

RESTRICTED



**Lancashire
Constabulary**
police and communities together

Lancashire Constabulary

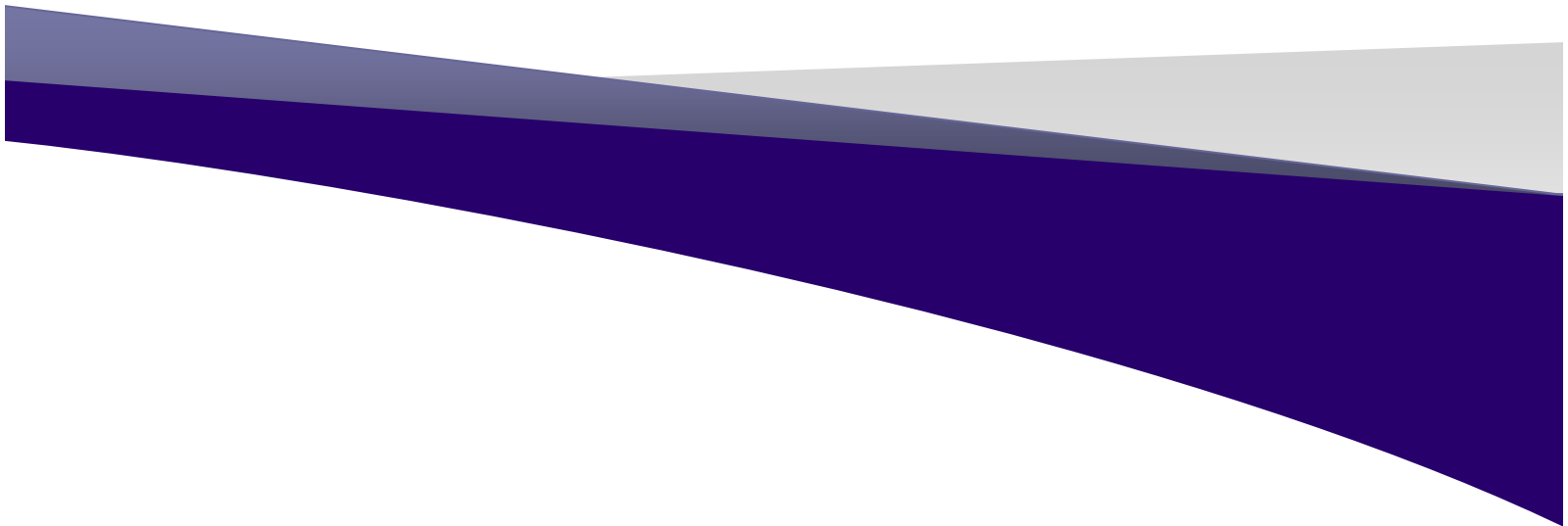
Professional Standards Performance Data

Complaint Allegations Performance File (CAP - File)

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Optimised for viewing in Excel 2010

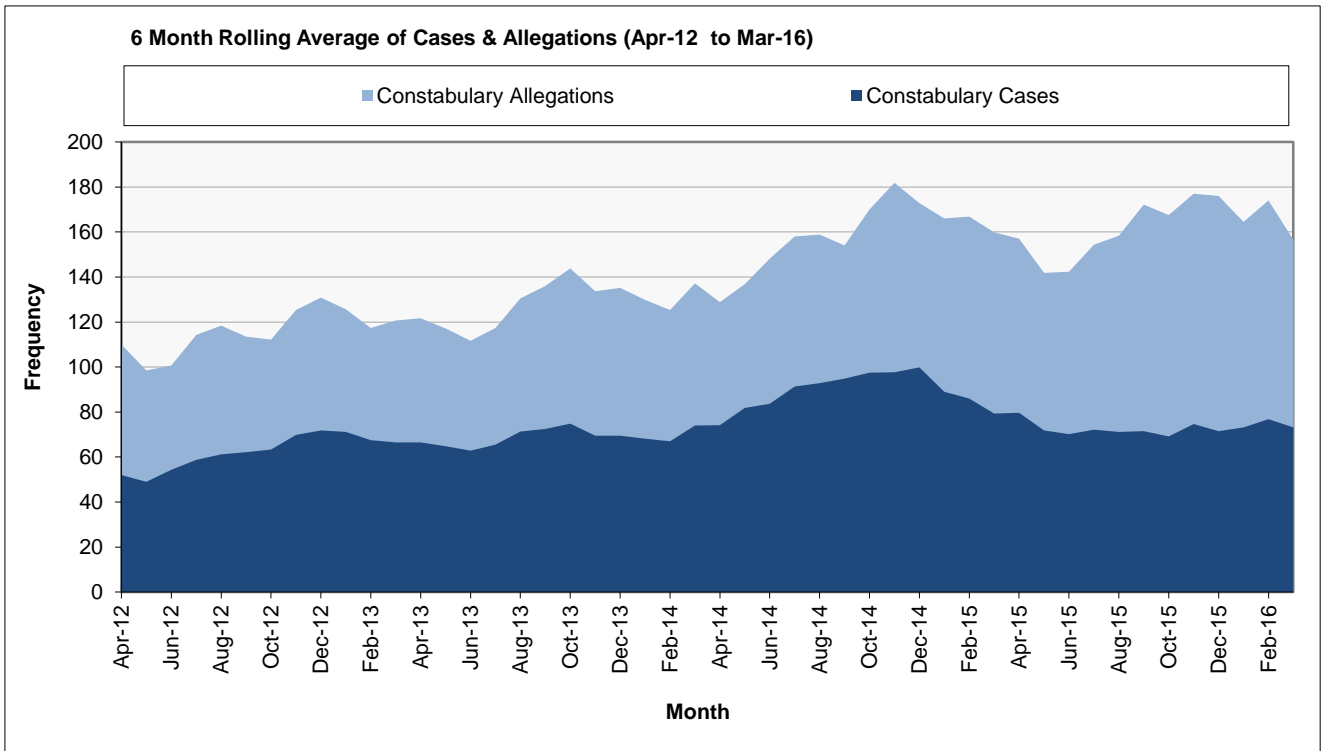


RESTRICTED

6 Month Rolling Average : Recorded Complaint Allegations & Cases

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

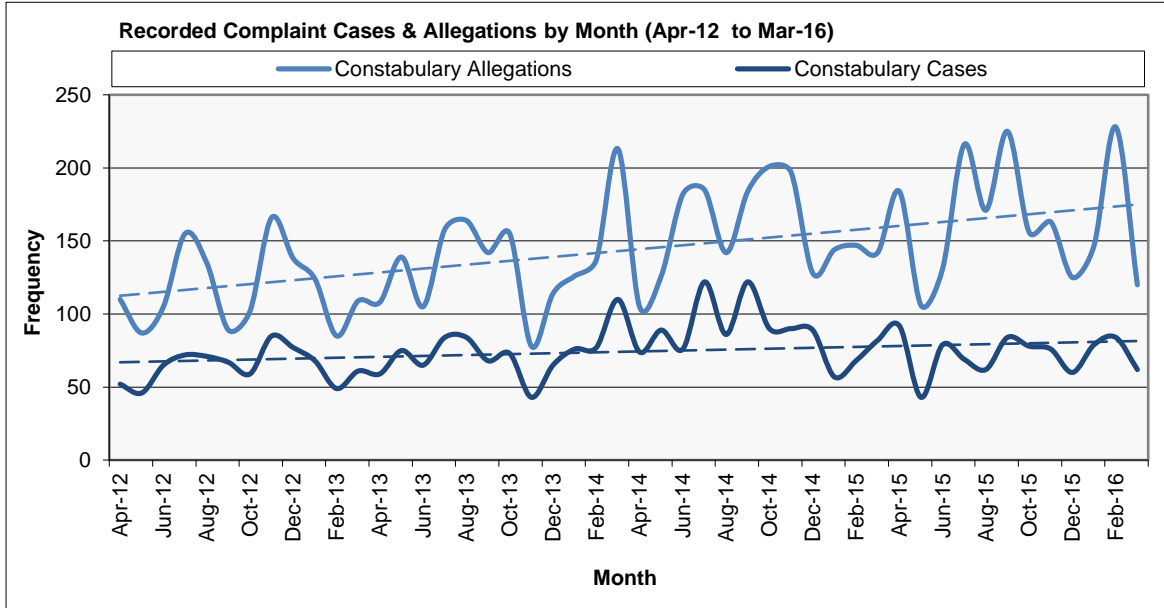
Division **Constabulary**



Recorded Complaint Allegations & Cases

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

Division **Constabulary**



First Period	From	Apr-14	To	Mar-15
Second Period	From	Apr-15	To	Mar-16

Recorded Complaint Cases

Division	Apr-14 - Mar-15	Apr-15 - Mar-16	Percentage Change
West	325	252	-22%
South	269	246	-9%
East	297	253	-15%
HQ Divisions / H / Other	154	117	-24%
HQ Crime	46	16	-65%
HQ Contact Management	36	35	-3%
HQ Operations	48	36	-25%
Headquarters	24	30	25%
H	0	0	-
Other	0	0	-
Total	1045	868	-17%

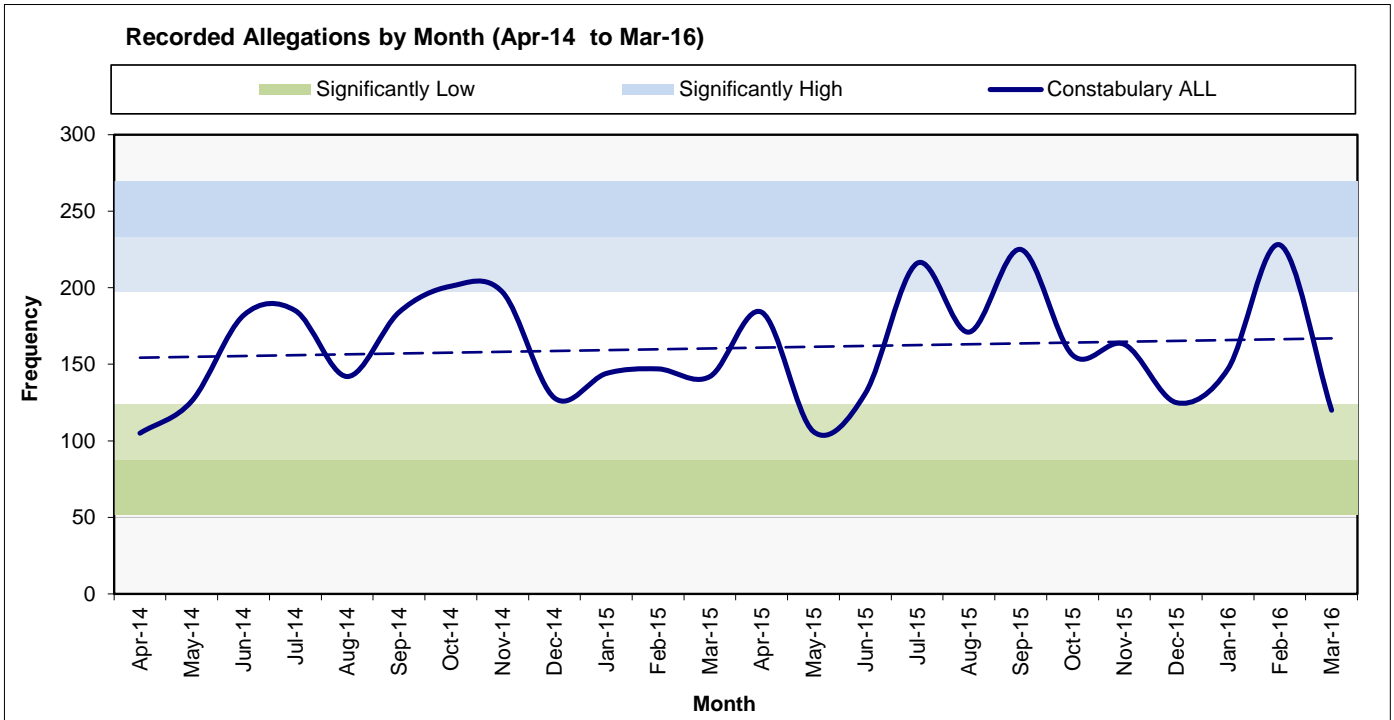
Recorded Complaint Allegations

Division	Apr-14 - Mar-15	Apr-15 - Mar-16	Percentage Change
West	582	583	0%
South	487	564	16%
East	554	576	4%
HQ Divisions / H / Other	260	249	-4%
HQ Crime	90	36	-60%
HQ Contact Management	49	54	10%
HQ Operations	92	103	12%
Headquarters	29	56	93%
H	0	0	-
Other	0	0	-
Total	1883	1972	5%

Recorded Allegations By Division & Type

Date From **Apr-14**
Date To **Mar-16**

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



Division	First Period	From	Apr-14	To	Mar-15
	Second Period	From	Apr-15	To	Mar-16
Constabulary					

Top 4 Most Common Recorded Allegation Types

Typical Most Common Complaint Categories	Apr-14 - Mar-15	Apr-15 - Mar-16	Percentage Change
S Other Neglect or Failure in Duty	628	679	8%
U Incivility, Impoliteness and Intolerance	259	212	-18%
C Other Assault	182	168	-8%
D Oppressive Conduct or Harassment	158	169	7%
Total	1227	1228	0%

Allegation Proportions

From
 To

Select Allegation Type for Comparison >>>

	Constabulary	East	South	West
Allegations of S Other Neglect or Failure in Duty	679	189	191	222
All Allegations	1972	576	564	583
Percentage	34.4%	32.8%	33.9%	38.1%
Chart				

Complaint Allegations by Type & Division (Recorded Allegations)

SELECT MAIN PERIOD	FROM	Apr-15	TO	Mar-16
SELECT COMPARISON PERIOD	FROM	Apr-14	TO	Mar-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 Mar-16	Constabulary Apr-14 to Mar-15	Year on Year Change
A Serious Non-Sexual	2	2	0	1	0	0	1	0	0	0	5	12	-58%
B Sexual Assault	2	1	0	1	0	0	1	0	0	0	4	2	100%
C Other Assault	54	44	59	11	1	0	9	1	0	0	168	182	-8%
D Oppressive Conduct or Harassment	49	69	40	11	3	1	5	2	0	0	169	158	7%
E Unlawful/Unnecessary Arrest or Detention	15	17	17	15	3	0	11	1	0	0	64	67	-4%
F Discriminatory Behaviour	10	11	23	3	0	2	0	1	0	0	47	32	47%
G Irregularity in Evidence/Perjury	15	5	12	8	1	2	4	1	0	0	40	34	18%
H Corruption or Malpractice	4	2	5	3	0	0	1	2	0	0	14	17	-18%
J Mishandling of Property	15	11	15	6	1	0	4	1	0	0	47	42	12%
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)	14	14	16	6	1	1	3	1	0	0	50	56	-11%
M Breach of Code C PACE (Detention, Treatment and Questioning)	27	20	20	41	2	0	38	1	0	0	108	90	20%
N Breach of Code D PACE (Identification Procedures)	0	1	0	0	0	0	0	0	0	0	1	1	0%
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	32	35	38	11	3	1	3	4	0	0	116	79	47%
S Other Neglect or Failure in Duty	222	191	189	77	13	27	13	24	0	0	679	628	8%
T Other Irregularity in Procedure	31	59	15	25	4	5	6	10	0	0	130	75	73%
U Incivility, Impoliteness and Intolerance	61	47	88	16	0	13	1	2	0	0	212	259	-18%
V Traffic Irregularity	1	1	2	0	0	0	0	0	0	0	4	17	-76%
W Other	0	0	0	0	0	0	0	0	0	0	0	5	-100%
X Improper Access/Disclosure of Information	21	18	19	4	1	0	1	2	0	0	62	61	2%
Y Other Sexual Conduct	2	3	0	1	0	0	1	0	0	0	6	2	200%
Operational (direction and control)	0	3	5	2	1	0	0	1	0	0	10	16	-38%
Policies and Procedures (direction and control)	2	2	10	6	2	1	1	2	0	0	20	26	-23%
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%
Grand Total	583	563	576	249	36	54	103	56	0	0	1971	1883	5%
Percentage of Allegations by Division	30%	29%	29%	13%	-	-	-	-	-	-	100%		

Division
Constabulary

First Period	From	Apr-14	To	Mar-15
Second Period	From	Apr-15	To	Mar-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 - Mar-15	Apr-15 - Mar-16	Percentage Change
Local Resolution	1314	1124	-14%
Upheld	23	31	35%
Not Upheld	77	278	261%
Discontinuance	13	21	62%
Dispensation	0	1	-
Disapplied or Withdrawn	362	379	5%
Total	1789	1834	3%

Finalised Complaint Allegations Outcomes (All Variants)

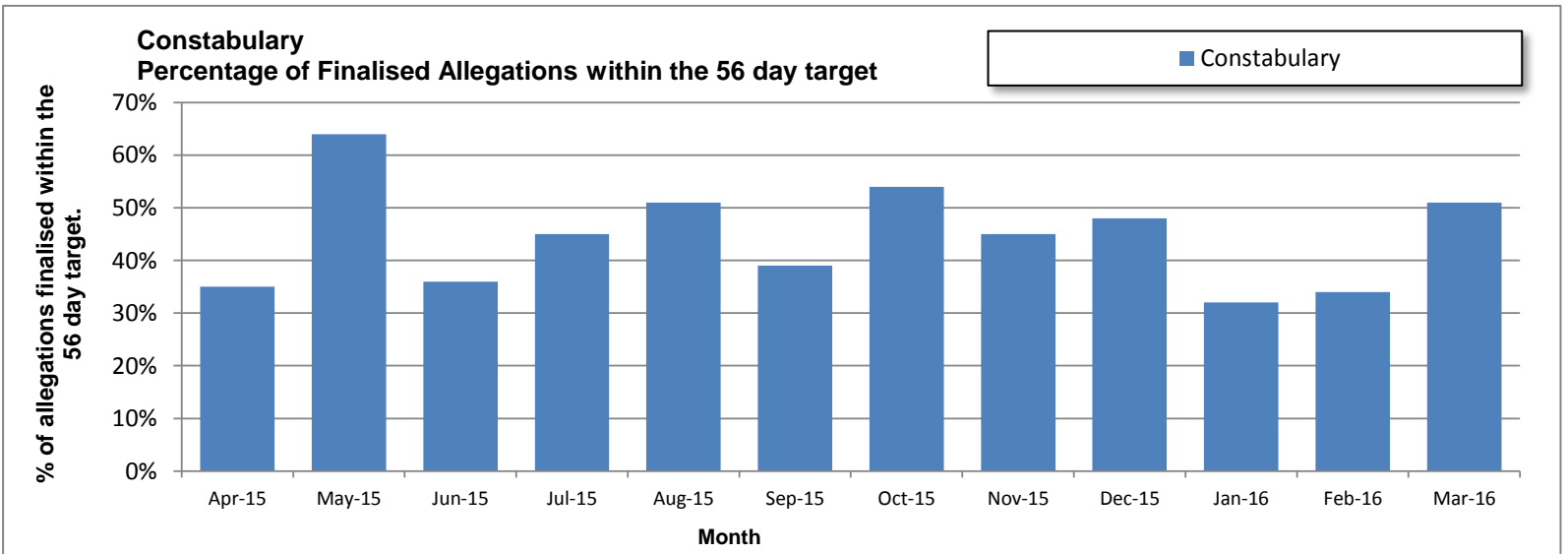
Includes all variants of finalisation result.

Outcome	Apr-14 - Mar-15	Apr-15 - Mar-16	Percentage Change
Disapplied - Force (2012 Regs only)	83	78	-6%
Discontinuance - Force	13	19	46%
Dispensation - Force	0	1	-
IPCC - Discontinuance	0	2	-
IPCC - Dispensation	0	0	-
Local Resolution - Division	1256	1100	-12%
Local Resolution - PSD	58	24	-59%
Not upheld (full inv) - Division	5	2	-60%
Not upheld (full inv) - PSD	63	84	33%
Not upheld NSR - Division	5	96	1820%
Not upheld NSR - PSD	4	96	2300%
PCC - Local resolution (2012 Regs only)	0	0	-
Upheld (full inv) - Division	0	0	-
Upheld (full inv) - PSD	20	17	-15%
Upheld NSR - Division	3	11	267%
Upheld NSR - PSD	0	3	-
Withdrawn - Force	279	301	8%
Total	1789	1834	3%

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	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
West	30%	73%	29%	68%	65%	56%	56%	74%	31%	34%	45%	48%
South	0%	70%	25%	0%	46%	26%	41%	35%	63%	13%	18%	50%
East	33%	54%	38%	17%	42%	46%	78%	29%	75%	50%	42%	62%
HQ Crime	0%	67%		0%			0%	0%	0%	0%	0%	0%
HQ Contact Management		100%	100%		100%	0%	33%	100%	44%		60%	0%
HQ Operations	67%		100%	0%	100%	100%	33%	0%		0%	17%	
Headquarters	100%		0%			25%	71%	0%	100%			
Constabulary	35%	64%	36%	45%	51%	39%	54%	45%	48%	32%	34%	51%

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.

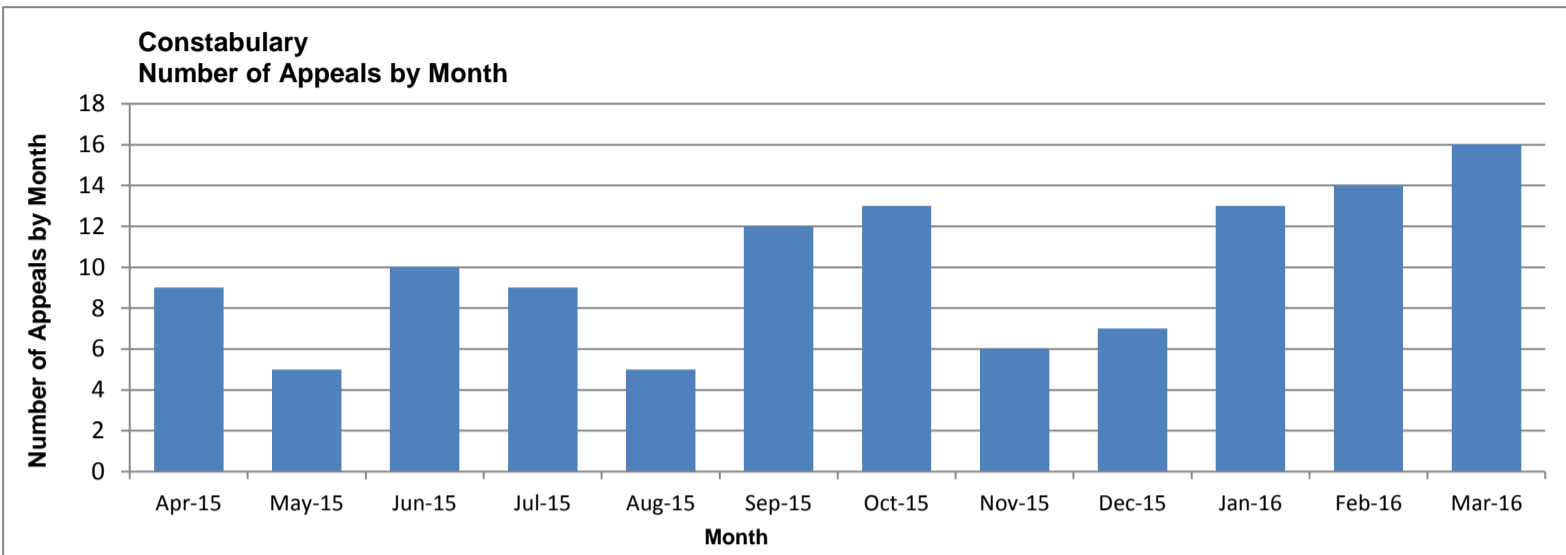
This is PSD based performance information.

Division	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
West	74%	38%	55%	73%	81%	83%	82%	68%	100%	76%	85%	95%
South	96%	100%	86%	76%	38%	80%	94%	38%	42%	48%	64%	100%
East	72%	100%	88%	84%	94%	100%	95%	78%	81%	79%	93%	100%
HQ Crime	100%	33%	100%		0%	50%	50%	100%	100%	100%		
HQ Contact Management	100%	50%	100%	100%	80%	67%	67%	100%	100%	100%	100%	100%
HQ Operations	50%	100%	100%	100%	100%	100%	100%	67%	50%	100%	100%	100%
Headquarters	80%	100%	60%	100%	80%	100%	100%			25%		67%
Constabulary	80%	74%	78%	80%	74%	87%	88%	64%	70%	69%	82%	96%

Number of Appeals received by Division & Month

Select Division

Constabulary



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

Division	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	TOTAL
West	1		1	5	2	3	2	5		4	4	5	32
South	4	2	4	1	2	6	5		3	6	5	6	44
East	3	3	4	3	1	2	5		3	1	5	4	34
HQ Crime	1		1					1					3
HQ Contact Management						1						1	2
Headquarters									1				1
HQ Operations							1			2			3
Constabulary	9	5	10	9	5	12	13	6	7	13	14	16	119

Appeal Types

No of Appeals by Type (last 12 months)

Division	Disapplication	Investigation	Local resolution	Non-recording / Unknown / Discontinuance	TOTAL
West	2	1	29		32
South	1	2	41		44
East	3		31		34
HQ Crime			3		3
HQ Contact Management			2		2
Headquarters			1		1
HQ Operations			3		3
Constabulary	6	3	110	0	119

Appeal Outcomes

No of Appeals by Outcome (last 12 months)

Division	Upheld	Not Upheld	Invalid / Withdrawn	Ongoing	TOTAL
West	2	12		18	32
South	2	14	2	26	44
East	3	7	1	23	34
HQ Crime	1	1		1	3
HQ Contact Management		1		1	2
Headquarters				1	1
HQ Operations				3	3
Constabulary	8	35	3	73	119