

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP20/29

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
3 JULY 2020**

SUBJECT: COMPLAINTS AND PROFESSIONAL STANDARDS UPDATE

SUMMARY:

1. This report relates to Complaints, Misconduct and Professional Standards information for the period 1 April 2019 to 31 March 2020.
2. The report provides the following information: -
 - Complaints about Police Officers and Police Staff
 - Complaint reduction and trends
 - Service Recovery
 - Discipline Outcomes
 - Lessons Learned
 - PCC Dip Sampling

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. In addition, the Policing and Crime Act 2017 made significant changes to the police complaints system introducing a number of changes designed to achieve a more customer-focused complaints system.

1.2 This paper contains the following information:

Table A	Key indicators relating to the handling of complaints
Table B	Key indicators relating to the handling of complaints – New Regulations
Table C	Contextual information relating to allegations recorded and outcome
Table D	Contextual information relating to allegations recorded and outcome – New regulations
Chart 1	Public Complaint cases and allegations recorded
Table E	Public Complaint cases and allegations recorded
Chart 2	Allegation Types Recorded – Old Regulations
Chart 3	Allegation Categories – New Regulations
Chart 4	Allegations Finalised by Means
Table F	Outcome of allegations
Table G	Outcome of allegations finalised by investigation
Table H	Allegations finalised by other means
	Force Appeals
	Service Recovery
	Complaints from Black or Minority Ethnic Groups
	Complaints of Discriminatory Behaviour
	Complaints made by under 18's
Table J	Most Similar Forces Group
	Internal Investigations
	Misconduct/Discipline Outcomes
	Resignations
	Public Hearings
	Lessons Learned
	OPCC Dip Sampling

1.3 Public complaint numbers recorded in the reporting period, 1 April 2019 to 31 March 2020, have increased by 17% compared to 2018/19. A total of 331 public complaints were recorded in the reporting period compared to 283 complaints in 2018/19. Allegations recorded have increased by 16% from 617 allegations in 2018/19 to 714 in the reporting period.

1.4 'Other neglect or failure in duty' continues to be the highest recorded category recorded by all Forces and the IOPC reported in Q1-Q3 2019/20 that the National average was 41%. Allegations of this nature are typically in relation to a failure to update/contact the victim, failure to investigate, length of time taken to investigate.

- 1.5 The allegation category of 'Other neglect or failure in duty' no longer exists under new Regulations and issues of this type will now generally be recorded as 'Delivery of duties and service' which contains four sub categories of:
- A1 Police action following contact
 - A2 Decisions
 - A3 Information
 - A4 General level of service
- 1.6 The service recovery process allowed for low level matters, where there is no complaint, to be dealt with quickly and to the satisfaction of the member of public.
- 1.7 In 2019/20, 162 service recovery matters were recorded. Of those, 8 cases (4.9%) were unable to be resolved and were converted to formal complaints.
- 1.8 Issues received in Force after 1 February 2020 are no longer handled through service recovery but are assessed and recorded as complaints outside Schedule 3 where appropriate.
- 1.9 Lessons Learned as a result of complaints received by Suffolk Constabulary are included in this paper. A new Service Improvement Team is working with business leads to develop policy and improve process to improve satisfaction.
- 1.10 In the reporting period, 18 complainants from BAME backgrounds made complaints, which is 5.2% of the 348 individual complainants who contacted police. Complainants are not required to provide their ethnicity when making a complaint and the complainant ethnicity has been completed on 57% of records therefore 149 complainants are recorded where their ethnicity is shown as unknown.
- 1.11 Reforms to the Policing and Crime Act 2017 introduced changes to the way in which complaints are handled by Police Forces. These changes came into force in February 2020.
- 1.12 The aim of the reforms is to achieve a more customer-focussed complaints system, with enhanced local accountability and an increased focus on learning and reasonable and proportionate handling.
- 1.13 The Office of the Police and Crime Commissioner is now responsible for conducting reviews on all complaints recorded under the new regulations where they are the relevant review body.

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.