



PSD Quarter 4

Data Pack

April 2021 to March 2022

Date: 21st April 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 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 2021 to March 2022	Beds Cases	Beds Allegations	BCH Cases	BCH Allegations
PSD recorded complaints	295	802	1087	2764
PSD recorded complaints per 1,000	114	311	117	296

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

CRT logged complaints	1201	1200	3922	5159
CRT logged complaints per 1,000	466	466	420	553

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

April 2021 to March 2022	Complaints Review Team complaints closed	Percentage closed which are Schedule 3	Approximately total referred to PSD as Schedule 3 ²
Beds	1032	34.2	353

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 March 2022	Beds	BCH - Total Q4 2021-22	Percent of total
PSD Investigation	123	429	39
Local Complaint (otherwise than investigation)	168	640	58
IOPC or PCC Complaint	4	13	1
Awaiting determination	1	15	2
Total	296	1097	100

² 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.

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 IOPC³ complaint category](#) to the end of Quarter 4 2021/22, 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 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Total	802	859	2764	3388

Table A: Delivery of Duties and Service for April 2021 to March 2022:

Complaint Allegations	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Police action following contact	44	84	286	323
Decisions	20	32	126	142
Information	10	5	124	131
General level of service	165	159	440	413

³ See abbreviations and glossary on the page 23

Total	239	280	976	1009
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Table B: Police Powers, Polices and Procedures for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Stops and stop and search	12	11	35	44
Searches of premises and seizure of propety	20	20	64	95
Power to arrest and detain	48	29	94	102
Use of force	69	67	238	290
Detention in police custody	32	36	82	106
Bail, identification and interview procedures	10	12	26	42
Evidential procedures	32	29	68	84
Out of court disposals	2	3	12	12

Other policies and procedures	76	54	165	215
Total	301	261	784	990

Table C: Handling of or damage to property/premises for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Handling of or damage to property / premises	20	30	89	98
Total	20	30	89	98

Table D: Access and/or disclosure of information for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Use of police systems	2	2	7	15

Disclosure of information	20	14	75	71
Handling of information	4	6	10	31
Accessing and handling of information from other sources	1	0	4	4
Total	27	22	96	113

Table E: Use of Police Vehicles for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Use of police vehicles	0	4	4	11

Total	0	4	4	11
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Table F: Discriminatory Behaviour for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Age	2	1	2	5
Disability	9	11	27	39
Gender Reassignment	0	1	0	1
Pregnancy and maternity	0	1	0	1
Marriage and civil partnerships	0	0	0	0

Race	31	47	91	155
Religion or belief	1	2	5	5
Sex	2	4	13	25
Sexual orientation	0	0	1	1
Other	1	0	1	11
Total	46	70	140	239

Table G: Abuse of Position / Corruption for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Organisational corruption	1	0	4	4

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Abuse of position for sexual purpose	0	1	3	3
Abuse of position for purpose of pursuing an inappropriate emotional relationship	0	0	0	1
Abuse of position for financial purpose	0	0	0	1
Obstruction of Justice	7	4	29	42
Abuse of position of other purpose	10	12	34	46
Total	18	17	70	97

Table H: Individual behaviours for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
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Impolite language / tone	19	16	88	88
Impolite and intolerant actions	6	13	29	46
Unprofessional attitude and disrespect	48	50	159	161
Lack of fairness and impartiality	30	36	135	160
Overbearing or harrassing behaviours	36	50	193	225
Total	139	165	550	675

Table J: Sexual conduct for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Sexual conduct	0	0	5	6
Total	0	0	5	6

Table K: Discreditable conduct for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Discreditable conduct	7	7	31	37
Total	7	7	31	37

Table L: Other conduct for April 2021 to March 2022:

Complaint Allegation	Beds Q1-4 2021/22	Beds Q1-4 2020/21	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Other	4	3	7	8
Total	4	3	7	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 March 2022

April 2021 to March 2022	Beds	BCH
Organisational allegations by force	67	317

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 March 2022	Beds	BCH
Local Resolution (Division and PSD)	0	0
Upheld (IOPC and PSD)	1	12
Not Upheld	20	119
Withdrawn	0	1
Disapplication / Discontinuance	0	11
Special Requirements	0	6
De-recorded	0	1
Total	21	150

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 March 2022	Beds	BCH	Percentage of total
The service provided by police was acceptable	881	3711	77
The service provided by police was not acceptable	163	504	10
The force has not been able to determine if the service provided was acceptable	60	206	4
Regulation 41 (Investigation only)	0	9	<1

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Withdrawn	22	108	2
No further action	43	183	4
De-recorded ⁴	1	18	<1
Case to answer	0	6	
No Case to answer	18	87	
Total	1188	4832	

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 Misconduct⁵. Note there are usually multiple allegations in each case; the table reports on each individual allegation.

Table 8 Allegation outcomes under special requirements

April 2021 to March 2022	Beds
Case to Answer	0
No Case to Answer	18
De-Recorded	0

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

April 2021 to March 2022	Beds
Referral to Reflective Practice Review Process	0
Referral to Proceedings	0
No Action	0

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

⁴ 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.

⁵ See the abbreviations and glossary at the page 23.

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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 Q1-4 were as follows.

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

April 2021 to March 2022	Beds
Management Action	0
Retired / Resigned	1
No Action	0

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 4, the following individual outcomes were recorded in each force:

Table 11 Reflective practice outcomes

April 2021 to March 2022	Beds
Learning from Reflection	98
Referral to Reflective Practice Review Process	31

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 March 2022	Beds	BCH
Force and IOPC Appeals Recorded	1	9
Force and IOPC Appeals Finalised	1	9

Force Appeals Upheld	0	0
IOPC Appeals Upheld	0	2
Total Appeals Upheld	0	2

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) ⁶reviews 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 March 2022	Beds	BCH
LPB Reviews Recorded	38	139
LPB Reviews Completed	38	135
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

⁶ See the abbreviations and glossary on page 23.

Table 14 IOPC Reviews handled under current Police Regulations

April 2021 to March 2022	Beds	BCH
IOPC Reviews Recorded	22	113
IOPC Reviews Completed	23	92
IOPC Reviews with Outcome of Not Reasonable and Proportionate	2	16
- 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	4

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 March 2022	Beds	BCH
Recorded Gross Misconduct	24	62
Recorded Misconduct	7	20
Recorded Not Misconduct / No Action	7	23
Recorded Reflective Practice Review Process	17	44
No Assessment (Awaiting)	2	9
De-recorded	0	1
Total	57	159
Total cases per 1,000 officers ⁷	38	28

Table 16 Staff Assessment Decisions

April 2021 to March 2022	Beds	BCH
Recorded Gross Misconduct	5	29
Recorded Misconduct	2	8
Recorded Not Misconduct	1	5
Recorded Reflective Practice Review Process	3	4
No Assessment (Awaiting)	0	1
Total	11	47
Total cases per 1,000 staff ⁸	10	13

⁷ Including Specials. Based on data submitted to Home Office March 2021.

⁸ 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 March 2022.

April 2021 to March 2022	Beds	BCH
Honesty and Integrity	21	60
Authority Respect and Courtesy	21	73
Equality and Diversity	4	14
Use of Force	4	10
Orders and Instructions	9	37
Duties and Responsibilities	15	47
Confidentiality	5	19
Fitness for Duty	1	1
Discreditable Conduct	49	159
Challenging & Reporting Improper Conduct	2	5
Total	131	425

3.2.2 Themes in conduct cases

Conduct cases which included an allegation relating to the PSD Control Strategy⁹ are given an additional categorisation as well as the allegation type. The table below summarises the cases recorded to the end of Quarter 4 for 2021 to 2022, and the same period last year for comparison, in relation to the Control Strategy, by force.

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

Theme	Beds Q1-4 2021/22	BCH Q1-4 2021/22	BCH Q1-4 2020/21
Sexual misconduct	8	25	22

⁹ 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.

- Of which abuse of position	0	1	5
- Of which workplace	2	8	13
- Of which other	6	16	4
Disclosure of information	2	6	10
Misuse of force systems	5	14	12
Reportable associations	2	3	3
Controlled drug use/ supply	1	1	2
Discriminatory behaviour	3	7	12
Domestic abuse	15	40	12
Infiltration	0	0	N/A
Use of force	2	6	N/A
Total ¹⁰	38	102	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 March 2022 (Number of Officers)	Beds	BCH
Special Case Hearing	2	8
Gross Misconduct Hearings	6	17
Misconduct Meetings	1	10
Resigned (with case to answer)	1	1
Reassessed as Practice Requiring Improvement ¹¹	0	0
Total	10	38

¹⁰ Total will not match the breakdown by theme exactly, as some cases involve more than one Control Strategy theme.

¹¹ This is for any conduct recorded since the new Regulations came into force on 1st February 2020 only.

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The second table shows the outcomes for officers from hearings and meetings to the end of Quarter 4 2021-22, with changes year on year shown for Beds.

Table 20 Disciplinary actions¹² from Police Officer proceedings with the worst outcome for subject

April 2021 to March 2022 (Worst Sanction)	Beds	BCH	BCH - Change from Q1-4 2020/21
Dismissal or Would have been dismissed	6	23	+3
Reduction in Rank ¹³	0	0	No Change
Final Written Warning	2	7	-5
Written Warning	1	5	+2
Management Advice	0	0	-4
Practice Requiring Improvement ¹⁴	0	0	-2
No Action / Not Proven	0	1	-3
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 March 2022	Beds	BCH
Proceedings	6	21
Resigned (with case to answer)	0	0
Total	6	21

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

¹² See the abbreviations and glossary on page 23.

¹³ See note 12.

¹⁴ See note 12.

Table 22 Disciplinary outcomes from staff proceedings

April 2021 to March 2022	Beds	BCH	BCH - Change from Q1-4 2020/21
Dismissal	1	3	-2
Final Written Warning	2	10	+6
First Written Warning	1	2	-4
Verbal Warning	1	5	+3
Dismiss as unfounded	1	1	No Change
Proceedings Discontinued	0	0	-1
Appeal Made	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 March 2022	Beds	BCH
Case to Answer resulting in Management Action	0	0
No Case to Answer resulting in Management Action	3	3
No Case to Answer resulting in Reflective Practice/RPRP	34	112
No Case to Answer resulting in No Action	21	82

4. Abbreviations and glossary

B

BCH – Bedfordshire Police, Cambridgeshire Constabulary, and Hertfordshire Constabulary

Beds - Bedfordshire Police

Conduct - breach of the standards of professional behaviour:

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- 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,

or

- dismissal without notice.

G

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

I

IOPC – Independent Office of Police Conduct

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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 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

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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.