



CLEVELAND
POLICE
Putting People First

PROFESSIONAL STANDARDS

QUARTERLY PROGRESS REPORT
ON
COMPLAINT ISSUES
FOR
CLEVELAND POLICE
1st QUARTER 2008/09

1st April to 30th June 2009

Reference Number:	CP/PSD/2009/2
Prepared By:	I. Davies DC 257
Date:	07.7.09

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Approved: **Darren Best**

Date: **7th July 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 **7%** increase in the number of Cases recorded during this period (**114** to **122**), with a **11%** decrease in Complaints (**197** to **176**), 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 (**37** complaints) and Incivility (**36** complaints) both outnumber those of all Assault allegations, (categories A, B & C (**27** complaints)).
- Complaints of assault (Category C) have increased by **4 (+18%)** compared to the same period in 2008, rising from **22** to **26**. 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 **3 (-5%)** compared to the same period in 2008, falling from **40** to **37**. The overriding themes for the Force in respect of Neglect complaints is crime enquiries.
- Complaints of Incivility (Category 'U') have decreased by **11 (-23%)** compared to the same period in 2008, falling from **47** to **36**.

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 **63%** compared to the same period in 2008, falling from **8** to **3**. 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 **22%** compared to the same period in 2008, falling from **9** to **7**. 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 decreased by **67%** compared to the same period in 2008, falling from **15** to **5**. The overriding theme for the Force in respect of Detention, Treatment & Questioning complaints is Police Detention.

- **46% (59)** of completed complaints have been locally resolved. During this period **73% (43)** of locally resolved complaints have been by District and **27% (16)** 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

Young Persons

- A complaint occurred when a parent complained that their son had been spoken to by an officer regarding playing football in the street. The Investigating Officer concluded that he should have spoken to the parents of the child and not the child directly should any similar incident occur.

Pocket Book Entries

- A complaint arose about the manner in which a police officer spoke to a member of the public, however, no records were made in the officers pocket note book. The member of the public was argumentative and it should have been obvious to the Officer there was a strong likelihood of a complaint about the officer's actions. In such circumstances it is good practice and good evidential value to record the incident together with any reply, as opposed to recalling the event from memory at a later date.

CCTV Evidence

The Professional Standards Department have sought advice from the CPS in relation to the issues surrounding CCTV and its evidential value in conjunction with witness statements.

The advice is that CCTV may be viewed prior to making a witness statement if it is necessary to view the CCTV in order to identify a suspect, when at the time of viewing identity was unknown.

If an officer is a witness to an incident, there would be potential issues if it was deemed necessary to view the CCTV prior to submitting a witness statement.

The view of the CPS is that an inference may be drawn at court that the CCTV has been viewed in order to ensure that the evidence of the police officer is correct.

Custody

- A complaint occurred when a lady telephoned the police station to try to pass on information regarding a medical/mental condition that her 17 year old son suffered from as he was currently being held in custody (ADHD / Autistic disorder).
- It is best practice to ensure such information is carefully considered and recorded and where necessary discussed with other departments / organisations who may be able to offer practical guidance on how to proceed. In addition care should be taken when preparing for an interview with a subject who needs an appropriate adult and in particular a detailed explanation of the caution should be given.
- The issue of disclosure to legal representatives was also an issue in this case, it should be noted that disclosures to solicitors, should, where possible, be given in written format or if given verbally the disclosure should be tape recorded. Verbal disclosures that are not recorded should be avoided.

Intimate Searches

- The examination of a person's foreskin (behind) is an intimate search which requires the authorisation of an Inspector under Section 55 of the Police and Criminal Evidence Act 1984.
- Officers must ensure that a person clearly understands the grounds that lead them to conduct a search, that this should be in clear language and that the person to be searched fully understands.
- The grounds for arrest are fully given in clear / understandable manner.
- The privacy of a complainant is maintained.

Property

Following a complaint that some property had gone missing the following points were identified:

- Items recovered should be correctly handled and recorded as appropriate
- At the beginning and end of each shift, vehicles should be checked to ensure no items are present which may have been left by either a prisoner or other persons brought into the vehicle.
- Each prisoner who is removed from the area in which they were detained is searched in accordance with force instructions.

Forensic Evidence

- All staff are reminded that they must follow force policy on the correct handling/storage of evidence especially forensic evidence. Officers should also be reminded that they should not suggest to a victim that the reason for the non submission of forensic evidence is based on cost alone. A decision should be made and the reasons recorded on the crime investigation log.

Special Events

- It is important to ensure that Officers are fully briefed as to their actions/ requirements at special events (e.g. football match) together with the likely areas of conflict they may encounter. Also ensure that any partners (in this case Middlesbrough Football Club) fully communicate the requirements of those attending as to road closures and restricted entry.

Hate Crime

- An incident occurred when a member of the public was the victim of homophobic harassment. The victim expressed concern that when the incident was reported he was made to give the crime report in the rear of a police vehicle and was speaking to the back of the Officers heads. He was also made to feel uncomfortable about making a complaint against a fireman when it was pointed out that he could possibly lose his job. The victim was also dissatisfied with the investigation more generally commenting that he was not updated and witnesses were not contacted within a reasonable amount of time.
- It is important that when dealing with hate crimes officers remember the trauma that the victim may be experiencing and make every effort to make him / her feel comfortable at the reporting stage. It is vital that victims are kept updated in accordance with the victims code of practice.

FORCE RECORDED COMPLAINTS

	QUARTERLY 1st April - 30th June				ROLLING 12 MONTHS 1st July - 30th June				FINANCIAL YEAR TO DATE 1st April to 30th June			
	2008	2009	Change	%Change	2007/08	2008/09	Change	%Change	2007/08	2008/09	Change	%Change
Cases	114	122	8	7	427	417	-10	-2	114	122	8	7
Complaints	197	176	-21	-11	768	713	-55	-7	197	176	-21	-11
Complainants	131	135	4	3	496	444	-52	-10	131	135	4	3
Force Strength (Police Officers)	1685	1735			2007/08	2008/09	Change	%Change	2007/08	2008/09	Change	%Change
Complaints per 1000 Officers					456	411	-44.9	-10	117	101	-15.5	-13
Total Force Strength	2563	2639										
Complaints per 1000 Total Force Strength					300	270	-29.4	-10	77	67	-10.2	-13

Data Source – Centurion Complaints System, Periods: 1/4/09 to 30/6/09, Rolling years & Financial years to date

Key Points:

In this quarter:

- **7%** increase in the number of Cases recorded (increase of **8**)
- **11%** decrease in Complaints (decrease of **21**)

For the last 12 months:

- **411** Complaints per 1000 officers (**10%** decrease); **270** per 1000 employees (**10%** decrease)

COMPLAINTS RECORDED BY AREA OF COMMAND

	QUARTERLY 1st April - 30th June				ROLLING 12 MONTHS 1st July - 30th June				FINANCIAL YEAR TO DATE 1st April to 30th June			
	2008	2009	Change	%Change	2007/08	2008/09	Change	%Change	2007/08	2008/09	Change	%Change
Community Justice	8	12	4	50	43	45	2	5	8	12	4	50
Crime Operations	13	3	-10	-77	29	39	10	34	13	3	-10	-77
Hartlepool	7	11	4	57	62	58	-4	-6	7	11	4	57
Redcar & Cleveland	30	18	-12	-40	120	116	-4	-3	30	18	-12	-40
Middlesbrough	50	40	-10	-20	236	172	-64	-27	50	40	-10	-20
Reliance	1	2	1	100	1	6	5	500	1	2	1	100
Spec. Ops & Comms	22	16	-6	-27	64	56	-8	-13	22	16	-6	-27
Stockton	36	47	11	31	161	135	-26	-16	36	47	11	31
Unidentified/Out of Force	27	27	0	0	50	84	34	68	27	27	0	0
HQ Other	3	0		-100	2	2	0	0	3	0		-100
Totals	197	176	-21	-11	768	713	-55	-7	197	176	-21	-11

Data Source – Centurion Complaints System, Periods: 1/4/09 to 30/6/09, Rolling years & Financial years to date

Key Points:

In this Quarter

- Hartlepool has shown **57%** increase in the number of complaints recorded, when compared to the same period last year
- Redcar & Cleveland has shown a **40%** decrease in recorded complaints, when compared to the same period last year.
- Middlesbrough has recorded a **20%** decrease in the number of complaints and is no longer the District with the highest number of recorded complaints.
- Stockton has shown a **31%** increase 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 1st April - 30th June				ROLLING 12 MONTHS 1st July - 30th June				FINANCIAL YEAR TO DATE 1st April to 30th June			
	2008	2009	Change	%Change	2007/08	2008/09	Change	%Change	2007/08	2008/09	Change	%Change
Cases	114	103	-11	-10	427	412	-15	-4	114	103	-11	-10
Complaints	188	128	-60	-32	723	677	-46	-6	188	128	-60	-32

Complaints Disposal Means:

Discontinued	3	7	4	133	12	8	-4	-33	3	7	4	133
Dispensation	25	21	-4	-16	77	98	21	27	25	21	-4	-16
Locally Resolved	74	59	-15	-20	315	272	-43	-14	74	59	-15	-20
Substantiated	12	3	-9	-75	40	39	-1	-3	12	3	-9	-75
Unsubstantiated	62	28	-34	-55	212	198	-14	-7	62	28	-34	-55
Withdrawn	12	10	-2	-17	67	62	-5	-7	12	10	-2	-17
Not Identified												
Totals	188	128	-60	-32	723	677	-46	-6	188	128	-60	-32

Data Source – Centurion Complaints System, Periods: 1/4/09 to 30/6/09, Rolling years & Financial years to date

Key Points:

- In this Quarter, in comparison to the same period last year.
- Completed Complaint cases decreased by **11** Complaints (**-10%**)
- Completed Complaints decreased by **60** Complaints (**-32%**)
- Substantiated complaints have decreased from **12** to **3** (**-75%**)
- Locally Resolved complaints have decreased from **74** to **59** (**-20%**)

(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 1st April - 30th June				ROLLING 12 MONTHS 1st July - 30th June				FINANCIAL YEAR TO DATE 1st April to 30th June			
	2008	2009	Change	%Change	2007/08	2008/09	Change	%Change	2007/08	2008/09	Change	%Change
Community Justice	10	4	-6	-60	39	36	-3	-8	10	4	-6	-60
Crime Operations	4	3	-1	-25	18	34	16	89	4	3	-1	-25
Hartlepool	5	3	-2	-40	64	55	-9	-14	5	3	-2	-40
Redcar & Cleveland	25	18	-7	-28	112	117	5	4	25	18	-7	-28
Middlesbrough	63	49	-14	-22	235	170	-65	-28	63	49	-14	-22
Out of Force	2			-100	2			-100	2			-100
Reliance	1			-100	1	2	1	100	1			-100
Spec. Ops & Comms	13	21	8	62	53	60	7	13	13	21	8	62
Stockton	49	19	-30	-61	158	128	-30	-19	49	19	-30	-61
Unidentified	12	11	-1	-8	25	71	46	184	12	11	-1	-8
Other Hq	4			-100	16	4	-12	-75	4			-100
Totals	188	128	-60	-32	723	677	-46	-6	188	128	-60	-32

Data Source – Centurion Complaints System, Periods: 1/4/09 to 30/6/09, 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

Category	H		L		M		S		HQ		Out of Force Unknown		Force Quarter Total		Financial Year Total		Change	% Change
A									0				0				0	
B									0	1			0	1		1	1	
C	2	3	7	2	8	7		4	4	6	1	4	22	26	22	26	4	18
D				2	4	2	2	10	4		0	2	10	16	10	16	6	60
E	1		2	1	4	5	3	2	2	1	1		13	9	13	9	-4	-31
F		1			1				0			1	1	2	1	2	1	100
G			1	1	3		2	1	1	1	1		8	3	8	3	-5	-63
H								1	0				0	1		1	1	
J				1	2	2	4	2	1	1	2	1	9	7	9	7	-2	-22
K					1	1	2		0				3	1	3	1	-2	-67
L			1		5	2	4	3	1	1	2	6	13	12	13	12	-1	-8
M		1			1		3		10	4	1		15	5	15	5	-10	-67
N									0				0				0	
P									0				0				0	
Q	1					3	1	5	0	3	2	1	4	12	4	12	8	200
R									0				0				0	
S	1	3	12	6	5	6	6	9	6	7	10	6	40	37	40	37	-3	-8
T		1							2				2	1	2	1	-1	-50
U	2	2	7	4	15	10	9	8	10	7	4	5	47	36	47	36	-11	-23
V						1			1	1	1		2	2	2	2	0	0
W				1				1	1		1		2	2	2	2	0	0
X					1	1		1	3			1	4	3	4	3	-1	-25
Y									1		1		2		2		-2	-100
Totals	7	11	30	18	50	40	36	47	47	33	27	27	197	176	197	176	-21	-11

Data Source – Centurion Complaints System, Periods: 1/4/09 to 30/6/09 & Financial year to date

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

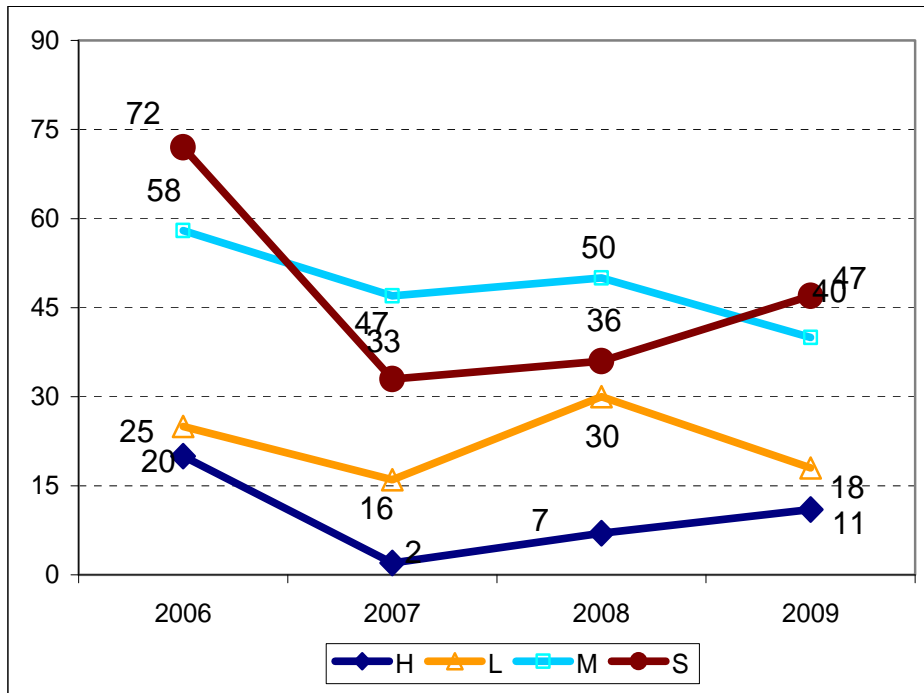
(Figs. in italics/shaded columns relate to complaints recorded same period in previous year)

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

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	0	0	0	
B	Sexual Assault									1		0	1	0	1	0	1	1	
C	Other Assault		1			4	5					4	6	22	26	22	26	4	18
D	Oppressive Conduct/Harassment			2		2						4	0	10	16	10	16	6	60
E	Unlawful/Unnecessary Arrest or Detention					2	1					2	1	13	9	13	9	-4	-31
F	Racially Discriminatory Behaviour											0	0	1	2	1	2	1	100
G	Irregularity in relation to Evidence/Perjury			1	1							1	1	8	3	8	3	-5	-63
H	Corrupt Practice											0	0	0	1	0	1	1	
J	Mishandling of Property		1			1						1	1	9	7	9	7	-2	-22
K	Stop and Search (Breach of Code A)											0	0	3	1	3	1	-2	-67
L	Searching of Premises and Seizure of Property (Breach of Code B)		1	1								1	1	13	12	13	12	-1	-8
M	Detention, Treatment and Questioning (Breach of Code C)	8	4	1						1		10	4	15	5	15	5	-10	-67
N	Identification Procedures (Breach of Code D)											0		0		0		0	
P	Tape Recording (Breach of Code E)											0		0		0		0	
Q	Lack of Fairness & Impartiality						3					0	3	4	12	4	12	8	200
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)											0		0		0		0	
S	Other Neglect or Failure in duty		3	1	1	2	2	3			1	6	7	40	37	40	37	-3	-8
T	Other Irregularity in Procedure			2								2		2	1	2	1	-1	-50
U	Incivility, Impoliteness & Intolerance		2	2	1	8	4					10	7	47	36	47	36	-11	-23
V	Traffic Irregularity					1	1					1	1	2	2	2	2	0	0
W	Failures in Duty					1						1		2	2	2	2	0	0
X	Improper Disclosure of Information			3								3		4	3	4	3	-1	-25
Y	Other Sexual Conduct					1						1		2		2		-2	-100
Totals		8	12	13	3	22	16	3	0	1	2	47	33	197	176	197	176	-21	-11

Data Source – Centurion Complaints System, Periods: 1/4/09 to 30/6/09 & Financial year to date

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



Data Source – Centurion Complaints System, Periods 1/4 to 30/6 in 2006, 2007, 2008 & 2009

- H District showed an increase of **9** complaints in between 2007 & 2009, but has remained at a comparatively low level.
- L Districts recorded a fall in reported complaints to **18** in 2009 from **30** in 2008.
- M Districts decrease in reported complaints from **58** in the quarter in 2006 continues, to **40** in 2009.
- S Districts reported complaints has risen for the last 2 years from **33** in the quarter in 2007 to **47** in 2009.

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	1	1	0	0	0	2
B	Sexual Assault	0	0	0	0	0	0	0	0	0	0
C	Other Assault	1	3	0	0	2	5	2	4	0	17
D	Oppressive Conduct/Harassment	2	1	1	0	1	1	0	7	0	13
E	Unlawful/Unnecessary Arrest or Detention	3	2	1	1	1	0	0	0	0	8
Sub-Total A-E - Oppressiveness		6	6	2	1	5	7	2	11	0	40
F	Racially Discriminatory Behaviour	0	0	0	0	0	0	0	0	0	0
G	Irregularity in relation to Evidence/Perjury	0	0	1	0	0	1	0	1	0	3
H	Corrupt Practice	0	0	0	0	0	0	0	1	0	1
J	Mishandling of Property	2	1	1	0	0	0	1	1	0	6
Sub-Total F-J - Malpractice		2	1	2	0	0	1	1	3	0	10
K	Stop and Search (Breach of Code A)	2	1	0	0	1	0	0	0	0	4
L	Searching of Premises and Seizure of Property (Breach of Code B)	2	4	0	0	0	0	0	4	0	10
M	Detention, Treatment and Questioning (Breach of Code C)	1	1	0	0	0	0	0	1	0	3
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 (multiple or unspecified breaches)	0	1	0	0	0	1	0	0	0	2
R	(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	13	1	0	1	0	1	4	6	3	29
T	Other Irregularity in Procedure	1	0	0	0	0	0	0	0	0	1
Sub-Total K-T - Failures in		19	8	0	1	1	2	4	11	3	49
U	Incivility, Impoliteness & Intolerance	14	1	4	0	1	1	2	1	0	24
V	Traffic Irregularity	1	0	0	0	0	0	0	0	0	1
W	Failures in Duty	0	0	0	0	0	0	0	2	0	2
X	Improper Disclosure of Information	1	0	0	0	0	0	1	0	0	2
Y	Other Sexual Conduct	0	0	0	0	0	0	0	0	0	0
Sub-Total U-Y - Failures in		16	1	4	0	1	1	3	3	0	29
Total		43	16	8	2	7	11	10	28	3	128

There are currently 19 complaints within the appeal period and as such do not have a finalisation category recorded above

Data Source Centurion Complaints System, Period: 1/4/09 to 30/6/09

Local Resolutions

- **59 (46.1%)** of completed complaints have been **locally resolved**. (Compared to **34.7%** in the previous year)
- **16 (27.1%)** of which were **locally resolved** by the PSD Service Unit Staff. (Compared to **27%** in the previous year)
- **43 (72.9%)** of which were **locally resolved** by the Districts / Departments. (Compared to **73%** in the previous year)
- **Local Resolutions are the most effective method of resolving complaints both in terms of public satisfaction and cost.**

Proportionate Investigations

- **31 (24.2%)** of complaints resulted in a **proportionate investigation**, compared to **41.3%** in the previous year, of which:
 - **3 (9.7%)** were **substantiated &**
 - **28 (90.3%)** were found to be **unsubstantiated.**
- In 2008, **14.5%** were substantiated and **85.5%** were unsubstantiated

FINALISED COMPLAINTS BY AREA OF COMMAND

Area of Command	DISC	DISP	LR	SU	US	WI	Total
Community Justice	0	0	3	0	1	0	4
Crime Operations	0	0	3	0	0	0	3
Reliance	0	0	0	0	0	0	0
Specialist Ops & Comms	3	5	6	0	4	3	21
HQ Other	0	0	0	0	0	0	0
HQ Total	3	5	12	0	5	3	28
Hartlepool	0	1	2	0	0	0	3
Middlesbrough	4	6	27	2	6	4	49
Redcar & Cleveland	0	4	10	0	3	1	18
Stockton	0	2	6	1	10	0	19
Out of Force	0	0	0	0	0	0	0
Unidentified	0	3	2	0	4	2	11
Total	7	21	59	3	28	10	128

Data Source Centurion Complaints System, Period: 1/4/09 to 30/6/09

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 (21)		
Investigation Duration	Total	%
0-120 Days	18	86%
120 Days plus	3	14%

Local Resolution Cases (53)		
Investigation Duration	Total	%
0-30 Days	29	55%
31-120 Days	23	43%
120 Days plus	1	2%

Data Source Centurion Complaints System, Period: 1/4/09 to 30/6/09

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		1						1
C Other Assault	6	9	6	5			2	28
D Oppressive Conduct/Harassment		6	4	4	3			16
E Unlawful/Unnecessary Arrest or Detention	1	2	3	2	1			9
F Racially Discriminatory Behaviour				1			1	2
G Irregularity in relation to Evidence/Perjury		1					2	3
H Corrupt Practice		1						1
J Mishandling of Property		2	2	2	1			7
K Stop and Search (Breach of Code A)	1							1
L Searching of Premises and Seizure of Property (Breach of Code B)		2	3	4			3	12
M Detention, Treatment and Questioning (Breach of Code C)	1		1	3				5
N Identification Procedures (Breach of Code D)								
P Tape Recording (Breach of Code E)								
Q Lack of Fairness & Impartiality		2	2	3	1	2	2	12
R Multiple or Unspecified Breaches (which cannot be allocated to a specific code)								
S Other Neglect or Failure in duty	2	5	7	11		5	7	37
T Other Irregularity in Procedure		1						1
U Incivility, Impoliteness & Intolerance	3	5	8	10	2	5	3	36
V Traffic Irregularity			1		1			2
W Failures in Duty				1			1	2
X Improper Disclosure of Information		1	1		1			3
Y Other Sexual Conduct								
TOTAL ALLEGATIONS	14	38	38	46	10	12	21	176
TOTAL COMPLAINANTS	11	30	28	30	10	10	16	135

Data Source – Centurion Complaints System, Period: 1/4/09 to 30/6/09

Key Points:

In this quarter

- Complainants aged 20-29 years old are responsible for **38 (21.6%)** of all recorded complaints, compared to **18.3%** in the previous year
- Complainants aged 30-39 years old are responsible for **38 (21.6%)** of all recorded complaints, compared to **30.7%** in the previous year
- Complainants aged 40-49 years old are responsible for **46 (26.1%)** of all recorded complaints, compared to **25.7%** in the previous year
- Complainants aged 30-49 years old who made complaints relating to 'Other Neglect Of Failure', accounted for **60.0% (18 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 **68.4% & 12.7%** in the previous year
- Complainants aged 30-49 years old who made complaints relating to 'Incivility, Impoliteness & Intolerance', accounted for **54.5% (18 complaints)** of all 'Incivility, Impoliteness & Intolerance' recorded complaints, where the complainants age was known and **11.6%** of all recorded complaints, where the complainants age was known, compared to **63.0% & 14.1%** 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		1		1
C	Other Assault	20	6	1	26
D	Oppressive Conduct/Harassment	11	6		16
E	Unlawful/Unnecessary Arrest or Detention	7	2		9
F	Racially Discriminatory Behaviour	1	1		2
G	Irregularity in relation to Evidence/Perjury	3			3
H	Corrupt Practice	1			1
J	Mishandling of Property	6	1		7
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)	3	2		5
N	Identification Procedures (Breach of Code D)				
P	Tape Recording (Breach of Code E)				
Q	Lack of Fairness & Impartiality	10	2		12
R	Multiple or Unspecified Breaches (which cannot be allocated to a specific code)				
S	Other Neglect or Failure in duty	19	18		37
T	Other Irregularity in Procedure		1		1
U	Incivility, Impoliteness & Intolerance	17	18	1	36
V	Traffic Irregularity	2			2
W	Failures in Duty	1	1		2
X	Improper Disclosure of Information	1	2		3
Y	Other Sexual Conduct				
TOTAL COMPLAINTS		110	66	2	176
TOTAL COMPLAINANTS		76	57	2	135

Data Source – Centurion Complaints System, Period: 1/4/09 to 30/6/09

Key Points:

In this quarter

- **62.5%** of recorded complaints had male Complainants, compared to **70.0%** in the previous year
- **37.5%** of recorded complaints had female Complainants, compared to **37.3%** in the previous year

SELF ASSESSED ETHNICITY INVOLVED IN RECORDED COMPLAINTS.

Major Categories	Sub – groupings	Total Complainants	
		2008	2009
White (W)	British (W1)	117	96
	Irish (W2)		
	Any other White background (W9)	4	1
	TOTAL	121	97
Mixed (M)	White and Black Caribbean (M1)		
	White and Black African (M2)	2	
	White and Asian (M3)	1	
	Any other Mixed background (M9)	1	
	TOTAL	4	0
Asian or Asian British (A)	Indian (A1)		
	Pakistani (A2)		2
	Bangladeshi (A3)		
	Any other Asian background (A9)	1	
	TOTAL	1	2
Black or Black British (B)	Caribbean (B1)		
	African (B2)	2	
	Any other Black background (B9)		1
	TOTAL	2	1
Chinese or other ethnic group (0)	Chinese (O1)		
	Any other ethnic group (09)	1	
	TOTAL	1	0
Not stated / Recorded	Not stated	2	35
	TOTAL	2	35
GRAND TOTAL		131	135

Data Source Centurion Complaints System, Period: 1/4/08 to 30/6/08 & 1/4/09 to 30/6/09

The level of 'Not Known' Ethnicity is currently at 25.9%, compared to 1.5% 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.

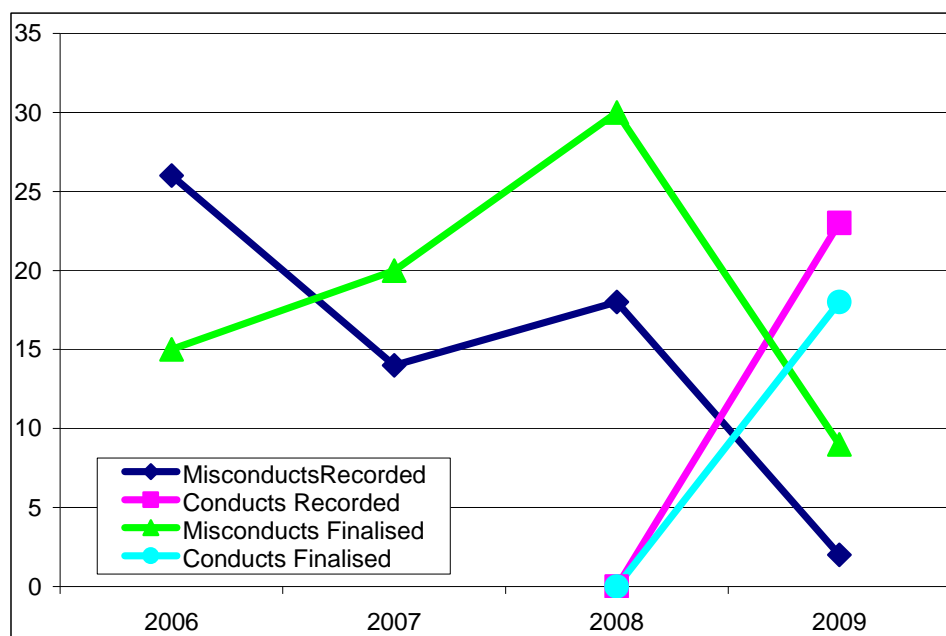
In addition, in the next quarter there will be no further Misconducts recorded, but live Misconducts will continue to be finalised for some time to come.

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	26	14	18	2	-16	-88.9%
Conducts Recorded			0	23	23	
Misconducts Finalised	15	20	30	9	-21	-70.0%
Conducts Finalised			0	18	18	

Data Source Centurion Complaints System, Period: 1/4 to 30/6 for 2006, 2007, 2008 & 2009



Data Source Centurion Complaints System, Period: 1/4 to 30/6 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	2	1
Crime Operations	0	0		1
Hartlepool	0	5	2	3
HQ	0	3		1
Langbaurgh	1	4	1	2
Middlesbrough	1	5	2	8
Reliance	0	0		
Spec. Ops & Comms	0	4	1	2
Stockton	0	4	1	5
Unidentified/ Out Of Force	0	0	0	
Totals	2	25	9	23

Data Source Centurion Complaints System, Period: 1/4/09 to 30/6/09

During this quarter, **25** Conduct and **2** Misconduct files have been opened compared to **17** Misconduct files in the previous year.

These **2** Misconduct files consisted of **6** alleged breaches of the Discipline codes, and as indicated above, the **25** Conducts contained **25** breaches (one per Conduct).

During this quarter, **23** Conduct files and **9** Misconduct files have been finalised, compared to **30** Misconduct files in the previous year.

These Misconduct files consisted of **19** alleged breaches of the Discipline codes, and the Conduct files consisted of **23** breaches (one per conduct).

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

Category	Misconduct Cases Recorded	Conduct Cases Recorded	Misconduct Case Finalised	Conduct Case Finalised
Breach Of Pace	0		0	0
Corrupt Practice	0		0	0
Criminal Offences	0			0
Discreditable Conduct	0	5		3
Discriminatory Behaviour	0			0
Fairness & Impartiality	0			0
General Conduct	1		6	0
Honesty and Integrity	0	5	4	5
Improper disclosure / Confidentiality	5	2	2	4
Orders & instructions	0	6	2	5
Duties & Responsibilities	0	2	3	5
Politeness and Tolerance	0	2		1
Property	0		0	0
Racially Discriminatory Behaviour	0		0	0
Fitness for Duty	0	1	0	0
Use Of Force/Abuse Authority	0	2	2	0
Total	6	25	19	23

Data Source Centurion Complaints System, Period: 1/4/09 to 30/6/09

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

FILES REFERED TO THE IPCC

During this period **3** files have been referred to the IPCC.

All 3 files are to be locally managed.

APPEALS

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

During this quarter all **5** appeals have been finalised, **3** Not Upheld, the remaining **2** Upheld

DIRECTION & CONTROL

Area of Command	GPS	OPD	OP P	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	2	0	2	1	5	0	0	1	1	2
Other HQ	0	0	0	0	0	0	0	0	0	0
HQ Total	2	0	2	1	5	0	0	1	1	2
Hartlepool	0	0	0	0	0	0	0	0	0	0
Redcar & Cleveland	3	0	1	0	4	2	1	0	0	3
Middlesbrough	5	0	4	0	9	4	3	0	1	8
Out of Force	1	0	0	0	1	2	0	0	0	2
Stockton	2	0	1	2	5	2	1	0	2	5
Unidentified	0	0	0	0	0	0	0	0	0	0
Total	13	0	8	3	24	10	5	1	4	20

Data Source Centurion Complaints System, Period: 1/4/09 to 30/6/09

Key to categories:

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

There has been a 41% increase in recorded Dircetion & Control Complaints as below:

Recorded Direction &	GPS	OPD	OPP	OD	Total
2008	7	3	5	2	17
2009	13	0	8	3	24
Change	6	-3	3	1	7
% Change	86%	-100%	60%	50%	41%

Miscellaneous Enquiries

During this period, Professional Standards recorded **44** Miscellaneous Enquiries an decrease of **5 (-10.2%)** over the previous year

Letters of Appreciation

During this period, the Force recorded **92** letters of appreciation, a decrease of **64 (-40%)** over those recorded in the previous year.

Good Practice

A complainant, who is a local taxi driver, was seen to commit a moving traffic offence, when he contravened a traffic signal which was showing red, he was stopped close by and seated in the rear of the traffic car, he was cautioned and the facts explained to him, he was interviewed and given an endorsable fixed penalty ticket (since paid).

The complainant later wrote a letter of complaint, stating that one officer said to him, whilst seated in the rear of the Police vehicle, that he was 'Simply a Paki Taxi driver' and both officers joked that his middle name must be 'Mohammed', he said that when asked to explain why he had been stopped, the officer said to him 'I don't have to give you one', and that the officer did not explain his rights, the complainant also stated that the second officer kept telling the first officer to 'breathalyse' him, the complainant states that this behaviour was racially motivated.

All Cleveland Traffic vehicles are fitted with both CCTV and in car audio recording equipment, the recording equipment was recovered from the vehicle involved.

On examination of the recordings whilst the complainant was seated in the vehicle it has been found that no such comments were made by the Police Officers as the entire incident was recorded. The recording shows that the officers acted with professionalism throughout, it records the fact that the complainant was in fact cautioned and his rights and the reason why he was stopped were fully explained to him. The only suggestion of comments made of a Racist nature was from the complainant himself when he accused the officers of only stopping him because he was Asian.

The complainant was visited and a verbal account was obtained from him. All further attempts to contact the complainant to arrange a further meeting have proved unfruitful.

The complaint has been discontinued due to the lack of co-operation by the complainant, which prevents the investigation being concluded.

This case highlights the good practice of utilising recording equipment where it was available

Suspensions/Dismissals

During this quarter:

One (1) Police Officer resigned prior to a hearing.

One (1) Police Officer was required to resign

Three (3) Police Officers received a 'Final Written Warning'

One (1) Police Staff was dismissed

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

Currently

Four (4) Police officers are currently suspended.

Six (6) Police staff are currently suspended