



REPORT TO:	STRATEGIC SCRUTINY MEETING
DATE:	September 2021
TITLE:	Professional Standards Dept (PSD) – Complaints & Misconduct
REPORT BY:	Detective Superintendent Zoë Mainey

This report focusses on the period of January 2021 to June 2021 unless otherwise stated. There was an average of 110 cases and 170 allegations recorded per month over the period January to June 2021.

Variability in levels of recorded complaints is noted across geographic areas, with East Division recording the highest number of cases and allegations (130 and 228 respectively) and South Division recording the lowest (95 cases and 198 allegations). However, the ratio of allegations to cases is comparable (with a force average of 1.6 allegations per case).

Performance in terms of 'Timeliness to Record' complaint cases remains high from January to June 2021 with 3 months achieving 100% within the 2-day period. The remaining months have been between 97.3% and 99%.

The top 3 complaint allegation types are concerned with the 'expectations of service' of the complainant not being met. This can be for a variety of reasons but commonly involve decisions/action based on legislation, resource availability and timeliness of the response to a reported incident. This has been consistent for some time now.

Between January and June 2021, 33% (390) of allegations were 'Resolved', and a further 42% (506) were found to have an 'Acceptable Level of Service' or required 'No Further Action'. Unacceptable Service was identified in just 6% of allegations (69 out of 1193).

Non-Schedule 3 complaints (low level issues) account for 59% of all recorded complaint cases (391 out of 663). We are continuing to work towards improving our timeliness of dealing with both Non-Schedule 3 and Schedule 3. We work towards an average of 10 days to finalise Non-schedule 3 and 28 days to finalise Schedule 3.

Between January and June 2021, there were 39 recorded complaint cases and 45 complaint allegations relating to Covid-19. Over the last few months, we have seen a significant reduction in the number of complaints. Quarterly extracts are still provided to the Independent Office for Police Conduct (IOPC).

141 Reviews were received between April 2020 and June 2021. 127 of these (90%) have been handled by the Local Policing Board (LPB) and 14 by the IOPC. Some organisational learning has been captured as a result of the Reviews, for example, confirming in writing to the complainant the allegations we are dealing with. This provides clarity for everyone, as allegations often change from the initial letter of complaint.

Since November 2020, the Constabulary's Survey Bureau have been conducting Customer Satisfaction Surveys with complainants to ascertain how they feel about the service they have received from the

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department. Meaningful analysis can begin in December 2021 once 12 months' worth of data has been captured. In addition, the department is included within the digital survey work being progressed by Corporate Development. The possibilities for the use of digital surveying solutions for PSD are endless and can include other business areas such as vetting applications and misconduct investigations.

We are exploring how independent Complaints' Advocacy Services could be utilised within Lancashire, supported by the IOPC, to encourage complaint reporting and to build trust and confidence within our ethnic communities. In turn, we are sharing vital internal and external networks with the IOPC, such as Link Workers and Independent Advisory Groups (IAGs), to broaden their reach across Lancashire.

Complaint handling has been centralised within PSD and all complaints are dealt with by a dedicated team of Complaint Handlers. This has resulted in an improvement in the quality and timeliness of complaint resolution and ensures that all procedural requirements can be met, including the 28-day updates provided to complainants.

A process has been implemented to log all contact with the complainants on Centurion and training has been provided to the team highlighting the importance of meaningful updates. Supervision within PSD dip sample cases on a regular basis to quality assure the updates provided.

Regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 places a duty on the Appropriate Authority (AA) to report to the IOPC and the Local Policing Body when a local investigation is open for longer than 12 months (and at 6 month intervals thereafter). This includes complaints, conduct and death or serious injury (DSI) investigations. This duty applies to investigations that came to the attention of the AA from 1st February 2020 and provides a new opportunity for improving timeliness and accountability.

The department has a well-established process for capturing data and monitoring progress regarding investigations, with appropriate oversight and scrutiny by the senior leadership team.

There have been 50 Misconduct Cases between January 2021 and June 2021. The most common outcome factor for Finalised Misconduct Allegations in this period was "No Action" (21), followed by "Referral - Reflective Practice Review Practice (RPRP)" (10).

Between January and June 2021, one former officer has been jailed for 10 months after he admitted Misconduct in Public Office. Two police officers were issued with 'Written Warnings' and one member of police staff was issued with a 'Final Written Warning'.

As we seek to embed the new Regulations and in particular the use of the RPRP which places a greater emphasis on learning and prevention, the department is working closely with colleagues in Organisational Development (OD) to create training packages for new starters, existing staff and for line managers. This training will be delivered using a variety of media, utilising Training Days within Basic Command Units (BCUs) and online training packages.

Commencing in October 2020, the Constabulary's inaugural PSD Advisor, Zahid Dudhia, is now well embedded within the department. This innovative new post created as a result of collaboration between the Professional Standards Department and Lancashire Constabulary's Black Police Association (LBPA) seeks to understand the extent of any disproportionality relating to officers and staff from a Black, Asian or Minority Ethnic heritage, within Lancashire's Professional Standards Department and wider Constabulary, and then to work with key internal and external stakeholders to devise and implement strategies to reduce or mitigate against such disproportionality, real or perceived.