



PSD Q4 and End of Year

April 20 – March 21

Date	20/04/2021
Completed By	PSD Analytical / Business Performance

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1.0 Public Complaints

1.1 Cases and Allegations Recorded

1.1.1 Cases and Allegations Recorded

Apr 20 to Mar 21	Beds	
	Cases	Alleg
PSD recorded complaints	370	862
CRT logged complaints	1342	1402

PSD recorded complaint levels in Beds are stable year on year.

Also included in the table is the number of cases and allegations logged on the CRT system.

The table below shows the rate at which the force are closing CRT complaints under Schedule 3, i.e. for referral to PSD.

Apr 20 to Mar 21	CRT complaints closed	% closed which are Schedule 3	Approx. total referred to PSD as Schedule 3 ¹
Beds	1265	31.4	397

1.1.2 Handling of Complaints recorded under Schedule 3 under new Police Regulations

The table below shows how complaints recorded under Schedule 3 under new Police Regulations during 2020/21 were handled.

Apr 20 to Mar 21	Beds
PSD Investigation	140
Local Complaint (otherwise than investigation)	225
IOPC or PCC Complaint	5
Awaiting determination	0
Total	370

39% of recorded complaints required a PSD investigation.

1.2 Nature of Allegations

1.2.1 Allegations recorded under new Police Regulations

The table below shows the number of allegations recorded in each category during 2020/21, for public complaints recorded under Schedule 3 under the new Police Regulations.

Apr 2020 – Mar 2021	Complaint Allegations	Beds 20/21
Delivery of Duties and Service	Police action following contact	84
	Decisions	32

¹ 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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	Information	5
	General level of service	159
Police Powers policies and Procedures	Stops and stop and search	11
	Searches of premises and seizure of property	20
	Power to arrest and detain	29
	Use of force	67
	Detention in police custody	36
	Bail, identification and interview procedures	12
	Evidential procedures	29
	Out of court disposals	3
	Other policies and procedures	54
Handling of or damage to property / premises	Handling of or damage to property / premises	30
Access and /or disclosure of information	Use of police systems	2
	Disclosure of information	14
	Handling of information	6
	Accessing and handling of information from other	0
Apr-Dec 2020	Complaint Allegations	Beds Q4 20/21
Use of Police vehicles	Use of police vehicles	4
Discriminatory Behaviour	Discriminatory Behaviour (Breakdown below)	70
Abuse of position / Corruption	Organisational corruption	0
	Abuse of position for sexual purpose	1
	Abuse of position for purpose of pursuing an inappropriate emotional relationship	0
	Abuse of position for financial purpose	0
	Obstruction of Justice	4
	Abuse of position of other purpose	12
Individual behaviours	Impolite language / tone	16

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	Impolite and intolerant actions	13
	Unprofessional attitude and disrespect	50
	Lack of fairness and impartiality	36
	Overbearing or harrassing behaviours	50
Sexual conduct		0
Discreditable conduct		7
Other		3
Total		859

Of the above allegations the following were recorded as organisational and not against a named subject.

Apr 20 – Mar 21 (new Regulations)	Beds
Organisational allegations by force	32

A small number of allegations were recorded under the previous Police Regulations due to the date that the matter was initially reported. The table below breaks this down.

Apr 20 – Mar 21	Beds
Allegations under old regs	3

A breakdown of discriminatory behaviour allegations by type, for the reporting period, is shown in the following table.

Apr 20 to Mar 21	Beds
Age	1
Disability	11
Gender reassignment	1
Pregnancy and maternity	1
Marriage and civil partnership	0
Race	47
Religion / Faith	2
Sex	4
Sexual Orientation	0
Other	0
Total	67

1.2.2 Allegation Profile for PSD Recorded Complaints

The tables below shows the top five complaint types for Bedfordshire, for those complaints recorded by PSD. The profile of top allegations has remained relatively constant, with no new allegation types featuring.

Top five allegations by force, Apr 20 – Mar 21
Beds

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Allegation	Total
General level of service	159
Police action following contact	84
Discriminatory behaviour (all types)	70
Use of force	67
Other policies and procedures	54

1.3 Finalisation of Complaints

1.3.1 Finalised Allegations under previous Police Regulations

The table below shows how allegations recorded under previous Police Regulations (i.e. 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.

Apr 20 to Mar 21	Beds
Local Resolution (Division and PSD)	62
Upheld (IOPC and PSD)	10
Not Upheld	103
Withdrawn	5
Disapplication / Discontinuance	13
Special Requirements	8
De-recorded	5
Total	206

Of those allegations investigated by PSD or the IOPC, 5% were upheld. However, this only represents a small proportion of all complaints finalised due to the regulatory changes.

1.3.2 Finalised Allegations under new Police Regulations

The table below shows how allegations recorded under new Police Regulations (i.e. 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.

Apr 20 to Mar 21	Beds
The service provided by police was acceptable	464
The service provided by police was not acceptable	68
The force has not been able to determine if the service provided was acceptable	20
Withdrawn	33
No further action	58
De-recorded²	11
Case to answer	1
No Case to answer	3

² 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.

Total	658
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1.3.3 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 Misconduct. Note there are usually multiple allegations in each case; the table reports on each individual allegation.

Apr 20 – Mar 21	Beds
Case to Answer	4
No Case to Answer	11

For those subjects who were found to have a case to answer for a complaint allegation, the outcomes were as follows:

- Beds Case to Answer (three cases): one case Formal Action – Final Written Warning. One case Management Action. One case referral to Reflective Practice.

1.3.4 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 were as follows.

- Beds: 6 subjects received management action and 5 no action;

For cases finalised under new Police Regulations, subject officers can receive Individual Learning (for Local Complaints) or Practice Requiring Improvement (for PSD Investigations). In 2020/21, the following individual outcomes were recorded in each force:

- Beds: 23 subjects of Reflective Practice leading to PRI and 54 subjects received Individual Learning;

The Home Office conducted a survey on the use of RPRP in the summer of 2020 and identified that the process is being widely used but that there are considerable differences in recording practices. These have now been standardised and from January 2021 reflective practice in matters dealt with other than by investigation will be resulted as 'Learning from Reflection'. Cases where PRI is recommended as an outcome will be resulted at 'Referral to RPRP'. This will be reflected in future data.

1.3.5 Time to Finalise Allegations under previous Police Regulations

The table below shows the time to finalise allegations by either Local Resolution or a PSD investigation in accordance with the previous Police Regulations for any matters recorded prior to February 2020 and finalised during 2020/21. National comparator data is not currently available as IOPC data reporting is currently suspended.

Apr 20 to Mar 21 (Calendar Days)	Beds
Ave number of days to locally resolve allegations	188
Ave number of days to finalise allegations by local investigation (PSD investigations)	236

1.3.6 Time to Finalise Allegations under new Police Regulations

Average times to finalise allegations recorded under the new Police Regulations, according to the new IOPC performance framework, are not yet available. Once IOPC reporting restarts, data will be reported as below.

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Apr 20 to Mar 21	Beds
Ave number of days to finalise complaint cases under Schedule 3 incl. suspension	N/A
Ave number of days to finalise complaint cases under Schedule 3 excl. suspension	N/A
Ave number of days to finalise complaint cases under Schedule 3 not subject to investigation	N/A
Ave number of days to finalise complaint cases under Schedule 3 by local (PSD) investigation	N/A

However, from the information available it is possible to report that average days to finalise all cases under Schedule 3 (whether by investigation or not) for Beds is 114 days.

1.4 Public Complaint Appeals and Reviews

1.4.1 Public Complaint Appeals under previous Police Regulations

This section relates to appeals made about public complaints which were handled under the previous Police Regulations. There have been 12 appeals recorded and 22 finalised. No appeals were upheld.

Apr 20 to Mar 21	Beds
Force & IOPC Appeals Recorded	12
Force & IOPC Appeals Finalised	22
Force Appeals Upheld	0
IOPC Appeals Upheld	0
Total Appeals Upheld	0

1.4.2 Public Complaint Reviews under new Police Regulations

The tables below break down the reviews recorded for complaints handled under the new Police Regulations since February 2020.

Apr 20 to Mar 21	Beds
LPB Reviews Recorded	31
LPB Reviews Completed	31
LPB Reviews with Outcome of Not Reasonable and Proportionate	2
- Requiring IOPC Referral	0
- Requiring Investigation	1
- 28ZA Recommendation	0
- Action Plan Recommendation	0
- No Further Action	1

Apr 20 to Mar 21	Beds
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IOPC Reviews Recorded	10
IOPC Reviews Completed	4
IOPC Reviews with Outcome of Not Reasonable and Proportionate	2
- Makes its own Finding	0
- Requiring Re-investigation	2
- Recommendations on Finding	0
- 28ZA Recommendation	0
- Notifies CPS	0

2.0 Conduct

2.1 Cases and Breaches Recorded

The tables below show the number of conduct cases recorded of each type, broken down by Officers and Staff.

Officer Assessment Decisions (Based on First Subject of Case)

Apr 20 to Mar 21	Beds
Recorded Gross Misconduct	17
Recorded Misconduct	8
Recorded Not Misconduct / No Action	3
Recorded Practice Requiring Improvement ³	6
Recorded UPP	0
No Assessment	1
Total	35
Total cases per 1,000 officers⁴	25

Staff Assessment Decisions

Apr 20 to Mar 21	Beds
Recorded Gross Misconduct	8
Recorded Misconduct	5
Recorded Not Misconduct	0
Recorded UPP	0
No Assessment	0
Total	13
Total cases per 1,000 staff⁵	13

2.2 Nature of Cases

2.2.1 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.

Apr 20 – Mar 21	Beds
Honesty and Integrity	16
Authority Respect and Courtesy	16
Equality and Diversity	0
Use of Force	3
Orders and Instructions	7
Duties and Responsibilities	16
Confidentiality	5
Fitness for Duty	1
Discreditable Conduct	35
Challenging & Reporting Improper Conduct	3
Total	102

³ This is for any conduct recorded since the new Regulations came into force on 1st February 2020 only.

⁴ Including Specials. Based on data submitted to Home Office March 2020.

⁵ Including PCSOs. Based on data submitted to Home Office March 2020.

2.3 Finalisation of Cases

2.3.1 Suspensions and Restrictions

The table below shows the number of suspended and restricted officers and staff within each force, at the end of March 21.

As at 31/03/2021	Beds
Number of Suspended	5
Number of Restricted	8
Number on Alternative Duties due to Conduct	0
Total	13

2.3.2 Outcomes from Proceedings for Officers

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

Apr 20 - Mar 21 (Number of Officers)	Beds
Special Case Hearing	3
Gross Misconduct Hearings	5
Misconduct Meetings	3
Resigned (with case to answer)	4
Reassessed as Practice Requiring Improvement ⁶	0
Total	15

The second table shows the outcomes for officers from hearings and meetings during 2020/21, with changes year on year shown for BCH.

Apr 20 to Mar 21 (Worst Sanction)	Beds
Dismissal or Would have been dismissed	6
Reduction in Rank ⁷	0
Final Written Warning	1
Written Warning	1
Management Advice	1
Practice Requiring Improvement ⁸	0
No Action/Not Proven	2
Proceedings Discontinued	0
Case returned to AA	0

2.3.3 Outcomes from Proceedings for Staff

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

Apr 20 to Mar 21	Beds
Proceedings	4
Resigned (with case to answer)	0
Total	4

⁶ This is for any conduct recorded since the new Regulations came into force on 1st February 2020 only.

⁷ See note 12.

⁸ See note 12.

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The second table shows the outcomes for staff during this period. There has been a reduction in formal sanctions in line with the reduction in overall proceedings.

Apr 20 to Mar 21	Beds
Dismissal	3
Final Written Warning	0
First Written Warning	0
Verbal Warning	0
Dismiss as unfounded	1
Proceedings Discontinued	0

2.3.4 Outcomes outside of Proceedings for Officers

It has been noted that conduct outcomes which were No Case to Answer or had an outcome which did not derive from proceedings are not comprehensively captured in this report. This section has been added to address this gap and further analysis will be carried out in future reports. Data is reported by subject officer.

Apr 20 to Mar 21	Beds
Case to Answer – Management Action	16
No Case to Answer – Management Action	5
No Case to Answer – Reflective Practice	7
No Case to Answer – No Action	31

3.0 IOPC Referrals

3.1 Cases referred with Mode of Investigation

The table below summarises the decisions of cases referred to IOPC during 2020/21.

Apr 20 to Mar 21	Beds
Independent	2
Managed	0
Directed	0
Local	34
Force Deal	16
Awaiting MOI	0
Total	52

4.0 Other Professional Standards matters

4.1 Business Management

4.1.1 Business Interests

Business Interests	Beds
Apr 20 to Mar 21	87
Apr 19 to Mar 20	118