

RESTRICTED



**Lancashire  
Constabulary**  
police and communities together

## Lancashire Constabulary

### Professional Standards Performance Data

#### *Complaint Allegations Performance File (CAP - File)*

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Optimised for viewing in Excel 2010

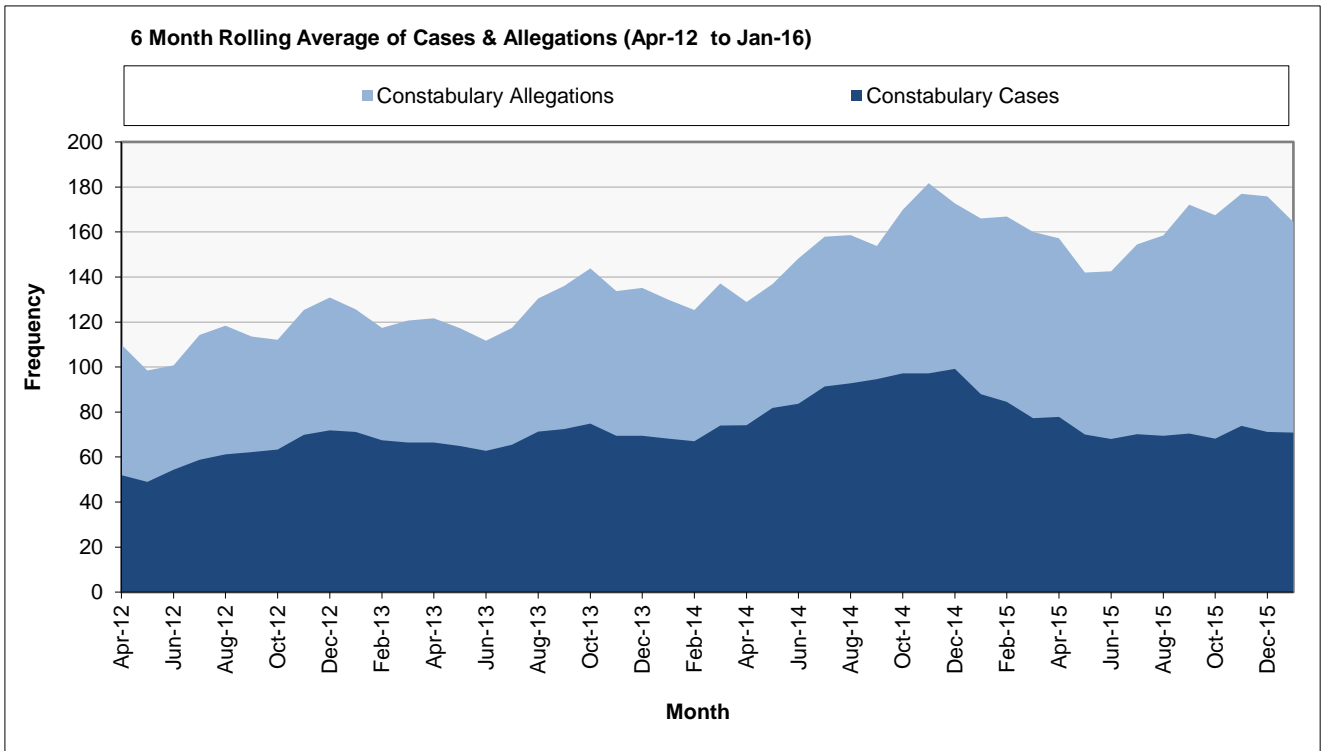


RESTRICTED

### 6 Month Rolling Average : Recorded Complaint Allegations & Cases

Date From **Apr-12**  
Date To **Jan-16**

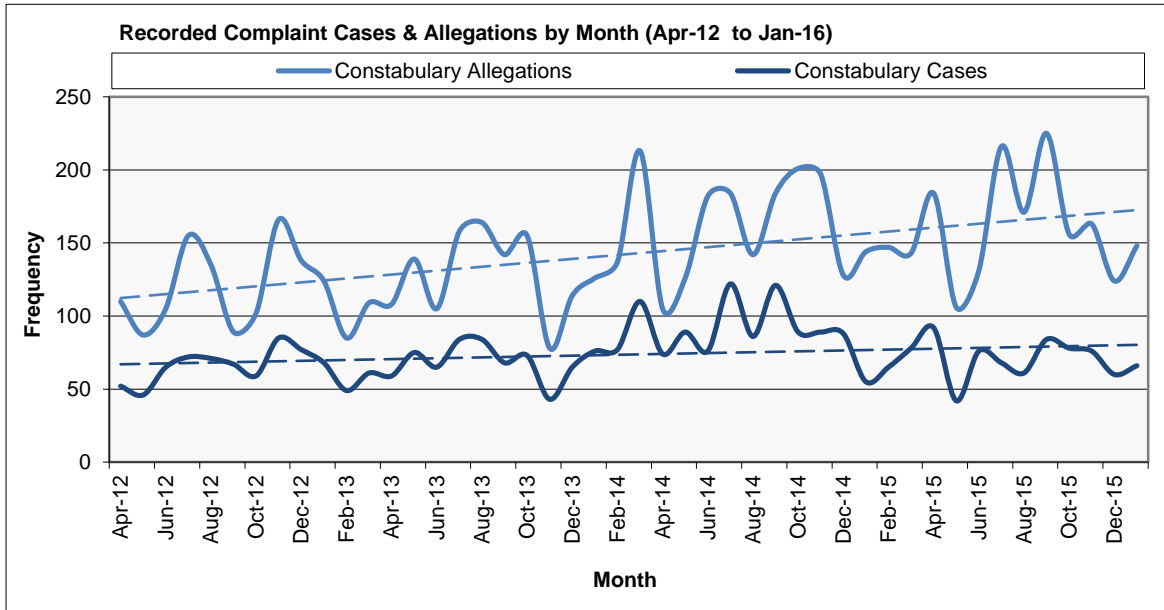
Division **Constabulary**



**Recorded Complaint Allegations & Cases**

Date From **Apr-12**  
Date To **Jan-16**

Division **Constabulary**



<b>First Period</b>	<b>From</b>	<b>Apr-14</b>	<b>To</b>	<b>Jan-15</b>
<b>Second Period</b>	<b>From</b>	<b>Apr-15</b>	<b>To</b>	<b>Jan-16</b>

**Recorded Complaint Cases**

Division	Apr-14 - Jan-15	Apr-15 - Jan-16	Percentage Change
West	268	206	-23%
South	235	187	-20%
East	254	211	-17%
HQ Divisions / H / Other	132	99	-25%
HQ Crime	41	14	-66%
HQ Contact Management	32	30	-6%
HQ Operations	38	30	-21%
Headquarters	21	25	19%
H	0	0	-
Other	0	0	-
<b>Total</b>	<b>889</b>	<b>703</b>	<b>-21%</b>

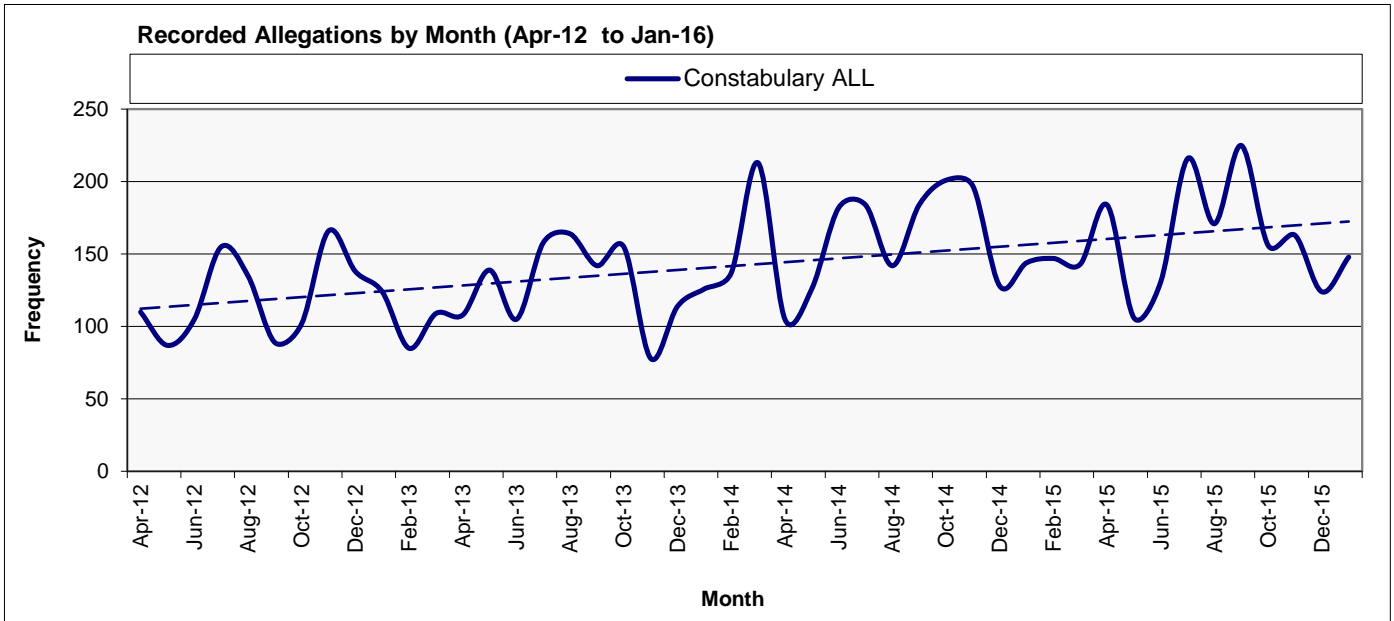
**Recorded Complaint Allegations**

Division	Apr-14 - Jan-15	Apr-15 - Jan-16	Percentage Change
West	488	476	-2%
South	426	439	3%
East	459	506	10%
HQ Divisions / H / Other	220	203	-8%
HQ Crime	77	26	-66%
HQ Contact Management	43	39	-9%
HQ Operations	76	90	18%
Headquarters	24	48	100%
H	0	0	-
Other	0	0	-
<b>Total</b>	<b>1593</b>	<b>1624</b>	<b>2%</b>

**Recorded Allegations By Division & Type**

Date From **Apr-12**  
Date To **Jan-16**

Division **Constabulary**  
Allegation Type **ALL**



<b>Division</b>	<b>First Period</b>	<b>From</b>	<b>Apr-14</b>	<b>To</b>	<b>Jan-15</b>
	<b>Second Period</b>	<b>From</b>	<b>Apr-15</b>	<b>To</b>	<b>Jan-16</b>
<b>Constabulary</b>					

**Top 4 Most Common Recorded Allegation Types**

Most Common Complaint Categories	Apr-14 - Jan-15	Apr-15 - Jan-16	Percentage Change
S Other Neglect or Failure in Duty	520	554	7%
U Incivility, Impoliteness and Intolerance	219	174	-21%
C Other Assault	150	149	-1%
D Oppressive Conduct or Harassment	136	120	-12%
<b>Total</b>	<b>1025</b>	<b>997</b>	<b>-3%</b>

## Complaint Allegations by Type &amp; Division (Recorded Allegations)

SELECT MAIN PERIOD	FROM	Apr-15	TO	Jan-16
SELECT COMPARISON PERIOD	FROM	Apr-14	TO	Jan-15

Complaint Allegation by Division													
Allegation Category	West	South	East	HQ Divisions / H / Other	HQ Crime	HQ Contact Manage	HQ Operations	Headquarters	H	Other	Constabulary Apr-15 to Jan-16	Constabulary Apr-14 to Jan-15	Year on Year Change
A Serious Non-Sexual	2	0	0	1	0	0	1	0	0	0	3	10	-70%
B Sexual Assault	2	1	0	0	0	0	0	0	0	0	3	1	200%
C Other Assault	46	38	56	9	1	0	7	1	0	0	149	150	-1%
D Oppressive Conduct or Harassment	39	48	24	9	3	0	5	1	0	0	120	136	-12%
E Unlawful/Unnecessary Arrest or Detention	16	14	14	13	2	0	10	1	0	0	57	62	-8%
F Discriminatory Behaviour	9	9	17	2	0	1	0	1	0	0	37	29	28%
G Irregularity in Evidence/Perjury	11	5	12	7	0	2	4	1	0	0	35	22	59%
H Corruption or Malpractice	2	1	4	3	0	0	1	2	0	0	10	16	-38%
J Mishandling of Property	12	8	12	5	1	0	3	1	0	0	37	36	3%
K Breach of Code A PACE (Stop and Search)	2	5	2	0	0	0	0	0	0	0	9	12	-25%
L Breach of Code B PACE (Premises Search and Property Seizure)	11	11	15	5	1	0	3	1	0	0	42	47	-11%
M Breach of Code C PACE (Detention, Treatment and Questioning)	22	17	21	37	1	0	35	1	0	0	97	78	24%
N Breach of Code D PACE (Identification Procedures)	0	0	0	0	0	0	0	0	0	0	0	0	N/A
P Breach of Code E PACE (Tape Recording)	0	0	0	0	0	0	0	0	0	0	0	0	N/A
Q Lack of Fairness and Impartiality	26	31	37	9	1	1	3	4	0	0	103	68	51%
S Other Neglect or Failure in Duty	180	139	179	56	8	19	10	19	0	0	554	520	7%
T Other Irregularity in Procedure	28	48	12	19	4	3	4	8	0	0	107	64	67%
U Incivility, Impoliteness and Intolerance	48	39	74	13	0	10	1	2	0	0	174	219	-21%
V Traffic Irregularity	0	0	2	0	0	0	0	0	0	0	2	16	-88%
W Other	0	0	0	0	0	0	0	0	0	0	0	5	-100%
X Improper Access/Disclosure of Information	16	14	14	5	1	1	1	2	0	0	49	51	-4%
Y Other Sexual Conduct	2	3	0	1	0	0	1	0	0	0	6	1	500%
Operational (direction and control)	0	2	4	2	1	0	0	1	0	0	8	15	-47%
Policies and Procedures (direction and control)	0	3	6	6	2	1	1	2	0	0	15	25	-40%
General policing standards (direction and control)	1	0	0	0	0	0	0	0	0	0	1	3	-67%
Organisational (direction and control)	1	2	1	1	0	1	0	0	0	0	5	7	-29%
<b>Grand Total</b>	<b>476</b>	<b>438</b>	<b>506</b>	<b>203</b>	<b>26</b>	<b>39</b>	<b>90</b>	<b>48</b>	<b>0</b>	<b>0</b>	<b>1623</b>	1593	2%
<b>Percentage of Allegations by Division</b>	<b>29%</b>	<b>27%</b>	<b>31%</b>	<b>13%</b>	-	-	-	-	-	-	<b>100%</b>		

<b>Division</b>
<b>Constabulary</b>

<b>First Period</b>	From	Apr-14	To	Jan-15
<b>Second Period</b>	From	Apr-15	To	Jan-16

### Finalised Complaint Allegation Outcomes (Condensed)

The table below provides the general outcome of finalised allegations, a full breakdown of all outcome variants can be found in the second table below.

Outcome	Apr-14 - Jan-15	Apr-15 - Jan-16	Percentage Change
Local Resolution	1143	903	-21%
Upheld	22	27	23%
Not Upheld	60	209	248%
Discontinuance	13	19	46%
Dispensation	0	1	-
Disapplied or Withdrawn	317	339	7%
<b>Total</b>	<b>1555</b>	<b>1498</b>	<b>-4%</b>

### Finalised Complaint Allegations Outcomes (All Variants)

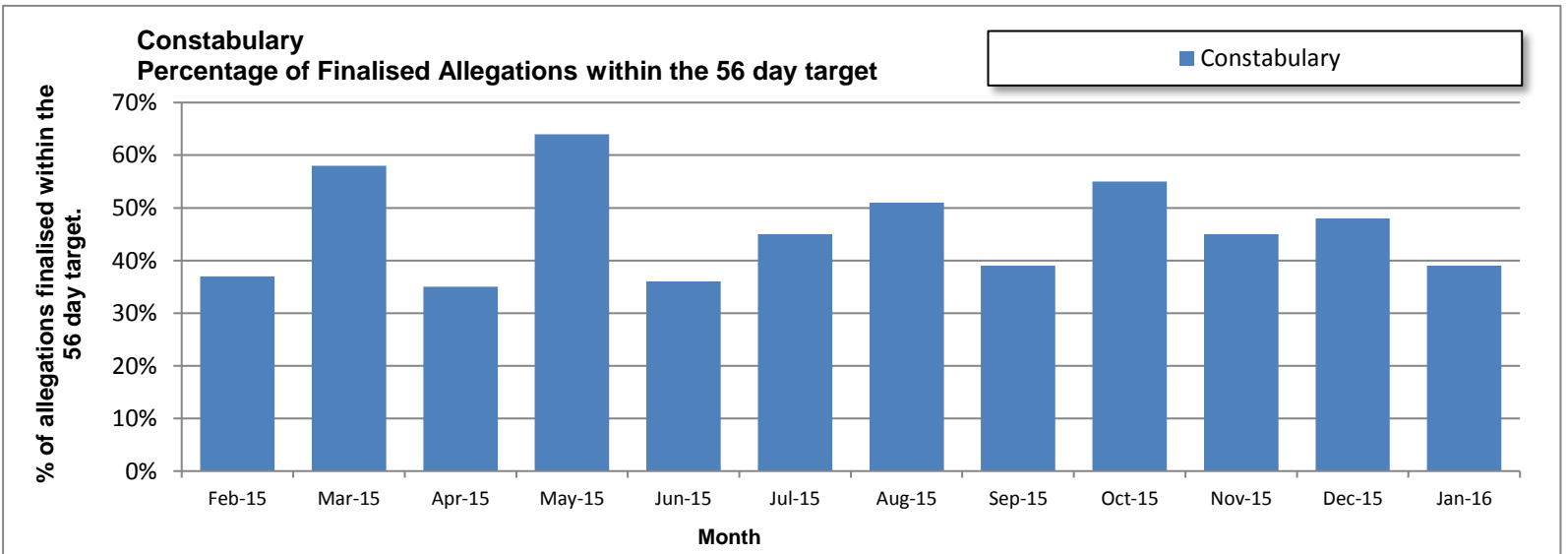
Includes all variants of finalisation result.

Outcome	Apr-14 - Jan-15	Apr-15 - Jan-16	Percentage Change
Disapplied - Force (2012 Regs only)	81	70	-14%
Discontinuance - Force	13	17	31%
Dispensation - Force	0	1	-
IPCC - Discontinuance	0	2	-
IPCC - Dispensation	0	0	-
Local Resolution - Division	1088	881	-19%
Local Resolution - PSD	55	22	-60%
Not upheld (full inv) - Division	5	2	-60%
Not upheld (full inv) - PSD	49	80	63%
Not upheld NSR - Division	5	54	980%
Not upheld NSR - PSD	1	73	7200%
PCC - Local resolution (2012 Regs only)	0	0	-
Upheld (full inv) - Division	0	0	-
Upheld (full inv) - PSD	19	16	-16%
Upheld NSR - Division	3	8	167%
Upheld NSR - PSD	0	3	-
Withdrawn - Force	236	269	14%
<b>Total</b>	<b>1555</b>	<b>1498</b>	<b>-4%</b>

## Days to Finalise Allegations by Division

Select Division

Constabulary



The table below shows the percentage of allegations finalised within the 56 day target by Division & Month.

(LR's & NSR's dealt with by Division)

Division	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
West	71%	65%	30%	73%	29%	68%	65%	56%	58%	74%	31%	39%
South	25%	58%	0%	70%	25%	0%	46%	26%	40%	35%	63%	21%
East	36%	67%	33%	54%	38%	17%	42%	46%	78%	29%	75%	60%
HQ Crime	0%	0%	0%	67%		0%			0%	0%	0%	0%
HQ Contact Management	75%	0%		100%	100%		100%	0%	33%	100%	44%	
HQ Operations	0%	0%	67%		100%	0%	100%	100%	33%	0%		0%
Headquarters			100%		0%			25%	71%	0%	100%	
<b>Constabulary</b>	<b>37%</b>	<b>58%</b>	<b>35%</b>	<b>64%</b>	<b>36%</b>	<b>45%</b>	<b>51%</b>	<b>39%</b>	<b>55%</b>	<b>45%</b>	<b>48%</b>	<b>39%</b>

## Days to Record Allegations

Percentage of allegations recorded within the 10 day target.

Some cases are subject to a longer recording period as they are initially classed as a "Miscellaneous Case" (M.I)

but are then reclassified as a Complaint Case at a later date.

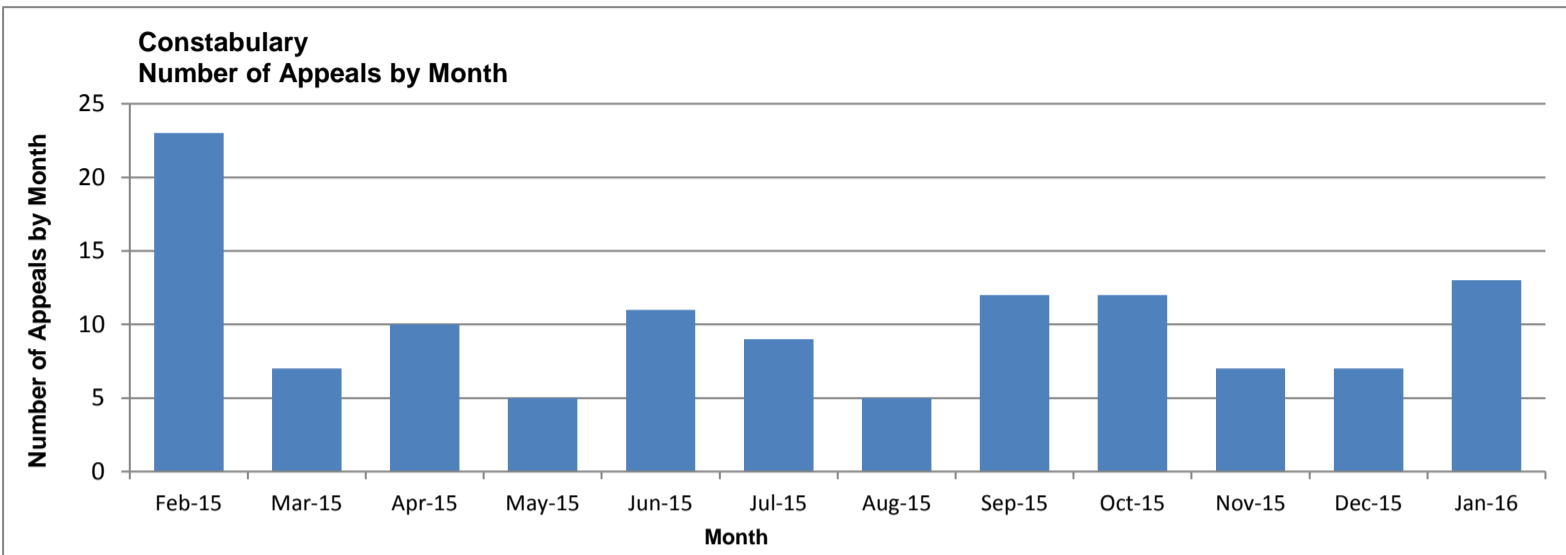
**This is PSD based performance information.**

Division	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
West	88%	81%	74%	42%	55%	73%	81%	83%	82%	71%	100%	78%
South	93%	80%	96%	100%	86%	76%	38%	80%	94%	38%	42%	38%
East	100%	74%	72%	100%	88%	84%	94%	96%	95%	78%	80%	80%
HQ Crime	60%		100%	33%	100%		0%	100%	50%	100%	100%	100%
HQ Contact Management	100%	100%	100%	50%	100%	100%	80%	67%	67%	100%	100%	100%
HQ Operations	100%	86%	50%	100%	100%	100%	100%	100%	100%	67%	50%	100%
Headquarters	100%	100%	80%	100%	60%	100%	80%	100%	100%			25%
<b>Constabulary</b>	<b>91%</b>	<b>80%</b>	<b>80%</b>	<b>76%</b>	<b>78%</b>	<b>80%</b>	<b>74%</b>	<b>87%</b>	<b>88%</b>	<b>65%</b>	<b>70%</b>	<b>69%</b>

## Number of Appeals received by Division & Month

Select Division

Constabulary



The table below shows the number of appeals received by Division & Month.

Division	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	TOTAL
West	14	2	2		1	5	2	3	2	6		4	41
South	4	1	4	2	5	1	2	6	5		3	6	39
East	2	3	3	3	4	3	1	2	4		3	1	29
HQ Crime	3		1		1					1			6
HQ Contact Management		1						1					2
Headquarters											1		1
HQ Operations									1			2	3
<b>Constabulary</b>	<b>23</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>12</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>13</b>	<b>121</b>

## Appeal Types

No of Appeals by Type (last 12 months)

Division	Disapplication	Investigation	Local resolution	Non-recording / Unknown / Discontinuance	TOTAL
West	5		36		41
South	1	2	35	1	39
East	2		27		29
HQ Crime	1		5		6
HQ Contact Management			2		2
Headquarters			1		1
HQ Operations			3		3
<b>Constabulary</b>	<b>9</b>	<b>2</b>	<b>109</b>	<b>1</b>	<b>121</b>

## Appeal Outcomes

No of Appeals by Outcome (last 12 months)

Division	Upheld	Not Upheld	Invalid / Withdrawn	Ongoing	TOTAL
West	3	20	1	17	41
South	3	18	3	15	39
East	4	10	1	14	29
HQ Crime	2	3		1	6
HQ Contact Management		1	1		2
Headquarters				1	1
HQ Operations				3	3
<b>Constabulary</b>	<b>12</b>	<b>52</b>	<b>6</b>	<b>51</b>	<b>121</b>