



## PROFESSIONAL STANDARDS

**QUARTERLY PROGRESS REPORT**  
**ON**  
**COMPLAINT ISSUES**  
**FOR**  
**CLEVELAND POLICE**  
**1<sup>st</sup> QUARTER 2011/12**

**1<sup>st</sup> April to 30<sup>th</sup> June 2011**

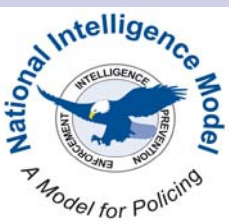
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Prepared By:	I. Davies DC 257
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Approved: **Martin Campbell, Supt.**

Date: **4<sup>th</sup> July 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 **1%** increase in the number of Cases recorded during this period (**111** to **112**), with a **20%** increase in Complaints (**167** to **201**), 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) and Incivility (**37** complaints) both outnumber those of Other Assault allegations, (**20** complaints)
- Complaints of Other Assault (Category C) have decreased by **6 (-23%)** compared to the same period in 2010, falling from **26** to **20**. 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 **21 (+70%)** compared to the same period in 2010, rising from **30** to **51**. The overriding theme for the Force in respect of Neglect complaints is crime enquiries
- Complaints of Incivility (Category 'U') have decreased by **7 (-16%)** compared to the same period in 2010, falling from **44** to **37**

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 relating to Unlawful / Un-necessary Arrest or Detention (Category 'E') have increased by **63%** compared to the same period in 2010, rising from **8** to **13**.
- Complaints of Detention, Treatment & Questioning (Breach of Code C) (Category 'M') have increased by **31%** compared to the same period in 2010, rising from **13** to **17**. 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
- **29% (39)** of completed complaints have been locally resolved. During this period **82% (32)** of locally resolved complaints have been by District and **18% (7)** by PSD.
- In this quarter **518** 'Pledge 10' occurrences were recorded on Intergraph. **92%** involved District Officers & Staff. **20 (3.9%)** of all 'Pledge 10' occurrences were not completed within 24 hours of being reported. **63** 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

A member of the public complained that no record is made of telephone calls to their local neighbourhood police teams and therefore if they call at a time when the Officer they want to speak with is off duty their messages are not being forwarded.

Officers are asked when possible, to use the email system as a means of communicating to their colleagues if a member of the public or an outside agency has telephoned to speak to that Officer and the Officer is not available.

Officers need to be aware that their colleagues may not have the member of the public's telephone number even if it is the member of public's expectation that they will have it. Can Officers ask for these details on every occasion?

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A detainee alleged that on his release from custody he was provided with incorrect information that led him to believe he could attend his home address which was in breach of his bail conditions. All Officers, in particular Custody Officers, to recognise the importance of ensuring that detainees, when released from Custody, are fully aware of what bail conditions have been imposed on them and what the implications of breaching those bail conditions are.

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A complainant was subject to a 2 in 1 burglary and later had the vehicle recovered resulting in a recovery costs. This type of complaint is seemingly becoming more common due to confusion with the vehicles recovery scheme policy of and what Officers are telling members of the public. The Policy was introduced as a National Policy; therefore, we should adhere to it at all times.

The problem lies between recoveries under S99 of the RTA or PACE. S99 'empowers Police to remove vehicles that are illegally, dangerously or obstructively parked, broken down or abandoned. The decision to order a removal is an operational matter for the Police. Owner/Drivers cannot insist on making their own arrangements since these may not be satisfactory for Police purposes'.

The Policy then states – 'If, however, the Police solely for forensic purposes remove a vehicle that is not in such a situation, they do so under the Police and Criminal Evidence Act 1984 (PACE) and there is no power to levy a charge for the removal. PACE has no provision to charge owners for storage or disposal of vehicles kept for forensic purposes. The regulations do not apply to vehicles dealt with under PACE. Ministers have considered that there are good reasons for the Police to remove stolen vehicles using their S99 powers. The vehicles will usually be recovered as abandoned. Ministers have also decided that substantial costs associated with such recoveries should not fall on the public purse. The owner, therefore, may be required to pay the statutory charges before the vehicle is returned.

Examples of recoveries of this nature:-

1. IP subject of a 2 in 1 Burglary, some time later whilst effecting arrest the stolen car was found in a nearby street. It was abandoned, locked and had only three wheels. It was recovered as abandoned S99 and was examined for forensic examination. The cost of the recovery passed on to the IP correctly.
2. An upset female rings her father whilst on a night out and requests he comes and collects her. Father attends Middlesbrough from Stockton when en-route home the female states that she has been subject to a sexual assault. The father drives the female directly to hospital where Police are called. The Police take details of the assault and seize the car for forensic recovery (PACE) as it is a crime scene. The costs of the recovery were incorrectly passed onto the car owner as this was a PACE recovery.

Officers and staff need to be aware of the difference between the two. In essence if a vehicle is recovered solely under PACE for forensic examination the Officer should state this on the event and the costs met by Police

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The complainant's vehicle was recovered under SOCAP by Police and he alleged that his wife's purse was in the vehicle prior to it being recovered and was missing when he collected the vehicle. Officers allowed the occupants to search their vehicle and remove any items they wished prior to the vehicle being recovered. This is good practice, however, the Officers failed to record what property was removed by the owners. Officers should be reminded that a full record in their PNB should be made when items are removed either by them or someone else prior to recovery as this would prevent such allegations being made in the future.

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Incident occurred when the proprietor of 'Fast Food' takeaway was in dispute with bailiffs representing landlord(s). Police attended re. possible public disorder and intervened only to prevent breach of peace, however complainant claims actions of Officer influenced him to give way to bailiffs to his detriment.

This incident occurred in Middlesbrough (early afternoon) when the complainant was confronted by 2 bailiffs in a dispute over rent, phoning 999 and requested Police attendance. Officer(s) who attended did so to prevent a breach of peace which they did but solicitor acting for complainant claimed that Officer was incorrect to intervene in a 'civil dispute'. Part of resolution to this complaint suggested that Officers receive training and guidance on 'pitfalls' of intervening in civil disputes.

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The owner of a private ambulance company was spoken to and advised that he was being investigated in relation to not having the relevant insurance and other legal documentation for his vehicle. There was a dispute between the Investigating officer and the company owner in relation to what documentation was required. The officer as part of the investigation, following advice from his line manager, contacted the Primary Care Trusts which are responsible for the tenure contract of the ambulance company. Information was offered to the PCT's that the Police believed that the company was not in possession of the required legal documentation. The officer did telephone the PCT's again within a number of hours to explain that he may have acted in haste and that the investigation was ongoing.

The company owner complains that the phone call damaged his business financially and his company's reputation.

No criminal charges have been brought against the company owner as the officer did not take any action through CPS in relation to the disputed matter.

Officers are asked that where a person is suspected of having committed a criminal offence, and in this case, especially where the legislation is a "grey area" that they seek CPS advice. Officers are asked that if it is believed necessary to contact companies clients in relation to such matters that the advice of the Force's legal department is sought in the first instance.

## **Misuse of IRIS**

As a result of a number of recent Professional Standards investigations into misuse of the Force IRIS system, it is necessary to draw your attention to the following:

Access to the information and intelligence within the IRIS system must be in accordance with the Data Protection Act 1998 and Force policies. In particular there must be a 'policing purpose'; not a personal purpose.

The policing purpose is described as the prevention and detection of crime, apprehension and prosecution of offenders, protection of life and property, maintenance of law and order and rendering assistance to the public in accordance with Force policies and procedures.

Intelligence and information is essential to modern day policing, however this is counter-balanced by the need to respect the rights of individuals and information held about them.

In the case of misuse, there is a broad spectrum which ranges from the passing of intelligence to Organised Crime Groups to access out of pure nosiness or curiosity.

Misuse could therefore result in criminal prosecution, ranging from very serious corruption allegations to prosecution under the Data Protection Act. Alternatively, misuse can and has been assessed as Misconduct or Gross Misconduct.

There are particular dangers in accessing information in relation to your self, family members, associates and in an officer's locality. There must be clarity around any such access as it may be very difficult to demonstrate that the specified access was for a policing purpose. If in doubt an officer should notify/consult with their supervision and record the reasons for their access.

Whilst IRIS access is essential for the day to day business of policing, the principal should be need to know and not nice to know.

FORCE												
RECORDED COMPLAINTS												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st April - 30th June				1st July - 30th June				1st April - 30th June			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
Cases	111	112	1	1	440	435	-5	-1	111	112	1	1
Complaints	167	201	34	20	710	771	61	9	167	201	34	20
Complainants	128	129	1	1	711	478	-233	-33	128	129	1	1
Force Strength (Police Officers)	1721	1614			2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
	Complaints per 1000 Officers				413	478	65.2	16	97	125	27.5	28
Total Force Strength	2624	2021										
	Complaints per 1000 Total Force Strength				271	382	110.9	41	64	99	35.8	56

Data Source – Centurion Complaints System, Periods: 1/4/11 to 30/6/11, rolling years & financial years to date

### Key Points:

In this quarter:

- **1%** increase in the number of Cases recorded (increase of **1**)
- **20%** increase in Complaints (increase of **34**)
- In excess of 540 Police staff transferred to Steria in October 2010

For the last 12 months:

- **478** Complaints per 1000 officers (**16%** increase); **382** per 1000 employees (**41%** increase)

COMPLAINTS RECORDED BY AREA OF COMMAND												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st April - 30th June				1st July - 30th June				1st April - 30th June			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
Community Justice	14	12	-2	-14	40	72	32	80	14	12	-2	-14
Crime Operations	7	26	19	271	39	45	6	15	7	26	19	271
Hartlepool	24	22	-2	-8	101	81	-20	-20	24	22	-2	-8
Redcar & Cleveland	27	19	-8	-30	109	118	9	8	27	19	-8	-30
Middlesbrough	39	59	20	51	181	200	19	10	39	59	20	51
Reliance	1	1	0	0	4	2	-2	-50	1	1	0	0
Spec. Ops & Comms	26	14	-12	-46	83	70	-13	-16	26	14	-12	-46
Steria	0	0				2	2					
Stockton	25	33	8	32	128	131	3	2	25	33	8	32
Unidentified/Out of Force	3	14	11	367	19	43	24	126	3	14	11	367
HQ Other	1	1	0	0	6	7	1	17	1	1	0	0
Totals	167	201	34	20	710	771	61	9	167	201	34	20

Data Source – Centurion Complaints System, Periods: 1/4/11 to 30/6/11, rolling years & financial years to date

### Key Points:

In this Quarter:

- Hartlepool has shown a **14%** decrease in the number of complaints recorded (**-2** Complaints), when compared to the same period last year.
- Redcar & Cleveland has shown a **30%** decrease in recorded complaints (**-8** Complaints), when compared to the same period last year.
- Middlesbrough has recorded a **51%** increase in the number of complaints (**+20** Complaints), when compared to the same period last year, and is the District with the highest number of recorded complaints.
- Stockton has shown a **32%** increase in recorded complaints (**+8** Complaints), when compared to the same period last year.

FORCE												
COMPLETED COMPLAINTS												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st April - 30th June				1st July - 30th June				1st April - 30th June			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
Cases	87	85	-2	-2	443	399	-44	-10	87	85	-2	-2
Complaints	149	135	-14	-9	711	670	-41	-6	149	135	-14	-9

Complaints Disposal Means:

Discontinued	1	0			2	0			1	0		
Dispensation	7	7	0	0	74	76	2	3	7	7	0	0
Locally Resolved	48	39	-9	-19	246	232	-14	-6	48	39	-9	-19
Upheld	22	9	-13	-59	51	49	-2	-4	22	9	-13	-59
Not Upheld	55	57	2	4	274	227	-47	-17	55	57	2	4
Withdrawn	16	23	7	44	64	86	22	34	16	23	7	44
Not Identified	0	0			0	0			0	0		
Totals	149	135	-14	-9	711	670	-41	-6	149	135	-14	-9

Data Source – Centurion Complaints System, Periods: 1/4/11 to 30/6/11, rolling years & financial years to date

Key Points:

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

- Completed Complaint cases decreased by **2** Complaint Cases (-2%)
- Completed Complaints decreased by **14** Complaints (-9%)
- Upheld complaints decreased from **22** to **9** (-59%)
- Locally Resolved complaints have decreased from **48** to **39** (-19%)

***(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 April - 30th June				1st July - 30th June				1st April - 30th June			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
Community Justice	5	11	6	120	42	64	22	52	5	11	6	120
Crime Operations	11	2	-9	-82	39	37	-2	-5	11	2	-9	-82
Hartlepool	18	27	9	50	103	73	-30	-29	18	27	9	50
Redcar & Cleveland	23	9	-14	-61	106	107	1	1	23	9	-14	-61
Middlesbrough	48	45	-3	-6	171	173	2	1	48	45	-3	-6
Reliance	4			-100	7	3	-4	-57	4			-100
Spec. Ops & Comms	16	15	-1	-6	62	73	11	18	16	15	-1	-6
Steria						1	1					
Stockton	23	22	-1	-4	146	115	-31	-21	23	22	-1	-4
Unidentified/Out Of Force	1	2	1	100	31	16	-15	-48	1	2	1	100
Other Hq		2	2		4	8	4	100		2	2	
Totals	149	135	-14	-9	711	670	-41	-6	149	135	-14	-9

Data Source – Centurion Complaints System, Periods: 1/4/11 to 30/6/11, 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	1			1		1						2	1	2	1	-1	-50	
B	Sexual Assault																0		
C	Other Assault	8	2	5	2	7	10	2	3	3	2	1	1	26	20	26	20	-6	-23
D	Oppressive Conduct/Harassment	4	2	1	1	4	2	2	3		1			11	9	11	9	-2	-18
E	Unlawful/Unnecessary Arrest or Detention	1		4	3	3	6		2		1		1	8	13	8	13	5	63
F	Discriminatory Behaviour				1			1						1	1	1	1	0	0
G	Irregularity in relation to Evidence/Perjury									1				1		1		-1	-100
H	Corrupt Practice						1				2			1	2	1	2	1	100
J	Mishandling of Property	1			1	1	1	1			2		1	3	5	3	5	2	67
K	Stop and Search (Breach of Code A)																	0	
L	Searching of Premises and Seizure of Property (Breach of Code B)				2	1	2	4		1	1		5	6	10	6	10	4	67
M	Detention, Treatment and Questioning (Breach of Code C)		1		1	2	2				11	13		13	17	13	17	4	31
N	Identification Procedures (Breach of Code D)																	0	
P	Tape Recording (Breach of Code E)																	0	
Q	Lack of Fairness & Impartiality		1	3	1	3	5		4	4	5		1	10	17	10	17	7	70
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)																	0	
S	Other Neglect or Failure in duty	5	10	5	3	5	11	6	10	8	15	1	2	30	51	30	51	21	70
T	Other Irregularity in Procedure		1		1	1	1		1	1				2	4	2	4	2	100
U	Incivility, Impoliteness & Intolerance	4	3	6	1	9	14	7	6	17	10	1	3	44	37	44	37	-7	-16
V	Traffic Irregularity			1		1	2			1				3	2	3	2	-1	-33
W	Failures in Duty		2		1		2	1	1	2	1			3	7	3	7	4	133
X	Improper Disclosure of Information			2	1	1	1		2		1			3	5	3	5	2	67
Y	Other Sexual Conduct																	0	
<b>Totals</b>		24	22	27	19	39	59	25	33	49	54	3	14	167	201	167	201	34	20

Data Source – Centurion Complaints System, Periods: 1/4/11 to 30/6/11 & Financial year to date

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

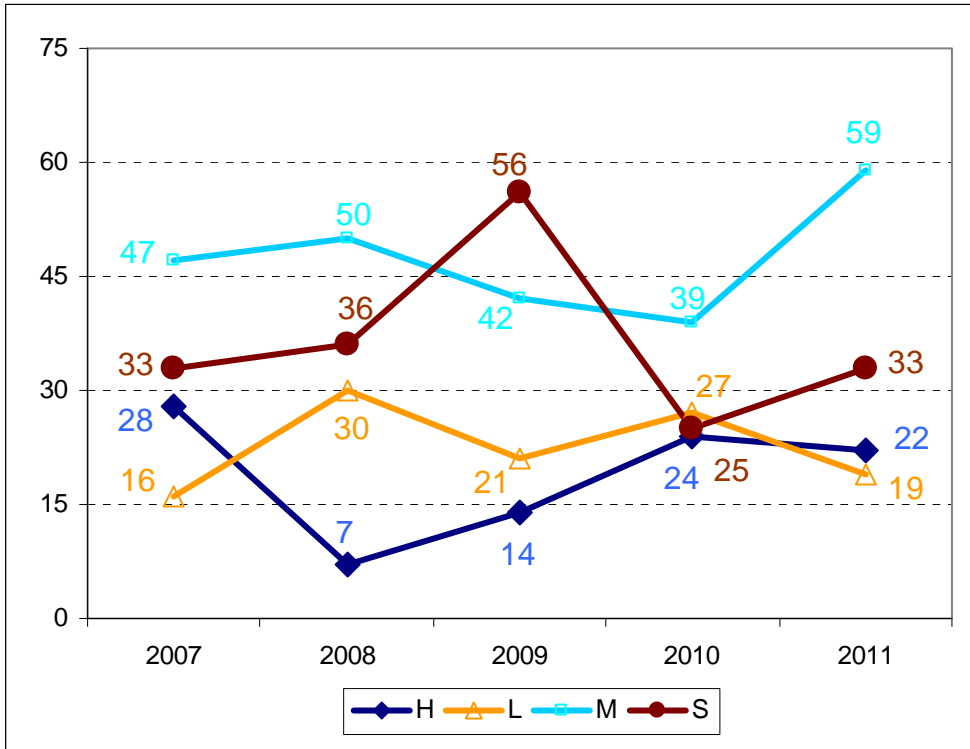
*(Figs. in italics/shaded columns relate to complaints recorded same period in previous year)*

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															2	1	2	1	-1	-50
B	Sexual Assault																			0	
C	Other Assault					3	2							3	2	26	20	26	20	-6	-23
D	Oppressive Conduct/Harassment			1										1		11	9	11	9	-2	-18
E	Unlawful/Unnecessary Arrest or Detention					1								1		8	13	8	13	5	63
F	Discriminatory Behaviour															1	1	1	1	0	0
G	Irregularity in relation to Evidence/Perjury							1						1		1		1		-1	-100
H	Corrupt Practice			2										2		1	2	1	2	1	100
J	Mishandling of Property		1	1										2		3	5	3	5	2	67
K	Stop and Search (Breach of Code A)																			0	
L	Searching of Premises and Seizure of Property (Breach of Code B)			1	1									1	1	6	10	6	10	4	67
M	Detention, Treatment and Questioning (Breach of Code C)	10	11	1	1								1	11	13	13	17	13	17	4	31
N	Identification Procedures (Breach of Code D)																			0	
P	Tape Recording (Breach of Code E)																			0	
Q	Lack of Fairness & Impartiality			2	4	2	1							4	5	10	17	10	17	7	70
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)																			0	
S	Other Neglect or Failure in duty	2		1	12	5	2		1					8	15	30	51	30	51	21	70
T	Other Irregularity in Procedure					1								1		2	4	2	4	2	100
U	Incivility, Impoliteness & Intolerance	2		1	2	13	8					1		17	10	44	37	44	37	-7	-16
V	Traffic Irregularity					1								1		3	2	3	2	-1	-33
W	Failures in Duty			2	1									2	1	3	7	3	7	4	133
X	Improper Disclosure of Information				1									1		3	5	3	5	2	67
Y	Other Sexual Conduct																			0	
<b>Totals</b>		14	12	7	26	26	14	1	1	0	0	1	1	49	54	167	201	167	201	34	20

Data Source – Centurion Complaints System, Periods: 1/4/11 to 30/6/11 & Financial year to date

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



Data Source – Centurion Complaints System, Periods 1/4 to 30/6 in 2007, 2008, 2009, 2010 & 2011

- H District showed a decrease in 2011 to **22**, reversing the upward trend for the previous 2 years.
- L District’s complaints fell in 2011 compared to 2010, and is now at its lowest level since to 2008.
- M District’s level has increased sharply after falling slowly since 2008.
- S District level has increased from its 2010 level, but is lower than the 2008 and 2009 levels

## 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	0	0	0	1	0	1	
B	Sexual Assault	0	0	0	0	0	0	0	0	
C	Other Assault	4	0	3	0	0	7	1	15	
D	Oppressive Conduct/Harassment	0	0	0	0	1	0	2	3	
E	Unlawful/Unnecessary Arrest or Detention	2	0	2	0	0	2	0	6	
<b>Sub-Total A-E - Oppressiveness</b>		<b>6</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>1</b>	<b>25</b>
F	Racially Discriminatory Behaviour	1	0	0	0	0	1	0	2	
G	Irregularity in relation to Evidence/Perjury	0	0	0	0	0	0	1	1	
H	Corrupt Practice	0	0	0	0	0	2	0	2	
J	Mishandling of Property	0	0	1	0	1	0	3	6	
<b>Sub-Total F-J - Malpractice</b>		<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>11</b>
K	Stop and Search (Breach of Code A)	0	0	0	0	0	0	0	0	
L	Searching of Premises and Seizure of Property (Breach of Code B)	0	0	0	0	0	0	0	0	
M	Detention, Treatment and Questioning (Breach of Code C)	1	0	3	0	0	0	5	10	
N	Identification Procedures (Breach of Code D)	0	0	0	0	0	0	0	0	
P	Tape Recording (Breach of Code E)	0	0	0	0	0	0	0	0	
Q	Lack of Fairness & Impartiality	1	1	4	0	0	0	2	8	
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)	0	0	0	0	0	0	0	0	
S	Other Neglect or Failure in duty	10	5	5	0	1	4	20	47	
T	Other Irregularity in Procedure	0	0	1	0	0	0	1	2	
<b>Sub-Total K-T - Failures in</b>		<b>12</b>	<b>6</b>	<b>13</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>28</b>	<b>3</b>	<b>67</b>
U	Incivility, Impoliteness & Intolerance	11	1	2	0	0	0	7	3	24
V	Traffic Irregularity	1	0	0	0	0	0	0	1	
W	Failures in Duty	0	0	0	0	0	0	2	2	
X	Improper Disclosure of Information	1	0	2	0	0	0	1	1	5
Y	Other Sexual Conduct	0	0	0	0	0	0	0	0	
<b>Sub-Total U-Y - Failures in</b>		<b>13</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>4</b>	<b>32</b>
<b>Total</b>		<b>32</b>	<b>7</b>	<b>23</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>56</b>	<b>10</b>	<b>135</b>

Data Source Centurion Complaints System, Period: 1/4/11 to 30/6/11

### Local Resolutions

- **39 (28.9%)** of completed complaints have been **locally resolved**. (Compared to **23.3%** in the previous year).
- **7 (17.9%)** of which were **locally resolved** by the PSD Service Unit Staff. (Compared to **36.7%** in the previous year).
- **32 (82.1%)** of which were **locally resolved** by the Districts / Departments. (Compared to **72.9%** 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

- **66 (48.9%)** of complaints resulted in a **proportionate investigation**, compared to **58.3%** in the previous year, of which:
  - **10 (15.2%)** were **upheld &**
  - **56 (84.8%)** were found to be **'Not upheld'**
- In the previous year, **28.4%** were upheld and **71.6%** were not upheld

### FINALISED COMPLAINTS BY AREA OF COMMAND

Area of Command	DISC	DISP	LR	UP	Not UP	WI	Total
Community Justice	0	0	0	2	7	3	11
Crime Operations	0	0	0	0	0	2	2
Reliance	0	0	0	0	0	0	0
Specialist Ops & Comms	0	0	10	1	2	2	15
Steria	0	0	0	0	0	0	0
HQ Other	0	2	0	0	0	0	2
HQ Total	0	2	10	3	9	7	30
Hartlepool	0	1	2	3	17	4	27
Middlesbrough	0	3	13	2	19	8	45
Redcar & Cleveland	0	0	3	0	5	1	9
Stockton	0	0	11	1	8	2	22
Unidentified/ Out Of Force	0	1	0	0	0	1	2
<b>Total</b>	<b>0</b>	<b>7</b>	<b>39</b>	<b>9</b>	<b>58</b>	<b>23</b>	<b>135</b>

Data Source Centurion Complaints System, Period: 1/4/11 to 30/6/11

#### 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 CASES

Full Investigation Cases Finalised (26)		
Investigation Duration	Total	%
0-120 Days	25	96%
120 Days plus	1	4%
Local Resolution Cases (43)		
Investigation Duration	Total	%
0-30 Days	25	58%
31-120 Days	18	42%
120 Days plus	0	0%

Data Source Centurion Complaints System, Period: 1/4/11 to 30/6/11

**EXAMPLES OF CASES FINALISED AS UPHELD**

**Case 1**

Case Type:	House Search
Complaint 8 Summary	He complains that he was detained in custody for an excessive period of time. Furthermore whilst he was in custody and Officer attended his home address and conducted a search of his premises prior to leaving without re-setting the alarm.

**Case 2**

Case Type:	Improper Disclosure
Complaint 1 Summary	She complains that information regarding a caution she received was divulged by an Officer to the Officer's girlfriend, who in turn informed her and spoke openly about this matter with others.

**Case 3**

Case Type:	Arrest process
Complaint 1 Summary	He complains that Officers attended an address where his mother was seriously ill and she had stated that she didn't want to go back to hospital. He states that an Officer grabbed him by his clothing and pushed him into the electric garage door resulting in damage to the door.
Complaint 2 Summary	He complains that an Officers attitude was poor and intimidating.

**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 August 2010 and to date, this case has not been finalised

There is currently **one** live Category 'H' Corrupt Practice complaint recorded before 1/4/11.

In this period there has been two Category 'H' Corrupt Practice complaints finalised. The summaries relating to these complaint are as below, the complaints was finalised as being 'Not upheld'

Summary 1: *'They complain that signed blank statements were going to be filled in at a later date by a Police Officer'*

Summary 2: *'They complain that the signatures at the top and bottom of the signed statements of the members of store staff do not match, therefore alleging forgery'*

**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
B Sexual Assault								
C Other Assault	1	4	6	7	1		1	20
D Oppressive Conduct/Harassment			4	2	1		2	9
E Unlawful/Unnecessary Arrest or Detention	1	1	4	5	2	1	1	13
F Racially Discriminatory Behaviour				1				1
G Irregularity in relation to Evidence/Perjury								
H Corrupt Practice				2				2
J Mishandling of Property			1	2	1		1	5
K Stop and Search (Breach of Code A)								
L Searching of Premises and Seizure of Property (Breach of Code B)		1	2	5	2			10
M Detention, Treatment and Questioning (Breach of Code C)		5	3	7	1	1		17
N Identification Procedures (Breach of Code D)								
P Tape Recording (Breach of Code E)								
Q Lack of Fairness & Impartiality		1	6	4	1	2	4	17
R Multiple or Unspecified Breaches (which cannot be allocated to a specific code)								
S Other Neglect or Failure in duty		1	11	12	11	7	16	51
T Other Irregularity in Procedure	1		1	1			1	4
U Incivility, Impoliteness & Intolerance		7	6	11	2	1	10	37
V Traffic Irregularity		1				1		2
W Failures in Duty			1	2	2	2	1	7
X Improper Disclosure of Information			2	2	1			5
Y Other Sexual Conduct								
<b>TOTAL ALLEGATIONS</b>	<b>3</b>	<b>21</b>	<b>47</b>	<b>63</b>	<b>25</b>	<b>15</b>	<b>38</b>	<b>201</b>
<b>TOTAL COMPLAINANTS</b>	<b>3</b>	<b>14</b>	<b>31</b>	<b>37</b>	<b>12</b>	<b>5</b>	<b>28</b>	<b>130</b>

*Data Source – Centurion Complaints System, Period: 1/4/11 to 30/6/11*

**Key Points:**

In this quarter, where the complainant age was known:

- Complainants aged 20-29 years old are responsible for **21 (12.9%)** of all recorded complaints, compared to **15.6%** in the previous year
- Complainants aged 30-39 years old are responsible for **47 (28.9%)** of all recorded complaints, compared to **27.0%** in the previous year
- Complainants aged 40-49 years old are responsible for **63 (38.7%)** of all recorded complaints, compared to **31.9%** in the previous year
- Complainants aged 30-59 years old who made complaints relating to 'Other Neglect Or Failure', accounted for **66.7% (34 complaints)** of all 'Other Neglect Or Failure' recorded complaints, and **17.0%** of all recorded complaints, compared to **62.5% & 11.8%** in the previous year
- Complainants aged 20-49 years old who made complaints relating to 'Incivility, Impoliteness & Intolerance', accounted for **64.9% (24 complaints)** of all 'Incivility, Impoliteness & Intolerance' recorded complaints, and **14.1%** of all recorded complaints, compared to **46.7% & 16.5%** 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	1			1
B	Sexual Assault				
C	Other Assault	15	5		20
D	Oppressive Conduct/Harassment	7	4		9
E	Unlawful/Unnecessary Arrest or Detention	8	5	1	13
F	Racially Discriminatory Behaviour	1			1
G	Irregularity in relation to Evidence/Perjury				
H	Corrupt Practice	2			2
J	Mishandling of Property	4	1		5
K	Stop and Search (Breach of Code A)				
L	Searching of Premises and Seizure of Property (Breach of Code B)	4	6		10
M	Detention, Treatment and Questioning (Breach of Code C)	14	3		17
N	Identification Procedures (Breach of Code D)				
P	Tape Recording (Breach of Code E)				
Q	Lack of Fairness & Impartiality	11	9		17
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)				
S	Other Neglect or Failure in duty	33	28	1	51
T	Other Irregularity in Procedure	3	1		4
U	Incivility, Impoliteness & Intolerance	23	14		37
V	Traffic Irregularity	2			2
W	Failures in Duty	6	2		7
X	Improper Disclosure of Information	4	2		5
Y	Other Sexual Conduct				
<b>TOTAL COMPLAINTS</b>		138	80	2	201
<b>TOTAL COMPLAINANTS</b>		84	45	1	130

*Data Source – Centurion Complaints System, Period: 1/4/11 to 30/6/11*

**Key Points:**

In this quarter

- **69.0% (84)** of recorded complaints had male Complainants, compared to **71.2%** in the previous year
- **40.0% (45)** of recorded complaints had female Complainants, compared to **30.0%** in the previous year

**COMPLAINANT SELF ASSESSED ETHNICITY INVOLVED IN RECORDED COMPLAINTS**

Major Categories	Sub – groupings	Total Complainants	
		2010	2011
White (W)	British (W1)	104	80
	Irish (W2)		
	Any other White background (W9)	2	1
	<b>TOTAL</b>	<b>106</b>	<b>81</b>
Mixed (M)	White and Black Caribbean (M1)		
	White and Black African (M2)		
	White and Asian (M3)	2	
	<b>TOTAL</b>	<b>2</b>	<b>0</b>
Asian or Asian British (A)	Indian (A1)		
	Pakistani (A2)	3	
	Bangladeshi (A3)		
	<b>TOTAL</b>	<b>5</b>	<b>1</b>
Black or Black British (B)	Caribbean (B1)	1	2
	African (B2)	1	
	<b>TOTAL</b>	<b>2</b>	<b>2</b>
Chinese or other ethnic group (O)	Chinese (O1)		
	<b>TOTAL</b>	<b>0</b>	<b>1</b>
Not stated / Recorded	Not stated	2	45
	<b>TOTAL</b>	<b>2</b>	<b>45</b>
<b>GRAND TOTAL</b>		<b>117</b>	<b>130</b>

*Data Source Centurion Complaints System, Period: 1/4/11 to 30/6/11 & the previous year*

**The level of 'Not Known' Ethnicity is currently at 34.6%, compared to 1.7% 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.**

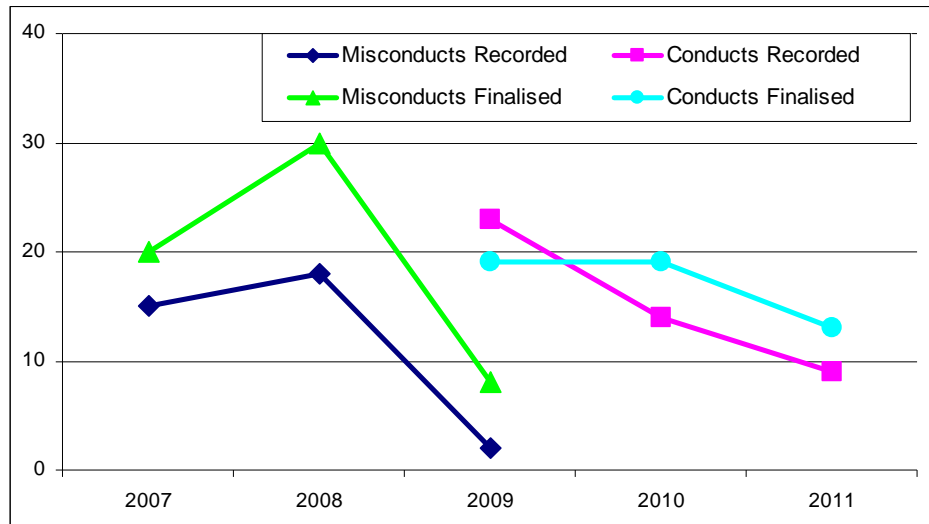
## CONDUCT / MISCONDUCT INFORMATION

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.

<b>Changes in Conduct Cases Recorded &amp; Finalised</b>							
	2007	2008	2009	2010	2011	2010 & 2011 Change	
						No.	%
Misconducts Recorded	15	18	2				
Conducts Recorded			23	14	9	-5	-35.7%
Misconducts Finalised	20	30	8				
Conducts Finalised			19	19	5	-14	-73.7%

*Data Source Centurion Complaints System, Period: 1/4 to 30/6 for 2007, 2008, 2009 2010 & 2011*



*Data Source Centurion Complaints System, Period: 1/4 to 30/6 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	0	0
Hartlepool	3	1
HQ	0	0
Langbaugh	2	2
Middlesbrough	3	1
Reliance	0	0
Spec. Ops & Comms	1	0
Steria	0	0
Stockton	0	1
<b>Totals</b>	<b>9</b>	<b>5</b>

*Data Source Centurion Complaints System, Period: 1/4/11 to 30/6/11*

During this quarter, **9** Conduct cases have been opened compared to **14** in the previous year. These cases consisted of the below areas where conduct has allegedly fallen below the expected standard.

During this quarter, **5** Conduct cases have been finalised, compared to **19** Conduct cases in the previous year.

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

Data Source Centurion Complaints System, Period: 1/4/11 to 30/6/11

### FILES REFERRED TO THE IPCC

During this period **2** files have been referred to the IPCC.

Of these referrals made one was returned for local investigation, the other supervised investigation.

### APPEALS

During this period there has been **9** appeals lodged.

During this quarter only **14** appeals have been finalised, **9** of these were 'not upheld' and **5** 'upheld'.

### DIRECTION & CONTROL

Area of Command	GPS	OPD	OPP	OD	Total	GPS	OPD	OPP	OD	Total
	<b>Recorded</b>					<b>Finalised</b>				
<b>Community Justice</b>	0	0	0	0	0	1	0	0	0	1
<b>Crime Operations</b>	1	0	0	0	1	0	0	0	0	0
<b>Spec. Ops &amp; Comms</b>	0	0	0	1	1	0	0	0	1	1
<b>Steria</b>	0	0	0	0	0	0	0	0	0	0
<b>Other HQ</b>	0	0	0	0	0	1	0	0	1	2
<b>HQ Total</b>	1	0	0	1	2	2	0	0	2	4
<b>Hartlepool</b>	0	0	1	1	2	0	0	0	1	1
<b>Redcar &amp; Cleveland</b>	1	0	2	0	3	1	0	1	0	2
<b>Middlesbrough</b>	0	0	2	0	2	0	0	2	1	3
<b>Out of Force</b>	0	0	0	0	0	0	0	0	0	0
<b>Stockton</b>	0	0	0	0	0	0	0	3	0	3
<b>Unidentified</b>	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>0</b>	<b>6</b>	<b>4</b>	<b>13</b>

Data Source Centurion Complaints System, Period: 1/4/11 to 30/6/11

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

There has been a **53%** decrease in recorded Direction & Control Complaints as below:

<b>Recorded Direction &amp; Control</b>	<b>GPS</b>	<b>OPD</b>	<b>OPP</b>	<b>OD</b>	<b>Total</b>
<b>2010</b>	5	2	11	1	19
<b>2011</b>	2	0	5	2	9
<b>Change</b>	-3	-2	-6	1	-10
<b>% Change</b>	-60%	-100%	n/a	100%	-53%

*Data Source Centurion Complaints System, Period: 1/4/11 to 30/6/11 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

- **518** ‘Pledge 10’ Occurrences were recorded on Intergraph.
- **518 (100%)** had AD4 (Complaints against Police) as an opening code.
- A total of **518 (100%)** occurrences were closed with code AD4

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

	Communications	H District	L District	M District	Operations	Other	S District	Total
Cause of dissatisfaction								
Officer attitude/behaviour	6	24	34	76	14	2	52	208
Officer availability		2	3	9			1	15
Officer neglect of duty				1	1			2
Other	4	6	8	16	5	3	13	55
Routine Enquiry	1	35	41	82	3	2	74	238
Total	11	67	86	184	23	7	140	518
% of Force Total	2.1%	12.9%	16.6%	35.5%	4.4%	1.4%	27.0%	

Data Source: Intergraph, Period: 1/4/11 to 30/6/11

### 24 hour compliance

**20 (3.9%)** 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:

	H District	L District	M District	Operations	Other	S District	Total
Cause of dissatisfaction							
Officer attitude/behaviour		1	6	1		1	9
Other	1				1	1	3
Routine Enquiry		2	4	1		1	8
Total	1	3	10	2	1	3	20
% of Force Total	5.0%	15.0%	50.0%	10.0%	5.0%	15.0%	

Data Source: Intergraph, Period: 1/4/11 to 30/6/11

### 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, **63** Dissatisfactions were recorded by Service Units as below.

Service Unit	Apr-11	May-11	Jun-11	Total
H District	10	11	14	35
L District	N/K	N/K	N/K	0
M District	0	0	0	0
S District	3	4	2	9
HQ / Website	7	6	4	17
Steria	N/K	N/K	2	2
Total	20	21	22	63

Data Source: Period: 1/4/11 to 30/6/11

### Miscellaneous Enquiries

During this period, Professional Standards recorded **44** Miscellaneous Enquiries, a decrease of **11 (-20.0%)** over the previous year

### Letters of Appreciation

During this period, the Force recorded **88** letters of appreciation.

These are distributed as below:

Service Unit	Apr-11	May-11	Jun-11	Total
H District	6	1	2	9
L District	4	3		7
M District	6	2	7	15
S District	3	6	8	17
Crime Operations	N/K	N/K	N/K	0
Specialist Ops & Comms	6	8	N/K	14
HQ Other / Website	5	5	7	17
Steria	N/K	N/K	9	9
Total	30	25	33	88

Data Period: 1/4/11 to 30/6/11

### Suspensions/Dismissals

During this quarter:

**One** Police Officer was dismissed

**No** Police Officers received Written Warnings

**One** Police Officer received a Final Written Warning

**One** member of Police Staff (PCSO) was dismissed

Currently Suspended

**Two** Police officers and **two** members of Police Staff are currently suspended.