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Professional Standards

# PSD Annual Data Pack April 2025 to March 2026

Date: April 2026

Produced by PSD Analytical Team

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## 1. Introduction

This document seeks to set out key data in relation to public complaint and conduct<sup>1</sup> cases recorded by the Professional Standards Department for Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary.

It is intended to sit alongside the Independent Office for Police Conduct reporting on public complaints, and to complement internal monitoring processes for performance, themes and trends.

It provides an overview of the number and type of allegations in recorded public complaint and conduct cases, and the outcomes of finalised public complaint and conduct cases. It also provides data on the number and outcome of public complaint reviews.

## 2. Public Complaints

### 2.1 Cases and Allegations Recorded

#### 2.1.1 Cases and Allegations Recorded

The table below shows the number of complaint cases recorded by PSD under Schedule 3. It also shows the total number of complaints logged by each force's customer service team. The second table shows the proportion of logged cases which have been closed during the period, and which are referred for recording under Schedule 3.

Table 1 Complaints recorded by PSD under Schedule 3 and total number of all recorded complaints

April 2025 to March 2026	Beds Cases	Beds Allegations	BCH Cases	BCH Allegations
PSD recorded complaints	454	1180	<b>1365</b>	<b>3855</b>
PSD recorded	164	426	<b>138</b>	<b>388</b>

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<sup>1</sup> All abbreviations and specialised terms are defined in the glossary at the end of this document.

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complaints per 1,000				
CRT logged complaints	1557	2056	<b>4358</b>	<b>6910</b>
CRT logged complaints per 1,000	561	741	<b>439</b>	<b>696</b>

Table 2 Complaints closed by the Complaints Review Team and complaints referred to PSD under Schedule 3

April 2025 to March 2026	Complaints Review Team complaints closed	Percentage closed which are Schedule 3	Approximately total referred to PSD as Schedule 3 <sup>2</sup>
Beds	1473	34.8%	513

**2.1.2 Handling of complaints recorded under Schedule 3 under current police regulations**

Table 3 Handling of complaints recorded under Schedule 3 current police regulations

April 2025 to March 2026	Beds	Total 2025-26	Percent of total
PSD complaint	155	<b>484</b>	34%
Area complaint	316	<b>931</b>	65%
IOPC or PCC Complaint	2	<b>7</b>	0.5%
Awaiting determination	3	<b>11</b>	1%
Total	476	<b>1433</b>	100%

**2.2 Nature of Allegations**

**2.2.1 Allegations recorded under current Police Regulations**

<sup>2</sup> These figures will not exactly match those shown in the table above due to a slight lag between closure and referral to PSD, and formal recording.

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The seven tables below shows the number of allegations recorded in [each IOPC<sup>3</sup> complaint category](#) to the end of year 25/26, for public complaints recorded under Schedule 3 under the current Police Regulations. The number of allegations recorded at the same point in the previous year are included for comparison.

Table 4 Total of all allegations recorded between April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Total	<b>1180</b>	<b>747</b>	<b>3856</b>	<b>2902</b>

Table A: Delivery of Duties and Service for April 2025 to March 2026:

Complaint Allegations	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Police action following contact	147	64	<b>647</b>	<b>431</b>
Decisions	104	64	<b>420</b>	<b>284</b>
Information	112	61	<b>367</b>	<b>287</b>
General level of service	124	84	<b>254</b>	<b>200</b>
<b>Total</b>	<b>487</b>	<b>273</b>	<b>1688</b>	<b>1202</b>

Table B: Police Powers, Polices and Procedures for April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Stops and stop and search	7	3	<b>24</b>	<b>17</b>

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<sup>3</sup> See abbreviations and glossary on the page 23

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Searches of premises and seizure of property	44	14	109	61
Power to arrest and detain	39	39	162	164
Use of force	84	63	285	223
Detention in police custody	36	33	109	117
Bail, identification and interview procedures	26	23	60	64
Evidential procedures	41	21	81	58
Out of court disposals	5	3	16	10
Other policies and procedures	61	40	178	116
<b>Total</b>	<b>343</b>	<b>239</b>	<b>1024</b>	<b>830</b>

Table C: Handling of or damage to property/premises for April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Handling of or damage to property / premises	36	24	111	90
<b>Total</b>	<b>36</b>	<b>24</b>	<b>111</b>	<b>90</b>

Table D: Access and/or disclosure of information for April 2025 to March 2026:

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Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Use of police systems	6	3	18	11
Disclosure of information	26	19	78	63
Handling of information	16	2	28	10
Accessing and handling of information from other sources	2	0	3	2
<b>Total</b>	<b>50</b>	<b>24</b>	<b>127</b>	<b>86</b>

Table E: Use of Police Vehicles for April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Use of police vehicles	7	3	14	13
<b>Total</b>	<b>7</b>	<b>3</b>	<b>14</b>	<b>13</b>

Table F: Discriminatory Behaviour for April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Age	2	1	4	6
Disability	17	14	57	43
Gender Reassignment	0	1	0	1
Pregnancy and maternity	0	1	1	1
Marriage and civil partnerships	0	0	0	0
Race	37	38	122	118
Religion or belief	5	3	10	5
Sex	10	8	47	34
Sexual orientation	2	1	5	6
Other	7	2	18	4
<b>Total</b>	<b>78</b>	<b>69</b>	<b>264</b>	<b>218</b>

Table G: Abuse of Position / Corruption for April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Organisational corruption	1	0	3	0
Abuse of position for sexual purpose	0	0	0	0
Abuse of position for purpose of pursuing an inappropriate emotional relationship	0	0	4	0
Abuse of position for financial purpose	0	1	1	4
Obstruction of Justice	1	1	7	3
Abuse of position for other purpose	2	1	4	4
<b>Total</b>	<b>4</b>	<b>3</b>	<b>19</b>	<b>11</b>

Table H: Individual behaviours for April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Impolite language / tone	28	14	111	84
Impolite and intolerant actions	8	10	77	51

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Unprofessional attitude and disrespect	59	26	<b>152</b>	<b>108</b>
Lack of fairness and impartiality	41	30	<b>126</b>	<b>87</b>
Overbearing or harassing behaviours	32	27	<b>124</b>	<b>101</b>
<b>Total</b>	<b>168</b>	<b>107</b>	<b>590</b>	<b>431</b>

Table J: Sexual conduct for April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Sexual conduct	1	1	<b>7</b>	<b>4</b>
<b>Total</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>4</b>

Table K: Discreditable conduct for April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Discreditable conduct	0	4	<b>5</b>	<b>15</b>
<b>Total</b>	<b>0</b>	<b>4</b>	<b>5</b>	<b>15</b>

Table L: Other conduct for April 2025 to March 2026:

Complaint Allegation	Beds 2025/26	Beds 2024/25	BCH 2025/26	BCH 2024/25
Other	4	0	<b>7</b>	<b>2</b>
<b>Total</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>2</b>

Of the above allegations those in the table below were recorded as organisational and not against a named subject.

Table 5 Number of organisational allegations by force for April 2025 to March 2026:

April 2025 to March 2026	Beds	BCH
Organisational allegations by force	164	596

## 2.3 Finalisation of complaints

### 2.3.1 Finalised Allegations under current Police Regulations

The table below shows how allegations recorded under new Police Regulations (that is recorded since 1<sup>st</sup> February 2020) have been finalised during the period. This is the worst-case allegation result, not subject result, as there may be more than one subject of an allegation.

Table 6 Outcomes of allegations finalised

April 2025 to March 2026	Beds	BCH	Percentage of total
The service provided by police was acceptable	666	<b>2184</b>	71%
The service provided by police was not acceptable	167	<b>481</b>	16%
The force has not been able to determine if the service provided was acceptable	73	<b>241</b>	8%
Withdrawn	10	<b>45</b>	1%
No further action	38	<b>64</b>	2%
De-recorded <sup>4</sup>	10	<b>20</b>	1%
Case to answer	1	<b>7</b>	0.5%
No Case to answer	9	<b>30</b>	1%
<b>Total</b>	<b>974</b>	<b>3072</b>	

### 2.3.2 Subject to Special Requirements / Special Procedures (regulation notices served)

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<sup>4</sup> This is where a case or allegation has been recorded in error (either administrative or by misidentification due to information provided) but for audit purposes is not deleted.

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The table below shows the outcomes of those allegations which were subject to Special Requirements. Investigations under Special Requirements are for public complaints where the allegation(s) made are assessed to meet the threshold for Misconduct or Gross Misconduct<sup>5</sup>. Note there are usually multiple allegations in each case; the table reports on each individual allegation.

Table 7 Allegation outcomes under special requirements

April 2025 to March 2026	Beds
Case to Answer	1
No Case to Answer	9

Table 8 Outcomes for allegation where there was a case to answer

April 2025 to March 2026	Beds
Referral to Reflective Practice Review Process	0
Referral to Proceedings	1
Management Action	0
No Action	1

### **2.3.4 Not Subject to Special Requirements / Special Procedures (no regulation notices served)**

For cases finalised under new Police Regulations where Special Procedures were not engaged, subject officers can receive Learning from Reflection or be more formally referred for Reflective Practice (Practice Requiring Improvement). At the end of year 2025/2026, the following individual outcomes were recorded in each force:

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<sup>5</sup> See the abbreviations and glossary at the page 23.

Table 9 Reflective practice outcomes

April 2025 to March 2026	Beds
Learning from Reflection	157
Referral to Reflective Practice Review Process	10

## 2.4 Public Complaint Appeals and Reviews

### 2.4.1 Public Complaint Reviews under current Police Regulations

Under current Police Regulations complaint appeals have been replaced by complaint reviews. LPB (Local Policing Body) <sup>6</sup>reviews are completed for complaints which have been dealt with otherwise than by investigation, generally complaints dealt with by the local area. IOPC reviews are used for complaints which have been investigated, usually by PSD.

Table 10 Local Policing Body reviews handled under current Police Regulations

April 2025 to March 2026	Beds	BCH
LPB Reviews Recorded	84	212
LPB Reviews Completed	86	244
LPB Reviews with Outcome of Not Reasonable and Proportionate	9	34
- 28ZA Recommendation	9	32
- Action Plan Recommendation	0	1
- No Further Action	0	1

Table 6 Fraud Reviews handled under current Police Regulations

April 2025 to March 2026	Beds	BCH
IOPC Reviews Recorded	19	84

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<sup>6</sup> See the abbreviations and glossary on page 23.

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IOPC Reviews Completed	33	102
IOPC Reviews with Outcome of Not Reasonable and Proportionate <sup>7</sup>	9	26
- Makes its own Finding	2	0
- Requiring Re-investigation	1	4
- Requiring investigation	4	13
- Recommendations on Finding	0	0
- Section 28ZA of Schedule 3 to the Police Reform Act 2002 Recommendation	2	7
- Notifies Crown Prosecution Service	0	0
- Recommendation for Reflective Practice Review	0	0
- Recommendation that the subject's performance is unsatisfactory	0	0
- Recommendation that any disciplinary proceedings brought are modified	0	0
- Recommendation that the subject has a case to answer	0	0

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<sup>7</sup> Some of the IOPC reviews finalised were returned with more than one recommendation, therefore some of the results won't add up to the total reviews finalised.

### 3. Conduct

#### 3.1 Cases and Breaches Recorded

The tables below show the number of conduct cases recorded of each type, broken down by Officers and Staff. Data is reported by subject, so a case with multiple subject employees will be counted once for each employee. Some employees in the same case may have a different assessment decision.

Table 7 Officer Assessment Decisions

April 2025 to March 2026	Beds	BCH
Gross Misconduct	46	137
Misconduct	28	55
Neither Misconduct nor Gross Misconduct	6	35
No Action	4	10
Referral to RPRP	7	25
UPP	0	3
De-recorded	0	0
<b>Total</b>	<b>86</b>	<b>249</b>
Total cases per 1,000 officers <sup>8</sup>	<b>57</b>	<b>41</b>

Table 8 Staff Assessment Decisions

April 2025 to March 2026	Beds	BCH
Gross Misconduct	15	71
Misconduct	8	24
Neither Misconduct nor Gross Misconduct	4	12
No Action	0	3
Referral to RPRP	3	9
<b>Total</b>	<b>30</b>	<b>119</b>
Total cases per 1,000 staff <sup>9</sup>	<b>24</b>	<b>31</b>

<sup>8</sup> Including Specials. Based on data submitted to Home Office March 2021.

<sup>9</sup> Including PCSOs. Based on data submitted to Home Office March 2021.

## 3.2 Nature of Cases

### 3.2.1 Conduct breaches

The table below shows the number of breaches of the Standards of Professional Behaviour in each category during the reporting period. A breach is the equivalent of an individual allegation forming part of the conduct case.

Table 9 Standard of Professional Behaviour breaches recorded between April 2025 and March 2026.

April 2025 to March 2026	Beds	BCH
Honesty and Integrity	31	80
Authority Respect and Courtesy	42	149
Equality and Diversity	5	23
Use of Force	3	7
Orders and Instructions	23	60
Duties and Responsibilities	32	93
Confidentiality	14	44
Fitness for Duty	1	7
Discreditable Conduct	74	224
Challenging & Reporting Improper Conduct	1	3
<b>Total</b>	<b>226</b>	<b>690</b>

### 3.2.2 Themes in conduct cases

Conduct cases which included an allegation relating to the PSD Control Strategy<sup>10</sup> are given an additional categorisation as well as the allegation type. The table below summarises the cases recorded to the end of the year 2025/26, and the same period last year for comparison, in relation to the Control Strategy, by force.

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<sup>10</sup> The Control Strategy comprises: Sexual Misconduct, Disclosure of Information, Misuse of Force Systems, Discriminatory Behaviour and Domestic Abuse (with police as perpetrators). In addition, there is an Intelligence Requirement in respect of Infiltration, Vulnerability, Reportable Associations and Controlled Drug Use and Supply.

Table 10 Conduct cases with allegations relating to the PSD Control Strategy

Theme	Beds 2025/26	BCH 2025/26	BCH 2024/25
Sexual misconduct	14	45	45
- Of which abuse of position	2	4	1
- Of which workplace	2	13	24
- Of which other	10	28	20
Disclosure of information	10	26	23
Misuse of force systems	12	36	35
Reportable associations	0	1	2
Racism	2	11	16
Discriminatory behaviour	3	15	19
Domestic abuse	17	42	32
Infiltration	1	2	5
<b>Total<sup>11</sup></b>	<b>59</b>	<b>176</b>	<b>177</b>

### 3.3 Finalisation of Cases

#### 3.3.3 Outcomes from Proceedings for Officers

The first table on shows the type of hearing to which officers for Case to Answer with formal proceedings have been subject.

Table 11 Police officer subject to proceedings when Case to Answer found

April 2025 to March 2026 (Number of Officers)	Beds	BCH
Accelerated Hearing	3	23
Gross Misconduct Hearings	8	19
Misconduct Meetings	5	22
Resigned (with case to answer)	0	0
Reassessed as Practice Requiring Improvement <sup>12</sup>	0	0
Total	16	64

<sup>11</sup> Total will not match the breakdown by theme exactly, as some cases involve more than one Control Strategy theme.

<sup>12</sup> This is for any conduct recorded since the new Regulations came into force on 1<sup>st</sup> February 2020 only.

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The second table shows the outcomes for officers from hearings and meetings to the end of year 2025-26, with changes year on year shown for Beds, Cambs and Herts.

Table 17 Disciplinary actions<sup>13</sup> from Police Officer proceedings with the worst outcome for subject

April 2025 to March 2026 (Worst Sanction)	Beds	BCH	Change from Q4 2024/25
Dismissal or Would have been dismissed	7	32	-8
Reduction in Rank <sup>14</sup>	0	0	-1
Final Written Warning	5	10	+4
Written Warning	3	18	+6
No Action / Not Proven	0	6	+3
Proceedings Discontinued	0	2	+1
Referral to RPRP	1	4	+4

### 3.3.4 Outcomes from Proceedings for Staff

The first table below shows the number of proceedings to which staff have been subject during the reporting period.

Table 18 Outcomes of staff conduct investigations

April 2025 to March 2026	Beds	BCH
Proceedings	8	26
Resigned (with case to answer)	0	0
Total	8	26

The second table shows the outcomes for staff during this period, with changes year on year shown for BCH.

Table 19 Disciplinary outcomes from staff proceedings

April 2025 to March 2026	Beds	BCH	Change from 24/25
Dismissal	4	10	-3
Dismiss Without Notice if Gross	0	2	+1

<sup>13</sup> See the abbreviations and glossary on page 23.

<sup>14</sup> See note 12.

Misconduct			
Final Written Warning	4	7	+1
First Written Warning	1	7	-4
Verbal Warning	0	0	No change
Dismiss as unfounded	0	0	No change
Proceedings Discontinued	0	0	No change
Appeal Made	0	0	No change
Informal Management Action	0	0	No change
Refer to AA for RPRP	0	1	No change

### 3.3.5 Outcomes outside of Proceedings for Officers

This table shows the outcomes for individuals who were subject of conduct where the case for misconduct was not found or the case did not go to proceedings.

Table 12 Outcomes outside of proceeding or when there is no case to answer.

April 2025 to March 2026	Beds	BCH
No Case to Answer resulting in Learning from Reflection	1	5
No Case to Answer resulting in UPP	2	8
No Case to Answer resulting in Reflective Practice/RPRP	43	146
No Case to Answer resulting in No Action	46	146

## 4. IOPC Referrals

### 4.1 Cases referred with Mode of Investigation

The table below summarises the decisions of cases referred to IOPC during 2025/26.

Table 21 MOI decision for cases referred to the IOPC

April 2025 to March 2026	Beds	BCH
Independent	3	11
Managed	0	0
Directed	1	3
Local	54	153
Force Deal	41	126

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Awaiting MOI	1	3
<b>Total</b>	<b>100</b>	<b>296</b>

### 4.2 Reason for cases referred

Table 22 Case type for cases referred to the IOPC

April 2025 to March 2026	Beds	BCH
Death or Serious Injury	53	151
Complaint	13	61
Conduct	33	83
Other	1	1
<b>Total</b>	<b>100</b>	<b>296</b>

### 4.3 Type of referral

April 2025 to March 2026	Beds	BCH
Mandatory	91	269
Voluntary	9	28
<b>Total</b>	<b>100</b>	<b>296</b>

## 5. Abbreviations and glossary

### B

BCH – Bedfordshire Police, Cambridgeshire Constabulary, and Hertfordshire Constabulary

Beds - Bedfordshire Police

### C

Cambs – Cambridgeshire Constabulary

Conduct - breach of the standards of professional behaviour:

- Honesty and Integrity - Police officers are honest, act with integrity and do not compromise or abuse their position.
- Authority, Respect and Courtesy - Police officers act with self-control and tolerance, treating members of the public and colleagues with respect and courtesy. Police officers do not abuse their powers or authority and respect the rights of all individuals.
- Equality and Diversity - Police officers act with fairness and impartiality. They do not discriminate unlawfully or unfairly.

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- Use of Force - Police officers only use force to the extent that it is necessary, proportionate, and reasonable in all the circumstances.
- Orders and Instructions - Police officers only give and carry out lawful orders and instructions. Police officers abide by police regulations, force policies and lawful orders.
- Duties and Responsibilities - Police officers are diligent in the exercise of their duties and responsibilities.
- Confidentiality - Police officers treat information with respect and access or disclose it only in the proper course of police duties.
- Fitness for Duty - Police officers when on duty or presenting themselves for duty are fit to carry out their responsibilities.
- Discreditable Conduct - Police officers behave in a manner which does not discredit the police service or undermine public confidence in it, whether on or off duty. Police officers report any action taken against them for a criminal offence, any conditions imposed on them by a court or the receipt of any penalty notice.
- Challenging and Reporting Improper Conduct - Police officers report, challenge or take action against the conduct of colleagues which has fallen below the Standards of Professional Behaviour.

## D

Disciplinary action:

- a written warning,
- a final written warning,
- reduction in rank,

or

- dismissal without notice.

## G

Gross misconduct - a breach of the Standards of Professional Behaviour which is so serious that dismissal would be justified.

## H

Herts – Hertfordshire Constabulary

## I

IOPC – Independent Office of Police Conduct

## L

LPB – Local Policing Body:

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- Police and Crime Commissioner,
- Deputy Police and Crime Commissioner,
- the Mayor's Office for Policing and Crime,
- the Deputy Mayor for Policing and Crime.

## M

Misconduct - refers to inappropriate conduct and illegal actions taken by police officers in connection with their official duties.

## P

PCC – Police and Crime Commissioner

PSD – Professional Standards Department

Practice requiring improvement - Underperformance or conduct not amounting to misconduct or gross misconduct, which falls short of the expectations of the public and the police service as set out in the policing Code of Ethics.

Reflective Practice Review Process - The procedures set out in Part 6 of the Police (Conduct) Regulations 2020, for handling practice requiring improvement.

Special procedures - apply only to investigations that relate to a complaint against, or the conduct of, a member of a police force or a special constable. In the case of any other person, the investigator must adhere to the relevant policies and procedures for investigating allegations of any form of misconduct. Investigators must apply special procedures:

- in a complaint investigation, when it appears to the investigator that there is an indication that a person to whose conduct the investigation relates may have committed a criminal offence behaved in a manner that would justify the bringing of disciplinary proceedings
- in all investigations into recordable conduct matters

Throughout the investigation, the investigator must consider whether such an indication exists even if they initially decided it did not.

## S

Schedule 3 –Complaints handled under the Schedule 3 of the Police Reform Act 2002. Complaint is recorded under the Schedule 3 when at the end of the early intervention process complainant is not happy with the outcome. At this stage PSD will record expressions of dissatisfaction with the police service as a formal complaint (Schedule 3). Schedule 3 complaints which do not require an investigation will be handled in a reasonable and proportionate manner. Under the Schedule 3 complainants have a right of review against the outcome of complaints recorded and handled

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under this schedule. The review process considers whether the outcome of their complaint was reasonable and proportionate.

Standards of professional behaviour - standards set out in Schedule 2, Police (Conduct) Regulations 2020.