



**CLEVELAND
POLICE**
Putting People First

PROFESSIONAL STANDARDS

QUARTERLY PROGRESS REPORT
ON
COMPLAINT ISSUES
FOR
CLEVELAND POLICE
4th QUARTER 2010/11
1st January to 31st March 2011

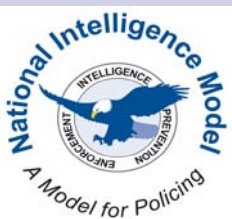
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Prepared By:	I. Davies DC 257
Date:	6/4/11

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Approved: **Martin Campbell, Supt**

Date: **6th April 2011**



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 **17%** increase in the number of Cases recorded during this period (**81** to **95**), with a **28%** increase in Complaints (**137** to **176**), when compared to the same period in 2010.

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

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

In this quarter:

- Complaints of Other Neglect/Failure in Duty (**56** complaints) and Incivility (**27** complaints) both outnumber those of Other Assault allegations, (**24** complaints).
- Complaints of Assault (Category C) have increased by **5 (+26%)** compared to the same period in 2010, rising from **19** to **24**. 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 **23 (+70%)** compared to the same period in 2010, rising from **33** to **56**. The overriding theme for the Force in respect of Neglect complaints is crime enquiries.
- Complaints of Incivility (Category 'U') have decreased by **2 (-6%)** compared to the same period in 2010, falling from **29** to **27**.

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 'F' – Discriminatory Behaviour; Category 'Q' – Lack of Fairness & Impartiality & Category 'M' - Detention, Treatment & Questioning - Breach Of Code C, although not in the Control Strategy have been monitored over the last 12 months.
- Complaints of Irregularity in relation to Discriminatory Behaviour (Category 'F') have decreased by **80%** compared to the same period in 2010, falling from **5** to **1**.

- Complaints of Lack of Fairness & Impartiality (Category Q) have decreased by **62%** compared to the same period in 2010, falling from **13** to **5**.
- Complaints of Detention, Treatment & Questioning (Breach of Code C) (Category 'M') have increased by **900%** compared to the same period in 2010, rising from **1** to **10**. The number of complaints in this category should be put into context & compared against the number of people coming into custody. The CCTV coverage within custody suites generally provides corroboration in respect of Officer & staff actions.
- Category 'M' is continuing to cause concern, this category having increased by **38** complaints (**141%**) over the last financial year compared to the previous financial year. In addition, in the last financial year, Category 'E' complaints have increased by **18** complaints (**75%**) over the last financial year compared to the previous financial year. Although these categories are not included in the 2011/12 Control Strategy, they are to be monitored over the 2011/12 financial year.
- **22%** (**27**) of completed complaints have been locally resolved. During this period **67%** (**18**) of locally resolved complaints have been by District and **33%** (**9**) by PSD.
- In this quarter **378** 'Pledge 10' occurrences were recorded on Intergraph. **93%** involved District Officers & Staff. **11 (3%)** of all 'Pledge 10' occurrences were not completed within 24 hours of being reported. **17** Dis-satisfactions 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

CO/157/10 – A complaint was received from a male who was arrested for being drunk and disorderly and that he was NOT in fact drunk and that his appearance/condition was affected by mental impairment/speech impediment – which was not identified/recognised by Police and taken into account. In relation to this complainant i.e. speech impediment – due to brain injury resulting from a previous road traffic accident – there is marker on PNC which identifies this. Quite apart from the fact of whether this man was drunk OR was giving the appearance of drunkenness, Custody Staff should be alert to the fact of mental impairment/illness and where believed to be the case then medical staff should be involved at an early stage in order to confirm such medical conditions.

CO/332/10 – A complaint was received that the parents of a detainee were not informed that he had been arrested in a timely fashion. Custody Sergeant should ensure that intimation has been carried out at the earliest opportunity.

CM/ 48/10 – During the last year two prisoners have been able to escape from hospitals whilst being guarded by uniform Police Officers from Cleveland Police.

Both prisoners had recently been released from prison on licence and had gone on to commit serious offences.

On both occasions the Officers involved have alleged that they had not been furnished with sufficient information to assist them in the security of the prisoner.

In neither occasion was there any written briefing/log maintained. Had this been the case this would have ensured that there was a record of the briefing given and also a running log detailing which Officers had guarded the prisoner over the period of detention at the hospital. This briefing should also have included if the prisoner had any warning markers on the PNC.

A running log would also give the Officers the opportunity to record any incidents of note which may assist in briefing other Officers.

The longer a prisoner remains in a hospital the more relaxed the Officers appear to become however this may present the prisoner with greater opportunity to escape.

There are several practices that Officers are using during the guard that should be reviewed and clear guidance from supervisors should be given.

- Prisoners at hospital are not routinely being handcuffed.
- Officers are allowing prisoners to go for cigarette breaks, often only escorted by one Officer and without being handcuffed.
- Officers are allowing the prisoner to use the hospital provided telephone system to contact third parties, without due consideration as to what the purpose or content of the call may be.

CM/8/11 – Officer was warned for Coroners Court and subsequently failed to attend.

All Police Officers / PCSOs / Police Staff to be reminded that once warned to attend Court they must attend at the correct time / date and their appearance is ultimately their duty and responsibility.

FORCE RECORDED COMPLAINTS												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st January - 31st March				1st April - 31st March				1st April - 31st March			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2009/10	2010/11	Change	%Change
Cases	81	95	14	17	450	436	-14	-3	450	436	-14	-3
Complaints	137	176	39	28	717	743	26	4	717	743	26	4
Complainants	102	108	6	6	489	478	-11	-2	489	478	-11	-2
Force Strength (Police Officers)	1704	1663			2009/10	2010/11	Change	%Change	2009/10	2010/11	Change	%Change
	Complaints per 1000 Officers				421	447	25.9	6	421	447	25.9	6
Total Force Strength	2622	2097										
	Complaints per 1000 Total Force Strength				274	354	80.8	30	274	354	80.8	30

Data Source – Centurion Complaints System, Periods: 1/1/11 to 31/3/11, rolling years & Financial years to date

Key Points:

In this quarter:

- **17%** increase in the number of Cases recorded (increase of **14**)
- **28%** increase in Complaints (increase of **39**)
- In excess of 540 Police staff transferred to Steria in October 2010

For the last 12 months:

- **447** Complaints per 1000 officers (6% increase) ; **354** per 1000 employees (**30%** increase)

COMPLAINTS RECORDED BY AREA OF COMMAND												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st January - 31st March				1st April - 31st March				1st April - 31st March			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2009/10	2010/11	Change	%Change
Community Justice	3	14	11	367	38	72	34	89	38	72	34	89
Crime Operations	9	3	-6	-67	35	26	-9	-26	35	26	-9	-26
Hartlepool	17	23	6	35	91	84	-7	-8	91	84	-7	-8
Redcar & Cleveland	18	35	17	94	103	124	21	20	103	124	21	20
Middlesbrough	40	32	-8	-20	184	181	-3	-2	184	181	-3	-2
Reliance	2	0		-100	6	2	-4	-67	6	2	-4	-67
Spec. Ops & Comms	14	24	10	71	73	82	9	12	73	82	9	12
Steria	0	1	1			2	2			2	2	
Stockton	32	25	-7	-22	159	121	-38	-24	159	121	-38	-24
Unidentified/Out of Force	0	19	19		23	42	19	83	23	42	19	83
HQ Other	2	0		-100	5	7	2	40	5	7	2	40
Totals	137	176	39	28	717	743	26	4	717	743	26	4

Data Source – Centurion Complaints System, Periods: 1/1/11 to 31/3/11, rolling years & Financial years to date

Key Points:

In this Quarter

- Hartlepool has shown a **35%** increase in the number of complaints recorded (**+6** Complaints), when compared to the same period last year
- Redcar & Cleveland has shown a **94%** increase in recorded complaints (**+17** Complaints), when compared to the same period last year, and is the District with the highest number of recorded complaints.
- Middlesbrough has recorded a **20%** decrease in the number of complaints (**-8** Complaints), when compared to the same period last year
- Stockton has shown a **22%** decrease in recorded complaints (**-7** Complaints), when compared to the same period last year

FORCE												
COMPLETED COMPLAINTS												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st January - 31st March				1st April - 31st March				1st April - 31st March			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2009/10	2010/11	Change	%Change
Cases	121	88	-33	-27	460	402	-58	-13	460	402	-58	-13
Complaints	190	122	-68	-36	736	656	-80	-11	736	656	-80	-11

Complaints Disposal Means:

Discontinued	0	0			8	1	-7	-88	8	1	-7	-88
Dispensation	31	21	-10	-32	88	77	-11	-13	88	77	-11	-13
Locally Resolved	48	27	-21	-44	287	217	-70	-24	287	217	-70	-24
Substantiated	9	14	5	56	32	59	27	84	32	59	27	84
Unsubstantiated	81	37	-44	-54	260	223	-37	-14	260	223	-37	-14
Withdrawn	21	23	2	10	61	79	18	30	61	79	18	30
Not Identified	0	0			0	0			0	0		
Totals	190	122	-68	-36	736	656	-80	-11	736	656	-80	-11

Data Source – Centurion Complaints System, Periods: 1/1/11 to 31/3/11, rolling years & Financial years to date

Key Points:

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

- Completed Complaint cases decreased by **27** Complaint Cases (**-33%**)
- Completed Complaints decreased by **68** Complaints (**-36%**)
- Substantiated complaints increased from **9** to **14** (**+56%**)
- Locally Resolved complaints have decreased from **48** to **27** (**-44%**)

(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				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st January - 31st March				1st April - 31st March				1st April - 31st March			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2009/10	2010/11	Change	%Change
Community Justice	5	19	14	280	43	52	9	21	43	52	9	21
Crime Operations	7	2	-5	-71	34	46	12	35	34	46	12	35
Hartlepool	42	2	-40	-95	93	60	-33	-35	93	60	-33	-35
Redcar & Cleveland	21	30	9	43	104	117	13	13	104	117	13	13
Middlesbrough	45	39	-6	-13	192	166	-26	-14	192	166	-26	-14
Reliance	0				3	7	4	133	3	7	4	133
Spec. Ops & Comms	13	6	-7	-54	71	70	-1	-1	71	70	-1	-1
Steria	0					1	1			1	1	
Stockton	50	18	-32	-64	154	113	-41	-27	154	113	-41	-27
Unidentified/Out Of Force	5	6	1	20	37	18	-19	-51	37	18	-19	-51
Other Hq	2			-100	5	6	1	20	5	6	1	20
Totals	190	122	-68	-36	736	656	-80	-11	736	656	-80	-11

Data Source – Centurion Complaints System, Periods: 1/1/11 to 31/3/11, 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 'F', 'M' & 'Q', also being monitored for the 2010/11 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								1					1	3	10	7	233		
B	Sexual Assault														1	2	1	100		
C	Other Assault	2	4	2	9	4	6	7		4	3		2	19	24	102	99	-3	-3	
D	Oppressive Conduct/Harassment	2	1		3	1	1	3		1			1	7	6	37	28	-9	-24	
E	Unlawful/Unnecessary Arrest or Detention		1	2	3	1		1	1		3		1	4	9	24	42	18	75	
F	Discriminatory Behaviour							4		1	1			5	1	12	4	-8	-67	
G	Irregularity in relation to Evidence/Perjury					2								2		12	4	-8	-67	
H	Corrupt Practice						2	1						1	2	4	4	0	0	
J	Mishandling of Property		2			3	1	1			1			4	4	25	23	-2	-8	
K	Stop and Search (Breach of Code A)							1						1		6	3	-3	-50	
L	Searching of Premises and Seizure of Property (Breach of Code B)		3		3	2	3						2	2	11	41	40	-1	-2	
M	Detention, Treatment and Questioning (Breach of Code C)										1	9		1	1	10	27	65	38	141
N	Identification Procedures (Breach of Code D)																		0	
P	Tape Recording (Breach of Code E)																		0	
Q	Lack of Fairness & Impartiality	3		4			2		1	6	2			13	5	64	37	-27	-42	
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)																1		-1	-100
S	Other Neglect or Failure in duty	7	9	4	5	12	11	5	15	5	8		8	33	56	148	153	5	3	
T	Other Irregularity in Procedure				4	3	2	2		1	4		2	6	12	16	31	15	94	
U	Incivility, Impoliteness & Intolerance	1	3	4	4	11	3	5	6	8	10		1	29	27	160	159	-1	-1	
V	Traffic Irregularity	1								1				2		7	8	1	14	
W	Failures in Duty			2		1	1	1		2				6	1	12	4	-8	-67	
X	Improper Disclosure of Information	1			4			1	1		1		1	2	7	15	27	12	80	
Y	Other Sexual Conduct																		0	
Totals		17	23	18	35	40	32	32	25	30	42	0	19	137	176	717	743	26	4	

Data Source – Centurion Complaints System, Periods: 1/1/11 to 31/3/11 & Financial year to date

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

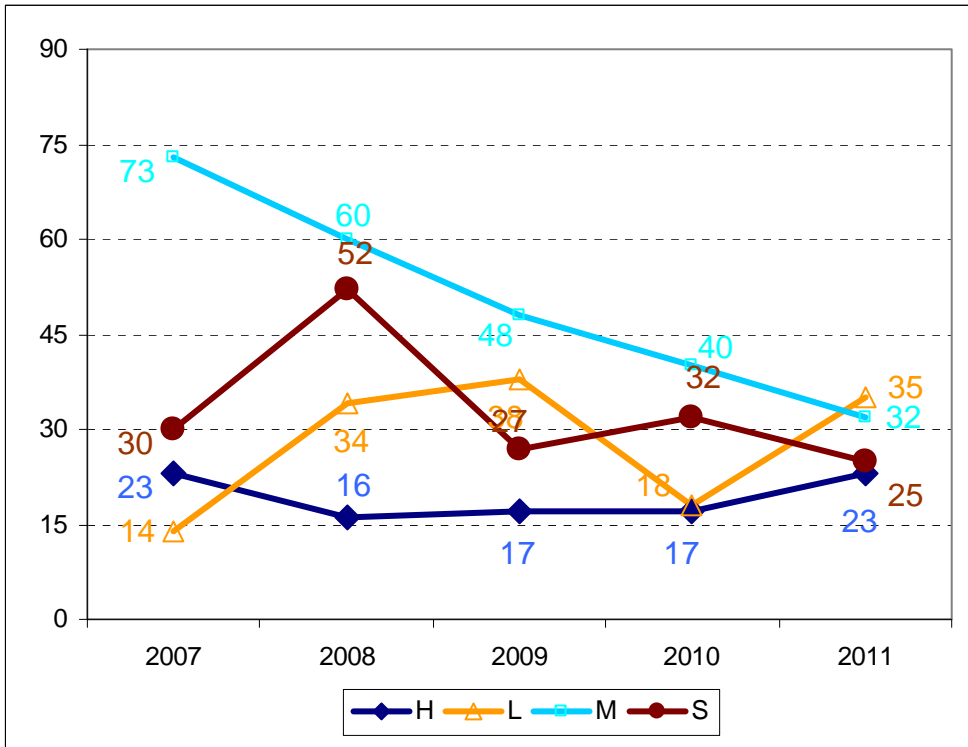
(Figs. in italics/shaded columns relate to complaints recorded same period in previous year)

Complaint Categories 'C', 'S' & 'U' included in the Control Strategy, and categories 'F', 'M' & 'Q', also being monitored for the 2010/11 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							0	1	3 10	7	233
B Sexual Assault							0	0	1 2	1	100
C Other Assault		1	2 3			1	4 3	19 24	102 99	-3	-3
D Oppressive Conduct/Harassment		1					1 0	7 6	37 28	-9	-24
E Unlawful/Unnecessary Arrest or Detention	1			2			3	4 9	24 42	18	75
F Discriminatory Behaviour			1 1				1 1	5 1	12 4	-8	-67
G Irregularity in relation to Evidence/Perjury							0	2 0	12 4	-8	-67
H Corrupt Practice							0	1 2	4 4	0	0
J Mishandling of Property	1						1	4 4	25 23	-2	-8
K Stop and Search (Breach of Code A)							0	1 0	6 3	-3	-50
L Searching of Premises and Seizure of Property (Breach of Code B)							0	2 11	41 40	-1	-2
M Detention, Treatment and Questioning (Breach of Code C)	1 9						1 9	1 10	27 65	38	141
N Identification Procedures (Breach of Code D)							0			0	
P Tape Recording (Breach of Code E)							0			0	
Q Lack of Fairness & Impartiality	1	2 1	1 1	1 1		1	6 2	13 5	64 37	-27	-42
R Multiple or Unspecified Breaches (which cannot be allocated to a specific code)							0		1	-1	-100
S Other Neglect or Failure in duty	1 2	2	2 6				5 8	33 56	148 153	5	3
T Other Irregularity in Procedure	1	1 1	2				1 4	6 12	16 31	15	94
U Incivility, Impoliteness & Intolerance		2	5 9	1		1	8 10	29 27	160 159	-1	-1
V Traffic Irregularity			1				1 0	2	7 8	1	14
W Failures in Duty		1	1				2 0	6 1	12 4	-8	-67
X Improper Disclosure of Information		1					1	2 7	15 27	12	80
Y Other Sexual Conduct							0			0	
Totals	3 14	9 3	14 24	2 0	0 0	1 2	0 30 42	137 176	717 743	26	4

Data Source – Centurion Complaints System, Periods: 1/1/11 to 31/3/11 & Financial year to date

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



Data Source – Centurion Complaints System, Periods 1/1 to 31/3 in 2007, 2008, 2009, 2010 & 2011

- H District showed an increase in 2011 to **23**, after being constant for the previous 3 years.
- L District’s complaints rose in 2011 compared to 2010, but is now at a level similar to 2008 & 2009.
- M District’s level has decreased steadily since 2007.
- S District’s trend in complaints continues to show fluctuations, but since 2008 the trend has been generally downwards.

DETAILS OF COMPLAINT TYPES FINALISED

	Local Resolution - by District	Local Resolution - by PSD	Withdrawn	Discontinued	Dispensation - by Force	Dispensation - by IPCC	Unsubstantiated	Substantiated	Total
A Serious Non Sexual Assault	0	0	0	0	3	0	0	0	3
B Sexual Assault	0	0	0	0	0	0	1	0	1
C Other Assault	4	3	8	0	2	1	6	1	25
D Oppressive Conduct/Harassment	0	0	1	0	1	0	0	0	2
E Unlawful/Unnecessary Arrest or Detention	1	1	0	0	0	1	1	0	4
Sub-Total A-E - Oppressiveness	5	4	9	0	6	2	8	1	35
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	1	0	0	1
H Corrupt Practice	0	0	0	0	0	0	1	0	1
J Mishandling of Property	1	0	2	0	2	0	0	1	6
Sub-Total F-J - Malpractice	1	0	2	0	2	1	1	1	8
K Stop and Search (Breach of Code A)	0	0	1	0	1	0	0	0	2
L Searching of Premises and Seizure of Property (Breach of Code B)	1	0	1	0	0	0	0	1	3
M Detention, Treatment and Questioning (Breach of Code C)	1	0	1	0	6	0	7	2	17
N Identification Procedures (Breach of Code D)	0	0	0	0	0	0	0	0	0
P Tape Recording (Breach of Code E)	0	0	0	0	0	0	0	0	0
Q Lack of Fairness & Impartiality	1	0	0	0	0	0	8	0	9
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	6	3	7	0	0	2	2	2	22
T Other Irregularity in Procedure	0	0	1	0	0	0	3	1	5
Sub-Total K-T - Failures in	9	3	11	0	7	2	20	6	58
U Incivility, Impoliteness & Intolerance	3	1	1	0	1	0	8	4	18
V Traffic Irregularity	0	0	0	0	0	0	0	0	0
W Failures in Duty	0	0	0	0	0	0	0	0	0
X Improper Disclosure of Information	0	1	0	0	0	0	0	2	3
Y Other Sexual Conduct	0	0	0	0	0	0	0	0	0
Sub-Total U-Y - Failures in	3	2	1	0	1	0	8	6	21
Total	18	9	23	0	16	5	37	14	122

Data Source Centurion Complaints System, Period: 1/1/11 to 31/3/11

Local Resolutions

- **27 (22.1%)** of completed complaints have been **locally resolved**. (Compared to **21.8%** in the previous year).
- **9 (33.3%)** of which were **locally resolved** by the PSD Service Unit Staff. (Compared to **18.9%** in the previous year).
- **18 (66.7%)** of which were **locally resolved** by the Districts / Departments. (Compared to **81.1%** 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

- **51 (41.8%)** of complaints resulted in a **proportionate investigation**, compared to **47.6%** in the previous year, of which:
- **14 (27.5%)** were **substantiated & 37 (72.5%)** were found to be **unsubstantiated**.
- In the previous year, **12.3%** were substantiated and **69.7%** were unsubstantiated.

FINALISED COMPLAINTS BY AREA OF COMMAND

Area of Command	DISC	DISP	LR	SU	US	WI	Total
Community Justice	0	5	1	2	11	1	19
Crime Operations	0	0	0	1	0	0	1
Reliance	0	0	0	0	0	0	0
Specialist Ops & Comms	0	1	3	1	1	0	6
Steria	0	0	0	0	0	0	0
HQ Other	0	0	0	0	0	0	0
HQ Total	0	6	4	4	12	1	26
Hartlepool	0	0	1	0	1	0	2
Middlesbrough	0	6	11	3	12	7	39
Redcar & Cleveland	0	4	4	5	13	8	30
Stockton	0	3	6	0	5	4	18
Unidentified/ Out Of Force	0	2	1	0	1	3	7
Total	0	21	27	14	37	23	122

Data Source Centurion Complaints System, Period: 1/1/11 to 31/3/11

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;
SU = Substantiated;
US = Unsubstantiated;
WI = Withdrawn*

INVESTIGATION DURATIONS OF FINALISED CASES

Full Investigation Cases Finalised (22)		
Investigation Duration	Total	%
0-120 Days	19	86%
120 Days plus	3	14%
Local Resolution Cases (41)		
Investigation Duration	Total	%
0-30 Days	27	66%
31-120 Days	13	32%
120 Days plus	1	2%

Data Source Centurion Complaints System, Period: 1/1/11 to 31/3/11

EXAMPLES OF CASES FINALISED AS SUBSTANTIATED

Case 1

Case Type:	House Search (CO/327/10)
Complaint 1 Summary	<i>She complains that Officers used unnecessary force when knocking on the door causing dents in the hardwood door and frame.</i>
Complaint 4 Summary	<i>She complains that Officers conducted an unlawful search as a top drawer in her bedroom was left open following the search. She also states that she was not supplied with the names of the Officers who attended and no documentation was given to her following the search.</i>

Case 2

Case Type:	Motoring (CO/375/10)
Complaint 1 Summary	<i>They complain that Mr 'X' was stopped by an Officer whilst driving Miss 'Y's car, the Officer checked the vehicle on police systems and it indicated that Mr 'X' was not insured to drive the vehicle. He was issued with a FPT and the vehicle was seized. They complain that the Officer was asked to further check the insurance matter but he refused. This would have resolved the situation as he is covered by insurance to drive the vehicle.</i>

Case 3

Case Type:	Arrest process (CO/234/10)
Complaint 1 Summary	<i>She complains that following her arrest she asked an officer if she needed to inform her work about her arrest but was informed no unless she was guilty. She is now in the position where she could lose her job for failing to inform her work about her arrest.</i>
Complaint 2 Summary	<i>She complains that when she answered her bail the officer was not there and had to be contacted by telephone. Miss Z was allowed to speak to him and a heated exchange took place which caused her a great deal of upset.</i>

EXAMPLES OF CORRUPT PRACTICES COMPLAINTS (CATEGORY 'H')

In this quarter there have been **two** Category 'H' Corrupt Practice complaints recorded. These 2 complaints were added to an existing case that was opened in September 2010 and to date, this case has not been finalised

There is currently **one** live Category 'H' Corrupt Practice complaint recorded before 1/1/11.

In this period there has been one Category 'H' Corrupt Practice complaint finalised. The summary relating to this complaint is as below, the complaint was finalised as being un-substantiated

Summary: *'He complains that an Officer has both interfered in the investigation and disclosed material, due to a family interest.'*

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		1	1	1				3
B	Sexual Assault				1				1
C	Other Assault	1	5	9	8	1	1	3	25
D	Oppressive Conduct/Harassment			2					2
E	Unlawful/Unnecessary Arrest or Detention		1		2		1		4
F	Racially Discriminatory Behaviour								
G	Irregularity in relation to Evidence/Perjury				1				1
H	Corrupt Practice			1			1		1
J	Mishandling of Property		3		2			1	6
K	Stop and Search (Breach of Code A)		2						2
L	Searching of Premises and Seizure of Property (Breach of Code B)				1			2	3
M	Detention, Treatment and Questioning (Breach of Code C)		3	10	3		2	1	17
N	Identification Procedures (Breach of Code D)								
P	Tape Recording (Breach of Code E)								
Q	Lack of Fairness & Impartiality		1	5	1	3	3		9
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)								
S	Other Neglect or Failure in duty		3	7	6	4	1	2	22
T	Other Irregularity in Procedure		2	1				2	5
U	Incivility, Impoliteness & Intolerance		3	4	7		2	2	18
V	Traffic Irregularity								
W	Failures in Duty								
X	Improper Disclosure of Information		1	1	1		1		3
Y	Other Sexual Conduct								
TOTAL ALLEGATIONS		1	25	41	34	8	12	13	122
TOTAL COMPLAINANTS		1	17	19	22	7	5	8	79

Data Source – Centurion Complaints System, Period: 1/1/11 to 31/3/11

Key Points:

In this quarter, where the complainant age was known:

- Complainants aged 20-29 years old are responsible for **25 (20.5%)** of all recorded complaints, compared to **19.6%** in the previous year
- Complainants aged 30-39 years old are responsible for **41 (33.6%)** of all recorded complaints, compared to **29.7%** in the previous year
- Complainants aged 40-49 years old are responsible for **34 (27.9%)** of all recorded complaints, compared to **17.4%** in the previous year
- Complainants aged 20-49 years old who made complaints relating to 'Other Neglect Or Failure', accounted for **72.7% (16 complaints)** of all 'Other Neglect Or Failure' recorded complaints, and **13.1%** of all recorded complaints, compared to **63.6% & 15.2%** in the previous year
- Complainants aged 30-49 years old who made complaints relating to 'Incivility, Impoliteness & Intolerance', accounted for **61.1% (11 complaints)** of all 'Incivility, Impoliteness & Intolerance' recorded complaints, and **9.0%** of all recorded complaints, compared to **56.7% & 12.3%** in the previous year

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

		Gender			
	Category	Male	Female	Unknown	Total
A	Serious Non Sexual Assault	2	1		3
B	Sexual Assault		1		1
C	Other Assault	16	10		25
D	Oppressive Conduct/Harassment	1	1		2
E	Unlawful/Unnecessary Arrest or Detention	3	1		4
F	Racially Discriminatory Behaviour				
G	Irregularity in relation to Evidence/Perjury	1			1
H	Corrupt Practice	1	1		1
J	Mishandling of Property	3	3		6
K	Stop and Search (Breach of Code A)	2			2
L	Searching of Premises and Seizure of Property (Breach of Code B)	2	1		3
M	Detention, Treatment and Questioning (Breach of Code C)	9	10		17
N	Identification Procedures (Breach of Code D)				
P	Tape Recording (Breach of Code E)				
Q	Lack of Fairness & Impartiality	5	7		9
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)				
S	Other Neglect or Failure in duty	9	14		22
T	Other Irregularity in Procedure	2	3		5
U	Incivility, Impoliteness & Intolerance	6	13		18
V	Traffic Irregularity				
W	Failures in Duty				
X	Improper Disclosure of Information	1	3		3
Y	Other Sexual Conduct				
TOTAL COMPLAINTS		63	69	0	122
TOTAL COMPLAINANTS		38	41		79

Data Source – Centurion Complaints System, Period: 1/1/11 to 31/3/11

Key Points:

In this quarter

- **51.6%** of recorded complaints had male Complainants, compared to **63.0%** in the previous year
- **56.6%** of recorded complaints had female Complainants, compared to **38.4%** in the previous year

COMPLAINANT SELF ASSESSED ETHNICITY INVOLVED IN RECORDED COMPLAINTS

Major Categories	Sub – groupings	Total Complainants	
		2010	2011
White (W)	British (W1)	81	73
	Irish (W2)		
	Any other White background (W9)	2	1
	TOTAL	83	74
Mixed (M)	White and Black Caribbean (M1)	2	
	White and Black African (M2)		
	White and Asian (M3)	3	
	Any other Mixed background (M9)		
TOTAL	5	0	
Asian or Asian British (A)	Indian (A1)		
	Pakistani (A2)	3	1
	Bangladeshi (A3)		
	Any other Asian background (A9)	1	1
TOTAL	4	2	
Black or Black British (B)	Caribbean (B1)		
	African (B2)		1
	Any other Black background (B9)		
TOTAL	0	1	
Chinese or other ethnic group (0)	Chinese (O1)		
	Any other ethnic group (O9)	1	
TOTAL	1	0	
Not stated / Recorded	Not stated	10	32
	TOTAL	10	32
GRAND TOTAL		103	109

Data Source Centurion Complaints System, Period: 1/1/10 to 31/3/10 & 1/1/11 to 31/3/11

The level of 'Not Known' Ethnicity is currently at 29.4%, compared to 9.7% 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.

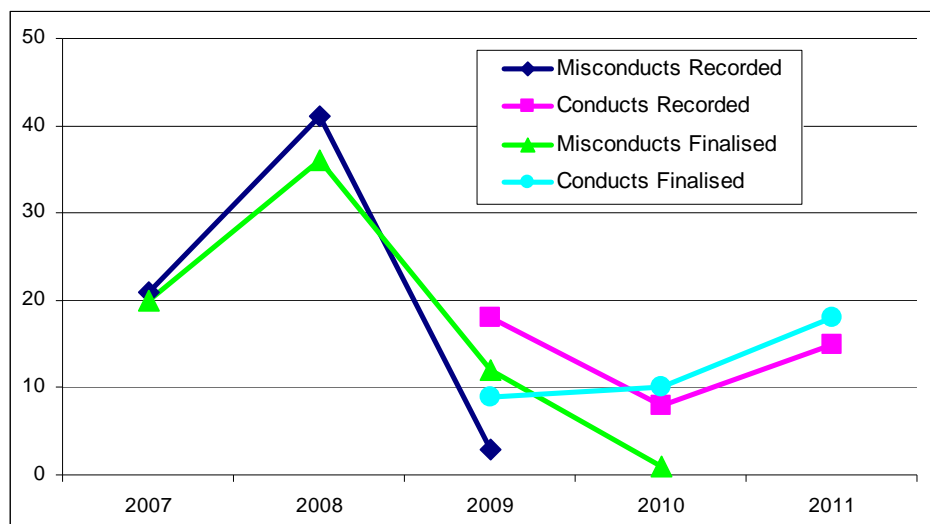
CONDUCT / MISCONDUCT INFORMATION

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	21	41	3				
Conducts Recorded			18	8	15	7	87.5%
Misconducts Finalised	20	36	12	1			
Conducts Finalised			9	10	18	8	80.0%

Data Source Centurion Complaints System, Period: 1/1 to 31/3 for 2007, 2008, 2009 2010 & 2011



Data Source Centurion Complaints System, Period: 1/1 to 31/3 for 2008, 2009, 2010 & 2011

Conduct Cases Recorded & Finalised by Service Unit

Area of Command	Conduct Cases Recorded	Conduct Case Finalised
CJD	0	1
Crime Operations	1	1
Hartlepool	3	3
HQ	1	0
Langbaugh	3	2
Middlesbrough	4	4
Reliance	0	0
Spec. Ops & Comms	0	0
Steria	0	0
Stockton	3	7
Totals	15	18

Data Source Centurion Complaints System, Period: 1/1/11 to 31/3/11

During this quarter, **15** Conduct cases have been opened compared to **8** in the previous year. These cases consisted of the below areas where conduct has allegedly fallen below the expected standard.

During this quarter, **18** Conduct cases have been finalised, compared to **10** Conduct cases in the previous year.

Category	Conducts Recorded	Conducts Finalised
1. Honesty and Integrity	0	4
2. Authority, respect & courtesy	0	2
3. Equality & diversity	1	0
4. Use Of Force/Abuse Authority	1	1
5. Orders & instructions	3	2
6. Duties & Responsibilities	4	8
7. Confidentiality	3	1
8. Fitness for Duty	0	0
9. Discreditable Conduct	5	6
10. Challenging/reporting improper conduct	0	0
Total	17	24

Data Source Centurion Complaints System, Period: 1/1/11 to 31/3/11

FILES REFERED TO THE IPCC

During this period **6** files have been referred to the IPCC.

Of these referrals made **5** were returned for local investigation.

APPEALS

During this period there has been **17** appeals lodged.

During this quarter only **12** appeals have been finalised, **11** of these were Not Upheld and 1 upheld.

DIRECTION & CONTROL

Area of Command	GPS	OPD	OPP	OD	Total	GPS	OPD	OPP	OD	Total
	Recorded					Finalised				
Community Justice	0	0	0	0	0	0	0	0	0	0
Crime Operations	0	0	0	0	0	0	0	0	0	0
Spec. Ops & Comms	0	1	0	0	1	0	1	0	0	1
Steria	0	0	0	0	0	0	0	0	0	0
Other HQ	2	0	0	1	3	0	0	0	0	0
HQ Total	2	1	0	1	4	0	1	0	0	1
Hartlepool	0	1	0	0	1	0	0	1	0	1
Redcar & Cleveland	0	0	2	0	2	2	1	1	0	4
Middlesbrough	0	2	1	0	3	0	2	2	0	4
Out of Force	0	0	0	0	0	0	0	0	0	0
Stockton	0	0	4	2	6	0	1	5	2	8
Unidentified	0	0	0	0	0	0	0	0	0	0
Total	2	4	7	3	16	2	5	9	2	18

Data Source Centurion Complaints System, Period: 1/1/11 to 31/3/11

Key to categories:**GPS** = General Policing Standards; **OPD** = Operational Decision;**OPP** = Operational Policing Policies; **OD** = Organisational Decision

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

Recorded Direction & Control	GPS	OPD	OPP	OD	Total
2010	6	1	0	1	8
2011	2	4	7	3	16
Change	-4	3	7	2	8
% Change	-67%	300%	n/a	200%	100%

Data Source Centurion Complaints System, Period: 1/1 to 31/3, in 2010 & 2011

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

- **378** ‘Pledge 10’ Occurrences were recorded on Intergraph.
- **378 (100%)** had AD4 (Complaints against Police) as an opening code.
- A total of **378 (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	Steria	Total
Neglect of duty		1	2			3		6
Officer attitude/behaviour	25	33	42	18	1	43	1	163
Officer availability	1	1	3					5
Other	6	10	9	4	1	9		39
Routine enquiry	27	53	37	1	1	46		165
Total	59	98	93	23	3	101	1	378
% Of Force Total	15.6%	25.9%	24.6%	6.1%	0.8%	26.7%	0.3%	

Data Source: Intergraph, Period: 1/1/11 to 31/3/11

24 hour compliance

11 (2.9%) 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	S District	Total
Officer attitude/behaviour	1	1	3		5
Other	1			1	2
Routine enquiry	1	1	2		4
Total	3	2	5	1	11
% Of Force Total	27.3%	18.2%	45.5%	9.1%	

Data Source: Intergraph, Period: 1/1/11 to 31/3/11

Dissatisfactions received 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, 31 Dissatisfactions were recorded by Service Units as below.

Service Unit	Jan-11	Feb-11	Mar-11	Total
H District	0	6	3	9
L District	0	0	0	0
M District	0		1	1
S District	3	1	3	7
HQ / Website	4	5	5	14
Total	7	12	12	31

Data Source: Period: 1/1/11 to 31/3/11

Miscellaneous Enquiries

During this period, Professional Standards recorded 62 Miscellaneous Enquiries an increase of (+1.6%) over the previous year.

Letters of Appreciation

During this period, the Force recorded **136** letters of appreciation.

These are distributed as below:

Service Unit	Jan-11	Feb-11	Mar-11	Total
H District	3	2	3	8
L District	7	2		9
M District	6	7	25	38
S District	11	3	17	31
Crime Operations	2	0	3	5
Specialist Ops & Comms	5	3	4	12
HQ Other / Website	11	12	10	33
Total	45	29	62	136

Data Period: 1/1/11 to 31/3/11

Suspensions/Dismissals

During this quarter:

No Police Officers were dismissed

Two (2) Police Officers received a Written Warning

One (1) Police Officer received a Final Written Warning

No members of Police Staff were dismissed

Currently Suspended

Three (3) Police officer and **two (2)** members of Police Staff are currently suspended.