

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

ETHICS AND TRANSPARENCY PANEL

PAPER MARKED

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Report of	CHIEF CONSTABLE
Subject	COMPLAINTS AND MISCONDUCT STATISTICS – YEARLY REPORT
Date	TUESDAY 19 DECEMBER 2023 13:00 – 15:00 HRS
Author	T/DETECTIVE SUPERINTENDENT ALI TOMPKINS – HEAD OF PROFESSIONAL STANDARDS

Purpose of Report

1. The purpose of this report is to provide an update on the Force performance for dealing with public complaints during the period 1 April 2022 to 31 March 2023 (Quarter 4). The data will be compared against Quarter 4 for previous years.
2. This data is taken from the IOPC Complaints and Information Bulletin (Experimental) for the reporting period 1 April 2022 to 31 March 2023. It relates to complaint cases closed during the reporting period (data downloaded from the force Centurion IT system).

Recommendations

It is recommended that the Board:

- Notes the content of this report
- Notes the continuing positive force performance when handling public complaints

Table 1 - Review of public complaints made to Leicestershire Police

3. The numbers of public complaint cases recorded by Leicestershire Police over the last 3 years are as follows: -

Year	Number of Complaints	Percentage Change
2020/21 Q4	922	
2021/22 Q4	932	1%
2022/23 Q4	1193	28%

4. There was a significant increase in public complaints during 2022/23. Nationally there was an 8% increase in public complaints. However, the IOPC

experimental data does show a broad variation across forces. The IOPC are aware of this and reviewing it accordingly. The changes vary from a decrease of 22% to an increase of 63%

Table 2 – Review of Allegations made to Leicestershire Police

5. Each complaint case may have one or more allegations attached to it. The number of allegations recorded over the past 3 years are as follows: -

Year	Number of Allegations	Percentage Change
2020/21 Q4	1865	
2021/22 Q4	1970	5.6%
2022/23 Q4	2436	23.6%

6. There was a significant increase in allegations during 2022/23. Nationally there was an 12% increase in allegations. Individual Force data is not readily available for comparison, but it is reasonable to assume that the same variations as per Table 1 would apply.
7. A complaint can contain more than one allegation. A complainant may make additional allegations during the progress of their case. Allegations are added to the centurion records as soon as practicable, and verification takes place when the case is closed.

Table 3 – Top 5 Category of Allegations

	Allegation	Force 2020/21	Force 2021/22	Force 2022/23
1	Delivery of duties & service	780	833	1191 (48.4%)
2	Individual behaviours	486	440	Replaced by Police powers, policies & procedures 468
3	Police powers, policies & procedures	294	407	Replaced by Individual Behaviours 435
4	Discriminatory Behaviour	75	84	Replaced by Handling of or damage to property/premises 104
5	Abuse of position/corruption	67	Replaced by Handling of or damage to property/premises 74	Replaced by Discriminatory Behaviour 90

8. Each of the allegations that are made are recorded against one of 11 allegation categories defined by the IOPC Statutory guidance.

9. Table 3 shows that 48.8% of all allegations made during 2022/23 were recorded in the ‘**Delivery of Duties & Service**’ category. This category includes sub-categories of Police Action following contact, Decisions, General level of service and Information. Nationally 54% of all allegations were in recorded in the Delivery of Duties and Service category. This demonstrates that the significant percentage of public complaints is relation to the service provided as opposed to individual behaviours.

Table 4 – Top 3 National Factors

10. Complaint factors capture the situational context of the dissatisfaction expressed in a complaint

	Factor	Force 2020/21	Force 2021/22	Force 2022/23
1	Investigation	638	680	943
2	Arrest	176	203	260
3	Roads/Traffic	199	210	210

11. Table 4 shows that the highest number of allegations are made against the criminal investigations conducted by the force.

Table 5 - Time Taken to Log Complaint

	Force	MSF (Most Similar Force)	National
2020/21	3	5	6
2021/22	4	22	9
2022/23	3	8	5

12. Table 5 shows the time taken (days) from the initial receipt of a complaint to when it is formally logged as a complaint by PSD. This shows a favourable performance against MSF and National.

Table 6 - Time Taken to finalise allegations (days)

	Force	MSF (Most Similar Force)	National
Outside Sch 3	9	35	16
Under Sch 3 – Not Investigation	37	73	98
Under Sch 3 – Investigation	156	155	159

13. Depending on the seriousness of the allegations made, complaints can be dealt with by three main methods.

- a. Outside Schedule 3 – For lower-level complaints and service recovery
- b. Under Schedule 3 - For more serious complaints that require a broader range of enquiries and responses from persons subject to the complaint.
- c. Under Schedule 3 Investigation– For the most serious, challenging, complex and multi-faceted complaints which have been referred to the IOPC or may include an indication of misconduct by persons subject to the complaint.

14. Table 6 shows a positive performance against MSF and National. The majority of public complaints are handled under schedule 3 (not investigation) which are completed within 37 days on average which also includes the statutory 28-day appeal period.

Prevention and Action

The Professional Standards Department are engaged at many levels within Leicestershire Police in order to identify complaint trends and themes and then put in place appropriate action to improve the service provided to the public.

- Quarterly LPD leadership meeting chaired by Head of Local Policing
- Quarterly Getting in Right First Time (GIRFT) Force wide meeting chaired by the Head of Crime. This group deals with Organisational Learning and Service Improvement
- Quarterly 'Closing the Loop' chaired by the Head of Leicestershire Police Academy to inform training and development needs
- Regular inputs to Custody Sergeants, CMD staff, student officers and newly promoted Sergeants.
- PSD also have NPA SPOCS who liaise with NPA Commanders on the current themes and trends for current public complaints.

Summary

Leicestershire Police have experienced an increase in public complaints during this reporting period. This reflects the wider challenges currently affecting policing and the national increase in complaints.

Despite this increase in public complaints PSD have continued to deliver a consistent and strong performance. The timeliness for logging and the handling of complaints compares very favourably against MSF and National performance.

PSD are working extensively with colleagues across the force to improve individual and organisational delivery to reduce the number of public complaints.

Implications

Financial:	None
Legal:	Governance and procedures are in accordance with legislation and statutory guidance. Recent inspections and audits have confirmed good practice and robust compliance with legislation and guidance.
Equality Impact Assessment:	Current procedures are in line with existing Equality Impact Assessments in place within the Professional Standards Department.
Risks and Impact:	Departmental capacity and capability, if complaints continue to rise, has the potential to undermine the Force's ability to meet its statutory requirements to handle public complaints. This would need to be addressed in line with the FMS highlighted risk areas
Link to Police and Crime Plan:	Proposal is in line with the Nolan Principles and current Code of Ethics.
Communications:	Organisational briefings to be delivered for identified best practice and lessons learnt.

Background papers

None other than already published

Person to Contact

Ali Tompkins – T/Detective Superintendent
Email: alison.tompkins@leics.police.uk

David Sandall – DCC
Email: david.sandall@leics.police.uk