

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP17/40

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
16 JUNE 2017**

SUBJECT: COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE

SUMMARY:

1. This report relates to Complaints, Misconduct and Professional Standards information for the period 1 April 2016 to 31 March 2017.
2. The report provides the following information at Appendix 1:-
 - Complaints about Police Officers and Police Staff
 - Complaint reduction and trends
 - Service Recovery
 - PCC Dip Sampling
 - Discipline Outcomes
 - Lessons Learned

RECOMMENDATION:

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

DETAIL OF THE SUBMISSION

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 – Three year complaint comparisons
 - Table E – Three year allegation comparisons
 - Table F – Allegations finalised by investigation
 - Table E – Allegations finalised by other means
 - Table H – Force Appeals
 - Direction and Control Complaints
 - Service Recovery
 - Complaints from Black or Minority Ethnic Groups
 - PCC Dip Sampling
 - Discipline outcomes
 - Lessons Learned
- 1.3 Public complaint numbers have increased by 10%, from 289 complaints recorded in 2015/16 to 317 in 2016/17. Allegations recorded have also increased by 24% from 503 in 2015/16 to 623 in 2016/17.

The 10% increase is in real terms 28 complaints which amount to 2.3 extra complaints per month.
- 1.4 The Professional Standards Department continue with their Complaint Reduction Initiative aimed at educating officers and staff in complaint avoidance. Full details are included in the Key Findings together with how complaint trends are addressed.
- 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 22 November 2012 all such issues are recorded as public complaints under the category of 'organisational'. During the reporting period, only three Direction and Control complaints were recorded.
- 1.6 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 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, 313 Service Recovery issues were recorded. Each issue is categorised into the reasons for the matter being raised.
- 1.7 Lessons Learned as a result of complaints received by Suffolk Constabulary are included in Appendix 1.

- 1.8 Due to changes in staffing there have been no PCC dip sampling of complaints received by Suffolk Constabulary.
- 1.9 In the reporting period, 16 public complaint cases were recorded where the complainant is from a Black or Minority Ethnic Group which have resulted in 35 separate allegations.
- 1.10 The most common allegation recorded by complainants is 'other neglect or failure in duty'. A total of 237 allegations were made against this category (38%). This is followed by 64 allegations for 'incivility' (10%).
- 1.11 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