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Professional Standards

PSD QUARTER 1-4

Data Pack

April 2023 to March 2024

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Produced by PSD Analytical Team

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1. Introduction

This document seeks to set out key data in relation to public complaint and conduct¹ cases recorded by the Professional Standards Department for Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary.

It is intended to sit alongside the Independent Office for Police Conduct reporting on public complaints, and to complement internal monitoring processes for performance, themes and trends.

It provides an overview of the number and type of allegations in recorded public complaint and conduct cases, and the outcomes of finalised public complaint and conduct cases. It also provides data on the number and outcome of public complaint reviews.

2. Public Complaints

2.1 Cases and Allegations Recorded

2.1.1 Cases and Allegations Recorded

The table below shows the number of complaint cases recorded by PSD under Schedule 3. It also shows the total number of complaints logged by each force’s customer service team. The second table shows the proportion of logged cases which have been closed during the period and which are referred for recording under Schedule 3.

Table 1 Complaints recorded by PSD under Schedule 3 and total number of all recorded complaints

April 2023 to March 2024	Beds Cases	Beds Allegations	BCH Cases	BCH Allegations
PSD recorded complaints	292	813	952	2814

¹ All abbreviations and specialised terms are defined in the glossary at the end of this document.

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PSD recorded complaints per 1,000	105	293	93	274
CRT logged complaints	1104	1275	3582	5355
CRT logged complaints per 1,000	398	459	349	521

Table 2 Complaints closed by the Complaints Review Team and complaints referred to PSD under Schedule 3

April 2023 to March 2024	Complaints Review Team complaints closed	Percentage closed which are Schedule 3	Approximately total referred to PSD as Schedule 3 ²
Beds	919	33.3%	306

2.1.2 Handling of complaints recorded under Schedule 3 under current police regulations

Table 3 Handling of complaints recorded under Schedule 3 current police regulations

April 2023 to March 2024	Beds	Total Q4 2023-24	Percent of total
PSD complaint	164	589	61%
Area complaint	127	360	37%
IOPC or PCC Complaint	2	3	0.3%
Awaiting determination	1	9	0.9%

² These figures will not exactly match those shown in the table above due to a slight lag between closure and referral to PSD, and formal recording.

Total	294	961	-
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2.2 Nature of Allegations

2.2.1 Allegations recorded under current Police Regulations

The seven tables below shows the number of allegations recorded in [each IOPC³ complaint category](#) to the end of Quarter 4 2023/24, for public complaints recorded under Schedule 3 under the current Police Regulations. The number of allegations recorded at the same point in the previous year are included for comparison.

Table 4 Total of all allegations recorded between April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Total	810	706	2811	2776

Table A: Delivery of Duties and Service for April 2023 to March 2024:

Complaint Allegations	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Police action following contact	64	50	364	336
Decisions	68	40	250	165
Information	45	12	246	166

³ See abbreviations and glossary on the page 23

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General level of service	69	113	163	301
Total	246	215	1023	968

Table B: Police Powers, Polices and Procedures for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Stops and stop and search	18	15	32	53
Searches of premises and seizure of property	26	19	84	72
Power to arrest and detain	38	27	137	127
Use of force	93	69	229	234
Detention in police custody	29	26	109	94

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Bail, identification and interview procedures	14	11	55	36
Evidential procedures	16	14	46	52
Out of court disposals	2	3	7	11
Other policies and procedures	46	40	86	106
Total	282	224	785	785

Table C: Handling of or damage to property/premises for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Handling of or damage to property / premises	29	1	92	66
Total	29	1	92	66

Table D: Access and/or disclosure of information for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Use of police systems	3	0	5	4
Disclosure of information	15	16	71	78
Handling of information	7	5	14	20
Accessing and handling of information from other sources	1	1	2	4
Total	26	22	92	106

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Table E: Use of Police Vehicles for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Use of police vehicles	4	2	16	11
Total	4	2	16	11

Table F: Discriminatory Behaviour for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Age	0	1	1	1
Disability	14	7	60	31
Gender Reassignment	0	0	0	0

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Pregnancy and maternity	0	1	0	1
Marriage and civil partnerships	0	0	0	0
Race	48	44	111	123
Religion or belief	5	5	6	6
Sex	12	11	31	34
Sexual orientation	2	0	6	6
Other	1	4	4	8
Total	82	73	219	210

Table G: Abuse of Position / Corruption for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Organisational corruption	2	2	7	6
Abuse of position for sexual purpose	0	0	1	2
Abuse of position for purpose of pursuing an inappropriate emotional relationship	0	0	2	0
Abuse of position for financial purpose	0	1	2	2
Obstruction of Justice	7	9	25	38

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Abuse of position of other purpose	3	7	11	23
Total	12	19	48	71

Table H: Individual behaviours for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Impolite language / tone	20	14	74	81
Impolite and intolerant actions	8	11	44	39
Unprofessional attitude and disrespect	29	54	128	145

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Lack of fairness and impartiality	27	22	112	106
Overbearing or harassing behaviours	33	35	124	140
Total	117	136	504	511

Table J: Sexual conduct for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Sexual conduct	1	4	6	12
Total	1	4	6	12

Table K: Discreditable conduct for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Discreditable conduct	10	4	24	26
Total	10	4	24	26

Table L: Other conduct for April 2023 to March 2024:

Complaint Allegation	Beds Q1-4 2023/24	Beds Q1-4 2022/23	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Other	1	6	2	10
Total	1	6	2	10

Of the above allegations those in the table below were recorded as organisational and not against a named subject.

Table 5 Number of organisational allegations by force for April 2023 to March 2024

April 2023 to March 2024	Beds	BCH
Organisational allegations by force	64	329

2.3 Finalisation of complaints

2.3.1 Finalised Allegations under current Police Regulations

The table below shows how allegations recorded under new Police Regulations (that is recorded since 1st February 2020) have been finalised during the period. This is the worst-case allegation result, not subject result, as there may be more than one subject of an allegation.

Table 6 Outcomes of allegations finalised

April 2023 to March 2024	Beds	BCH	Percentage of total
The service provided by police was acceptable	622	1929	68%
The service provided by police was not acceptable	94	326	12%
The force has not been able to determine if the	67	212	7%

service provided was acceptable			
Withdrawn	43	85	3%
No further action	32	200	7%
De-recorded ⁴	13	31	1%
Case to answer	1	23	0.8%
No Case to answer	6	21	0.7%
Total	878	2827	

2.3.2 Subject to Special Requirements / Special Procedures (regulation notices served)

The table below shows the outcomes of those allegations which were subject to Special Requirements. Investigations under Special Requirements are for public complaints where the allegation(s) made are assessed to meet the threshold for Misconduct or Gross Misconduct⁵. Note there are usually multiple allegations in each case; the table reports on each individual allegation.

Table 7 Allegation outcomes under special requirements

April 2023 to March 2024	Beds
Case to Answer	1
No Case to Answer	6

Table 8 Outcomes for allegations where there was a case to answer

April 2023 to March 2024	Beds
Referral to Reflective Practice Review Process	0
Referral to Proceedings	1
Management Action	0
No Action	0

⁴ This is where a case or allegation has been recorded in error (either administrative or by misidentification due to information provided) but for audit purposes is not deleted.

⁵ See the abbreviations and glossary at the page 23.

2.3.4 Not Subject to Special Requirements / Special Procedures (no regulation notices served)

For cases finalised under new Police Regulations where Special Procedures were not engaged, subject officers can receive Learning from Reflection or be more formally referred for Reflective Practice (Practice Requiring Improvement). In Q4, the following individual outcomes were recorded in each force:

Table 9 Reflective practice outcomes

April 2023 to March 2024	Beds
Learning from Reflection	126
Referral to Reflective Practice Review Process	15

2.4 Public Complaint Appeals and Reviews

2.4.1 Public Complaint Reviews under current Police Regulations

Under current Police Regulations complaint appeals have been replaced by complaint reviews. LPB (Local Policing Body) ⁶reviews are completed for complaints which have been dealt with otherwise than by investigation, generally complaints dealt with by the local area. IOPC reviews are used for complaints which have been investigated, usually by PSD.

Table 10 Local Policing Body reviews handled under current Police Regulations

April 2023 to March 2024	Beds	BCH
LPB Reviews Recorded	50	150
LPB Reviews Completed	51	159
LPB Reviews with Outcome of Not Reasonable and Proportionate	3	20

⁶ See the abbreviations and glossary on page 23.

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- Requiring an IOPC Referral	0	0
- Requiring Investigation	0	2
- 28ZA Recommendation	3	17
- Action Plan Recommendation	0	0
- Apology to complainant	0	1
- No Further Action	0	0

Table 6 IOPC Reviews handled under current Police Regulations

April 2023 to March 2024	Beds	BCH
IOPC Reviews Recorded	34	109
IOPC Reviews Completed	34	108

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IOPC Reviews with Outcome of Not Reasonable and Proportionate ⁷	6	24
- Makes its own Finding	0	2
- Requiring Re-investigation	2	5
- Requiring investigation	2	9
- Recommendations on Finding	0	0
- Section 28ZA of Schedule 3 to the Police Reform Act 2002 Recommendation	1	5
- Notifies Crown Prosecution Service	0	0
- Recommendation for Reflective Practice Review	0	1
- Recommendation that the subject's performance is unsatisfactory	0	1
- Recommendation that any disciplinary proceedings brought are modified	0	0
- Recommendation that the subject has a case to answer	0	1

⁷ Some of the IOPC reviews finalised were returned with more than one recommendation, therefore some of the results won't add up to the total reviews finalised.

3. Conduct

3.1 Cases and Breaches Recorded

The tables below show the number of conduct cases recorded of each type, broken down by Officers and Staff. Data is reported by subject, so a case with multiple subject employees will be counted once for each employee. Some employees in the same case may have a different assessment decision.

Table 7 Officer Assessment Decisions

April 2023 to March 2024	Beds	BCH
Recorded Gross Misconduct	33	108
Recorded Misconduct	19	54
Recorded Not Misconduct / No Action	1	9
Recorded Reflective Practice Review Process	9	43
UPP	0	0
No Assessment (Awaiting)	0	0
De-recorded	0	0
Total	62	208
Total cases per 1,000 officers ⁸	41	33

Table 8 Staff Assessment Decisions

April 2023 to March 2024	Beds	BCH
Recorded Gross Misconduct	16	48
Recorded Misconduct	5	14
Recorded Not Misconduct	3	7
Recorded Reflective Practice Review Process	4	12

⁸ Including Specials. Based on data submitted to Home Office March 2021.

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No Assessment (Awaiting)	0	0
Total	28	81
Total cases per 1,000 staff ⁹	22	20

3.2 Nature of Cases

3.2.1 Conduct breaches

The table below shows the number of breaches of the Standards of Professional Behaviour in each category during the reporting period. A breach is the equivalent of an individual allegation forming part of the conduct case.

Table 9 Standard of Professional Behaviour breaches recorded between April 2023 and March 2024.

April 2023 to March 2024	Beds	BCH
Honesty and Integrity	31	80
Authority Respect and Courtesy	34	129
Equality and Diversity	4	32
Use of Force	5	19
Orders and Instructions	18	59
Duties and Responsibilities	22	71
Confidentiality	10	33
Fitness for Duty	0	3
Discreditable Conduct	57	182
Challenging & Reporting Improper Conduct	2	9
Total	183	617

3.2.2 Themes in conduct cases

Conduct cases which included an allegation relating to the PSD Control Strategy¹⁰ are given an additional categorisation as well as the allegation type. The table below summarises the cases recorded to the end of Quarter 4 2023/24, and the same period last year for comparison, in relation to the Control Strategy, by force.

⁹ Including PCSOs. Based on data submitted to Home Office March 2021.

¹⁰ The Control Strategy comprises: Sexual Misconduct, Disclosure of Information, Misuse of Force Systems, Discriminatory Behaviour and Domestic Abuse (with police as perpetrators). In addition, there is an Intelligence Requirement in respect of Infiltration, Vulnerability, Reportable Associations and Controlled Drug Use and Supply.

Table 10 Conduct cases with allegations relating to the PSD Control Strategy

Theme	Beds Q1-4 2023/24	BCH Q1-4 2023/24	BCH Q1-4 2022/23
Sexual misconduct	5	32	39
- Of which abuse of position	2	7	8
- Of which workplace	0	14	18
- Of which other	3	11	13
Disclosure of information	4	12	8
Misuse of force systems	3	12	21
Reportable associations	0	1	2
Racism	3	10	2
Discriminatory behaviour	1	9	21
Domestic abuse	8	26	14
Infiltration	1	1	0
Social Media	3	10	10
Total ¹¹	28	113	117

3.3 Finalisation of Cases

3.3.3 Outcomes from Proceedings for Officers

The first table on shows the type of hearing to which officers for Case to Answer with formal proceedings have been subject.

¹¹ Total will not match the breakdown by theme exactly, as some cases involve more than one Control Strategy theme.

Table 11 Police officer subject to proceedings when Case to Answer found

April 2023 to March 2024 (Number of Officers)	Beds	BCH
Accelerated Hearing	5	14
Gross Misconduct Hearings	4	15
Misconduct Meetings	8	13
Resigned (with case to answer)	1	1
Reassessed as Practice Requiring Improvement ¹²	0	0
Total	18	43

The second table shows the outcomes for officers from hearings and meetings to the end of Quarter 4 2023-24, with changes year on year shown for Beds, Cambs and Herts.

Table 17 Disciplinary actions¹³ from Police Officer proceedings with the worst outcome for subject

April 2023 to March 2024 (Worst Sanction)	Beds	BCH	Change from Q4 2022/23
Dismissal or Would have been dismissed	8	23	-4
Reduction in Rank ¹⁴	0	2	+2
Final Written Warning	1	4	-4
Written Warning	4	8	+5
Management Advice	0	0	No change
Practice Requiring Improvement ¹⁵	1	1	-1
No Action / Not Proven	2	3	-5
Proceedings Discontinued	1	1	No change
Case returned to the Appropriate Authority	0	0	No change

3.3.4 Outcomes from Proceedings for Staff

The first table below shows the number of proceedings to which staff have been subject during the reporting period.

¹² This is for any conduct recorded since the new Regulations came into force on 1st February 2020 only.

¹³ See the abbreviations and glossary on page 23.

¹⁴ See note 12.

¹⁵ See note 12.

Table 18 Outcomes of staff conduct investigations

April 2023 to March 2024	Beds	BCH
Proceedings	12	23
Resigned (with case to answer)	1	1
Total	13	24

The second table shows the outcomes for staff during this period, with changes year on year shown for BCH.

Table 19 Disciplinary outcomes from staff proceedings

April 2023 to March 2024	Beds	BCH	Change from Q4 2022/23
Dismissal	4	5	No change
Dismiss Without Notice if Gross Misconduct	2	5	+5
Final Written Warning	3	7	No change
First Written Warning	1	2	+2
Verbal Warning	0	0	No change
Dismiss as unfounded	0	0	-2
Proceedings Discontinued	0	0	No change
Appeal Made	0	0	No change
Informal Management Action	0	0	-1
Refer to AA for RPRP	4	0	No change

3.3.5 Outcomes outside of Proceedings for Officers

This table shows the outcomes for individuals who were subject of conduct where the case for misconduct was not found or the case did not go to proceedings.

Table 12 Outcomes outside of proceeding or when there is no case to answer.

April 2023 to March 2024	Beds	BCH
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No Case to Answer resulting in Learning from Reflection	1	6
No Case to Answer resulting in UPP	2	3
No Case to Answer resulting in Reflective Practice/RPRP	26	105
No Case to Answer resulting in No Action	36	116

4. Abbreviations and glossary

B

BCH – Bedfordshire Police, Cambridgeshire Constabulary, and Hertfordshire Constabulary

Beds - Bedfordshire Police

C

Cambs – Cambridgeshire Constabulary

Conduct - breach of the standards of professional behaviour:

- Honesty and Integrity - Police officers are honest, act with integrity and do not compromise or abuse their position.
- Authority, Respect and Courtesy - Police officers act with self-control and tolerance, treating members of the public and colleagues with respect and courtesy. Police officers do not abuse their powers or authority and respect the rights of all individuals.
- Equality and Diversity - Police officers act with fairness and impartiality. They do not discriminate unlawfully or unfairly.
- Use of Force - Police officers only use force to the extent that it is necessary, proportionate, and reasonable in all the circumstances.
- Orders and Instructions - Police officers only give and carry out lawful orders and instructions. Police officers abide by police regulations, force policies and lawful orders.
- Duties and Responsibilities - Police officers are diligent in the exercise of their duties and responsibilities.
- Confidentiality - Police officers treat information with respect and access or disclose it only in the proper course of police duties.
- Fitness for Duty - Police officers when on duty or presenting themselves for duty are fit to carry out their responsibilities.
- Discreditable Conduct - Police officers behave in a manner which does not discredit the police service or undermine public confidence in it, whether on or off duty. Police

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officers report any action taken against them for a criminal offence, any conditions imposed on them by a court or the receipt of any penalty notice.

- Challenging and Reporting Improper Conduct - Police officers report, challenge or take action against the conduct of colleagues which has fallen below the Standards of Professional Behaviour.

D

Disciplinary action:

- a written warning,
 - a final written warning,
 - reduction in rank,
- or
- dismissal without notice.

G

Gross misconduct - a breach of the Standards of Professional Behaviour which is so serious that dismissal would be justified.

H

Herts – Hertfordshire Constabulary

I

IOPC – Independent Office of Police Conduct

L

LPB – Local Policing Body:

- Police and Crime Commissioner,
- Deputy Police and Crime Commissioner,
- the Mayor's Office for Policing and Crime,
- the Deputy Mayor for Policing and Crime.

M

Misconduct - refers to inappropriate conduct and illegal actions taken by police officers in connection with their official duties.

P

PCC – Police and Crime Commissioner

PSD – Professional Standards Department

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Practice requiring improvement - Underperformance or conduct not amounting to misconduct or gross misconduct, which falls short of the expectations of the public and the police service as set out in the policing Code of Ethics.

Reflective Practice Review Process - The procedures set out in Part 6 of the Police (Conduct) Regulations 2020, for handling practice requiring improvement.

Special procedures - apply only to investigations that relate to a complaint against, or the conduct of, a member of a police force or a special constable. In the case of any other person, the investigator must adhere to the relevant policies and procedures for investigating allegations of any form of misconduct. Investigators must apply special procedures:

- in a complaint investigation, when it appears to the investigator that there is an indication that a person to whose conduct the investigation relates may have committed a criminal offence behaved in a manner that would justify the bringing of disciplinary proceedings
- in all investigations into recordable conduct matters

Throughout the investigation, the investigator must consider whether such an indication exists even if they initially decided it did not.

S

Schedule 3 –Complaints handled under the Schedule 3 of the Police Reform Act 2002. Complaint is recorded under the Schedule 3 when at the end of the early intervention process complainant is not happy with the outcome. At this stage PSD will record expressions of dissatisfaction with the police service as a formal complaint (Schedule 3). Schedule 3 complaints which do not require an investigation will be handled in a reasonable and proportionate manner. Under the Schedule 3 complainants have a right of review against the outcome of complaints recorded and handled under this schedule. The review process considers whether the outcome of their complaint was reasonable and proportionate.

Standards of professional behaviour - standards set out in Schedule 2, Police (Conduct) Regulations 2020.