

**POLICE AND CRIME
COMMISSIONER FOR
LEICESTERSHIRE**

**ETHICS, INTEGRITY AND
COMPLAINTS COMMITTEE**

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Report of	CHIEF CONSTABLE
Subject	EXTERNAL COMPLAINTS AND INTERNAL GRIEVANCES
Date	FRIDAY 17 SEPTEMBER 2021 – 2:00 p.m
Author	D/SUPT WARD / LYNNE WOODWARD

Purpose of Report

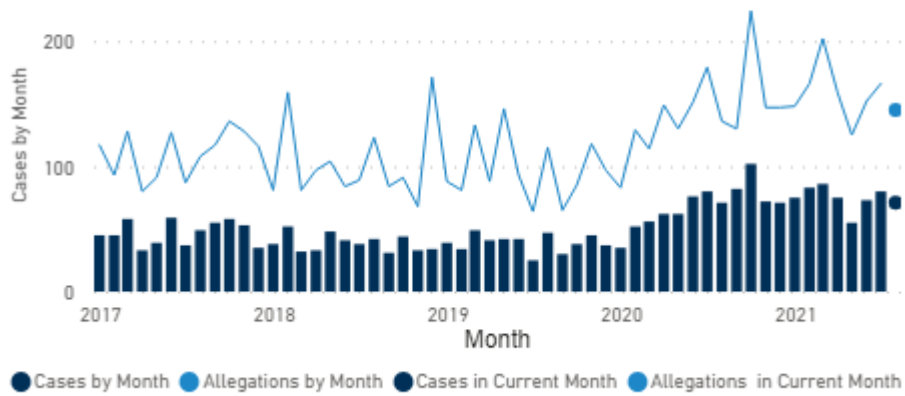
1. At the request of the Ethics committee the purpose of this report is to provide an analysis of complaints data and emerging themes.

Background

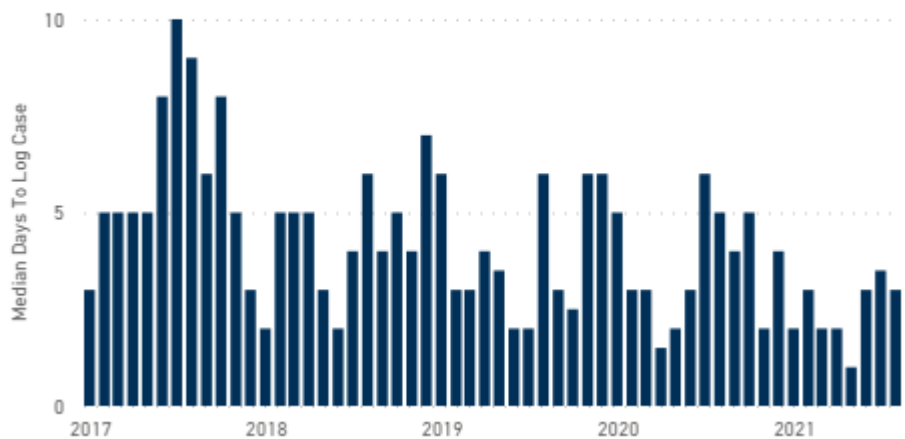
2. During 2020/2021 we have seen a 36% rise in expressions of dissatisfaction with us logging and recording 921 Public Complaints compared to 677 in 2019/20.
3. The majority of other UK Police force have also seen increases in Police complaints, albeit on a much larger scale.
4. The 921 complaints have been dealt with as follows:
 - 37 investigations (4%) (down from 100 and 15% in 2019/20)
 - 112 handled Other Than By Investigation (OTBI) Regulatory Review Body (RRB) IOPC (12%) (previously investigations)
 - 535 handled OTBI RRB OPCC (58%)
 - 203 Resolved outside Schedule 3 PRA (22%)
 - 34 NFA/Withdrawn (4%)
 - Overall timeliness for all complaints has improved from 89 days to 52 days
5. The reorganisation of the department in January 2021 has seen a notable uplift in performance for complaint handing. We are now seeing a significant reduction in the time taken to finalise complaints and a substantial reduction in the number of live complaints, which assists in maintaining and improving public satisfaction and confidence.
6. We currently have 127 live complaint cases which is the lowest number of open cases we have seen.

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Total Cases and Allegations



Median Days To Log Case



7. Contributing factors for the increase in Police complaints received -

- New broader definition of what constitutes a Police Complaint (any expression of dissatisfaction).
- Covid national crisis.
- Political and social climate. Allegations of perceived discriminatory behaviour by Officers is now frequently seen within public complaints.
- Increased number of new-in-service officers.

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8. Emerging focus

- Stronger learning and guidance required for new-in-service officers.
- Need for greater emphasis on how to manage investigations for those new in service, in particular developing an investigative mind-set.
- Revision and focus on driving authorities to minimise minor driving infringements, which are attracting complaints from the public.
- Reminders of College of Policing's values and code of conduct (plus Our Duty) to strengthen positive behaviours on and off-duty.

Culture of Learning

9. From the 921 complaints received in 2020/21 there have been the following outcomes:-

- 294 pieces of individual learning
- 10 officers formally referred to Reflective Practice Review Process.
- 67 pieces of organisational learning
- 4 police officers referred to disciplinary proceedings.

10. We continue to contribute proactively to the raising and implementation of national standards. The latest IOPC data highlights that Leicestershire Police alone accounts for 10% of all national learning identified and implemented from Police Complaints.

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