

Professional Standards Department

Quarterly Report

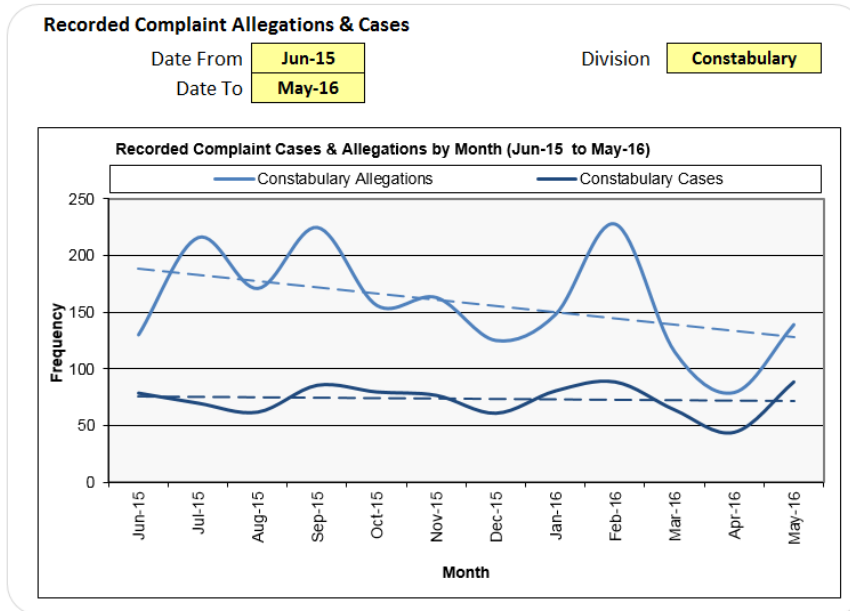
DCI Ian Whitehead

16th June 2016

Public Complaints Performance Data

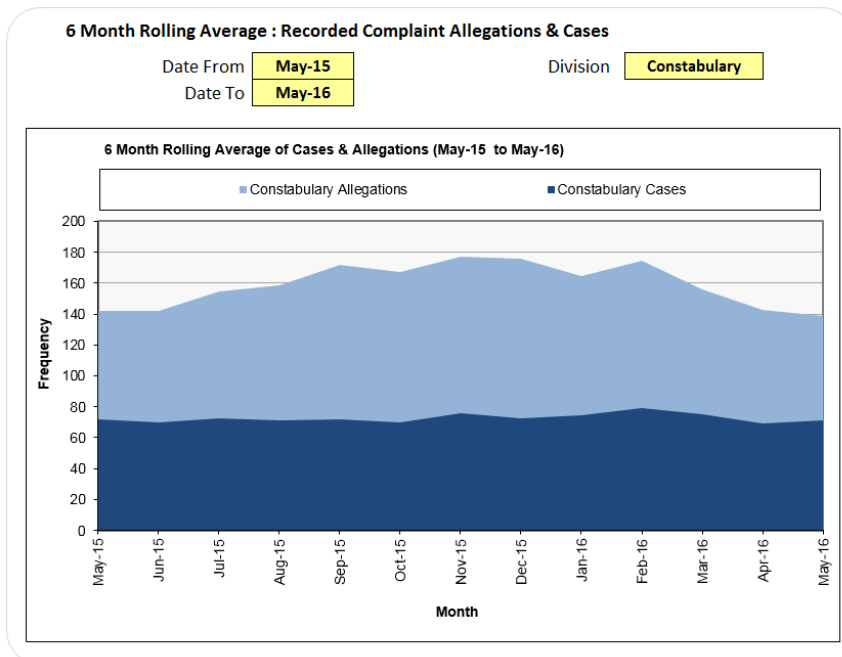
Recorded Complaint Cases & Allegations

The number of public complaint cases & allegations recorded over the last 12 months are shown on the chart below. Figures are subject to a fair degree of fluctuation on a monthly basis but have remained relatively stable.



Recorded Complaint Cases & Allegations (6 month rolling average)

The number of public complaint cases and allegations on a rolling 6 month average is displayed on the graph below, which highlights that there is little variation in levels of recorded public complaint cases, although allegations do appear to have reduced in recent months.



Recorded Complaint Cases

Over the last quarter almost all areas have seen a reduction in the number of complaint cases, when compared to the same period of the previous year. This is not believed to form a significant pattern of reduction and is most likely brought about by natural variation and recording practises.

Division	Mar-15 - May-15	Mar-16 - May-16	Percentage Change
West	66	63	-5%
South	53	64	21%
East	67	45	-33%
HQ Divisions / H / Other	31	25	-19%
HQ Crime	4	0	-100%
HQ Contact Management	7	8	14%
HQ Operations	11	9	-18%
Headquarters	9	8	-11%
H	0	0	-
Other	0	0	-
Total	217	197	-9%

Recorded Complaint Allegations

Previously the national picture has suggested that there are more allegations per officer in Lancashire compared to other forces. The previous internal PSD review sought to improve consistency in recording practices including addressing previous potential “over-recording” of the number of allegations within a complaint. The reduction in the number of allegations recorded has been brought about by these internal process changes and does not represent any statistical significance.

Division	Mar-15 - May-15	Mar-16 - May-16	Percentage Change
West	123	96	-22%
South	96	122	27%
East	155	68	-56%
HQ Divisions / H / Other	59	49	-17%
HQ Crime	2	0	-100%
HQ Contact Management	10	11	10%
HQ Operations	27	23	-15%
Headquarters	20	13	-35%
H	0	0	-
Other	0	2	-
Total	433	335	-23%

Finalised Complaint Allegation Outcomes

The table below provides the general outcomes of finalised allegations for the last quarter, and the same period of 2015. It is apparent that the number of allegations subject to investigation has increased substantially, bringing Lancashire greater in line with other forces around the country.

A significantly higher percentage of complaints are now investigated rather than being locally handled and are overseen by the Detective Inspector in Reactive PSD. This has increased the level of scrutiny applied to complaints of a more serious nature but where there is no evidence of serious misconduct.

Complaints Finalised	Mar-15 - May-15	Mar-16 - May-16	Percentage finalised by outcome
Complaints Finalised	261	336	
Complaints Locally Resolved	229	229	68% *
Complaints Investigated (finalised)	32	107	32% *
Complaints Investigated - Upheld	4	7	7% **
Complaints Investigated - Not Upheld	28	100	93% **
Misconduct Investigations – Case to Answer	0	6	60% ***
Misconduct Investigations - No Case to Answer	0	4	40% ***
Dispensation	0	0	0
Disapplied or Withdrawn	58	50	15% *
Total	319	398	

*Of all complaint cases

** Of complaints “investigated” rather than locally resolved..

***Of Complaint “Misconduct” investigations by PSD.

% of Allegations recorded within the 10 Day Target

Percentage of allegations recorded within the 10 day target.

This is PSD based performance information.

In March 2016 a new SLA was agreed between PSD and divisions in respect of complaint handling and timeliness. As can be seen in the below table the timeliness of recording within the prescribed timescales improved significantly over the course of March and April.

In May 2016 the department's entire IT infrastructure changed in the move from the "Flovate" system to Centurion. This has had a significant short term impact on the data accuracy due to the migration across two systems and the changes in processes brought about. The complaints in division have still been dealt with in a timely manner and these issues will have had very limited impact on the actual service delivered and in most cases are a recording issue and / or backlog in PSD due to the work involved in the move to Centurion. It is expected that the picture in June 2016 will be similar and anticipated that the improvements previously demonstrated in Mar/April will continue to be demonstrated in the data from July 2016 onwards.

Division	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
West	55%	74%	81%	83%	82%	68%	100%	71%	86%	96%	91%	69%
South	77%	76%	23%	80%	95%	33%	35%	44%	66%	100%	81%	67%
East	88%	84%	81%	100%	96%	78%	83%	79%	87%	100%	100%	80%
HQ Crime	100%		0%	50%	50%	100%	100%	100%				
HQ Contact Management	75%	100%	60%	67%	67%	100%		100%	100%	100%	100%	75%
HQ Operations	100%	100%	100%	100%	100%	33%	25%	100%	75%	100%	100%	86%
Headquarters	60%	50%	80%	100%	100%			0%	100%	67%	100%	100%
Constabulary	75%	79%	66%	87%	89%	61%	65%	65%	80%	97%	91%	73%

% of Allegations finalised within the 56 Day Target

The table below shows the percentage of allegations finalised within the 56 day target by Division & Month.
(LR's & NSR's dealt with by Division)

Similarly there were noticeable improvements in the time taken to finalise complaints in March 2016 however the finalisation of cases within PSD has been hampered by the move to Centurion. Again it is expected that the figures from July 2016 will demonstrate improvement on previous performance and the administrative finalisation of cases will have had little impact on the actual service provided to the complainants as the issue is a backlog in the finalisation of the complaints by PSD once completed by division.

Division	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
West	50%	57%	60%	53%	48%	44%	17%	12%	42%	54%	30%	23%
South	42%	0%	36%	49%	27%	26%	38%	27%	35%	53%	25%	0%
East	27%	92%	37%	43%	50%	32%	42%	23%	38%	39%	35%	0%
HQ Crime		0%			0%	0%	0%	0%	0%	0%	0%	
HQ Contact Management	100%		67%	0%	0%	25%	11%		60%	0%	36%	100%
HQ Operations	0%	0%	100%	100%	22%	25%	100%	33%	38%		0%	0%
Headquarters	0%			25%	21%	0%	0%				0%	100%
Constabulary	38%	54%	44%	49%	38%	33%	27%	21%	38%	47%	28%	18%

Issues of note

Misconduct Hearings

The previous quarter saw three Special Case hearings conducted by the Chief Constable.

PC [REDACTED] & PC [REDACTED] – Dismissed for discreditable conduct [REDACTED].

PC [REDACTED] – Dismissed for breaching confidentiality [REDACTED].

PSCO [REDACTED] – Dismissed for discreditable conduct [REDACTED].

Suspensions and Alternative duties

There are currently 9 members of staff (8 Police officers and 1 Police Staff) suspended from duty whilst under investigation. This is a relatively stable picture in terms of the numbers all of whom are under investigation for matters considered to amount to Gross Misconduct. 5 further members of staff (all police officers) are currently placed on alternative duties due to on-going investigations.

Of the 10 members of staff suspended 7 are awaiting Misconduct Hearing procedures and 3 remain under investigation.

Suspensions are regularly reviewed personally by the DCI (delegated Appropriate Authority) and the Deputy Chief Constable.

Joint Audit & Ethics Committee – Quarterly Audit Inspection Report 8th June 2016

The scrutiny of complaint files identified areas of improvement within the department and also highlighted areas for further development which are to be addressed in the on-going review of the department.

“Overall the Members did not have any issues of serious concern and were satisfied that the complaint handling process was being followed appropriately and in line with statutory and IPCC requirements”.

Current IPCC Investigations

There are currently 6 on-going independent investigations into incidents of death or serious injury following police contact.

In addition there are 4 conduct investigations on-going as a result of complaints referred to the IPCC. Of these 1 relates to historical events relating to the Hillsborough enquiry, 2 in respect of allegations of excessive force, and 1 for off duty conduct amounting to an alleged criminal assault.

PSD CPD Day for Supervisors

On Thursday 9th June 2016 the department held a Continuous Professional Development day for supervisors and managers. The event was attended by around 80 members of staff who were provided with inputs relating to the awareness and prevention of misconduct and their roles as supervisors. Themes for the day included the misuse of police systems, inappropriate relationships of staff both internally and externally and matters relating to the honesty and integrity of staff subject of investigations. The feedback to date has been excellent and as a result of a number of requests it is intended to hold a further events throughout 2016.

Abbreviated Business Case

As is demonstrated within the report the dynamics and demand profile of the work in the PSD department has continued to change. An abbreviated business case is currently drafted to be reported through the BMM cycle in the next quarter addressing opportunities to refine the management structure of PSD and to bring it further in line with the current demand.