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PSD QUARTER 1-4

Data Pack

April 2022 to March 2023

Date: April 2023

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 conduct¹ 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 2022 to March 2023	Beds Cases	Beds Allegations	BCH Cases	BCH Allegations
PSD recorded complaints	287	726	1075	2794

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

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PSD recorded complaints per 1,000	103	261	108	281
CRT logged complaints	979	1056	3465	4946
CRT logged complaints per 1,000	352	380	349	498

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

April 2022 to March 2023	Complaints Review Team complaints closed	Percentage closed which are Schedule 3	Approximately total referred to PSD as Schedule 3 ²
Beds	822	37%	302

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 2022 to March 2023	Beds	Total Q4 2022-23	Percent of total
PSD complaint	151	542	50
Area complaint	136	524	48
IOPC or PCC Complaint	1	2	0
Awaiting determination	0	13	1

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.

Total	288	1081	100
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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 2022/23, 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 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Total	706	801	2776	2806

Table A: Delivery of Duties and Service for April 2022 to March 2023:

Complaint Allegations	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Police action following contact	50	44	336	286
Decisions	40	20	165	126
Information	12	10	166	124

³ See abbreviations and glossary on the page 23

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General level of service	113	165	301	440
Total	215	239	968	976

Table B: Police Powers, Polices and Procedures for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Stops and stop and search	15	12	53	35
Searches of premises and seizure of property	19	20	72	64
Power to arrest and detain	27	48	127	94
Use of force	69	69	234	238
Detention in police custody	26	32	94	82

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Bail, identification and interview procedures	11	10	36	26
Evidential procedures	14	32	52	68
Out of court disposals	3	2	11	12
Other policies and procedures	40	76	106	165
Total	224	301	785	784

Table C: Handling of or damage to property/premises for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Handling of or damage to property / premises	1	20	66	89
Total	1	20	66	89

Table D: Access and/or disclosure of information for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Use of police systems	0	2	4	7
Disclosure of information	16	20	78	75
Handling of information	5	4	20	10
Accessing and handling of information from other sources	1	1	4	4
Total	22	27	106	96

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Table E: Use of Police Vehicles for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q 1-3 2021/22
Use of police vehicles	2	0	11	4
Total	2	0	11	4

Table F: Discriminatory Behaviour for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Age	1	2	1	2
Disability	7	9	31	27
Gender Reassignment	0	0	0	0

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Pregnancy and maternity	1	0	1	0
Marriage and civil partnerships	0	0	0	0
Race	44	31	123	91
Religion or belief	5	1	6	5
Sex	11	2	34	13
Sexual orientation	0	0	6	1
Other	4	1	8	1
Total	73	46	210	140

Table G: Abuse of Position / Corruption for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Organisational corruption	2	1	6	4
Abuse of position for sexual purpose	0	0	2	3
Abuse of position for purpose of pursuing an inappropriate emotional relationship	0	0	0	0
Abuse of position for financial purpose	1	0	2	0
Obstruction of Justice	9	7	38	29

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Abuse of position of other purpose	7	10	23	34
Total	19	18	71	70

Table H: Individual behaviours for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Impolite language / tone	14	19	81	88
Impolite and intolerant actions	11	6	39	29
Unprofessional attitude and disrespect	54	48	145	159

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Lack of fairness and impartiality	22	30	106	135
Overbearing or harrasing behaviours	35	36	140	193
Total	136	139	511	604

Table J: Sexual conduct for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Sexual conduct	4	0	12	5
Total	4	0	12	5

Table K: Discreditable conduct for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Discreditable conduct	4	7	26	31
Total	4	7	26	31

Table L: Other conduct for April 2022 to March 2023:

Complaint Allegation	Beds Q1-4 2022/23	Beds Q1-4 2021/22	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Other	6	4	10	7
Total	6	4	10	7

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 2022 to March 2023

April 2022 to March 2023	Beds	BCH
Organisational allegations by force	64	305

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 2022 to March 2023	Beds	BCH
Local Resolution (Division and PSD)	0	0
Upheld (IOPC and PSD)	4	4
Not Upheld	6	10
Withdrawn	0	0
Disapplication / Discontinuance	0	0
Special Requirements	0	1
De-recorded	0	0
Total	10	15

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

April 2022 to March 2023	Beds	BCH	Percentage of total
The service provided by police was acceptable	443	1519	67%
The service provided by police was not acceptable	110	336	15%
The force has not been able to determine if the service provided was acceptable	43	172	8%
Withdrawn	17	64	3%
No further action	21	148	7%
De-recorded ⁴	3	3	0%
Case to answer	1	11	0%
No Case to answer	8	19	1%
Total	646	2272	

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.

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.

Table 8 Allegation outcomes under special requirements

April 2022 to March 2023	Beds
Case to Answer	1
No Case to Answer	8
De-Recorded	0

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

April 2022 to March 2023	Beds
Referral to Reflective Practice Review Process	0
Referral to Proceedings	0
Management Action	0
No Action	1

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 Q1-4 were as follows.

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

April 2022 to March 2023	Beds
Management Action	2
Retired / Resigned	0
No Action	2

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 Q1-4, the following individual outcomes were recorded in each force:

Table 11 Reflective practice outcomes

April 2022 to March 2023	Beds
Learning from Reflection	178
Referral to Reflective Practice	26
Review Process	

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 2022 to March 2023	Beds	BCH
Force and IOPC Appeals Recorded	0	2
Force and IOPC Appeals Finalised	0	3
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.

⁶ See the abbreviations and glossary on page 23.

Table 13 Local Policing Body reviews handled under current Police Regulations

April 2022 to March 2023	Beds	BCH
LPB Reviews Recorded	24	118
LPB Reviews Completed	22	101
LPB Reviews with Outcome of Not Reasonable and Proportionate	0	4
- Requiring an IOPC Referral	0	0
- Requiring Investigation	0	1
- 28ZA Recommendation	0	0
- Action Plan Recommendation	0	0
- No Further Action	0	3

Table 14 IOPC Reviews handled under current Police Regulations

April 2022 to March 2023	Beds	BCH
IOPC Reviews Recorded	23	78
IOPC Reviews Completed	9	61

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IOPC Reviews with Outcome of Not Reasonable and Proportionate ⁷	2	22
- Makes its own Finding	0	1
- Requiring Re-investigation	2	18
- 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 the subject's performance is unsatisfactory	0	0
- Recommendation that any disciplinary proceedings brought are modified	0	1
- Recommendation that the subject has a case to answer	0	1

⁷ 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 15 Officer Assessment Decisions

April 2022 to March 2023	Beds	BCH
Recorded Gross Misconduct	28	122
Recorded Misconduct	43	85
Recorded Not Misconduct / No Action	2	23
Recorded Reflective Practice Review Process	16	71
UPP	0	1
No Assessment (Awaiting)	0	0
De-recorded	0	0
Total	83	264
Total cases per 1,000 officers ⁸	56	46

Table 16 Staff Assessment Decisions

April 2022 to March 2023	Beds	BCH
Recorded Gross Misconduct	9	28
Recorded Misconduct	9	27
Recorded Not Misconduct	1	4
Recorded Reflective Practice Review Process	6	7

⁸ Including Specials. Based on data submitted to Home Office March 2021.

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No Assessment (Awaiting)	0	0
Total	21	61
Total cases per 1,000 staff ⁹	17	15

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 2022 and March 2023.

April 2022 to March 2023	Beds	BCH
Honesty and Integrity	21	63
Authority Respect and Courtesy	24	69
Equality and Diversity	6	18
Use of Force	3	11
Orders and Instructions	14	33
Duties and Responsibilities	15	56
Confidentiality	10	29
Fitness for Duty	1	2
Discreditable Conduct	45	151
Challenging & Reporting Improper Conduct	3	7
Total	142	441

3.2.2 Themes in conduct cases

Conduct cases which included an allegation relating to the PSD Control Strategy¹⁰ are given an additional categorisation as well as the allegation type. The table below summarises the cases recorded to the end of Quarter 4 2022/23, and the same period last year for comparison, in relation to the Control Strategy, by force.

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

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

Theme	Beds Q1-4 2022/23	BCH Q1-4 2022/23	BCH Q1-4 2021/22
Sexual misconduct	16	39	25
- Of which abuse of position	3	8	1
- Of which workplace	6	18	8
- Of which other	5	13	16
Disclosure of information	2	8	6
Misuse of force systems	6	21	14
Reportable associations	1	2	3
Controlled drug use/ supply	2	4	1
Racism	0	2	N/A
Discriminatory behaviour	9	21	7
Domestic abuse	7	14	40
Infiltration	0	0	0
Social Media	4	10	N/A
Total ¹¹	45	121	121

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.

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

Table 19 Police officer subject to proceedings when Case to Answer found

April 2022 to March 2023 (Number of Officers)	Beds	BCH
Accelerated Hearing	4	18
Gross Misconduct Hearings	6	23
Misconduct Meetings	2	6
Resigned (with case to answer)	0	0
Reassessed as Practice Requiring Improvement ¹²	0	2
Total	12	49

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, Cambs and Herts.

Table 20 Disciplinary actions¹³ from Police Officer proceedings with the worst outcome for subject

April 2022 to March 2023 (Worst Sanction)	Beds	BCH	Change from Q1 2021/22
Dismissal or Would have been dismissed	7	27	+4
Reduction in Rank ¹⁴	0	0	No Change
Final Written Warning	2	8	+1
Written Warning	1	3	-2
Management Advice	0	0	No Change
Practice Requiring Improvement ¹⁵	0	0	No Change
No Action / Not Proven	2	8	+7
Proceedings Discontinued	0	1	No Change
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.

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

¹³ See the abbreviations and glossary on page 23.

¹⁴ See note 12.

¹⁵ See note 12.

Table 21 Outcomes of staff conduct investigations

April 2022 to March 2023	Beds	BCH
Proceedings	8	22
Resigned (with case to answer)	0	2
Total	8	24

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 2022 to March 2023	Beds	BCH	Change from Q1-4 2021/22
Dismissal	1	5	+2
Final Written Warning	1	6	-4
First Written Warning	4	7	+5
Verbal Warning	0	0	-5
Dismiss as unfounded	1	2	+1
Proceedings Discontinued	0	0	No Change
Appeal Made	0	0	No Change
Informal Management Action	0	1	+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 2022 to March 2023	Beds	BCH
No Case to Answer resulting in Learning from Reflection	0	2
No Case to Answer resulting in UPP	0	1

No Case to Answer resulting in Reflective Practice/RPRP	29	93
No Case to Answer resulting in No Action	15	76

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.

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- 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:

- 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

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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 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.