



**CLEVELAND
POLICE**
Putting People First

PROFESSIONAL STANDARDS

QUARTERLY PROGRESS REPORT
ON
COMPLAINT ISSUES
FOR
CLEVELAND POLICE
2nd QUARTER 2009/10
1st July to 30th September 2009

Reference Number:	CP/PSD/2009/3
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Date:	07.10.09

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Approved: **Darren Best**

Date: **7th October 2009**



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 **29%** increase in the number of Cases recorded during this period (**100 to 129**), with a **9%** increase in Complaints (**183 to 199**), when compared to the same period in 2008.

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 (**42** complaints) and Incivility (**47** complaints) both outnumber those of all Assault allegations, (categories A, B & C (**31** complaints)).
- Complaints of assault (Category C) have increased by **8 (+35%)** compared to the same period in 2008, rising from **23** to **31**. 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 increased by **3 (+7.7%)** compared to the same period in 2008, rising from **39** to **42**. The overriding themes for the Force in respect of Neglect complaints is crime enquiries.
- Complaints of Incivility (Category 'U') have increased by **7 (+17%)** compared to the same period in 2008, rising from **40** to **47**.

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 'G' – Irregularity in relation to Evidence / Perjury, Category 'J' – Mishandling of property & 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 Evidence / Perjury (Category G) have decreased by **71%** compared to the same period in 2008, falling from **7** to **2**. The overriding theme for the Force in respect of Irregularity in relation to Evidence / Perjury complaints originates from the enquiry / Court hearing.
 - Complaints of Mishandling of property (Category J) have decreased by **25%** compared to the same period in 2008, falling from **8** to **6**. The overriding theme for the Force in respect of Mishandling of property complaints is the arrest process and premises / vehicle searches.
 - Complaints of Detention, Treatment & Questioning (Breach of Code C)) (Category M) have remained unchanged compared to the same period in 2008 at **9**. The overriding theme for the Force in respect of Detention, Treatment & Questioning complaints is Police Detention.

- **38% (55)** of completed complaints have been locally resolved. During this period **85.5% (47)** of locally resolved complaints have been by District and **14.5% (8)** by PSD.

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.

Darren Best

T/Superintendent

Head of Professional Standards Department

Lessons Learned

Warrant Enquiry Updates - Response Officers often try to effect warrant arrests when not allocated the actual warrant on IRIS. All Officers need to update IRIS with any enquiries made. In this case it was obvious that the offender was not living at that address and IRIS should have been updated to prevent an elderly occupant any unnecessary visits by Police.

Property Searches - In this case officers mistakenly entered the complainant's house to execute a search warrant. It was in fact the house next door that was the targeted property. It is essential before entering a property to conduct a search under any enactment that officers ensure the correct property is identified before gaining entry.

Partner Contact Details – A number of minor complaints have arose concerning the provision of partner contact details if a member of public contacts Cleveland Police and the matter has been referred on to another agency.

The most recent complaint concerned the recovery of a vehicle by Stockton Borough Council, the details of which were passed to the Police to update on PNC, etc.

The owner of the vehicle was away at the time and his mother contacted the police to report a potential theft, she was advised that the vehicle had been recovered by the local authority but not passed on a telephone contact or event number relating to the seizure. Consequently the vehicle owner had difficulty in progressing the matter with the local authority upon his return.

Can all staff be reminded to supply the contact number of the relevant Local Authority as an appropriate point of contact for the vehicle owner?

Custody Rights – A complaint was made following an omission by a Custody Sergeant to ensure a detainees rights were given. Currently there is no flagging system on NSPIS custody to indicate RIGHTS have **not** been given, which could be a future enhancement of the system. This matter will be raised at the next Custody Gold Group.

Missing Persons with Mental Health Issues – This event involves Police officers and a member of the public who is suffering with mental health issues and is suicidal.

The officers were called to the complainants address by the crisis team who feared that he may attempt to harm himself. When first contact was made by the officers the complainant was leaving the property and he became evasive towards police as he did not want to be detained. Police eventually positively identified the male as the person they were to check upon. One police officer began talking to control room via Airwaves instructing them that the male seemed lucid and he had no grounds to detain him under the mental health act. The complainant heard part of this conversation and thought the officer had said that he will be detaining him under the MH act and therefore became aggressive towards the officers. The complainant was eventually sprayed with CS and hit to the leg with two baton strikes, causing bruising.

It is apparent that had the attending officer spoken out of ear shot of this male, the tussle that ensued would very likely have been avoided. Whilst the complaint was locally resolved, it is prudent to point out to others to avoid similar incidents occurring in the future.

FORCE RECORDED COMPLAINTS												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st July - 30th September				1st October - 30th September				1st April to 30th September			
	2008	2009	Change	%Change	2007/08	2008/09	Change	%Change	2008	2009	Change	%Change
Cases	100	129	29	29	427	445	18	4	214	233	19	9
Complaints	183	199	16	9	774	726	-48	-6	380	372	-8	-2
Complainants	113	146	33	29	478	476	-2	0	238	244	6	3
Force Strength (Police Officers)	1716	1728			2007/08	2008/09	Change	%Change	2008	2009	Change	%Change
	Complaints per 1000 Officers				451	420	-30.9	-7	221	215	-6.2	-3
Total Force Strength	2603	2627										
	Complaints per 1000 Total Force Strength				297	276	-21.0	-7	146	142	-4.4	-3

Data Source – Centurion Complaints System, Periods: 1/7/09 to 30/9/09, Rolling years & Financial years to date

Key Points:

In this quarter:

- **29%** increase in the number of Cases recorded (increase of **29**)
- **9%** increase in Complaints (increase of **16**)

For the last 12 months:

- **403** Complaints per 1000 officers (**11%** decrease) ; **265** per 1000 employees (**11%** decrease)

COMPLAINTS RECORDED BY AREA OF COMMAND												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st July - 30th September				1st October - 30th September				1st April to 30th September			
	2008	2009	Change	%Change	2007/08	2008/09	Change	%Change	2008	2009	Change	%Change
Community Justice	15	13	-2	-13	47	43	-4	-9	23	25	2	9
Crime Operations	2	14	12	600	26	52	26	100	15	17	2	13
Hartlepool	18	24	6	33	58	65	7	12	25	36	11	44
Redcar & Cleveland	29	28	-1	-3	129	116	-13	-10	59	46	-13	-22
Middlesbrough	41	46	5	12	204	176	-28	-14	91	85	-6	-7
Reliance	3	0		-100	4	4	0	0	4	3	-1	-25
Spec. Ops & Comms	11	18	7	64	62	63	1	2	33	34	1	3
Stockton	45	38	-7	-16	168	130	-38	-23	81	87	6	7
Unidentified/Out of Force	19	16	-3	-16	68	72	4	6	46	37	-9	-20
HQ Other	0	2	2		8	5	-3	-38	3	2	-1	-33
Totals	183	199	16	9	774	726	-48	-6	380	372	-8	-2

Data Source – Centurion Complaints System, Periods: 1/7/09 to 30/9/09, Rolling years & Financial years to date

Key Points:

In this Quarter

- Hartlepool has shown **33%** increase in the number of complaints recorded, when compared to the same period last year
- Redcar & Cleveland has shown a **3%** decrease in recorded complaints, when compared to the same period last year.
- Middlesbrough has recorded a **12%** increase in the number of complaints, when compared to the same period last year.
- Stockton has shown a **16%** decrease in recorded complaints, 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 July - 30th September				1st October - 30th September				1st April to 30th September			
	2008	2009	Change	%Change	2007/08	2008/09	Change	%Change	2008	2009	Change	%Change
Cases	131	116	-15	-11	405	399	-6	-1	219	220	1	0
Complaints	232	145	-87	-38	777	639	-138	-18	420	319	-101	-24
Complaints Disposal Means:												
Discontinued		1	1		8	9	1	13	3	8	5	167
Dispensation	40	18	-22	-55	104	76	-28	-27	65	39	-26	-40
Locally Resolved	98	55	-43	-44	322	259	-63	-20	172	144	-28	-16
Substantiated	7	5	-2	-29	35	37	2	6	19	8	-11	-58
Unsubstantiated	67	45	-22	-33	233	192	-41	-18	129	86	-43	-33
Withdrawn	20	21	1	5	75	66	-9	-12	32	34	2	6
Not Identified												
Totals	232	145	-87	-38	777	639	-138	-18	420	319	-101	-24

Data Source – Centurion Complaints System, Periods: 1/7/09 to 30/9/09, Rolling years & Financial years to date

Key Points:

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

- Completed Complaint cases decreased by **15** Complaints (**-11%**)
- Completed Complaints decreased by **87** Complaints (**-38%**)
- Substantiated complaints have decreased from **7** to **5** (**-29%**)
- Locally Resolved complaints have decreased from **98** to **52** (**-47%**)

(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 July - 30th September				1st October - 30th September				1st April to 30th September			
	2008	2009	Change	%Change	2007/08	2008/09	Change	%Change	2008	2009	Change	%Change
Community Justice	19	16	-3	-16	52	35	-17	-33	29	22	-7	-24
Crime Operations	7	8	1	14	15	38	23	153	11	14	3	27
Hartlepool	14	16	2	14	47	61	14	30	19	23	4	21
Redcar & Cleveland	35	18	-17	-49	129	103	-26	-20	60	39	-21	-35
Middlesbrough	45	27	-18	-40	233	172	-61	-26	108	96	-12	-11
Out of Force					2			-100	2			-100
Reliance					1	2	1	100	1			-100
Spec. Ops & Comms	18	5	-13	-72	54	53	-1	-2	31	29	-2	-6
Stockton	64	36	-28	-44	178	110	-68	-38	113	65	-48	-42
Unidentified	27	19	-8	-30	51	63	12	24	39	30	-9	-23
Other Hq	3			-100	15	2	-13	-87	7	1	-6	-86
Totals	232	145	-87	-38	777	639	-138	-18	420	319	-101	-24

Data Source – Centurion Complaints System, Periods: 1/7/09 to 30/9/09, 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 2008/09 Financial year are highlighted in Blue

COMPLAINT CATEGORIES RECORDED BY AREA OF COMMAND																			
Category		H		L		M		S		HQ		Out of Force Unknown		Force Quarter Total		Financial Year Total		Change	% Change
A	Serious Non Sexual Assault																	0	
B	Sexual Assault																1	1	
C	Other Assault	<i>1</i>	<i>8</i>	<i>7</i>	<i>5</i>	<i>8</i>	<i>8</i>	<i>4</i>	<i>7</i>	<i>2</i>	<i>2</i>	<i>1</i>	<i>1</i>	23	31	45	57	12	27
D	Oppressive Conduct/Harassment		1	1		2	1		2	4	3	1	1	8	8	18	22	4	22
E	Unlawful/Unnecessary Arrest or Detention	1	2	4		3	2	1				1		10	4	23	12	-11	-48
F	Racially Discriminatory Behaviour		1				1	1					1	1	3	2	5	3	150
G	Irregularity in relation to Evidence/Perjury	1			1	2		1		2	1	1		7	2	15	6	-9	-60
H	Corrupt Practice						1								1		2	2	
J	Mishandling of Property	2		1	2			1	1	2	3	2		8	6	17	12	-5	-29
K	Stop and Search (Breach of Code A)						1								1	3	2	-1	-33
L	Searching of Premises and Seizure of Property (Breach of Code B)	1	1			2	7	3	2		2	3	1	9	13	22	25	3	14
M	Detention, Treatment and Questioning (Breach of Code C)				1		1	1		6	6	2	1	9	9	24	14	-10	-42
N	Identification Procedures (Breach of Code D)																	0	
P	Tape Recording (Breach of Code E)																	0	
Q	Lack of Fairness & Impartiality	1	2	3	1	3	3	3	8	2	4	1	2	13	20	17	32	15	88
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)						1								1		1	1	
S	Other Neglect or Failure in duty	6	4	4	6	7	9	16	9	4	10	2	4	39	42	79	79	0	0
T	Other Irregularity in Procedure				2	1				2	1		1	3	4	5	5	0	0
U	Incivility, Impoliteness & Intolerance	2	5	7	7	11	11	12	9	6	11	2	4	40	47	87	82	-5	-6
V	Traffic Irregularity	1			1	1					1			2	2	4	4	0	0
W	Failures in Duty	2						1		1	2	1		5	2	7	4	-3	-43
X	Improper Disclosure of Information			2	1	1		1			1	2	1	6	3	10	7	-3	-30
Y	Other Sexual Conduct															2		-2	-100
Totals		18	24	29	27	41	46	45	38	31	47	19	17	183	199	380	372	-8	-2

Data Source – Centurion Complaints System, Periods: 1/7/09 to 30/9/09 & Financial year to date

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

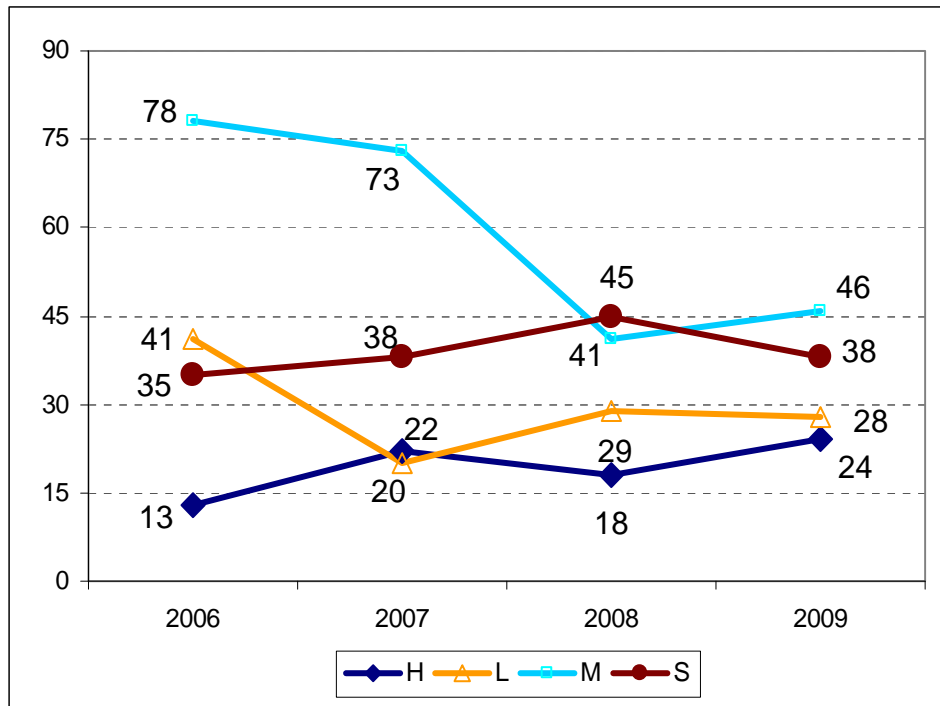
(Figs. in italics/shaded columns relate to complaints recorded same period in previous year)

Complaint Categories 'C', 'S' & 'U' included in the Control Strategy, and categories 'M' & 'Q', also being monitored for the 2008/09 Financial year are highlighted in Blue

COMPLAINT CATEGORIES RECORDED BY AREA OF COMMAND																			
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		0		0	0	
B	Sexual Assault												0		0		1	1	
C	Other Assault	1	1			1				1		2	2	23	31	45	57	12	27
D	Oppressive Conduct/Harassment	1		1	1	2	2					4	3	8	8	18	22	4	22
E	Unlawful/Unnecessary Arrest or Detention												0	10	4	23	12	-11	-48
F	Racially Discriminatory Behaviour												0	1	3	2	5	3	150
G	Irregularity in relation to Evidence/Perjury	1		1		1						2	1	7	2	15	6	-9	-60
H	Corrupt Practice												0		1		2	2	
J	Mishandling of Property	2			1	1		1				2	3	8	6	17	12	-5	-29
K	Stop and Search (Breach of Code A)												0		1	3	2	-1	-33
L	Searching of Premises and Seizure of Property (Breach of Code B)		1		1								2	9	13	22	25	3	14
M	Detention, Treatment and Questioning (Breach of Code C)	6	6									6	6	9	9	24	14	-10	-42
N	Identification Procedures (Breach of Code D)																	0	
P	Tape Recording (Breach of Code E)																	0	
Q	Lack of Fairness & Impartiality	1	1		2	1	1					2	4	13	20	17	32	15	88
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)														1		1	1	
S	Other Neglect or Failure in duty	1	1		6	2	3			1		4	10	39	42	79	79	0	0
T	Other Irregularity in Procedure					2	1					2	1	3	4	5	5	0	0
U	Incivility, Impoliteness & Intolerance	2	2		1	3	7		1	1		6	11	40	47	87	82	-5	-6
V	Traffic Irregularity						1					1		2	2	4	4	0	0
W	Failures in Duty		1		1	1						1	2	5	2	7	4	-3	-43
X	Improper Disclosure of Information				1							1		6	3	10	7	-3	-30
Y	Other Sexual Conduct															2		-2	-100
Totals		15	13	2	14	11	18	0	2	3	0	31	47	183	199	380	372	-8	-2

Data Source – Centurion Complaints System, Periods: 1/7/09 to 30/9/09 & Financial year to date

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



Data Source – Centurion Complaints System, Periods 1/7 to 30/9 in 2006, 2007, 2008 & 2009

- H District showed an increase of **6** complaints in between 2008 & 2009, but has remained at a comparatively low level.
- L Districts recorded a slight fall in reported complaints to **28** in 2009 from **29** in 2008.
- M Districts decrease in reported complaints from **78** in the quarter in 2006 continues, to **46** in 2009.
- S Districts reported complaints has fallen to **38** in 2009 from **45** in the quarter in 2008.

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	7	1	4	1	1	2	1	5	0	22
D	Oppressive Conduct/Harassment	2	3	2	0	0	1	1	3	0	12
E	Unlawful/Unnecessary Arrest or Detention	0	0	1	1	0	0	1	0	0	3
Sub-Total A-E - Oppressiveness		9	4	7	2	1	3	3	9	0	38
F	Racially Discriminatory Behaviour	0	1	0	0	0	0	0	1	0	2
G	Irregularity in relation to Evidence/Perjury	1	0	0	0	0	0	0	2	0	3
H	Corrupt Practice	0	0	0	0	0	0	0	0	0	0
J	Mishandling of Property	1	0	1	1	0	0	2	1	1	7
Sub-Total F-J - Malpractice		2	1	1	1	0	0	2	4	1	12
K	Stop and Search (Breach of Code A)	0	0	0	0	0	0	0	0	0	0
L	Searching of Premises and Seizure of Property (Breach of Code B)	3	0	2	0	0	2	1	2	0	10
M	Detention, Treatment and Questioning (Breach of Code C)	1	0	1	1	0	1	0	3	1	8
N	Identification Procedures (Breach of Code D)	0	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	0
Q	Lack of Fairness & Impartiality	3	1	0	0	0	0	1	2	0	7
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)	0	0	0	0	0	0	0	1	0	1
S	Other Neglect or Failure in duty	10	0	3	1	0	0	2	16	2	34
T	Other Irregularity in Procedure	0	0	0	0	0	0	0	0	0	0
Sub-Total K-T - Failures in		17	1	6	2	0	3	4	24	3	60
U	Incivility, Impoliteness & Intolerance	18	2	2	0	0	2	1	4	0	29
V	Traffic Irregularity	1	0	0	0	0	0	0	0	0	1
W	Failures in Duty	0	0	0	0	0	0	0	1	0	1
X	Improper Disclosure of Information	0	0	0	0	0	0	0	3	1	4
Y	Other Sexual Conduct	0	0	0	0	0	0	0	0	0	0
Sub-Total U-Y - Failures in		19	2	2	0	0	2	1	8	1	35
Total		47	8	16	5	1	8	10	45	5	145

Data Source Centurion Complaints System, Period: 1/7/09 to 30/9/09

Local Resolutions

- **55 (37.9%)** of completed complaints have been **locally resolved**. (Compared to **42.6%** in the previous year)
- **8 (14.5%)** of which were **locally resolved** by the PSD Service Unit Staff. (Compared to **12.8%** in the previous year)
- **47 (85.5%)** of which were **locally resolved** by the Districts / Departments. (Compared to **87.2%** in the previous year)
- **Local Resolutions are the most effective method of resolving complaints both in terms of public satisfaction and cost.**

Proportionate Investigations

- **50 (34.5%)** of complaints resulted in a **proportionate investigation**, compared to **27.7%** in the previous year, of which:
 - **5 (10.0%)** were **substantiated &**
 - **45 (90.0%)** were found to be **unsubstantiated.**
- In 2008, **10.7%** were substantiated and **89.3%** were unsubstantiated

FINALISED COMPLAINTS BY AREA OF COMMAND

Area of Command	DISC	DISP	LR	SU	US	WI	Total
Community Justice	0	1	2	2	8	3	16
Crime Operations	0	0	0	1	6	1	8
Reliance	0	0	0	0	0	0	0
Specialist Ops & Comms	1	0	4	0	0	0	5
HQ Other	0	0	0	0	0	0	0
HQ Total	1	1	6	3	14	4	29
Hartlepool	0	0	8	0	6	2	16
Middlesbrough		6	8	0	11	2	27
Redcar & Cleveland	0	3	9	1	4	1	18
Stockton		4	17	1	5	9	36
Out of Force	0	0	0	0	0	0	0
Unidentified	0	4	7	0	5	3	19
Total	1	18	55	5	45	21	145

Data Source Centurion Complaints System, Period: 1/7/09 to 30/9/09

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 (30)		
Investigation Duration	Total	%
0-120 Days	26	87%
120 Days plus	4	13%
Local Resolution Cases (61)		
Investigation Duration	Total	%
0-30 Days	41	67%
31-120 Days	18	30%
120 Days plus	2	3%

Data Source Centurion Complaints System, Period: 1/7/09 to 30/9/09

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	5	6	11	10			1	31
D	Oppressive Conduct/Harassment							
E	Unlawful/Unnecessary Arrest or Detention							
F	1	1	1					3
G	1			1				2
H	Corrupt Practice							
J	Mishandling of Property							
K	Stop and Search (Breach of Code A)							
L	Searching of Premises and Seizure of Property (Breach of Code B)							
M	1	2	4	1			2	9
N	Identification Procedures (Breach of Code D)							
P	Tape Recording (Breach of Code E)							
Q	Lack of Fairness & Impartiality							
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)							
S	1	3	11	11	7	1	6	40
T	Other Irregularity in Procedure							
U	1	7	12	18	4	1	5	46
V	Traffic Irregularity							
W	Failures in Duty							
X	Improper Disclosure of Information							
Y	Other Sexual Conduct							
TOTAL ALLEGATIONS	10	29	59	60	18	7	17	195
TOTAL COMPLAINANTS	7	26	40	41	12	6	14	146

Data Source – Centurion Complaints System, Period: 1/7/09 to 30/9/09

Key Points:

In this quarter

- Complainants aged 20-29 years old are responsible for **26 (17.8%)** of all recorded complaints, compared to **16.8%** in the previous year
- Complainants aged 30-39 years old are responsible for **40 (27.4%)** of all recorded complaints, compared to **21.2%** in the previous year
- Complainants aged 40-49 years old are responsible for **41 (28.1%)** of all recorded complaints, compared to **24.8%** in the previous year
- Complainants aged 30-49 years old who made complaints relating to 'Other Neglect Of Failure', accounted for **64.7% (22 complaints)** of all 'Other Neglect Of Failure' recorded complaints, where the complainants age was known and **12.4%** of all recorded complaints, where the complainants age was known, compared to **58.1% & 11.3%** in the previous year
- Complainants aged 30-49 years old who made complaints relating to 'Incivility, Impoliteness & Intolerance', accounted for **73.2% (30 complaints)** of all 'Incivility, Impoliteness & Intolerance' recorded complaints, where the complainants age was known and **16.9%** of all recorded complaints, where the complainants age was known, compared to **50.0% & 11.3%** in the previous year

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

Category		Gender			
		Male	Female	Unknown	Total
A	Serious Non Sexual Assault				
B	Sexual Assault				
C	Other Assault	21	12		31
D	Oppressive Conduct/Harassment	6	1		7
E	Unlawful/Unnecessary Arrest or Detention	4			4
F	Racially Discriminatory Behaviour	3			3
G	Irregularity in relation to Evidence/Perjury	2			2
H	Corrupt Practice		1		1
J	Mishandling of Property	5	1		6
K	Stop and Search (Breach of Code A)	1			1
L	Searching of Premises and Seizure of Property (Breach of Code B)	7	5		12
M	Detention, Treatment and Questioning (Breach of Code C)	6	4		9
N	Identification Procedures (Breach of Code D)				
P	Tape Recording (Breach of Code E)				
Q	Lack of Fairness & Impartiality	17	4		21
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)		1		1
S	Other Neglect or Failure in duty	22	19		40
T	Other Irregularity in Procedure	4			4
U	Incivility, Impoliteness & Intolerance	21	27		46
V	Traffic Irregularity	1	1		2
W	Failures in Duty	1	1		2
X	Improper Disclosure of Information	3			3
Y	Other Sexual Conduct				
TOTAL COMPLAINTS		124	77	0	195
TOTAL COMPLAINANTS		86	60		146

Data Source – Centurion Complaints System, Period: 1/7/09 to 30/9/09

Key Points:

In this quarter

- **58.9%** of recorded complaints had male Complainants, compared to **57.1%** in the previous year
- **41.1%** of recorded complaints had female Complainants, compared to **42.9%** in the previous year

SELF ASSESSED ETHNICITY INVOLVED IN RECORDED COMPLAINTS

Major Categories	Sub – groupings	Total Complainants	
		2008	2009
White (W)	British (W1)	103	111
	Irish (W2)		2
	Any other White background (W9)		
	TOTAL	103	113
Mixed (M)	White and Black Caribbean (M1)		
	White and Black African (M2)		
	White and Asian (M3)	2	
	Any other Mixed background (M9)		
	TOTAL	2	0
Asian or Asian British (A)	Indian (A1)		
	Pakistani (A2)	1	3
	Bangladeshi (A3)		
	Any other Asian background (A9)	2	
	TOTAL	3	3
Black or Black British (B)	Caribbean (B1)		
	African (B2)		
	Any other Black background (B9)		
	TOTAL	0	0
Chinese or other ethnic group (0)	Chinese (O1)	1	
	Any other ethnic group (09)		
	TOTAL	1	0
Not stated / Recorded	Not stated	4	30
	TOTAL	4	30
GRAND TOTAL		113	146

Data Source Centurion Complaints System, Period: 1/7/08 to 30/9/08 & 1/7/09 to 30/9/09

The level of 'Not Known' Ethnicity is currently at 20.5%, compared to 3.5% in 2008.

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 2009 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.

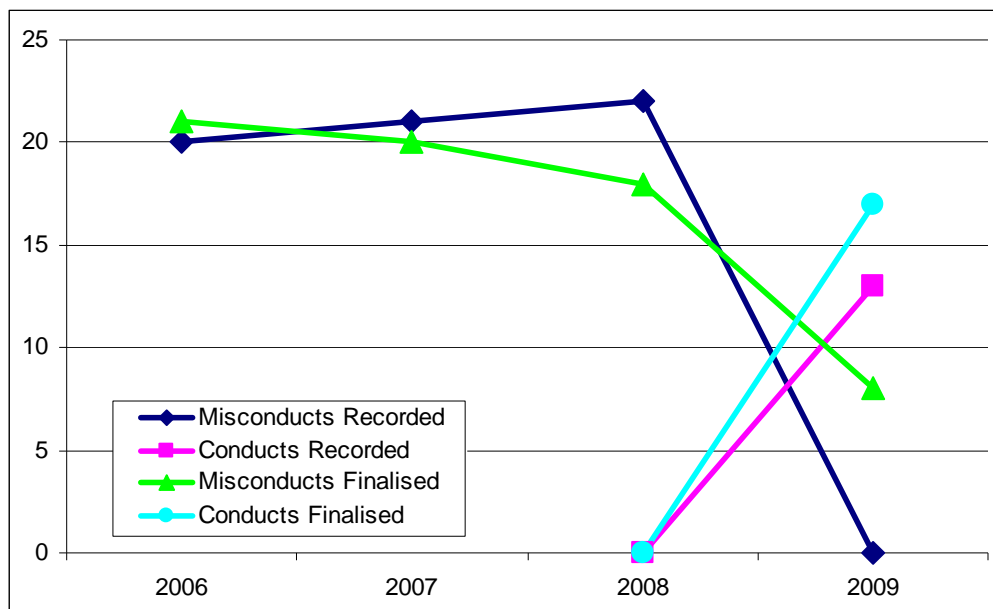
This will undoubtedly change to some extent levels of recording thus care must be taken when comparing levels of Misconducts recorded in 2007/08 with levels of Misconducts & Conducts for the 2008/09 financial year.

In addition, in the next quarter there will be no further Misconducts recorded, but live Misconducts will continue to be finalised for some time to come.

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

Changes in Conduct Cases Recorded & Finalised						
	2006	2007	2008	2009	2008 & 2009 Change	
					No.	%
Misconducts Recorded	20	21	22	0	-22	-100.0%
Conducts Recorded			0	13	13	
Misconducts Finalised	21	20	18	8	-10	-55.6%
Conducts Finalised			0	17	17	

Data Source Centurion Complaints System, Period: 1/7 to 30/9 for 2006, 2007, 2008 & 2009



Data Source Centurion Complaints System, Period: 1/7 to 30/9 for 2006, 2007, 2008 & 2009

Conduct Cases Recorded & Finalised by Service Unit

Area of Command	Misconduct Cases Recorded	Conduct Cases Recorded	Misconduct Case Finalised	Conduct Case Finalised
CJD	0	0	0	1
Crime Operations	0	3	0	1
Hartlepool	0	1	1	2
HQ	0	2	1	2
Langbaugh	0	1	1	1
Middlesbrough	0	3	4	6
Reliance	0	0	0	0
Spec. Ops & Comms	0	0	0	1
Stockton	0	3	1	3
Unidentified/ Out Of Force	0	0	0	0
Totals	0	13	8	17

Data Source Centurion Complaints System, Period: 1/7/09 to 30/9/09

During this quarter, **13** Conduct and **0** Misconduct files have been opened compared to **22** Misconduct files in the previous year.

These **13** Conduct files consisted of **19** areas where conduct has fallen below the standard expected standard.

During this quarter, **17** Conduct files and **8** Misconduct files have been finalised, compared to **18** Misconduct files in the previous year.

These Misconduct files consisted of **23** alleged breaches of the Discipline codes, and the Conduct files consisted of **17** areas where conduct has fallen below the standard expected standard.

The table below gives a breakdown of the categories involved in these breaches:

Category	Misconducts Recorded	Conducts Recorded	Misconducts Finalised	Conducts Finalised
1. Honesty and Integrity	1	5	4	4
2. Authority, respect & courtesy	0	3	2	1
3. Equality & diversity	0	0	1	0
4. Use Of Force/Abuse Authority	0	1	0	1
5. Orders & instructions	2	2	2	1
6. Duties & Responsibilities	3	3	6	1
7. Confidentiality	0	0	6	4
8. Fitness for Duty	0	0	0	1
9. Discreditable Conduct	0	5	0	4
10. Challenging/reporting improper conduct	0	0	0	0
General conduct	0	0	2	0
Total	6	19	23	17

Data Source Centurion Complaints System, Period: 1/7/09 to 30/9/09

All the Conduct cases are un-associated incidents with no obvious patterns or trends linking them.

FILES REFERED TO THE IPCC

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

Of these files 1 will be locally managed and 1 will be managed by the IPCC.

APPEALS

During this period there has been **15** appeals lodged.

During this quarter only 1 appeal has been finalised, this being Not 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	0	0	0	0	2	0	1	0	3
Other HQ	1	0	0	0	1	0	0	0	0	0
HQ Total	1	0	0	0	1	2	0	1	0	3
Hartlepool	0	0	1	1	2	0	0	0	0	0
Redcar & Cleveland	1	1	2	1	5	1	1	1	1	4
Middlesbrough	2	0	2	1	5	3	0	1	1	5
Out of Force	0	0	0	0	0	0	0	0	0	0
Stockton	3	0	2	0	5	1	0	2	0	3
Unidentified	0	0	0	0	0	0	0	0	0	0
Total	7	1	7	3	18	7	1	5	2	15

Data Source Centurion Complaints System, Period: 1/7/09 to 30/9/09

Key to categories:

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

There has been a 6% increase in recorded Direction & Control Complaints as below:

Recorded Direction & Control	GPS	OPD	OPP	OD	Total
2008	12	0	4	1	17
2009	7	1	7	3	18
Change	-5	1	3	2	1
% Change	-42%		75%		6%

Miscellaneous Enquiries

During this period, Professional Standards recorded **49** Miscellaneous Enquiries an increase of **5 (+11%)** over the previous year

Letters of Appreciation

During this period, the Force recorded **208** letters of appreciation, an increase of **57 (+38%)** over those recorded in the previous year.

Good Practice

None Identified In This Quarter.

Suspensions/Dismissals

During this quarter:

Two (2) Police Officers were dismissed

Two (2) Police Officers were required to resign

One (1) Police Officer received a caution

One (1) Police Staff was dismissed

Two (2) Police Staff received a 'Final Written Warning'

Currently

One (1) Police officer is currently suspended.

Six (6) Police staff are currently suspended