

Police Complaints Information Bulletin - Interim Bulletin

Staffordshire Police

Reporting period - April 2012 to March 2013

Please note: this is an interim bulletin. Some information is missing (see below for more information) and a full bulletin for April 2012 – March 2013 will be published in the Summer.

The information in this bulletin does not reflect the changes introduced to the complaints system by the Police Reform and Social Responsibility Act 2011 (PRSRA) in November 2012. The overall figures for complaint cases and allegations (recorded and finalised) are accurate. However, more detailed information about how allegations were dealt with excludes those dealt with by the new processes introduced by PRSRA (these are shown as 'unknown'). Information relating to appeals and IPCC performance is also missing from this bulletin.

Work is underway to upgrade IT systems in order to include information relating to the new processes in future bulletins.

If you have any questions or require further information, please contact performance.framework@ipcc.gsi.gov.uk

Table A: Key indicators in the handling of complaints

Measure	Actual	Count	Same Period Last Year	MSF Average	National Result
Average Number of Days to Finalise Allegations by Investigation - Local	137		147	141	124
Average Number of Days to Finalise Allegations by Investigation - Supervised	127		0	204	164
Average Number of Days to Locally Resolve Allegations	61		62	65	55
% of Complaint Cases Recorded within 10 days	87%	303	92%	93%	81%
Average Number of Days to Finalise Complaint Case (NOT inc sub judice)	66		80	90	92
Average Number of Days to Finalise Complaint Cases (inc sub judice)	74		90	102	101

Table B: Contextual information on allegations recorded and outcome

Measure	Actual	Count	Same Period Last Year	MSF Average	National Result
# of Allegations per 1000 employees	167		153	197	228
% of 'Incivility, Impoliteness & Intolerance' Allegations	13%	84	18%	16%	16%
% of 'Neglect or Failure in Duty' Allegations	30%	191	27%	31%	30%
% of 'Oppressive Conduct or Harassment' Allegations	12%	80	11%	6%	6%
% of 'Other Assault' Allegations	15%	99	16%	12%	10%
% of 'Unlawful / Unnecessary Detention' Allegations	3%	19	3%	4%	5%
% of Allegations Discontinued	0%	1	1%	0%	1%
% of Allegations Dispensed	1%	8	2%	6%	7%
% of Allegations Withdrawn	9%	57	14%	9%	8%
% of Investigated Allegations Resulting in a Substantiated Finding	0%		0%	0%	0%
% of Investigated Allegations Resulting in an Upheld Finding	11%		17%	16%	12%
Average Number of Days to Finalise Allegations by Investigation - Independent	442		0	196	345
Average Number of Days to Finalise Allegations by Investigation - Managed	0		0	0	663

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Data Sources:

Complaint case and allegations data are taken from the XML data submissions from Forces. The number of police employees is sourced from the Home Office statistics (the latest publication available for inclusion in this report was March 2012). The measure 'number of allegations recorded per 1000 employees' excludes contracted staff.

Counting Rules:

The counting rules used to produce the measures shown in this bulletin can be found on the IPCC website http://www.ipcc.gov.uk/en/Pages/policy_complaints_stats.aspx

Counts:

The count column provides some context to the percentage measures that are shown in the dashboard. For example, for the measure '% of Neglect or Failure in Duty Allegations' the number of allegations is shown in the count column.

Data constraints:

The data is sourced from live IT systems and provides a snap shot of information. Therefore, there may be some variation between information taken directly from a Force system.

The MSF average for supervised allegations is not as meaningful for MSF groups where one or more Forces have not finalised any allegations by a supervised investigation. This does not apply to national results.

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Complaint Cases and Allegations

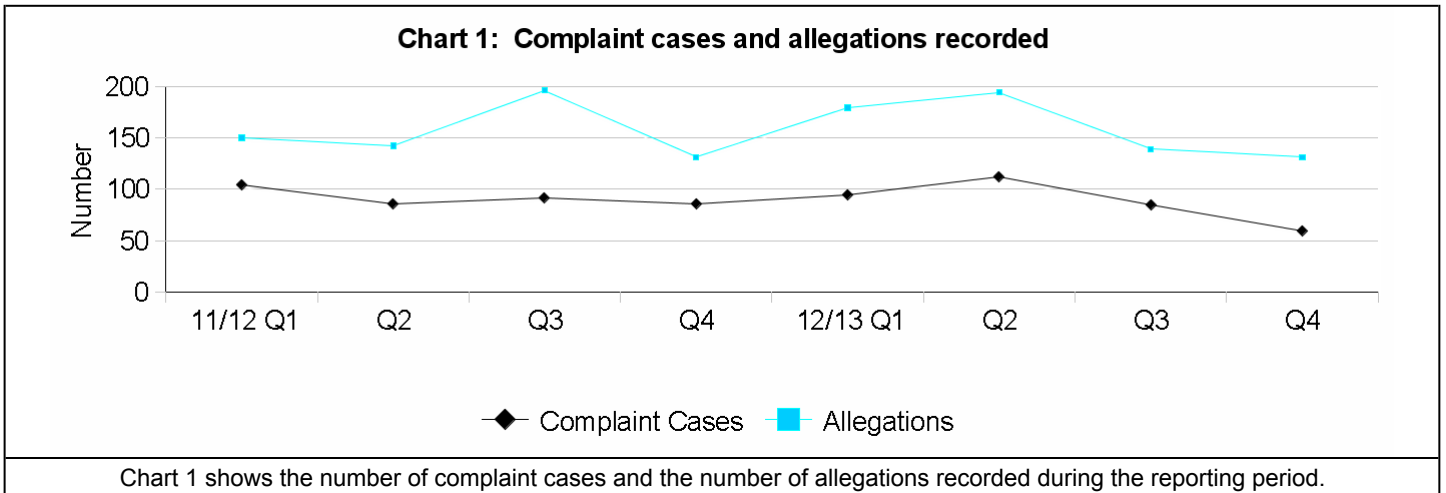
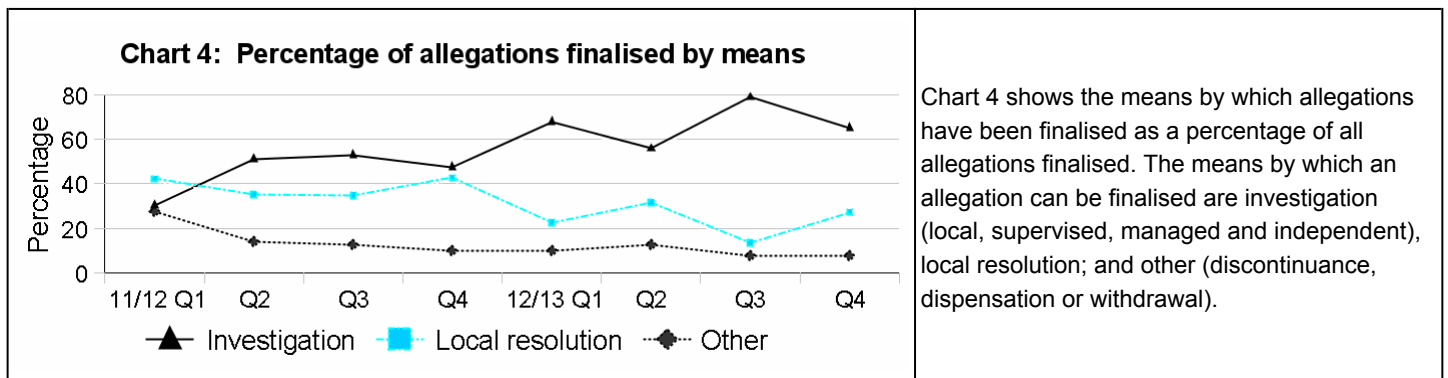
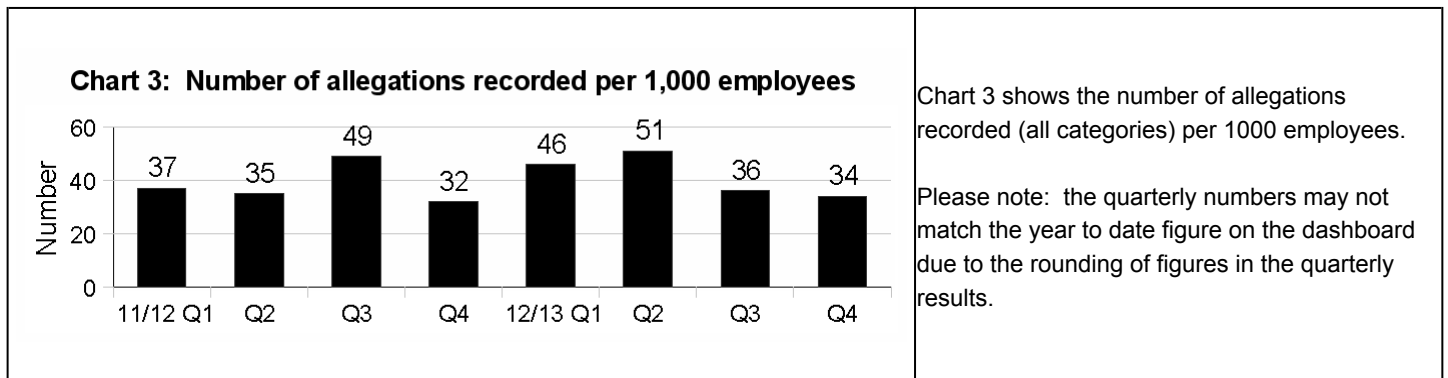
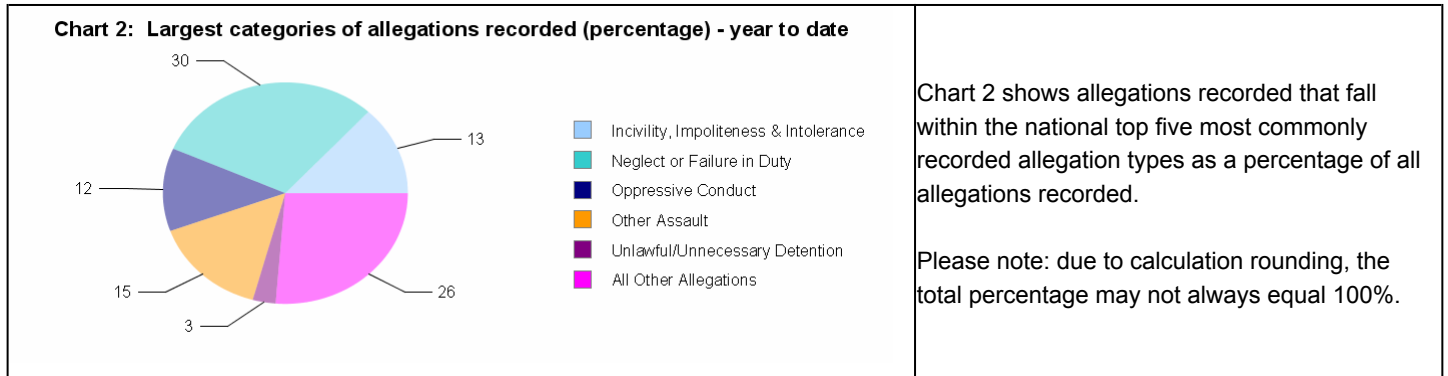


Table D: Complaint cases recorded and allegations recorded		
Period	Complaint cases recorded	Allegations recorded
11/12 Q1	104	150
Q2	86	142
Q3	92	196
Q4	86	131
12/13 Q1	94	179
Q2	112	194
Q3	85	139
Q4	59	131

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Allegations



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Ways in which allegations are finalised

Table E: Number of allegations finalised by investigation type						
Period	Independent	Managed	Supervised	Local	Allegations finalised by Investigation	
11/12	Q1	0	0	0	43	43
	Q2	0	0	0	55	55
	Q3	0	0	0	76	76
	Q4	0	0	0	62	62
12/13	Q1	0	0	0	69	69
	Q2	0	0	0	136	136
	Q3	0	0	7	138	145
	Q4	7	0	0	84	91

Table F: Outcome of allegations finalised by investigation (recorded against complaint cases pre 1st April 2010)				
Period		Substantiated	Unsubstantiated	
11/12	Q1	0	1	
	Q2	0	0	
	Q3	0	0	
	Q4	0	0	
12/13	Q1	0	0	
	Q2	0	0	
	Q3	0	0	
	Q4	0	0	

Table F details the outcome of investigated allegations that were recorded against a complaint case started before the 1st April 2010. The allegation is substantiated where there is evidence to suggest that there is a case to answer for misconduct/unsatisfactory performance by a police employee.

Table G: Outcome of allegations finalised by investigation (recorded against complaint cases post 1st April 2010)				
Period		Upheld	Not Upheld	
11/12	Q1	6	36	
	Q2	14	41	
	Q3	10	66	
	Q4	10	52	
12/13	Q1	4	65	
	Q2	18	118	
	Q3	15	130	
	Q4	10	81	

Table G details the outcome of investigated allegations that were recorded against a complaint case started on or after the 1st April 2010. This reflects statutory guidance. The complaint is upheld where there has been an unreasonable breakdown in service or failure in service which has adversely affected the complainant. This does not imply that there is a case to answer for misconduct/unsatisfactory performance by a police employee.

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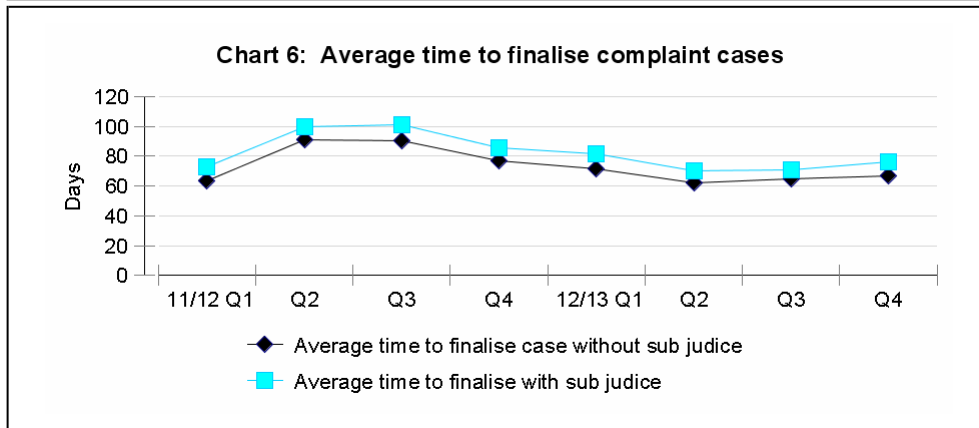
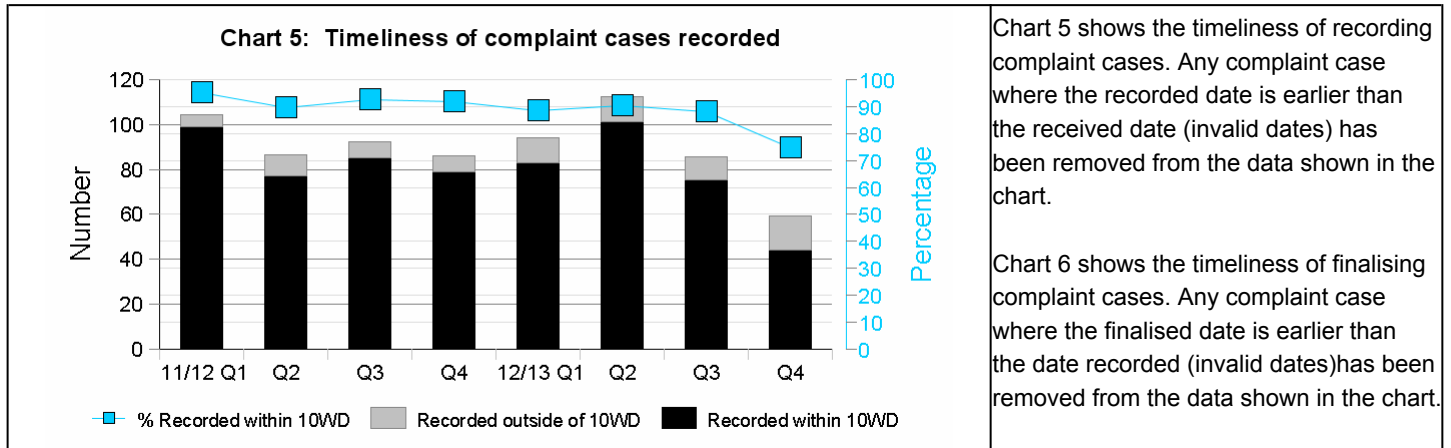
Table H: Allegations finalised by other means

	Period	Local resolution	%	Withdrawn	%	Discontinued	%	Dispensed	%
11/12	Q1	60	42	35	25	1	1	3	2
	Q2	38	35	9	8	1	1	5	5
	Q3	50	35	15	10	1	1	2	1
	Q4	56	43	12	9	0	0	1	1
12/13	Q1	23	23	8	8	0	0	2	2
	Q2	77	32	29	12	0	0	2	1
	Q3	25	14	13	7	0	0	1	1
	Q4	38	27	7	5	1	1	3	2

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Measures of Timeliness



Year	Period	# Complaint Cases Finalised
11/12	Q1	98
	Q2	73
	Q3	106
	Q4	78
12/13	Q1	59
	Q2	126
	Q3	75
	Q4	83

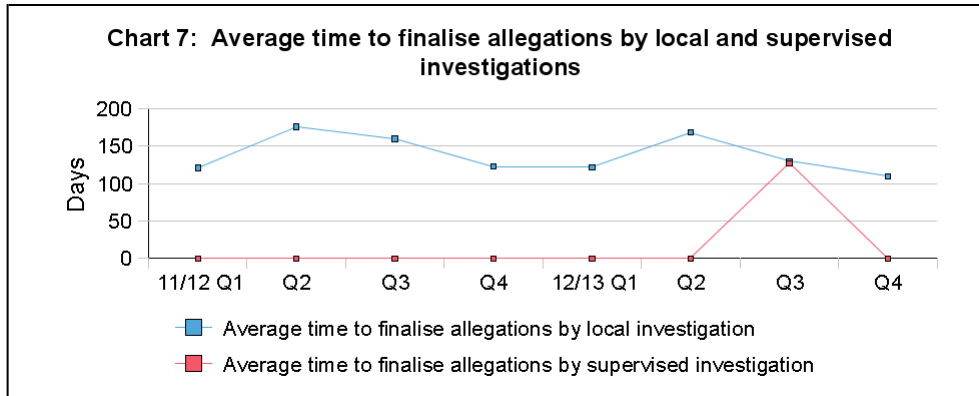


Chart 7 shows the timeliness of finalising allegations by local and supervised investigations. Any allegation with invalid dates have been removed from the data shown in the chart.

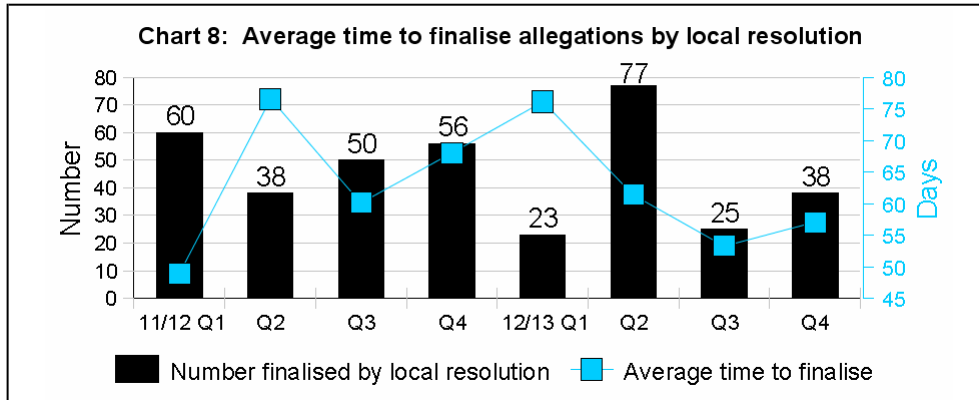


Chart 8 shows the timeliness of finalising allegations by local resolution. Any allegation with invalid dates has been removed from the data shown in the chart.