

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP16/25

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
10 JUNE 2016**

SUBJECT: COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE

SUMMARY:

1. This report relates to Complaints, Misconduct and Professional Standards information for the period 1 April 2015 to 31 March 2016.
2. The report provides the following information at Appendix 1:-
 - Complaints about Police Officers and Police Staff
 - Service Recovery
 - PCC Dip Sampling
 - Discipline Outcomes
 - Lessons Learned
 - Guidance on the Independent Police Complaints Commission Referrals Recommendation Report

RECOMMENDATION:

1. The Accountability and Performance Panel is asked to note the contents of this report.

1. KEY ISSUES FOR CONSIDERATION:

- 1.1 The legislative framework governing the recording and management of public complaints is the Police Reform Act 2002. Aspects of this legislation have been amended by the Police Reform and Social Responsibility Act 2011 which came into effect on 22 November 2012.
- 1.2 Appendix 1 contains the following information:
 - Table A – Key indicators relating to the handling of complaints
 - Table B – Contextual information relating to allegations recorded and outcome
 - Table C – Complaint cases and allegations
 - Table D – Allegations finalised by investigation
 - Table E – Allegations finalised by other means
 - Force Appeals
 - Direction and Control Complaints
 - Service Recovery
 - Complaints from Visibly Ethnic Minority Groups
 - PCC Dip Sampling
 - Lessons Learned
 - Guidance on the Independent Police Complaints Commission Referrals
 - Recommendation Report
- 1.3 Public complaint numbers have reduced by 12%, from 328 in 2014/15 to 289 in 2015/16. Allegations recorded have also decreased by 22% from 648 in 2014/15 to 503 in 2015/6.
- 1.4 The number of public complaints recorded within the reporting period has decreased for the second year running. The reduction in 2014/15 from the previous year was 14% for complaints and equally there was a 14% decrease in allegations. This is positive and could be attributed in part to the continued work around complaint reduction and in part to the success of the Service Recovery scheme.
- 1.5 Direction and Control Complaints which are those concerning policies and procedures rather than the conduct of an individual, have been subject to change following the introduction of new IPCC Statutory Guidance. From the 22nd November 2012 all such issues are recorded as public complaints under the category of 'organisational'.
- 1.6 Direction and Control complaints have decreased dramatically since 2012, during the reporting period, only four Direction and Control complaints were recorded. This decrease is the result of changes, whereby the categorisation of direction and control complaints can now only be applied in very limited circumstances to very strategic or high level decision making.
- 1.7 On 7 July 2014, Service Recovery was introduced to replace the Dissatisfaction process in order to deal with low level matters, where there is no complaint, quickly and to the satisfaction of the member of public. This process is being managed by Professional Standards which allows a consistent approach to dealing with all issues raised by the public concerning the service they receive. During the reporting period, 304 Service Recovery issues were recorded. Each issue is categorised into the reasons for the matter being raised.
- 1.8 The Professional Standards Department continue with their Complaint Reduction Initiative aimed at educating officers and staff in complaint avoidance which has resulted in a levelling out a very slight reduction in public complaints. Full details are included in the Key Findings.

- 1.9 Lessons Learned as a result of complaints received by Suffolk Constabulary are included in Appendix 1.
- 1.10 PCC dip sampling of complaints received by Suffolk Constabulary are included in Appendix 1.
- 1.11 In the reporting period, 17 public complaint cases were recorded where the complainant is from a visibly ethnic minority group.
- 1.12 A total of 17 complainants are linked to the complaint cases and 34 separate allegations have been recorded.
- 1.13 The most common allegation recorded by complainants is 'other neglect or failure in duty'. A total of 162 allegations were made against this category (32%). This is followed by 76 allegations for 'Incivility, Impoliteness and Intolerance' at (15%).
- 1.14 Discipline outcomes are now included in the public section of the report and a summary of the outcomes is shown in Appendix 1.

2. FINANCIAL IMPLICATIONS

- 2.1 There are no significant financial issues associated with this report.

3. OTHER IMPLICATIONS AND RISKS

- 3.1 There are no significant risks in relation to this report.

| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | PLEASE STATE 'YES' OR 'NO' |
|---|---------------------------------------|
| Has legal advice been sought on this submission? | No |
| Has the PCC's Chief Finance Officer been consulted? | No |
| Have equality, diversity and human rights implications been considered including equality analysis, as appropriate? | Yes |
| Have human resource implications been considered? | No |
| Is the recommendation consistent with the objectives in the Police and Crime Plan? | Yes |
| Has consultation been undertaken with people or agencies likely to be affected by the recommendation? | No |
| Has communications advice been sought on areas of likely media interest and how they might be managed? | No |
| Have all relevant ethical factors been taken into consideration in developing this submission? | Yes |