



**Lancashire  
Constabulary**  
police and communities together

## REPORT TO: Strategic Scrutiny Meeting

DATE: 12 June 2019

### AGENDA ITEM: 4

### SUBJECT: PSD - Public Complaints Timeliness and Appeals

#### Executive Summary

##### Cases and Allegations

- 1.1 There were 560 Complaint Cases recorded within Lancashire Constabulary in 2018/19, this is a 26% reduction (n=199) on the number of cases in 2017/18 (759).

There were 993 recorded allegations in 2018/19 which is a -38% reduction (n=603) on the 2017/18 period. This is in line with forecasts from previous assessments and is largely as a result of process changes with regards to Service Recovery.

The most common type of Complaint Allegation continues to be "Other Neglect or Failure in Duty" (37% n=365) which often relates to a general dissatisfaction with police being unable to meet public expectations. Reductions have been seen in all of the most common allegation categories when compared to the 2017/18 period.

##### Timeliness

- 2.1 77% of Complaint Cases are recorded on the system within the 10 day recording target. This is a reduction on the figure achieved in 2017/18 (84%). This reduction is attributable to the resourcing issues which have occurred during the implementation of the new structure and processes around Service Recovery. It took an average of 11 days to record Complaint Cases in 2018/19.
- 2.2 IOPC data shows that the average time taken to finalise allegations subject to Investigation has increased from 172 days in 2017/18 to 246 days in 2018/19. However recent analysis following data integrity reviews and updates to case files indicates that the 2018/19 figure is

actually 216 days. This is above the national average of 158 days. 65 investigations were finalised over the period which had been running for over 12 months and this has contributed to the overall increase.

- 2.3 IOPC data shows that the average time taken to finalise Local Resolutions has also increased from 90 days in 2017/18 to 111 days in 2018/19. Again recent analysis following data integrity reviews and updates shows that during the 2018/19 period the revised figure is in fact 95 days. This is above the national average of 72 days. The impact of a relatively small number of legacy allegations (n=26) which were live for over a year has impacted upon the average time taken to finalise allegations.

There is a continued focus on the identification of legacy cases within the locally distributed monthly performance information which is used to drive activity around key performance themes within PSD.

### Service Recovery

- 3.1 There continues to be a strong focus on Service Recovery which is focussed on resolving issues raised by members of the public prior to escalation into a formal complaint. The customer service team continue to engage in the triage process which appears to be proving highly effective in providing swift resolution and reducing overall caseloads for front line staff and PSD alike.
- 3.2 600 cases have been 'Service Recovered' in 2018/19, which is more than the number of Complaint Cases recorded over the same period (560). It is likely that these cases may have escalated to a formal complaint if early intervention had not occurred, which would have potentially led to further demand within PSD and Divisions that could have taken up resources over a period of weeks / months. There was found to be a strong inverse correlation between Service Recovery cases and Complaint Cases which supports this notion.
- 3.3 There is a greater understanding now around the types of issues which are commonly resolvable through Service Recovery and 76% of attempts to resolve matters in this way are successful. It is known that the average time to complete a Service Recovery case is around 10 days whereas a complaint allegation finalised through Local Resolution takes an average of 95 days at present.

### Outcomes

- 4.1 47% (n=517) of Complaint Allegations finalised in the 2018/19 period were done so by way of "Local Resolution", 32% (n=349) were "Investigated". This is directly comparable to the MSFG (Most Similar Force Group) and National Average.
- 4.2 Only 25 of the 1092 finalised allegations have been "Upheld" which equates to 2.3%. The Constabulary is confident that the correct assessments are being made in terms of outcomes following consultation with the IOPC and Home Office alongside an independent peer review.

### Appeals

- 5.1 77 appeals were received within 2018/19. 102 appeals have been finalised, 11 of which have been Upheld which equates to 11%.
- 5.2 There is a continued opportunity to improve performance in this area, particularly with regards to progressing and resolving live appeals to finalisation. This is evident with an increase in the number of appeals being finalised from December 2018 onwards (n=58).

### **Aoristic Analysis**

- 6.1 Analysis has been conducted to assess demand on PSD and Constabulary resources from Public Complaints, Miscellaneous Cases, Misconduct and Appeals.
- 6.2 The number of live ongoing Complaint Cases has seen a substantial reduction over the long term and there is little evidence of prolonged workload being transferred to Service Recovery type cases (recorded under Miscellaneous) as a result of these identified reductions.  
  
In recent months there has been further reductions in both the number of live Complaint Cases and Miscellaneous Cases.
- 6.3 The number of live Appeal Cases has seen a great deal of variability over the past 2 years. Ongoing work to finalise a number of outstanding appeals has continued which has contributed to a strong reduction in live appeal cases from December 2018 onwards. There are around 35 open Appeal Cases at present whereas 12 months ago this figure was around 90 open cases.

### **Operation Manilla**

- 7.1 Dedicated staff have been assigned to the management of complaints received in relation to Operation Manilla. In 2018/19 there were 53 Complaint Allegations received which accounts for 7% of all Complaint Allegations received in Lancashire. This proportion has reduced in recent months.
- 7.2 Of the 75 Allegations which have been finalised 67% (n=50) were Investigated and 19% (n=14) were Locally Resolved – indicating a greater level of intrusion in the assessment of complaints surrounding police activity at the fracking site.

There have been 3 Upheld allegations and 3 force appeals received in 2018/19.

Although activity at the site has settled in recent months it is unclear at present how the recent court result will impact upon issues at the site; although the possibility of an increase in public complaints cannot be discounted.

### **Repeat Complainants**

- 8.1 In Lancashire there are a small number of individuals who are identified as persistent complainants. They can have quite a substantial impact on the overall complaint figures

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recorded. In 2018/19 there were 8 complainants who are responsible for 27 complaints and 38 allegations.

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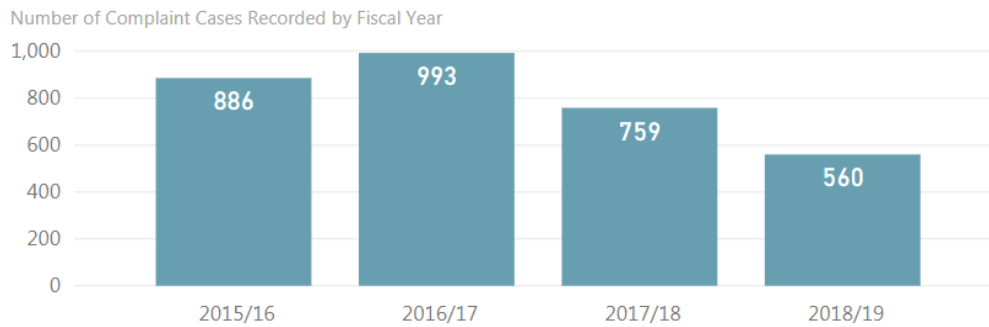
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### Complaint Cases Recorded

- 9.1 There were 560 Complaint Cases recorded within Lancashire Constabulary in 2018/19, this is a 26% reduction (n=199) on the number of cases in 2017/18 (759).
- 9.2 The last 3 years has seen a consistent and substantial reduction in recorded Complaint Cases year-on-year which has been driven largely by process change within PSD to effectively resolve reported matters prior to formal recording (Service Recovery).

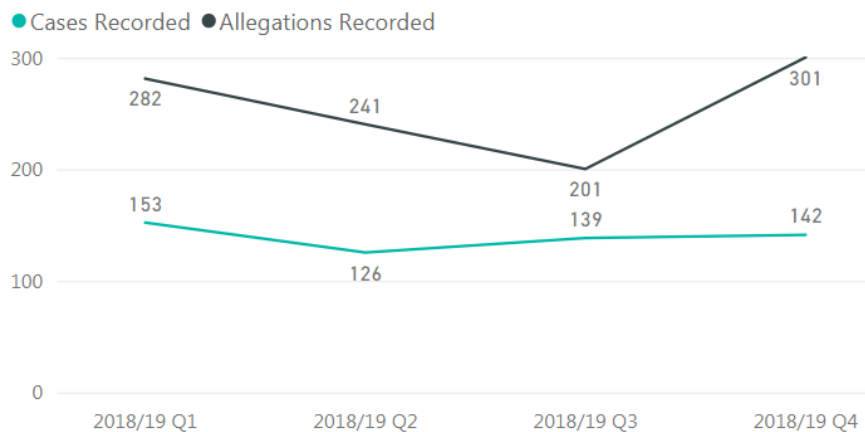
It is unclear as to whether similar reductions can be achieved over the 2019/20 period due to upcoming changes to the police complaints process.

Fig 1. Complaint Cases recorded in Lancashire in the past 4 years



- 9.3 The chart below shows that the number of Cases recorded per quarter has been consistent across the 2018/19 period. The deviation in recorded levels of Allegations is noted but is problematic to interpret the number of documented allegations is often effected by the level of detail provided by each complainant.

Fig 2. Complaint Cases & Allegations Recorded in Lancashire in the 2018/19 period by quarter.



9.4 The recent IOPC published data indicates that the number of allegations per 1000 employees in Lancashire has reduced from 295 in 2017/18 to 188 in 2018/19; which is a 36% reduction (n=107).

Fig 3. Allegations Recorded per 1000 employees for Lancashire over the past 2 years along with the MSF Group / National data.

	2017/18	2018/19	Change from 2017/18 to 2018/19
Lancashire	295	188	-36% (-107)
<i>Most Similar Force Group</i>	277	282	+2% (+5)
<i>National</i>	274	264	-4% (-10)

9.5 Available figures published by the IOPC for the first three quarters of 2018/19 (April – Dec 18) show the number of complaints per 1000 employees for Lancashire and the other forces within the Most Similar Force Group (MSFG).

9.6 It is apparent from the table below that Lancashire has achieved the strongest reduction in this period; again this will be as a result of the Service Recovery process. The fact that such a percentage of these initial contacts can now be resolved swiftly and to the complainant’s satisfaction demonstrates significant progress in service provided by PSD both to the public and Police Officers who would otherwise be subject of formal complaint. It should be noted that there is a high level of variability from one force area to the next. The lack of consistency in processes is an issue routinely highlighted in high level public complaints analysis.

Fig 4. Allegations Recorded per 1000 employees for the Most Similar Force Group (MSFG).

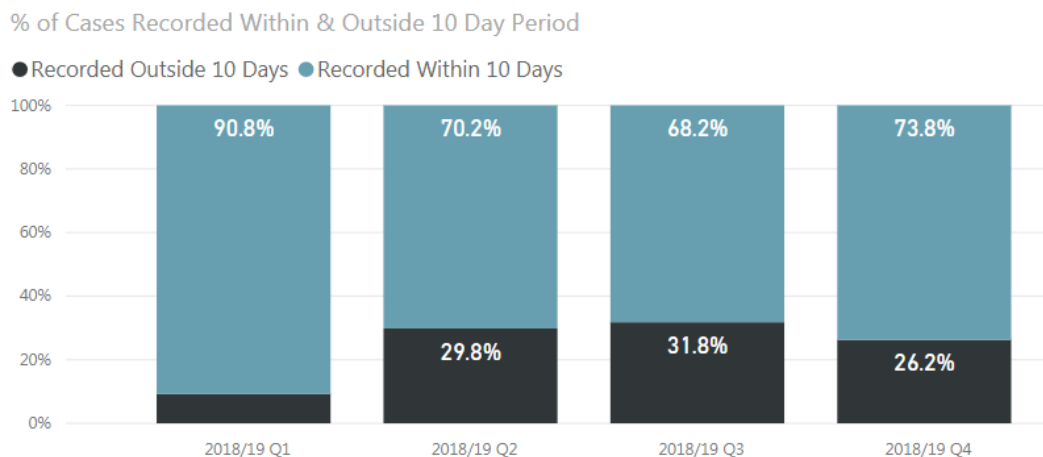
Police Force	Allegations Recorded per 1000 Employees (Apr - Dec 2017)	Allegations Recorded 1000 Employees (Apr - Dec 2018)	% Change
Nottinghamshire	278	307	+10%
Humberside	325	275	-15%
<b>Lancashire</b>	<b>223</b>	<b>133</b>	<b>-40%</b>
South Yorkshire	136	174	+28%
West Yorkshire	212	200	-6%
Kent	156	169	+8%
Northumbria	242	228	-6%
South Wales	99	171	+73%
<b>MSFG Average</b>	<b>209</b>	<b>207</b>	<b>-1%</b>

## Complaint Cases Recorded Timeliness

10.1 In 2017/18 84% of Public Complaints were recorded within 10 days (631 out of 747), in 2018/19 this fell to 77% (429 out of 549). IOPC data indicates that the MSF and National Average stands at 89% of Cases recorded within 10 days.

The chart below shows performance on a quarterly basis. Q2 to Q4 has shown a level of consistency in the number of cases recorded within the desired 10 day time frame.

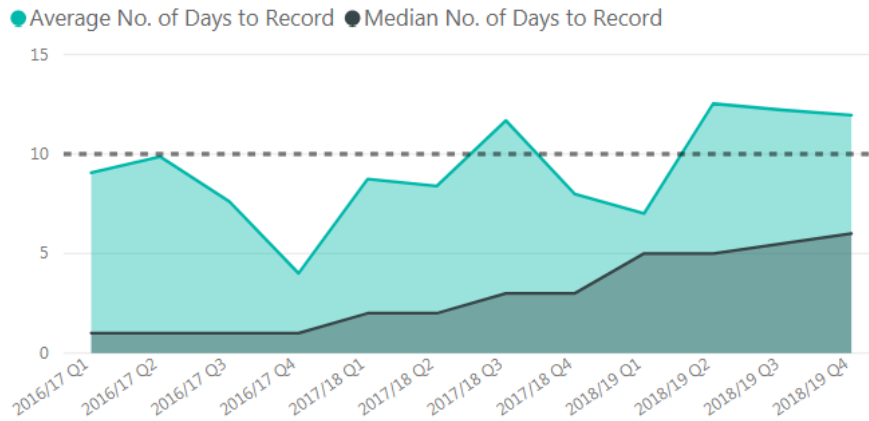
Fig 5. Graph to show the percentage of Complaint Cases recorded within the 10 day period during 2018/19 by Quarter.



10.2 It is necessary to consider the data in greater detail in order to understand the possible reasons behind the fact that over a quarter of cases are consistently being recorded outside of the 10 day recording target. The chart below focusses on a longer time frame and shows the average days to record Complaint Cases along with the median value (middle value when the days to record are ordered from lowest to highest). This data serves to highlight that in recent times the average number of days to record a Complaint Case is 12 days. The median value has risen steadily over the past 2 years and this is directly correlated to the focus on Service Recovery. When PSD receive notification of an issue raised by a member of the public there is a fact finding stage prior to the complaint being recorded, it is at this stage when issues are considered for Service Recovery. If Service Recovery is not possible then the issue is then formally recorded as a complaint a short time later. Any issues which are subject to a longer period of fact finding before subsequently being converted into a formal Complaint raise the average number of days to record in that period.

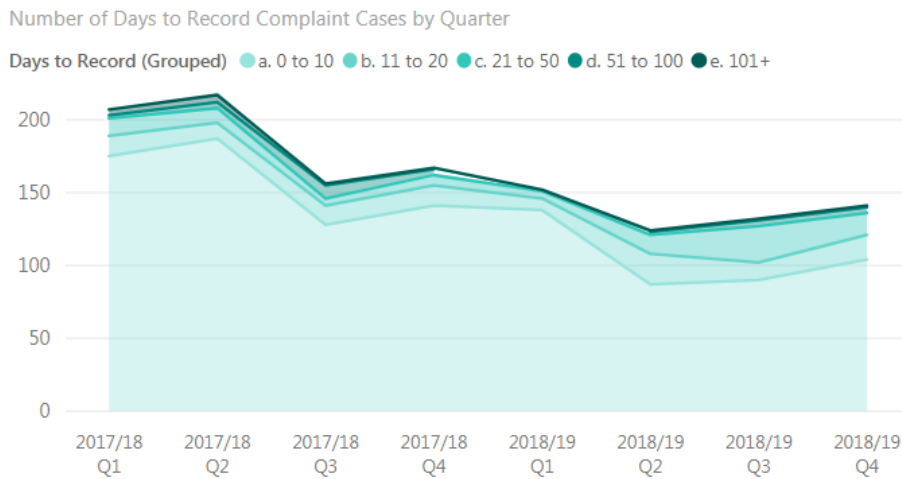
10.3 A recent review of workflow processes between the Service Recovery team and the Complaints Handling team has identified opportunities to improve the timeliness of recording complaints whereby Service Recovery has been attempted unsuccessfully. This should in turn assist in bringing the overall recording of complaints within the 10 day period.

Fig 6. Graph to show the Average & Median number of days taken to record Complaint Cases by Quarter over the past 3 years.



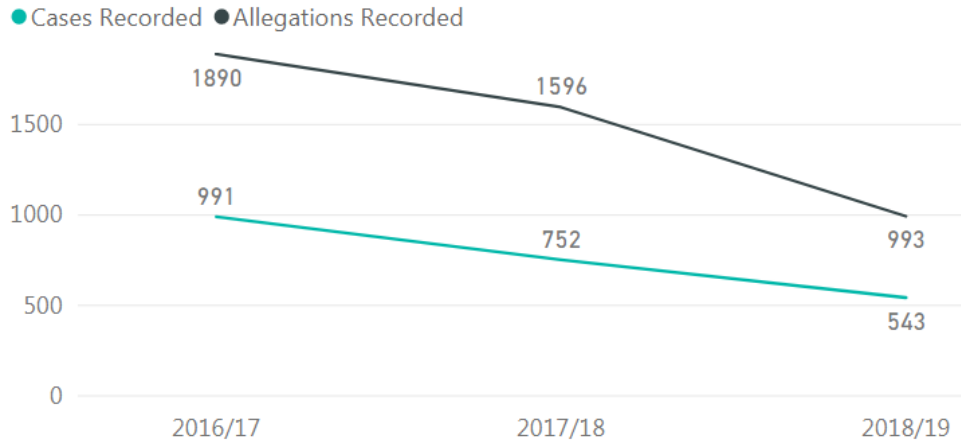
The chart below shows that although the number of Complaint Cases recorded is reducing over the long term there has been a recent increase in the number recorded in the 11 to 20 and 21 to 50 day range.

Fig 7. Graph to show the number of days taken to record Complaint Cases by Quarter over the past 2 years.



## Complaint Allegations Recorded

Fig 8. Number of Complaint Allegations & Cases recorded in Lancashire over the past 3 years.

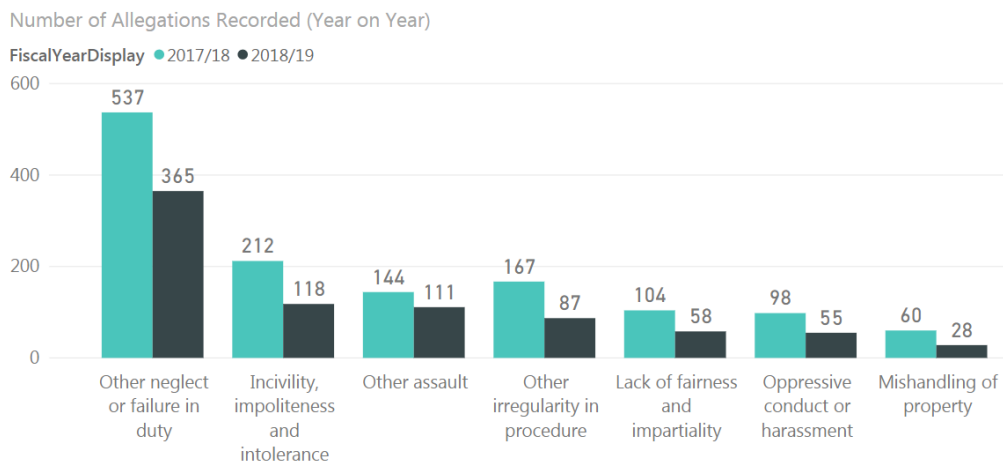


11.1 There were 993 recorded allegations in 2018/19 which is a -38% reduction (n=603) on the 2017/18 period. This is in line with forecasts from previous assessments and is largely as a result of process changes with regards to Service Recovery.

11.2 The graph below explores the change in recorded Complaint Allegations amongst the seven most common allegation categories for the period of 2017/18 and 2018/19.

It is clear that the reductions in recorded allegations have been identified across all main categories.

Fig 9. Comparison of the most common allegation categories in 2017/18 and 2018/19.



Finalised Complaint Allegations

- 12.1 The table and chart below shows the outcome of Complaint Allegations finalised within Lancashire for 2017/18 compared against 2018/19.
- 12.2 The proportion of Local Resolutions has reduced from 57% to 47% whereas the proportion of Investigations has increased from 26% to 32%. Disapplication has also increased from 6% to 10%. These changes are largely process driven as a result of a shift in the type of formal complaint with many of the ‘lower level’ issues now resolvable through the Service Recovery method.
- 12.3 Recent IOPC data for the first three quarters of 2018/19 indicate that on a national level 48% of allegations were Locally Resolved and 39% were Investigated. The MSF group showing 53% of allegations being Locally Resolved and 31% Investigated.
- 12.4 The Constabulary remains confident that the assessment and decision when assessing each Complaint Allegation is objective and based on the circumstances of each case. Consultation has taken place with the IOPC and Home Office in addition to an independent peer review to ensure that Lancashire are working correctly and within regulations.

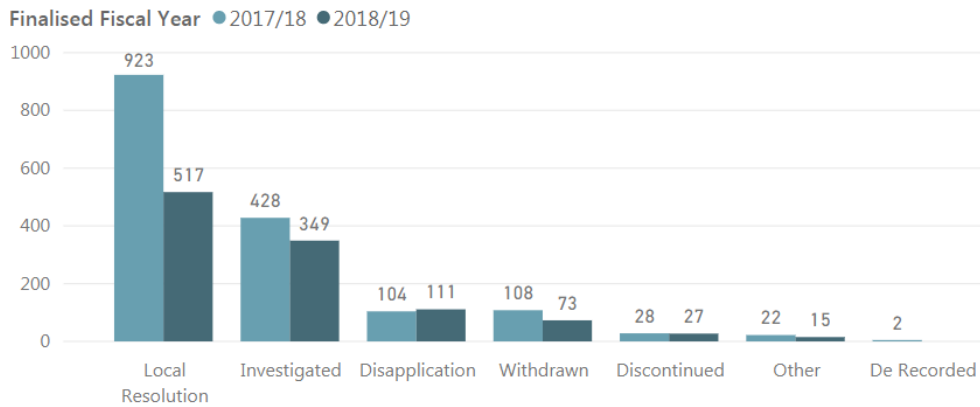
Fig 10. Outcome of Complaint Allegations finalised in 2017/18 compared to 2018/19

Number of Finalised by Outcome (Year on Year)

Fiscal Year	2017/18		2018/19	
	No. of Allegations Finalised	% of Allegations Finalised	No. of Allegations Finalised	% of Allegations Finalised
Local Resolution	923	57.2%	517	47.3%
Investigated	428	26.5%	349	32.0%
Disapplication	104	6.4%	111	10.2%
Withdrawn	108	6.7%	73	6.7%
Discontinued	28	1.7%	27	2.5%
Other	22	1.4%	15	1.4%
De Recorded	2	0.1%		
<b>Total</b>	<b>1615</b>	<b>100.0%</b>	<b>1092</b>	<b>100.0%</b>

Fig 11. Outcome of Complaint Allegations finalised in 2017/18 compared to 2018/19.

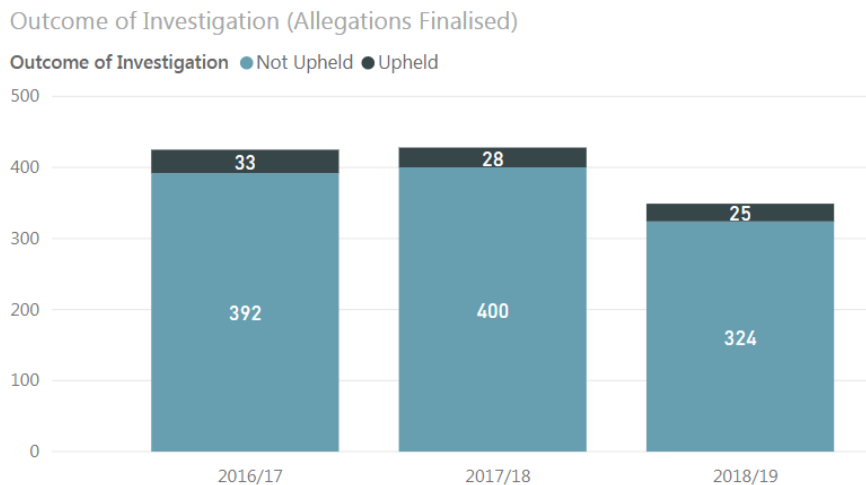
Number of Finalised by Outcome (Year on Year)



12.5 The chart below shows the number of outcome of allegations which were classed as being Investigated. Over the past 3 years the number Upheld has remained consistent, with around 7% of Investigated Allegations being Upheld.

12.6 In 2018/19 just 25 of the 1092 total finalised allegations were Upheld following Investigation; this equates to 2.3% of all allegations. These results are consistent when set against the significant reduction in recorded allegations.

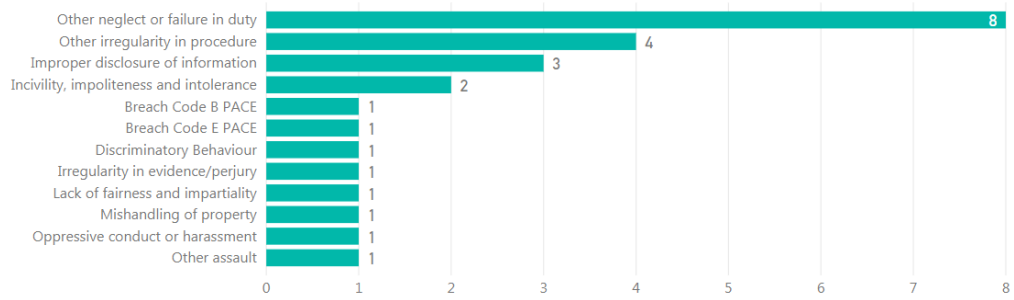
Fig 12. Outcome of Investigated Allegations finalised over the past 3 years.



The category of those Allegations which were Upheld in are displayed in the chart below.

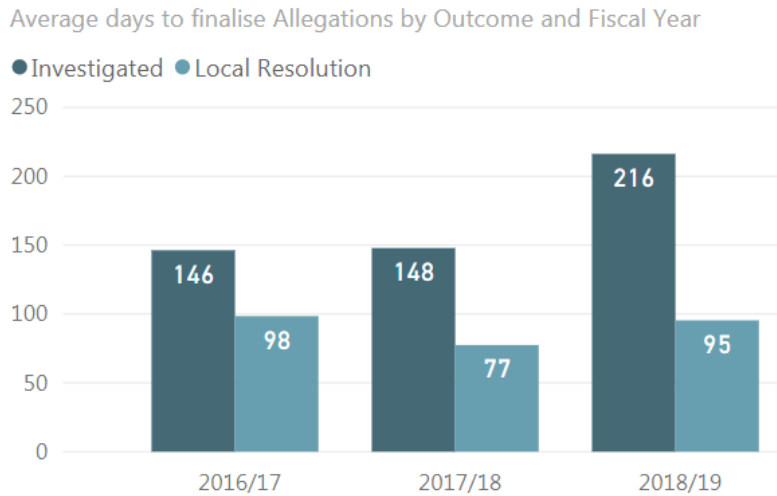
Fig 13. Allegation Category of Upheld Investigated Allegations finalised in 2018/19.

Upheld Allegations



## Timeliness to finalise Complaint Allegations

Fig 14. Timeliness of resolving allegations by Investigation and Local Resolution by year.



- 13.1 IOPC data shows that the average time taken to finalise allegations subject to Investigation has increased from 172 days in 2017/18 to 246 days in 2018/19. Recent analysis following updates to case files indicates that the 2018/19 figure is 216 days. The national average for the 2018/19 period was 158 days.
- 13.2 There has also been an increase in the time taken to finalise Local Resolutions although this is not significant. In the 2018/19 the average time taken to resolve by way of Local Resolution was 95 days. IOPC published data for the 2018/19 period indicates the figure to be 111 days although this was prior to updates being made on the Lancashire system. The IOPC identified national average for 2018/19 was 72 days.

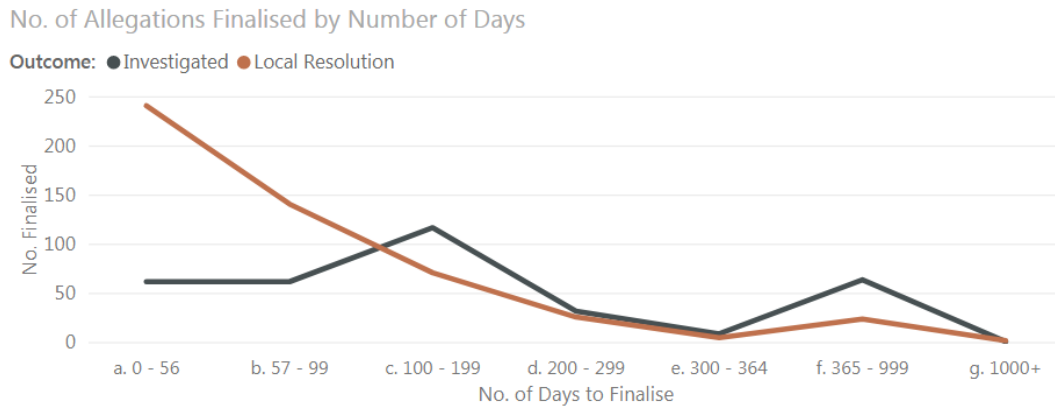
The reason for the apparent sudden increase in the time taken to finalise investigations in 2018/19 is somewhat explained by the table below which identifies that 65 investigations finalised had been running for over a year, 1 of which had been running for over 1000 days. Over 18% of investigations finalised had been running for over a year. Likewise, in terms of Local Resolutions 26 of those finalised in the period had been running for over a year.

- 13.3 This focus on clearing legacy cases was a deliberate decision taken as part of the restructuring process and the increase in timeliness to finalise allegations was anticipated. Reducing the number of legacy allegations which have been classed as ‘live’ on the PSD database for long periods of time continues to be a priority for the department and such cases are reviewed on a monthly basis both within the department and with BCU Superintendents. It is expected that that by continuing to prioritise the finalisation of these long standing cases the average number of days will be reduced during the course of 2019/20.

Fig 15. Timeliness to finalise 'Investigated' and 'Locally Resolved' allegations by number of days.  
For all allegations finalised in 2018/19

Outcome No. of Days to Finalise	Investigated		Local Resolution	
	No. Finalised	% Finalised	No. Finalised	% Finalised
a. 0 - 56	62	17.87%	241	47.25%
b. 57 - 99	62	17.87%	141	27.65%
c. 100 - 199	117	33.72%	71	13.92%
d. 200 - 299	32	9.22%	26	5.10%
e. 300 - 364	9	2.59%	5	0.98%
f. 365 - 999	64	18.44%	24	4.71%
g. 1000+	1	0.29%	2	0.39%
<b>Total</b>	<b>347</b>	<b>100.00%</b>	<b>510</b>	<b>100.00%</b>

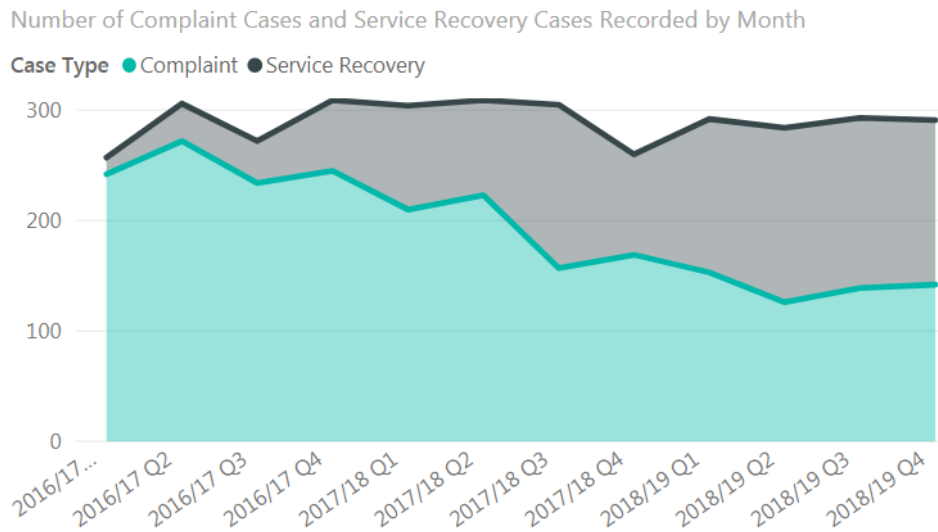
Fig 16. Timeliness to finalise 'Investigated' and 'Locally Resolved' allegations by number of days.  
For allegations finalised in 2018/19



Service Recovery

14.1 The chart below shows the number of Service Recovery Cases recorded against the number of Complaint Cases. Overall throughput has remained the same when the two categories are considered in total, with an average of just under 300 cases per quarter. However, the proportion of cases dealt with by way of Service Recovery has increased over time to a point where just over 50% of cases are within this category.

Fig 17. Service Recovery cases and Complaint Cases recorded from April 2016 to March 2019 by Quarter.



14.2 The initial stage of the complaints handling process within PSD has been reviewed and streamlined in the last 2 years in order to maximise the possibility of service recovery. This involves early contact with complainants by a dedicated customer service team within PSD in order to establish further details about the matters in question. The complainant’s desired outcome is also discussed in order for PSD to work towards providing a conclusion that works for both the Constabulary and the complainant prior to the recording of a formal complaint. It has been established that over half of Complainants did not wish to proceed with the formal complaint process under Schedule 3 of the Police Reform Act but instead wanted an explanation, apology or a quick resolution. This has tangible benefits for the complainant and Police Officers/Staff who would otherwise be subject of complaint.

14.3 The impact of this process is shown in the chart below which highlights the number of Service Recovery cases recorded each quarter against the number of Complaint Cases. In recent months Lancashire has seen more Service Recovery cases recorded than Complaint Cases. This data evidences the Constabulary’s ongoing approach to achieving timely resolution of issues through communication with the public.

14.4 Previously manifested through higher than average numbers of allegations finalised by way of Local Resolution, the move towards resolving matters by way of Service Recovery is allowing the Constabulary to address issues raised at an early opportunity before complaints are generated.

- 14.5 The move towards Service Recovery has improved public satisfaction and public trust through a process of effective and timely communication which then allows the Constabulary to learn important lessons; addressing any documented concerns. There is a secondary benefit of reducing PSD case load both at headquarters and across divisions so that greater focus can be placed on other outstanding matters.
- 14.6 Over the 12 month period of 01/08/17 – 31/07/18 service recovery was attempted on 669 cases; 509 (76%) of these cases were subject to a successful Service Recovery. On average the Service Recovery process takes 10 days, whereas the Local Resolution of complaint allegations currently stands at 94 days. It is evident that depending on the types of issues raised by members of the public there is an impact on the potential for a successful Service Recovery process to take place. For instance, 56 cases were created that referred to Police Contact & Re-Contact, 53 of these (95%) were able to be Service Recovered. Likewise, 38 cases referred to the manner in which liveried police cars had been driven; 33 were Service Recovered. It is these areas where PSD are focussing their attention in respect of the identification and promulgation of lessons learned to assist in reducing the number of these types of calls in the future.
- 14.7 Issues around the way in which investigations are progressed accounted for 269 cases, with 202 of these (75%) being Service Recovered. In general the type of issues which are less likely to be Service Recovered are quite specific in their nature relating to matters such as disclosure, the handling of property and harassment. Work has commenced to streamline the workflow of these types of allegations directly into the Complaints Handling team to allow the Service Recovery staff to focus on those matters most likely to be successfully resolved from the outset.
- 14.8 It should be noted that in 2019 it is expected that the IOPC will begin to formally document Service Recovery cases within their regularly published complaints data which will result in an increase in Lancashire cases within these documented statistics.

The table below shows that in 2018/19 there was a greater number of Service Recovery cases (52% n=600) than public Complaint Cases (48% n=560).

Fig 18. Comparison of the number of recorded Complaint Cases against the number of Service Recovery cases in 2017/18 and 2018/19

Number of Complaint Cases and Service Recovery Cases Recorded by Year				
Fiscal Year	2017/18		2018/19	
Case Type	No. Recorded	% Recorded	No. Recorded	% Recorded
Complaint	759	64.4%	560	48.3%
Service Recovery	419	35.6%	600	51.7%
<b>Total</b>	<b>1178</b>	<b>100.0%</b>	<b>1160</b>	<b>100.0%</b>

Appeals Received

15.1 77 appeals were received in 2018/19. The vast majority of these relate to Local Resolutions. Over the 2018/19 period so far 90% (n=69) of appeals recorded were in relation to LR's. This remains comparable to data over the last three years.

Fig 19. Appeals received by category in 2017/18 and 2018/19.

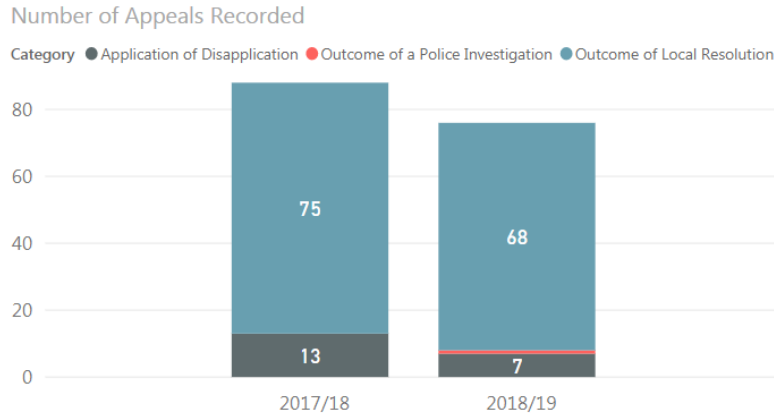
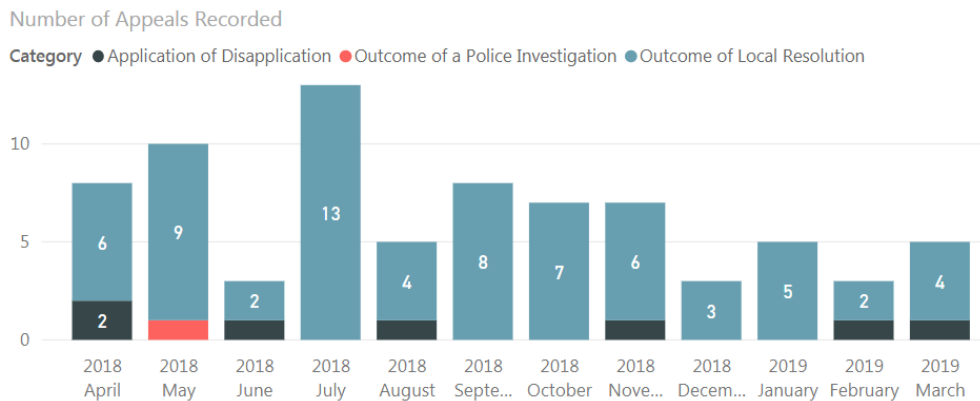


Fig 20. Appeals received by category during 2018/19.

Category	No. of Recorded Appeals	% of Appeals
Outcome of Local Resolution	69	89.6%
Application of Disapplication	7	9.1%
Outcome of a Police Investigation	1	1.3%
<b>Total</b>	<b>77</b>	<b>100.0%</b>

There was an average number of 6 appeals per month during 2018/19.

Fig 21. Appeals received by month during 2018/19



### Appeal Outcomes

16.1 11 of the 102 appeals finalised in 2018/19 were Upheld which equates to 11%. Considering that there 1092 complaint allegations were finalised in the same time frame the number of appeals this equates to 9 appeals per 100 complaint allegations and 1 appeal upheld per 100 complaint allegations.

Fig 22. Appeals completed by Category and Outcome during 2018/19.

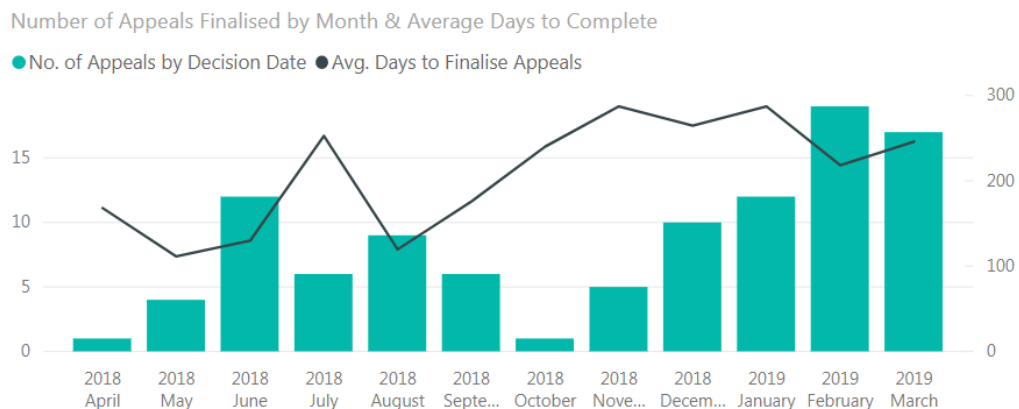
Category	Not Upheld	Upheld	Total
Outcome of Local Resolution	76	9	85
Application of Disapplication	14	1	15
Application of Discontinuance		1	1
Outcome of a Police Investigation	1		1
<b>Total</b>	<b>91</b>	<b>11</b>	<b>102</b>

### Appeals Finalised & Timeliness

17.1 The graph below shows the number of Appeals finalised in Lancashire over the past 12 months. In the 2018/19 period an average of 8.5 appeals were finalised each month.

17.2 Alongside the number of appeals finalised the graph shows the average number of days to finalise appeals against the right axis. It is evident that the time taken to resolve appeals has continued to increase over time although activity from December 2018 onwards (58 appeals finalised) indicates that the backlog of appeals is beginning to clear which should in turn have a positive impact in reducing the average time taken to resolve cases.

Fig 23. Graph to show the number of Appeals finalised by month (bar chart) alongside the timeliness of Appeals finalised in each month (the line shown against values on the right hand axis).

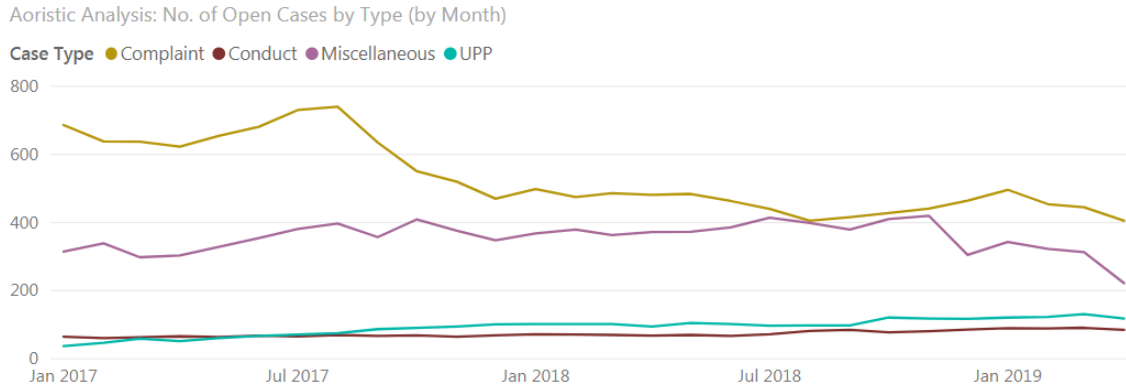


### Aoristic Analysis

18.1 Aoristic analysis is a method of quantifying ongoing workload on a regular basis. This is achieved by considering how many cases were 'live' as of the 1<sup>st</sup> day of each month. Any cases

which are opened and closed within the month are also factored into the data to arrive at the figures presented in the charts below.

Fig 24. Graph to show the number of live cases by type on a quarterly basis from Jan 2017 to Mar 2019.



18.2 Since 2017 there has been a substantial reduction in the number of ‘live’ Complaint Cases whereas the number of Miscellaneous cases has seen a slight increase.

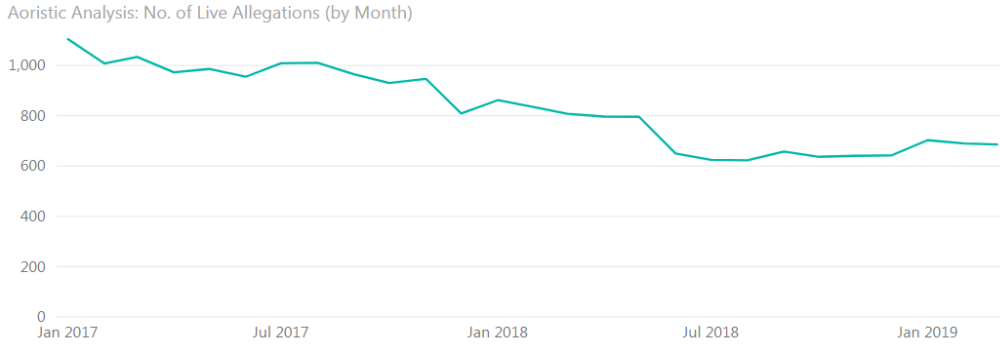
Service Recovery cases are included within the Miscellaneous case type which has contributed towards this slight increase and signifies the work ongoing in this area. However, as previously mentioned, the time taken to resolve a Service Recovery case is around 9 times faster than a Complaint Cases.

18.3 Data from the start of 2019 onwards shows an increased rate of clearance in both Complaints and Miscellaneous Case types.

The number of ongoing Misconduct cases has not seen any significant change over time, although recorded levels of UPP (Unsatisfactory Performance Procedure) has seen a steady increase over the past 2 years.

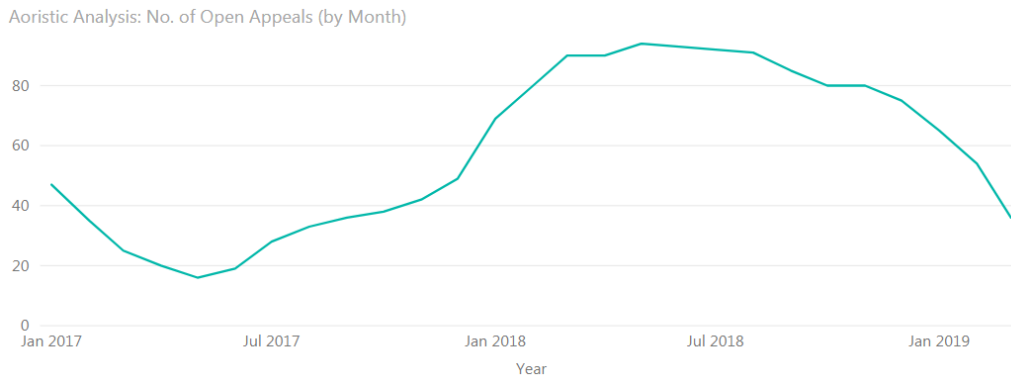
18.4 The number of live complaint allegations has seen a steady reduction over the past 2 years settling at around 650 open allegations presently. This is due to the change in recording practices, specifically Service Recovery, meaning that less allegations are being recorded.

Fig 25. Graph to show the number of live allegations on a quarterly basis from Jan 2017 to Mar 2019.



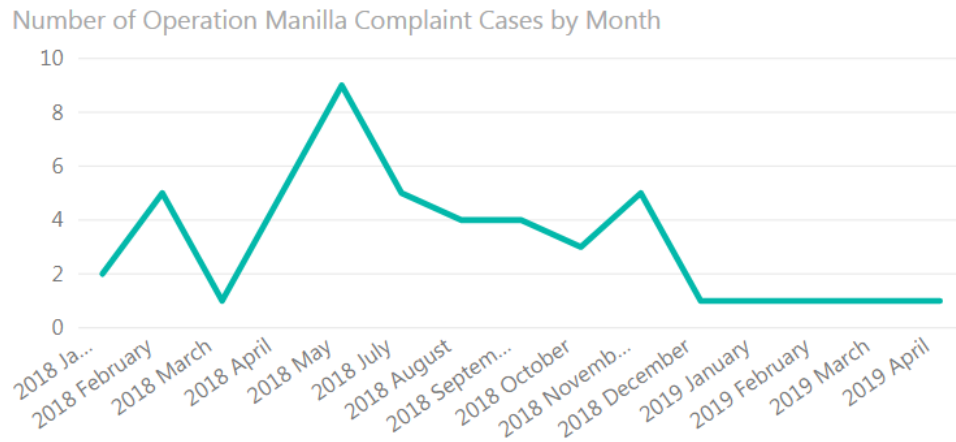
18.5 The number of live appeal cases has seen a great deal of variability over the past 2 years. There has been ongoing work to finalise a number of outstanding appeals in recent months which has contributed to the reduction in live appeal cases from December 2018 onwards on the chart below.

Fig 26. Graph to show the number of live appeals on a quarterly basis from Jan 2017 to Mar 2019.



Operation Manilla

Fig 27. The number of Complaint Cases linked to Operation Manilla from the start of 2018 to date.



19.1 Operation Manilla is the Constabulary’s response to the protest situation surrounding the fracking site currently being developed by Cuadrilla on Preston New Road, Little Plumpton (nr Blackpool).

19.2 In the 2018/19 period there were 39 Complaint Cases linked to Operation Manilla, which equates to 7% of all Complaint Cases recorded during the year. Previous assessments found that a similar proportion of Complaints could be attributed to Operation Manilla activity although 7% of all Complaint Cases is a slight reduction.

53 Complaint Allegations have been recorded in 2018/19 and the most common category over this period was “Other Assault” with 29 allegations recorded (55%). The remaining 15 allegations were spread in small numbers across a range of categories with no noticeable theme.

19.3 Of the 75 Complaint Allegations which have been finalised in 2018/19 67% (n=50) were Investigated and 19% Locally Resolved (n=14).

3 of the 50 allegations investigated have been Upheld (6%) and there have been 3 Constabulary handled appeals.

19.4 Although activity at the site has settled in recent months it is unclear at present how the recent court result will impact upon issues at the site; although the possibility of an increase in public complaints cannot be discounted should activity on site increase.

## Repeat Complainants

20.1 In Lancashire there are a small number of individuals who are identified as persistent complainants. They can have quite a substantial impact on the overall complaint figures recorded. In 2018/19 there were 8 complainants who are responsible for 27 complaints and 38 allegations.

## Appendices

### Complaint Allegations Recorded by Category & Division (April 18 – Mar 19)

Type Description	West	South	East	HQ Crime	HQ - Contact Management	HQ Ops	HQ	Total
Other neglect or failure in duty	98	103	105	1	12	16	11	346
Incivility, impoliteness and intolerance	31	35	34		4	6	3	113
Other assault	50	14	27			11		102
Other irregularity in procedure	16	21	33			9	4	83
Oppressive conduct or harassment	17	10	19			4	4	54
Lack of fairness and impartiality	11	21	16		1	3	1	53
Breach Code C PACE	8	8	10			13		39
Unlawful/unnecessary arrest or detention	7	12	8			3		30
Mishandling of property	4	6	12			4		26
Improper disclosure of information	2	8	9	1	1		1	22
Discriminatory Behaviour	8	3	4		1	3		19
Irregularity in evidence/perjury	1	3	11			1	3	19
Corrupt practice	4	3	2		2	2		13
Breach Code B PACE	1	3	6			1	1	12
Serious non-sexual assault	3		5					8
Operational policing policies	3	2						5
Breach Code A PACE	1	1	1			1		4
General policing standards	2							2
Other	1					1		2
Sexual assault	2							2
Breach Code D PACE	1							1
Multiple or unspecified breaches of PACE	1							1
Other sexual conduct		1						1
Traffic irregularity						1		1
<b>Total</b>	<b>272</b>	<b>254</b>	<b>302</b>	<b>2</b>	<b>21</b>	<b>79</b>	<b>28</b>	<b>958</b>