

<b>For Information</b>	
<b>Public</b>	
<b>Report to:</b>	<b>Joint Audit and Scrutiny Panel (JASP)</b>
<b>Date of Meeting:</b>	<b>30<sup>th</sup> May 2018</b>
<b>Report of:</b>	<b>Chief Constable</b>
<b>Report Author:</b>	<b>Detective Superintendent Leona Scurr Professional Standards Department (PSD)</b>
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<b>Other Contacts:</b>	
<b>Agenda Item:</b>	<b>14</b>

\*If Non Public, please state under which category number from the guidance in the space provided.

## **Complaint and Misconduct Investigations**

### **1. Purpose of the Report**

- 1.1 To inform the PCC in respect of Force performance relating to the handling of complaint and conduct matters in accordance with the Police Reform Act 2002 and Independent Office of Police Conduct (IOPC) Statutory Guidance on the handling of complaints.

### **2. Recommendations**

- 2.1 The recommendation from the last meeting was to compare Nottinghamshire Police's performance with other Forces. This comparative data is complete up to the end of Quarter 3 2017/2018 as the end of year data is not yet available. Up to date comparison has been achieved by the Head of the Professional Standards Department (PSD) through an oversight and scrutiny meeting held in April 2018 with the IOPC.
- 2.2 The outcome of that meeting was for Nottinghamshire Police to dip test that it is applying the local resolution suitability test correctly. This is fundamental to ensuring that complaints are dealt with correctly under the Police Reform Act 2002.

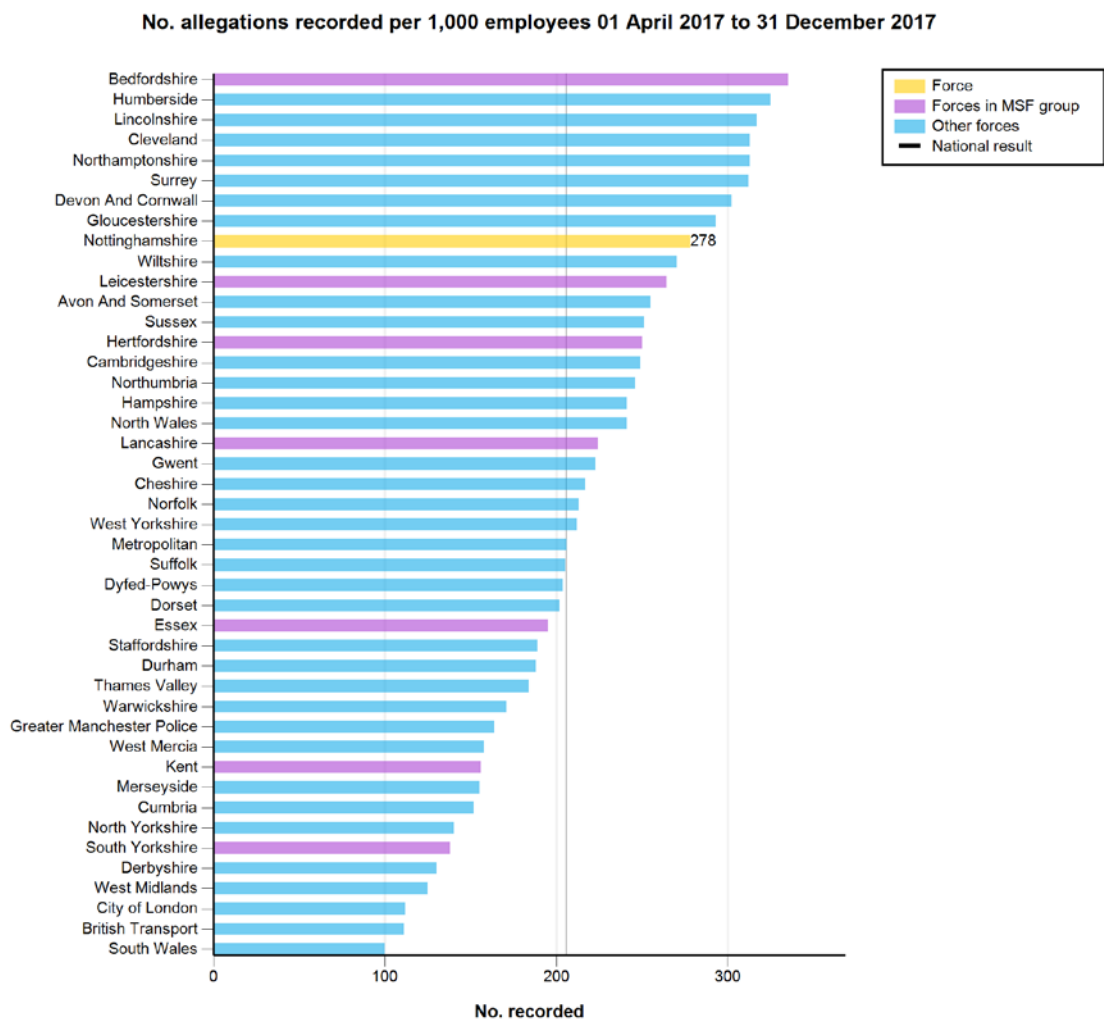
### **3. Reasons for Recommendations**

- 3.1 Nottinghamshire Police resolves a comparatively high percentage of complaints through the local resolution process currently 76%. This is a positive statistic as the IOPC expectation is that 70% of complaints are dealt with this way. Local resolution means there is no indication of a conduct or criminal matter within the complaint.
- 3.2 To put this into context the national average is 46% of complaints being dealt with by way of local resolution. Therefore the hypothesis is Nottinghamshire Police already has a good grasp of the applying the legislation and takes a proportionate approach to how it deals with dissatisfaction.

3.3 Nottinghamshire Police will undertake a dip sampling exercise with the IOPC on 28<sup>th</sup> May 2018 to ensure it is applying the local resolution test correctly in order to ensure that misconduct or criminality isn't being missed is a very small proportion (6%) of cases.

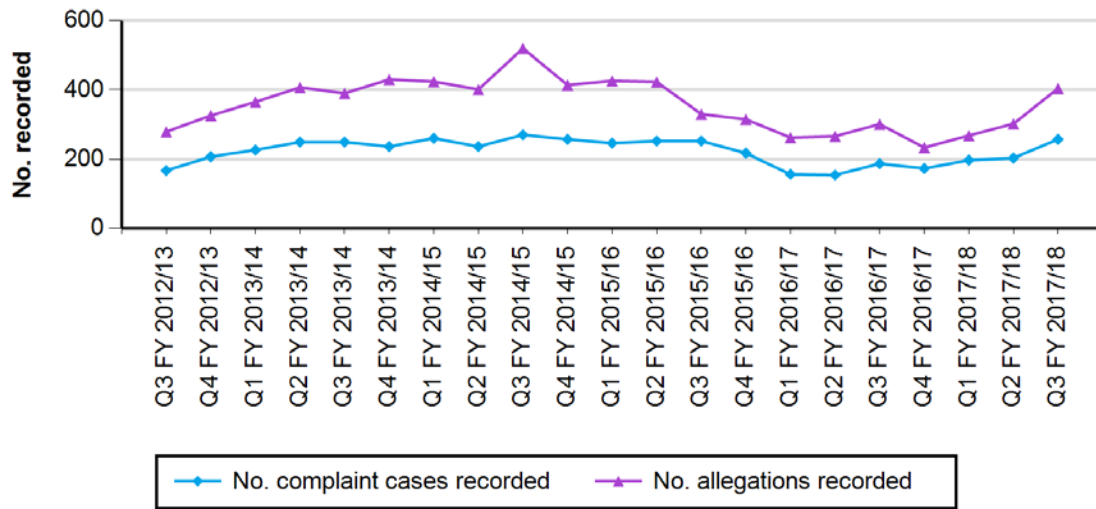
#### 4. Summary of Key Points

4.1 National complaints statistics do not compare the number of complaints recorded by each force. One public complaint could comprise of multiple allegations. The comparator is therefore the number of allegations per 1000 employees.

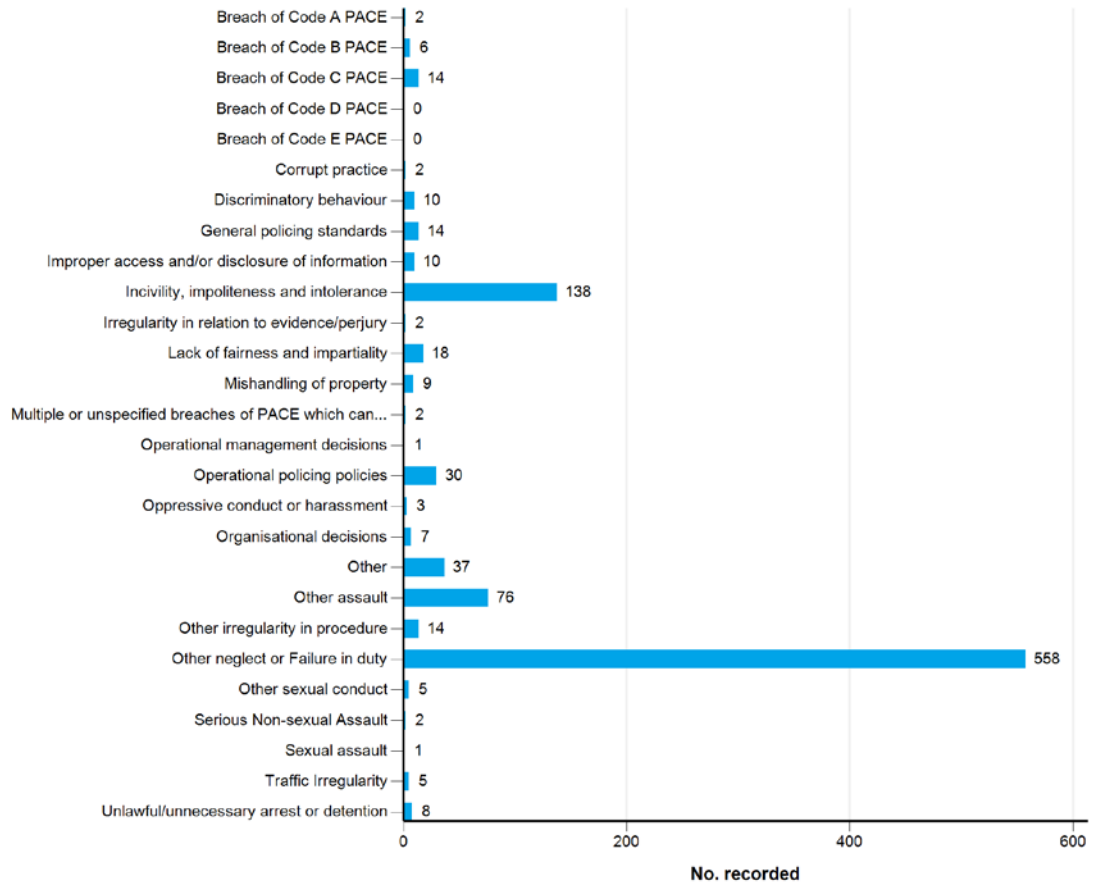


4.2 There has been a 30 % increase in the number of complaints recorded per month since October 2017. The number of complaints recorded per month is still within normal control limits and is not a concern. This 30% increase has been consistent through to 31<sup>st</sup> March 2018. The line chart below shows the number of complaint cases recorded for Nottinghamshire Police. The bar chart shows the number of allegations recorded in each category year to date.

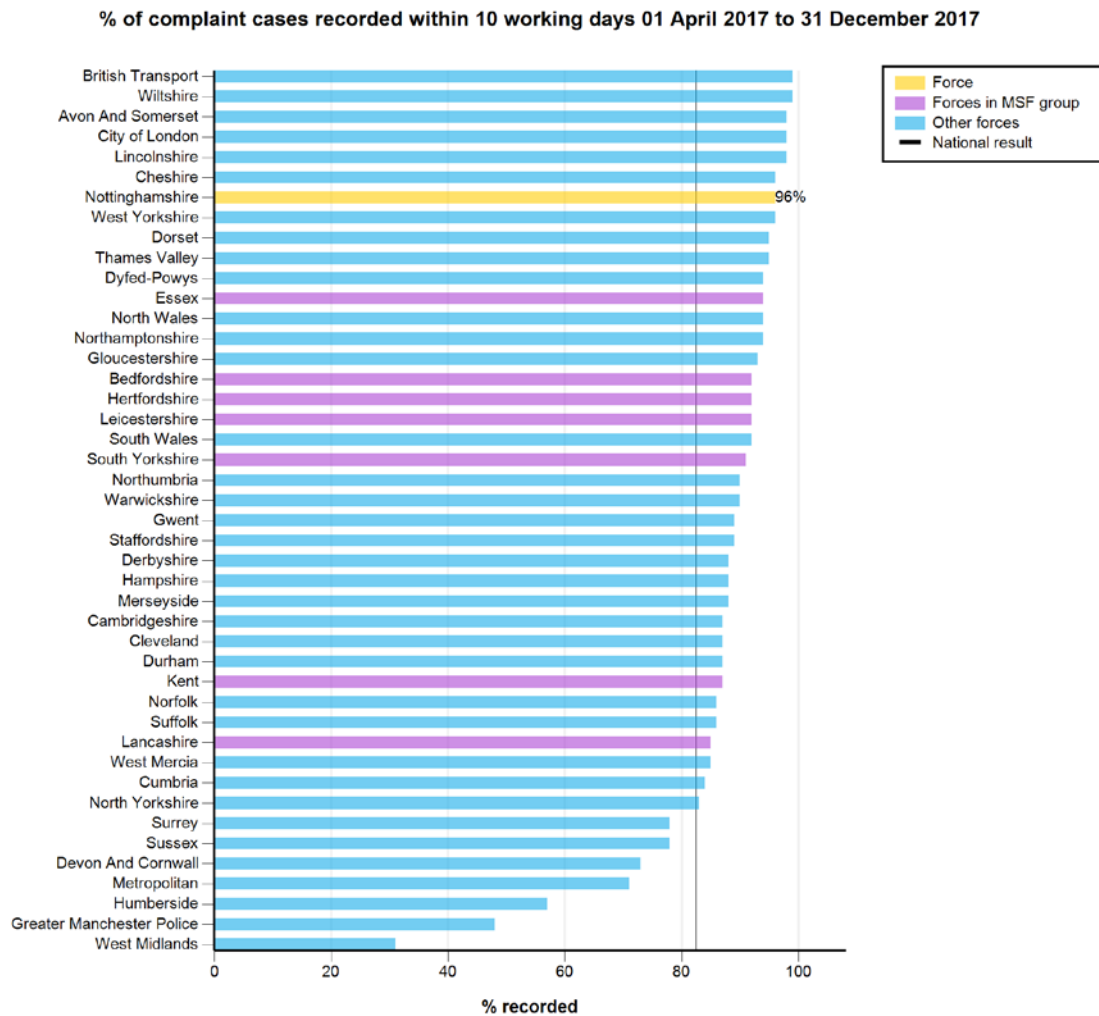
### No. complaint cases and allegations recorded



### Nature of allegations recorded 01 April 2017 to 31 December 2017

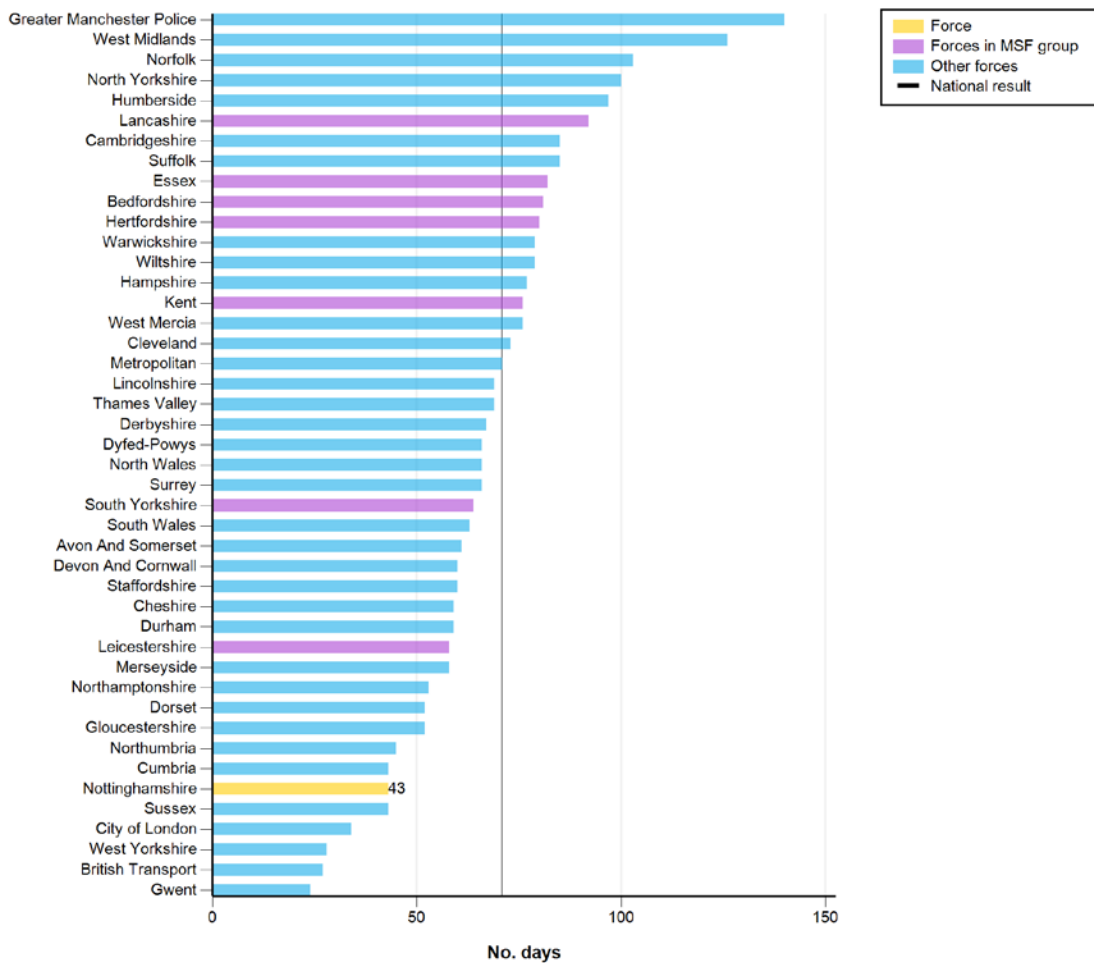


4.3 Despite the 30% increase, Nottinghamshire Police consistently records 96% of complaints within the 10 day time limit stipulated within legislation.



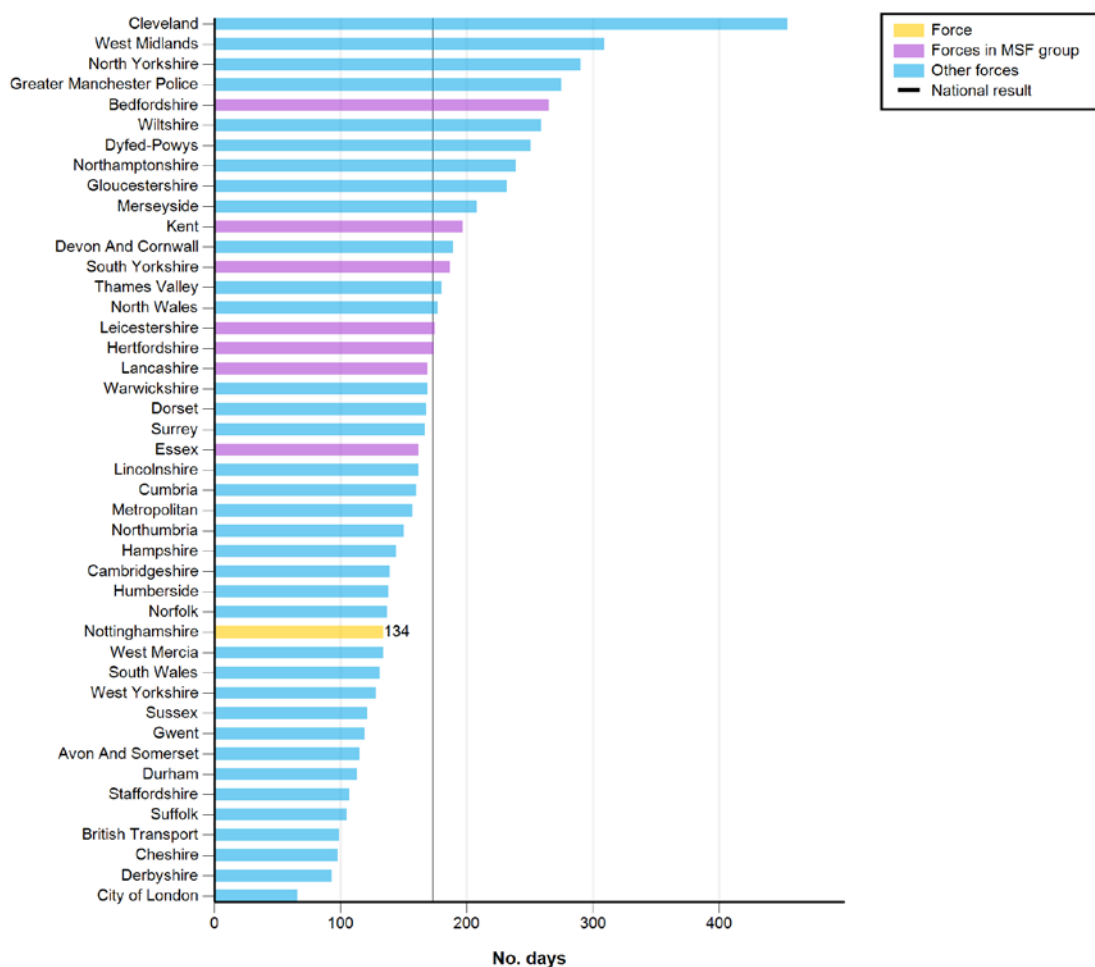
4.4 Nottinghamshire Police on average takes 43 days to resolve a complaint by way of local resolution. There is no target within the statutory guidance on timescales for completion, however the Force sets an initial deadline of 28 days.

Ave no. days to locally resolve allegations 01 April 2017 to 31 December 2017



4.5 Nottinghamshire Police takes on average 134 days to complete a PSD led investigation. There is no target within the statutory guidance on timescales for completion, however the Forces sets an initial deadline of 120 days.

Ave no. of days to finalise allegations by local investigation 01 April 2017 to 31 December 2017



## 5. Financial Implications and Budget Provision

5.1 There are no financial implications arising from this report.

## 6. Human Resources Implications

6.1 There are no HR implications arising from this report.

## 7. Equality Implications

7.1 There are no equality implications arising from this report.

## 8. Risk Management

8.1 There are on risks arising from this report.

## **9. Policy Implications and links to the Police and Crime Plan Priorities**

9.1 There are no policy implications arising from this report.

## **10. Changes in Legislation or other Legal Considerations**

10.1 There are no changes in legislation to consider with regards to this report.

## **11. Details of outcome of consultation**

11.1 No additional consultation has been carried out in relation to this update.

## **12. Appendices**

12.1 There are no appendices relating to this report.