



CLEVELAND
POLICE
Putting People First

PROFESSIONAL STANDARDS

QUARTERLY PROGRESS REPORT
ON
COMPLAINT ISSUES
FOR
CLEVELAND POLICE
3rd QUARTER 2011/12

1st October to 31st December 2011

Reference Number:	CP/PSD/2011/4
Prepared By:	I. Davies DC 257
Date:	10/1/12

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Approved: **Martin Campbell, Supt.**

Date: **10th January 2012**



This document contains an assessment of current performance relating to Professional Standards complaint issues against (a) historic performance and (b) by comparing BCU's.

Summary of Data

There has been a **1%** increase in the number of Cases recorded during this period (**109** to **110**), with a **33%** increase in Complaints (**175** to **232**), when compared to the same period in 2010.

The Control Strategy Priorities for 2011/12 are the following Complaint categories:

- Category 'C' – Other Assault
- Category 'S' – Other Neglect / Failure in duty
- Category 'U' – Incivility, Impoliteness & Intolerance

In this quarter:

- Complaints of Other Neglect/Failure in Duty (**51** complaints), Incivility (**33** complaints) and Other Assault allegations, (**33** complaints) continue to be made at high levels
- Complaints of Other Assault (Category C) have increased by **9 (+37%)** compared to the same period in 2010, rising from **24** to **33**. The majority of assault complaints are linked to the arrest of the complainant. A complaint, for example, that handcuffs have been applied too tightly would fit this category
- Complaints of Other Neglect or Failure in Duty (Category 'S') have increased by **22 (+76%)** compared to the same period in 2010, rising from **29** to **51**. The overriding theme for the Force in respect of Neglect complaints is crime enquiries
- Complaints of Incivility (Category 'U') have decreased by **6 (-15%)** compared to the same period in 2010, falling from **39** to **33**

The overriding theme for the Force in respect of Incivility complaints are:-

- (a) Use of obscene or abusive language by staff, and
 - (b) Use of inappropriate comments regarding status or appearance by staff
- The levels of complaints in: Category 'E' – Unlawful / Un-necessary Arrest or Detention & Category 'M' - Detention, Treatment & Questioning - Breach Of Code C, although not in the Control Strategy are to be monitored over the next 12 months

- Complaints in relation to Unlawful / Un-necessary Arrest or Detention (Category 'E') have increased by **100%** compared to the same period in 2010, rising from **10** to **20**. In this Quarter this is the same level as for Category 'U' Complaints (Incivility)
- Complaints of Detention, Treatment & Questioning (Breach of Code C) (Category 'M') have increased by **45%** compared to the same period in 2010, rising from **20** to **29**. The number of complaints in this category should be put into context and compared against the number of people coming into custody. The CCTV coverage within custody suites generally provides corroboration in respect of Officer and staff actions
- **26% (48)** of completed complaints have been locally resolved.
- In this quarter **326** 'Pledge 10' occurrences were recorded on Intergraph. **94%** involved District Officers & Staff. **20 (6.1%)** of all 'Pledge 10' occurrences were not completed within 24 hours of being reported. **52** Dissatisfactions were recorded by Service Units in this period

The need to be professional at all times in our dealings with the public must be continually reinforced by all supervisors.

As always please circulate this report as widely as possible within your Service Unit; it not only contains information of interest to supervision but also to Officers in front line and operational roles.

Additional copies of this report can be obtained via the Force intranet, by following the links to the Professional Standards site.

If more information or explanation is required, please contact the Complaints General Office on Extension 6835.

If there are any areas of data / information you wish us to include in the next report, could you please forward your suggestions to me as soon as possible.

Martin Campbell,
Superintendent,
Head of Professional Standards Department.

Lessons Learned

Individual

CO/00013/10

Summary

Allegation 3: He complains that details of his personal expenditure was disclosed as Mr A had requested copies of his personal Bank account statements for the civil proceedings, which he had refused, but when he received details of the civil claim made by Mr A it was evident that Mr A had access to personal information regarding some of his personal expenditure. The complainant has provided some documents to support this complaint and it is clear that these are copies of documents that were prepared by the Officer.

Allegation 2: He complains that an Officer refused to record a report of a crime that he had been made aware of, instead referring him to his solicitors.

Learning Details

Officers should ensure that when they receive a complaint of a crime via email a full record is made of the complaint particularly where the matter reported is considered to be a civil matter and there is no criminal investigation. Officers should take steps to safeguard personal information in order to prevent any inappropriate disclosure of personal information.

Action Taken

CO/00190/11

Summary

Allegation 1 She complains that she was wrongly arrested and falsely imprisoned and her prosecution for Witness Intimidation was malicious

Learning Details

The offence was one of witness intimidation against a serving Officer and resulted in the complainant's partner being arrested at the scene. The complainant was later arrested after her partner made his first appearance at TMC. It evident that if the complainant had been advised that she was not being arrested at the scene because of child care issues with her 10 year old daughter then no complaint would have been made.

Action Taken

Officers to be reminded of how they interact with members of the public, particularly where someone is arrested.

CO/00198/11

Summary

He states that excessive force was used on him whilst in custody. He refused to remove his hands from the open hatch in his cell and a detention officer used an Asp to release his grip.

Learning Details

A personal safety trainer provided an account which confirmed that the technique of rolling an Asp over someone's fingers to release their grip was not currently taught in the PST manual- however this does not make the action unlawful. The use of force however was used by a detention officer. Detention Officers are NOT trained in the use of personal training equipment. All Custody Staff, Police and Support Staff should be reminded of their powers and the restrictions placed upon them in their role.

Action Taken

CO/00213/11

Summary

He complains that when police attended his home in the company of a bailiff he refused to allow the bailiff entry to his home. An officer then arrested him for breach of peace to allow the bailiff entry to his home. Once the bailiff had removed property from his home the officer de-arrested him.

Learning Details

Officers are to ensure that when assisting bailiffs that they are aware that their primary responsibility is to prevent a breach of the peace. Officers should also ensure that the person is a recognised bailiff and that they have the correct documentation with them prior to them entering property.

Action Taken

The Officer involved in this incident has been advised accordingly regarding the use of police powers and a 'Lessons Learned' bulletin is to be submitted to remind Officers of what their role and responsibilities are when dealing with similar incidents.

CO/00278/11

Summary

She complains that she reported an incident regarding forged documents to Cleveland Police but she has not been informed of the outcome, has not been contacted by the officer to progress matters and feels it is not being treated as a criminal matter.

Learning Details

The importance of keeping complainants updated with the progress of investigations in accordance with VCoP and the need to maintain a record of all enquiries undertaken particularly when an investigation is forwarded to another Officer/team for completion.

Action Taken

Officer given advice regarding the importance of updating complainants with the progress of an investigation and ensuring a record of all enquiries undertaken is maintained.

Organisational

CO/00147/11

Summary

Allegation 1: He complains that Officers attended his address to arrest him and he was woken up by an Officer prodding him with what he believes to be a Police baton. He believes that this is assault.

Allegation 2: He complains that the Officers had a bad attitude and were abusive to him, aggravated he believes because of his Liverpool accent.

Allegation 3: He complains that an Officer trashed his bedroom during a search and seized two laptops which he needs for work as a DJ and which have not been returned despite not belonging to the person arrested.

Learning Details

The investigation was dealt with by district and took longer than 28 days to complete. Although the complainant was updated the Officers subject of the complaint were not. Therefore, it is imperative that if an investigation takes longer than 28 days the IO must ensure that the Officers as well as the complainant are regularly updated.

Action Taken

The minute sent to District Chief Inspectors regarding the appointment of an IO and their responsibilities has been altered to include this requirement. This will be included on the Lessons Learned Bulletin.

FORCE RECORDED COMPLAINTS

	QUARTERLY 1st October - 31st December				ROLLING 12 MONTHS 1st January - 31st December				FINANCIAL YEAR TO DATE 1st April - 31st December			
	2010	2011	Change	% Change	2009/10	2010/11	Change	% Change	2010	2011	Change	% Change
Cases	109	110	1	1	422	416	-6	-1	341	323	-18	-5
Complaints	175	232	57	33	697	795	98	14	560	622	62	11
Complainants	122	129	7	6	472	461	-11	-2	382	366	-16	-4
Force Strength (Police Officers)	1686	1561			2009/10	2010/11	Change	% Change	2010	2011	Change	% Change
Complaints per 1000 Officers					413	509	96.0	23	332	399	66.4	20
Total Force Strength	2121	1957										
Complaints per 1000 Total Force Strength					329	406	77.6	24	264	318	53.8	20

Data Source – Centurion Complaints System, Periods: 1/10/11 to 31/12/11, rolling years & financial years to date

Key Points:

In this quarter:

- **1%** increase in the number of Cases recorded (increase of **1**)
- **33%** increase in Complaints (increase of **57**)
- In excess of 540 Police staff transferred to Steria in October 2010

For the last 12 months:

- **509** Complaints per 1000 officers (**23%** increase) ; **406** per 1000 employees (**24%** increase)

COMPLAINTS RECORDED BY AREA OF COMMAND

	QUARTERLY 1st October - 31st December				ROLLING 12 MONTHS 1st January - 31st December				FINANCIAL YEAR TO DATE 1st April - 31st December			
	2010	2011	Change	% Change	2009/10	2010/11	Change	% Change	2010	2011	Change	% Change
Community Justice	21	35	14	67	62	72	10	16	59	57	-2	-3
Crime Operations	3	14	11	367	32	56	24	75	23	53	30	130
Hartlepool	16	14	-2	-13	77	78	1	1	60	55	-5	-8
Redcar & Cleveland	31	29	-2	-6	108	123	15	14	90	83	-7	-8
Middlesbrough	59	59	0	0	188	206	18	10	148	171	23	16
Reliance	0	0			4	2	-2	-50	2	1	-1	-50
Spec. Ops & Comms	12	13	1	8	72	60	-12	-17	58	35	-23	-40
Steria	1	0		-100	1	1	0	0	1	0		-100
Stockton	26	39	13	50	130	149	19	15	98	122	24	24
Unidentified/Out of Force	5	29	24	480	14	45	31	221	14	42	28	200
HQ Other	1	0		-100	9	3	-6	-67	7	3	-4	-57
Totals	175	232	57	33	697	795	98	14	560	622	62	11

Data Source – Centurion Complaints System, Periods: 1/10/11 to 31/12/11, rolling years & financial years to date

Key Points:

In this Quarter

- Hartlepool has shown a **13%** decrease in the number of complaints recorded (**-2** Complaints), when compared to the same period last year
- Redcar & Cleveland has shown a **6%** decrease in recorded complaints (**-2** Complaints), when compared to the same period last year.
- Middlesbrough has recorded a **no change** in the number of complaints (**+0** Complaints), when compared to the same period last year, and is the District with the highest number of recorded complaints.
- Stockton has shown a **50%** increase in recorded complaints (**+13** Complaints), when compared to the same period last year

**FORCE
COMPLETED COMPLAINTS**

	QUARTERLY 1st October - 31st December				ROLLING 12 MONTHS 1st January - 31st December				FINANCIAL YEAR TO DATE 1st April - 31st December			
	2010	2011	Change	% Change	2009/10	2010/11	Change	% Change	2010	2011	Change	% Change
Cases	113	110	-3	-3	435	371	-64	-15	314	284	-30	-10
Complaints	203	187	-16	-8	729	627	-102	-14	539	482	-57	-11

Complaints Disposal Means:

Discontinued	0	0	0	0	1	1	0	0	1	1	0	0
Dispensation	19	10	-9	-47	87	47	-40	-46	56	27	-29	-52
Locally Resolved	66	48	-18	-27	238	203	-35	-15	190	152	-38	-20
Upheld	18	13	-5	-28	56	50	-6	-11	47	36	-11	-23
Not Upheld	75	92	17	23	270	250	-20	-7	189	213	24	13
Withdrawn	25	24	-1	-4	77	76	-1	-1	56	53	-3	-5
Not Identified	0	0	0	0	0	0			0	0		
Totals	203	187	-16	-8	729	627	-102	-14	539	482	-57	-11

Data Source – Centurion Complaints System, Periods: 1/10/11 to 31/12/11, rolling years & financial years to date

Key Points:

In this Quarter, in comparison to the same period last year.

- Completed Complaint cases decreased by **3** Complaint Cases (**-3%**)
- Completed Complaints decreased by **16** Complaints (**-8%**)
- Upheld complaints decreased from **18** to **13** (**-28%**)
- Locally Resolved complaints have decreased from **66** to **48** (**-27%**)

(Local Resolutions are the most effective method of resolving complaints both in terms of public satisfaction and cost).

**COMPLAINTS COMPLETED
BY AREA OF COMMAND**

	QUARTERLY 1st October - 31st December				ROLLING 12 MONTHS 1st January - 31st December				FINANCIAL YEAR TO DATE 1st April - 31st December			
	2010	2011	Change	% Change	2009/10	2010/11	Change	% Change	2010	2011	Change	% Change
Community Justice	21	29	8	38	42	67	25	60	37	46	9	24
Crime Operations	8	20	12	150	52	30	-22	-42	45	29	-16	-36
Hartlepool	29	27	-2	-7	100	72	-28	-28	58	66	8	14
Redcar & Cleveland	37	21	-16	-43	108	94	-14	-13	87	60	-27	-31
Middlesbrough	39	41	2	5	174	180	6	3	129	133	4	3
Reliance	3			-100	7	1	-6	-86	7	1	-6	-86
Spec. Ops & Comms	20	10	-10	-50	77	54	-23	-30	64	44	-20	-31
Steria	1			-100	1	1	0	0	1	1	0	0
Stockton	39	25	-14	-36	145	103	-42	-29	95	82	-13	-14
Unidentified/Out Of Force	4	11	7	175	15	20	5	33	10	15	5	50
Other Hq	2	3	1	50	8	5	-3	-38	6	5	-1	-17
Totals	203	187	-16	-8	729	627	-102	-14	539	482	-57	-11

Data Source – Centurion Complaints System, Periods: 1/10/11 to 31/12/11, rolling years & financial years to date

**DETAILS OF TYPES OF COMPLAINTS RECORDED
DURING PERIOD BY AREA OF COMMAND**

(Figs. in italics/shaded columns relate to complaints recorded same period in previous year)

Complaint Categories 'C', 'S' & 'U' included in the Control Strategy, and categories 'E', & 'M' also being monitored for the 2011/12 Financial year are highlighted in Blue.

Category		H		L		M		S		HQ		Out of Force Unknown		Force Quarter Total		Financial Year Total		Change	% Change
A	Serious Non Sexual Assault	<i>1</i>		<i>1</i>		<i>1</i>		<i>2</i>						<i>5</i>		<i>8</i>	<i>5</i>	-3	-38
B	Sexual Assault					<i>1</i>								<i>1</i>		<i>2</i>	<i>1</i>	-1	-50
C	Other Assault	<i>1</i>	<i>1</i>	<i>5</i>	<i>3</i>	<i>7</i>	<i>15</i>	<i>3</i>	<i>5</i>	<i>7</i>	<i>7</i>	<i>1</i>	<i>2</i>	<i>24</i>	<i>33</i>	<i>76</i>	<i>76</i>	0	0
D	Oppressive Conduct/Harassment		<i>2</i>	<i>1</i>		<i>1</i>			<i>3</i>		<i>1</i>			<i>2</i>	<i>6</i>	<i>21</i>	<i>22</i>	1	5
E	Unlawful/Unnecessary Arrest or Detention	<i>2</i>	<i>2</i>	<i>2</i>	<i>6</i>	<i>5</i>	<i>7</i>		<i>2</i>	<i>1</i>	<i>3</i>			<i>10</i>	<i>20</i>	<i>32</i>	<i>55</i>	23	72
F	Discriminatory Behaviour						<i>1</i>	<i>1</i>						<i>1</i>	<i>1</i>	<i>3</i>	<i>5</i>	2	67
G	Irregularity in relation to Evidence/Perjury					<i>1</i>								<i>1</i>		<i>4</i>		-4	-100
H	Corrupt Practice															<i>2</i>	<i>4</i>	2	100
J	Mishandling of Property	<i>1</i>		<i>2</i>	<i>1</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>2</i>		<i>2</i>	<i>1</i>	<i>3</i>	<i>10</i>	<i>11</i>	<i>18</i>	<i>23</i>	5	28
K	Stop and Search (Breach of Code A)				<i>1</i>	<i>2</i>			<i>1</i>					<i>2</i>	<i>2</i>	<i>3</i>	<i>4</i>	1	33
L	Searching of Premises and Seizure of Property (Breach of Code B)	<i>1</i>		<i>4</i>	<i>2</i>	<i>2</i>	<i>6</i>	<i>1</i>		<i>1</i>			<i>3</i>	<i>9</i>	<i>11</i>	<i>28</i>	<i>33</i>	5	18
M	Detention, Treatment and Questioning (Breach of Code C)				<i>1</i>	<i>3</i>	<i>2</i>	<i>1</i>		<i>16</i>	<i>22</i>		<i>4</i>	<i>20</i>	<i>29</i>	<i>54</i>	<i>57</i>	3	6
N	Identification Procedures (Breach of Code D)										<i>1</i>				<i>1</i>		<i>1</i>	1	
P	Tape Recording (Breach of Code E)																	0	
Q	Lack of Fairness & Impartiality	<i>2</i>		<i>1</i>	<i>1</i>	<i>2</i>	<i>1</i>	<i>2</i>	<i>2</i>	<i>1</i>	<i>6</i>		<i>3</i>	<i>8</i>	<i>13</i>	<i>32</i>	<i>38</i>	6	19
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)																	0	
S	Other Neglect or Failure in duty	<i>4</i>	<i>5</i>	<i>2</i>	<i>6</i>	<i>9</i>	<i>11</i>	<i>10</i>	<i>13</i>	<i>3</i>	<i>7</i>	<i>1</i>	<i>9</i>	<i>29</i>	<i>51</i>	<i>97</i>	<i>146</i>	49	51
T	Other Irregularity in Procedure	<i>2</i>		<i>2</i>	<i>1</i>	<i>2</i>			<i>3</i>	<i>1</i>	<i>1</i>		<i>1</i>	<i>7</i>	<i>6</i>	<i>17</i>	<i>22</i>	5	29
U	Incivility, Impoliteness & Intolerance	<i>2</i>	<i>4</i>	<i>11</i>	<i>5</i>	<i>15</i>	<i>10</i>	<i>4</i>	<i>6</i>	<i>6</i>	<i>5</i>	<i>1</i>	<i>3</i>	<i>39</i>	<i>33</i>	<i>131</i>	<i>91</i>	-40	-31
V	Traffic Irregularity				<i>2</i>					<i>1</i>				<i>1</i>	<i>2</i>	<i>8</i>	<i>8</i>	0	0
W	Failures in Duty						<i>2</i>		<i>2</i>		<i>3</i>	<i>1</i>		<i>1</i>	<i>7</i>	<i>4</i>	<i>17</i>	13	325
X	Improper Disclosure of Information					<i>4</i>	<i>1</i>			<i>1</i>	<i>4</i>		<i>1</i>	<i>5</i>	<i>6</i>	<i>20</i>	<i>14</i>	-6	-30
Y	Other Sexual Conduct																	0	
Totals		<i>16</i>	<i>14</i>	<i>31</i>	<i>29</i>	<i>59</i>	<i>59</i>	<i>26</i>	<i>39</i>	<i>38</i>	<i>62</i>	<i>5</i>	<i>29</i>	<i>175</i>	<i>232</i>	<i>560</i>	<i>622</i>	<i>62</i>	<i>11</i>

Data Source – Centurion Complaints System, Periods: 1/10/11 to 31/12/11 & Financial year to date

**DETAILS OF TYPES OF COMPLAINTS RECORDED
DURING PERIOD FOR HQ UNITS**

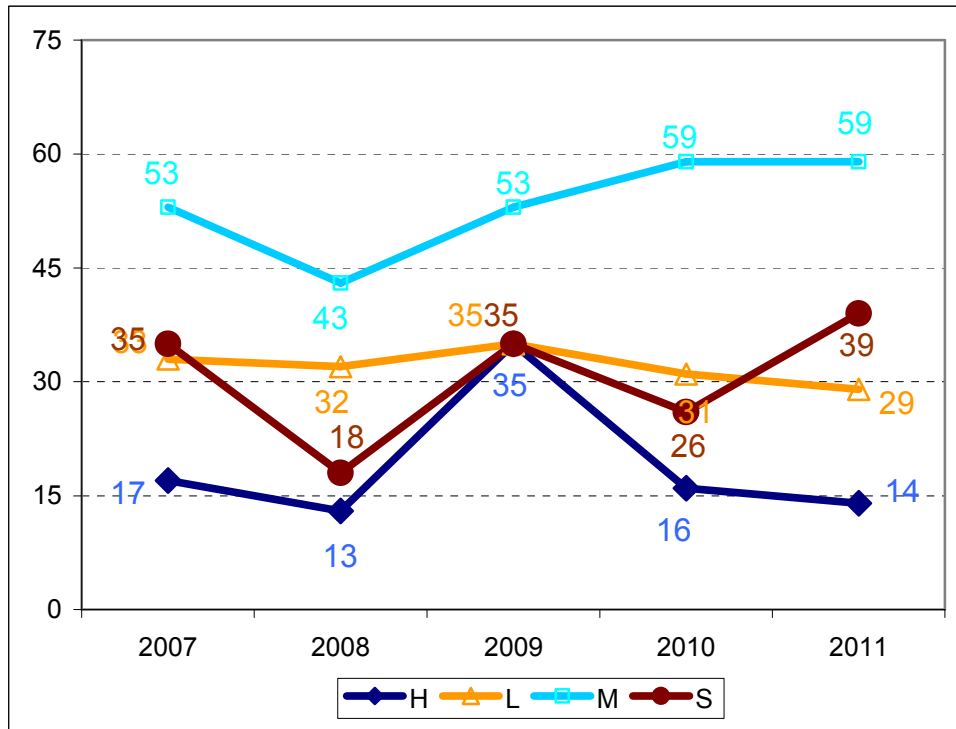
(Figs. in italics/shaded columns relate to complaints recorded same period in previous year)

Complaint Categories 'C', 'S' & 'U' included in the Control Strategy, and categories 'E', & 'M' also being monitored for the 2011/12 Financial year are highlighted in Blue

Category		Comm. Justice		Crime Ops		Spec. Ops & Comms		Other HQ		Steria		Reliance		HQ Total		Force Quarter Total		Financial Year Total		No. Change	% Change	
A	Serious Non Sexual Assault															5		8	5	-3	-38	
B	Sexual Assault															1		2	1	-1	-50	
C	Other Assault	2	5			5	2								7	7	24	33	76	76	0	0
D	Oppressive Conduct/Harassment		1												1		2	6	21	22	1	5
E	Unlawful/Unnecessary Arrest or Detention		2	1			1								1	3	10	20	32	55	23	72
F	Discriminatory Behaviour																1	1	3	5	2	67
G	Irregularity in relation to Evidence/Perjury																1		4		-4	-100
H	Corrupt Practice																	2	4	2	100	
J	Mishandling of Property		1		1											2	10	11	18	23	5	28
K	Stop and Search (Breach of Code A)																2	2	3	4	1	33
L	Searching of Premises and Seizure of Property (Breach of Code B)	1													1		9	11	28	33	5	18
M	Detention, Treatment and Questioning (Breach of Code C)	16	22												16	22	20	29	54	57	3	6
N	Identification Procedures (Breach of Code D)		1													1			1		1	
P	Tape Recording (Breach of Code E)																				0	
Q	Lack of Fairness & Impartiality		1		2	1	3								1	6	8	13	32	38	6	19
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)																				0	
S	Other Neglect or Failure in duty		1		5	2	1				1				3	7	29	51	97	146	49	51
T	Other Irregularity in Procedure			1	1										1	1	7	6	17	22	5	29
U	Incivility, Impoliteness & Intolerance	2		1	1	2	4	1							6	5	39	33	131	91	-40	-31
V	Traffic Irregularity					1									1		1	2	8	8	0	0
W	Failures in Duty		1		1		1								3		1	7	4	17	13	325
X	Improper Disclosure of Information				3	1	1								1	4	5	6	20	14	-6	-30
Y	Other Sexual Conduct																				0	
Totals		21	35	3	14	12	13	1	0	1	0	0	0	0	38	62	175	232	560	622	62	11

Data Source – Centurion Complaints System, Periods: 1/10/11 to 31/12/11 & Financial year to date

**COMPARISON OF COMPLAINTS RECORDED BY SERVICE UNITS OVER
SAME PERIOD IN LAST FIVE YEARS**



Data Source – Centurion Complaints System, Periods 1/10 to 31/12 in 2007, 2008, 2009, 2010 & 2011

- H District showed a decrease in 2011 to 14, extending the downward trend to 2 years, being at a similar level to that in 2007 and 2008.
- L District’s complaints fell in 2011 to 29 extending the downward trend to 2 years
- M District’s level has remained static at 59 after rising for 2 consecutive years
- S District level has increased from its 2010 level, showing ongoing fluctuations

DETAILS OF COMPLAINT TYPES FINALISED

	Local Resolution - by District	Local Resolution - by PSD	Withdrawn	Discontinued	Dispensation - by Force	Dispensation - by IPCC	Not Upheld	Upheld	Total
A Serious Non Sexual Assault	0	0	1	0	0	0	1	0	2
B Sexual Assault	0	0	0	0	0	0	0	0	0
C Other Assault	3	4	1	0	2	1	12	1	24
D Oppressive Conduct/Harassment	1	1	0	0	0	0	5	0	7
E Unlawful/Unnecessary Arrest or Detention	4	2	2	0	0	0	5	1	14
Sub-Total A-E - Oppressiveness	8	7	4	0	2	1	23	2	47
F Racially Discriminatory Behaviour	0	0	0	0	0	0	0	0	0
G Irregularity in relation to Evidence/Perjury	0	0	0	0	0	0	0	0	0
H Corrupt Practice	0	0	0	0	0	0	0	0	0
J Mishandling of Property	0	0	0	0	0	0	3	1	4
Sub-Total F-J - Malpractice	0	0	0	0	0	0	3	1	4
K Stop and Search (Breach of Code A)	0	0	0	0	0	0	0	0	0
L Searching of Premises and Seizure of Property (Breach of Code B)	2	0	0	0	0	0	4	1	7
M Detention, Treatment and Questioning (Breach of Code C)	1	2	2	0	0	0	14	1	20
N Identification Procedures (Breach of Code D)	0	0	1	0	0	0	0	0	1
P Tape Recording (Breach of Code E)	0	0	0	0	0	0	0	0	0
Q Lack of Fairness & Impartiality	3	0	1	0	1	1	6	1	13
R Multiple or Unspecified Breaches (which cannot be allocated to a specific code)	0	0	0	0	0	0	0	0	0
S Other Neglect or Failure in duty	13	1	8	0	1	1	18	4	46
T Other Irregularity in Procedure	1	1	2	0	0	1	4	0	9
Sub-Total K-T - Failures in	20	4	14	0	2	3	46	7	96
U Incivility, Impoliteness & Intolerance	7	0	6	0	1	0	13	3	30
V Traffic Irregularity	0	0	0	0	0	0	0	0	0
W Failures in Duty	1	0	0	0	0	1	4	0	6
X Improper Disclosure of Information	1	0	0	0	0	0	3	0	4
Y Other Sexual Conduct	0	0	0	0	0	0	0	0	0
Sub-Total U-Y - Failures in	9	0	6	0	1	1	20	3	40
Total	37	11	24	0	5	5	92	13	187

Data Source Centurion Complaints System, Period: 1/10/11 to 31/12/11

Local Resolutions

- **48 (25.7%)** of completed complaints have been **locally resolved**. (Compared to **24.0%** in the previous year)
- **Local Resolutions are the most effective method of resolving complaints both in terms of public satisfaction and cost**
- It must be remembered that for legal reasons not all complaints can be subject of Local Resolution procedures

Proportionate Investigations

- **105 (58.3%)** of complaints resulted in a **proportionate investigation**, compared to **50.3%** in the previous year, of which:
 - **13 (12.4%)** were **upheld & 92 (87.6%)** were found to be **'Not upheld'**
 - In the previous year, **18.2%** were upheld and **81.8%** were not upheld

FINALISED COMPLAINTS BY AREA OF COMMAND

Area of Command	DISC	DISP	LR	UP	Not UP	WI	Total
Community Justice	0	0	4	2	18	5	29
Crime Operations	0	0	4	1	15	0	20
Reliance	0	0	0	0	0	0	0
Specialist Ops & Comms	0	0	3	0	4	3	10
Steria	0	0	0	0	0	0	0
HQ Other	0	1	0	0	2	0	3
HQ Total	0	1	11	3	39	8	62
Hartlepool	0	0	10	4	12	1	27
Middlesbrough	0	3	15	4	13	6	41
Redcar & Cleveland	0	0	4	0	15	2	21
Stockton	0	4	5	2	12	2	25
Unidentified/ Out Of Force	0	2	3	0	1	5	11
Total	0	10	48	13	92	24	187

Data Source Centurion Complaints System, Period: 1/10/11 to 31/12/11

Legend

DISC = Discontinued
DISP = Dispensation issued by Independent Police Complaints Commission due to lack of co-operation by the complainant or over a year old; or by Professional Standards Dept
LR= Local Resolution by either District or PSD;
UP = Upheld;
Not UP = Not upheld;
WI = Withdrawn

INVESTIGATION DURATIONS OF FINALISED FULL INVESTIGATION CASES

Full Investigation Cases Finalised (42)		
Investigation Duration	Total	%
0-120 Days	36	86%
120 Days plus	6	14%

Data Source Centurion Complaints System, Period: 1/10/11 to 31/12/11

INVESTIGATION DURATIONS OF LOCAL RESOLUTION CASES

Local Resolution Cases (46)		
Investigation Duration	Total	%
0-30 Days	29	63%
31-120 Days	16	35%
120 Days plus	1	2%

Data Source Centurion Complaints System, Period: 1/10/11 to 31/12/11

EXAMPLES OF CASES FINALISED AS UPHELD

Case 1

Case Type:	Assault (CO/103/11)
Complaint 1 Summary	<i>She complains that during the initial investigation whereby injuries had been sustained by her husband and her subsequent arrest on suspicion of causing those injuries officers failed to initially investigate the circumstances correctly.</i>
Complaint 2 Summary	<i>She complains about the attitude of the Officers she came into contact with.</i>

Case 2

Case Type:	Premises search (CO/139/11)
Complaint 1 Summary	<i>She complains that the search of her home address was unlawful.</i>
Complaint 2 Summary	<i>She complains that the officer's manner and tone left her feeling undermined, humiliated, embarrassed and bullied.</i>

Case 3

Case Type:	Road Traffic Accident (CO/152/11)
Complaint 1 Summary	<i>He complains that an officer failed to carry out a second interview with the other driver thereby failing to fully ascertain the circumstances of the accident, in particular failing to fully test the credibility of the account offered by the other driver.</i>
Complaint 2 Summary	<i>He complains an Officer failed to interview any relevant medical staff, including Paramedics, thereby failing to discover the full extent of the other driver's injuries, including how they were likely to have occurred.</i>
Complaint 3 Summary	<i>He complains the officer failed to carry out "rudimentary enquiries" leading to an inadequate investigation with no prospect of a prosecution against the other driver.</i>

EXAMPLES OF CORRUPT PRACTICE COMPLAINTS (CATEGORY 'H')

In this quarter there have been **no** Category 'H' Corrupt Practice complaints recorded.

There are currently **five** live Category 'H' Corrupt Practice complaints recorded before 1/10/11. They are linked to 3 separate files

In this period there has been **no** Category 'H' Corrupt Practice complaint finalised.

NUMBER OF RECORDED COMPLAINTS IN EACH CATEGORY BY AGE OF COMPLAINANT

Category	Age Band							Total
	0-19	20-29	30-39	40-49	50-59	60+	N/K	
A Serious Non Sexual Assault								
B Sexual Assault								
C Other Assault	5	8	9	1	8		2	33
D Oppressive Conduct/Harassment			2	3	1			6
E Unlawful/Unnecessary Arrest or Detention	2	5	5	6	2			20
F Racially Discriminatory Behaviour							1	1
G Irregularity in relation to Evidence/Perjury								
H Corrupt Practice								
J Mishandling of Property		3		2	2	1	3	11
K Stop and Search (Breach of Code A)					2			2
L Searching of Premises and Seizure of Property (Breach of Code B)	2	2	1	1	2		3	11
M Detention, Treatment and Questioning (Breach of Code C)	1	6	3	8	7		7	29
N Identification Procedures (Breach of Code D)				1				1
P Tape Recording (Breach of Code E)								
Q Lack of Fairness & Impartiality		2	4	1	4		2	13
R Multiple or Unspecified Breaches (which cannot be allocated to a specific code)								
S Other Neglect or Failure in duty	2	8	12	6	13	2	11	50
T Other Irregularity in Procedure			1		3		2	6
U Incivility, Impoliteness & Intolerance		5	8	6	11		3	33
V Traffic Irregularity				2				2
W Failures in Duty			2	1	1		4	7
X Improper Disclosure of Information			5	1				6
Y Other Sexual Conduct								
TOTAL ALLEGATIONS	12	39	52	39	56	3	38	231
TOTAL COMPLAINANTS	6	21	30	24	22	3	23	129

Data Source – Centurion Complaints System, Period: 1/10/11 to 31/12/11

Key Points:

In this quarter, where the complainant age was known:

- Complainants aged 20-29 years old are responsible for **39 (20.2%)** of all recorded complaints, compared to **22.7%** in the previous year
- Complainants aged 30-39 years old are responsible for **52 (26.9%)** of all recorded complaints, compared to **22.1%** in the previous year
- Complainants aged 40-49 years old are responsible for **39 (20.2%)** of all recorded complaints, compared to **37.6%** in the previous year

- Complainants aged 30-59 years old who made complaints relating to 'Other Neglect Or Failure', accounted for **79.5% (31 complaints)** of all 'Other Neglect Or Failure' recorded complaints, and **16.1%** of all recorded complaints, compared to **55.5% & 8.3%** in the previous year
- Complainants aged 20-49 years old who made complaints relating to 'Incivility, Impoliteness & Intolerance', accounted for **63.3% (19 complaints)** of all 'Incivility, Impoliteness & Intolerance' recorded complaints, and **9.8%** of all recorded complaints, compared to **54.8% & 12.7%** in the previous year

**NUMBER OF RECORDED COMPLAINTS IN EACH CATEGORY BY GENDER
OF COMPLAINANT**

Category		Gender			Total
		Male	Female	Unknown	
A	Serious Non Sexual Assault				
B	Sexual Assault				
C	Other Assault	23	10		33
D	Oppressive Conduct/Harassment	4	2		6
E	Unlawful/Unnecessary Arrest or Detention	16	4		20
F	Racially Discriminatory Behaviour	1			1
G	Irregularity in relation to Evidence/Perjury				
H	Corrupt Practice				
J	Mishandling of Property	7	4		11
K	Stop and Search (Breach of Code A)		2		2
L	Searching of Premises and Seizure of Property (Breach of Code B)	7	4		11
M	Detention, Treatment and Questioning (Breach of Code C)	13	19		29
N	Identification Procedures (Breach of Code D)	1			1
P	Tape Recording (Breach of Code E)				
Q	Lack of Fairness & Impartiality	6	7		13
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)				
S	Other Neglect or Failure in duty	23	27		50
T	Other Irregularity in Procedure	2	4		6
U	Incivility, Impoliteness & Intolerance	21	13		33
V	Traffic Irregularity	2			2
W	Failures in Duty	4	4		7
X	Improper Disclosure of Information	5	1		6
Y	Other Sexual Conduct				
TOTAL COMPLAINTS		135	101	0	231
TOTAL COMPLAINANTS		89	40		129

Data Source – Centurion Complaints System, Period: 1/10/11 to 31/12/11

Key Points:

In this quarter

- **58.4% (135)** of recorded complaints had male Complainants, compared to **63.9%** in the previous year
- **43.7% (101)** of recorded complaints had female Complainants, compared to **41.8%** in the previous year

COMPLAINANT SELF ASSESSED ETHNICITY INVOLVED IN RECORDED COMPLAINTS

Major Categories	Sub – groupings	Total Complainants	
		2010	2011
White (W)	British (W1)	98	81
	Irish (W2)		3
	Any other White background (W9)	2	
	TOTAL	100	84
Mixed (M)	White and Black Caribbean (M1)		
	White and Black African (M2)		1
	White and Asian (M3)	1	
	Any other Mixed background (M9)		
	TOTAL	1	1
Asian or Asian British (A)	Indian (A1)		1
	Pakistani (A2)	5	3
	Bangladeshi (A3)		
	Any other Asian background (A9)		
	TOTAL	5	4
Black or Black British (B)	Caribbean (B1)		
	African (B2)		
	Any other Black background (B9)		1
	TOTAL	0	1
Chinese or other ethnic group (0)	Chinese (O1)		
	Any other ethnic group (09)	1	
	TOTAL	1	0
Not stated / Recorded	Not stated	16	39
	TOTAL	16	39
GRAND TOTAL		123	129

Data Source Centurion Complaints System, Period: 1/10/11 to 31/12/11 & the previous year

The level of 'Not Known' Ethnicity is currently at 30.2%, compared to 13.0% in 2010.

All staff are requested to continue collating this information on completion of the file.

The 'not recorded' section includes files that are still open. After the initial recording of the file on Centurion Complaints system, Self assessed ethnicity is not updated again until the file is closed on the system. Hence the percentage for 2011 for Not stated / recorded substantially reduces as cases are finalised.

CONDUCT / MISCONDUCT INFORMATION

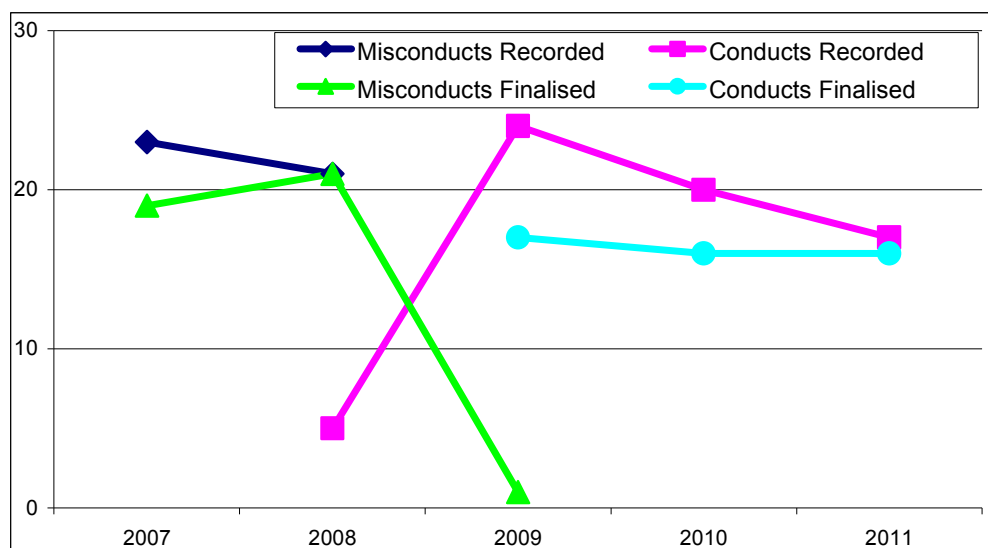
The Police Conduct Regulations (2008) came into operation on 1st December 2008, replacing the 2004 Regulations. All investigations commenced after 1st December 2008 relating to internal matters, i.e. non public complaints, are recorded as 'conducts'. Enquiries commenced prior to this date are recorded as Misconducts.

With the change in regulations no further Misconducts will be recorded and there are now no live Misconducts to be finalised.

Changes in Conduct Cases Recorded & Finalised

	2007	2008	2009	2010	2011	2010 & 2011 Change	
						No.	%
Misconducts Recorded	23	21					
Conducts Recorded		5	24	20	17	-3	-15.0%
Misconducts Finalised	19	21	1				
Conducts Finalised			17	16	16	0	0.0%

Data Source Centurion Complaints System, Period: 1/10 to 31/12 for 2007, 2008, 2009 2010 & 2011



Data Source Centurion Complaints System, Period: 1/10 to 31/12 for 2008, 2009, 2010 & 2011

Conduct Cases Recorded & Finalised by Service Unit

Area of Command	Conduct Cases Recorded	Conduct Case Finalised
CJD	0	0
Crime Operations	4	1
Hartlepool	3	2
HQ	3	3
Langbaugh	2	4
Middlesbrough	4	3
Reliance	0	0
Spec. Ops & Comms	1	1
Steria	0	0
Stockton	0	2
Totals	17	16

Data Source Centurion Complaints System, Period: 1/10/11 to 31/12/11

During this quarter, **17** Conduct cases have been opened compared to **20** in the previous year. These cases consisted of the below areas where conduct has allegedly fallen below the expected standard. During this quarter, **16** Conduct cases have been finalised, compared to **16** Conduct cases in the previous year.

Category	Conducts Recorded	Conducts Finalised
1. Honesty and Integrity	2	1
2. Authority, respect & courtesy	0	0
3. Equality & diversity	1	0
4. Use Of Force/Abuse Authority	3	3
5. Orders & instructions	3	3
6. Duties & Responsibilities	5	4
7. Confidentiality	1	4
8. Fitness for Duty	0	0
9. Discreditable Conduct	6	3
10. Challenging/reporting improper conduct	0	0
Total	21	18

Data Source Centurion Complaints System, Period: 1/10/11 to 31/12/11

FILES REFERRED TO THE IPCC

During this period **7** files have been referred to the IPCC.

Of these referrals made **6** were returned for local investigation and **1** managed.

APPEALS

During this period there has been **14** appeals lodged.

During this quarter only **5** appeals have been finalised, **3** of these were 'not upheld' and **2** 'upheld'.

DIRECTION & CONTROL

Area of Command	Recorded					Finalised				
	GPS	OPD	OPP	OD	Total	GPS	OPD	OPP	OD	Total
Community Justice	0	0	1	0	1	0	0	0	0	0
Crime Operations	0	0	0	0	0	0	0	0	0	0
Spec. Ops & Comms	0	0	1	0	1	3	0	1	0	4
Other HQ	0	0	0	1	1	0	0	0	0	0
HQ Total	0	0	2	1	3	3	0	1	0	4
Hartlepool	0	0	0	0	0	0	1	0	0	1
Redcar & Cleveland	1	0	1	0	2	1	1	1	2	5
Middlesbrough	0	1	4	0	5	0	2	2	0	4
Out of Force	0	0	0	0	0	0	1	1	2	4
Stockton	0	1	2	1	4	0	0	0	0	0
Unidentified	0	0	0	0	0	0	0	0	0	0
Total	1	2	9	2	14	4	5	5	4	18

Key to categories:

GPS = General Policing Standards; **OPD** = Operational Decision;
OPP = Operational Policing Policies; **OD** = Organisational Decision

There has been a **100%** decrease in recorded Direction & Control Complaints as below:

Recorded Direction & Control	GPS	OPD	OPP	OD	Total
2010	2	4	7	2	15
2011	1	2	9	2	14
Change	-1	-2	2	0	-1
% Change	-50%	-50%	29%	0%	-7%

Data Source Centurion Complaints System, Period: 1/10/11 to 31/12/11 and previous year

Pledge 10, National Policing Pledge

In December 2008 Cleveland Police, together with other Forces nationally signed up to the Policing Pledge.

Pledge 10 states we will ***“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”***.

Pledge 10 has been allocated to P.S.D. to ensure progress is made. It is believed that pledge 10 is not about ‘complaints’ in the context of what we deal with on a day to day basis, but is about ‘dissatisfaction’ and in reality Districts / Departments previously dealt with such matters as part of ‘normal activity’.

To record such complaints received in the Control Room by telephone, an additional qualifier has been added to Intergraph to enable formal recording of Pledge 10 issues (QL39).

To record such complaints received by letter or verbally other than to control room, Service Units have created their own solutions.

Although nationally the ‘Pledges’ have been abandoned, Cleveland Police believes that ‘Pledge 10’ has merits and it has been decided to continue the ‘Pledge 10’ process and subsequent monitoring.

Dissatisfactions received by Communications Centre

In this period

- **326** ‘Pledge 10’ Occurrences were recorded on Intergraph.
- **326 (100%)** had AD4 (Complaints against Police) as an opening code.
- A total of **326 (100%)** occurrences were closed with code AD4

Causes of dissatisfaction were assigned to these occurrences as below, and analysed by the BCU concerned performed:

Cause of dissatisfaction	H District	L District	M District	Ops. & Comms.	Other	S District	Total
Officer attitude / behaviour	11	21	34	11	2	37	116
Officer availability	1	3	2				6
Other	3	9	8	1	2	6	29
Routine enquiry	20	45	53	3		54	175
Total	35	78	97	15	4	97	326

% of Force Total 10.7% 23.9% 29.8% 4.6% 1.2% 29.8%

Data Source: Intergraph, Period: 1/10/11 to 31/12/11

24 hour compliance

20 (6.1%) of all Pledge 10 Occurrences were not completed within 24 hours of being reported

Causes of dissatisfaction were assigned to these occurrences as below, and analysis by the BCU concerned performed:

Cause of dissatisfaction	H District	L District	M District	Ops. & Comms.	S District	Total
Officer attitude / behaviour		3	2	1		6
Other			1	1		2
Routine enquiry	2	3	6		1	12
Total	2	6	9	2	1	20

Data Source: Intergraph, Period: 1/10/11 to 31/12/11

Dissatisfactions received by other than those received by Communications Centre

The collection of this data is relatively new hence some settling of procedures will occur. Full quarterly data will be provided for the next quarter

In this period, **52** Dissatisfactions were recorded by Service Units as below.

Service Unit	Oct-11	Nov-11	Dec-11	Total
H District	9	7	7	23
L District	nk	nk	nk	0
M District	nk	nk	nk	0
S District	6	4	1	11
HQ / Website	nk	nk	nk	0
Steria	8	6	4	18
Total	23	17	12	52

Data Source: Period: 1/10/11 to 31/12/11

Miscellaneous Enquiries

During this period, Professional Standards recorded **59** Miscellaneous Enquiries, a decrease of (-3.3%) over the previous year

Letters of Appreciation

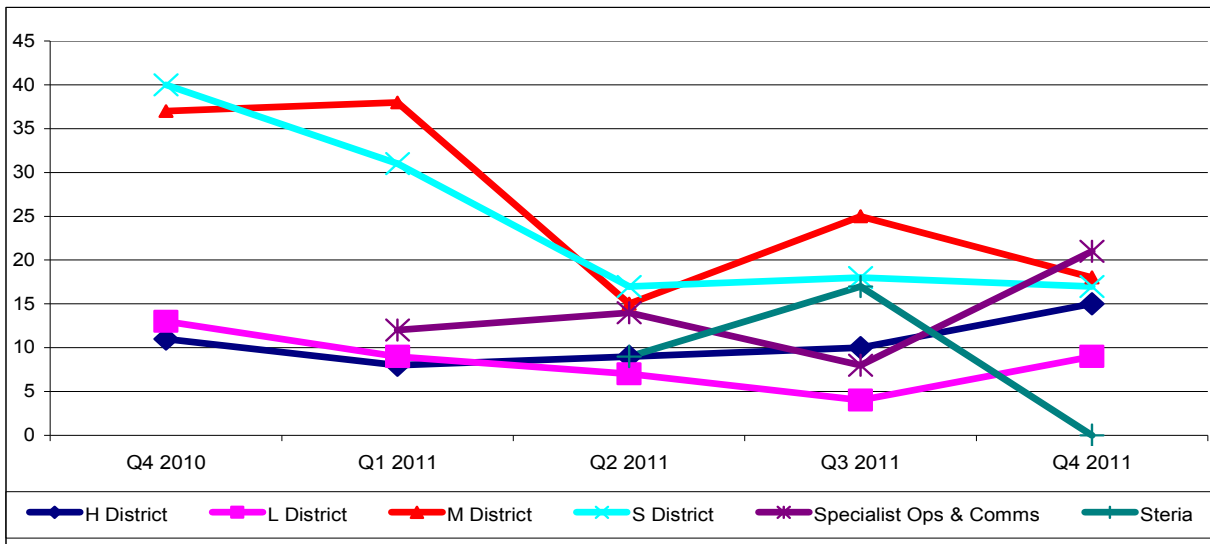
During this period, the Force recorded **120** letters of appreciation.

These are distributed as below:

Service Unit	Oct-11	Nov-11	Dec-11	Total
H District	7	5	3	15
L District	5	2	2	9
M District	8	4	6	18
S District	7	8	2	17
Crime Operations	1	0	1	2
Specialist Ops & Comms	7	10	4	21
HQ Other / Website	10	20	8	38
Steria	nk	nk	nk	0
Total	45	49	26	120

Data Period: 1/10/11 to 31/12/11

Quarterly trends for receipt of Appreciations are as below:



Suspensions/Dismissals

During this quarter:

One Police Officer received a Written Warning

- An Officer, whilst he was off duty, was involved in an altercation with another member of the public outside a Public House

Two Police Officers received Final Written Warnings

- An officer attended the complainants home address, banged on the door and whilst outside began shouting "I know that you've got a man in there". The complainant contacted Police and the Officer was spoken to by Police and the Officer was subsequently issued with a warning in respect of harassment

- An Officer received Management Advice in respect of computer mis-use in October 2010. Despite this advice the Officer continued to access Police computers for non-policing purposes, making searches on his ex wife and an ex partner.

Currently Suspended

Three Police officers and **three** members of Police Staff are currently suspended.