

**Report of the Chief Constable to the Chair and Members
of the Professional Standards Panel
28th January 2010**

Executive & Presenting Officer: Mr Derek Bonnard, Deputy Chief Constable

Status: For information

Complaints Statistics for England & Wales 2008/09

1. Purpose

- 1.1 To update Members on the Independent Police Complaints Commission (IPCC) report 'Police Complaints: Statistics for England and Wales 2008/09'.
- 1.2 The report presents figures on complaints about the police in England & Wales for the financial year 2008/09. It details the numbers and types of complaints made, and how these were dealt with. The key points are detailed below.

2. Recommendations

- 2.1 That Members note the contents of the report.

3 Background

3.1 Complaints and Allegations

A total of 31,259 complaint cases were recorded by police forces in 2008/09. This is an increase of 8% on the previous year.

- 3.2 A complaint case may consist of one or more allegation. A total of 53,534 allegations were recorded in 2008/09. This is an increase of 11% on the previous year.

- 3.3 The most common allegations were: 'other neglect or failure in duty' (24%); 'incivility, impoliteness and intolerance' (21%); 'other assault' (13%).

3.4 Complainants and those subject to complaints

In total 31,673 individuals made complaints about the conduct of persons serving the police during 2008/09.

3.5 A total of 34,669 people were the subject of a complaint. Police officers were the largest group (91%), followed by police staff (5%); community support officers (2%), special constables (1%) and contracted staff (less than 1%).

3.6 Outcome of Complaints

During 2008/09 50,369 allegations were completed in 2008/09. These were dealt with by:

- local resolution 41%
- investigation 36%
- withdrawn 12%
- dispensation 10%
- discontinuance 2%

3.7 Of the allegations that were investigated, 10% were substantiated and 90% were unsubstantiated.

3.8 Appeals

Of the 3,519 appeals finalised during 2008/09:

- 701 (20%) were against the non-recording of a complaint
- 433 (12%) were against the local resolution process
- 2,385 (68%) were against the outcome of a police investigation

3.9 Overall, 1,020 (29%) appeals were upheld and 2,499 (71%) were not upheld. This compares to 28% upheld in the previous year. The highest proportion of upheld appeals concerned the non-recording of a complaint (49%), appeals against the local resolution process (34%) and those regarding the outcome of a police investigation (22%).

4 Cleveland Police Statistics

4.1 Complaints & Allegations

During 2008/09 Cleveland Police recorded 410 complaint cases, compared to 416 recorded in the previous year. This puts Cleveland Police in second place when compared to the Most Similar Forces (MSF) group. The comparative figures for the MSF are:

- Gwent 264
- South Yorkshire 442
- Northumbria 576
- Merseyside 904
- West Midlands 1655

4.2 In 2008/09 Cleveland Police recorded 735 allegations, a decrease of 9% on the previous year. This again puts Cleveland Police in second place when compared to the MSF.

4.3 Outcome of Complaints

During 2008/09 Cleveland Police completed 693 allegations as follows:

▪ Allegations investigated	262 (38%)
▪ Withdrawn	64 (9%)
▪ Dispensation	102 (15%)
▪ Discontinuance	4 (1%)
▪ Local Resolution	261 (38%)

4.4 In 2008/09 Cleveland Police completed 262 investigations: 44 (17%) were substantiated, and 218 (83%) were unsubstantiated.

4.5 Further detailed statistics relating to Cleveland Police are attached at Appendix A.

5 Implications

5.1 Financial

There are no financial implications arising from this report.

5.2 Diversity and Equal Opportunities

There are no diversity or equal opportunities implications arising from this report.

5.3 Human Rights Act

There are no Human Rights Act implications arising from this report.

5.4 Sustainability

There are no sustainability implications arising from this report.

5.5 Risk

There are no risk implications arising from this report.

6 Conclusions

6.1 Members are asked to note the report. Cleveland Police will continue to monitor and record all elements of complaints cases in an ethical and accurate manner.

Sean Price
Chief Constable