

REPORT TO:	ACCOUNTABILITY BOARD
DATE:	December 2024
TITLE:	Professional Standards Dept – Complaints
REPORT BY:	Complaints and Hearings Manager Nicola Dewilde

### Complaint Cases & Allegations Recorded

During the reporting period 01/05/2024 to 30/11/2024 a total of **1099 complaint cases** were recorded accounting for 2153 Allegations. 66% of those cases were service recovered (i.e. Non-Schedule 3).

#### # Cases and # Live Cases Over Time

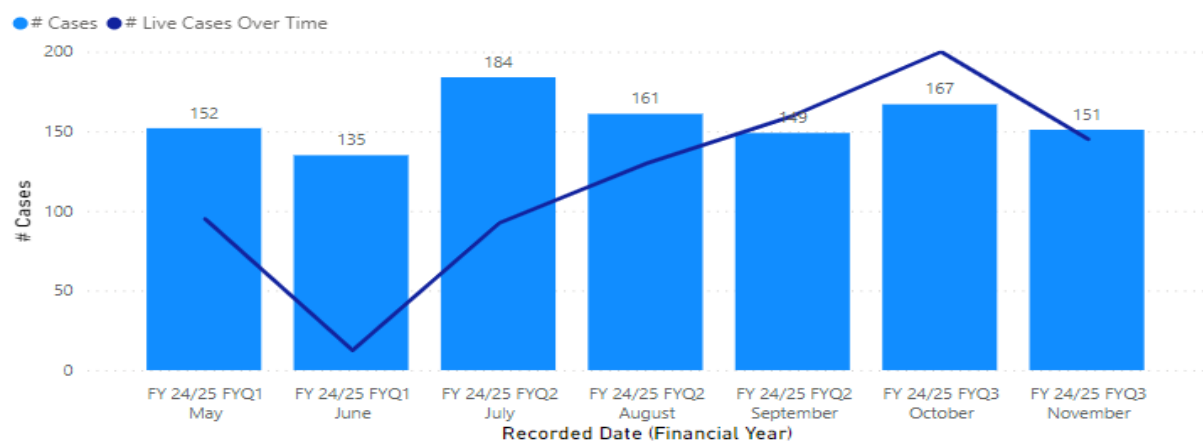


Fig 1. Complaint Cases and Allegations recorded 01/05/2024 - 30/11/2024

During the reporting period 01/05/2024 to 30/11/2024 a total of 1137 complaints were finalised accounting for 2296 allegations. 64% of those cases were service recovered.

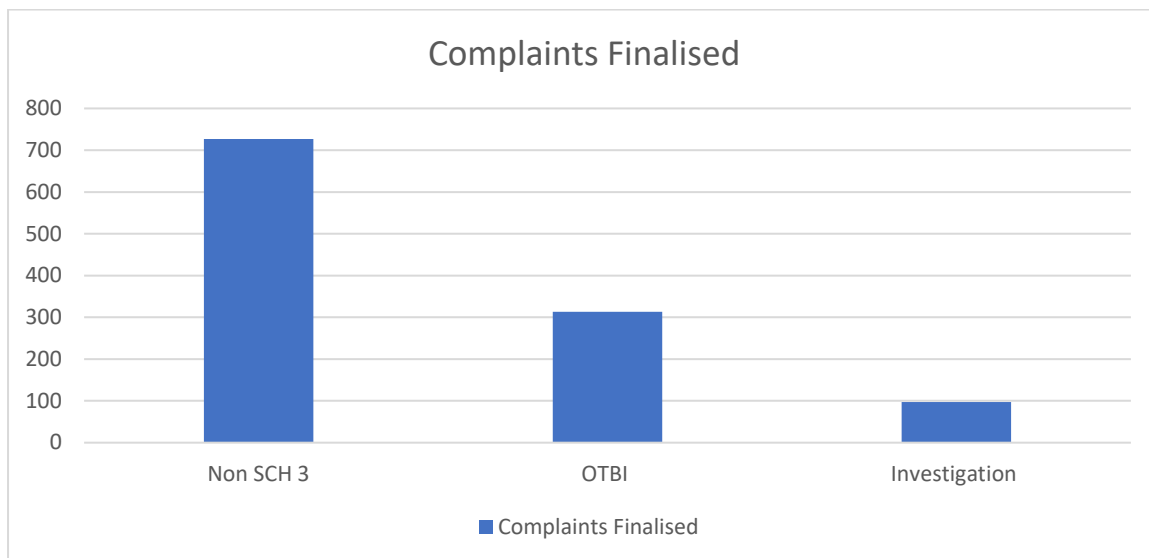


Fig 2. Complaint Cases finalised 01/05/2024 – 30/11/2024

### National Increase

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. Latest figures year to date of 2024/2025 record 67% of cases were dealt with as Non-Schedule 3.

Timeliness to record, contact a complainant and handle a complaint outside of Schedule 3 remain strong. Lancashire are currently outperforming their most similar forces (MSF) and the National average.

### Days to contact complainant

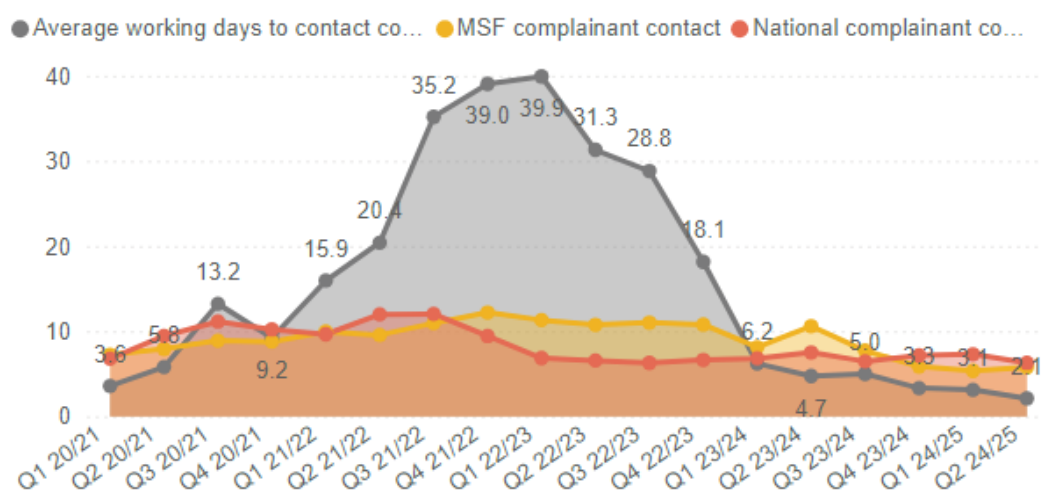


Fig 3. Average number of days to contact complainant compared to National average and MSF.

### Days to handle outside of Schedule 3

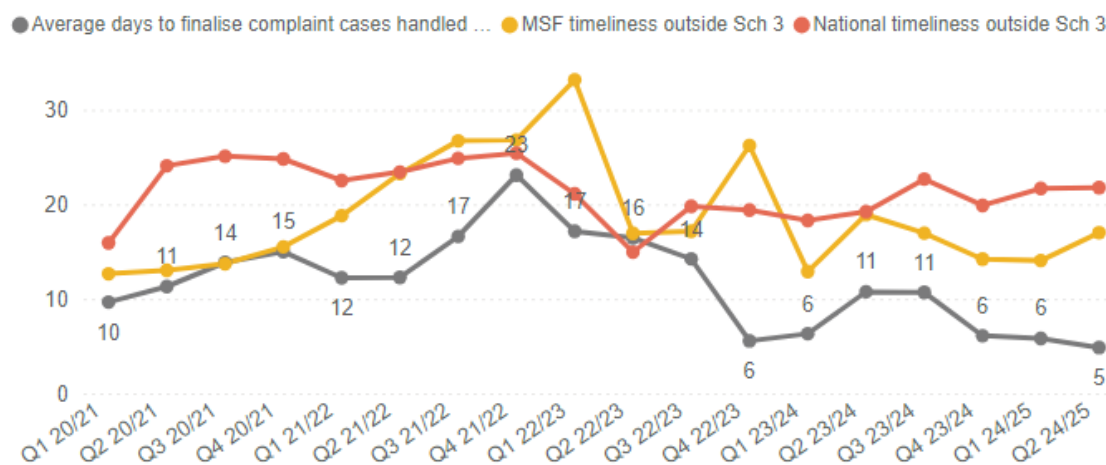


Fig 4. Average number of days to handle a complaint outside of Schedule 3 compared to National average and MSF.

The department continues to work hard to improve the timeliness of complaint handling, now there is no longer a backlog of complaints to be dealt with.

### Days to handle inside of Schedule 3

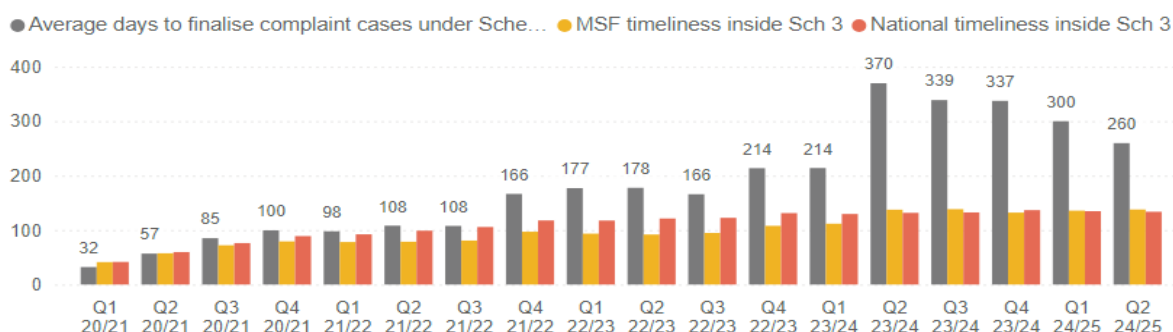


Fig 5. Timeliness reducing – compared to National average and MSF.

‘Delivery of Duties and Service’ accounts for 54% of all allegations recorded. This reflects the national picture. The department recognises this and has worked alongside UCLAN and internal stakeholders to address this allegation category. Producing and delivering the Procedural Justice training to all frontline Immediate Response officers, PC to Inspector. This will now be monitored via a POP with UCLAN to monitor the success of the training.

Complaint numbers remain low regarding Race (24 allegations) and Stop Search (20 allegations). These categories are subject to enhanced scrutiny each quarter by the PSD Advisor and Complaints Manager. Project complaints workshop is now in its infancy, being delivered by the complaints team to ensure that our underrepresented communities have knowledge of the complaints process.

**1137 cases (2296 allegations) were finalised**, during the reporting period. The table below shows that 33% of allegations finalised were ‘Resolved’ and a further 50% of allegations were found to be of ‘Acceptable Service’ or required ‘No Further Action’.

Case Result	Allegations	% Allegations
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Acceptable Service / No Action	1,158	50%
Resolved	756	33%
RPRP	29	1%
Learning by Reflection	120	5%

Fig 6. Complaint Allegation Outcomes 01/05/2024 – 30/11/2024

### Misconduct Proceedings Outcomes

A number of Misconduct Proceedings have taken place during the reporting period, resulting in:

#### Hearings/AMH - Officers

10 full powers or accelerated misconduct hearings have taken place during the reporting period, resulting in 8 officers being dismissed or determined would have been dismissed if still a serving officer and 2 officers receiving a final written warning.

#### Hearings/Fast Track – Police Staff

4 full power or fast track hearings have taken place during the reporting period, resulting in 3 police staff being dismissed and 1 police staff receiving a final written warning. 5 members of police staff resigned following a CTA decision therefore proceedings were discontinued.

#### Meetings

A total of 12 Misconduct Meetings have taken place, resulting in 3 final written warnings, 8 written warnings being issued and 1 officer receiving RPRP.

Hearing/AMH (Officer)	Hearing/ Fast Track (Police Staff)	Meeting (Officer & Police Staff)	Discontinued (Police Staff)
10	4	12	5

Fig 7. Number of misconduct proceedings 01/05/2024 – 30/11/2024

### Reviews

94 Complaint cases have been subject to a Review, 75 of which have been handled by the Local Policing Board (LPB) and 19 by the IOPC.

LPB outcome	Total
Outcome of complaint was reasonable & proportionate	64
Withdrawn	3
Outcome of complaint was not reasonable & proportionate	7
Not valid	1
Total	75
IOPC Outcome	Total
Outcome of complaint was reasonable & proportionate	10
Outcome of complaint was not reasonable & proportionate	5
Withdrawn	2
Not Valid	2

Total	19
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## **Organisational Learning**

One of the key strategic priorities for the department is organisational learning and development. Multiple PSD workstreams have been identified from which valuable learning can be obtained about how the workforce interacts with members of the public and one another.

The learning group has been established with clear links to OD and Media and a newsletter will be published early 2025 to celebrate good work, identify opportunities, themes and trends for RPRP and learning. This will also ensure National learning is disseminated to all staff.

There are wider opportunities for learning and clear links with other departments such as Human Resources, Legal and the Organisational Development Team. The introduction of the Constabulary's Organisational Learning Board provides a perfect forum to feedback learning.