

ACCOUNTABILITY BOARD

Meeting to be held on 22 November 2023

Professional Standards Department – Complaints and Misconduct

Contact for further information: Detective Superintendent Zoë Mainey

EXECUTIVE SUMMARY

A report detailing complaints finalised by the Constabulary between 1 April 2023 and 30 September 2023 is attached at Appendix A.

RECOMMENDATION

The Police and Crime Commissioner is asked to consider the report.

1. Background

A report detailing complaints finalised by the Constabulary between 1 April 2023 and 30 September 2023 is attached at Appendix A.

2. Links to the Police and Crime Plan

This report assists the Police and Crime Commissioner in fulfilling his statutory responsibility to monitor all complaints and conduct matters brought against officers and staff.

3. Consultations

None

4. Implications

a. Legal

None

b. Financial

None

c. Equality considerations

None.

d. Data Protection Impact Assessment

None.

5. Risk Management

None

6. Background Papers

7. Public access to information

Information in this form is subject to the Freedom of Information Act 2000 and other legislation as set out above.



ACCOUNTABILITY BOARD

November 2023

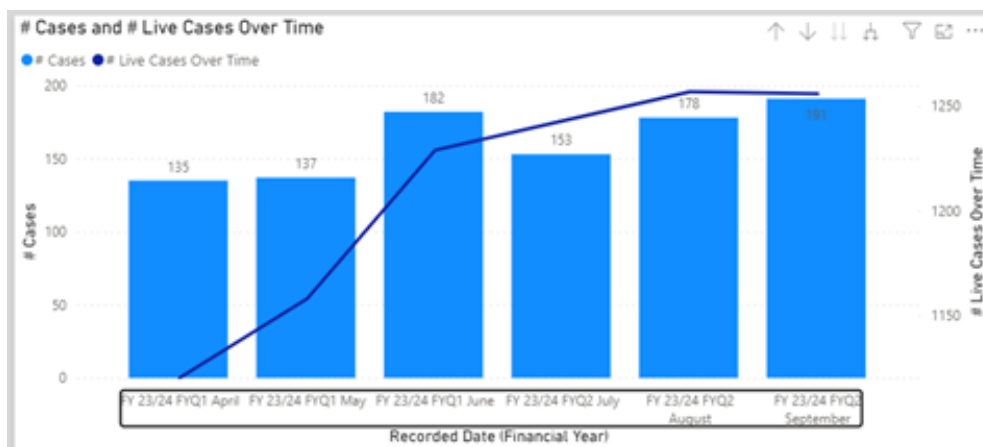
Professional Standards Department –
Complaints and Misconduct

Detective Superintendent Zoë Mainey

Complaint Cases & Allegations Recorded

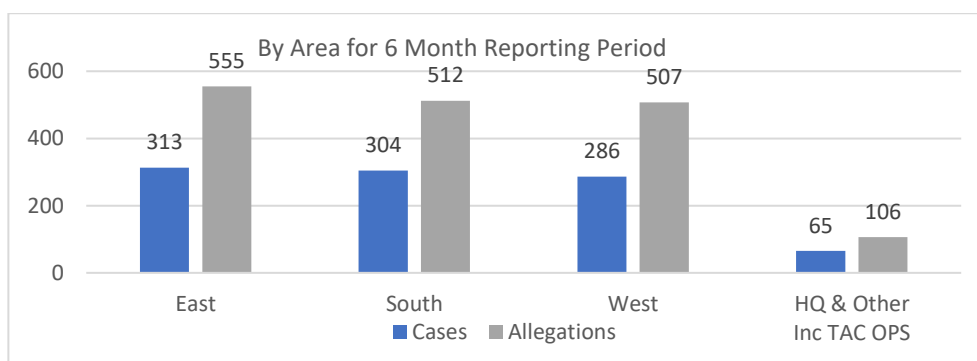
During the reporting period 01/04/2023 to 30/09/2023 a total of **976 complaint cases** were recorded accounting for 1688 Allegations. 70% of those cases were service recovered (i.e. Non Schedule 3).

Fig 1. Complaint Cases and Allegations recorded 01/04/2023 to 30/09/2023



The complaint cases broken down by area with East accounting for 32%, South 31% and West 29%. 69% of the cases recorded in the reporting period have been finalised.

Fig 2. Complaint Cases and Allegations recorded by Area 01/04/2023 to 30/09/2023



A key focus for the Complaints Team is to increase the numbers of complaints handled outside of Schedule 3. These are expressions of dissatisfaction which are often to be able to be 'service recovered' if contact can be made with the complainant quickly. The figures for 01/04/2023 to 30/09/2023 record that 70% of cases were dealt with as Non-Schedule 3. Service Recovery figures reported to the Accountability Board in August 2022 and February 2023 were 54% and 61% respectively.

Timeliness to record remains strong and the department continues to work hard to improve the timeliness of complaint handling.

'Delivery of Duties and Service' accounts for 55% of all allegations recorded. 'Discriminatory Behaviour' accounts for 3% of all allegations recorded, 'Abuse of Position/Corruption' 0.5%.

During this reporting period 17 complaints are linked to 'Race', 15 of these cases remain 'live', 53% relate to East Division, 29% South and 17% West. 15 complaints are linked to 'Stop and Search', 5 of these cases remain 'live', 40% relate to South Division, 35% East and 26% West.

887 cases (1560 allegations) were finalised, during the reporting period (637 Non schedule 3, 250 Schedule 3). The table below demonstrates that the majority of outcomes relate to resolution, acceptable service or learning.

Fig 3. Complaint Allegation Outcomes 01/04/2023 – 30/09/2023

Case Result	Allegations	% Allegations
Resolved	684	44%
Acceptable Service/No Action	622	40%
Learning From Reflection	52	3%
RPRP	53	3%

Complaint Backlog

Fig 4. Complaint Backlog July – November 2023

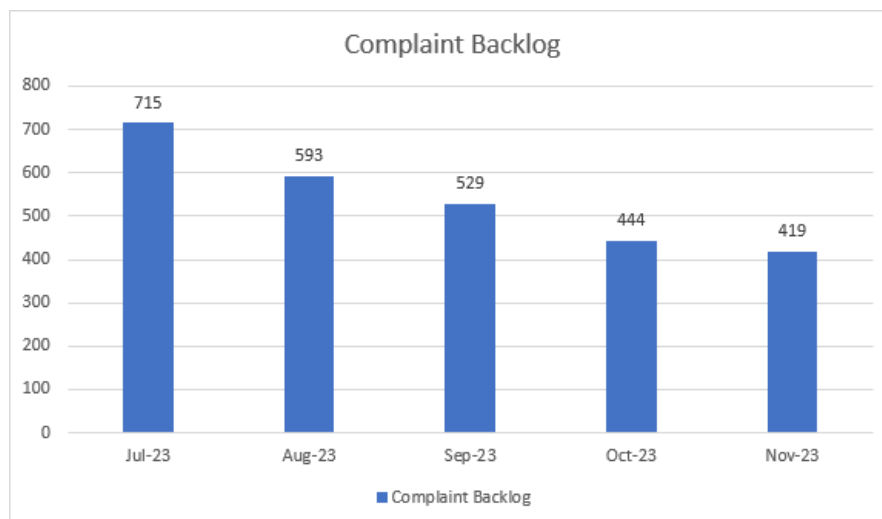
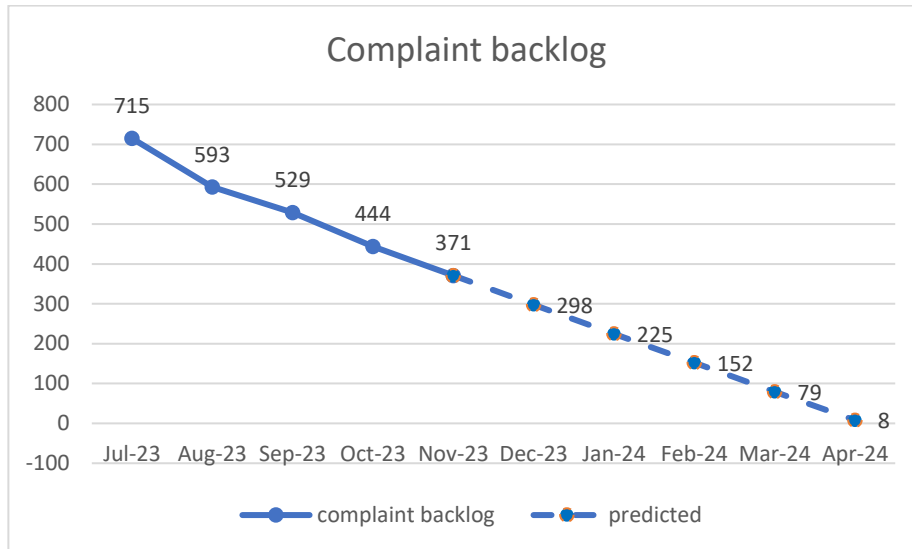


Fig 5. Complaint Backlog Predictive Trend 01/07/2023 – 30/04/2024



The Complaints Team were granted six additional temporary resources funded by the DCC’s Contingency Fund. Three of those resources have been in post since July 2023, with a further resource joining in October and two further resources are awaiting their vetting clearance. The extra resources have enabled significant progress in reducing the backlog and this will continue into 2024 where it is predicted that the backlog will be clear by the end of April 2024.

28-day Updates

28-day update letters are coordinated by the Detective Sergeant to ensure consistency in providing complainants with updates. Customer Complaints Officers (CCOs) also retain responsibility for 28-day updates once they are allocated a complaint. This has streamlined the system and provides consistent, timely and meaningful updates to complainants in accordance with the Regulations.

The Complaint’s Team Detective Inspector now quality assures VAWG, Discrimination, Sub-judice, Service Recovery, 571 Webstorm data and Prejudicial and improper behaviour categories each month. This enables effective risk management, prioritisation and ensures data integrity.

Two CCOs per week are allocated to address new complaints. Experience tells us that early contact with complainants results in a better service, with a higher expectation of Service Recovery. This reduces demand into the department.

Misconduct and Significant Cases

This section will be considered under Part II of the Agenda.

Reviews

For the reporting period we have submitted 19 Complaint Cases for Review, 13 have been submitted to the Local Policing Board (LPB) and 6 to the IOPC.

Fig 9. Reviews 01/04/2023 – 30/09/2023

LPB Outcome	Total
Outcome of complaint reasonable and proportionate	12
Withdrawn	1
Total	13
IOPC Outcome	Total
Awaiting Decision	6
Total	6

Organisational Learning

The department continues to feed organisational learning into the quarterly Organisational Learning Board (OLB) chaired by the Deputy Chief Constable. As previously described, the OLB provides a forum where learning can be shared, discussed, and embedded throughout the Constabulary in a cohesive manner. Since our last report to the Accountability Board, PSD has shared learning with OLB from six specific cases, as well as learning from misconduct proceedings, RPRP cases and IOPC learning around Custody¹.

¹ Issue 42 of Learning the Lessons (Custody) released from the IOPC in August 202