

ACCOUNTABILITY BOARD

Meeting to be held on 15 February 2023

Professional Standards Update

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RESTRICTED – Information relating to this decision is restricted as it contains information which if disclosed could prejudice the prevention or detection of crime, the apprehension or prosecution of offenders or the administration of justice.

It is considered that in all circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information

EXECUTIVE SUMMARY

This report will provide a professional standards update for the PCC.

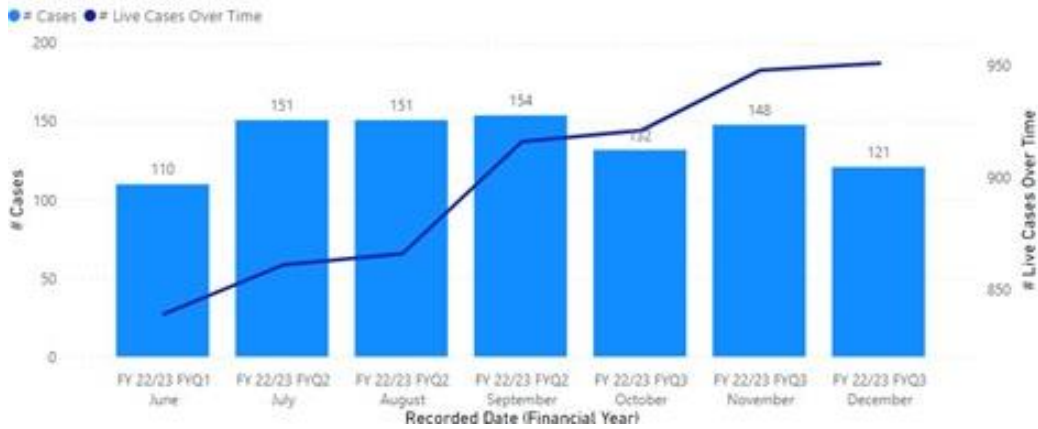
RECOMMENDATION

The Police and Crime Commissioner is asked to consider the information contained in this report, and the information provided within the meeting, and comment accordingly.

Complaint Cases & Allegations Recorded

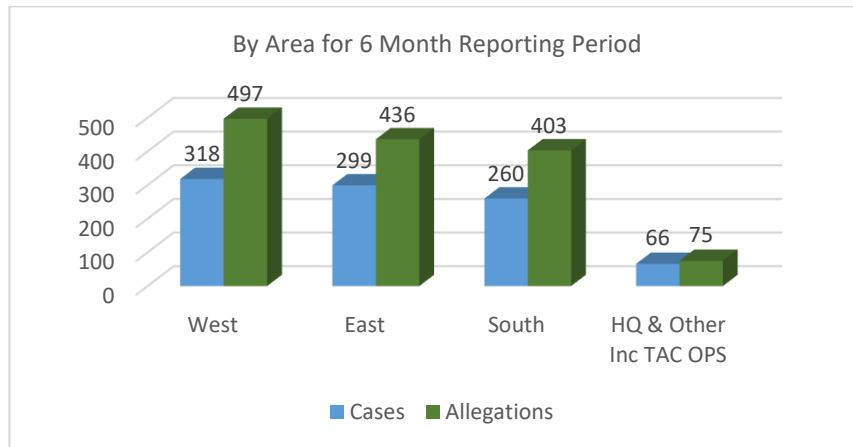
During the reporting period 01/06/2022 to 31/12/2022 a total of **967 complaint cases** were recorded accounting for 1439 Allegations. 61% of those cases were service recovered (i.e. Non Schedule 3).

Fig 1. Complaint Cases and Allegations recorded 01/06/2022 to 31/12/2022



There is slight variability in levels of recorded complaints across the geographic areas, but no themes identified from analysis. 62% of the cases recorded in the reporting period have been finalised.

Fig 2. Complaint Cases and Allegations recorded by Area 01/06/2022 to 31/12/2022



A key focus for the Complaints Team is to increase the numbers of complaints handled outside of Schedule 3. These are expressions of dissatisfaction which are often able to be ‘service recovered’ if contact can be made with the complainant quickly. The figures for 01/06/2022 to 31/12/2022 record 61% of cases were dealt with as Non-Schedule 3.

Timeliness to record remains strong and the department continues to work hard to improve the timeliness of complaint handling.

‘Delivery of Duties and Service’ accounts for 55% of all allegations recorded. This reflects the national picture. During this reporting period there have not been any recorded complaints regarding Race or Stop and Search.

843 cases (1363 allegations) were finalised, during the reporting period. The table below shows that

49% of allegations finalised were 'Resolved' and a further 25% of allegations were found to be of 'Acceptable Service' or required 'No Further Action'. 7% of the allegations were dealt with by way of the 'Reflective Practice Review Process' (RPRP) or 'Learning Through Reflection'.

Fig 3. Complaint Allegation Outcomes 01/06/2022 – 31/12/2022

Case Result	Allegations	% Allegations
Resolved	668	49%
Acceptable Service/No Action	337	25%
Learning Through Reflection	79	6%
RPRP	17	1%

28-day Updates

28-day update letters are coordinated by the Detective Sergeant to ensure consistency in providing complainants with updates. Customer Complaints Officers (CCO's) also retain responsibility for 28 - day updates once they are allocated a complaint. This has streamlined the system and provides consistent, timely and meaningful updates to complainants in accordance with the Regulations.

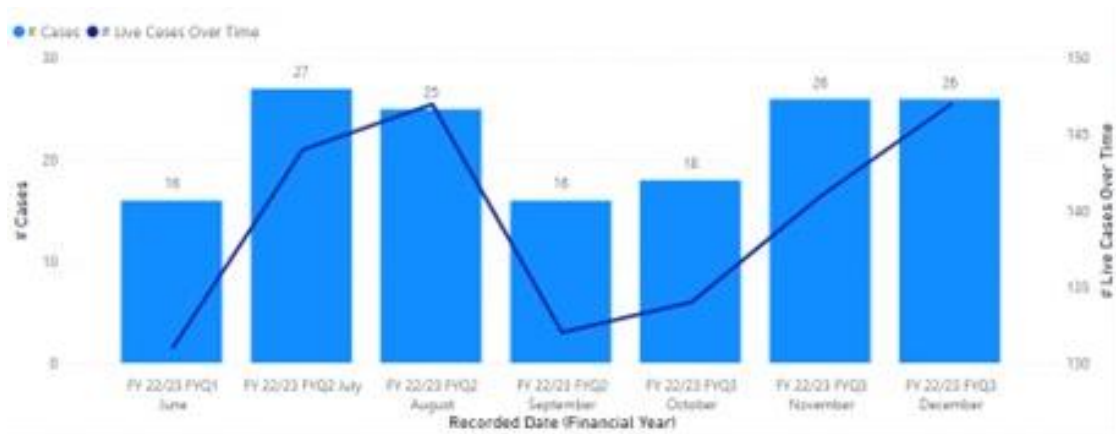
The Complaints Team Detective Inspector now quality assures higher risk categories on a monthly basis, notably; Violence Against Women & Girls (VAWG), Discrimination, Sub-judice and 'prejudicial and improper behaviour'. This enables effective risk management and prioritisation, and improved data integrity.

Two CCOs are dedicated each week to addressing new complaints. We know that early contact with complainants results in a better service with a higher expectation of service recovery. This reduces demand into the department.

Misconduct and Significant Cases

During the reporting period 01/06/2022 to 31/12/2022 a total of 154 Misconduct and Death or Serious Injury (DSI) cases were recorded; 63 Misconduct cases and 91 DSI cases, totalling 110 allegations. There have also been 90 IX cases recorded during this period of which 15 are still 'Live'.

Fig 4. Misconduct & DSI Cases recorded by month 01/06/2022 – 31/12/2022



The table below demonstrates that the 3 highest breaches recorded relate to the Standards of Professional Behaviour of ‘Discreditable Conduct’, ‘Authority, Respect & Courtesy’ and ‘Honesty & Integrity’.

Fig 5. Allegations by Breach Type 01/06/2022 – 31/12/2022

Allegations by Breach Type	Total	% Total
Discreditable Conduct	30	48%
Authority, Respect & Courtesy	15	24%
Honesty & Integrity	13	21%

Levels recorded across the geographic areas are evenly recorded.

Outcomes

12 Investigations were found to have a ‘Case to Answer’, 37 cases were found to have ‘No Case to Answer’ and 8 cases were discharged by way of RPRP.

A number of Misconduct Proceedings have taken place during the reporting period, with the following results:

- 1 Police Officer dismissed from the force for:
 - Non-consensual kiss towards Student Officer
- 3 Former Police Officers ‘Would have been Dismissed’:
 - Honesty & Integrity
 - Honesty & Integrity
 - Anabolic Steroids
- 1 Police Staff Final Written Warning:
 - Fitness for Work (alcohol)

Meetings

4 Misconduct Meetings have taken place resulting in 1 Final Written Warning, 2 Written Warnings and 1 officer receiving RPRP.

Reviews

For the reporting period we have submitted 35 complaint cases for review, 20 have been submitted to the Local Policing Board (LPB) and 15 to the IOPC.

Fig 6.Reviews 01/06/2022 – 31/12/2022

LPB Outcome	Total
Outcome of complaint reasonable and proportionate	17
Outcome of complaint not reasonable and proportionate	1
Awaiting Decision	2
Total	20
IOPC Outcome	Total
Outcome of complaint reasonable and proportionate	2
Outcome of complaint not reasonable and proportionate	1
Not Valid	1
Awaiting Decision	11
Total	15

Organisational Learning

It has been previously highlighted that a priority for the Professional Standards Department is embedding a consistent approach to organisational learning. The PSD has introduced a process whereby learning is captured and collated centrally. This learning is then appropriately directed and subject to review. This allows for a transparent record of the process and ensures continuity and corporate memory. Where appropriate, these lessons are also fed into the Corporate Development Department for inclusion on their Tracker.

The introduction of the Organisational Learning Board (OLB) has provided a forum where learning can be shared, discussed and embedded throughout the Constabulary in a cohesive manner. The Tracker maintained within PSD is essential for ensuring learning is taken to the Organisational Learning Board. Since its inception, PSD has recorded ten lessons into the Organisational Learning s ensuring key learning for the Constabulary is appropriately shared and acted upon. All lessons will be subject evaluation which will also be reported into the OLB.