



CLEVELAND  
POLICE  
*Putting People First*

## PROFESSIONAL STANDARDS

**QUARTERLY PROGRESS REPORT**  
**ON**  
**COMPLAINT ISSUES**  
**FOR**  
**CLEVELAND POLICE**  
**2<sup>nd</sup> QUARTER 2011/12**  
**1<sup>st</sup> July to 30<sup>th</sup> September 2011**

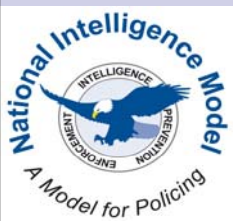
Reference Number:	CP/PSD/2011/3
Prepared By:	I. Davies DC 257
Date:	4/10/11

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Approved: **Martin Campbell, Supt.**

Date: **4<sup>th</sup> October 2011**



This document contains an assessment of current performance relating to Professional Standards complaint issues against (a) historic performance and (b) by comparing BCU's.

## Summary of Data

There has been a **17%** decrease in the number of Cases recorded during this period (**121** to **101**), with an **11%** decrease in Complaints (**218** to **195**), 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 (**49** complaints), Incivility (**22** complaints) and Other Assault allegations, (**23** complaints) continue to be made at high levels
- Complaints of Other Assault (Category C) have decreased by **3 (-13%)** compared to the same period in 2010, falling from **26** to **23**. 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 **9 (+22%)** compared to the same period in 2010, rising from **40** to **49**. The overriding theme for the Force in respect of Neglect complaints is crime enquiries
- Complaints of Incivility (Category 'U') have decreased by **24 (-52%)** compared to the same period in 2010, falling from **46** to **22**

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 in relation to Unlawful / Un-necessary Arrest or Detention (Category 'E') have increased by **57%** compared to the same period in 2010, rising from **14** to **22**. In this Quarter this is the same level as for Category 'U' Complaints (Incivility)
- Complaints of Detention, Treatment & Questioning (Breach of Code C) (Category 'M') have decreased by **43%** compared to the same period in 2010, falling from **21** to **12**. 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
- **23% (29)** of completed complaints have been locally resolved.
- In this quarter **498** '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. **32** Dissatisfactions 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

### Individual

#### Complaint

##### CO/00049/11

###### Summary

Allegation 3 - He complains that he was unlawfully arrested and detained at Kirkleatham Police Station.

###### Learning Details

Cleveland Police received a complaint that they had failed to properly investigate the theft of a motor vehicle and Police considered the complainant had made a fraudulent claim in order to obtain money. There appeared to the IO no evidence to support the fact a theft had occurred. The complainant was arrested after attending the police station on a voluntary basis, to discuss the theft and to make a statement. The complaint centred on the fact that the crime had not been investigated and that the complainant had been wrongly arrested and falsely detained for an offence of fraud when the police had no grounds to suspect him guilty of the offence. The complainant appealed to the IPCC who upheld his appeal. The appeal gave consideration to the recent case of Richardson v CC (West Midlands Police) where the court found the arrest to be unlawful where the suspect attended the police station voluntarily, knowing that he would be arrested prior to interview. The court said that the Arresting Officer should have given consideration to the necessity to arrest.

###### Action Taken

This case serves to highlight the need for Offices to understand and address the conditions imposed by PACE code G. Arrests following voluntary attendance can comply with code G but Officers must prepare their rationale and relay it to the custody sergeant.

##### CO/00139/11

###### Summary

Allegation 1 - She complains that the search of her home address was unlawful.

###### Learning Details

Whilst conducting misper enquiries an Officer attends an associate's address. As he speaks to the mispers friend (who tells the Officer that he is alone and aged 17) the Officer hears a noise from within the address and requests authority to conduct a search with consent. The Officer conducts the search prior to completing the G10-10 search form. The search is negative. It transpired that the authorising person was aged 16 years, was in foster care at the address and they thought the Officer had a search warrant. The home owner complained that the Officer did not have the true consent due to this and that the search was unlawful. The complainant also stated that the Officer should have made attempts to contact her regarding this matter and in any case prior to any search taking place.

###### Action Taken

Officers when requesting a search by consent should ensure PACE code B (Sec 5.1 to 5.4) is adhered to. They also need to ensure the following:

- \* they should make all reasonable efforts to confirm that the person giving consent has the authority to do so (i.e they are a tenant/owner/occupier)
- \* for juveniles they should make reasonable efforts to contact an adult (parent or guardian etc)
- \* G10-10 search forms should, if practicable, be completed prior to any search
- \* The reasons and ground for the search should be fully explained prior to the search

### Organisational

#### Complaint

##### CO/00103/11

###### Summary

The complaint was regarding the unnecessary arrest of a female suspected of assaulting her husband. The complainant had attended her husband's place of work and, together with a local resident, forced entry to premises to find that her husband had fallen and injured himself. Had a full sequel appeared on the Event Chronology, including details of witnesses, a subsequent investigation by CID officers would not have concluded that an assault had occurred.

###### Learning Details

###### Action Taken

Officers are to ensure that a detailed sequel is given to Control Room in order that the Event Chronology fully reflects all the enquiries that have been conducted for future reference.

**CO/00107/11**

Summary

Allegation 3 - He complains a police officer failed to return his vehicle to him when he attended the garage to collect it.

Learning Details

Police arranged for a motor vehicle to be seized and recovered to an authorised garage to enable full forensic examination by SOCO after the vehicle had been linked to a serious offence. A complaint was received that the owner of the vehicle had received a note from the OIC advising that the vehicle was ready for collection from the garage. When the owner attended the garage with the note the garage refused to release the vehicle as the OIC had not informed them directly of the decision to allow the owner to collect the vehicle.

Action Taken

Officers are failing to inform the appropriate garage of the decision to return vehicles to the owners. As soon as all enquiries pertaining to the vehicle are complete and the decision is made that the vehicle can be returned to the owner the OIC must ensure that form B01-71 is completed and faxed to the appropriate recovery garage. This form should be faxed to the garage prior to the owner of the vehicle being informed that they can arrange recovery.

**CO/00163/11**

Summary

Allegation 1 - She complains that following a long running neighbour dispute her late husband was arrested for assault on 8/10/07 and the case was NFA'd in November 07. In January 2008 her husband suffered a stroke and she alleged that the stress caused to her husband has led to his deterioration. He died in January 2011 and she now wished to pursue her complaint against the officer.

Learning Details

Officers should be mindful that elderly people, who have never been in trouble with the Police, can find Police presence very stressful, and that extra consideration should be given by Officers to treating such persons with dignity and respect.

Action Taken

**Direction and Control**

**DC/00026/11**

Summary

The matter was investigated as Direction and Control and the outcome was that TSU only have two analysts trained in CCTV analysis and they usually work on a thirty day turnaround; unless they are particularly busy. The CCTV hard drive in question only had a seven day turnaround and therefore had it not been seized the evidence would have been lost; it also has to be downloaded in real time, which could take up to eight hours. The manager of premises containing four flats wished to make a complaint that police had seized the hard drive for the CCTV covering the premises following a burglary. The complainant felt it was unreasonable to have the hard drive seized when it was going to take 3 weeks for an appointment at TSU.

Learning Details

When Officers find it necessary to seize CCTV hard drives they should be mindful of the time it will take for the footage to be downloaded by TSU and should provide owners with an accurate timescale for this to be done.

Action Taken

**DC/00032/11**

Summary

A vehicle was seized by police unlawfully and unnecessarily when they were looking for her youngest son who was wanted in relation to a domestic incident involving his girlfriend.

Learning Details

The facts that the vehicle was seized as 'used in crime' by Officers investigating a domestic related criminal damage, Police may seize a vehicle under certain circumstances; those being SOCPA, Sec 59 RTA 1984, Stolen Vehicles, abandoned vehicles/burnt out and used in crime. Under PACE vehicles can be seized as 'Used in crime' for evidence purposes. In this case the vehicle was used in crime, however, the question is was it necessary to seize it for forensic purposes. After consultation with Dave Lisle, Vehicle Recovery Unit, it was agreed that Cleveland Police should be liable for the recovery of this vehicle. As a result of this complaint it has been established that Officers need to be aware of their Police powers and reason why they are seizing a vehicle.

Action Taken

An email has been sent to all Inspectors suggesting that they brief their staff on the recovery process and the availability of the slide show presentation prepared by Ian Bruce on the Vehicle Recovery Site.

FORCE RECORDED COMPLAINTS												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st July - 30th September				1st October - 30th September				1st April - 30th September			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
Cases	121	101	-20	-17	432	415	-17	-4	232	213	-19	-8
Complaints	218	195	-23	-11	730	743	13	2	385	395	10	3
Complainants	145	128	-17	-12	485	452	-33	-7	267	242	-25	-9
Force Strength (Police Officers)	1699	1594			2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
	Complaints per 1000 Officers				430	466	36.5	8	227	248	21.2	9
Total Force Strength	2595	2019										
	Complaints per 1000 Total Force Strength				281	368	86.7	31	148	196	47.3	32

Data Source – Centurion Complaints System, Periods: 1/7/11 to 30/9/11, rolling years & financial years to date

### Key Points:

In this quarter:

- **17%** decrease in the number of Cases recorded (decrease of **20**)
- **11%** decrease in Complaints (decrease of **23**)
- In excess of 540 Police staff transferred to Steria in October 2010

For the last 12 months:

- **466** Complaints per 1000 officers (**8%** increase) ; **248** per 1000 employees (**9%** increase)

COMPLAINTS RECORDED BY AREA OF COMMAND												
	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st July - 30th September				1st October - 30th September				1st April - 30th September			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
Community Justice	24	10	-14	-58	51	57	6	12	38	21	-17	-45
Crime Operations	13	15	2	15	36	47	11	31	20	41	21	105
Hartlepool	20	19	-1	-5	96	80	-16	-17	44	41	-3	-7
Redcar & Cleveland	32	29	-3	-9	112	123	11	10	59	52	-7	-12
Middlesbrough	48	49	1	2	180	205	25	14	87	109	22	25
Reliance	1	0		-100	5	2	-3	-60	2	1	-1	-50
Spec. Ops & Comms	20	7	-13	-65	85	58	-27	-32	46	21	-25	-54
Steria	0	0			0	2	2		0	0		
Stockton	48	46	-2	-4	140	134	-6	-4	73	83	10	14
Unidentified/Out of Force	7	17	10	143	16	30	14	88	10	22	12	120
HQ Other	5	3	-2	-40	9	5	-4	-44	6	4	-2	-33
Totals	218	195	-23	-11	730	743	13	2	385	395	10	3

Data Source – Centurion Complaints System, Periods: 1/7/11 to 30/9/11, rolling years & financial years to date

### Key Points:

In this Quarter

- Hartlepool has shown a **5%** decrease in the number of complaints recorded (**-1** Complaints), when compared to the same period last year
- Redcar & Cleveland has shown a **9%** decrease in recorded complaints (**-3** Complaints), when compared to the same period last year.
- Middlesbrough has recorded a **2%** increase in the number of complaints (**+1** Complaints), when compared to the same period last year, and is the District with the highest number of recorded complaints.
- Stockton has shown a **4%** decrease in recorded complaints (**-2** Complaints), when compared to the same period last year

	QUARTERLY				ROLLING 12 MONTHS				FINANCIAL YEAR TO DATE			
	1st July - 30th September				1st October - 30th September				1st April - 30th September			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
Cases	114	91	-23	-20	442	375	-67	-15	201	175	-26	-13
Complaints	187	125	-62	-33	702	625	-77	-11	187	277	90	48
<b>Complaints Disposal Means:</b>												
Discontinued	0	1	1	n/a	1	1	0	0	0	1	1	n/a
Dispensation	30	10	-20	-67	87	56	-31	-36	30	17	-13	-43
Locally Resolved	76	29	-47	-62	247	203	-44	-18	76	86	10	13
Upheld	7	13	6	86	52	55	3	6	7	23	16	229
Not Upheld	59	65	6	10	256	233	-23	-9	59	121	62	105
Withdrawn	15	7	-8	-53	59	77	18	31	15	29	14	93
Not Identified	0	0			0	0			0	0		
Totals	187	125	-62	-33	702	625	-77	-11	187	277	90	48

Data Source – Centurion Complaints System, Periods: 1/7/11 to 30/9/11, rolling years & financial years to date

#### Key Points:

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

- Completed Complaint cases decreased by **23** Complaint Cases (**-20%**)
- Completed Complaints decreased by **62** Complaints (**-33%**)
- Upheld complaints increased from **7** to **13** (**+86%**)
- Locally Resolved complaints have decreased from **76** to **29** (**-62%**)

***(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 - 30th September			
	2010	2011	Change	%Change	2009/10	2010/11	Change	%Change	2010	2011	Change	%Change
Community Justice	11	4	-7	-64	31	58	27	87	11	16	5	45
Crime Operations	26	6	-20	-77	52	17	-35	-67	26	8	-18	-69
Hartlepool	11	7	-4	-36	92	71	-21	-23	11	36	25	227
Redcar & Cleveland	27	24	-3	-11	103	107	4	4	27	36	9	33
Middlesbrough	42	37	-5	-12	178	171	-7	-4	42	85	43	102
Reliance	0	1	1		7	4	-3	-43	0	1	1	
Spec. Ops & Comms	28	17	-11	-39	75	63	-12	-16	28	33	5	18
Steria	0	1	1		0	2	2		0	1	1	
Stockton	33	25	-8	-24	135	114	-21	-16	33	54	21	64
Unidentified/Out Of Force	5	3	-2	-40	23	14	-9	-39	5	5	0	0
Other Hq	4	0		-100	6	4	-2	-33	4	2	-2	-50
Totals	187	125	-62	-33	702	625	-77	-11	187	277	90	48

Data Source – Centurion Complaints System, Periods: 1/7/11 to 30/9/11, 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	4	3	5	2	67	
B	Sexual Assault						1		1					1	1	1	1	0	0	
C	Other Assault	4	4	5	2	7	6	5	7	3	3	2	1	26	23	52	43	-9	-17	
D	Oppressive Conduct/Harassment					4	3	1	3	3				8	6	19	16	-3	-16	
E	Unlawful/Unnecessary Arrest or Detention	1	1		11	2	7	7	1	4	0		2	14	22	22	35	13	59	
F	Discriminatory Behaviour							1	2		1			1	3	2	4	2	100	
G	Irregularity in relation to Evidence/Perjury					2								2		3		-3	-100	
H	Corrupt Practice									1				1		2	4	2	100	
J	Mishandling of Property	1		1	1	1	3			2	3		1	5	8	8	13	5	63	
K	Stop and Search (Breach of Code A)					1	2							1	2	1	2	1	100	
L	Searching of Premises and Seizure of Property (Breach of Code B)		1	3	1	2	6	7	2				1	1	13	11	19	22	3	16
M	Detention, Treatment and Questioning (Breach of Code C)		1	1		1	2		1	19	8			21	12	34	28	-6	-18	
N	Identification Procedures (Breach of Code D)																	0		
P	Tape Recording (Breach of Code E)																	0		
Q	Lack of Fairness & Impartiality	1	1	3	3	3	1	4	3	3			1	14	9	24	25	1	4	
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)																	0		
S	Other Neglect or Failure in duty	5	6	5	5	9	9	7	14	11	7	3	8	40	49	70	97	27	39	
T	Other Irregularity in Procedure			1	4	2	1	3	1	2	6		1	8	13	10	17	7	70	
U	Incivility, Impoliteness & Intolerance	7	5	12	1	7	6	9	6	10	2	1	2	46	22	90	58	-32	-36	
V	Traffic Irregularity					1	1	2	3	1				4	4	7	6	-1	-14	
W	Failures in Duty						1		1		2				4	3	11	8	267	
X	Improper Disclosure of Information	1		1		5		1	1	4	1			12	2	15	8	-7	-47	
Y	Other Sexual Conduct																	0		
<b>Totals</b>		20	19	32	29	48	49	48	46	63	35	7	17	218	195	385	395	10	3	

Data Source – Centurion Complaints System, Periods: 1/7/11 to 30/9/11 & Financial year to date

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

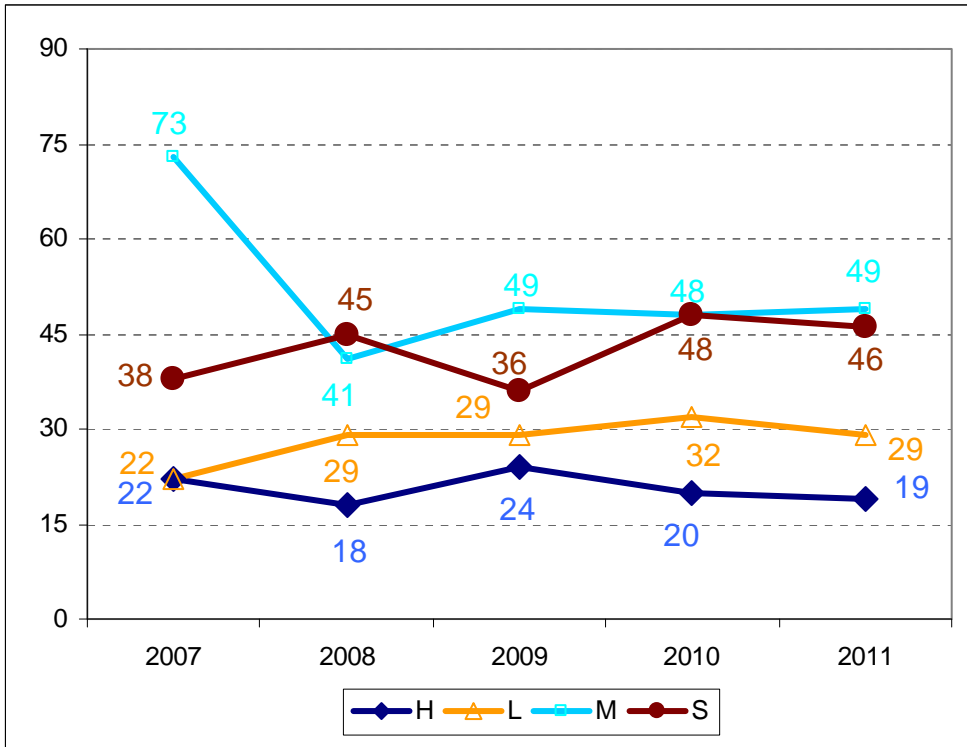
*(Figs. in italics/shaded columns relate to complaints recorded same period in previous year)*

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		1				1								2	1	4	3	5	2	67
B	Sexual Assault															1	1	1	1	0	0
C	Other Assault	1	2			1	1					1		3	3	26	23	52	43	-9	-17
D	Oppressive Conduct/Harassment			2		1								3		8	6	19	16	-3	-16
E	Unlawful/Unnecessary Arrest or Detention	2		1		1								4	0	14	22	22	35	13	59
F	Discriminatory Behaviour				1									1		1	3	2	4	2	100
G	Irregularity in relation to Evidence/Perjury															2		3		-3	-100
H	Corrupt Practice			1										1		1		2	4	2	100
J	Mishandling of Property				3	2								2	3	5	8	8	13	5	63
K	Stop and Search (Breach of Code A)															1	2	1	2	1	100
L	Searching of Premises and Seizure of Property (Breach of Code B)															13	11	19	22	3	16
M	Detention, Treatment and Questioning (Breach of Code C)	19	7		1									19	8	21	12	34	28	-6	-18
N	Identification Procedures (Breach of Code D)																			0	
P	Tape Recording (Breach of Code E)																			0	
Q	Lack of Fairness & Impartiality			1		1		1						3		14	9	24	25	1	4
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)																			0	
S	Other Neglect or Failure in duty			4	3	5	2	2	2					11	7	40	49	70	97	27	39
T	Other Irregularity in Procedure	1		1	3		2		1					2	6	8	13	10	17	7	70
U	Incivility, Impoliteness & Intolerance	1			1	7	1	2						10	2	46	22	90	58	-32	-36
V	Traffic Irregularity					1								1		4	4	7	6	-1	-14
W	Failures in Duty				2									2			4	3	11	8	267
X	Improper Disclosure of Information			3	1	1								4	1	12	2	15	8	-7	-47
Y	Other Sexual Conduct																			0	
<b>Totals</b>		24	10	13	15	20	7	5	3	0	0	1	0	63	35	218	195	385	395	10	3

Data Source – Centurion Complaints System, Periods: 1/7/11 to 30/9/11 & Financial year to date

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



*Data Source – Centurion Complaints System, Periods 1/7 to 30/9 in 2007, 2008, 2009, 2010 & 2011*

- H District showed a decrease in 2011 to 19, extending the downward trend to 3 years.
- L District's complaints fell in 2011 to 29 reversing a 3 year upward trend.
- M District's level has remained fairly static for the last 3 years.
- S District level has decreased from its 2010 level, but is higher than the 2007, 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	0	0	1	1
B Sexual Assault	0	0	0	0	0	0	0	0	0
C Other Assault	3	0	0	0	3	1	10	0	17
D Oppressive Conduct/Harassment	1	0	0	0	0	0	5	0	6
E Unlawful/Unnecessary Arrest or Detention	2	0	1	0	0	0	6	4	13
<b>Sub-Total A-E - Oppressiveness</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>21</b>	<b>5</b>	<b>37</b>
F Racially Discriminatory Behaviour	0	0	0	0	0	0	1	0	1
G Irregularity in relation to Evidence/Perjury	0	0	0	0	0	0	0	0	0
H Corrupt Practice	0	0	0	0	0	0	0	0	0
J Mishandling of Property	0	1	0	0	0	1	3	1	6
<b>Sub-Total F-J - Malpractice</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>7</b>
K Stop and Search (Breach of Code A)	0	0	0	0	0	0	0	1	1
L Searching of Premises and Seizure of Property (Breach of Code B)	3	0	0	0	1	0	3	0	7
M Detention, Treatment and Questioning (Breach of Code C)	0	0	0	0	0	0	4	1	5
N Identification Procedures (Breach of Code D)	0	0	0	0	0	0	0	0	0
P Tape Recording (Breach of Code E)	0	0	0	0	0	0	1	0	1
Q Lack of Fairness & Impartiality	1	0	0	0	0	0	4	0	5
R Multiple or Unspecified Breaches (which cannot be allocated to a specific code)	0	0	0	0	0	0	0	0	0
S Other Neglect or Failure in duty	5	0	4	1	1	2	12	4	29
T Other Irregularity in Procedure	0	0	0	0	0	1	5	0	6
<b>Sub-Total K-T - Failures in</b>	<b>9</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>29</b>	<b>6</b>	<b>54</b>
U Incivility, Impoliteness & Intolerance	7	0	2	0	0	0	8	1	18
V Traffic Irregularity	3	0	0	0	0	0	0	0	3
W Failures in Duty	1	1	0	0	0	0	0	0	2
X Improper Disclosure of Information	0	1	0	0	0	0	3	0	4
Y Other Sexual Conduct	0	0	0	0	0	0	0	0	0
<b>Sub-Total U-Y - Failures in</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>27</b>
<b>Total</b>	<b>26</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>65</b>	<b>13</b>	<b>125</b>

Data Source Centurion Complaints System, Period: 1/7/11 to 30/9/11

**Local Resolutions**

- **29 (23.2%)** of completed complaints have been **locally resolved**. (Compared to **40.6%** 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**

- **78 (60.5%)** of complaints resulted in a **proportionate investigation**, compared to **38.1%** in the previous year, of which:
- **13 (16.7%)** were **upheld** & **65 (83.3%)** were found to be **not upheld**
- In the previous year, **10.2%** were upheld and **89.8%** 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	0	4	0	4
Crime Operations	0	0	2	1	3	0	6
Reliance	0	0	0	0	1	0	1
Specialist Ops & Comms	1	0	1	2	12	1	17
Steria	0	0	0	0	1	0	1
HQ Other	0	0	0	0	0	0	0
HQ Total	1	0	3	3	21	1	29
Hartlepool	0	1	3	0	2	1	7
Middlesbrough	0	6	7	7	16	1	37
Redcar & Cleveland	0	2	6	1	13	2	24
Stockton	0	0	10	1	13	2	25
Unidentified/ Out Of Force	0	1	0	1	1	0	3
<b>Total</b>	<b>1</b>	<b>10</b>	<b>29</b>	<b>13</b>	<b>66</b>	<b>7</b>	<b>125</b>

*Data Source Centurion Complaints System, Period: 1/7/11 to 30/9/11*

**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 (24)		
Investigation Duration	Total	%
0-120 Days	18	75%
120 Days plus	6	25%
Local Resolution Cases (35)		
Investigation Duration	Total	%
0-30 Days	21	60%
31-120 Days	13	37%
120 Days plus	1	3%

*Data Source Centurion Complaints System, Period: 1/7/11 to 30/9/11*

**EXAMPLES OF CASES FINALISED AS UPHELD**

**Case 1**

Case Type:	Execution of Warrant (CO/56/11)
Complaint 1 Summary	<i>She complains that Police executed a warrant at her home address and an Officer made comments about the house which she found offensive.</i>

**Case 2**

Case Type:	Response to letter (CO/168/11)
Complaint 1 Summary	<i>He complains that he wrote to a Police Officer regarding security to his premises and it has taken 4 weeks for a response.</i>

**Case 3**

Case Type:	Execution of Warrants (CO/170/11)
Complaint 1 Summary	<i>He complains that over the past 3 months police have raided his address on 3 separate occasions.</i>
Complaint 2 Summary	<i>He complains that during one of the searches he was placed in handcuffs.</i>
Complaint 3 Summary	<i>They complain that police have entered their home wrongly.</i>

**EXAMPLES OF CORRUPT PRACTICE COMPLAINTS (CATEGORY 'H')**

In this quarter there have been **no** Category 'H' Corrupt Practice complaints recorded.

There are currently **five** live Category 'H' Corrupt Practice complaints recorded before 1/4/11. They are linked to 3 separate files.

In this period there has been **no** Category 'H' Corrupt Practice complaint finalised.

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

	Category	Age Band							Total
		0-19	20-29	30-39	40-49	50-59	60+	N/K	
A	Serious Non Sexual Assault		1		1	1	1		4
B	Sexual Assault							1	1
C	Other Assault	3	4	8	6	1	1	1	23
D	Oppressive Conduct/Harassment			3	1			2	6
E	Unlawful/Unnecessary Arrest or Detention	3	3	11	3	2			22
F	Racially Discriminatory Behaviour			1	2				3
G	Irregularity in relation to Evidence/Perjury								
H	Corrupt Practice								
J	Mishandling of Property		4	1	1	2		1	8
K	Stop and Search (Breach of Code A)		1			1		1	2
L	Searching of Premises and Seizure of Property (Breach of Code B)		2	2	2	3	1	1	11
M	Detention, Treatment and Questioning (Breach of Code C)		3	2	3	2		2	12
N	Identification Procedures (Breach of Code D)								
P	Tape Recording (Breach of Code E)								
Q	Lack of Fairness & Impartiality	1			1	4		3	9
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)								
S	Other Neglect or Failure in duty	5	2	7	10	7	2	13	46
T	Other Irregularity in Procedure		3	2	5	3		2	13
U	Incivility, Impoliteness & Intolerance		6	7	4	3	2	1	22
V	Traffic Irregularity				3		1		4
W	Failures in Duty		2			1		2	4
X	Improper Disclosure of Information			1	1				2
Y	Other Sexual Conduct								
<b>TOTAL ALLEGATIONS</b>		<b>12</b>	<b>31</b>	<b>45</b>	<b>43</b>	<b>30</b>	<b>8</b>	<b>30</b>	<b>195</b>
<b>TOTAL COMPLAINANTS</b>		<b>7</b>	<b>17</b>	<b>26</b>	<b>30</b>	<b>18</b>	<b>5</b>	<b>24</b>	<b>128</b>

*Data Source – Centurion Complaints System, Period: 1/7/11 to 30/9/11*

**Key Points:**

In this quarter, where the complainant age was known:

- Complainants aged 20-29 years old are responsible for **31 (19.1%)** of all recorded complaints, compared to **20.5%** in the previous year
- Complainants aged 30-39 years old are responsible for **45 (27.8%)** of all recorded complaints, compared to **22.2%** in the previous year
- Complainants aged 40-49 years old are responsible for **43 (26.5%)** of all recorded complaints, compared to **33.3%** in the previous year
  
- Complainants aged 30-59 years old who made complaints relating to 'Other Neglect Or Failure', accounted for **72.7% (24 complaints)** of all 'Other Neglect Or Failure' recorded complaints, and **14.8%** of all recorded complaints, compared to **86.2% & 21.4%** in the previous year
- Complainants aged 20-49 years old who made complaints relating to 'Incivility, Impoliteness & Intolerance', accounted for **81.0% (17 complaints)** of all 'Incivility, Impoliteness & Intolerance' recorded complaints, and **10.5%** of all recorded complaints, compared to **73.8% & 26.5%** 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	3	1		4
B Sexual Assault		1		1
C Other Assault	17	7		23
D Oppressive Conduct/Harassment	4	2		6
E Unlawful/Unnecessary Arrest or Detention	19	3		22
F Racially Discriminatory Behaviour	3			3
G Irregularity in relation to Evidence/Perjury				
H Corrupt Practice				
J Mishandling of Property	6	2		8
K Stop and Search (Breach of Code A)	1	1	1	2
L Searching of Premises and Seizure of Property (Breach of Code B)	3	8		11
M Detention, Treatment and Questioning (Breach of Code C)	6	6		12
N Identification Procedures (Breach of Code D)				
P Tape Recording (Breach of Code E)				
Q Lack of Fairness & Impartiality	8	3		9
R Multiple or Unspecified Breaches (which cannot be allocated to a specific code)				
S Other Neglect or Failure in duty	21	30		46
T Other Irregularity in Procedure	8	4	1	13
U Incivility, Impoliteness & Intolerance	9	14		22
V Traffic Irregularity	3	1		4
W Failures in Duty	2	2		4
X Improper Disclosure of Information	2			2
Y Other Sexual Conduct				
<b>TOTAL COMPLAINTS</b>	<b>115</b>	<b>85</b>	<b>2</b>	<b>195</b>
<b>TOTAL COMPLAINANTS</b>	<b>71</b>	<b>55</b>	<b>2</b>	<b>128</b>

*Data Source – Centurion Complaints System, Period: 1/7/11 to 30/9/11*

**Key Points:**

In this quarter

- **60.5% (115)** of recorded complaints had male Complainants, compared to **53.4%** in the previous year
- **44.7% (85)** of recorded complaints had female Complainants, compared to **49.7%** in the previous year

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

Major Categories	Sub – groupings	Total Complainants	
		2010	2011
White (W)	British (W1)	117	141
	Irish (W2)		
	Any other White background (W9)	2	2
	<b>TOTAL</b>	<b>119</b>	<b>143</b>
Mixed (M)	White and Black Caribbean (M1)		
	White and Black African (M2)	1	
	White and Asian (M3)		
	Any other Mixed background (M9)		
	<b>TOTAL</b>	<b>1</b>	<b>0</b>
Asian or Asian British (A)	Indian (A1)		1
	Pakistani (A2)	3	2
	Bangladeshi (A3)		
	Any other Asian background (A9)		1
	<b>TOTAL</b>	<b>3</b>	<b>4</b>
Black or Black British (B)	Caribbean (B1)		
	African (B2)	1	
	Any other Black background (B9)		1
	<b>TOTAL</b>	<b>1</b>	<b>1</b>
Chinese or other ethnic group (0)	Chinese (O1)		
	Any other ethnic group (09)		1
	<b>TOTAL</b>	<b>0</b>	<b>1</b>
Not stated / Recorded	Not stated	22	44
	<b>TOTAL</b>	<b>22</b>	<b>44</b>
<b>GRAND TOTAL</b>		<b>146</b>	<b>193</b>

*Data Source Centurion Complaints System, Period: 1/7/11 to 30/9/11 & the previous year*

**The level of 'Not Known' Ethnicity is currently at 22.8%, compared to 15.1% in 2010.**

**All staff are requested to continue collating this information on completion of the file.**

**The 'not recorded' section includes files that are still open. After the initial recording of the file on Centurion Complaints system, Self assessed ethnicity is not updated again until the file is closed on the system. Hence the percentage for 2011 for Not stated / recorded substantially reduces as cases are finalised.**

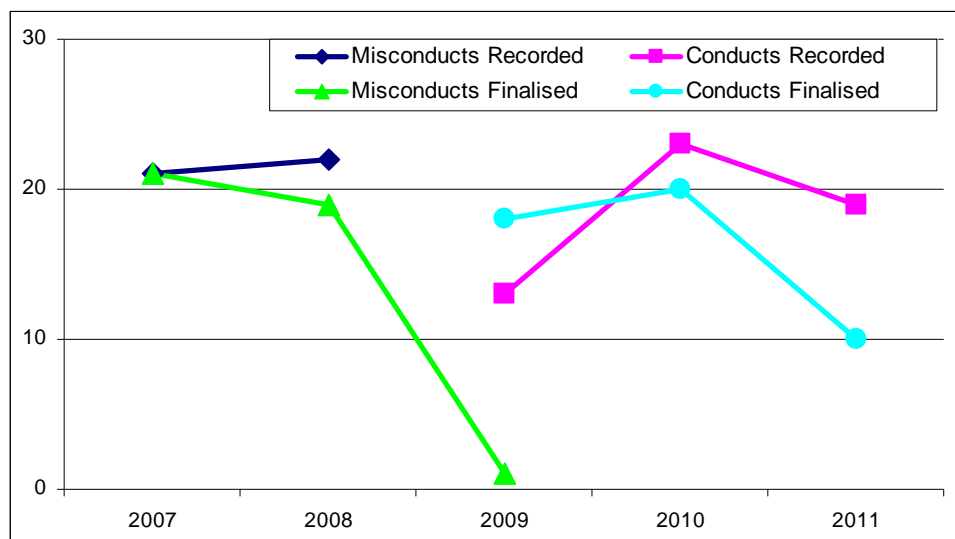
## CONDUCT / MISCONDUCT INFORMATION

The Police Conduct Regulations (2008) came into operation on 1st December 2008, replacing the 2004 Regulations. All investigations commenced after 1st December 2008 relating to internal matters, i.e. non public complaints, are recorded as 'conducts'. Enquiries commenced prior to this date are recorded as Misconducts.

With the change in regulations no further Misconducts will be recorded and there are now no live Misconducts to be finalised.

Changes in Conduct Cases Recorded & Finalised							
	2007	2008	2009	2010	2011	2010 & 2011 Change	
						No.	%
Misconducts Recorded	21	22					
Conducts Recorded			13	23	19	-4	-17.4%
Misconducts Finalised	21	19	1				
Conducts Finalised			18	20	10	-10	-50.0%

Data Source Centurion Complaints System, Period: 1/7 to 30/9 for 2007, 2008, 2009 2010 & 2011



Data Source Centurion Complaints System, Period: 1/7 to 30/9 for 2008, 2009, 2010 & 2011

### Conduct Cases Recorded & Finalised by Service Unit

Area of Command	Conduct Cases Recorded	Conduct Case Finalised	Misconducts Finalised
CJD	0	0	0
Crime Operations	1	0	0
Hartlepool	1	2	0
HQ	2	1	0
Langbaugh	3	2	0
Middlesbrough	6	2	0
Reliance	0	0	0
Spec. Ops & Comms	4	1	0
Steria	0	0	0
Stockton	2	2	0
<b>Totals</b>	<b>19</b>	<b>10</b>	<b>0</b>

Data Source Centurion Complaints System, Period: 1/7/11 to 30/9/11

During this quarter, **19** Conduct cases have been opened compared to **23** in the previous year. These cases consisted of the below areas where conduct has allegedly fallen below the expected standard.  
 During this quarter, **10** Conduct cases have been finalised, compared to **20** Conduct cases in the previous year.

Category	Conducts Recorded	Conducts Finalised
1. Honesty and Integrity	1	0
2. Authority, respect & courtesy	2	0
3. Equality & diversity	0	1
4. Use Of Force/Abuse Authority	3	3
5. Orders & instructions	5	2
6. Duties & Responsibilities	3	1
7. Confidentiality	3	2
8. Fitness for Duty	0	0
9. Discreditable Conduct	6	2
10. Challenging/reporting improper conduct	0	0
<b>Total</b>	<b>23</b>	<b>11</b>

*Data Source Centurion Complaints System, Period: 1/7/11 to 30/9/11*

### **FILES REFERRED TO THE IPCC**

During this period **9** files have been referred to the IPCC.

Of these referrals made **6** were returned for local investigation, **2** managed and **1** awaiting a decision.

### **APPEALS**

During this period there has been **14** appeals lodged.

During this quarter only **5** appeals have been finalised, **4** of these were 'not upheld' and **1** '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	0	0	0	0	0
<b>Crime Operations</b>	0	0	0	0	0	0	0	0	0	0
<b>Spec. Ops &amp; Comms</b>	3	0	0	0	3	0	0	0	0	0
<b>Other HQ</b>	0	0	0	0	0	0	0	0	0	0
<b>HQ Total</b>	3	0	0	0	3	0	0	0	0	0
<b>Hartlepool</b>	0	1	2	0	3	0	1	2	0	3
<b>Redcar &amp; Cleveland</b>	0	2	2	1	5	0	0	1	1	2
<b>Middlesbrough</b>	1	3	1	0	5	1	0	1	0	2
<b>Out of Force</b>	0	0	0	0	0	0	0	0	0	0
<b>Stockton</b>	1	1	1	1	4	0	1	1	0	2
<b>Unidentified</b>	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>20</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>9</b>

*Data Source Centurion Complaints System, Period: 1/7/11 to 30/9/11*

### Key to categories:

**GPS** = General Policing Standards; **OPD** = Operational Decision;

**OPP** = Operational Policing Policies; **OD** = Organisational Decision

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

Recorded Direction & Control	GPS	OPD	OPP	OD	Total
<b>2010</b>	4	1	4	1	10
<b>2011</b>	5	7	6	2	20
<b>Change</b>	1	6	2	1	10
<b>% Change</b>	25%	600%	50%	100%	100%

*Data Source Centurion Complaints System, Period: 1/7/11 to 30/9/11 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

- **498** 'Pledge 10' Occurrences were recorded on Intergraph.
- **498 (100%)** had AD4 (Complaints against Police) as an opening code.
- A total of **498 (100%)** occurrences were closed with code AD4

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

Cause of dissatisfaction	H District	L District	M District	Ops & Comms	Other	S District	Total
Officer attitude/behaviour	24	32	53	11		52	172
Officer availability	2	2	3			4	11
Other	2	7	12	11	1	10	43
Routine enquiry	36	54	90	13	2	77	272
Total	64	95	158	35	3	143	498
% of Force Total	12.9%	19.1%	31.7%	7.0%	0.6%	28.7%	

Data Source: Intergraph, Period: 1/7/11 to 30/9/11

### 24 hour compliance

**21 (4.2%)** of all Pledge 10 Occurrences were not completed within 24 hours of being reported

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

Cause of dissatisfaction	H District	M District	Ops & Comms	S District	Total
Officer attitude/behaviour	2	3		2	7
Other			1	1	2
Routine enquiry	2	6	2	2	12
Total	4	9	3	5	21

Data Source: Intergraph, Period: 1/7/11 to 30/9/11

### 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, **32** Dissatisfactions were recorded by Service Units as overleaf.

Service Unit	Jul-11	Aug-11	Sep-11	Total
H District	2	4	2	8
L District	nk	nk	nk	0
M District	0	nk	nk	0
S District	nk	nk	nk	0
HQ / Website	6	10	6	22
Steria	nk	nk	nk	2
Total	8	14	8	32

Data Source: Period: 1/7/11 to 30/9/11

### Miscellaneous Enquiries

During this period, Professional Standards recorded **66** Miscellaneous Enquiries, a decrease of **(+29.4%)** over the previous year

### Letters of Appreciation

During this period, the Force recorded **90** letters of appreciation.

These are distributed as below:

Service Unit	Jul-11	Aug-11	Sep-11	Total
H District	2	4	4	10
L District	2	2	nk	4
M District	8	8	nk	16
S District	8	4	nk	12
Crime Operations	nk	nk	nk	0
Specialist Ops & Comms	8	nk	nk	8
HQ Other / Website	5	12	6	23
Steria	nk	nk	nk	17
Total	33	30	10	90

Data Period: 1/7/11 to 30/9/11

### Suspensions/Dismissals

During this quarter:

**One** Police Officer received Written Warning

**One** Police Officer received Management Advice

Currently Suspended:

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