

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 – HALF YEARLY REPORT
Date	TUESDAY 28 MARCH 2023 10:00 – 12:00
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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 December 2022 (Quarter 3). The data will be compared against Quarter 3 for previous years.
2. This data is taken from the IOPC Complaints and Information Bulletin for the reporting period 1 April 2022 to 31 December 2022. It relates to complaint cases closed during the reporting period (data downloaded from the force Centurion IT system).

Recommendations

3. 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

4. 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 Q3	677	
2021/22 Q3	688	1.6%
2022/23 Q3	839	21.9%

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 Q3	1406	
2021/22 Q3	1486	5.6%
2022/23 Q3	1709	15%

6. 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	544	Unavailable*	854 (50%)
2	Individual behaviours	358	Unavailable	291 (17%)
3	Police powers, policies & procedures	209	Unavailable	314 (18%)
4	Discriminatory Behaviour	64	Unavailable	68 (4%)
5	Abuse of position/corruption	57	Unavailable	Replaced by Handling of or damage to property/premises 67 (4%)

* the IOPC were unable to produce accurate and meaningful data in this period

7. Each of the allegations that are made are recorded against one of 11 allegation categories defined by the IOPC Statutory guidance.
8. Table 3 shows that 50% 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.

Table 4 – Top 3 National Factors

9. 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	438	Unavailable	638
2	Arrest	123	Unavailable	168
3	Roads/Traffic	124	Unavailable	147

10. 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	5
2021/22	3	*Unavailable	Unavailable
2022/23	3	8	5

11. 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	12	35	16
Under Sch 3 – Not Investigation	37	73	97
Under Sch 3 – Investigation	187	144	156

12. 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.

13. Table 6 shows a positive performance against MSF and National. It is acknowledged that we have closed some significant and complex investigations during this period which have taken longer to complete. 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.

Summary

14. Despite a 21% increase in public complaints during this reporting period the timeliness and qualitative handling of these complaints remains strong. However, this performance will come under pressure if the number of public complaints continues to rise

15. The area of business that attracts the largest number of complaints is the Criminal Investigations conducted by the force.

Implications

Financial:	Nil
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:	Insufficient capacity will lead to decline in timeliness. Inadequate professional training will have a detrimental effect on performance.
Link to Police and Crime Plan:	Proposal is in line with the Nolan Principles and Code of Ethics.
Communications:	Organisational briefings to be delivered for identified best practice and lessons learnt.

Background papers

None other than already published

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