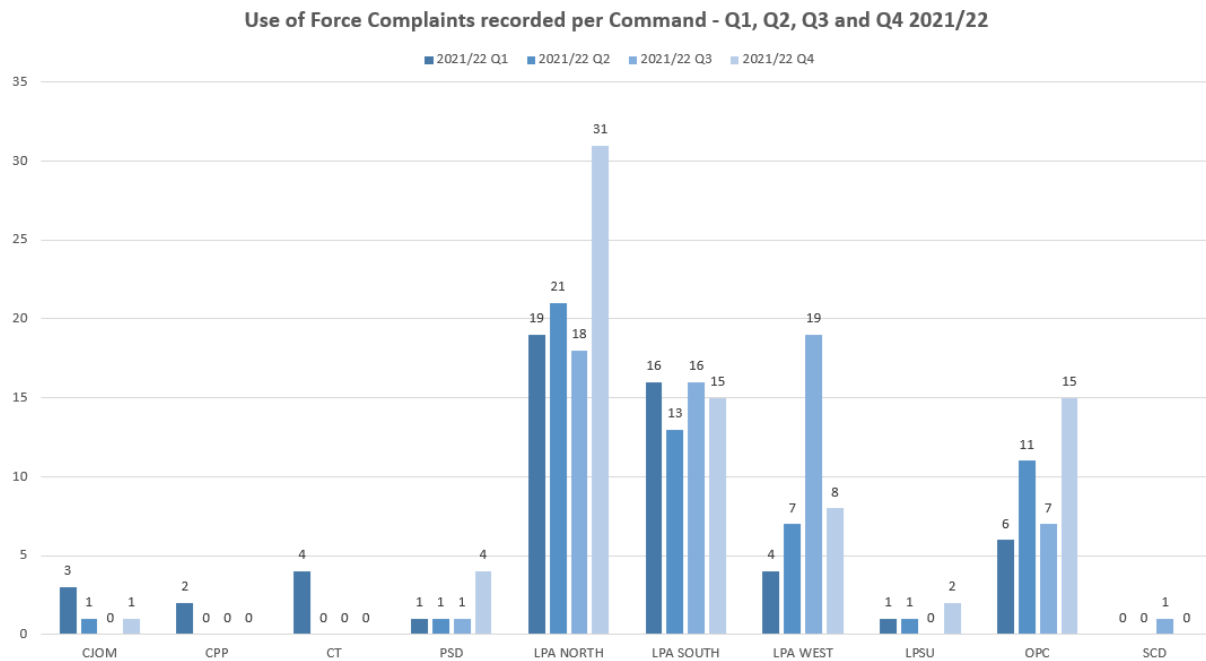
Command	B Complaints Q1 2021/22	%	B Complaints Q2 2021/22	%	B Complaints Q3 2021/22	%	B Complaints Q4 2021/22	%
CJOM	21	12%	20	13%	14	8%	15	8%
CPP	22	13%	2	1%	5	3%	2	1%
CT	7	4%	0	0%	0	0%	0	0%
HQ Directorate	0	0%	1	1%	0	0%	0	0%
PSD	2	1%	1	1%	4	2%	5	3%
LPA NORTH	51	30%	50	33%	56	31%	85	47%
LPA SOUTH	33	19%	28	18%	38	21%	31	17%
LPA WEST	16	9%	25	16%	51	28%	15	8%
LPSU	4	2%	1	1%	0	0%	3	2%
OPC	15	9%	22	14%	11	6%	23	13%
SCD	0	0%	3	2%	4	2%	0	0%
Total	171	100%	153	100%	183	100%	179	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 (36%) of the category B complaints recorded in Q4 are Use of Force complaints.



The North LPA and OPC show an increase in use of force strands for Q4 compared to the other 3 quarters.

Whilst strands have increased, North LPA show 20 recorded cases, OPC have 6 recorded cases.

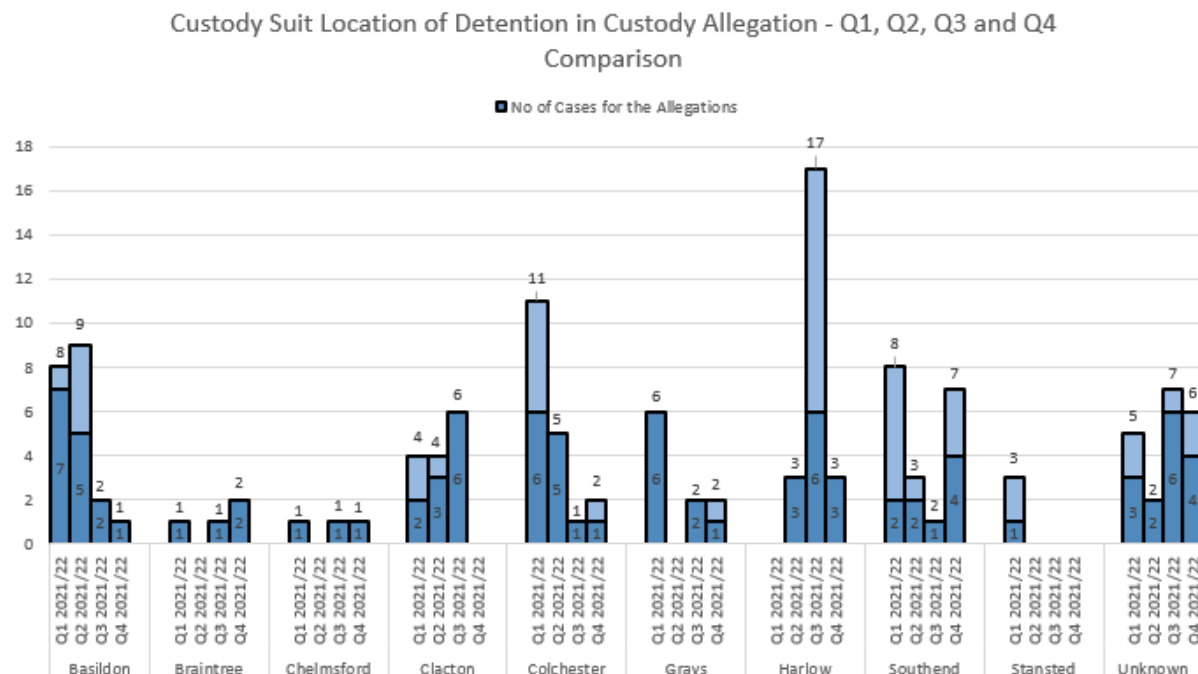
The West LPA saw a spike in Q3, however this has now reduced for Q4.

The majority of strands in this area relate to use of force on arrest. These figures and summaries are shared at the Use of Force Board with any key areas of learning identified.

Detention in Police Custody

There was a decrease in Q4 for these complaints – accounting for 15% of the B category in Q3 compared to 21% in Q4. Though when considering strands within cases, Q1 had two cases accounting for 13 strands, whereas Q2, Q3 and Q4 did not have any similar larger 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.



Detainee figures for this period have been obtained to ascertain if an increase in complaint strands correlates with detainee numbers.

For the South LPA, Q1 and Q2 saw a higher level of detainees than Q3 and Q4, may account for the higher number of strands.

Chelmsford Custody was closed until September 2021 which may account for the increased strands in Clacton and Colchester as detainees would be diverted there as a matter of course.

Q3 for Harlow in the West LPA appears disproportionate in relation to detainee figures. Looking at the recorded strands in further detail, there does not appear to be any indication of what may have caused this increase. Q3 shows the highest number of complaints in the West LPA, some of which contain numerous strands.

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	2390	6019
	Aug-20	2000	
	Sep-20	1629	
Q3 2020/21	Oct-20	1902	5341
	Nov-20	2065	
	Dec-20	1374	
Q4 2020/21	Jan-21	1765	5349
	Feb-21	1562	
	Mar-21	2022	
Q1 2021/22	Apr-21	1635	4665
	May-21	1676	
	Jun-21	1354	
Q2 2021/22	Jul-21	1325	3930
	Aug-21	1429	
	Sep-21	1176	
Q3 2021/22	Oct-21	1489	4250
	Nov-21	1516	
	Dec-21	1245	
Q4 2021/22	Jan-22	1550	4287
	Feb-22	1291	
	Mar-22	1446	

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 2020¹.

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 2020².'*

Complaints in relation to Stop Searches remain low with no areas of concern for this period.

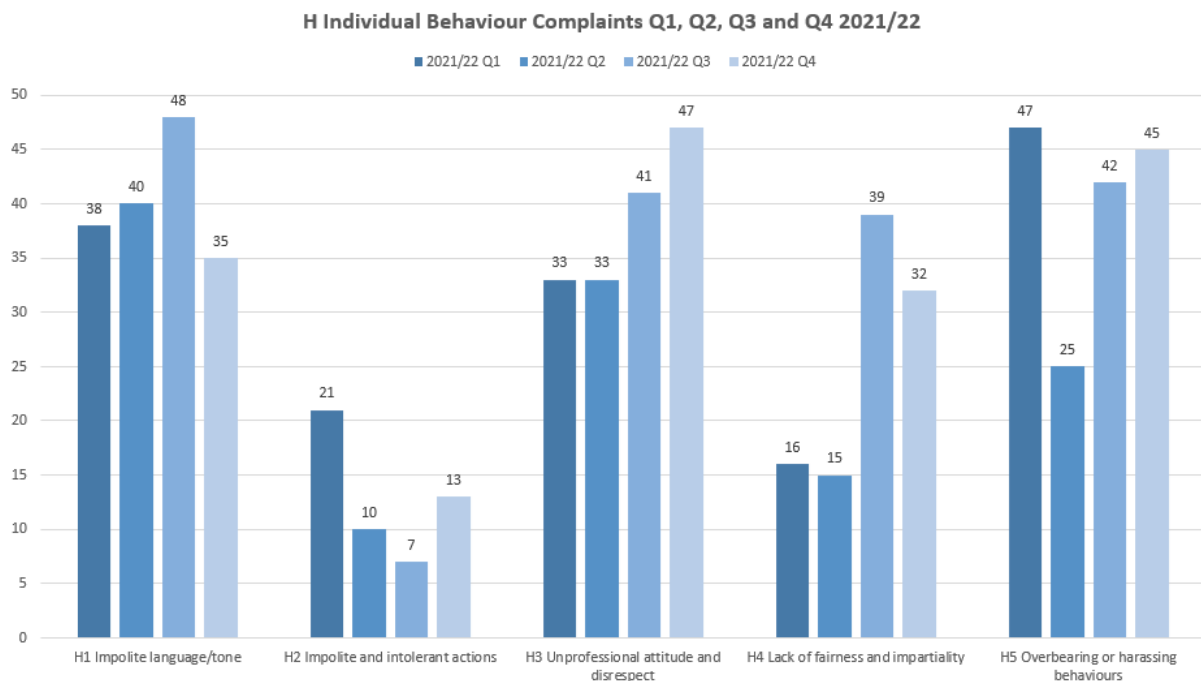
¹ Numbers obtained from Performance Analysis Unit.

² Taken from October 2021 PFCC Monthly Performance Report PAU:
<http://connexion.ecis.police.uk/teams/dcc/strategic-change-performance/pau.html>

Category B Case Outcomes (Finalised data)

Outcome	Q1 2021/22	%	Q2 2021/22	%	Q3 2021/22	%	Q4 2021/22	%
Resolved	12	7%	9	7%	5	3%	6	3%
The service provided was acceptable	120	73%	104	78%	118	72%	137	80%
The service provided was not acceptable	6	4%	7	5%	9	6%	2	1%
Withdrawn	14	9%	6	5%	13	8%	16	9%
Other	12	7%	7	5%	18	11%	11	6%
Total	164	100%	133	100%	163	100%	172	100%

Complaint Codes H1-H5 Individual Behaviours:



Category H is the third highest category recorded for this period. As can be seen from the chart, there were lower numbers recorded in Q1 and Q2, showing an increase in Q3 and Q4.

Information gained from this report will be highlighted at the upcoming Appropriate Authority Forum to ensure each policing area is aware of the increase and has appropriate oversight.

The Force has also just launched the new Professionalism Strategy which sets out to change the culture around how officers and staff **Work, Lead, Learn, Look** and **Behave**, led by the DCC.

Command Breakdown

The LPA areas have most of these complaints, with LPA North seeing the most with 44% of overall in Q4 of the 2021/22 financial year.

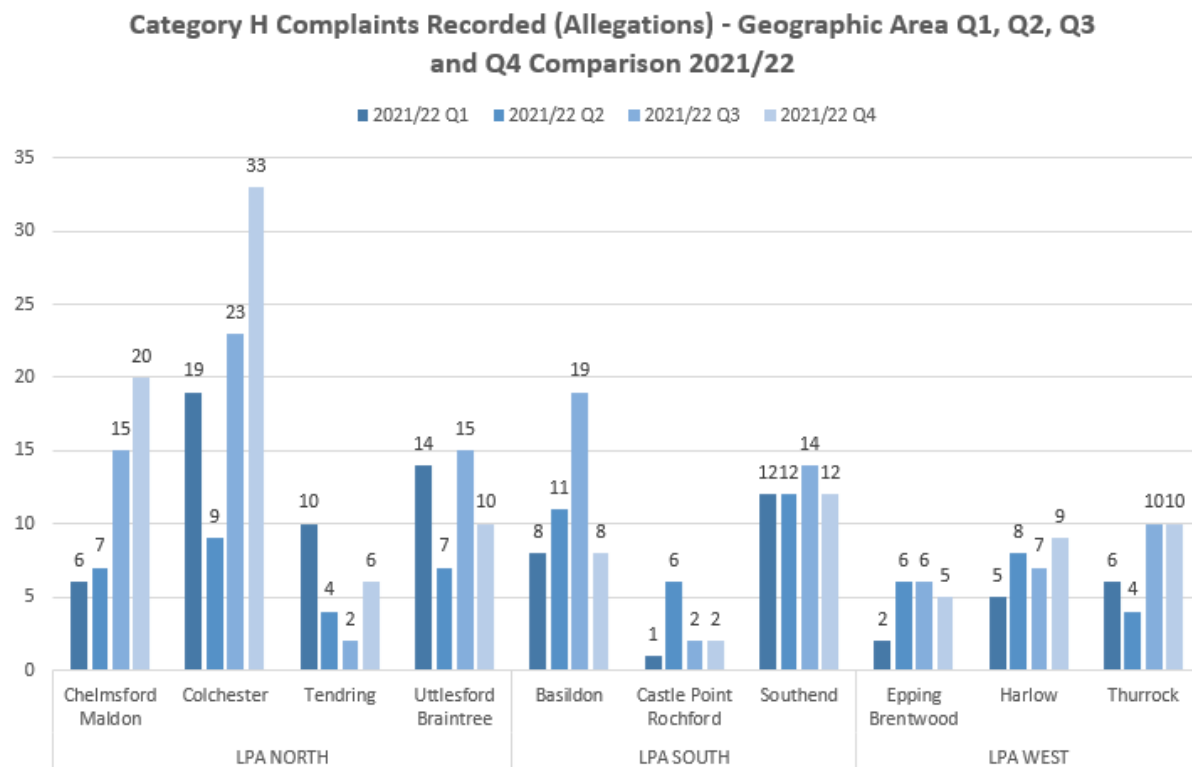
The second table shows the ratio of complaints and headcount for the three LPA areas only. This shows that the three areas are not proportionally in line with the corresponding headcount.

Command	Q1 2021/22	%	Q2 2021/22	%	Q3 2021/22	%	Q4 2021/22	%	Total	Command % of Force Headcount
CJOM	7	5%	2	2%	2	1%	2	1%	13	5%
CM	5	3%	6	5%	4	2%	4	2%	19	9%
CPP	14	9%	4	3%	3	2%	3	2%	24	9%
CT	0	0%	0	0%	1	1%	0	0%	1	1%
HQ	2	1%	3	2%	0	0%	0	0%	5	4%
PSD	4	3%	2	2%	6	3%	10	6%	22	1%
LPA NORTH	58	37%	35	28%	72	41%	75	44%	240	17%
LPA SOUTH	25	16%	33	27%	39	22%	28	16%	125	12%
LPA WEST	17	11%	18	15%	30	17%	29	17%	94	10%
LPSU	7	5%	2	2%	3	2%	4	2%	16	2%
OPC	16	10%	15	12%	14	8%	15	9%	60	12%
SCD	0	0%	0	0%	3	2%	2	1%	5	8%
SSD	0	0%	3	2%	0	0%	0	0%	3	11%
Total	155	100%	123	100%	175	100%	172	100%	627	100%

LPA	Q4 % of LPA Complaints (H Category)	% of Staff LPA Force Headcount
LPA NORTH	57%	44%
LPA SOUTH	21%	30%
LPA WEST	22%	26%

LPA North is seeing higher numbers in all the sub-categories. The graph below shows the geographic areas in the LPA command complaints. Colchester and Chelmsford/Maldon had most in Q4, with Colchester seeing 33 complaints compared to 23 in Q3.

The North LPA have been contacted in relation to this data. They have a number of persistent complainants who have a large number of strands linked to one complaint. An example has been given for a complainant in Uttlesford with a complaint case in excess of 40 strands. The North LPA have implemented various different areas of work to try to reduce the amount of complaints. This includes a monthly newsletter, domestic abuse and equality focus panels, victim focus panel and identifying further areas of improvement.

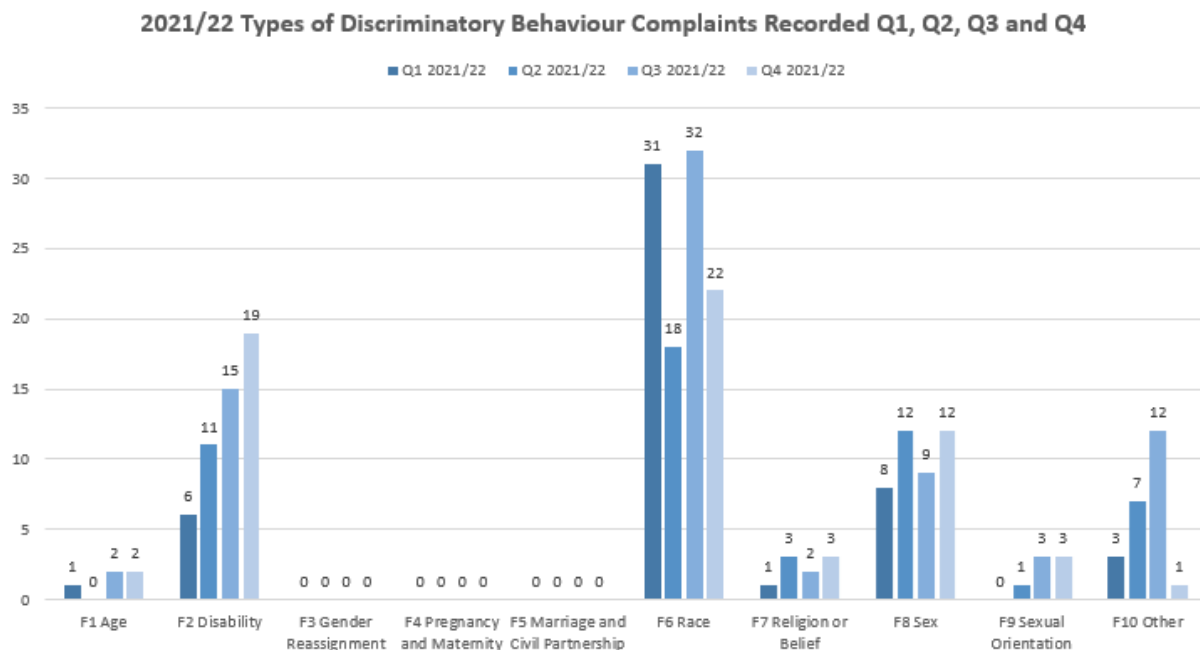


Complaint Codes F1-F10 Discriminatory Behaviour

Codes F1-F10 cover various allegations of discrimination, and accounts for 5.7% of complaint strands recorded in Q4 of the 2021/22 financial year, and is the fourth highest category recorded, though numbers are low compared to the top three categories. Compared to Q1 and Q2 numbers (50 and 52 complaints for this category respectively), Q3 had a higher total of 75 complaints. However, Q4 saw a decrease, with 62 complaints recorded (17.33% decrease).

Numbers are increasing, with 239 total enquiries for the 2021/22 financial year, compared to 147 in total for the 2020/21 financial 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 and Q4, 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.



Looking into the disability strand in more detail, it appears there are multiple officers/strands linked to individual complaint cases. For example, for Q4 whilst there are 19 strands, this relates to 4 complaint cases. Q1 appears low with 6 strands, however they relate to 6 complaint cases, therefore there has been a decrease.

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 (not taking into account Unknown).

Complainant - Self Defined Ethnicity - F6 Race Discrimination Complaint Cases	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Total	%
Asian	4	3	5	4	16	17%
Black	9	3	7	6	25	27%
Mixed	0	1	1	0	2	2%
Other	1	1	1	0	3	3%
Unknown	10	6	6	6	28	30%
White	1	4	9	6	20	21%
Total	25	18	29	22	94	100%

Looking into these complaints in more detail, only one complaint from those who state their ethnicity is black was found service level not acceptable. This was from the South LPA and some very good work has taken place to restore public confidence. This complainant has engaged very well with officers and has recently spoken at their IAG which was very impactful.

Command Breakdown:

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 2021/22	%	Q2 2021/22	%	Q3 2021/22	%	Q4 2021/22	%	Total
CJOM	2	4%	0	0%	1	1%	2	3%	5
CM	0	0%	1	2%	1	1%	0	0%	2
CPP	8	16%	6	12%	1	1%	6	10%	21
CT	0	0%	0	0%	1	1%	0	0%	1
HQ	0	0%	0	0%	0	0%	2	3%	2
PSD	0	0%	1	2%	6	8%	2	3%	9
LPA NORTH	21	42%	13	25%	23	31%	26	42%	83
LPA SOUTH	6	12%	12	23%	11	15%	16	26%	45
LPA WEST	7	14%	14	27%	17	23%	5	8%	43
LPSU	2	4%	1	2%	0	0%	0	0%	3
OPC	4	8%	3	6%	14	19%	3	5%	24
SCD	0	0%	1	2%	0	0%	0	0%	1
Total	50	100%	52	100%	75	100%	62	100%	239

In Q4, LPA West had 5 complaints (8%) compared to 17 in Q3 (a 70% decrease), leading to a disproportionate number of complaints compared to headcount. Consequently, for Q4, LPA North has a higher percentage of complaints for LPA areas (55%) compared to the headcount percentage of 44%.

LPA	Q4% of LPA Complaints (F Category)	% of Staff LPA Force Headcount
LPA NORTH	55%	44%
LPA SOUTH	34%	30%
LPA WEST	11%	26%

As previously stated, persistent complainants within the North LPA could account for the higher levels in this category.

Case Outcomes – Category F - (Finalised data)

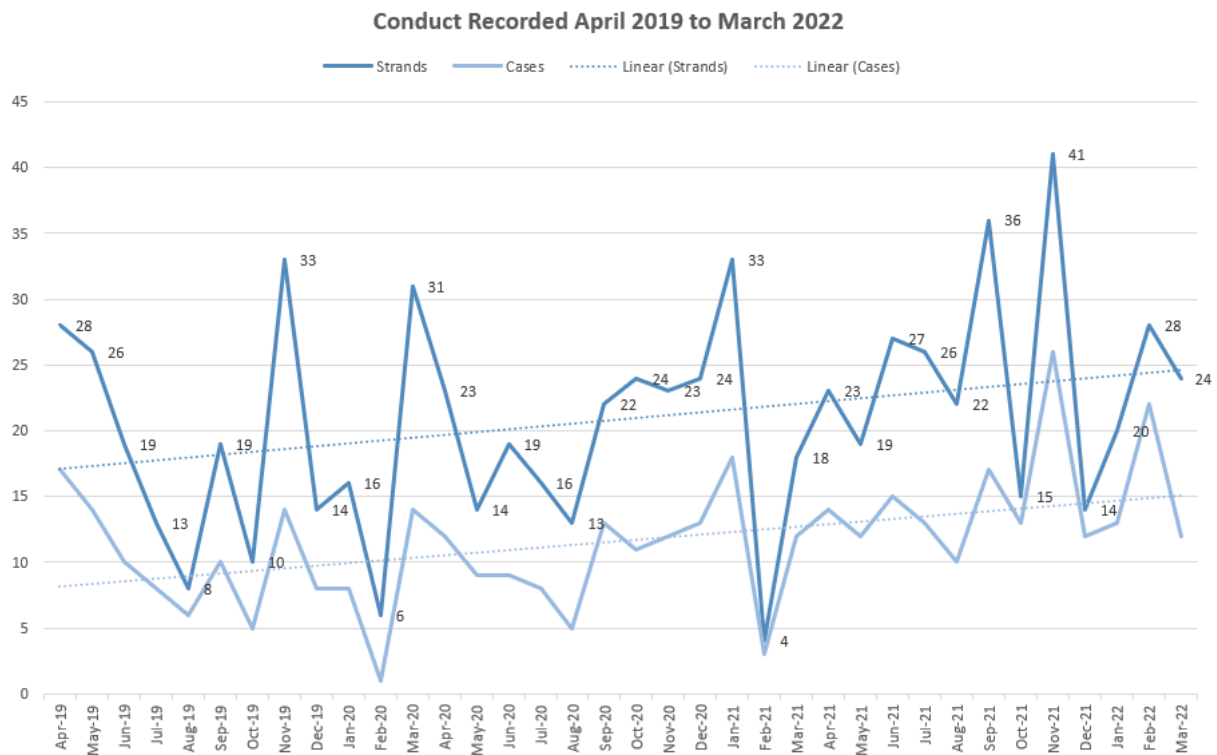
Service level acceptable is the main outcome seen for category F with 77% overall in Q4 of 2021/22. The table below shows a comparison of Q1, Q2, Q3 and Q4 for the 2021/22 financial year.

Case Outcome of A Complaints - Finalised Cases	Q1 2021/22	%	Q2 2021/22	%	Q3 2021/22	%	Q4 2021/22	%
The service provided was acceptable	18	69%	23	77%	31	79%	36	77%
The service provided was not acceptable	4	15%	1	3%	1	3%	2	4%
Withdrawn	2	8%	3	10%	2	5%	5	11%
Other	2	8%	3	10%	5	13%	4	9%
Total	26	100%	30	100%	39	100%	47	100%

There is IOPC discrimination guidance which is followed when investigating category F complaints. As a force we ensure a local investigation is completed and accounts obtained from officers to fully understand their thought processes and rationale, providing a detailed report to the complainant.

Regular use of BWV, use of force forms and improved stop and search training may also account for high levels of service level acceptable within this category.

Force Misconduct



The numbers of conduct cases and conduct strands recorded has varied each month since April 2019, although there is an upward trend for both cases and strands throughout the period.

Cases refer to the number of individual investigations whilst strands refer to the number of people subject to that investigation or different breaches of the conduct regulations that that a person may have committed within that investigation. For example, one case may have two people subject to the investigation who have both breached three standards of professional behaviour. Therefore this one case has six strands.

Year	Strands	Cases
2019/20	219	115
2020/21	233	125
2021/22	295	179

There has been a significant increase in both cases and strands in 2021/2022. The number of cases and strands were broadly consistent in all four quarters, except for Q2 where there were 84 strands (compared with an average of 71 strands for Q1, Q3 and Q4).

The outlier in Q2 can be explained by an unusual number of cases (five) where multiple officers have been investigated for multi stranded conduct. It should also be noted that in July 2021 the PSD Appropriate Authority commenced a process where they consider grievances, in consultation with HR Delivery Manager, and consider whether there are any breaches of the standard of professional behaviour. Whilst this is a small number of cases it is a factor that hasn't previously been relevant to this report.

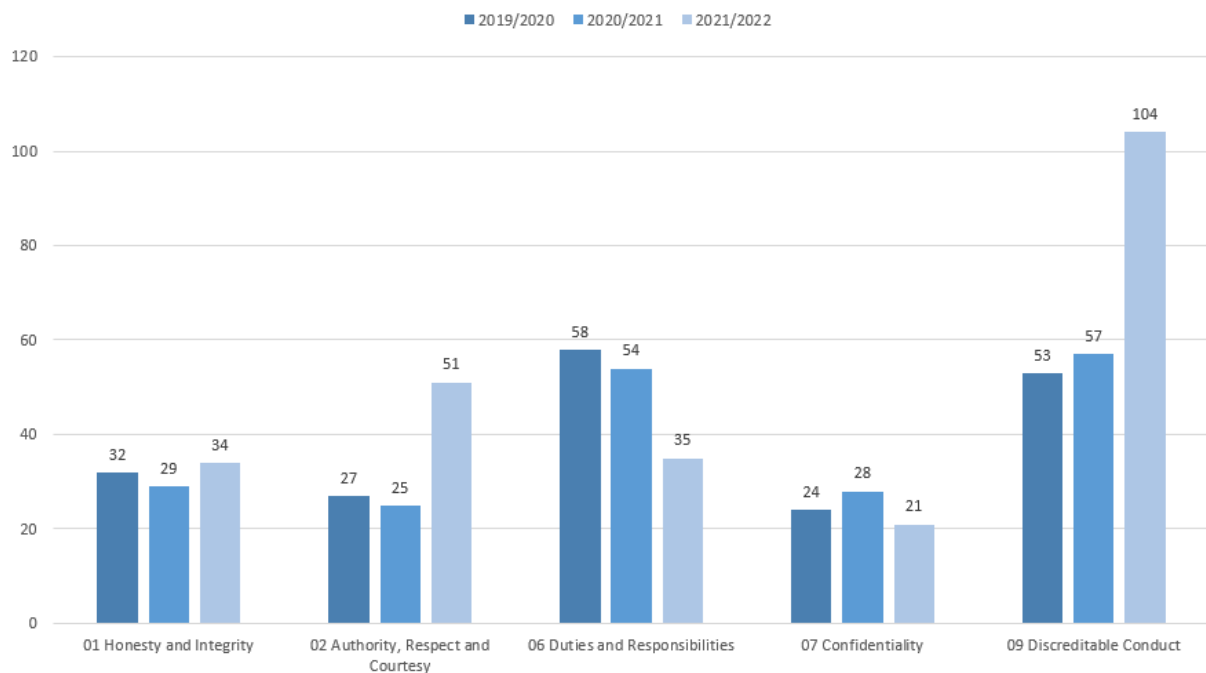
The increase in PSD conduct cases is mirrored nationally and should be considered in the context of increased reporting of violence against women and girls following the murder of Sarah Everard in March 2021 and other high profile cases.

The number of investigations that fit the NPCC definition of Violence Against Women and Girls increased in 2021 (January to December) by 25% compared with the same period in 2020. In the first three months of 2022 (January-March) there have been 19 recorded conduct cases relating to violence against women and girls. This is already more than the number recorded in all of 2020 (January to December).

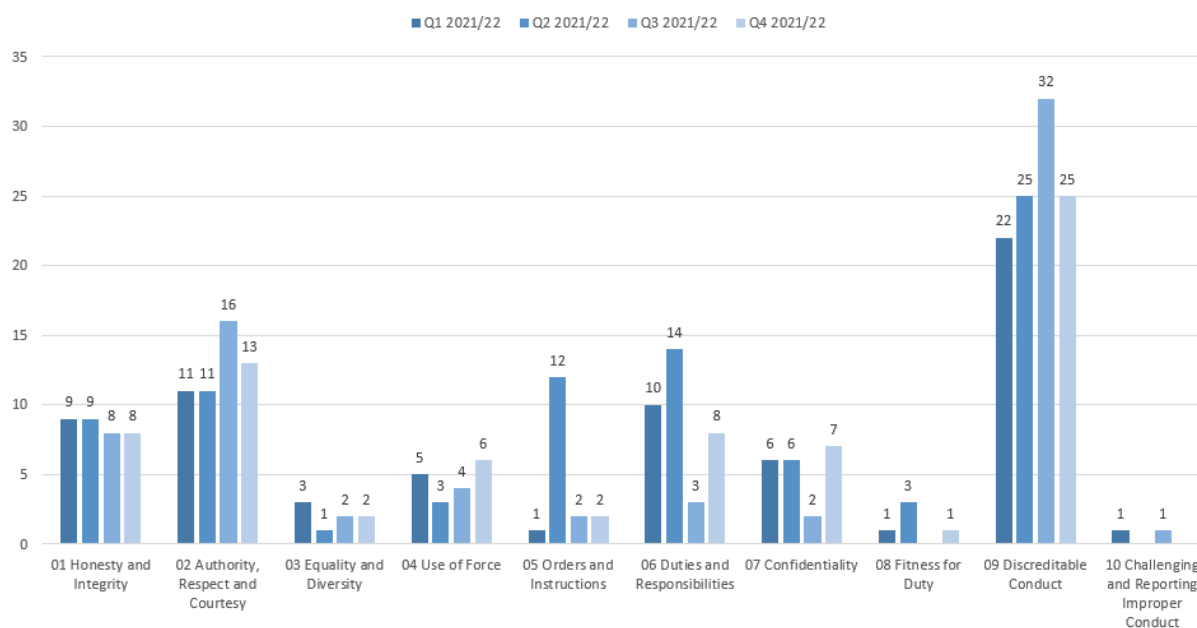
The following charts show –

- The top five Conduct **Strands** by financial year.
- A comparison of Q1, Q2, Q3 and Q4 for the 2021/22 financial year (considering all ten conduct categories).

Top 5 Categories of Misconduct Recorded - Comparison of Totals per Financial Year



All Categories of Misconduct Recorded - Q1, Q2, Q3 and Q4 Comparison 2021/22



Discreditable Conduct

- The Code of Ethics describes discreditable conduct as *behaviour that brings discredit on the police service or undermines public confidence in policing.*
- There was an 82 % increase in total strand numbers between 2020/21 and 2021/22, with 57 and 104 strands respectively.
- Q3 showed the highest number, with 32 strands recorded. The increase in this strand is in line with the increase in reporting of violence against women and girls which was most pronounced in October and November and coincides with the sentencing of Wayne Couzens and the subsequent reporting on the case.

Authority Respect and Courtesy

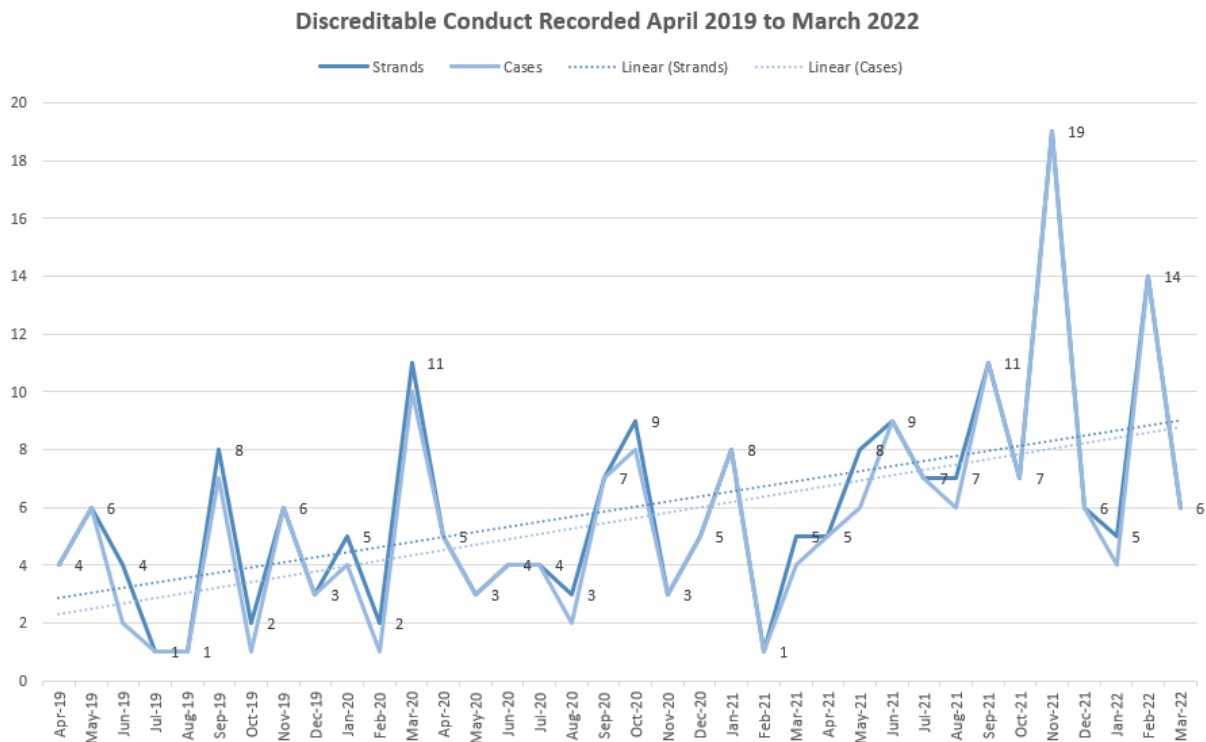
- The Code of Ethics describes authority, respect and courtesy as *acting with self-control and tolerance, treating members of the public and colleagues with respect and courtesy.* It also describes it as *using an officer's powers and authority lawfully and proportionately, respecting the rights of all individuals.*
- This strand is the second most frequently used with a 104% increase since 2021/2022 and an 88% increase on 2019/2020 cases.
- The strand has been consistently used throughout the four quarters, with a quarterly range between 11 and 16.
- Again, this strand reflects the increased reporting of violence against women and girls and the effect that the sentencing of Wayne Couzens appears to have had on peoples' confidence in reporting wrongdoing.

Duties and Responsibilities

- The Code of Ethics describes duties and responsibilities as being *diligent in the exercise of an officer's duties*.
- Although the third highest category in 2021/2022, there has been a fall compared with the previous two financial years.
- There have been variations in its use between all four quarters, ranging between 3 and 14.
- Q2 accounted for 40% of the strands recorded with no clear reason for this outlier.
- The fall in Q3 to just 3 recorded strands coincide with the increase in the use of discreditable conduct and authority, respect and courtesy allegations.

Misconduct Categories over Time

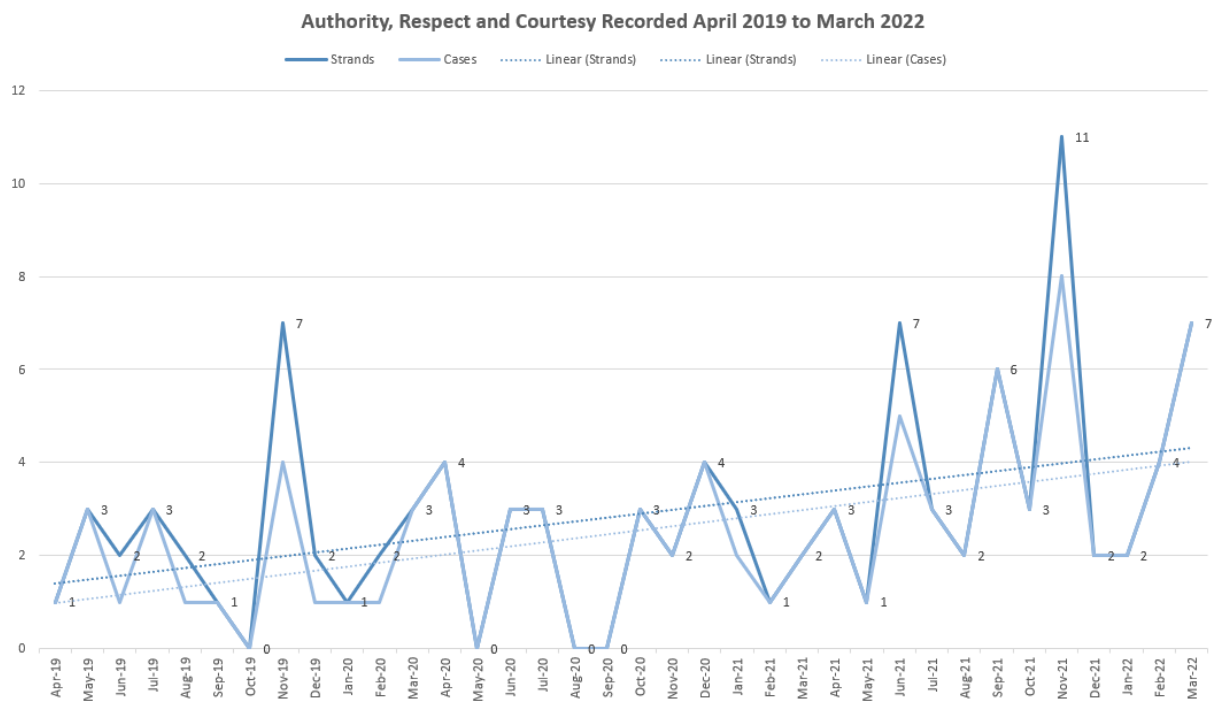
Discreditable Conduct



- This category is the most frequently seen strand, accounting for 26% of all conduct in 2020/21 and 35% of all conduct strands for the 2021/22 financial year.

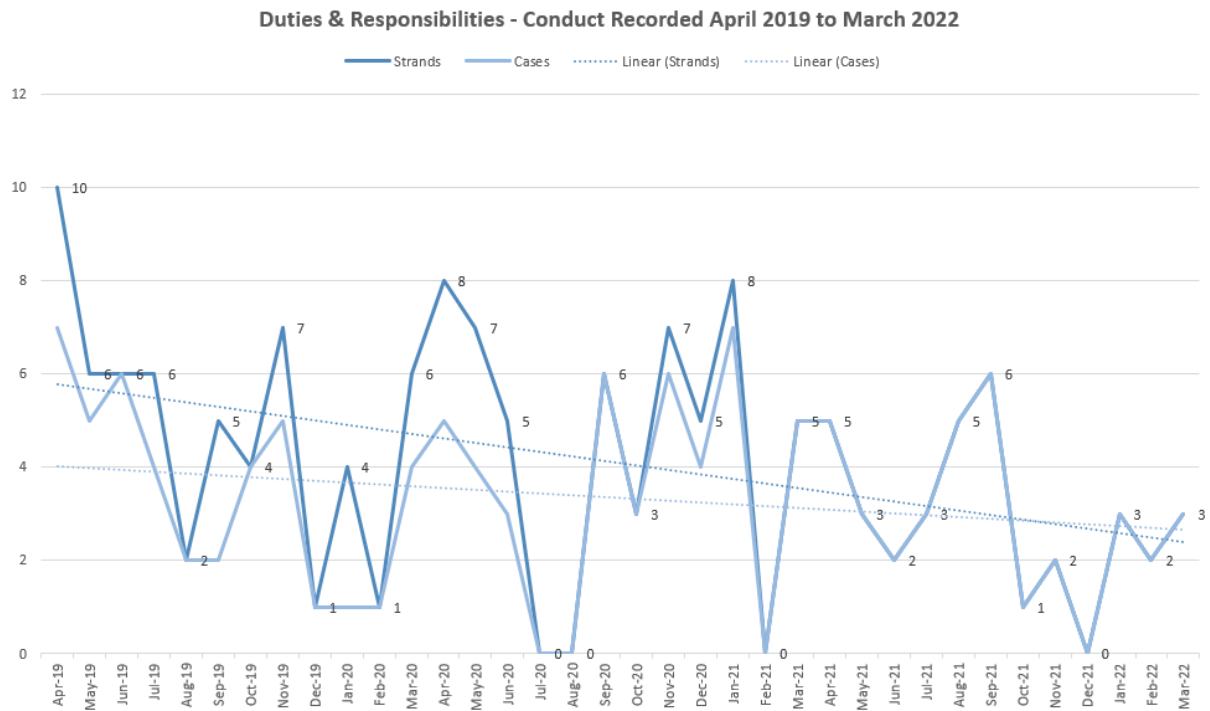
- Peaks in November 2021 and February 2022 have contributed to an increasing trend line.
- The three LPAs contributed 64 strands to the overall total of 104, with the North LPA contributing 50% of this total.
- The increase in November is consistent with the overall increase in reporting relating to violence against women and girls following the sentencing of Wayne Couzens.
- The spike in February is due to an unusual number of criminal allegations (eight), which will always be recorded as discreditable conduct.

Authority, Respect and Courtesy



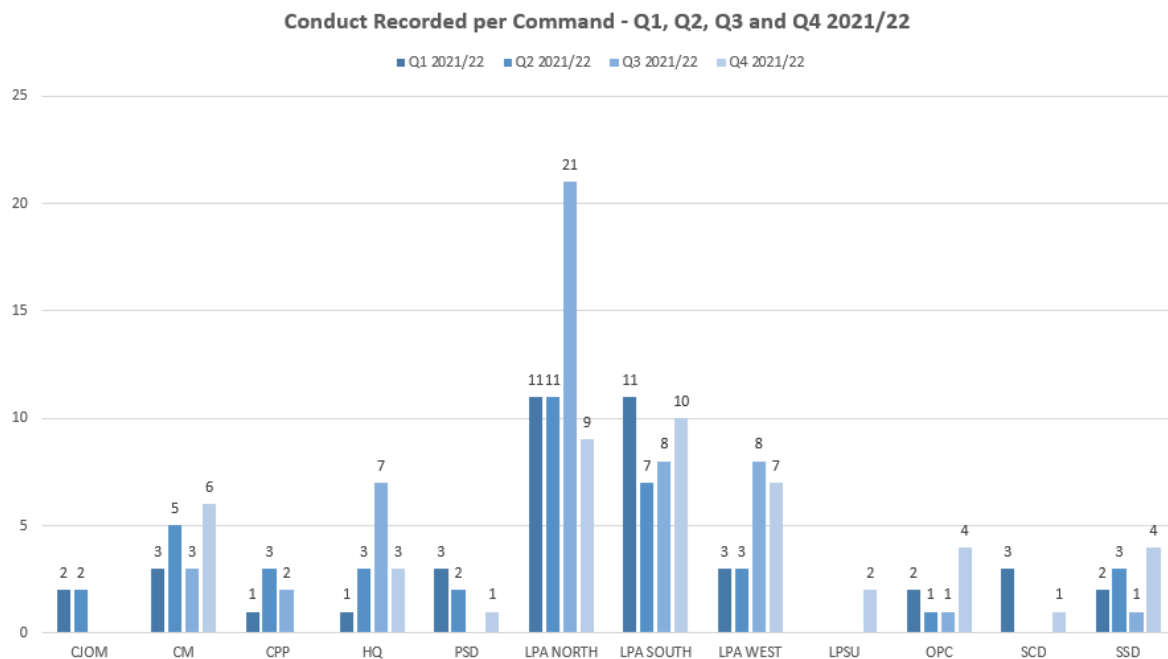
- Historically, numbers under this category have been low. However there has been an increase in the past two financial years, with this category now being the second highest category recorded.
- Compared to the 2020/21 financial year (25 total strands), the 2021/22 financial year saw a 104% increase with 51 total strands recorded.

Duties and Responsibilities



- Although this category had the third highest conduct type recorded with 12% of all strands in the 2021/2022 financial year, there is a decreasing trend when compared with previous years.
- Although the North LPA had the highest number of strands recorded, there are no outliers or clear patterns or trends and is consistent given the size of the workforce.

Command Breakdown of Misconduct Cases



- The LPAs have the highest number of **cases**, which is expected due to the number of officers. The North in particular had a high number in Q3 for the 2021/22 financial year and the West has shown an increase in the final two quarters of the year, albeit from a low base.
- 14 of the 21 cases in Q3 in the North LPA were for discreditable conduct which is consistent with the overall rise in discreditable conduct recording across the force.
- SSD (Support Services Directorate) will often have cases recorded against probationers and accounts for their number.

LPA	% of LPA Conduct Cases Recorded Apr 21 to Mar 2022	% of Staff LPA Headcount
LPA NORTH	48%	44%
LPA SOUTH	33%	30%
LPA WEST	19%	26%

- The table shows the percentage of **cases** of the overall Local Policing Command for each LPA for the 2021/22 financial year. The high number in the North in Q3 has meant they are having slightly more cases and strands proportionally compared to their headcount.

Outcomes of Conduct Cases April 2021 to March 2022

For the 12 months between 1st April 2021 and 31st March 2022, there were **162 total Conduct cases finalised**. This will include cases commenced in both the 2021/2022 as well as cases recorded in previous years.

Summary of Outcomes:

- Of the 162 finalised **cases**, 33% were deemed to have a Case to Answer by the Appropriate Authority and 55% deemed No Case to Answer. The remaining were discontinued or withdrawn.

Case Outcome per Case	Total April 2021 - March 2022	%
Case to Answer	53	33%
No Case to Answer	89	55%
De-Recorded/ Discontinuance (Withdrawn)	20	12%
Total	162	100%

- Of those **cases** deemed to have a Case to Answer, 49% resulted in a dismissal (or would have been dismissed had the officer not resigned), 9% in a Final Written Warning and 19% in a Written Warning. In only 9% of cases was no action the determination.

Final Outcome Cases - Case to Answer	Total April 2021 - March 2022	%
Dismissal without notice	16	30%
Retired/Resigned/Would have been dismissed	10	19%
Final Written Warning	5	9%
Written Warning	10	19%
Learning from Reflection	3	6%
Reflective Practice	1	2%
Management Action	3	6%
No Action	5	9%
Total	53	100%

- Where conduct **cases** were deemed No Case to Answer, 63%, have resulted in No Action and 37% have been deemed to require some form of management intervention below the level of a misconduct finding.

Case Outcome - No Case to Answer	Total April 2021 - March 2022	%
Learning from Reflection	2	2%
Management Action	1	1%
No Action	56	63%
Referral to RPRP	22	25%
Reflective Practice	1	1%
UPP	7	8%
Total	89	100%

Suspensions and Restrictions

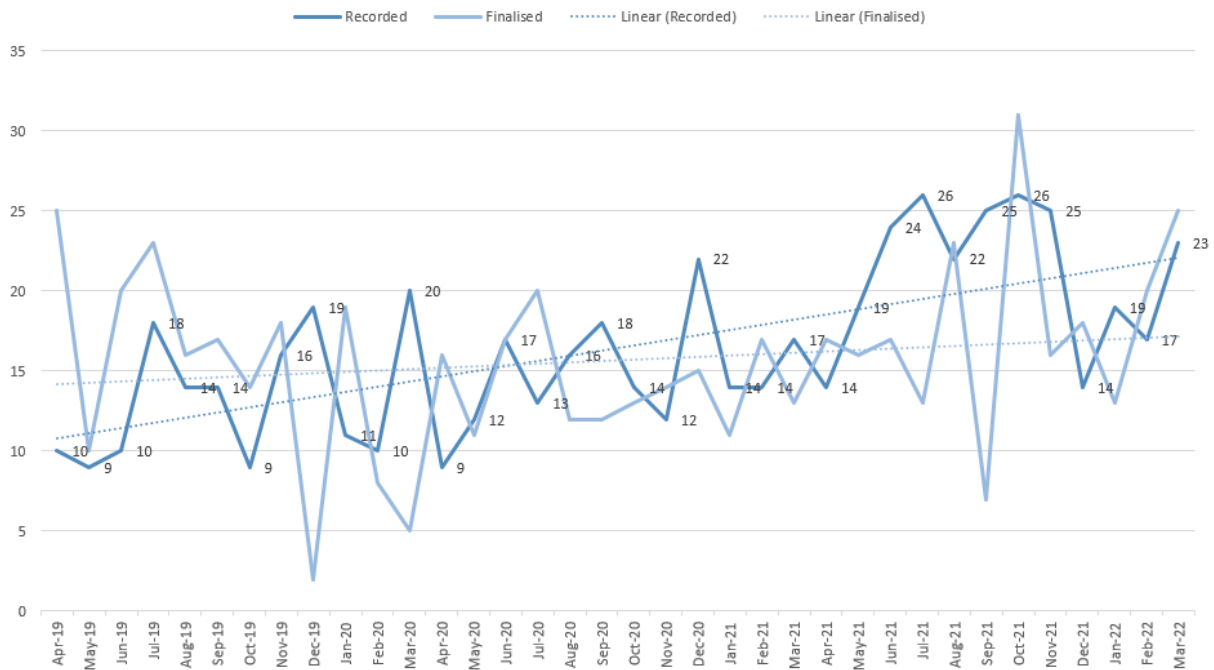
There are currently 25 officers/staff recorded as suspended and 38 on restrictions (as of 28/04/2022). The below tables show the months in which the officers/staff were initially suspended or restricted.

Month Suspended	Number of Staff/Officers	Month Restricted	Number of Staff/Officers
Nov-19	1	Mar-21	1
Jan-21	1	May-21	1
Mar-21	1	Jun-21	1
Apr-21	1	Jul-21	1
May-21	1	Aug-21	1
Jul-21	1	Sep-21	4
Aug-21	2	Oct-21	1
Sep-21	2	Nov-21	7
Oct-21	1	Dec-21	6
Nov-21	3	Jan-22	7
Dec-21	1	Feb-22	3
Jan-22	2	Mar-22	2
Feb-22	5	Apr-22	3
Mar-22	2		
Apr-22	1		
Total	25	Total	38

- Of those who have been suspended for more than a year, two are awaiting hearing/trial and one is an IOPC independent investigation that is still ongoing.
- One officer has been restricted for more than a year and that is an Independent IOPC criminal investigation which is still ongoing.

IOPC Referrals

IOPC Referrals Recorded and Finalised April 2019 to March 2022

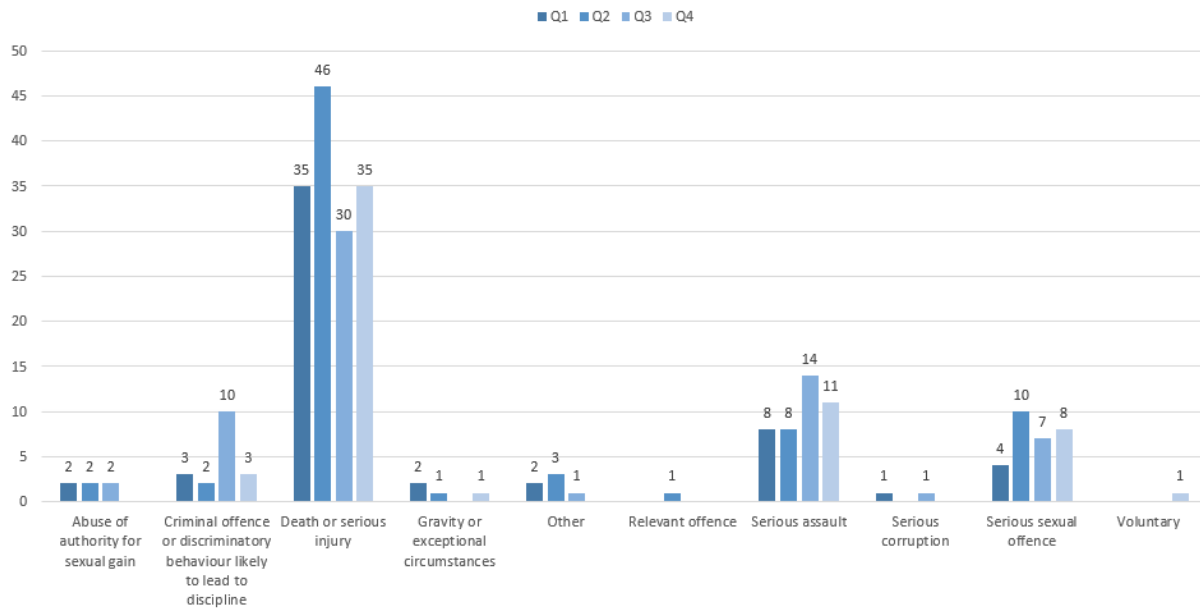


Levels of IOPC Referrals had stayed consistent since April 2019, with monthly numbers being sporadic. Numbers remained similar across the 2019/20 and 2020/21 financial years. However, the 2021/22 financial year saw an increase from 178 referrals recorded in 2020/21 to 254 referrals (42.70% increase). Additionally, the 2021/22 financial year saw an increase from 171 referrals finalised in 2020/21 to 216 referrals finalised (26.32% increase).

The majority, 46%, of referrals in the 2021/22 financial year were due to Death or Serious Injury (DSI). This was the main area in the 2020/21 financial year also, with 52% of recorded referrals.

Further information regarding reported DSI referrals will be provided in the separate DSI report looking at bench marking figures from other forces. The main reasons DSI incidents have been referred have been loss of consciousness (majority in custody), epileptic fit (whilst in custody) and self-inflicted injuries either in custody or prior to arrest.

IOPC Referrals Recorded Q1, Q2, Q3, Q4 Comparison - Reasons for Referral 2021/22

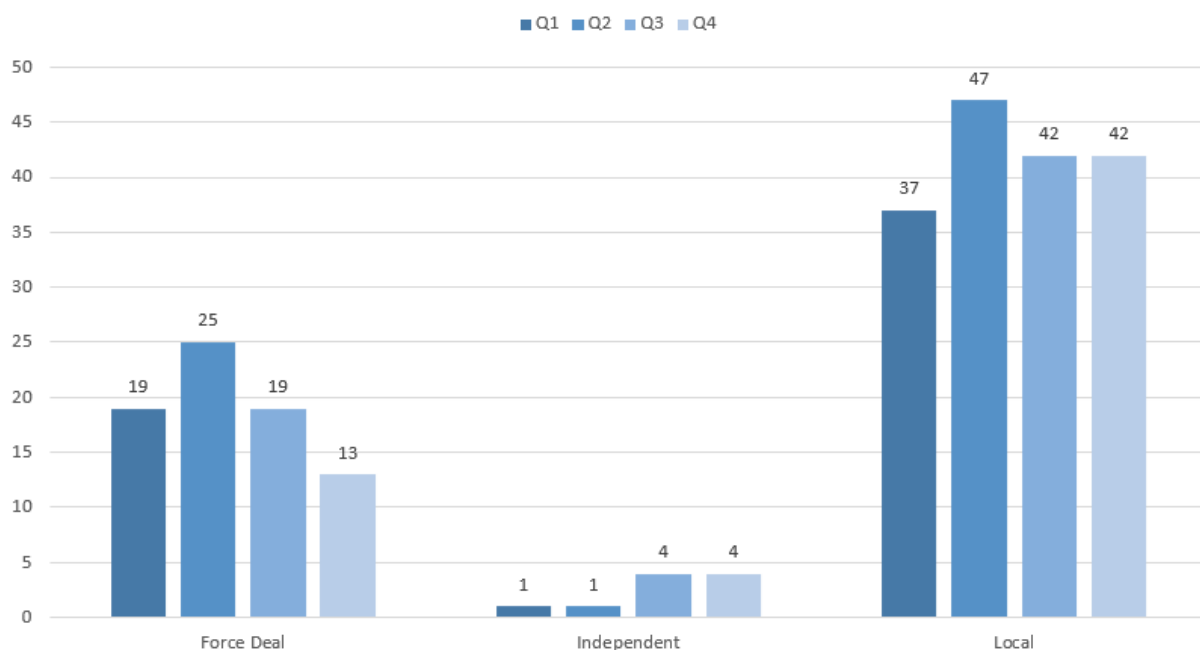


The second highest categories after DSI relate to serious assault/serious sexual offence. This pattern is consistent with the overall recording of conduct matters relating to violence against women and girls.

IOPC Referral Decisions:

The majority, 66%, of those recorded in the 2021/2022 financial year have been confirmed as local investigations. Also, 4% of recorded referrals were confirmed as independent, 30% for force to action.

IOPC Referrals Recorded - Investigation Decision - Q1, Q2, Q3 and Q4 2021/22



IOPC Reviews³

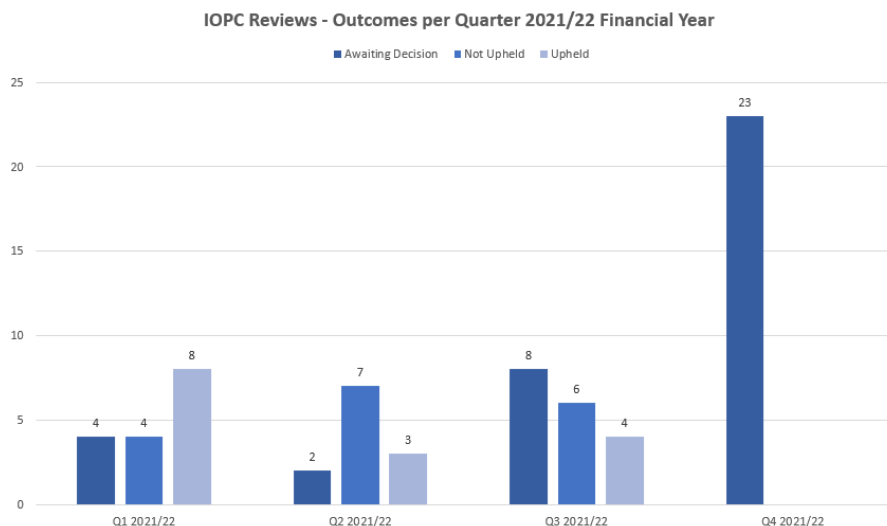
Financial Year	IOPC Reviews
2018/19	74
2019/20	52
2020/21	41
2021/22	69

Reasons for IOPC Reviews:

IOPC Reviews are generally due to the outcome of a police complaint investigation where the complainant requests an independent body review the outcome/report.

PSD make the decision on who is the relevant review body (RRB). This has been a recent change in process where the RRB will be based on the face value of the allegations rather than scoping to negate if appropriate. This is likely to show an increase in IOPC reviews in the next period and a reduction in OPFCC reviews.

Outcomes of IOPC Reviews:



The majority of IOPC reviews are not upheld – 54% in 2021/2022. The outstanding reviews from Q1-3 may be due to change in RRB causing delays in processing.

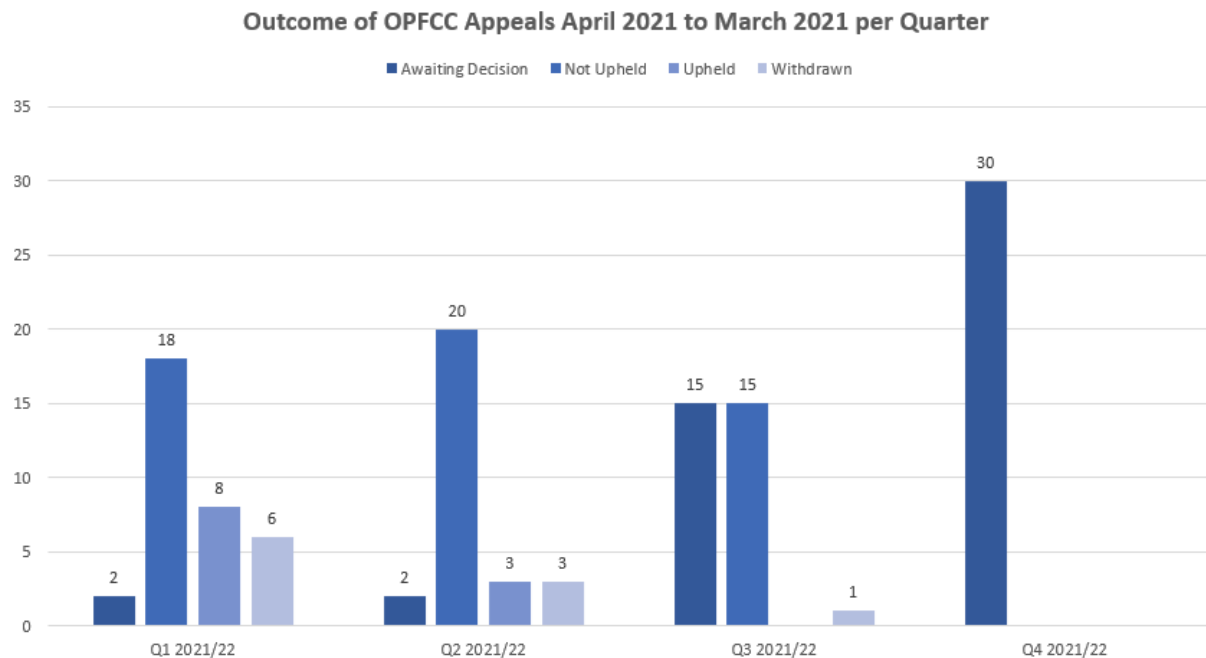
³ Data is from Essex Police Complaint Appeals spreadsheet held and maintained by PSD

OPFCC Reviews⁴

Quarter	Total OPFCC Reviews
Q1 2020/21	14
Q2 2020/21	27
Q3 2020/21	25
Q4 2020/21	42
Q1 2021/22	34
Q2 2021/22	28
Q3 2021/22	31
Q4 2021/22	30
Total	231

There have been 30 OPFCC Reviews recorded in Q4 of the 2021/22 financial year. The table above shows the number per quarter since the start of the 2020/21 financial year.

Outcomes of OPFCC Reviews:



⁴ Data is from Essex Police Complaint Appeals spreadsheet held and maintained by PSD

Of the cases sent to OPFCC in the last 12 months, 65% have been Not Upheld, 11% have been Upheld, 24% are still live.

Below is a summary of the key recommendations given.

C/142/21	Oversight recommendations - guidance given.
C/168/21	Recommendation that the complaint is re-opened as the report was deemed not to have adequately answered the complaint. Organisational learning and two oversights.
C/493/21	Recommendation that the complaint is stranded into two separate allegations based on the wording in the IOPC complaint and that the handling of the complaint is revisited.
C/150/21	Reinvestigate a strand of the complaint and organisational learning.
C/536/21	Recommendation that the strand is re-opened/re-investigated and three oversights identified.
C/681/21	Recommendation that the complaint case is re-opened/re-investigated.
C/839/21	Upheld for second strand only - recommendation that the NFA decision for the second strand is reviewed.
C/397/21	Recommendation that the complaint case is re-opened/re-investigated; specifically that the witness should be contacted. One oversight identified.
C/539/21	Recommendation that the complaint case is re-opened/re-investigated and one oversight identified.
C/449/21	Recommendations that Essex Police should apologise to the complainant and explain anomalies in the complaint report.
C/1302/21	Recommendation that the complaint case is re-opened/re-investigated.