



PSD Q2 Data Pack

April 21 – September 21

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Produced By	PSD Analytical Team

CONTENTS	
1.0 Introduction	1
2.0 Public Complaints	2
3.0 Conduct	8

1.0 Introduction

This document seeks to set out key data in relation to public complaint and conduct cases recorded by the Professional Standards Department for Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary (BCH).

It is intended to sit alongside IOPC 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.

2.0 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 the 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.

Apr 21 to Sept 21	Beds		BCH	
	Cases	Alleg	Cases	Alleg
PSD recorded complaints	144	358	577	1437
PSD recorded complaints per 1,000	55	138	61	154
CRT logged complaints	644	649	2116	2805
CRT logged complaints per 1,000	250	252	227	301

Apr 21 to Sept 21	CRT complaints closed	% closed which are Schedule 3	Approx. total referred to PSD as Schedule 3 ¹
Beds	522	31.4	164

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

Apr 21 to Sept 21	Beds	Total BCH - Q2 21/22	% of total
PSD Investigation	48	197	33%
Local Complaint (otherwise than investigation)	97	377	63%
IOPC or PCC Complaint	4	15	3%
Awaiting determination	0	9	1%
Total	149	598	100%

2.2 Nature of Allegations

2.2.1 Allegations recorded under new Police Regulations

The table below shows the number of allegations recorded in each category to the end of Q2 2021/22, for public complaints recorded under Schedule 3 under the new Police Regulations. The number of allegations recorded at the same point in the previous year are included for comparison.

Apr – Sept 2021	Complaint Allegations	B Q1-2 21/22	B Q1-2 20/21	BCH Q1-2 21/22	BCH Q1-2 20/21
Delivery of Duties and Service	Police action following contact	32	61	184	239
	Decisions	10	22	71	66

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	4	2	78	44
	General level of service	65	71	192	202
Police Powers and Procedures	Stops and stop and search	8	4	23	19
	Searches of premises and seizure	7	18	25	70
	Power to arrest and detain	24	21	47	66
	Use of force	34	34	128	173
	Detention in police custody	12	16	33	58
	Bail, identification and interview	8	8	12	33
	Evidential procedures	5	24	21	69
	Out of court disposals	1	1	8	6
	Other policies and procedures	31	36	68	141
	Handling of or damage to property / premises	Handling of or damage to property / premises	6	12	46
Access and /or disclosure of information	Use of police systems	0	2	2	7
	Disclosure of information	9	7	35	34
	Handling of information	2	2	5	14
	Accessing and handling of	0	0	2	3
Use of Police	Use of police vehicles	0	2	3	5
Discriminatory Behaviour	Discriminatory Behaviour (Breakdown below)	15	51	66	162
Abuse of position / Corruption	Organisational corruption	1	0	1	4
	Abuse of position for sexual purpose	0	1	3	2
	Abuse of position for purpose of pursuing an inappropriate emotional	0	0	0	1
	Abuse of position for financial purpose	0	0	0	0
	Obstruction of Justice	3	1	21	27
	Abuse of position of other purpose	2	9	19	30
Individual behaviours	Impolite language / tone	9	10	47	52

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	Impolite and intolerant actions	2	7	19	28
	Unprofessional attitude and disrespect	29	26	91	77
	Lack of fairness and impartiality	18	21	81	85
	Overbearing or harrasing behaviours	19	30	84	131
Sexual conduct		0	0	4	4
Discreditable conduct		1	5	16	24
Other		1	1	1	4
Total		358	505	1437	1925

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

Apr 21 – Sept 21	Beds	Joint (BCH)
Organisational allegations by force	34	171

The table below shows a breakdown of Discriminatory Behaviour allegations by type of discrimination.

Apr 21 to Sept 21	Beds	Joint BCH
Age	0	0
Disability	2	8
Gender reassignment	0	0
Pregnancy and maternity	0	0
Marriage and civil partnership	0	0
Race	12	48
Religion / Faith	0	3
Sex	1	5
Sexual Orientation	0	1
Other	0	0

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 (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. As the year progresses, fewer and fewer cases will be finalised under the previous Regulations.

Apr 21 to Sept 21	Beds	Joint - BCH
Local Resolution (Division and PSD)	0	0

Upheld (IOPC and PSD)	1	3
Not Upheld	20	41
Withdrawn	0	1
Disapplication / Discontinuance	0	11
Special Requirements	0	3
De-recorded	0	1
Total	21	60

2.3.2 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 21 to Sept 21	Beds	Joint - BCH	% of total
The service provided by police was acceptable	468	2294	79
The service provided by police was not acceptable	72	256	9
The force has not been able to determine if the service provided was acceptable	26	99	3
Reg. 41 (Investigation only)	0	9	<1
Withdrawn	7	59	2
No further action	20	129	4
De-recorded²	1	7	<1
Case to answer	0	2	<1
No Case to answer	6	53	2
Total	600	2908	--

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

Apr 21 – Sept 21	Beds
Case to Answer	0
No Case to Answer	6

The outcomes of the above allegations were as follows:

Apr 21 – Sept 21	Beds
Referral to RPRP	1
Referral to Proceedings	0
No Action	5

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 Q1-2 were as follows.

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.

Apr 21 – Sept 21	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 Q1-2, the following individual outcomes were recorded in each force:

Apr 21 – Sept 21	Beds
Learning from Reflection	34
Referral to RPRP	12

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.

Apr 21 to Sept 21	Beds	Joint - BCH
Force & IOPC Appeals Recorded	1	5
Force & IOPC Appeals Finalised	0	6
Force Appeals Upheld	0	0
IOPC Appeals Upheld	0	2
Total Appeals Upheld	0	2

2.4.2 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 21 to Sept 21	Beds	Joint - BCH
LPB Reviews Recorded	17	66
LPB Reviews Completed	17	50
LPB Reviews with Outcome of Not Reasonable and Proportionate	0	1
- Requiring IOPC Referral	0	0
- Requiring Investigation	0	0
- 28ZA Recommendation	0	0
- Action Plan Recommendation	0	0
- No Further Action	0	1

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Apr 21 to Sept 21	Beds	Joint - BCH
IOPC Reviews Recorded	16	62
IOPC Reviews Completed	14	47
IOPC Reviews with Outcome of Not Reasonable and Proportionate	1	7
- Makes its own Finding	0	0
- Requiring Re-investigation	1	6
- Recommendations on Finding	0	0
- 28ZA Recommendation	0	1
- Notifies CPS	0	0

3.0 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.

Officer Assessment Decisions (Based on First Subject of Case)

Apr 21 to Sept 21	Beds	Joint - BCH
Recorded Gross Misconduct	9	20
Recorded Misconduct	4	9
Recorded Not Misconduct / No Action	5	14
Recorded RPRP	9	18
No Assessment (Awaiting)	3	17
Total	30	78
Total cases per 1,000 officers³	20	14

Staff Assessment Decisions

Apr 21 to Sept 21	Beds	Joint - BCH
Recorded Gross Misconduct	2	10
Recorded Misconduct	2	6
Recorded Not Misconduct	1	3
No Assessment (Awaiting)	2	3
Total	7	22
Total cases per 1,000 staff⁴	6	6

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.

Apr 21 – Sept 21	Beds	Joint - BCH
Honesty and Integrity	11	25
Authority Respect and Courtesy	11	27
Equality and Diversity	3	6
Use of Force	1	3
Orders and Instructions	2	18
Duties and Responsibilities	6	21
Confidentiality	3	10
Fitness for Duty	1	1
Discreditable Conduct	26	69
Challenging & Reporting Improper Conduct	2	2
Total	66	182

³ Including Specials. Based on data submitted to Home Office March 2021.

⁴ Including PCSOs. Based on data submitted to Home Office March 2021.

3.2.2 Themes in conduct cases

Conduct cases which included an allegation relating to the PSD Control Strategy⁵ are given an additional categorisation as well as the allegation type. The table below summarises the cases recorded to the end of Q2 2021/22, and the same period last year for comparison, in relation to the Control Strategy, by force.

Theme	Beds Q1-2 21/22	BCH Q1-2 21/22	BCH Q1-2 20/21
Sexual misconduct	4	11	17
- <i>Of which abuse of position</i>	0	0	4
- <i>Of which workplace</i>	2	4	11
- <i>Of which other</i>	2	7	2
Disclosure of information	2	4	8
Misuse of force systems	3	8	9
Reportable associations	0	1	2
Controlled drug use/ supply	0	0	1
Discriminatory behaviour	2	4	8
Domestic abuse	10	25	8
Infiltration	0	0	N/A
Use of force	0	1	N/A
Total⁶	21	54	53

3.3 Finalisation of Cases

3.3.3 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 21 – Sept 21 (Number of Officers)	Beds	Joint - BCH
Special Case Hearing	0	0
Gross Misconduct Hearings	3	9
Misconduct Meetings	1	7
Resigned (with case to answer)	0	0
Reassessed as Practice Requiring Improvement ⁷	0	0
Total	4	16

The second table shows the outcomes for officers from hearings and meetings to the end of Q2 2021/22, with changes year on year shown for BCH.

⁵ 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.

⁶ Total will not match the breakdown by theme exactly, as some cases involve more than one Control Strategy theme.

⁷ This is for any conduct recorded since the new Regulations came into force on 1st February 2020 only.

Apr 21 - Sept 21 (Worst Sanction)	Beds	Joint - BCH	Change from Q1-2 2020/21
Dismissal or Would have been dismissed	2	5	-4
Reduction in Rank ⁸	0	0	No Change
Final Written Warning	1	5	-3
Written Warning	1	5	+4
Management Advice	0	0	-4
Practice Requiring Improvement ⁹	0	0	No Change
No Action/Not Proven	0	0	-2
Proceedings Discontinued	0	1	+1
Case returned to AA	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.

Apr 21 to Sept 21	Beds	Joint - BCH
Proceedings	1	11
Resigned (with case to answer)	0	0
Total	1	11

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

Apr 21 to Sept 21	Beds	Joint - BCH	Change from Q1-2 2020/21
Dismissal	0	2	-1
Final Written Warning	1	5	+2
First Written Warning	0	2	-1
Verbal Warning	0	1	No Change
Dismiss as unfounded	0	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.

Apr 21 to Sept 21	Beds	Joint - BCH
Case to Answer – Management Action	0	0
No Case to Answer – Management Action	1	1
No Case to Answer – Reflective Practice	13	45
No Case to Answer – No Action	9	42

In addition to the above, one subject (Beds) was determined no case to answer but received individual learning through reflection (not formal Practice Requiring Improvement).

⁸ See note 7.

⁹ See note 7.