



# Agenda

## COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE

20 January 2009

Bridgebury House, Woburn Road, Kempston, Bedford MK43 9AX

For further information, or to see the papers, please contact the Police Authority:



**CALL Janet Wardell** on (01234) 842066



**IN PERSON, (by appointment)** 9am to 5pm, Monday to Friday



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To: **Members of the Complaints and Professional Standards Committee**

(Mr P Conniff, Mr L Denny, Mrs P Fletcher, Mrs S Gillard, Mrs L Hockey,  
Mr P Hollick Mrs K Johnson and Mr R Saleem

A meeting of the **COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE** of the **Bedfordshire Police Authority** will be held at Bridgebury House, Woburn Road, Kempston, at **2.00 pm** on **Tuesday 20 January 2009**. Files will be available for Members' scrutiny from **Noon**.

**JANET WARDELL**  
Member Services Support Manager

## AGENDA

(\*indicates that a supporting document accompanies this Agenda)

1. **Apologies**
2. **To confirm the minutes of the meeting held on 26 November 2008**  
By Chairman - Minutes\*
3. **Matters Arising**
4. **Declarations of Interest**  
To receive any personal or prejudicial interests from Members
5. **IPCC – Current Issues**  
David Petch (IPCC Commissioner Director) will be attending the meeting
6. **Progress on Collaboration of Professional Standards**  
Oral Report by the Assistant Chief Constable
7. **Policing Pledge**  
Report\* of the Chief Constable
8. **Professional Standards Cases and Issues**  
Report\* of the Chief Constable
9. **Review of Internal Controls, Risk Management and Committee Effectiveness**  
Report\* of the Chief Executive/ Treasurer

(Note Appendix B to this report involves the disclosure of exempt information as defined in paragraph 7 of Part I of Schedule 12A to the Local Government Act 1972. This document will not be sent to the press or made available to the public.)

**To consider the exclusion of the press and public from the meeting on the grounds that the items to be discussed are confidential and involve the disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12A to the Local Government Act 1972. Papers are not being sent to the press or made available to the public.**

10. **Summaries of Professional Standards Cases**

The Chief Constable's report is available for collection by Members from the Member Services Support Manager

**COMPLAINTS AND PROFESSIONAL STANDARDS COMMITTEE**

**26 November 2008**

**PRESENT**

Mr P Hollick (In the Chair)

Mrs S Gillard Mr L Denny and Mrs L Hockey and Mrs K Johnson

Apologies for absence were received from Mrs P Fletcher and Mr R Saleem

**08/qz/27 ELECTION OF CHAIR FOR THE MEETING**

In the absence of the Chair of the Committee it was agreed that Mr Hollick chair the meeting.

**08/qz/28 MINUTES**

The minutes of the meeting held on 28 August 2008 were confirmed.

**08/qz/29 MATTERS ARISING**

**08/qz/21 Strategic Analysis Of Custody Complaints**

James Hamilton the Project Manager for the Professionalising Criminal Justice Programme had made presentations to the Independent Custody Visitor's Panel and the Performance Committee focusing on how the programme would benefit these areas of the Authority's business. The Chair of the Committee had also met with the Project Manager to discuss the matters that had been identified by the Committee's analysis on Custody and as a result the Criminal Justice Board had agreed that the review of custody would be given a high priority.

**08/qz/22 Professional Standards Case and issues**

Analysis of Complaint Allegations

The Assistant Chief Constable (Protective Services) agreed to circulate the initiatives that had been agreed by the Service Improvement Group which aimed to reduce the current level of complaints being received around not being kept informed.

Neglect of Duty

The Assistant Chief Constable (Protective Services) advised that a bespoke analysis was to be undertaken to get a better understanding of the reasons for the increases in allegations of incivility issues that were being made against Police Community Support officers. The outcome would be reported to members in due course.

Social Network sites

Inspector Green advised that common to all Forces in the Eastern Region was the misuse of social network sites. Given the current programme of collaborative ventures a regional policy was to be developed.

**08/qz/30 DECLARATIONS OF INTEREST**

There were no declarations of personal or prejudicial interests from Members.

**08/qz/31 STUDENT OFFICER RECRUITMENT AND SELECTION**

In response to the Committee's request at the last meeting for information about the processes in place to identify those student Officers with potential integrity issues the Chief Constable submitted a report which set out the process for recruitment selection and training of student officers.

The Assistant Director (People Services) attended the meeting and explained each stage of the recruitment process highlighting in particular the stages of the recruitment process where potential student officers were more likely to drop out. Members noted that the recruitment process took approximately nine months and the drop out rate was quite high at approximately 18%. With regard to training the Assistant Director (People Services ) advised that at the current time the Force could train up to 18 students every 10 weeks.

To address issues of poor performance and unacceptable standards of behaviour of student officers a Regulation 13 procedure would be followed. This procedure formed part of the Police Conduct Regulations and a copy was appended to the report. The process aimed to remedy poor performance and standards of behaviour but if matters were not satisfactorily resolved the regulations allowed for the student officers services to be dispensed with.

By adopting a robust recruitment, selection and training process Bedfordshire Police's retention of student officers had improved considerably. Turnover so far for 2008/09 was 8% which represented 6 student officers. Three resigned for conduct reasons, two realised that they were not suited to being a police officer and were now employed as PCSOs and one officer's services were dispensed with in accordance with Regulation 13. In comparison to the turnover rates for other Forces in the Eastern Region Bedfordshire was performing well.

The Chief Executive/Treasurer assured Members that the current process was clearly demonstrating value for money.

**RESOLVED**

That the report be noted

**08/qz/32**    **PROFESSIONAL STANDARDS CASES AND ISSUES**

The Committee considered the Chief Constable's report on the current position with regard to Professional Standards issues for the reporting period 1 April to 30 September 2008 and provided comparative data from the years 2006/07 and 2007/08.

Data had been categorised into the following areas:

- Professional Standards Department – Workload
- Analysis of Complaint cases
- Analysis of Complaint allegations
- Analysis of Social factors relating to complainant characteristics
- Analysis of Social factors relating to subjects characteristics
- Complaint allegations finalised
- Investigation Times
- IPCC Appeals
- Conduct Matters
- Criminal Prosecutions
- Direction and Control
- Benchmarking

Highlights from the report are detailed below:

**(a) Workload Management**

In relation to the number of allegations received current data indicated that in comparison to the previous 2 years the overall workload had increased by 4% compared to 2007/08 and since 2006/07 had decreased by 15% . Intelligence reporting had significantly increased when compared to the previous year this was due to the Department's pro activity in ensuring that staff were better aware of the confidential email reporting system and the presence of Professional Standards Staff within the divisions.

**(b) Analysis of Complaint Cases**

The number of complaints cases and allegations received to date in 2008/09 continued to decline in comparison to the numbers received in 2007/08 when there had been a significant increase.

This difference between number of complaint cases received in 2007/08 and 2006/07 continued to indicate stability, which was also evident when measuring complaints cases and allegations against the number of incidents attended by Bedfordshire Police.

Measuring complaint cases against per 1000 population also continued to

remain stable.

Complaint cases closed in this period was 193, a decrease of 13 on last year and an increase of 39 compared to 2006/07 demonstrating the increased productivity of the Professional Standards Department. Since 1<sup>st</sup> April 2008 169 complaint cases had been received and 193 had been closed.

### **(c) Analysis of Complaint Allegations**

The number of complaint allegations recorded had decreased by 36 (12%) compared to last year and had increased by 4 on the year before.

The top two allegations recorded continued to be other neglect or failure of duty and incivility which had been consistent over the past three years although neglect of duty had decreased by 11%. The two categories with the biggest increases this year compared to last continued to be breach of Code B PACE (entry into a property and searches) and other Irregularity in evidence/perjury. Categories with the biggest decreases when compared to the previous year were other assault, oppressive conduct or harassment and irregularity in procedure

The Department continued to undertake work on identifying the causal factors for these increases. Particularly highlighted was work in respect of incivility whereby a profile was being constructed to assist identification of trigger points. Early results from the work being done indicated that the majority of complainants were white male or female aged between 26 – 40 and that the subjects of the complaint were mainly white male officers aged between 26 and 40.

In relation to complaint allegations per staff the report included data on the number of complaints received based on a Police Officer or Police Staff's geographic division.

A breakdown of the total allegations per staff type indicated a significant decrease compared to last year. Complaint allegations per staff at Luton Division had remained stable but a small increase had been seen at the County Division. Currently there was no comparison for the other divisions due to a change in force structure. Complaint allegations per headcount of officers had decreased this year compared to last.

For Special Constables the complaint allegations per Special Constables in the force had decreased since last year but there had been slight increases in both the Luton and County Divisions.

The number of complaints received in relation to Police Community Support Officers had decreased in comparison to the previous year. Complaints within the county division had remained stable compared to last year but Luton division had decreased. In comparison to the Eastern Region Bedfordshire had the lowest number of complaints against PCSO's

Complaint allegations against police staff had slightly increased in the County

Division but remained stable in the County and the Force.

**(d) Analysis of Social factors relating to complainants and subjects characteristics**

The age of complainants continued to fluctuate over the last three years, the age groups that increased last year had decreased this year and vice versa. Complaints from the ethnic community were continuing to increase which gave a clear indication that there was a growing confidence in the complaints system.

Data on the gender, age, ethnicity and length of service of staff that had a recorded complaint against him or her indicated that in comparison to the previous two years police Officers as subjects of a complaint had decreased., The majority of subjects were aged between 20 and 39 and the majority were white. With regard to the length of service complaints against those in the probationary period were at an all time lowest. Of concern was the increase seen in complaints against those with 6 to 10 years service and an analysis was to be undertaken to provide a better understanding of the causal factors.

**(e) Complaint Allegations Finalised and Investigation Times**

The number of complaint allegations finalised in comparison to last year had decreased by 14% and increased by 27% against 2005/06.

Locally resolved allegations had increased year on year but in comparison to the 2007/08 had decreased by 14%. The rise in the number of unsubstantiated and substantiated allegations illustrated the increase in the number of full investigations carried out by the Department.

Data on the result of an allegation and ethnicity of complainant indicated that the majority related to the white community. Of the ethnic minority complainants' 9% of finalised allegation were substantiated and 44 % were locally resolved compared. For those of a white background 3% of complaints were substantiated and 69% locally resolved. The Head of Professional Standards assured Members that no matters of discrimination had been highlighted in those complaints from ethnic minorities which had been substantiated.

This reporting period had seen a slight decrease both in the overall number of cases closed and those closed within the same period as they were recorded. The number of cases closed within the 120-day target continued to improve significantly when compared with the past three years and stood at 101% for the current reporting period.

There had been an increase in the number of cases that had proceeded to a full investigation and again there was a significant improvement upon the previous 2 years in meeting the 120-day target.

For local resolutions there had been a slight decrease in the number of cases locally resolved and a slight increase in those completed within the 120 working day target.

The number of appeals to the IPCC was showing an upward trend. The number of appeals upheld was below the 28% IPCC 2007/08 national average. The number of appeals made for a non recording of complaints when recorded as a direction and control matter was increasing and would be monitored.

#### **(f) Conduct Matters**

The number of conduct matters recorded had consistently increased. No one allegation had been consistently the highest over the past three years.

The Categories with the biggest increases so far this year compared to last year remained 'General Conduct'. Of the twenty one cases ten were off duty matters and eight related to the misuse of the internet and email systems.

The number of misconduct matters finalised had decreased when compared to the previous year. Of the matters finalised one conduct hearing had been completed.

There had been two recorded criminal prosecutions so far this year

#### **(g) Benchmarking**

In comparison to the regional data Bedfordshire was better than the regional average in number of allegations, percentage of cases completed in the 120 day timescale and allegations per staff and the best performer for local resolutions and percentage of substantiated complaints.

#### **(h) Direction and Control**

The number of Direction and Control cases had fluctuated over the last three years. However, 'General Policing Standards' remained the top allegation.

The IPCC state a 28 working day timescale for Direction and Control matters to be dealt with. The percentage of finalising in that time was decreasing and currently stood at 60%.

Members welcomed the improved direction of travel for professional standards issues particularly as it was a reflection on the increased productivity of the Department. The Committee urged the Head of Professional Standards to wherever possible take the opportunity to release positive messages into the community about the complaints process

#### **RESOLVED**

That the report, views and comments thereon be noted.

**08/qz/33 MINUTES OF THE INDEPENDENT CUSTODY VISITORS PANEL**

The Minutes of the meeting of the Independent Custody Visitors Panel held on 21 October 2008 were considered.

**RESOLVED**

That the minutes be received.

**08/qz/34 EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED**

That the press and public be excluded from the meeting during the discussion of the following item on the grounds that it is confidential and may involve the disclosure of exempt information as defined in paragraph 1 of part 1 of Schedule 12A to the Local Government Act 1972.

**08/qz/35 SUMMARIES OF COMPLAINTS AND DISCIPLINE CASES (In Private)**

A report of the Chief Constable was submitted which summarised those cases of complaints and civil claims which had been completed during the period 1 April–30 September 2008.

Members also received a report from the Chief Constable providing details about Those Police Officers that had received a criminal prosecution, those on were on restricted duties or suspended. The report also included the current position with regard to civil claims.

Mr Hollick confirmed that under the pilot dip sampling process to review complaints that were a risk area for the Authority Members had dip-sampled those complaints relating to Neglect of Duty

There was a general discussion on the quality of the case files and the Head of Professional Standard agreed to review the presentation of the cases in the light of the comments raised.

It was agreed that at the next meeting of complaints about incivility would be the subject of the dip sampling process.

It was noted that David Petch the IPCC Commissioner for the South East Region would be attending the next meeting .

**RESOLVED**

That the report be noted.



## BEDFORDSHIRE POLICE AUTHORITY

### Not Protectively Marked

#### Information Item

<b>Committee</b>	<b>: Complaints and Professional Standards Committee</b>
<b>Date</b>	<b>: 20 January 2009</b>
<b>Agenda Item</b>	<b>: 7</b>
<b>Lead Officer</b>	<b>: Assistant Chief Constable (Protective Services)</b>
<b>Subject</b>	<b>: The new Policing Pledge and the Professional Standards Department</b>
<b>Purpose</b>	<b>: To inform Members of the Implications of the Pledge for the Professional Standards Department</b>
<b>Background Papers</b>	<b>: None</b>

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#### **1.0 Background and Introduction**

1.1 In January 2008, IPSOS MORI Social Research Institute published a report called 'Closing The Gap: Crime And Public Perceptions'. This report led to the creation of a review of Policing by Sir Ronnie Flanagan which emphasized the importance of focusing on the quality of interactions between individuals involved in delivering policing services and the public. In June 2008, Louise Casey, in her report 'Engaging Communities in Fighting Crime' recommended a nationally coordinated approach to neighbourhood policing.

1.2 Following the publication of the Policing Green Paper 'From The Neighbourhood To The National: Policing Our Communities Together' the Government set out it's agenda to deliver a Policing Pledge. This report outlines the relationship between the Policing Pledge and the Professional Standards Department (PSD).

#### **2.0 The Policing Pledge**

2.1 The Policing Pledge is part of a new programme of reform and sets out the minimum standards that local people can expect from their local police. It aims to:

- Deliver a more personalized service to the public
- Deliver a stronger voice for local people, regular information on crime, including crime maps and action being taken to tackle crime and regular local meetings to discuss priorities.
- Deliver increased public confidence levels
- Develop and support leaders of the Service, cut bureaucracy and red tape and use technology to free up officers on issues that matter.

2.2 All Chief Constables have agreed to sign up to the Pledge and the Home Office has agreed to remove almost all of the central targets that the Police Service has previously been measured against. These have by and large been replaced by a single measure of improving public confidence that crime and anti-social behaviour issues that matter locally are being dealt with by the police and their partners. In this context, the role of Professional Standards in supporting delivery of the Pledge begins to become clear.

### **3.0 Implications for the Professional Standards Department**

3.1 Some parts of the Pledge already have nationally agreed measures and these will continue to be used. An important principle of the Pledge is that those parts of the Pledge where a local Force aims to achieve something new are statements of commitment – they are not guarantees. As such it is acknowledged that the Pledge may not be achieved on every occasion, however where it can't be achieved, a Force needs to be able to explain the reasons why.

3.2 The Policing Pledge is made up of ten core commitments and it's main purpose is to ensure the public understand the minimum service standards that the police Service aims to provide. Two of these commitments are as follows:

3.3 **Commitment 1:** *Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.*

3.4 Achievement of Commitment 1 is, in part, a measure of compliance with the force's Diversity and Equality Policy and therefore may bring into question the conduct of members of staff where there is dissatisfaction. The launch of the Pledge will undoubtedly raise levels of expectation in terms of service delivery and may lead to an increase in complaints about conduct. As part of it's arrangements to monitor compliance against the Pledge, the Force is intending to routinely monitor the level of, and trends in, the number of allegations made for:

- discriminatory behaviour
- lack of fairness and impartiality
- incivility, impoliteness and intolerance
- other neglect or failure in duty

3.5 The force also intends to measure the number of complaints per officer and the number of complaints per 1000 population. As a counter-balance, the number of letters of thanks/ congratulations will also be monitored. Performance against all these measures is collected by PSD and already fed back to divisions and will now routinely be considered at the Performance Improvement Board in order to monitor achievement of the Policing Pledge.

3.6 **Commitment 10:** *Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.*

3.7 Aspects of Commitment 10 are from the existing Quality of Service Commitment and are about quickly recovering failures in the service provided. As such this is not specifically about processing complaints against individual officers, as existing procedures and IPCC requirements will continue to be followed, but about ensuring that the person dissatisfied is reassured something will happen to recover the situation. It also conveys that the complaint is being taken seriously and someone is owning the report.

3.8 Complaints about service delivery are received locally on Divisions, through the Call Handling Centre and direct to PSD and the Force already has a number of mechanisms and processes in place to respond to, and deal with complaints, including Customer Service Managers. Bedfordshire Police policy is that it is the responsibility of

everybody that works in the Force to acknowledge communication from the public that could be regarded as a complaint or dissatisfaction with the service received. It is up to the person receiving the communication to begin the service recovery by acknowledging the complaint, communicating that the complaint is being taken seriously and that someone is owning the report. The person receiving will also explain what is happening next and who the matter is being referred to. Within PSD, current procedures are in line with IPCC guidance and those developed and implemented through the Taylor Project. Response to complainants includes; information of who the investigator is, how the complaint is being dealt with and the timescales involved.

- 3.9 Where a complaint received on Division clearly brings conduct into question, then divisions have access to a central/ common PSD e-mail box to bring these to the attention of PSD. Emails currently received in office hours (ie: Monday – Friday) are responded according to IPCC guidance - usually within 24 hours. However the PSD Office is not staffed at the weekend. As such telephones, emails and post are not covered meaning that in some circumstances PSD would be unable to meet the 24 hour response commitment. Existing PSD and Customer Service arrangements are therefore being reviewed to see where service gaps could occur and the Force are actively looking at solutions to fill these gaps. These might include, for example, automated e-mail responses to acknowledge receipt of complaints and out of hours call being handled in the first instance by the Call Handling Centre.

#### **4.0 Conclusion and Recommendation**

- 4.1 The Policing Pledge builds on the customer service ethos enshrined by the Quality of Service Commitment and the Force is already taking successful steps to improve the service provided to communities. The renewed emphasis on service delivery may, and perhaps not unreasonably, lead to raised expectation. This in turn may lead to increased complaints however these will not automatically translate into conduct complaints and PSD activity.
- 4.2 The Professional Standards Department has well developed procedures for dealing with complaints as required by the IPCC. Some adjustment is needed to these to meet the expectations of the Policing Pledge and the force is actively considering these. PSD already plays an important role in building and maintaining confidence in Bedfordshire Police and this will continue in pursuit of achievement of the Policing Pledge.
- 4.3 Members are asked to note the Report.

Author:

Detective Superintendent Martin Darlow  
Head of Professional Standards Department

On behalf of

John Fletcher  
Assistant Chief Constable  
(Protective Services)



**Chief Constable's Report**  
**On**  
**Professional Standards Issues**



**APRIL - DECEMBER 2008**

Bedfordshire Police Authority  
20<sup>th</sup> January 2009  
Item 8

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**For publication**                      **Bedfordshire Police Authority**  
**Professional Standards Committee**

**REPORT AUTHOR: CHIEF CONSTABLE**

**SUBJECT: Professional Standards**

.....  
**BACKGROUND PAPERS Summary of Complaints and Civil Claims**

.....  
**PURPOSE: To advise members of the current position with regard to Professional Standards issues, including complaints against police, within the Force.**

**RECOMMENDATION: The Committee is asked to consider this report.**

.....  
**1. INTRODUCTION**

Under the provisions of Section 77 of the Police Act 1996, every Police Authority, in carrying out their duty with respect to maintenance of an efficient and effective Police Force, shall keep themselves informed as to the workings of Sections 67 to 76 of the above legislation in relation to the Force.

**2. THE PURPOSE OF THE REPORT**

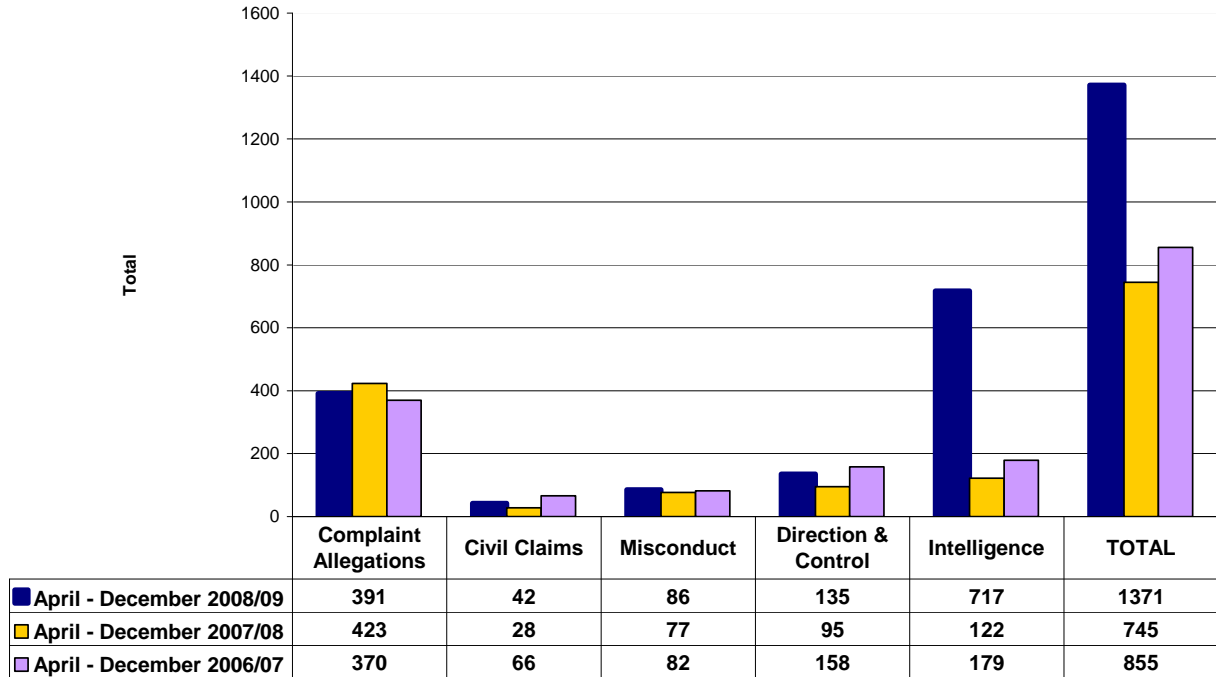
The purpose of this report is to brief members of the Authority on current professional standards issues within the force.

**3.** The current report reflects issues for the period of April – December 2008/09 compared to 2007/08 and 2006/07.

## SECTION 1 PSD Workload

### *Workload Management*

PSD Workload as of 31st December 2008



- Above chart relates to single recorded allegations in each category and not cases
- Overall workload has increased by 84% compared to last year and by 60% on the year before
- Intelligence reporting has increased mainly as a result of the confidential email system & reports from PSD 'Taylor' staff
- Since June 2007 PSD has recorded messages of Appreciation; between 1<sup>st</sup> April and 31<sup>st</sup> December 2008 a total of 164 were recorded.

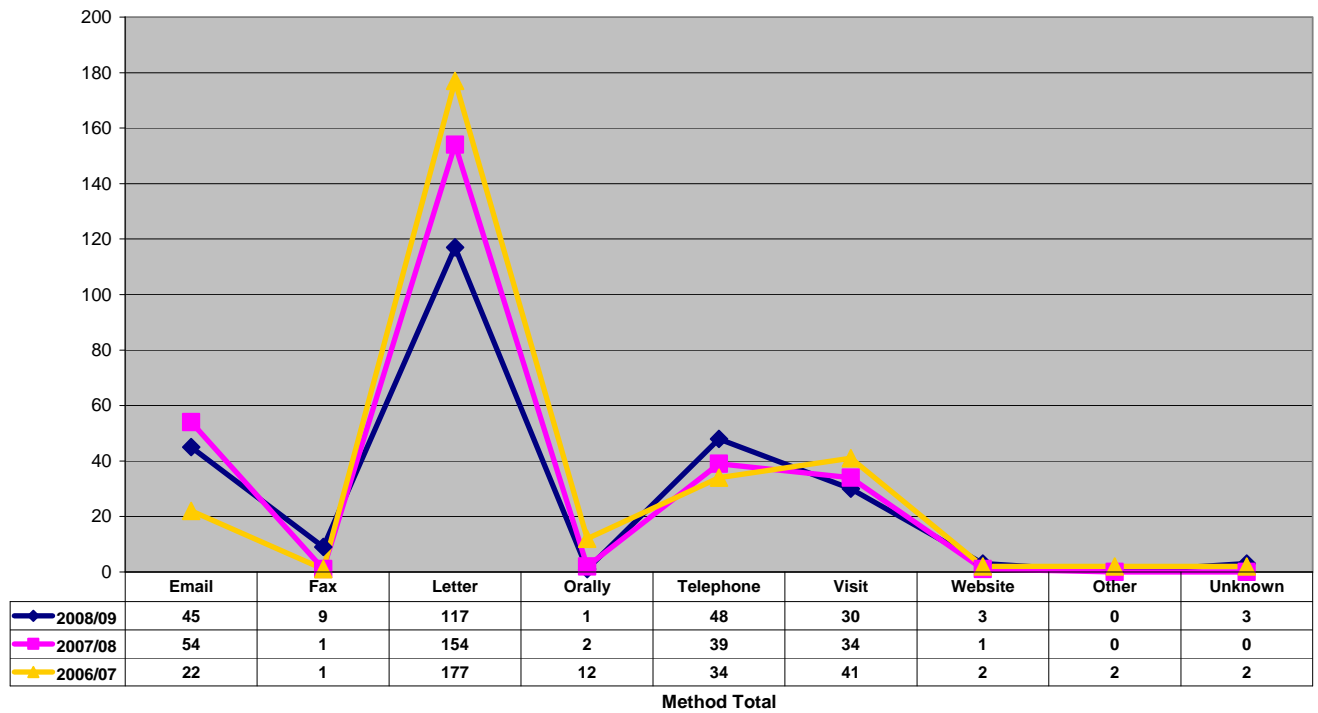
#### **Initiatives & Actions to Improve Performance**

Re-launched marketing of the confidential email system, together with wider and more prominent availability

PSD staff on territorial divisions

## Complainant Access to PSD

Method of Access to PSD by Complainants



- Reporting by letter has decreased but remains the most common method of making a complaint
- Telephone reporting has increased as has making a complaint via Fax.

Compared to last year:

- Letters decreased by 24%
- Emails decreased 17%
- Telephone increased by 23%

**SECTION 2**  
Analysis of complaint cases

**Complaint cases**

Percentage change in the tables: ■ Positive ■ Negative

**Table 1 – Complaint Cases Received in Force**

	2008/09	2007/08	2006/07
<b>Cases Received in Force</b>	232	279	277
<b>% Change</b>	- 17%		+1%
<b>Allegations Received in Force</b>	376	423	369
<b>% Change</b>	- 11%		+15%

- Following the 07/08 rise in the number of cases and allegations received, this period they have significantly decreased.

**Table 2 –Complaint Cases & Allegations per OIS Incidents**

	2008/09	2007/08	2006/07
<b>Total Incidents</b>	14134	14457	14184
<b>Cases Per Incidents</b>	0.02	0.02	0.02
<b>% Change</b>	0		0
<b>Allegations Per Incidents</b>	0.03	0.03	0.03
<b>% Change</b>	0		0

- The number of cases and allegations received has remained stable when measured against the number of recorded incidents attended by Bedfordshire Police.

**Table 3 –Complaint Cases & Allegations per 1000 Population**

	2008/09	2007/08	2006/07
<b>Cases Per 1000 Population</b>	0.4	0.5	0.5
<b>% Change</b>	- 20%		0
<b>Allegations Per 1000 Population</b>	0.7	0.7	0.7
<b>% Change</b>	0		0

Population is based on 2001 Census – 565961

- Measuring complaint cases against per 1000 population has seen a decrease of 20%; allegations have remained stable.

**Table 4– Complaint Cases Finalised of those Received in Force during the period**

	2008/09	2007/08	2006/07
<b>Cases Finalised</b>	148	149	128
<b>% Change</b>	0		+16

- Of the 232 complaint cases received so far this year, 148 have been closed.

Table 5 – All Complaint Cases Finalised

	2008/09	2007/08	2006/07
<b>Cases Received</b>	232	279	277
<b>Cases Finalised</b>	279	322	236
<b>% Change</b>	<b>- 13%</b>		<b>+ 36%</b>

- In summary 232 complaint cases have been received since 1<sup>st</sup> April 2008 and 279 closed.

### Initiatives & Actions to Improve Performance

Investigation plans	These are formulated by the DCI and set out the parameters for investigation carried out by PSD investigators.
Case workers	This allows for the freeing up of the investigators in respect of administrative tasks
Proportionate investigations	In conjunction with the investigation plans this allows for a more time effective but ethical investigation into allegations
Law Inputs	Topical issues are discussed with all supervisors who attend these briefings on a quarterly basis
Force Wide News	Enables PSD to address emerging trends in a quick and effective manner

**SECTION 3**  
**Analysis of allegations**

***Complaint Allegations Recorded***

The table below provides a breakdown of complaint allegations recorded during this period compared to the same period over the last two years. The totals will differ from those in section 2 which refers to allegations received and complaint cases; a case may contain a number of allegations.

**Table 6 – Complaint Allegations Recorded**

<b>Code</b>	<b>Allegation Categories</b>	<b>Apr–Dec 08/09</b>	<b>Apr–Dec 07/08</b>	<b>Apr–Dec 06/07</b>
<b>A</b>	Serious non sexual assault	3	0	0
<b>B</b>	Sexual assault	0	0	0
<b>C</b>	Other assault	19	37	30
<b>D</b>	Oppressive conduct or harassment	29	37	30
<b>E</b>	Unlawful/unnecessary arrest or detention	9	9	22
<b>F</b>	Discriminatory behaviour	11	16	12
<b>G</b>	Irregularity in evidence/perjury	12	4	3
<b>H</b>	Corrupt practice	1	1	3
<b>J</b>	Mishandling of property	4	13	5
<b>K</b>	Breach code A PACE	1	3	3
<b>L</b>	Breach code B PACE	18	7	7
<b>M</b>	Breach code C PACE	17	12	31
<b>N</b>	Breach code D PACE	0	1	0
<b>P</b>	Breach code E PACE	0	1	0
<b>Q</b>	Lack of fairness & impartiality	32	40	10
<b>R</b>	Multiple or unspecified breaches	0	1	1
<b>S</b>	Other neglect or failure in duty	101	120	100
<b>T</b>	Other irregularity in procedure	24	39	8
<b>U</b>	Incivility, impoliteness and intolerance	87	71	72
<b>V</b>	Traffic irregularity	3	4	3
<b>W</b>	Other	10	2	19
<b>X</b>	Improper disclosure of information	10	4	11
<b>Y</b>	Other sexual conduct	0	1	0
<b>TOTAL</b>		<b>391</b>	<b>423</b>	<b>370</b>

- Complaint allegations recorded has decreased by 32 (8%) compared to last year yet increased by 21 on the year before (6%).

- The top two allegations recorded (highlighted in yellow) have been consistent over the past three years; although 'other neglect of duty' has decreased by 16% on 07/08.
- Categories with the biggest increases (highlighted in red) this year compared to last:
  - G – 'Irregularity in evidence/perjury'
  - L - 'Breach Code B'
  - W - 'Other'
- Categories with the biggest decreases (highlighted in green) this year compared to last:
  - C - 'Other Assault'
  - D - 'Oppressive Conduct or Harassment'
  - T – 'Other irregularity in procedure'

### **Initiatives & Actions to Improve Performance**

Research into 'Other neglect or failure in duty' identified the main issue is *not keeping people informed*, this has been acknowledged as a cause for concern for the Force and is currently being managed by the Service Improvement Group; one of the initiatives suggested would be a database that would enable the public to view the progression of their case.

Recommendations from 'Breach Code C PACE' research, custody managers' seminars and custody forums together with a variety of initiatives have contributed to the decrease in complaint allegations. It is anticipated that this work has also impacted on the 'Unlawful / Unnecessary Arrest' allegations.

Research into 'Incivility' identified areas of concern which are being addressed by PSD with the divisional commander and relevant first line supervisors.

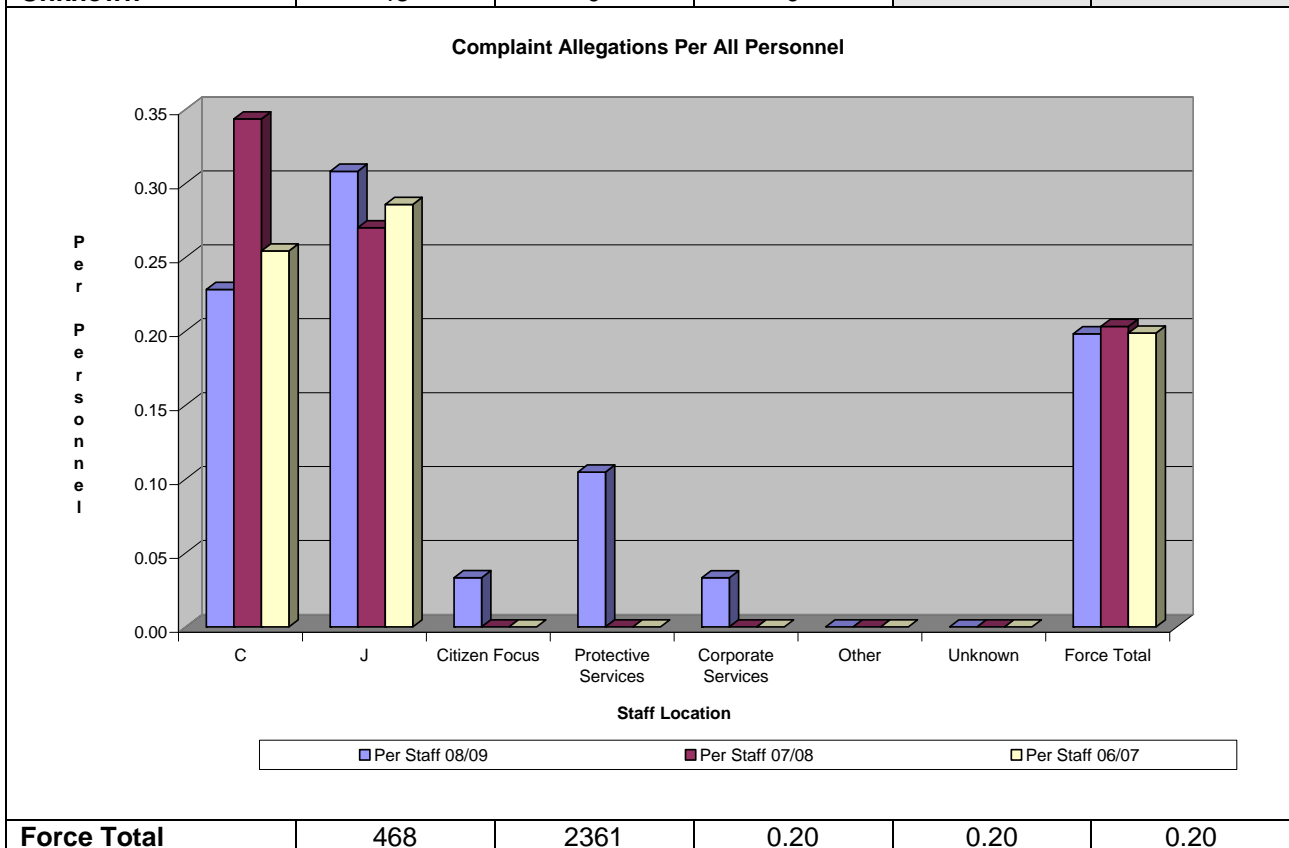
In respect of 'Breach Code B PACE' research and analysis is currently being undertaken by PSD due to its level of increase.

### Complaint Allegations per Staff – Staff Location

The tables below show the 2008/09 recorded data by staff location; this is the number of complaint allegations **not** staff or cases. The total allegations in table 7 will not be equal to the total in table 6 as one allegation can be counted more than once if it involves staff from various staff locations.

Table 7 Complaint Allegations per Force Headcount – All Personnel

Staff Location	Allegations 08/09	Headcount	Per Staff 08/09	Per Staff 07/08	Per Staff 06/07
C (Luton)	118	517	0.23	0.34	0.25
J (County)	225	730	0.31	0.27	0.29
Citizen Focus	8	240	0.03		
Protective Services	60	573	0.10		
Corporate Services	9	271	0.03		
Other	0	30	0		
Unknown	48	0	0		



In 2007 the Force had a change of structure which saw the creation of Citizen Focus, Protective Services Directorate and Corporate Services. Due to the change in structure the only comparisons that can be made in the following tables is between the two territorial divisions and the force total.

- Complaint allegations per staff at Luton have decreased whilst County has seen an increase.
- The number of complaint allegations per force headcount has remained stable over the last three years

**Table 8 Breakdown of Complaint Allegations per Protective Services Directorate Units – All Personnel**

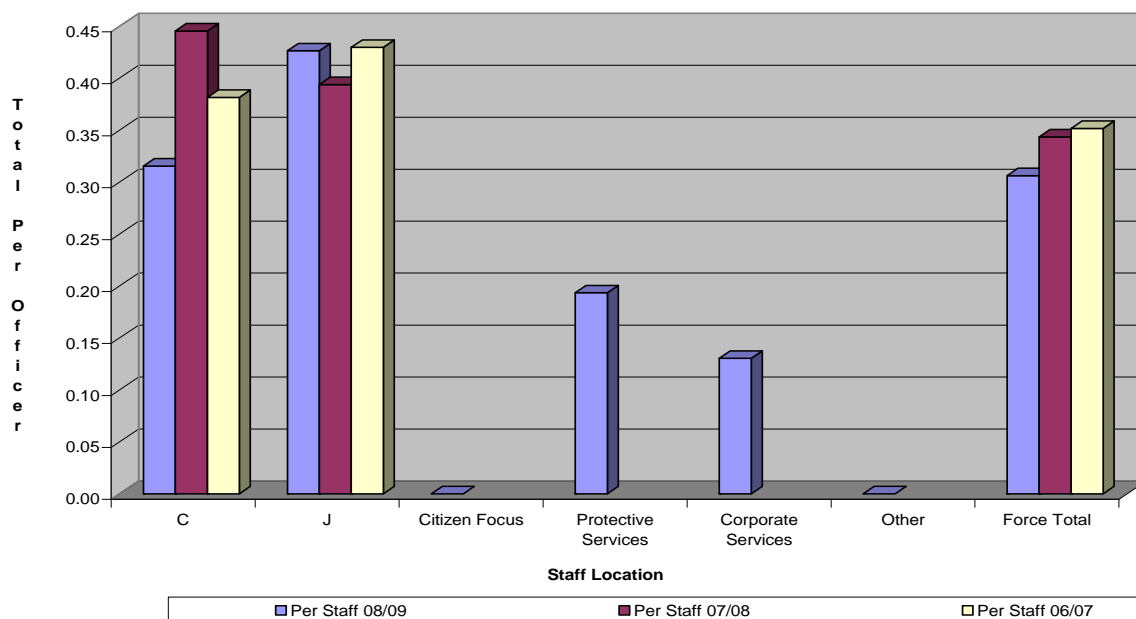
Staff Location	Allegations 08/09
<b>Uniformed Protective Services</b>	<b>36</b>
Firearms Support Unit (FSU)	19
Roads Policing	12
Dogs	4
Vehicle Recovery	1
<b>Public Protection Unit (PPU)</b>	<b>11</b>
On Line Investigation Team	4
Child Abuse Investigation Team	2
Special Branch (ports)	2
Sex Offenders Management Team	1
Adult Protection Team	1
Domestic Abuse Units	1
<b>Intelligence &amp; Serious &amp; Organised Crime</b>	<b>4</b>
Economic Crime Unit (ECU)	4
<b>Major Investigation Team (MIT)</b>	<b>2</b>
<b>Professional Standards Department (PSD)</b>	<b>7</b>

The following four tables provide a breakdown of total allegations by staff type; an allegation can be counted within and / or across the tables due to staff type and location. The overall total of the tables below will not equate to table 7 as the 46 unknown staff are yet to be or have not been identified.

**Table 9 Complaint Allegations per Force Headcount – Officers**

Staff Location	Allegations 08/09	Headcount	Per Staff 08/09	Per Staff 07/08	Per Staff 06/07
<b>C (Luton)</b>	112	355	0.32	0.45	0.38
<b>J (County)</b>	197	462	0.43	0.39	0.43
<b>Citizen Focus</b>	0	24	0		
<b>Protective Services</b>	66	341	0.19		
<b>Corporate Services</b>	6	46	0.13		
<b>Other</b>	0	16	0		

**Complaint Allegations Per Officers**

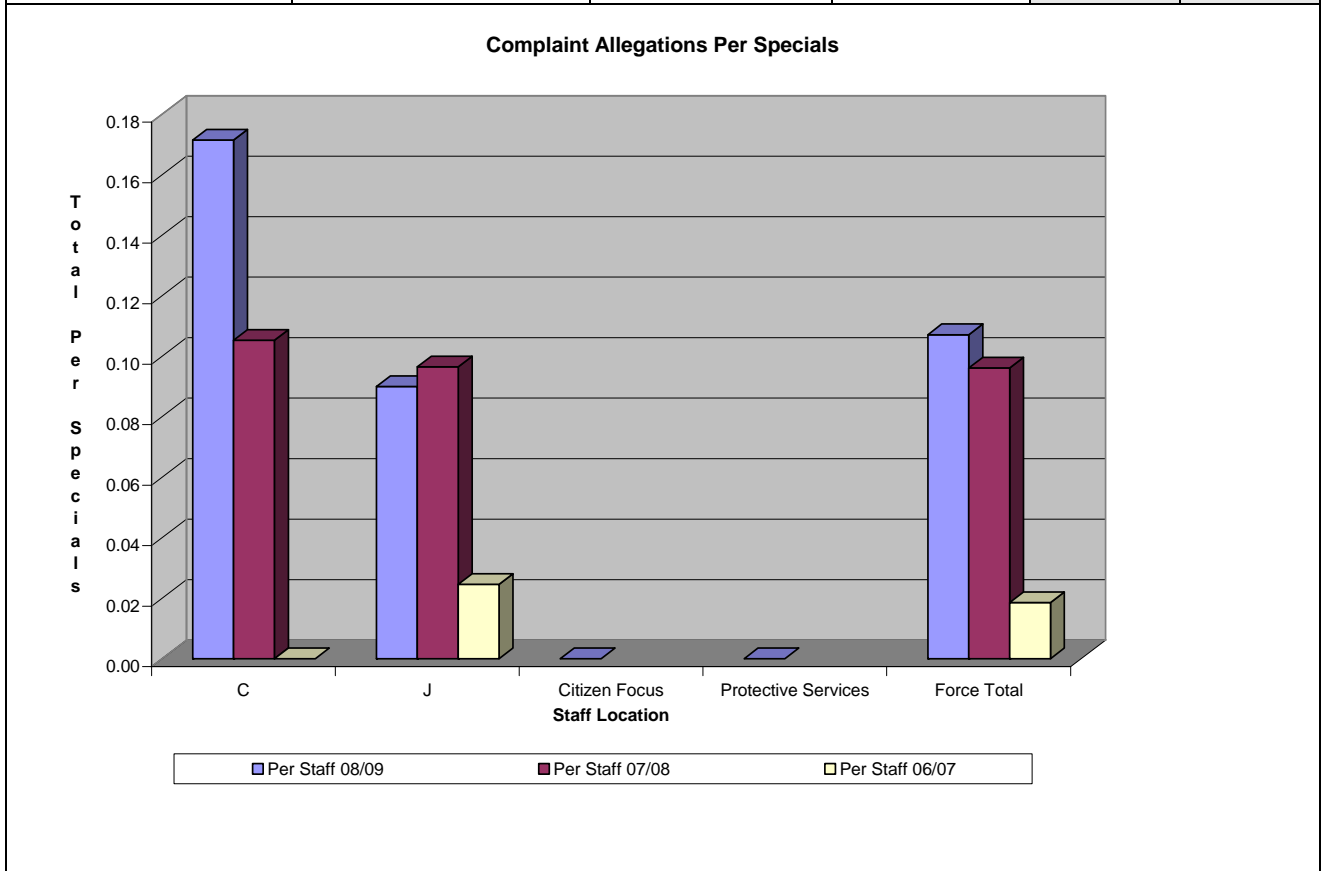


<b>Force Total</b>	381	1244	0.31	0.34	0.35
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- Complaint allegations per force headcount of officers have decreased this year compared to last.
- Complaint allegations per staff at Luton have decreased whilst County has seen an increase.

**Table 10 Complaint Allegations per Force Headcount – Specials**

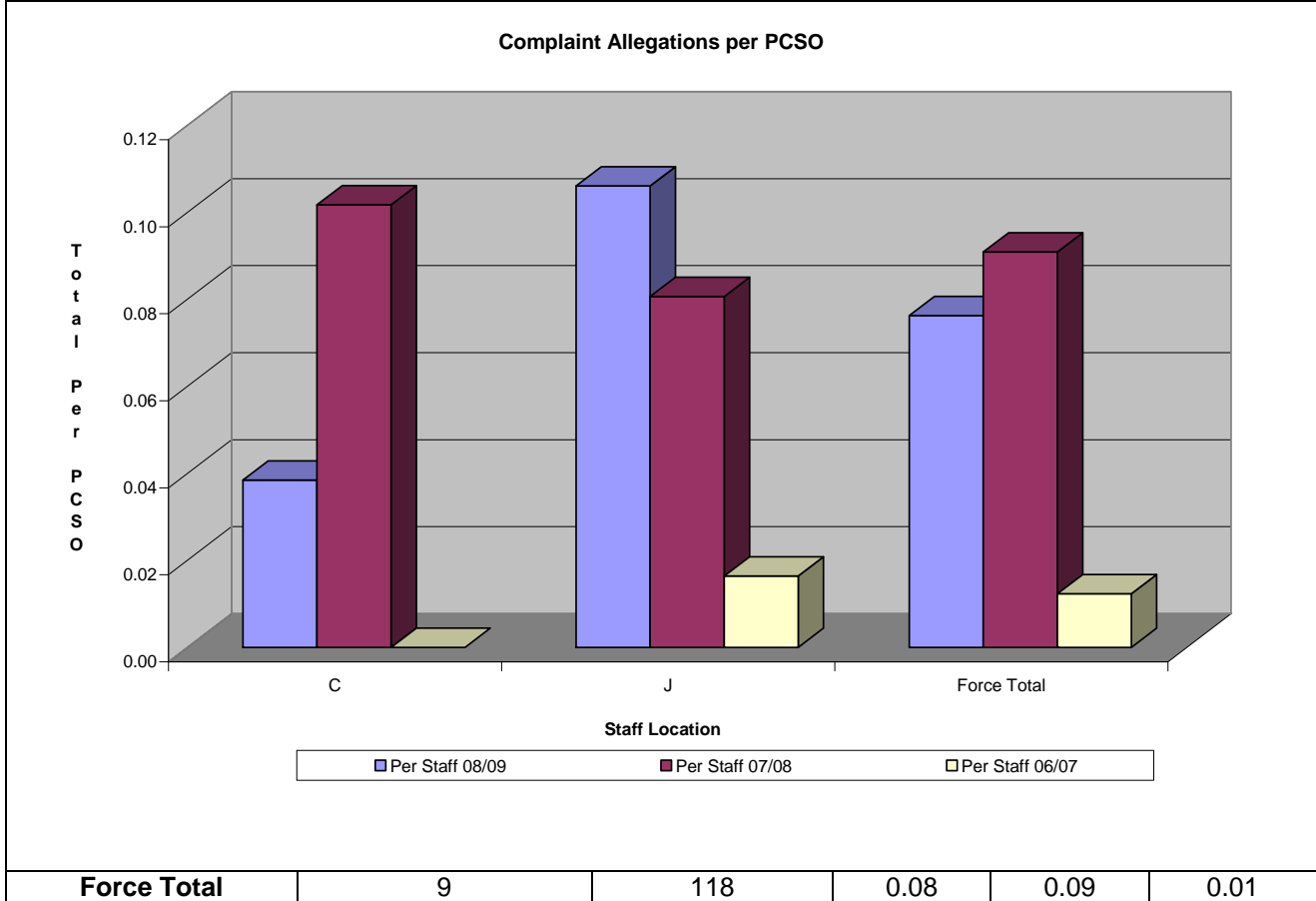
Staff Location	Allegations 08/09	Headcount	Per Staff 08/09	Per Staff 07/08	Per Staff 06/07
<b>C (Luton)</b>	6	35	0.17	0.11	0
<b>J (County)</b>	9	100	0.09	0.10	0.02
<b>Citizen Focus</b>	0	2	0		
<b>Protective Services</b>	0	3	0		



<b>Force Total</b>	15	140	0.11	0.10	0.02
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Table 11 Complaint Allegations per Force Headcount – PCSO

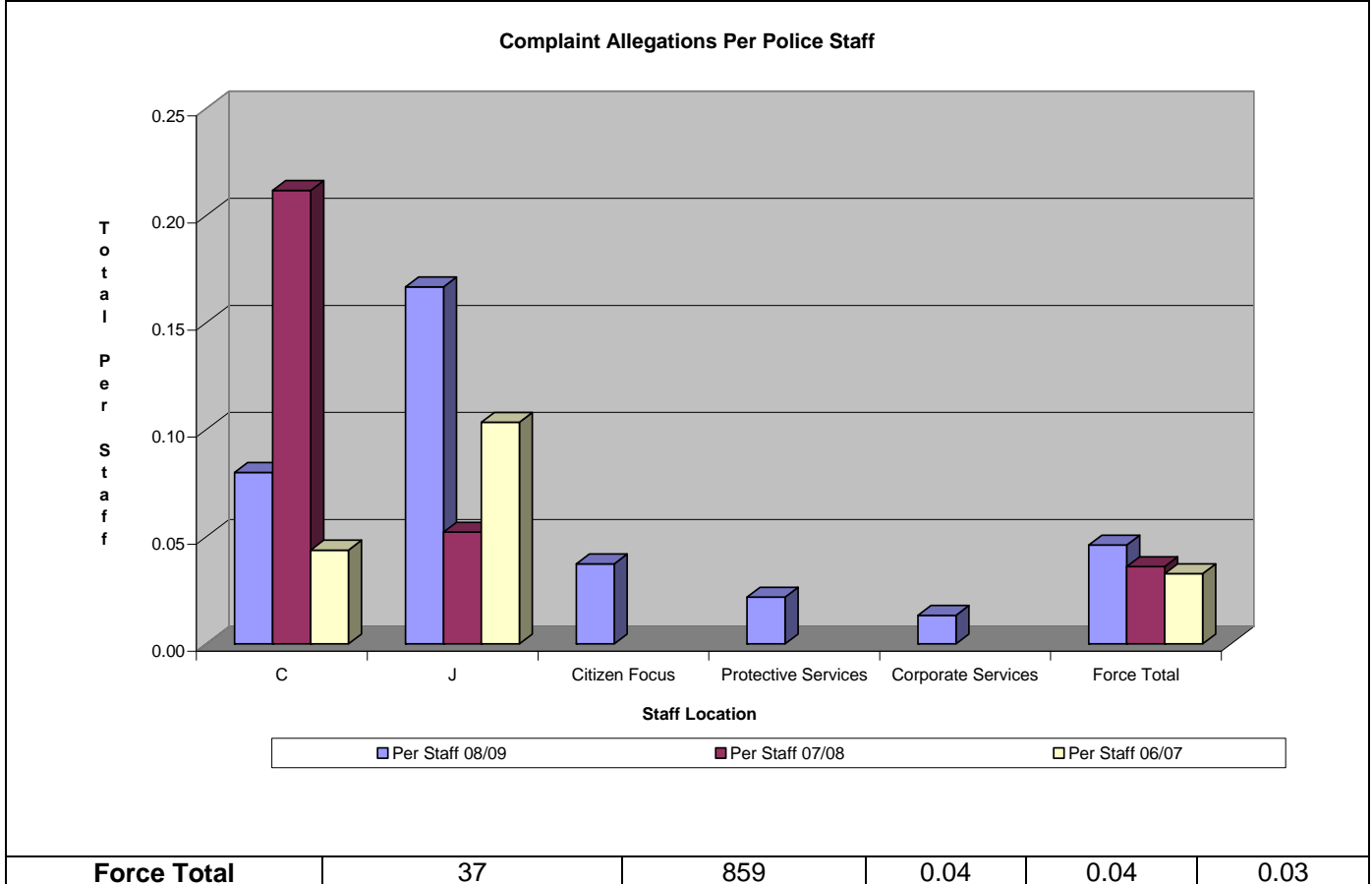
Staff Location	Allegations 08/09	Headcount	Per Staff 08/09	Per Staff 07/08	Per Staff 06/07
C (Luton)	2	52	0.04	0.10	0
J (County)	7	66	0.11	0.08	0.02



- Total complaint allegations per PCSO's has decreased compared to last year.
- Analytical work carried out across the Eastern Region shows that Bedfordshire have the lowest number and ratio of complaints per PCSO.

Table 12 Complaint Allegations per Force Headcount – Police Staff

Staff Location	Allegations 08/09	Headcount	Per Staff 08/09	Per Staff 07/08	Per Staff 06/07
C (Luton)	6	75	0.08	0.21	0.04
J (County)	17	102	0.17	0.05	0.10
Citizen Focus	8	214	0.04		
Protective Services	3	229	0.01		
Corporate Services	3	225	0.01		
Other	0	14	0		



The fluctuation within the data tables above can be explained by the following facts:

- The implementation of the IPCC brought new changes which saw an increase in complaints due to PSD recording against all staff (not just police officers), an increase in complainant types, increased complaint reporting methods and tighter recording practices
- 2006 saw the introduction of PCSO's with specific powers.

**Initiatives & Actions to Improve Performance**

The differences in recorded allegations between County and Luton are being monitored

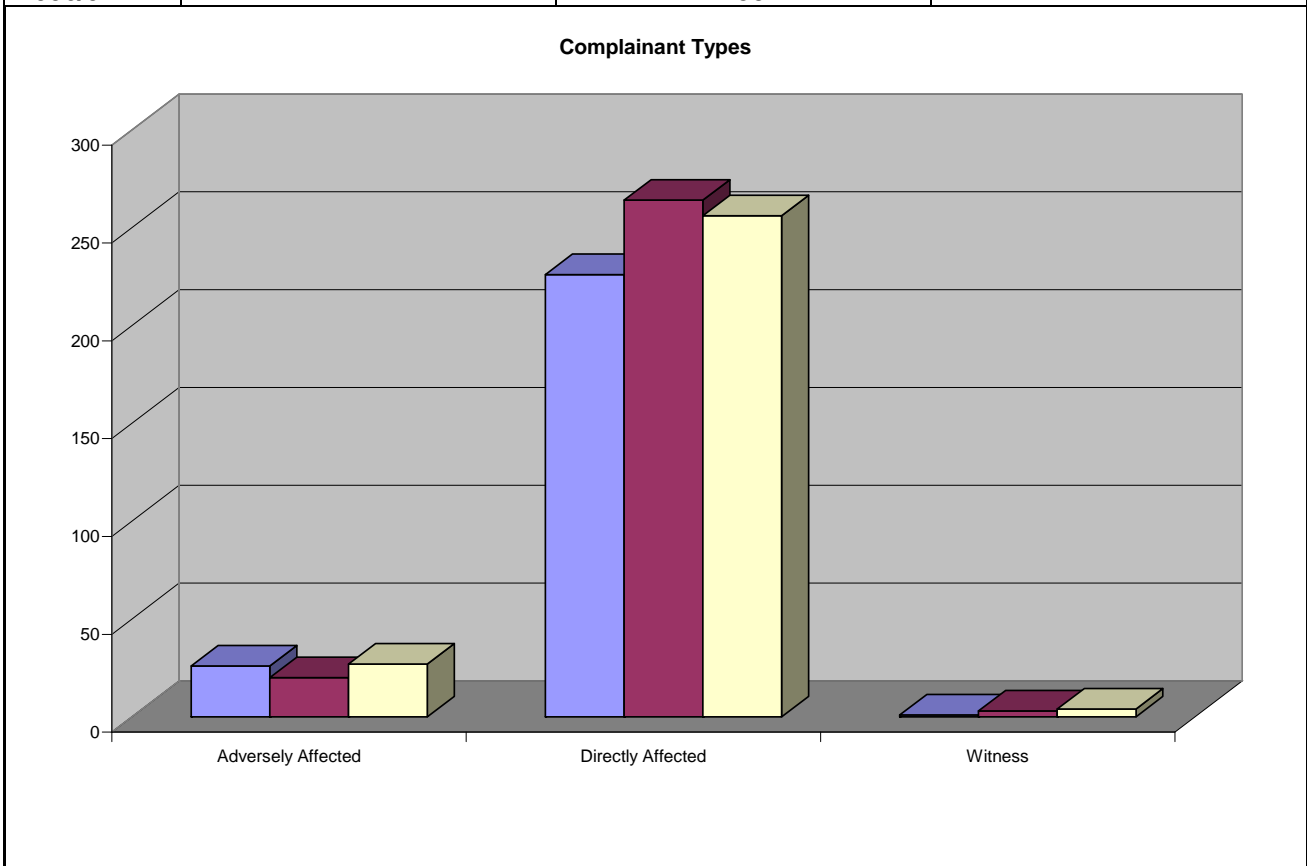
**SECTION 4**  
**Analysis of social factors relating to complainants characteristics**

Percentage change in the tables: ■ Positive ■ Negative

The table below gives a breakdown of complainant types

**Table 13 Complainant Types**

	Adversely Affected	Directly Affected	Witness
<b>2008/09</b>	26	226	1
<b>2007/08</b>	20	264	3
<b>2006/07</b>	27	256	4



- The total number of complainants have decreased compared to the previous two years
- The majority of complainants are those directly affected; they also show the largest decrease
- Adversely affected complainants has slightly increased and include parents of minors or the partner of the directly affected individual

## Initiatives & Actions to Improve Access to PSD

Website	A complaint form can be completed and submitted directly into PSD
Signposts	Identified representatives act as contact points for complainants from minority groups, this option as a means of contact is negligible further work is being attempted to stimulate local involvement
Divisions	Complaint literature available in enquiry offices and community buildings

Table 14 Gender of complainants

	2008/09	2007/08	2006/07
<b>Males</b>	164	176	183
<b>% Change</b>	<b>-7%</b>		<b>- 4%</b>
<b>Females</b>	87	109	102
<b>% Change</b>	<b>- 20%</b>		<b>+ 7%</b>
<b>Unknown</b>	2	2	2

- The gender of complainants is not reflective of the population
- 2001 Bedfordshire Census shows the gender split is 50/50 although 65% of complainants are males, this has been consistent over the last three years

Table 15 Age of complainants

	2008/09	2007/08	2006/07
<b>0-19</b>	13	12	10
<b>% Change</b>	<b>+ 8%</b>		<b>+ 2%</b>
<b>20-29</b>	45	44	49
<b>% Change</b>	<b>+ 2%</b>		<b>- 10%</b>
<b>30-39</b>	57	82	63
<b>% Change</b>	<b>- 34%</b>		<b>+ 30%</b>
<b>40-49</b>	69	63	71
<b>% Change</b>	<b>+ 10%</b>		<b>- 11%</b>
<b>50-59</b>	29	29	33
<b>% Change</b>	<b>0</b>		<b>- 12%</b>
<b>60+</b>	21	17	15
<b>% Change</b>	<b>+ 24%</b>		<b>+ 13%</b>
<b>Unknown</b>	19	40	46
<b>% Change</b>	<b>- 53%</b>		<b>- 13%</b>

- The age of complainants has fluctuated over the last three years, although those aged 60 plus are increasing.

**Table 16 Ethnicity of complainants**

	2008/09	2007/08	2006/07
<b>White</b>	164	192	204
<b>% Change</b>	<b>- 15%</b>		<b>- 6%</b>
<b>Black</b>	24	25	34
<b>% Change</b>	<b>- 4%</b>		<b>- 27%</b>
<b>Asian</b>	31	41	28
<b>% Change</b>	<b>- 24%</b>		<b>+ 46%</b>
<b>Other</b>	8	3	2
<b>% Change</b>	<b>+ 167%</b>		<b>+ 50%</b>
<b>Unknown</b>	26	26	19
<b>% Change</b>	<b>0</b>		<b>+ 37%</b>

- 2001 Bedfordshire Census shows the population breakdown of ethnic groups as:
  - 86% White – 65% of complainants are from the White community
  - 8% Asian - 12% of complainants are from the Asian community
  - 3% Black – 9% of complainants are from the Black community

### **Initiatives & Actions to Improve Access & Confidence in the Complaints System**

A complaint form can be found in various languages on the website

The complaint form can be completed and submitted into PSD electronically

Community representatives act as contact points

Complaint packs and literature are available in variety of languages

Independent Advisory Group members meet with PSD on a regular basis

Complainant details such as ethnicity, age and gender are collated where available at the time of the complainant being made and later at case conclusion via a complainant survey.

The main allegation made by complainants without a previous conviction is 'Other Neglect of Duty' this is also true for those with a previous conviction; these are consistent compared to last year. It is difficult at this stage to identify any patterns owing to the high number of unknowns as up until recently there was no requirement to record previous conviction data.

**Initiatives & Actions to Improve Data Recording for Previous Convictions**

The convictions field within the complaints and discipline database has now been made mandatory to improve recording and enhance the ability to identify and analyse trends.

The largest employment category is 'unknown' and once again steps are being taken to secure employment status for trend identification and analysis.

**Initiatives & Actions to Improve Data Recording for Employment**

A quality of service survey which requests personal information is sent to all complainants when the case is finalised.

**SECTION 5**  
Analysis of social factors relating to subjects characteristics

Percentage change in the tables: ■ Positive ■ Negative

This section is based on the number of staff<sup>1</sup> who has received a complaint against them during this period; each subject is counted once regardless of total allegations or cases.

The number of subjects has decreased by 12% (51) compared to last year.

**Gender of subjects**

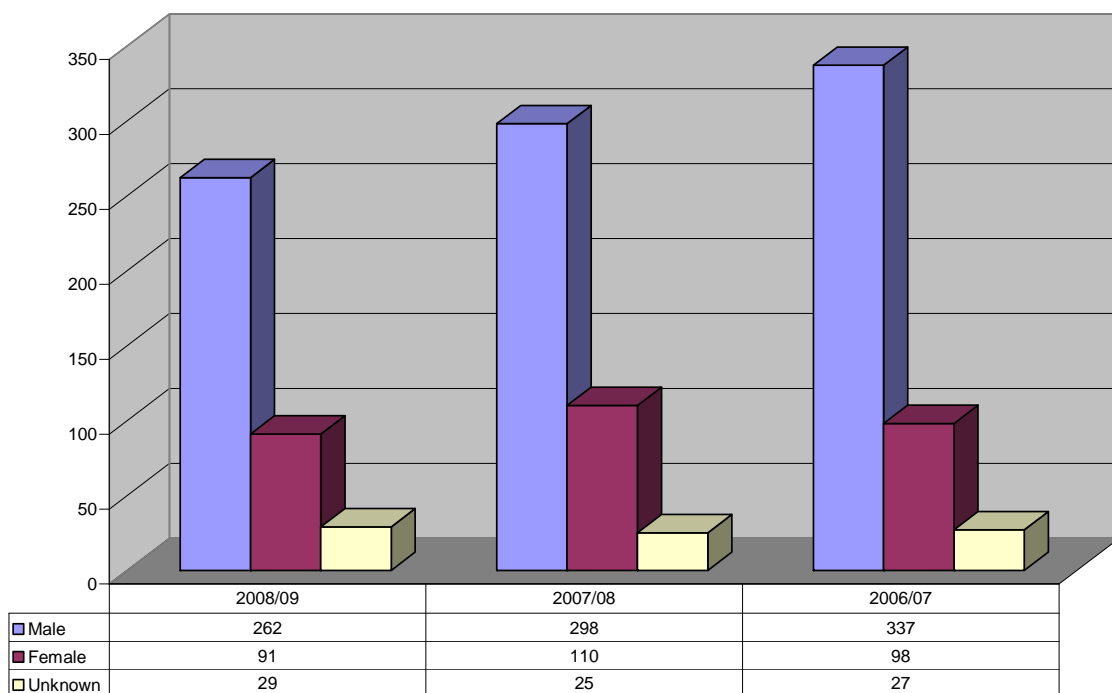


Table below provides a breakdown of gender and staff type

**Table 17 Gender & Staff Type of subjects**

Gender	Staff Type	2008/09	2007/08	2006/07
<b>Male</b>	<b>Community Support</b>	3	5	0
	<b>Police Staff</b>	13	17	5
	<b>Officers</b>	241	264	326
	<b>Special Constables</b>	5	10	3
	<b>Unknown</b>	0	2	3
<b>Female</b>	<b>Community Support</b>	4	6	1
	<b>Police Staff</b>	15	22	20
	<b>Officers</b>	69	80	77

<sup>1</sup> Staff with a complaint is referred to as a subject

	<b>Special Constables</b>	3	2	0
<b>Unknown</b>	<b>Officer</b>	29	25	27
	<b>Total</b>	382	433	462

- Workforce composition (NMIS) compared to those subject to complaints is:
  - 53% police officers - 81% subjects
  - 36% police staff - 7% subjects
  - 6% specials - 2% subjects
  - 5% PCSO - 2% subjects
  - Remaining 8% of subjects is unknown at time complaint is made
- 55% of the workforce are male but make up 69% of the subjects

Table 18 Age of subjects

	2008/09	2007/08	2006/07
<b>0-19</b>	1	3	0
<b>% Change</b>	<b>- 67%</b>		<b>+ 300%</b>
<b>20-29</b>	120	133	187
<b>% Change</b>	<b>- 10%</b>		<b>- 29%</b>
<b>30-39</b>	128	141	145
<b>% Change</b>	<b>- 9%</b>		<b>- 3%</b>
<b>40-49</b>	83	88	89
<b>% Change</b>	<b>- 6%</b>		<b>- 1%</b>
<b>50-59</b>	18	39	14
<b>% Change</b>	<b>- 54%</b>		<b>+ 179%</b>
<b>60+</b>	3	2	0
<b>% Change</b>	<b>- 50%</b>		<b>+ 200%</b>
<b>Unknown</b>	29	27	27
<b>% Change</b>	<b>+ 7%</b>		<b>0</b>

- Apart from age band 'unknown' each age group has seen a decrease
- The majority of subjects this period are aged between 30 and 39

Table 19 Ethnicity of subjects

	2008/09	2007/08	2006/07
White	327	374	411
% Change	- 13%		- 9%
Black	1	6	0
% Change	- 83%		+ 600%
Asian	17	22	14
% Change	- 23%		+ 57%
Other	5	2	7
% Change	- 150%		- 71%
Unknown	32	29	30
% Change	+ 10%		- 3%

- Workforce composition (NMIS) compared to those subject to complaints is:
  - 93% White - 86% subjects
  - 5% Asian- 4% subjects
  - 0.6% Black – 0.3% Subjects
  - 1.4% Other – 1.3% Subjects
  
- The decrease in subjects is evident in all ethnic categories except those in 'other' or 'unknown'; the reason for the increase in 'unknown' is that more complaints are being received whereby the member of staff is not identified at point of complaint.

Table 20 Length of service

	2008/09	2007/08	2006/07
0-2	65	107	154
% Change	- 39%		- 31%
3-5	126	135	146
% Change	- 7%		- 8%
6-10	82	54	36
% Change	+ 52%		+ 50%
11-15	27	38	32
% Change	- 29%		+ 19%
16-20	25	43	36
% Change	- 42%		+ 19%
21-25	20	14	20
% Change	+ 43%		- 30%
26+	8	15	11
% Change	- 47%		+ 36%
Unknown	29	27	27
% Change	+ 7%		0

- 0-2 years service is the probationary period for new recruits, complaints are more likely during this time of learning although this year they are at an all time low.
- The largest percentage and numerical increase are those with 6 - 10 years service

#### **Initiatives & Actions to Improve Performance**

Members of PSD gives presentations to recruits (police officers, police staff and volunteers)

PSD delivers an input at every law update seminar

In respect of the 6-10 year service band we are carrying out further research and consultation

Patrol sections now receive regular PSD inputs

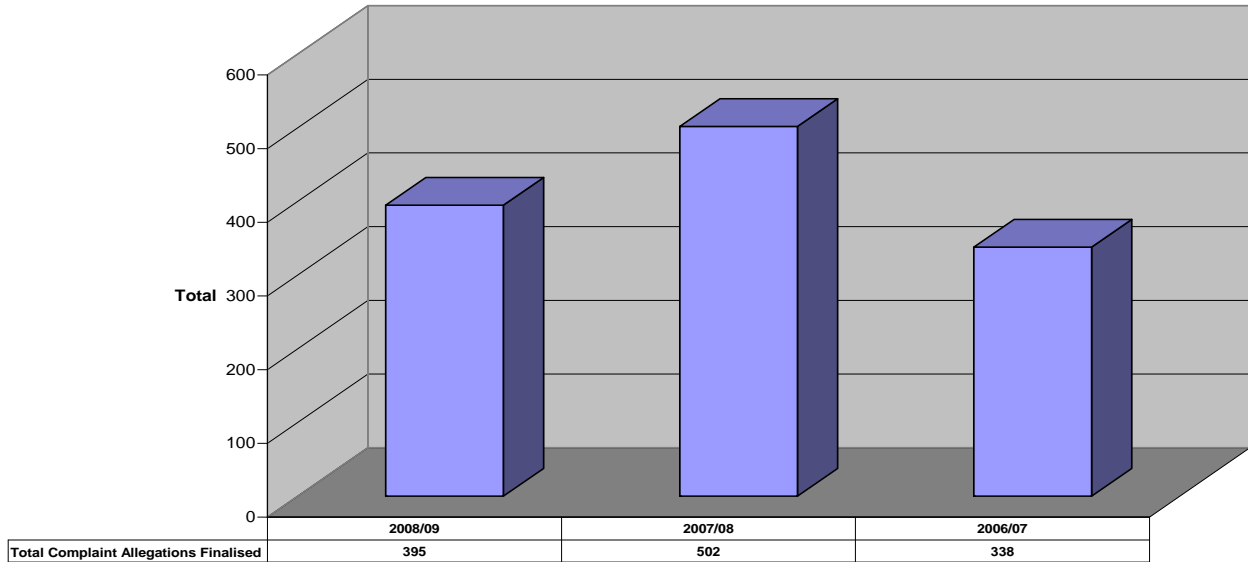
Police Authority attend student training to discuss role, complaints and expectations

Complaint and discipline records are thoroughly checked for suitability of new tutors

## SECTION 6 Complaint Allegations Finalised

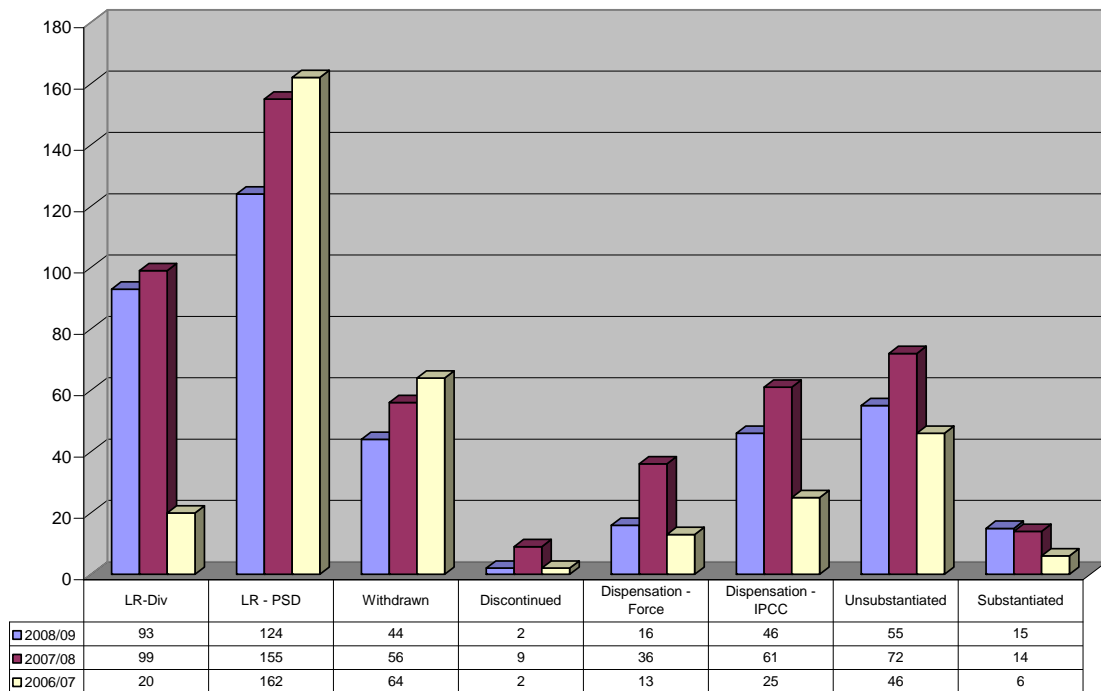
Compared to last year the number of complaint allegations finalised have decreased by 21% and increased by 17% against 2006/07.

**Total Complaint Allegations Finalised**

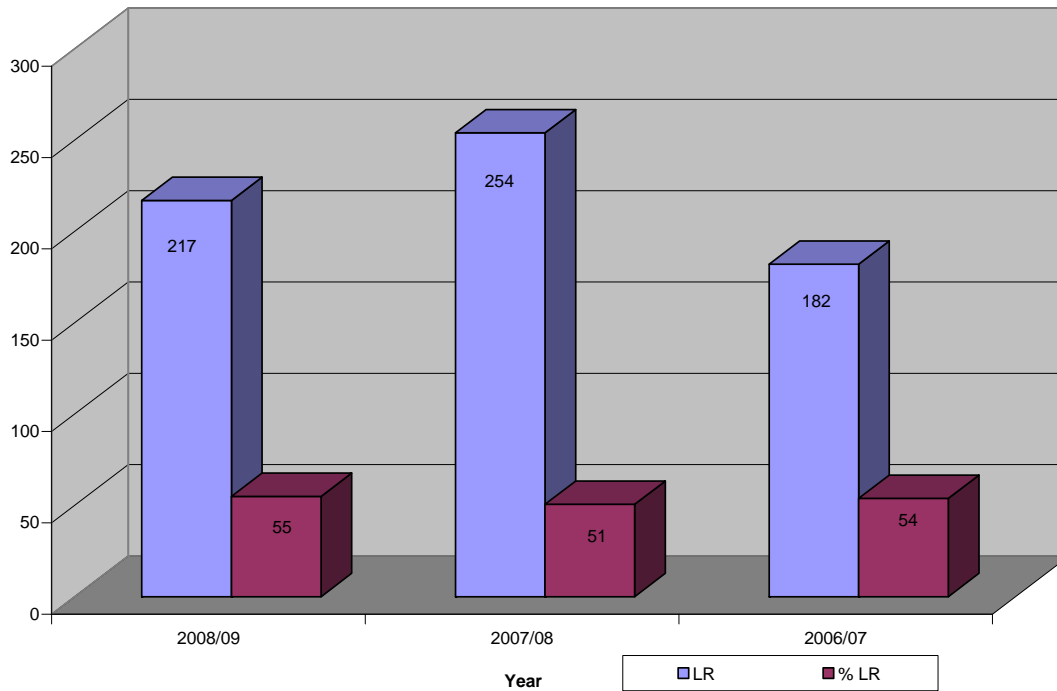


The chart below provides a breakdown of the complaint allegation results

**Complaint Allegation Results**



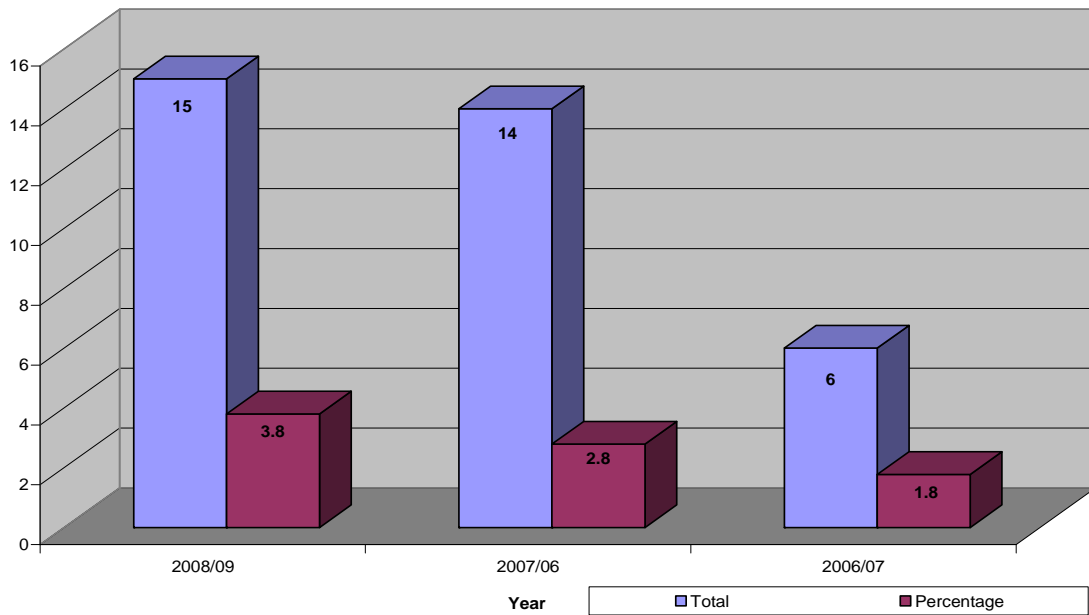
Percentage of Complaint Allegations Locally Resolved



- The actual number of complaint allegations locally resolved has decreased compared to last year by 15% yet increased by 19% on the previous year.
- Despite the number decrease the percentage has increased; it is above the MSF 43% average and the 43% IPCC 2007/08 national average<sup>2</sup>

<sup>2</sup> IPCC national average is taken from end of year statistical report 2007/08

**Total & Percentage of Finalised Allegations - Substantiated**



- The actual number of complaint allegations substantiated has increased this year compared to the two preceding years.
- Although the total and percentage of substantiated allegations has significantly increased it is currently below the MSF 6% average and the 11% IPCC 2007/08 national average<sup>3</sup>

### ***Allegations Result & Complainants Ethnicity***

Of the 395 finalised allegations this year involving 277 complainants:

- 118 (30%) related to the minority ethnic community
- 263 (67%) related to the white community
- The remaining 14 are unknown
- Of the 118 ethnic minority complainant allegations finalised 8 (7%) were substantiated compared to 8 (3%) of 185 for white complainants<sup>4</sup>
- Of the ethnic minority complainants 55 (47%) finalised allegations were locally resolved compared to 157 (60%) of 185 for white complainants.

<sup>3</sup> IPCC national average is taken from end of year statistical report 2007/08

<sup>4</sup> This total does not match the overall total of 15 as one allegation involves a complainant from each community

## ***Allegations Result & Subjects Ethnicity***

The 395 allegations finalised involved 409 subjects, of these:

- 44 (11%) were ethnic minority staff
- 318 (78%) were white staff
- 47 (11%) were unknown – in all these instances the member of staff was never identified
  
- 14 (4%) of the finalised allegations against white subjects were substantiated compared to 2 (4%) against ethnic minority subjects
- 23 (72%) of the ethnic minority subjects finalised allegations were locally resolved compared to 194 (61%) for subjects of a white background

**SECTION 7**  
**Investigation Times**

Percentage change in the tables: ■ Positive ■ Negative

The number of complaint cases finalised have slightly decreased when compared to last year, both in the overall number of cases closed and those closed within the same period as recorded.

**Table 21 Cases Closed**

	2008/09	2007/08	2006/07
<b>All Cases Finalised</b>	279	322	236
<b>% Change</b>	<span style="color: red;">- 13%</span>		<span style="color: green;">+ 36%</span>
<b>Cases Finalised of those received in same period</b>	148	149	128
<b>% Change</b>	<b>0</b>		<span style="color: green;">+ 16%</span>

**Table 22 Cases Closed within 120 days against cases recorded**

	2008/09	2007/08	2006/07
<b>Cases Received</b>	232	279	277
<b>All Cases Finalised within 120 days</b>	251	244	245
<b>Percentage of cases</b>	<span style="color: green;">+ 108%</span>	<span style="color: green;">+ 87%</span>	<span style="color: green;">+ 88%</span>

Table 22 is a measure of cases finalised within 120 working days against the number of cases received into force and not against the total number of cases finalised.

In this period the Professional Standards Department finalised more cases than it received, hence a significant increase.

**Full Investigations**

There has been a significant increase in the number of full investigation cases finalised this year compared to the two preceding years, as has the number completed within 120 working days.

**Table 23 Full Investigation Cases Closed & 120 Day Timescale**

	2008/09	2007/08	2006/07
<b>Total Full Investigations</b>	43	41	30
<b>% Change</b>	<span style="color: green;">+ 5%</span>		<span style="color: green;">+ 37%</span>
<b>Total Full Investigations completed in 120 working days</b>	32	18	16
<b>% Change</b>	<span style="color: green;">+ 78%</span>		<span style="color: green;">+ 13%</span>

## Local Resolutions

Table 24 is a measure of cases and not allegations therefore if a case had two allegations and one was substantiated and one locally resolved the timescale measure will be that of the most severe result, hence substantiated.

Table 24 Local Resolution Cases & 120 Day Timescale

	2008/09	2007/08	2006/07
<b>Total Local Resolution Cases</b>	162	175	127
<b>% Change</b>	<b>- 4%</b>	<b>+ 52%</b>	
<b>Total completed in 120 working days</b>	156	150	121
<b>% Change</b>	<b>+ 4%</b>	<b>+ 24%</b>	

- There has been a slight decrease in the number of cases locally resolved although a small increase in those completed within the 120 working day target.

In accordance with the IPCC statutory guidance the timescale for local resolutions is an average of 28 days; the number of cases meeting the target has risen although during the last three years the average timescale has fluctuated.

Table 25 Local Resolution Cases & 28 Day Average Timescale

	2008/09	2007/08	2006/07
<b>Total Local Resolution Cases</b>	162	175	127
<b>Total completed in average of 28 working days</b>	71	53	40
<b>% Change</b>	<b>+ 34%</b>	<b>+ 33%</b>	
<b>Average Working Days – all local resolution cases</b>	44	65	48

### Initiatives & Actions to Improve Performance

Taylor Implementation (01/12/08)

Local resolution training for:

- \* Customer Service Managers
- \* Territorial Policing Managers

This involves reminding divisions that timescales are critical also the requirement for succinct recording so as to reduce any likelihood of appeal. PSD and divisions work together in keeping managers updated in how to complete a local resolution.

**SECTION 8  
IPCC Appeals**

It is difficult to ascertain any trends as the numbers are small.

**Table 26 Appeals – Category and outcomes**

		Out-standing	Not Upheld	Upheld	Total
<b>Complaint</b>	<b>LR Process</b>				
	2008/09	1	10	1	12
	2007/08	0	5	3	8
	2006/07	0	6	0	6
	<b>Outcome of Police Investigation</b>				
	2008/09	2	8	1	11
	2007/08	0	11	1	12
	2006/07	0	15	0	15
<b>Direction &amp; Control</b>	<b>Non Recording of a Complaint</b>				
	2008/09	2	5	3	10
	2007/08	0	2	2	4
	2006/07	0	6	2	8
<b>Inbox</b>	<b>Non Recording of a Complaint</b>				
	2008/09	1	2	0	3
	2007/08	0	2	2	4
	2006/07	2	2	3	7

**Initiatives & Actions to Improve Performance**

The number and content of appeals made for non recording of a complaint when recorded as a direction and control matter is currently being monitored by PSD.

**Table 27 Percentage of appeals against cases finalised.**

	2008/09	2007/08	2006/07
<b>All Cases Finalised</b>	279	322	236
<b>Total Appeals</b>	36	28	30
<b>% Appeals of all Finalised Cases</b>	<b>13%</b>	<b>9%</b>	<b>13%</b>
<b>% Upheld</b>	<b>14%</b>	<b>29%</b>	<b>17%</b>

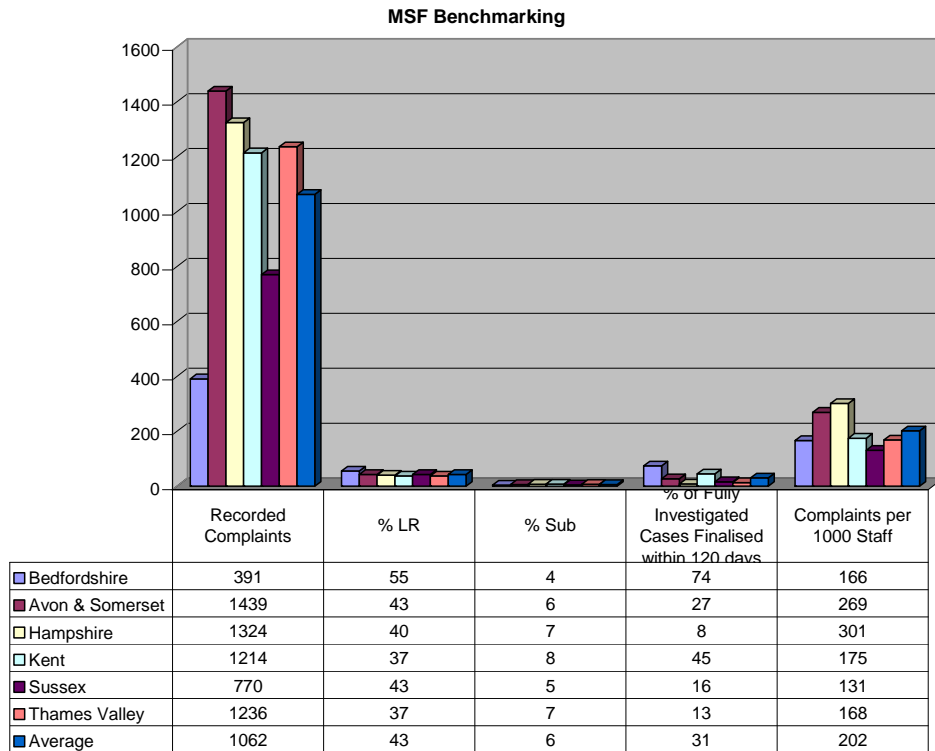
The number of appeals has consistently increased whilst the percentage upheld has fluctuated. This period has seen a significant decrease. The percentage upheld is well below the IPCC 2007/08 national average<sup>5</sup> of 28% but the actual numbers of appeals to the IPCC are small.

<sup>5</sup> IPCC national average is taken from end of year statistical report 2007/08

## SECTION 9 Most Similar Family (MSF)

### **Most Similar Family (MSF)**

MSF benchmarking data is compared against five other forces that are similar in demographics



In comparison Bedfordshire is better than the MSF average in all areas:

- Recorded complaints
- Percentage local resolutions
- Percentage of substantiated complaints
- Percentage of cases finalised within 120 days
- Allegations per staff

Bedfordshire is best performing in the areas of:

- Recorded complaints
- Percentage of local resolutions
- Percentage of substantiated complaints
- Percentage of cases finalised within 120 days

**SECTION 10**  
**Conduct Matters**

**Recorded**

The number of conduct matters recorded has consistently increased; this is partly due to the increase in confidential reporting via the confidential e-mail system.

**Table 28 Matters recorded:**

<b>Conduct Code</b>	<b>Categories</b>	<b>2008/09</b>	<b>2007/08</b>	<b>2006/07</b>
<b>01</b>	Honesty & Integrity	13	11	21
<b>02</b>	Authority, Respect & Courtesy	7	8	4
<b>03</b>	Equality & Diversity	2	0	7
<b>04</b>	Use of Force	7	3	1
<b>05</b>	Orders & Instructions	6	3	0
<b>06</b>	Duties & Responsibilities	10	19	16
<b>07</b>	Confidentiality	9	4	6
<b>08</b>	Fitness for Duty	0	0	0
<b>09</b>	Discreditable Conduct	2	0	0
<b>10</b>	Challenging & Reporting Improper Conduct	0	0	0
<b>H</b>	Criminal Offences	3	3	8
<b>I</b>	Property	4	1	2
<b>J</b>	Sobriety	0	1	0
<b>L</b>	General Conduct	29	24	17
<b>TOTAL</b>		<b>92</b>	<b>77</b>	<b>82</b>

- No one allegation has been consistently highest over the past three years
- Category with the biggest increase this year compared to last:
  - L - 'General Conduct'
  - 07 - 'Confidentiality'
- The conduct codes above have been changed to reflect the new professional standards of behaviour as of 1<sup>st</sup> December 2008. Of the above recorded six allegations are under the new Taylor regulations.

Of the 29 general conduct:

- Eight Staff were off duty (three of these are alcohol related)
- Eight allegations are where staff have inappropriately used the force email or internet systems.

## Initiatives & Actions to Improve Performance

The increase in honesty and integrity allegations is currently being monitored by PSD

The table below provides a breakdown of staff types who have misconducts recorded against them, they will not equate to the above table as one misconduct matter can involve two staff categories, therefore counted once in table 28 and twice in table 29; similarly one member of staff could have multiple matters recorded against them.

Table 29 Staff Type of subjects

Staff Type	2008/09	2007/08	2006/07
Community Support	4	2	1
Police Staff	19	9	28
Officers	45	49	92
Special Constables	6	3	4
<b>Total</b>	<b>67</b>	<b>63</b>	<b>125</b>

6 of the above Officers are under new Taylor

The total number of police staff as subjects has significantly increased this year compared to last.

## Initiatives and Actions to Improve Performance

Conducts recorded against police staff are currently being monitored

Head of PSD provides presentations at the

- \* Law Input Seminars
- \* Student Training
- \* Special Constable Training
- \* Departmental training sessions

Professional Standards investigative work and methods of reporting are marketed at every opportunity

Taylor Implementation

'Martin Darlow advice column' that answers questions asked confidentially or recurring themes.

## Finalised

The number of misconduct matters finalised has decreased slightly compared to last year

**Table 30 Matters Finalised**

Conduct Code	Categories	2008/09	2007/08	2006/07
01	Honesty & Integrity	11	12	17
02	Authority, Respect & Courtesy	3	7	2
03	Equality & Diversity	1	7	1
04	Use of Force	6	2	4
05	Orders & Instructions	6	2	0
06	Duties & Responsibilities	15	22	12
07	Confidentiality	9	3	4
08	Fitness for Duty	0	0	0
09	Discreditable Conduct	1	0	0
10	Challenging & Reporting Improper Conduct	0	0	0
H	Criminal Offences	3	4	11
I	Property	1	2	0
J	Sobriety	1	0	0
L	General Conduct	28	26	9
<b>TOTAL</b>		<b>85</b>	<b>87</b>	<b>60</b>

Of the matters finalised there were two conduct hearings completed

**Table 31 Total Conduct Hearings Completed**

	2008/09	2007/08	2006/07
Hearings Completed	2	3	4

The total of sanctions in the below table will not equal the number of matters finalised as it is the most severe sanction that is shown against a member of staff in any one case.

**Table 32 Sanctions**

Most Severe Sanction	2008/09	2007/08	2006/07
Dismissal	0	0	1
Required to resign	0	0	3
Reduction in rank	0	0	0
Fine	1	1	2
Reprimand	0	13	1
Caution	1	0	0
Written warning	15	50	8

The high number of Reprimands and Written Warnings in 2007 relate to Operation Coupon

**SECTION 11**  
**Criminal Prosecutions**

There has been two criminal prosecutions recorded this period

**Table 33 Criminal prosecutions recorded**

	<b>2008/09</b>	<b>2007/08</b>	<b>2006/07</b>
Criminal Prosecutions	2	3	5

**SECTION 12**  
**Direction & Control**

## Recorded

**Table 34 Recorded Categories**

Type	2008/09	2007/08	2006/07
General Policing Standards	99	56	101
Operational Management Decisions	7	18	29
Organisational Decisions	12	11	10
Strategy and Policy on Operational Policing	17	10	18
<b>Total</b>	<b>135</b>	<b>95</b>	<b>158</b>

The number of Direction and Control cases have increased this period but fluctuated over the last three years, what is consistent is that 'General Policing Standards' is the top allegation.

**Table 35 Recorded Letters of Appreciation**

Type	2008/09	2007/08	2006/07
Letters Of Appreciation (LOA)	164	122	NA

No comparisons can be made regarding letters of appreciation as PSD did not start to record until June 2007.

## Finalised

**Table 36 Categories**

Type	2008/09	2007/08	2006/07
General Policing Standards	97	55	90
Operational Management Decisions	11	19	26
Organisational Decisions	14	12	11
Strategy and Policy on Operational Policing	15	10	21
<b>Total</b>	<b>137</b>	<b>96</b>	<b>148</b>

As the numbers fluctuate in recording they have in finalising.

The IPCC state a 28 working day timescale for Direction and Control matters to be dealt with; the percentage of finalised in that time has increased.

## Timescales

Table 37 Timescales

Type	2008/09	2007/08	2006/07
Total finalised (excl LOA)	137	96	148
Total Less than 28 days	91	54	92
% Less than 28 days	66%	56%	62%

SECTION 13  
Conclusion

The Force continues to meet the requirements of the provisions of the Police Act 1996 with regard to the handling of Complaints and Misconduct and the Police Authority remained properly informed of the workings of Sections 67 to 76 of that Legislation.

SECTION 14  
Recommendation

That the report be accepted and noted by members of the Police Authority.



## BEDFORDSHIRE POLICE AUTHORITY

<b>Committee:</b>	<b>Complaints and Professional Standards Committee</b>
<b>Date:</b>	<b>20 January 2008</b>
<b>Agenda Item:</b>	<b>9</b>
<b>Report Author:</b>	<b>Chief Executive/Treasurer</b>
<b>Lead Officer:</b>	<b>Chief Executive/Treasurer</b>
<b>Subject:</b>	<b>Review of Internal Controls, Risk Management and Committee Effectiveness</b>
<b>Purpose:</b>	<b>To review the internal controls of the Committee and be responsible for the risks attributed to the Committee as well as to undertake a self assessment of the Committees effectiveness.</b>
<b>Background Papers:</b>	<b>None</b>

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### 1. **Background**

- 1.1 Members will be aware that as part of the Accounts and Audit Regulations 2003, the Authority is required to produce an 'Annual Governance Statement' annually. This is similar to the previous SIC and still requires both the Force and Authority to consider its overall internal control framework and governance procedures.
- 1.2 As part of the review of the Authority's governance arrangements and internal controls a review of each Committee will continue to be undertaken annually focusing on risks and the effectiveness of the Committee itself.
- 1.3 It was proposed at the Police Authority meeting on 24 October 2008 that each Committee review its terms of reference and its specific role with regard to value for money to ensure they remain fit for purpose. The current terms of reference are attached in Appendix A, for this purpose.

### 2. **Committee Effectiveness**

- 2.1 To assess the effectiveness of the this Committee for the financial year 2008/09 two specific areas will be considered, as follows:
  - Compliance with the Bedfordshire Police Authority Business Plan; and
  - The Authority approved Policing Plan Action Plan.

## **Business Plan**

- 2.2 The business plan included the following areas of responsibility for this Committee in delivering the Authority's objectives:
- To improve public awareness and force awareness of the role and effectiveness of the Police Authority, by:
    - Monitor complaints against police officers and internal discipline; and
    - Monitor Civil Litigation and Employment Tribunals

## **Assessment**

- 2.3 The Committee has undertaken the following in achieving its responsibilities under paragraphs 2.2 above:
- Receiving regular reports on complaints against police officers and internal discipline;
  - Commissioning a strategic report analysing a specific complaint areas (custodial issues), following the Association of Police Authorities guidance, to be taken forward by the lead member on the Professionalising Criminal Justice Programme Board with the Committee monitoring progress against the recommendations;
  - Regularly reviewing a selection of completed case files (dip sampling);
  - Receiving regular reports on civil litigation and employment tribunals;
  - Committee members attending student training to discuss the Authority's role and complaints against police officers
- 2.4 The Committee needs to continue to exercise its value for money and scrutiny role and ensure that in line with the Authority Business Plan there continues to be work plan appropriate to the Authority's objectives.

## **3. Risk Management**

- 3.1 The combined strategic risk register for both the Authority and Force whilst contains a number of risks associated with this Committee, such as risk of integrity issues and length of investigations, these are not above the de-minimis level scrutinised by the Authority and therefore the purposes of this report are also excluded. The Committee may wish to consider whether it feels there are any strategic risks relating to this area of the business that should be incorporated into the Risk Register. Appendix B contains those risks associated with this Committee's objectives.

## **4. Risk Assessment**

- 4.1 An ineffective management of strategic risks and a non-performing Committee can have a major impact on both the operations of the Authority and Force.

## **5. Financial Implications**

- 5.1 None.

**6. Benefits**

- 6.1 To provide assurance that the elements feeding into the overall review of the Annual Governance Statement have been thoroughly examined.

**7. Recommendation**

- 7.1 That the Committee assesses whether there are any strategic risks falling under the terms of reference of this Committee that need to be reflected on the risk register.
- 7.2 That the Committee confirms it has undertaken a self-assessment of its own performance and where appropriate suggested areas for improvement.
- 7.3 That the Committee assesses whether any changes are required to the Committee's terms of reference and that any such revisions are reported to the AGM.

Stephanie McMenemy  
Chief Executive/Treasurer

## **1.0 INTRODUCTION**

- 1.1 The Police Authority has appointed a number of committees and advisory panels that meet on a regular basis to consider specific issues related to the Authority's functions.
- 1.2 Committees are authorised to exercise functions on behalf of the Authority and therefore have delegated power to take certain decisions. Advisory Panels do not exercise any of the Authority's functions. They are appointed to advise and make recommendations to the Authority. They have no delegated powers.
- 1.3 It is incumbent on all Committees and Panels to embed risk management, equality and diversity and value for money within their decision making processes.

## **2.0 Complaints & Professional Standards Committee Terms of Reference**

- 2.1 To fulfil the duties of the Authority imposed by Section 95 of the Police and Criminal Evidence Act 1984 with respect to monitoring (a) complaints about the conduct of police officers from members of the public and (b) internal discipline matters.
- 2.2 To exercise the functions of the Authority in relation to complaints under the Police Reform Act 2002.
- 2.3 To consider any complaints against Senior Police Officers and where necessary make recommendations to the Authority.
- 2.4 To consider and determine appeals from police officers under Regulation 10 of the Police Regulations 1995 (business interest incompatible with membership of a police force).
- 2.5 To oversee and monitor the development and application of ethical standards in Bedfordshire Police.
- 2.6 To keep under review the arrangements for Custody Visiting

