



PSD Quarter 3

Data Pack

April 2021 to December 2021

Date 25 January 2022

Produced by PSD Analytical team

1. Introduction

This document seeks to set out key data in relation to public complaint and conduct¹ cases recorded by the PSD for Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary².

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 3³. 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 2021 to December 2021	Beds Cases	Beds Allegations	BCH Cases	BCH Allegations
PSD recorded complaints	220	555	836	2098
PSD recorded complaints per 1,000	85	21	90	225

¹ All abbreviations and specialised terms are defined in the glossary at the end of this document on page 23.

² See footnote 1.

³ See footnote 1.

CRT logged complaints	937	935	3016	3993
CRT logged complaints per 1,000	250	252	227	301

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

April 2021 to December 2021	Complaints Review Team complaints closed	Percentage closed which are Schedule 3	Approximately total referred to PSD as Schedule 3 ⁴
Beds	818	28	229

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 2021 to December 2021	Beds	Total Q3 2021-2022	Percent of total
PSD Investigation	82	304	36
Local Complaint (otherwise than investigation)	133	519	62
IOPC or PCC Complaint	4	13	1
Awaiting determination	1	7	1
Total	220	843	100

2.2 Nature of Allegations

2.2.1 Allegations recorded under current Police Regulations

The seven tables below shows the number of allegations recorded in [each IOPC⁵ complaint category](#) to the end of Quarter 3 in 2021 to 2022, 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.

⁴ 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.

⁵ See abbreviations and glossary

Table 4 Total of all allegations recorded between April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Total	555	705	2099	2681

Table A: Delivery of Duties and Service for April 2021 to December 2021:

Complaint Allegations	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Police action following contact	37	75	248	319
Decisions	15	27	99	99
Information	5	3	99	83
General level of service	113	125	304	313
Total	170	230	750	814

Table B: Police Powers, Polices and Procedures for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Stops and stop and search	10	7	30	32

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Searches of premises and seizure of property	11	18	39	86
Power to arrest and detain	35	24	68	85
Use of force	51	54	182	237
Detention in police custody	19	29	55	88
Bail, identification and interview procedures	8	12	19	41
Evidential procedures	15	26	42	71
Out of court disposals	1	1	8	8
Other policies and procedures	52	49	112	182
Total	202	220	555	830

Table C: Handling of or damage to property/premises for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Handling of or damage to property / premises	13	26	71	78
Total	13	26	71	78

Table D: Access and/or disclosure of information for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Use of police systems	1	2	4	12
Disclosure of information	17	12	63	55
Handling of information	3	4	8	20

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Accessing and handling of information from other sources	1	0	4	4
Total	22	18	79	91

Table E: Use of Police Vehicles for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Use of police vehicles	0	3	3	9
Total	0	3	3	9

Table F: Discriminatory Behaviour for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Age	1	1	1	5

Disability	3	8	17	33
Gender Reassignment	0	1	0	1
Pregnancy and maternity	0	1	0	1
Marriage and civil partnerships	0	0	0	0
Race	21	40	70	132
Religion or belief	1	2	8	3
Sex	2	4	5	19
Sexual orientation	0	0	1	1
Other	0	2	0	5
Total	28	58	102	200

Table G: Abuse of Position / Corruption for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Organisational corruption	1	0	3	4
Abuse of position for sexual purpose	0	1	3	3

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Abuse of position for purpose of pursuing an inappropriate emotional relationship	0	0	0	1
Abuse of position for financial purpose	0	0	0	0
Obstruction of Justice	7	2	27	36
Abuse of position of other purpose	6	10	25	43
Total	14	13	58	87

Table H: Individual behaviours for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3r 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Impolite language / tone	14	14	71	72
Impolite and intolerant actions	5	10	29	36
Unprofessional attitude and disrespect	38	37	125	118
Lack of fairness and impartiality	22	29	114	121
Overbearing or harrassing behaviours	24	39	108	186
Total	103	129*	447	533

Table J: Sexual conduct for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Sexual conduct	0	0	5	5
Total	0	0	5	5

Table K: Discreditable conduct for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Discreditable conduct	2	5	31	26
Total	2	5	31	26

Table L: Other conduct for April 2021 to December 2021:

Complaint Allegation	Beds Q1-3 2021/22	Beds Q1-3 2020/21	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Other	1	3	1	8
Total	1	3	1	8

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 2021 to December 2021

April 2021 to December 2021	Beds	BCH
Organisational allegations by force	49	238

2.3 Finalisation of complaints

2.3.1 Finalised allegations under previous Police Regulations

The table below shows how allegations recorded under previous Police Regulations (that is recorded prior to 1st 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. As the year progresses, fewer and fewer cases will be finalised under the previous Regulations.

Table 6 Allegations finalised under previous Police Regulations

April 2021 to December 2021	Beds	BCH
Local Resolution (Division and PSD)	0	0
Upheld (IOPC and PSD)	1	2
Not Upheld	17	36
Withdrawn	0	1
Disapplication / Discontinuance	0	6
Special Requirements	0	5
De-recorded	1	3
Total	19	63

2.3.2 Finalised Allegations under current Police Regulations

The table below shows how allegations recorded under new Police Regulations (that is recorded since 1st 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 7 Outcomes of allegations finalised under Special Requirements/Procedures

April 2021 to December 2021	Beds	BCH	Percentage of total
The service provided by police was acceptable	429	1818	73
The service provided by police was not acceptable	91	260	10
The force has not been able to determine if the service provided was acceptable	39	131	5
Regulation 41 (Investigation only)	0	9	<1
Withdrawn	10	61	2
No further action	26	143	6

De-recorded ⁶	0	17	<1
Case to answer	0	5	<1
No Case to answer	7	43	2
Total	602	2486	

2.3.3 Subject to Special Requirements / Special Procedures (regulation notices served)

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 Misconduct⁷. Note there are usually multiple allegations in each case; the table reports on each individual allegation.

Table 8 Allegation’s outcomes under special requirements

April 2021 to December 2021	Beds
Case to Answer	0
No Case to Answer	7
De-Recorded	1

Table 9 Outcomes for allegations where there was a case to answer

April 2021 to December 2021	Beds
Referral to Reflective Practice Review Process	2
Referral to Proceedings	0
No Action	6
Formal Action	0

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

For the allegations finalised under the previous Police Regulations which were upheld, but which were not subject to Special Requirements, the outcomes for the subjects in Q1-3 were as follows.

⁶ 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.

⁷ See the abbreviations and glossary

Table 10 Outcomes of upheld allegations under previous Police Regulations which were not subject to special requirements

April 2021 to December 2021	Beds
Management Action	0
Retired / Resigned	1
No Action	1

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). In Q1 to 3, the following individual outcomes were recorded in each force:

Table 11 Reflective practice outcomes

April 2021 to December 2021	Beds
Learning from Reflection	77
Referral to Reflective Practice Review Process	34

2.4 Public Complaint Appeals and Reviews

2.4.1 Public Complaint Appeals under previous Police Regulations

This section relates to appeals made about public complaints which were handled under the previous Police Regulations.

Table 12 IOPC Appeals handled under previous Police Regulations

April 2021 to December 2021	Beds
Force and IOPC Appeals Recorded	1
Force and IOPC Appeals Finalised	1
Force Appeals Upheld	0

IOPC Appeals Upheld	0
Total Appeals Upheld	0

2.4.2 Public Complaint Reviews under current Police Regulations

Under current Police Regulations complaint appeals have been replaced by complaint reviews. LPB (Local Policing Body) ⁸reviews 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 13 Local Policing Body reviews handled under current Police Regulations

April 2021 to December 2021	Beds	BCH
LPB Reviews Recorded	29	103
LPB Reviews Completed	30	104
LPB Reviews with Outcome of Not Reasonable and Proportionate	0	2
- Requiring an IOPC Referral	0	0
- Requiring Investigation	0	0
- 28ZA Recommendation	0	0
- Action Plan Recommendation	0	0
- No Further Action	0	2

⁸ See the abbreviations and glossary on page 23.

Table 14 IOPC Reviews handled under current Police Regulations

April 2021 to December 2021	Beds	BCH
IOPC Reviews Recorded	18	90
IOPC Reviews Completed	14	67
IOPC Reviews with Outcome of Not Reasonable and Proportionate	2	15
- Makes its own Finding	0	0
- Requiring Re-investigation	2	9
- Recommendations on Finding	0	0
- Section 28ZA of Schedule 3 to the Police Reform Act 2002 Recommendation	0	1
- Notifies Crown Prosecution Service	0	0
- Recommendation for Reflective Practice Review	0	1
- Recommendation that apology be made to the complainant	0	1
- Recommendation that the subject's performance is unsatisfactory	0	3

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.

Table 15 Officer Assessment Decisions (Based on First Subject of Case)

April 2021 to December 2021	Beds	BCH
Recorded Gross Misconduct	21	56
Recorded Misconduct	3	14
Recorded Not Misconduct / No Action	6	20
Recorded Reflective Practice Review Process	14	34
No Assessment (Awaiting)	1	6
De-recorded	0	1
Total	49	135
Total cases per 1,000 officers ⁹	32	24

Table 16 Staff Assessment Decisions

April 2021 to December 2021	Beds	BCH
Recorded Gross Misconduct	5	21
Recorded Misconduct	2	8
Recorded Not Misconduct	1	5
Recorded Reflective Practice Review Process	1	2
No Assessment (Awaiting)	0	1
Total	9	37
Total cases per 1,000 staff ¹⁰	8	10

⁹ Including Specials. Based on data submitted to Home Office March 2021.

¹⁰ 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 17 Standard of Professional Behaviour breaches recorded between April 2021 and December 2021

April 2021 to December 2021	Beds	BCH
Honesty and Integrity	18	48
Authority Respect and Courtesy	16	45
Equality and Diversity	4	10
Use of Force	4	9
Orders and Instructions	5	26
Duties and Responsibilities	7	28
Confidentiality	4	15
Fitness for Duty	1	1
Discreditable Conduct	40	120
Challenging & Reporting Improper Conduct	2	3
Total	101	305

3.2.2 Themes in conduct cases

Conduct cases which included an allegation relating to the PSD Control Strategy¹¹ are given an additional categorisation as well as the allegation type. The table below summarises the cases recorded to the end of Quarter 3 for 2021 to 2022, and the same period last year for comparison, in relation to the Control Strategy, by force.

¹¹ The Control Strategy comprises: Sexual Misconduct, Disclosure of Information, Misuse of Force Systems, Discriminatory Behaviour, Domestic Abuse (with police as perpetrators) and Use of Force. In addition, there is an Intelligence Requirement in respect of Infiltration, Vulnerability, Reportable Associations and Controlled Drug Use and Supply.

Table 18 Conduct cases with allegations relating to the PSD Control Strategy

Theme	Beds Q1-3 2021/22	BCH Q1-3 2021/22	BCH Q1-3 2020/21
Sexual misconduct	6	20	22
- Of which abuse of position	0	0	5
- Of which workplace	2	7	13
- Of which other	4	13	4
Disclosure of information	2	6	10
Misuse of force systems	4	11	12
Reportable associations	2	3	3
Controlled drug use/ supply	0	0	2
Discriminatory behaviour	3	6	12
Domestic abuse	13	36	12
Infiltration	0	0	N/A
Use of force	2	3	N/A
Total ¹²	32	87	143

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 19 Police officer subject to proceedings when Case to Answer found

April 2021 to December 2021 (Number of Officers)	Beds	BCH
Special Case Hearing	1	4
Gross Misconduct Hearings	3	9

¹² Total will not match the breakdown by theme exactly, as some cases involve more than one Control Strategy theme.

Misconduct Meetings	1	9
Resigned (with case to answer)	0	0
Reassessed as Practice Requiring Improvement ¹³	0	0
Total	5	22

The second table shows the outcomes for officers from hearings and meetings to the end of Quarter 3 for 2021 to 2022, with changes year on year shown for Beds, Cambs and Herts.

Table 20 Disciplinary actions¹⁴ from Police Officer hearings with the worst outcome for subject

April 2021 to December 2021 (Worst Sanction)	Beds	BCH	Change from Q1-3 2020/21
Dismissal or Would have been dismissed	5	23	+8
Reduction in Rank ¹⁵	0	0	No Change
Final Written Warning	3	11	+2
Written Warning	2	6	+3
Management Advice	0	0	-4
Practice Requiring Improvement ¹⁶	0	0	-1
No Action / Not Proven	1	2	+1
Proceedings Discontinued	0	1	+1
Case returned to the Appropriate Authority	0	0	No Change

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 21 Outcomes of staff conduct investigations

April 2021 to December 2021	Beds	BCH
Proceedings	3	15
Resigned (with case to answer)	0	0
Total	3	15

¹³ This is for any conduct recorded since the new Regulations came into force on 1st February 2020 only.

¹⁴ See the abbreviations and glossary on page 23.

¹⁵ See note 12.

¹⁶ See note 12.

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

Table 22 Disciplinary outcomes from staff proceedings

April 2021 to December 2021	Beds	BCH	Change from Q1-3 2020/21
Dismissal	0	3	-1
Final Written Warning	1	5	+1
First Written Warning	0	2	-2
Verbal Warning	1	4	+3
Dismiss as unfounded	1	1	No Change
Proceedings Discontinued	0	0	-1

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

April 2021 to December 2021	Beds	BCH
Case to Answer resulting in Management Action	0	2
No Case to Answer resulting in Management Action	3	3
No Case to Answer resulting in Reflective Practice	34	128
No Case to Answer resulting in No Action	35	110

4. 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.
- 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,

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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:

- 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

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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 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.