

# 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 – 3rd QUARTER REPORT
Date	
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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 2024 to 31 December 2024 (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 2024 to 31 December 2024. 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
2022/23 Q3	839	
2023/24 Q3	1138	35.6%
2024/25 Q3	1149	0.9%

4. The quarter 3 data does not provide the National figure on the number of complaints. This figure is available in the IOPC data for the end of years stats 2023/24 which shows a 5% increase in public complaints nationally. In 2023/24 Leicestershire Police had a 27% increase. This quarter 3 data now indicates a slow down in the increase with the number of complaints being 0.9% higher.

**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
2022/23 Q3	1709	
2023/24 Q3	2262	32.1%
2024/25 Q3	2208	-2.4%

6. Nationally there has been an 11% increase in allegations for Quarter 3 2024/25. Leicestershire Police have experienced a 2% fall in allegations.
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 2022/23 Q3	Force 2023/24 Q3	Force 2024/25 Q3
1	Delivery of duties & service	853	1149	1144 (52%)
2	Police powers, policies & procedures	314	364	414 (19%)
3	Individual Behaviours	291	373	362 (16%)
4	Handling of or damage to property/premises	67	80	102 (5%)
5	Discriminatory Behaviour	68	78	77 (3%)

8. Each of the allegations that are made are recorded against one of 11 allegation categories defined by the IOPC Guidance on capturing data about police complaints (February 2024).

9. Table 3 shows that 52% of all allegations made during 2024/25 Q3 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 55% of all allegations were in recorded in the Delivery of Duties and Service category. This demonstrates that the significant percentage of public complaints are 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.

	<b>Factor</b>	<b>Force 2022/23 Q3</b>	<b>Force 2023/24 Q3</b>	<b>Force 2024/45 Q3</b>
1	Investigation	690	1038	684
2	Arrest	177	280	176
3	Custody	104	141	164

11. Table 4 shows that the highest number of allegations arise from the criminal investigations conducted by the force.

**Table 5 - Time Taken to Log Complaint**

	<b>Force</b>	<b>MSF (Most Similar Force)</b>	<b>National</b>
2022/23	3	7	4
2023/24	2	5	5
2024/25	2	5	7

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)**

	<b>Force</b>	<b>MSF (Most Similar Force)</b>	<b>National</b>
Outside Sch 3	11	23	20
Under Sch 3 – Not Investigation	46	76	108
Under Sch 3 – Investigation	169	181	214

13. Depending on the seriousness of the allegations made, complaints can be dealt with by three main methods.
- Outside Schedule 3 – For lower-level complaints and service recovery
  - 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 46 days on average which also includes the statutory 28-day appeal period.

**Table 7 – Gender of Complainants**

	Male	Female	Other	Prefer not to say	Unknown
2022/23	327	267	1	18	237
2023/24	468	385	2	60	237
2024/25	440	393	3	53	286

**Table 8 – Age of Complainants**

	0-19	20-29	30-39	40-49	50-59	60+	Unknown
2022/23	12	119	193	159	130	74	163
2023/24	22	144	284	239	180	96	187
2024/25	20	163	270	233	219	103	167

**Table 9 – Ethnicity of Complainants**

	Asian	Black	Other	White	Unknown
2022/23	65	29	26	387	343
2023/24	132	36	16	590	378
2024/25	126	32	13	580	423

**Table 10 – Sexual Orientation of Complainants**

	Bisexual	Gay/Lesbian	Heterosexual	Other	Prefer not to say	Unknown
2022/23	21	10	450	8	86	275
2023/24	17	17	684	3	157	272
2024/25	17	27	659	3	149	319

**Table 11 – Disability of Complainants**

	Hearing	Learning Difficulty	Long Illness or Condition	Mental Health Condition	Physical	Sight	Prefer not to say	Unknown	None
2022/23	2	7	7	14	6	0	4	12	48
2023/24	2	10	20	23	13	3	14	17	34
2024/25	6	10	40	34	21	3	37	50	40

## **Summary**

Leicestershire Police continue to experience a high level of public complaints. Quarter 3 data shows an increase of 0.9% to date.

The force performance on timeliness in relation to the logging and handling of complaints shows a favorable performance against MSF and national benchmarks.

## **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**

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