



**CLEVELAND
POLICE**
Putting People First

PROFESSIONAL STANDARDS

QUARTERLY PROGRESS REPORT
ON
COMPLAINT ISSUES
FOR
CLEVELAND POLICE
4th QUARTER 2009/10
1st January to 31st March 2010

Reference Number:	CP/PSD/2010/1
Prepared By:	I. Davies DC 257
Date:	14.04.10

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Approved: **Martin Campbell, Supt.**

Date: **14th April 2010**



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 **24%** decrease in the number of Cases recorded during this period (**108** to **82**), with a **36%** decrease in Complaints (**214** to **138**), when compared to the same period in 2009.

The Control Strategy Priorities for 2009/10 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 (**33** complaints) and Incivility (**30** complaints) both outnumber those of all Assault allegations, (categories A, B & C (**21** complaints)).
- Complaints of assault (Category C) have decreased by **4** (-16%) compared to the same period in 2009, falling from **25** to **21**. The overriding theme for the Force in respect of assault complaints is the arrest process.
- Complaints of Other Neglect or Failure in Duty (Category 'S') complaints have decreased by **29** (-**47%**) compared to the same period in 2009, falling from **62** to **33**. The overriding theme for the Force in respect of neglect complaints is crime enquiries.
- Complaints of Incivility (Category 'U') have shown no change compared to the same period in 2009, remaining at **30**.

The overriding themes 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 are causing concern & are to be monitored over the next 12 months
 - Complaints of Irregularity in relation to Discriminatory behaviour (Category F) have increased by **40%** compared to the same period in 2009, rising from **3** to **5**.
 - Complaints of Lack of fairness & impartiality & Category (Category Q) have increased by **40%** compared to the same period in 2009, rising from **10** to **14**.
 - Complaints of Detention, Treatment & Questioning (Breach of Code C)) (Category M) have decreased by **82%** compared to the same period in 2009, falling from **11** to **2**.

- **22% (37)** of completed complaints have been locally resolved. During this period **81% (42)** of locally resolved complaints have been by District and **19% (7)** by PSD.
- In this quarter **416** 'Pledge 10' occurrences were recorded on Intergraph. **89.7%** involved District Officers & Staff. **36 (6.9%)** of all 'Pledge 10' occurrences were not completed within 24 hours of being reported

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

MI/07/10 - Officers were called to an address to the report of a domestic dispute where the male was arrested. The female remained at the address and later that day rang control room and expressed feelings of feeling down and was worried that might lead to self harming herself. Officers attended the scene and took the decision to arrest her. She was searched and placed in the rear of the van and en-route to the Custody Office she threatened to harm herself. The van was stopped and as the officer approached he saw that the prisoner had a small blade in her hand which she used to inflict cuts to her wrist.

All staff are reminded that all vulnerable persons are searched and that the force policy in controlling prisoners is adhered to in that **all** detainees **will** be handcuffed to the rear unless a dynamic risk assessment indicates that it would increase the risk to the Officer or the detained person to do so.

CO/8/10 - In the early hours of 30.12.09 the complainant contacted police reporting a male was trying to gain access into her home. Police attended within 7 minutes and dealt with the situation. The complainant felt the officers should have taken a little more time - better aftercare.

The Officers did deal with the situation appropriately, the issue is around the Officers not going into the complainant's home giving a little aftercare. It is difficult to give a learning opportunity or direction as situations are always different. The Officer in this case understood the lady's issue but at the time she was shaky, upset and angry with the male involved not police.

CO/468/09 – Officers dealt with a complaint of harassment and failed to issue a harassment warning correctly. It is important to fully investigate reported events and harassment warnings should be issued correctly i.e. in person. It is equally important to keep victims up to date.

DC/57/09 – Two teenage girls made a complaint that they had been raped. An FME was called out via Reliance who refused examine or assess the girls stating that a paediatrician would be required. No paediatrician was available until the next morning. The mother of one of the girls was dissatisfied with the amount of time the girls had to remain unwashed and in the same clothing. The next day, the on-call FME (different doctor) carried out the examination without requiring a paediatrician. Enquiries were conducted with Reliance for clarification of procedures when dealing with teenage girls. It has been decided that an FME can make an assessment as to whether the child meets the threshold of "Gillick competence" and use their own judgement as to whether it would be appropriate to carry out an investigation. If a paediatrician is needed, Cleveland Police are to make the formal request to the NHS as it is believed that this is more likely to yield results in these circumstances.

CO/460/09 - Complaint was made about the search of premises when Officers did not provide documentation of their attendance until several hours later. Officers to be reminded of their powers of entry into premises and that best practice would be to carry a selection of commonly used documentation with them. This would portray a more professional image of Cleveland Police and thereby increase public confidence.

CO/320/09 – A complaint was made by a person that he was unfairly targeted and searched on numerous occasions. It was established that the searches were in fact justified but it should be remembered that the CUPID device has limited use and does not replace the need for suitable PNB entries.

CO/442/09 – A complaint was made regarding the recovery of a motorcycle that on being returned to the owner was found to be damaged. It must be remembered that whenever Officers recover vehicles they should make a visual inspection of it, preferably with the owner present, and record any damage thereby identified and have the owner countersign the record. I would also recommend that best practice would be for the recovery agent to photograph recovered vehicles prior to recovery and after. The vehicle audit document should also be filled in at the scene by all parties, including the owner/driver of the vehicle, and countersigned accordingly. This will negate future claims.

CO295/09 – When supervisors are engaged in the Local Resolution process they should ensure early notification of the matter to the officers concerned.

CO/18/10 – A male attended a Police Station where he was arrested. He alleged that his arrest was unlawful as he was in prison at the time of the incident and that the officer should have checked this before arresting him. Please remember that when officers are allocated a task to locate and arrest a person for an offence they should ensure that they carry out all the relevant checks with regards the person and the quality of the intelligence identifying them as responsible. A simple check through Police computer and the courts would have revealed that the suspect was in prison at the time of the incident. These checks would have prevented an unlawful arrest.

CO/9/10 - Complainant alleges that he was subject of an assault and officers took no action with regards to allegation he made. The complainant was unable to properly communicate his feelings leading to a breakdown in communication. It would appear that a language barrier was at the heart of the problem.

FORCE RECORDED COMPLAINTS												
	QUARTERLY 1st January - 31st March				ROLLING 12 MONTHS 1st April - 31st March				FINANCIAL YEAR TO DATE 1st April - 31st March			
	2009	2010	Change	%Change	2008/09	2009/10	Change	%Change	2008/09	2009/10	Change	%Change
	Cases	108	82	-26	-24	409	451	42	10	409	451	42
Complaints	214	138	-76	-36	734	719	-15	-2	734	719	-15	-2
Complainants	129	86	-43	-33	442	472	30	7	442	472	30	7
Force Strength (Police Officers)	1762	1598			2008/09	2009/10	Change	%Change	2008/09	2009/10	Change	%Change
	Complaints per 1000 Officers				417	450	33.4	8	417	450	33.4	8
Total Force Strength	2684	2226										
	Complaints per 1000 Total Force Strength				273	323	49.5	18	273	323	49.5	18

Data Source – Centurion Complaints System, Periods: 1/1/10 to 31/3/10, rolling years & Financial years to date

Key Points:

In this quarter:

- **24%** decrease in the number of Cases recorded (decrease of **26**)
- **36%** decrease in Complaints (decrease of **76**)

For the last 12 months:

- **450** Complaints per 1000 officers (**8%** increase); **323** per 1000 employees (**18%** increase)

COMPLAINTS RECORDED BY AREA OF COMMAND												
	QUARTERLY 1st January - 31st March				ROLLING 12 MONTHS 1st April - 31st March				FINANCIAL YEAR TO DATE 1st April - 31st March			
	2009	2010	Change	%Change	2008/09	2009/10	Change	%Change	2008/09	2009/10	Change	%Change
	Community Justice	13	3	-10	-77	41	38	-3	-7	41	38	-3
Crime Operations	29	9	-20	-69	50	35	-15	-30	50	35	-15	-30
Hartlepool	16	17	1	6	54	90	36	67	54	90	36	67
Redcar & Cleveland	38	18	-20	-53	129	103	-26	-20	129	103	-26	-20
Middlesbrough	48	39	-9	-19	182	183	1	1	182	183	1	1
Reliance	0	2	2		5	6	1	20	5	6	1	20
Spec. Ops & Comms	20	14	-6	-30	62	74	12	19	62	74	12	19
Stockton	25	26	1	4	124	153	29	23	124	153	29	23
Unidentified/Out of Force	23	8	-15	-65	81	31	-50	-62	81	31	-50	-62
HQ Other	2	2	0	0	6	6	0	0	6	6	0	0
Totals	214	138	-76	-36	734	719	-15	-2	734	719	-15	-2

Data Source – Centurion Complaints System, Periods: 1/1/10 to 31/3/10, rolling years & Financial years to date

Key Points:

In this Quarter

- Hartlepool has shown **6%** increase in the number of complaints recorded (**1** Complaint), when compared to the same period last year
- Redcar & Cleveland has shown a **53%** decrease in recorded complaints (**20** Complaints), when compared to the same period last year.
- Middlesbrough has recorded a **19%** decrease in the number of complaints (**9** Complaints), when compared to the same period last year.
- Stockton has shown a **4%** increase in recorded complaints (**1** Complaint), when compared to the same period last year, and now is the District with the highest number of recorded complaints.

FORCE												
COMPLETED COMPLAINTS												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st January - 31st March				1st April - 31st March				1st April - 31st March			
	2009	2010	Change	%Change	2008/09	2009/10	Change	%Change	2008/09	2009/10	Change	%Change
Cases	88	121	33	38	399	460	61	15	399	460	61	15
Complaints	154	171	17	11	737	715	-22	-3	737	715	-22	-3
Complaints Disposal Means:												
Discontinued	1	1	0	0	4	8	4	100	4	8	4	100
Dispensation	18	31	13	72	100	90	-10	-10	100	90	-10	-10
Locally Resolved	61	37	-24	-39	288	276	-12	-4	288	276	-12	-4
Substantiated	16	10	-6	-38	47	30	-17	-36	47	30	-17	-36
Unsubstantiated	44	71	27	61	235	250	15	6	235	250	15	6
Withdrawn	14	20	6	43	63	61	-2	-3	63	61	-2	-3
Not Identified	0	0			0	0			0	0		
Totals	154	170	16	10	737	715	-22	-3	737	715	-22	-3

Data Source – Centurion Complaints System, Periods: 1/1/10 to 31/3/10, rolling years & Financial years to date

Key Points:

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

- Completed Complaint cases increased by **33** Complaint Cases (**+38%**)
- Completed Complaints increased by **17** Complaints (**+11%**)
- Substantiated complaints have decreased from **16** to **10** (**-38%**)
- Locally Resolved complaints have decreased from **61** to **37** (**-39%**)

(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			
	2009	2010	Change	%Change	2008/09	2009/10	Change	%Change	2008/09	2009/10	Change	%Change
Community Justice	4	5	1	25	42	43	1	2	42	43	1	2
Crime Operations	13	7	-6	-46	35	34	-1	-3	35	34	-1	-3
Hartlepool	8	38	30	375	57	89	32	56	57	89	32	56
Redcar & Cleveland	32	18	-14	-44	124	101	-23	-19	124	101	-23	-19
Middlesbrough	36	44	8	22	184	189	5	3	184	189	5	3
Out of Force	0				2	0		-100	2	0		-100
Reliance	0				3	3	0	0	3	3	0	0
Spec. Ops & Comms	15	13	-2	-13	55	71	16	29	55	71	16	29
Stockton	24	34	10	42	158	138	-20	-13	158	138	-20	-13
Unidentified	20	9	-11	-55	72	41	-31	-43	72	41	-31	-43
Other Hq	2	3	1	50	9	6	-3	-33	9	6	-3	-33
Totals	154	171	17	11	741	715	-26	-4	741	715	-26	-4

Data Source – Centurion Complaints System, Periods: 1/1/10 to 31/3/10, rolling years & Financial years to date

Key Points:

**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 'G', 'J' & 'M', also being monitored for the 2009/10 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								2		2	3	1	50	
B	Sexual Assault															1	1		
C	Other Assault	2	2	7	2	11	4	3	7	1	5	1	1	25	21	84	106	22	26
D	Oppressive Conduct/Harassment	1	2	4		3		4	1	2	1	3	1	17	5	48	35	-13	-27
E	Unlawful/Unnecessary Arrest or Detention		1	3	2	3	1	1		2				9	4	38	22	-16	-42
F	Discriminatory Behaviour				1			4	1	1	1			3	5	6	12	6	100
G	Irregularity in relation to Evidence/Perjury			4		2	2	1		2	0	1		10	2	26	11	-15	-58
H	Corrupt Practice							2						2		2	3	1	50
J	Mishandling of Property	1		2		2	3	1	1	5	0	3		14	4	40	25	-15	-38
K	Stop and Search (Breach of Code A)			1					1	1				2	1	8	6	-2	-25
L	Searching of Premises and Seizure of Property (Breach of Code B)					3	1	1		1		1	1	6	2	37	41	4	11
M	Detention, Treatment and Questioning (Breach of Code C)	1								8	2	2		11	2	43	28	-15	-35
N	Identification Procedures (Breach of Code D)																	0	0
P	Tape Recording (Breach of Code E)																	0	0
Q	Lack of Fairness & Impartiality	2	2	3	4	3	1		1	2	6			10	14	35	66	31	89
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)																1	1	
S	Other Neglect or Failure in duty	5	7	6	4	9	11	6	4	28	5	8	2	62	33	167	149	-18	-11
T	Other Irregularity in Procedure					1	3	1	1	1	1		1	3	6	9	16	7	78
U	Incivility, Impoliteness & Intolerance	3	1	6	4	7	12	5	4	7	8	2	1	30	30	152	161	9	6
V	Traffic Irregularity		1						1		1				3	5	8	3	60
W	Failures in Duty			1	2	1	1		1	2		1		5	4	15	10	-5	-33
X	Improper Disclosure of Information		1	1		1				1			1	3	2	15	15	0	0
Y	Other Sexual Conduct															2		-2	-100
Totals		16	17	38	18	48	39	25	26	64	30	23	8	214	138	734	719	-15	-2

Data Source – Centurion Complaints System, Periods: 1/1/10 to 31/3/10 & Financial year to date

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

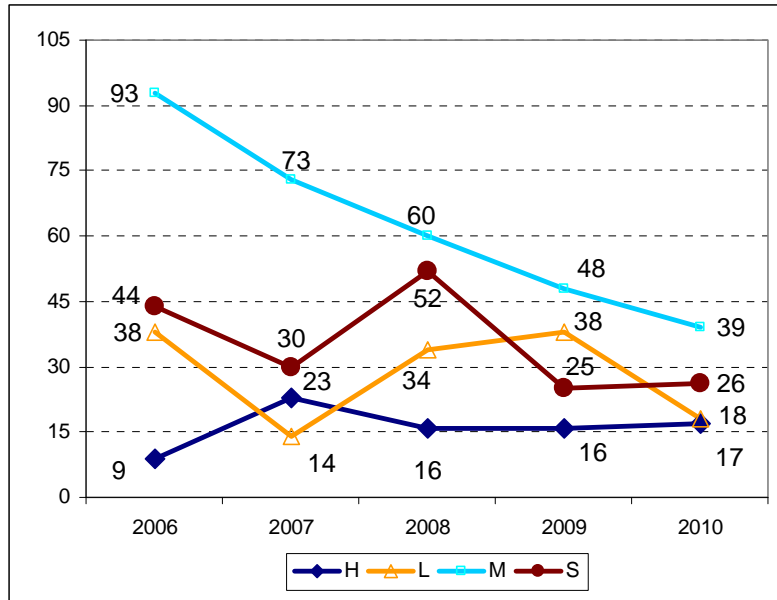
(Figs. in italics/shaded columns relate to complaints recorded same period in previous year)

Complaint Categories 'C', 'S' & 'U' included in the Control Strategy, and categories 'G', 'J' & 'M', also being monitored for the 2009/10 Financial year are highlighted in Blue

Category	Community Justice		Crime Ops		Spec. Ops & Comms		Other HQ	Reliance		HQ Total		Force Quarter Total		Financial Year Total		No. Change	% Change	
A Serious Non Sexual Assault											0	2	0	2	3	1	50	
B Sexual Assault											0		0		1	1		
C Other Assault			1	1	3			1	1	5	25	21	84	106	22	26		
D Oppressive Conduct/Harassment			1	2						2	1	17	5	48	35	-13	-27	
E Unlawful/Unnecessary Arrest or Detention	1		1							2	0	9	4	38	22	-16	-42	
F Discriminatory Behaviour				1	1					1	1	3	5	6	12	6	100	
G Irregularity in relation to Evidence/Perjury	1		1							2	0	10	2	26	11	-15	-58	
H Corrupt Practice											0	2	0	2	3	1	50	
J Mishandling of Property			4	1						5	0	14	4	40	25	-15	-38	
K Stop and Search (Breach of Code A)				1						1	0	2	1	8	6	-2	-25	
L Searching of Premises and Seizure of Property (Breach of Code B)			1							1	0	6	2	37	41	4	11	
M Detention, Treatment and Questioning (Breach of Code C)	8	1							1	8	2	11	2	43	28	-15	-35	
N Identification Procedures (Breach of Code D)																0	0	
P Tape Recording (Breach of Code E)																0	0	
Q Lack of Fairness & Impartiality	1	1	2	1	2	1	1			2	6	10	14	35	66	31	89	
R Multiple or Unspecified Breaches (which cannot be allocated to a specific code)															1	1		
S Other Neglect or Failure in duty	1	1	21	3	4	1	2			28	5	62	33	167	149	-18	-11	
T Other Irregularity in Procedure				1	1					1	1	3	6	9	16	7	78	
U Incivility, Impoliteness & Intolerance	1		1	2	5	5	1			7	8	30	30	152	161	9	6	
V Traffic Irregularity					1						1		3	5	8	3	60	
W Failures in Duty					2					2		5	4	15	10	-5	-33	
X Improper Disclosure of Information				1						1		3	2	15	15	0	0	
Y Other Sexual Conduct														2		-2	-100	
Totals	13	3	29	9	20	14	2	2	0	2	64	30	214	138	734	719	-15	-2

Data Source – Centurion Complaints System, Periods: 1/1/10 to 31/3/10 & Financial year to date

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



Data Source – Centurion Complaints System, Periods 1/1 to 31/3 in 2006, 2007, 2008, 2009 & 2010

- H District showed an increase of **14** complaints in between 2006 & 2007, but has remained constant for the last 3 years at 16/17.
- L Districts recorded a fall in reported complaints to **18** in 2010 from **38** in 2009.
- M Districts decrease in reported complaints continues from **93** in the quarter in 2006 to **39** in 2010.
- S Districts trend in complaints continues to be downwards since 2006.

DETAILS OF COMPLAINT TYPES FINALISED

	Local Resolution - by District	Local Resolution - by PSD	Withdrawn	Withdrawn - Not proceeded with	Discontinued	Dispensation - by Force	Dispensation - by IPCC	Unsubstantiated	Substantiated	Total
A Serious Non Sexual Assault	0	0	0	0	0	0	0	1	0	1
B Sexual Assault	0	0	0	0	0	0	0	0	0	0
C Other Assault	2	2	2	1	0	9	1	6	1	24
D Oppressive Conduct/Harassment	2	0	0	0	0	0	0	5	0	7
E Unlawful/Unnecessary Arrest or Detention	0	0	2	0	0	0	0	1	0	3
Sub-Total A-E - Oppressiveness	4	2	4	1	0	9	1	13	1	35
F Racially Discriminatory Behaviour	0	0	0	0	0	0	1	6	0	7
G Irregularity in relation to Evidence/Perjury	0	0	0	0	0	0	0	4	0	4
H Corrupt Practice	0	0	0	0	0	0	0	0	0	0
J Mishandling of Property	2	0	2	0	0	2	2	2		10
Sub-Total F-J - Malpractice	2	0	2	0	0	2	3	12	0	21
K Stop and Search (Breach of Code A)	0	0	0	0	0	0	0	5	0	5
L Searching of Premises and Seizure of Property (Breach of Code B)	1	1	0	0	0	2	1	5	0	10
M Detention, Treatment and Questioning (Breach of Code C)	2	0	0	0	0	1	0	1	0	4
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	3	0	3	0	0	5	1	5	1	18
R Multiple or Unspecified Breaches (which cannot be allocated to a specific code)	0	0	0	0	0	0	0	0	0	0
S Other Neglect or Failure in duty	9	2	5	0	0	0	0	12	6	34
T Other Irregularity in Procedure	0	0	0	0	0	0	0	5	0	5
Sub-Total K-T - Failures in	15	3	8	0	0	8	2	33	7	76
U Incivility, Impoliteness & Intolerance	8	1	4	1	0	5	1	12	1	33
V Traffic Irregularity	0	0	0	0	0	0	0	1	0	1
W Failures in Duty	1	0	0	0	0	0	0	0	1	2
X Improper Disclosure of Information	0	1	1	0	0	0	0	0	0	2
Y Other Sexual Conduct	0	0	0	0	0	0	0	0	0	0
Sub-Total U-Y - Failures in	9	2	5	1	0	5	1	13	2	38
Total	30	7	19	2	0	24	7	71	10	170

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

Local Resolutions

- **37 (21.8%)** of completed complaints have been **locally resolved**. (Compared to **32.7%** in the previous year).
- **7 (18.9%)** of which were **locally resolved** by the PSD Service Unit Staff. (Compared to **40.0%** in the previous year).
- **42 (81.1%)** of which were **locally resolved** by the Districts / Departments. (Compared to **60.0%** in the previous year).
- **Local Resolutions are the most effective method of resolving complaints both in terms of public satisfaction and cost.**

Proportionate Investigations

- **81 (47.6%)** of complaints resulted in a **proportionate investigation**, compared to **36.4%** in the previous year, of which:
- **10 (12.3%)** were **substantiated & 71 (87.7%)** were found to be **unsubstantiated**.
- In 2009, **30.8%** were substantiated and **69.2%** were unsubstantiated.

FINALISED COMPLAINTS BY AREA OF COMMAND

Area of Command	DISC	DISP	LR	SU	US	WI	Total
Community Justice	0	0	3	0	2	0	5
Crime Operations	0	0	2	1	3	1	7
Reliance	0	0	0	0	0	0	0
Specialist Ops & Comms	0	0	3	1	7	2	13
HQ Other	0	0	1	0	1	0	2
HQ Total	0	0	9	2	13	3	27
Hartlepool	0	5	8	3	18	4	38
Middlesbrough	0	7	10	5	19	3	44
Redcar & Cleveland	0	5	6	0	5	2	18
Stockton	0	13	4	0	11	6	34
Out of Force	0	0	0	0	0	0	0
Unidentified		1	0	0	5	3	9
Total	0	31	37	10	71	21	170

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

Legend

DISC = Discontinued

DISP = Dispensation issued by Independent Police Complaints Commission due to lack of co-operation by the complainant;

LR= Local Resolution by either District or PSD;

SU = Substantiated;

US = Unsubstantiated;

WI = Withdrawn

INVESTIGATION DURATIONS OF FINALISED CASES

Full Investigation Cases Finalised (41)		
Investigation Duration	Total	%
0-120 Days	38	93%
120 Days plus	3	7%
Local Resolution Cases (47)		
Investigation Duration	Total	%
0-30 Days	30	64%
31-120 Days	15	32%
120 Days plus	2	4%

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

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	3	6	4	3	4	1	21	
D	Oppressive Conduct/Harassment		1	1			2	5	
E	Unlawful/Unnecessary Arrest or Detention				1	2	1	4	
F	Racially Discriminatory Behaviour			5				5	
G	Irregularity in relation to Evidence/Perjury		2					2	
H	Corrupt Practice								
J	Mishandling of Property		2		1		1	4	
K	Stop and Search (Breach of Code A)					1		1	
L	Searching of Premises and Seizure of Property (Breach of Code B)		1	1				2	
M	Detention, Treatment and Questioning (Breach of Code C)				2			2	
N	Identification Procedures (Breach of Code D)								
P	Tape Recording (Breach of Code E)								
Q	Lack of Fairness & Impartiality		1	3	2	2	6	14	
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)								
S	Other Neglect or Failure in duty	2	5	8	8	4	2	33	
T	Other Irregularity in Procedure	2		4				6	
U	Incivility, Impoliteness & Intolerance	3	5	10	7	2	1	30	
V	Traffic Irregularity		1	2				3	
W	Failures in Duty		2	2				4	
X	Improper Disclosure of Information		1	1				2	
Y	Other Sexual Conduct								
TOTAL ALLEGATIONS		10	27	41	24	15	5	18	138
TOTAL COMPLAINANTS		7	23	23	20	13	3	15	104

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

Key Points:

In this quarter

- Complainants aged 20-29 years old are responsible for **27 (19.6%)** of all recorded complaints, compared to **19.0%** in the previous year
- Complainants aged 30-39 years old are responsible for **41 (29.7%)** of all recorded complaints, compared to **35.7%** in the previous year
- Complainants aged 40-49 years old are responsible for **24 (17.4%)** of all recorded complaints, compared to **14.2%** in the previous year
- Complainants aged 30-49 years old who made complaints relating to 'Other Neglect Of Failure', accounted for **48.4% (16 complaints)** of all 'Other Neglect Of Failure' recorded complaints, where the complainants age was known and **11.6%** of all recorded complaints, where the complainants age was known, compared to **57.4% & 16.6%** in the previous year
- Complainants aged 30-49 years old who made complaints relating to 'Incivility, Impoliteness & Intolerance', accounted for **56.7% (17 complaints)** of all 'Incivility, Impoliteness & Intolerance' recorded complaints, where the complainants age was known and **12.3%** of all recorded complaints, where the complainants age was known, compared to **46.7% & 6.6%** in the previous year

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

Category	Gender			
	Male	Female	Unknown	Total
A	0	0	0	0
B	0	0	0	0
C	15	6	0	21
D	5	0	0	5
E	3	1	0	4
F	5	0	0	5
G	0	2	0	2
H	0	0	0	0
J	2	2	0	4
K	0	1	0	1
L	0	2	0	2
M	1	1	0	2
N	0	0	0	0
P	0	0	0	0
Q	9	5	0	14
R	0	0	0	0
S	23	11	0	33
T	6	0	0	6
U	15	16	0	30
V	2	1	0	3
W	0	4	0	4
X	1	1	0	2
Y	0	0	0	0
TOTAL COMPLAINTS	87	53	0	138
TOTAL COMPLAINANTS	66	38	0	104

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

Key Points:

In this quarter

- **63.0%** of recorded complaints had male Complainants, compared to **69.7%** in the previous year
- **38.4%** of recorded complaints had female Complainants, compared to **30.3%** in the previous year

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

Major Categories	Sub – groupings	Total Complainants	
		2009	2010
White (W)	British (W1)	105	73
	Irish (W2)	2	
	Any other White background (W9)	2	1
	TOTAL	109	74
Mixed (M)	White and Black Caribbean (M1)		
	White and Black African (M2)		
	White and Asian (M3)	2	3
	Any other Mixed background (M9)		
	TOTAL	2	3
Asian or Asian British (A)	Indian (A1)	1	
	Pakistani (A2)	4	3
	Bangladeshi (A3)		
	Any other Asian background (A9)	1	1
	TOTAL	6	4
Black or Black British (B)	Caribbean (B1)	1	
	African (B2)		
	Any other Black background (B9)	1	
	TOTAL	2	0
Chinese or other ethnic group (0)	Chinese (O1)		
	Any other ethnic group (09)	1	1
	TOTAL	1	1
Not stated / Recorded	Not stated	9	22
	TOTAL	9	22
GRAND TOTAL		129	104

Data Source Centurion Complaints System, Period: 1/1/09 to 31/3/09 & 1/1/10 to 31/3/10

The level of 'Not Known' Ethnicity is currently at 21.2%, compared to 7.0% in 2009

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, Ethnicity is not updated again until the file is closed on the system. Hence the % for 2010 for Not stated / recorded substantially reduces as cases are finalised

CONDUCT / MISCONDUCT INFORMATION

The 2008 Police Conduct Regulations came into operation on 1st December 2008, replacing the 2004 Misconduct Regulations with the concept of Conducts (2008 regulations). All investigations commenced after this date relating to conduct matters are recorded as conducts. Enquiries commenced prior to this date are recorded as Misconducts.

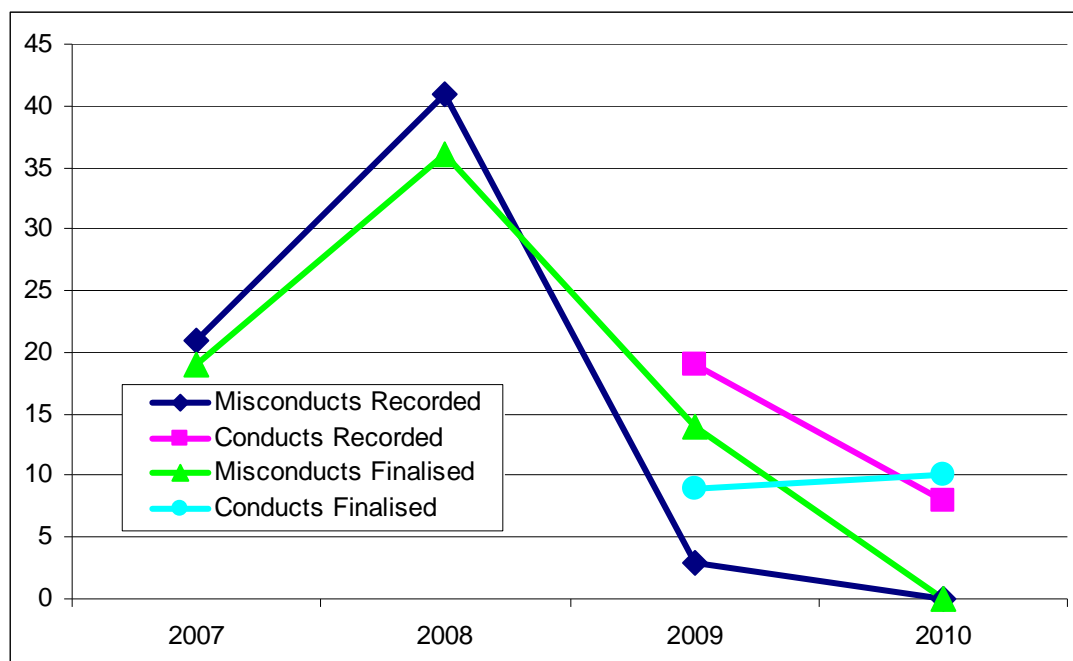
This will undoubtedly change to some extent levels of recording thus care must be taken when comparing levels of Misconducts recorded in 2008/09 with levels of Misconducts & Conducts recorded after 1st December 2008.

No further Misconducts have been recorded for the last year, but one live Misconduct is still to be finalised.

Misconducts may contain more than one category of behaviour; however Conducts will contain only one category of behaviour

Changes in Conduct Cases Recorded & Finalised						
	2007	2008	2009	2010	2009 & 2010 Change	
					No.	%
Misconducts Recorded	21	41	3		-3	-100.0%
Conducts Recorded			19	8	-11	-57.9%
Misconducts Finalised	19	36	14		-14	-100.0%
Conducts Finalised			9	10	1	

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



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

A new version of the Centurion Computer system has just been released and a fault in one of the standard reports means the some Conduct ./ Misconduct data is not available for this report, but will be available for the next report.

Conduct Cases Recorded & Finalised by Service Unit

Area of Command	Misconduct Cases Recorded	Conduct Cases Recorded
CJD	0	0
Crime Operations	0	2
Hartlepool	0	1
HQ	0	2
Langbaugh	0	1
Middlesbrough	0	2
Reliance	0	0
Spec. Ops & Comms	0	0
Stockton	0	0
Unidentified/ Out Of Force	0	0
Totals	0	8

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

During this quarter, **8** Conduct and **0** Misconduct files have been opened compared to **3** Misconduct files and **19** Conduct files in the previous year.

These **8** Conduct files consisted of **8** areas where conduct has fallen below the standard expected standard.

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

During this quarter, **10** Conduct files have been finalised, compared to **14** Misconduct files and **9** Conduct files in the previous year.

FILES REFERED TO THE IPCC

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

Of these files all **2** will be locally managed.

APPEALS

During this period there has been **12** appeals lodged.

During this quarter only **11** appeals have been finalised, **8** of these were Not Upheld and **3** 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	1	0	0	1	2	1	0	0	0	1
Spec. Ops & Comms	0	0	0	0	0	0	0	0	0	0
Other HQ	0	0	0	0	0	1	0	0	0	1
HQ Total	1	0	0	1	2	2	0	0	0	2
Hartlepool	2	0	0	0	2	1	0	0	0	1
Redcar & Cleveland	3	1	0	0	4	2	1	1	0	4
Middlesbrough	0	0	0	0	0	0	0	1	0	1
Out of Force	0	0	0	0	0	0	0	0	0	0
Stockton	0	0	0	0	0	0	0	0	1	1
Unidentified	0	0	0	0	0	0	0	0	0	0
Total	6	1	0	1	8	5	1	2	1	9

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

Key to categories:

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

There has been a **71%** decrease in recorded Direction & Control Complaints as below:

Recorded Direction & Control	GPS	OPD	OPP	OD	Total
2009	1	1	1	2	5
2010	6	1	0	1	8
Change	5	0	-1	-1	3
% Change	500%	0%	-100%	-50%	60%

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

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'.

An additional qualifier has been added to Intergraph to enable formal recording of Pledge 10 issues (QL39).

In this period

- 416 'Pledge 10' Occurrences were recorded on Intergraph.
- 388 (93.3%) had AD4 (Complaints against Police) as an opening code.
- A total of 388 (93.3%) occurrences were closed with code AD4

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

Type	Comms	Comms & H	Comms & M	Comms & S	H District	L District	M District	S District	Spec. Ops	Other	Total
Officer Neglect of duty					1			1			2
Officer Attitude / Behaviour	8				29	23	39	46	7		152
Officer Availability		1	2	2	3	6	9	7			30
Other	2				7	10	15	9	5	3	51
Routine enquiry	3				21	38	53	51	15		181
Total	13	1	2	2	61	77	116	114	27	3	416

Data Period: 1/1/10 to 31/3/10

- **62** (14.9%) of occurrences related to occurrences involving H District Officers / Staff
- **77** (18.5%) of occurrences related to occurrences involving L District Officers / Staff
- **118** (28.4%) of occurrences related to occurrences involving M District Officers / Staff
- **116** (27.9%) of occurrences related to occurrences involving S District Officers / Staff
- **18** (4.3%) of occurrences related to occurrences involving Comms Officers / Staff
- **27** (6.5%) of occurrences related to occurrences involving Specialist Operations Officers / Staff

24 hour compliance

36 (6.9%) 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	Comms	Comms / M	H District	L District	M District	RPU	S District	Spec. Ops	Other	Total
Officer Attitude / Behaviour	1			1	3	1	1			7
Officer Availability		2	1	3	4		3			13
Other					1		1		1	3
Routine enquiry	1		1	1	4	4	1	1		13
Total	2	2	2	5	12	5	6	1	1	36

Miscellaneous Enquiries

During this period, Professional Standards recorded **49** Miscellaneous Enquiries a decrease of **3** (-5.8%) over the previous year

Letters of Appreciation

During this period, the Force recorded **138** letters of appreciation, a decrease of **7** (-4.8%) over those recorded in the previous year.

Good Practice

None identified in this reporting period

Suspensions/Dismissals

During this quarter:

- (1) Police Officer received management advice
- (1) Police Officer received a Written Warning
- (1) Police Officer received a Final Written Warning
- (2) Police Staff were dismissed
- (1) Police Staff received a 'Written Warning'
- (1) Police Staff received a 'Final Written Warning'
- (1) Police Staff received a verbal warning

Currently:

Four (4) Police officers are currently suspended.

Four (4) Police staff are currently suspended