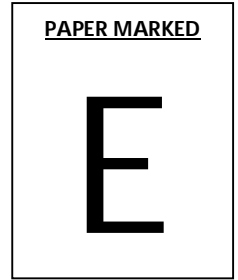


**POLICE AND CRIME  
COMMISSIONER FOR  
LEICESTERSHIRE**

**ETHICS, INTEGRITY AND  
COMPLAINTS COMMITTEE**



Report of **CHIEF CONSTABLE**

Subject **COMPLAINTS AGAINST POLICE**

Date **FRIDAY 21 JUNE 2019 – 2.00PM**

Author **MICHAEL GAMBLE**

**Purpose of Report**

1. The purpose of this report is to provide an update on the Force performance for dealing with public complaints during the period 1 April 2018 to 31 March 2019 (Quarter 4). The data will be compared against Quarter 4 for previous years.
2. This data is taken from the IOPC Complaints and Information Bulletin for the reporting period 1 April 2018 to 31 March 2019. It relates to complaint cases closed during the reporting period.

**Recommendations**

3. It is recommended that the Committee:
  - Notes the content of this report
  - Notes the progress made in continuing the uplift in force performance.

**Table 1 - Review of public complaints made to Leicestershire Police**

The numbers of public complaint cases recorded by Leicestershire Police over the last 3 years are as follows:-

Year	Number of Complaints	Percentage Change
2016/17 Q4	666	
2017/18 Q4	540	-19%
2018/19 Q4	466	-14%

Table 1 shows a 14% fall in public complaints.

**Table 2 – Service Recovery**

Year	Number of Service Recovery	Percentage Change
2016/17 Q4	246	
2017/18 Q4	285	14%
2018/19 Q4	246	-14%

Table shows a 14% fall in expressions of dissatisfaction that have been service recovered.

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**Table 3 – Combined Figure of Complaints and Service Recovery**

Year	Complaints and Service Recovery	Percentage Change
2016/17 Q4	912	
2017/18 Q4	795	-13%
2018/19 Q4	712	-10%

Table 3 shows that even when combining complaints and service recovery, there is still an overall 10% reduction in expressions of dissatisfaction.

**Table 4 – Review of Allegations made to Leicestershire Police**

Each complaint case may have one or more allegations attached to it. The number of allegations recorded over the past 3 years are as follows:-

Year	Number of Allegations	Percentage Change
2016/17 Q4	1454	
2017/18 Q4	1334	-8%
2018/19 Q4	1124	-16%

4. A complainant may make additional allegations during the progress of their case. Allegations are added to the centurion records as soon as practicable and verification takes place when the case is closed.

**Table 5 – Top 5 Category of Allegations**

	Allegation	Force % 2016/17	Force % 2017/18	Force % 2018/19
1	Other neglect of failure in duty	579 (40%)	469 (35%)	395 (35%)
2	Oppressive Conduct or harassment	179 (12%)	155 (11%)	144 (13%)
3	Incivility, impoliteness and intolerance	136 (9%)	109(8%)	91(8%)
4	Other Assault	72 (5%)	Figure not Available Replaced by Corrupt Practice 67 (5%)	58 (5%)
5	Breach of Code C PACE	72 (5%)	84 (6%)	Figure not Available Replaced by Irregularity in Procedure 55 (5%)

5. Each of the allegations that are made are recorded against one of 23 allegations categories defined by the IOPC Statutory guidance. The top 5 categories of allegations for 2018/19 recorded by Leicestershire, are broadly in line with the national figures.
6. Table 5 shows that 35% of all allegations made during 2018/19 were recorded in the ‘**Other neglect or Failure in duty**’ category. This is a category which is used to encompass a broad range of allegations that do not fit into the more specific categories. It includes allegations over the quality of service provided. It should be noted that there has been a fall in this category which we believe is attributed to the use of Service Recovery.

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## **Table 6 - Allegations Finalised**

Table 6 data is taken directly from the IOPC bulletins for the 4th Quarters of each reporting year. It shows how Leicestershire have dealt with allegations during this period.

Measure	2016/17 Q4	2017/18 Q4	2018/19 Q4
% of Allegations Locally Resolved	48%	50%	45%
% of Allegations Investigated	37%	36%	38%
% of Allegations discontinued/withdrawn/dis-applied	14%	14%	16%

Table 6 shows that we investigate 38% of allegations made. This figure is in line with the MSF average (35%) and the national average (40%). It is a key figure as investigations are the most resource intensive response to complaints.

## **Timeliness of Public Complaint Handling**

7. In this section we have compared the timeliness data for the period 1 April 2018 to 31 March 2019 (In Red text) against Quarter 4 data for the 2017/18 reporting period (in Black text).

- Av number of days to finalise complaints (not inc sub judice) 108 days.
- Av number of days to finalise complaints (not inc sub judice) 88 days. Down by 20 days.
- Av number of days to finalise complaint cases (inc sub judice) 110 days.
- Av number of days to finalise complaint cases (inc sub-judice) 95 days. Down by 15 days.
- Av number of days to locally resolve allegations 57 days.
- Av number of days to locally resolve allegations 56 days. Down by 1 day.
- Av number of days to finalise allegations by local investigation 172 days.
- Av number of days to finalise allegations by local investigation 158 day. Down by 14 days

This data shows an improvement in timeliness for each of these measures.

## **Summary**

- Total expressions of dissatisfaction have fallen by 10%.
- 35% of all allegations made are for neglect or failure in duty. Key issue is the quality of criminal investigations, victim expectations and updates.
- Continuing strong and improving performance on the handling of public complaints.

## **Person to Contact**

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