



## WEST YORKSHIRE POLICE AND CRIME PANEL

7 July 2017

### POLICE COMPLAINTS

1. West Yorkshire Police have provided a report identifying trends in recorded complaints and conduct matters for the period February 2017 – April 2017 which was considered by the Police and Crime Commissioner at the Community Outcomes Meeting on 27 June 2017 (attached).
2. The report identifies a significant reduction in the number of complaint allegations in the last quarter some of which have been attributed to the Force resolving more complaints ‘there and then’. This approach is allowed within the complaint regulations and means that, if the complainant agrees, a formal complaint is not recorded. The introduction of two *service recovery teams* in February 2016 has helped in this respect as the teams have the capacity to deal quickly with low level issues such as people failing to receive updates on crimes that have been reported, not being able to contact officers and trying to retrieve their property quickly. 19 matters were resolved ‘there and then’ in April 2017. The Service Recovery Teams are fully staffed as of June 2017.
3. The service recovery teams have also enabled a large number of complaints to be locally resolved which is both quicker and more efficient – West Yorkshire is presently locally resolving 67% of all finalised complaints compared with a national average of 42%. The service recovery teams are resolving these complaints on average in 23 days which compares favourably with a national local resolution time-frame of 67 days on average (during the period April 2016 – March 2017).
4. Although the number of recorded complaint allegations has fallen during the last quarter, and in particular in April 2017 when 72 fewer allegations were recorded than the previous month, the number of complaint allegations recorded **over the previous 12 months** has increased by 6%. The main areas of concern being ‘neglect and failure in duty’, ‘incivility’, ‘intolerance and impoliteness’ and ‘other assault’. In previous reports the Force has identified the main reason for increases in the level of recorded complaints being the policy decision to record complaints which previously would have been dealt with outside of the regulations and not formally recorded.
5. The report identifies a number of steps that the Professional Standards Department (PSD) have taken to performance manage complaint handling including target setting

for the timeliness of investigations, recording complaints and providing updates to complainants and officers, a programme of quarterly health checks at District and the appointment of a Training and Engagement Officer to co-ordinate training and learning across the Force.

6. In terms of conduct allegations a downward trend is apparent; falling by 37% over the previous 12 months. The Force have identified the highest risks associated with conduct matters as being the risk of officers committing criminal offences, sexual misconduct and perverting the course of justice. The threat of sexual misconduct and inappropriate relationships has led to a national strategy being developed by the National Police Chiefs' Council which PSD are preparing to launch across the Force, comprising engagement with teams across the Force, use of social media and newsletters, training and meetings with staff as required.

Lead Officer: Julie Reid  
Business Support Manager

Office of the Police and Crime Commissioner

# COMMUNITY OUTCOMES MEETING

27<sup>th</sup> JUNE 2017

## PROFESSIONAL STANDARDS DEPARTMENT REPORT



**WEST YORKSHIRE  
POLICE**

FEBRUARY – APRIL 17

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## EXECUTIVE SUMMARY

### Complaints

- Total complaint allegations have decreased substantially in the last month (April 17). There were 156 complaint allegations compared to 228 in March and 225 in February. This equates to a decrease of 32%.
- This could be attributed to a change in recording practices at Professional Standards Department in relation to the use of 'there and then' matters. In accordance with IPCC statutory guidance it states that if an issue of dissatisfaction can be resolved 'there and then' or within the recording period of 10 days to the satisfaction of the person making the complaint, then it does not need to be officially recorded as a public complaint.
- This approach to recording had been previously used with lower level matters being sent out to Districts and Departments, however they were not viewed as a priority and complainants were not contacted or updated, resulting in a sharp increase in non-recording appeals to the IPCC and a high rate of upheld appeals.
- The decision was therefore made that all matters would be formally recorded as public complaints for consistency, but this therefore led to a large increase in the volume of recorded complaints.
- As the Service Recovery Teams at PSD have now been operational for over 12 months, a decision was made to re-introduce 'there and then' matters as the teams have the capacity to deal swiftly with low level issues and processes have been put into place to ensure that these are resolved in a much more efficient and timely manner.
- Members of the public who make complaints which would have been suitable for local resolution, such as failing to receive updates on their crime, trying to contact officers or trying to get their property back are contacted straight away and their issues are discussed with an officer from the SRT.
- If the matter can be resolved and the complainant is satisfied with the actions taken, they will be asked if they still wish to pursue their complaint. If they are content, the matter will be resolved without being formally recorded. If they are not, then the complaint will be recorded.
- The number of there and then matters recorded in April 17 was 19. Even with these numbers added to complaint allegations, there has still been a significant decrease in the volume of complaints recorded in April 17.

- Yearly totals for complaint allegations have increased by 152 (6%), and complaint cases have increased by 184 (9%). Main areas of concern are still neglect and failure in duty, incivility, intolerance and impoliteness and other assault.
- PSD Inspector SPOCs are in place to address specific issues with Districts and provide assistance and learning where required. PSD have appointed a Training and Engagement Officer who is coordinating training and learning across the Force and is pushing out the relevant messages via the Intranet, training sessions and the PSD quarterly newsletter (The Standard).
- PSD Compliance Unit and the deputy head of PSD also undertake quarterly health checks with Districts and Departments to go through officers of concern, patterns and trends of complaints and conduct matters, internet usage and ongoing investigations.
- An action matrix has been produced and these are followed up at the next meetings to ensure that Districts are aware of the issues raised and have taken appropriate action where necessary.

### **PSD Service Recovery Team and increase in Local Resolutions**

- In relation to local resolutions the current rate is 67% for all complaints finalised. The Service Recovery Team at PSD which was implemented in February 2016 have had a great impact on both the timeliness and quality of complaint investigations and the high proportion of cases dealt with by local resolution.
- The figure for local resolutions has decreased slightly as it did rise above 70%, but more cases are now being correctly assessed in line with the IPCC guidance as not suitable for local resolution. This is because if proved, the allegation could result in disciplinary proceedings. Any complaints of use of force are now investigated, even when it is clear that the use of force was necessary and proportionate as are any allegations of discrimination.
- The local resolution rate compares favourably to the national figure of 42% and the Most Similar Force figure of 48%.
- Timeliness of dealing with complaints has improved significantly with all complaint cases being dealt with by the Service Recovery Team in an average of 23 days.
- New performance measures have recently been introduced by the Professional Standards Department. These figures hold PSD staff to account around the timeliness of investigations, the recording of complaints, and the final assessment of cases, together with regular updates to officers, staff and members of the public. A quarterly set of figures in line with the IPCC Information Bulletin was provided within the PSD TIA in April 17. After discussion with PSD SLT the target for NSR investigations has now been set at 45 days, but the target for local resolutions remains the same at 15 days.
- A new process for updates to officers and staff has also been introduced by both the Reactive teams and the Service Recovery Teams. All officers and staff who are on suspended and restricted duties are given a comprehensive update by letter every 28 days.

- All other officers and staff who are under investigation for gross misconduct are given a 28 day update which is recorded on each team's workload spreadsheet and on NICHE. The Service Recovery Team monitor and provide updates to all complainants and staff via their own workload spreadsheets. In March 17 there were approximately 87 updates provided. The PSD Admin team then provide further updates when final letters are sent and again when the cases are finalised.

### **Appeals**

- The data shows that over the last 12 months 10% of appeals against the local resolution have been upheld and returned for further work/ investigation. SRT East have had the most appeals upheld with 11%. The number of appeals decreased again in April 17 with 10 compared to 14 in March 17.
- It should be noted that under the new Policing and Crime Bill 2017, responsibility for dealing with appeals against the outcome of a local resolution will move to the OPCC. Preparations are currently underway for this change with discussions taking place around access to Centurion and Infoshare between PSD and the staff at the OPCC to ensure a smooth transition. It is anticipated that this will commence in spring 2018.

### **IPCC Referrals**

- There were 8 referrals made to the IPCC in April 17 compared to 9 in March and 10 in February. Over the last 12 months the number of referrals has decreased with 144 in 2016 – 2017 compared to 161 in 2015 - 2016. There has however been an increase in the number of independent investigations from 16 to 27.
- West Yorkshire Police currently have 22 live independent investigations and 1 supervised investigation.

### **Conducts**

- Total conduct allegations have decreased in April 17 with 5 compared to 8 in March and there is a clear downward trend. Yearly totals for conduct allegations have decreased by 37% (211 to 133).
- Main areas of concern are discreditable conduct (mainly off duty behaviour) and duties and responsibilities (linked to ongoing IPCC independent investigations).
- PSD SPOCs pick up these issues and they are raised with the Districts concerned. All Districts have quarterly Health Checks which identify officers of concern and look at any patterns and trends.
- The top 3 threats from the most recent Strategic Threat Assessment by volume are disclosure of information, theft and fraud and notifiable associations. The top 3 threats from the most recent Strategic Threat Assessment by risk are officers committing criminal offences, sexual misconduct and officers perverting the course of justice.
- Due to the significant rise in the number of cases of sexual misconduct and inappropriate relationships between police officers and staff and members of the

public who they have come into contact with whilst performing their role, a national strategy is being implemented at the end of May 17. The key elements of the national strategy are prevention, intelligence, enforcement and engagement.

- This follows on from an inspection by the HMIC into these cases and the IPCC have now directed that all such cases must be referred to them, no matter how or what form the contact takes. Any inappropriate contact, even a kiss on a text message sent by an officer to a victim or witness to a crime is deemed to be inappropriate and is classed as serious corruption by the IPCC, requiring an immediate referral.
- Preparations are being made by PSD for the national launch which will involve an online video message from the Deputy Chief Constable, internet messages, screensavers, guides for supervisors on what to look out for and training packages, plus videos and guidelines by the College of Policing on professional boundaries. The National Counter Corruption Advisory Group will also develop a national communications plan to raise awareness of the strategy and action plan.

### **Police Staff Discipline Cases**

- There have been 76 cases recorded since PSD took over the policy at the beginning of March 16 and 86 allegations made. The breakdown is as follows - 45 – general conduct, 17 – confidentiality, 1 – criminal conviction, 3 – equality and diversity, 8 – honesty and integrity, 12 – performance of duties. 2 members of police staff have attended at a Chief Officer hearing and both have been dismissed without notice. 2 other members of police staff have resigned prior to a hearing taking place, 1 of these was convicted at court of misconduct in a public office and was sentenced to a term of imprisonment.

### **Suspended and Restricted Officers and Staff**

- There are currently 9 police officers suspended and 28 police officers on restricted duties. There are 5 police staff members suspended.

### **Officers attending Misconduct Hearings**

- In the last 12 months (May 16 – April 17) there have been 14 misconduct hearings involving 16 police officers. As a result of these hearings 12 officers were dismissed without notice, 3 officers received final written warnings and the charges were not proved against 1 officer.



## COMPLAINTS

### 1 Force Summary for April 17

Complaint Category	Feb-17	Mar-17	Apr-17	Change +/-	total May 15 - Apr 16	total May 16 - Apr 17	Change +/-
A - serious non sexual assault	4	2	0	-2	21	17	-4
B - sexual assault	0	0	0	0	6	9	+3
C - other assault	17	20	9	-11	240	229	-11
D - oppressive conduct or harassment	10	10	3	-7	121	118	-3
E - unlawful/ unnecessary arrest or detention	7	15	3	-12	117	99	-18
F - discriminatory behaviour	13	11	8	-3	90	103	+13
G - irregularity in evidence/perjury	2	0	0	0	21	24	+3
H - corrupt practice	2	2	0	-2	8	11	+3
J - mishandling of property	8	2	4	+2	65	75	+10
K - breach code A PACE	0	0	0	0	7	3	-4
L - breach code B PACE	2	6	0	-6	41	38	-3
M - breach code C PACE	4	10	1	-9	104	73	-31
N - breach code D PACE	0	0	0	0	1	1	0
P - breach code E PACE	0	0	0	0	2	0	-2
Q - lack of fairness and impartiality	13	10	10	0	221	173	-48
R - multiple or unspecified breaches of PACE	0	0	0	0	1	0	-1
S - other neglect or failure in duty	92	95	81	-14	1083	1224	+141
T - other irregularity in procedure	3	4	1	-3	20	66	+46
U - incivility, impoliteness and intolerance	36	30	26	-4	373	403	+30
V - traffic irregularity	2	0	2	+2	31	34	+3
W - other	3	2	0	-2	23	33	+10
X - improper disclosure of information	7	7	5	-2	44	65	+21
Y - other sexual conduct	0	0	0	0	8	0	-8
organisational complaints	0	2	1	-1	19	21	+2

<b>Total complaint allegations</b>	<b>225</b>	<b>228</b>	<b>156</b>	<b>-72</b>	<b>2667</b>	<b>2819</b>	<b>+152</b>
<b>Total complaint cases</b>	<b>160</b>	<b>173</b>	<b>131</b>	<b>-42</b>	<b>1937</b>	<b>2121</b>	<b>+184</b>

### Performance Commentary

- Total complaint allegations have decreased significantly with 156 recorded in the last month compared to 228 in March (32%) and the number of complaint cases has decreased by 42 (24%).
- This could be attributed to the change in recording practices in relation to there and then matters. The number recorded in April was 19.
- Yearly totals for complaint allegations have increased by 152 (6%), and complaint cases have increased by 184 (9%).

Initial assessment - of the 131 complaint cases recorded in April 17 no cases were initially assessed as either gross misconduct or misconduct. As Centurion was upgraded mid April there is now only a requirement to complete an assessment if notices are to be served (Special Requirements are met)

### PSD Service Recovery Team

The new teams have been established and working since 15 Feb. The figures up to 3 May 17 are as follows in relation to complaint cases:

#### 2452 complaint cases allocated:

294 cases are live

58 are subjudice

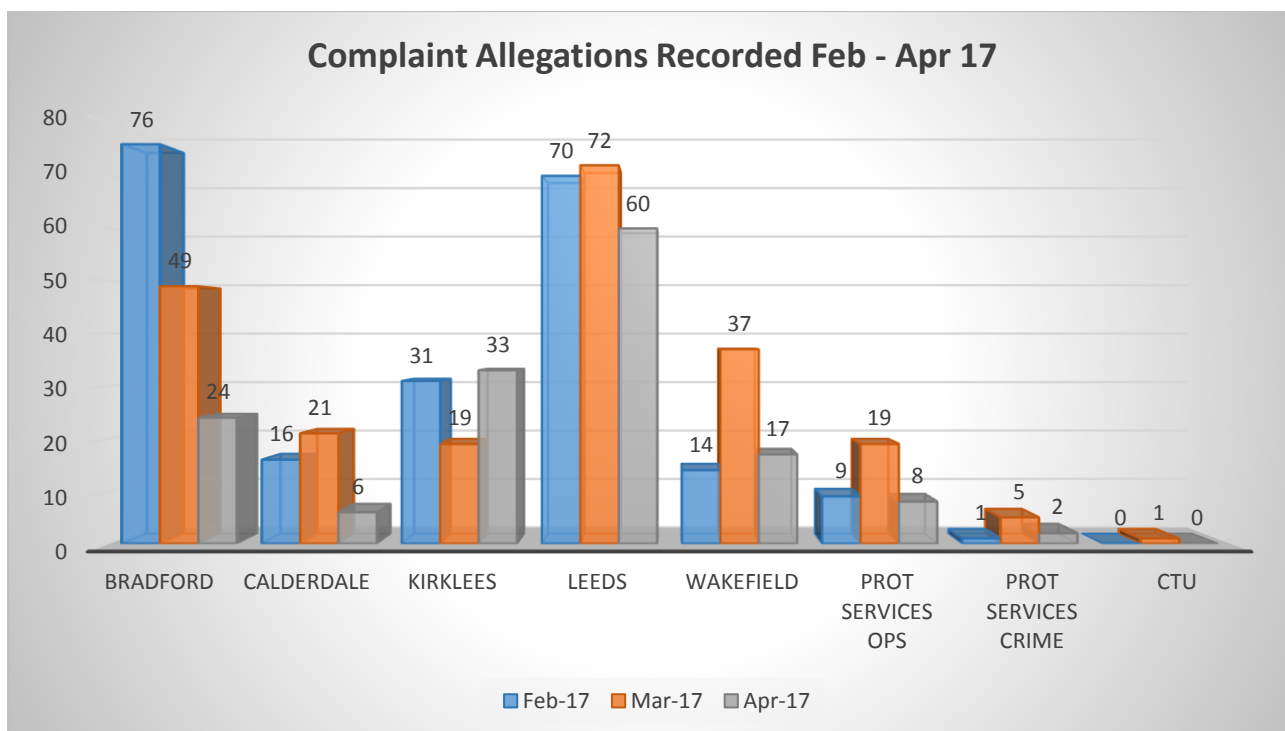
284 are in the appeal period and the finalisation letter has been sent.

1775 are finalised. (1328 LRs, 203 not upheld, 40 upheld, 165 withdrawn, 39 disapplication)

41 - an appeal has been made to the Force or IPCC or an appeal has been upheld.

Average days to complete for those finalised and in the appeal period is 23 days (all complaints).

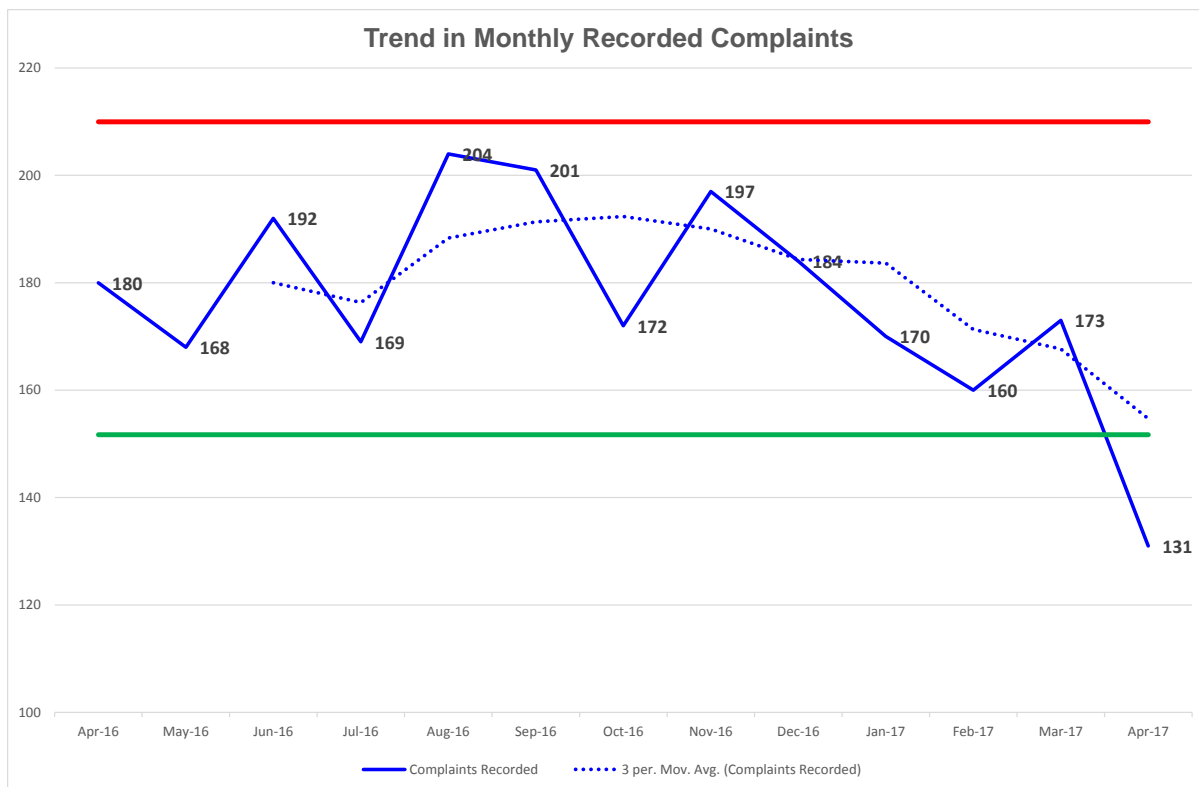
## 2 District Breakdown



### Performance Commentary

- Districts have mainly seen a decrease in the number of complaint allegations in the last month. Bradford have decreased by 25. Calderdale by 15, Leeds by 12 and Wakefield by 20. Kirklees however have increased by 14.
- 12 month averages are as follows :
  - Bradford – 52 (4.0 allegations per 100 members of staff)
  - Calderdale – 20 (4.6 allegations)
  - Kirklees – 38 (4.9 allegations)
  - Leeds – 79 (3.9 allegations)
  - Wakefield – 25 (3.9 allegations)
  - Prot Services Ops – 13 (1.4 allegations)
  - Prot Services Crime – 2 (0.4 allegations)
  - CTU – 0.4 (0.2 allegations)

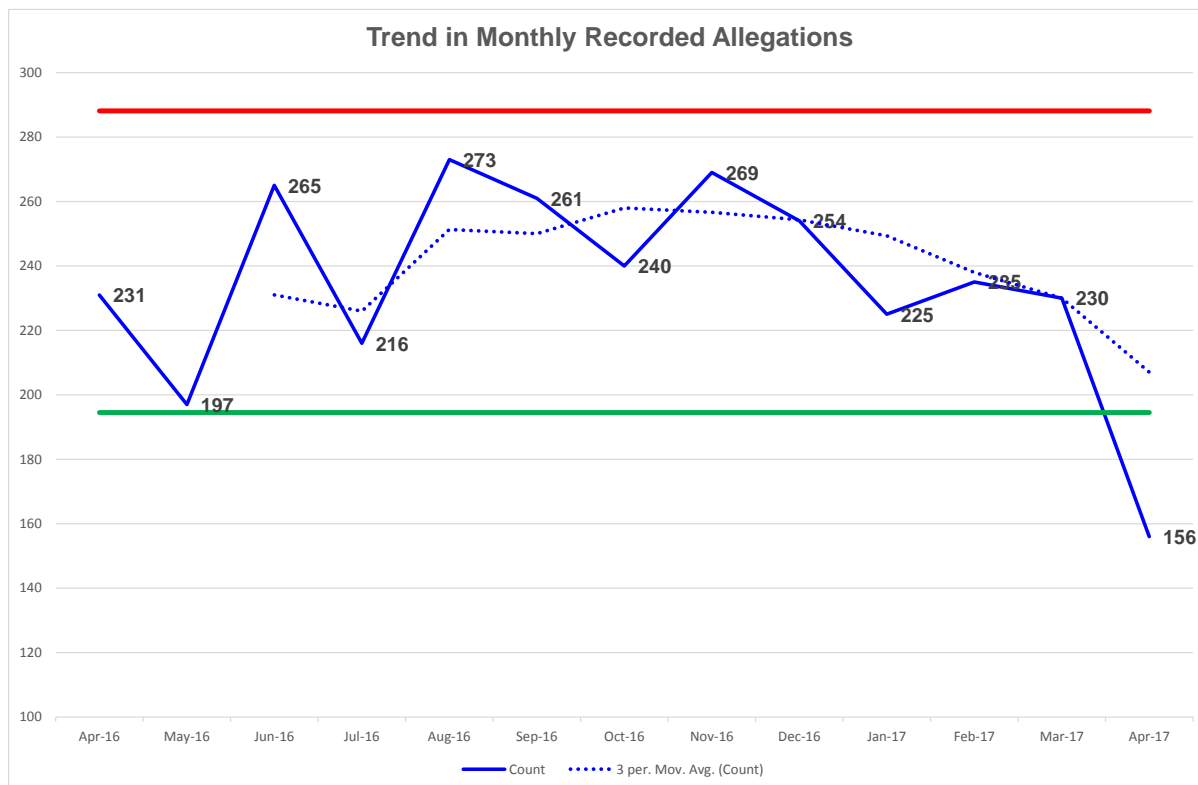
### 3 Comparisons for Complaints



Month	Complaints Recorded
Apr-16	180
May-16	168
Jun-16	192
Jul-16	169
Aug-16	204
Sep-16	201
Oct-16	172
Nov-16	197
Dec-16	184
Jan-17	170
Feb-17	160
Mar-17	173
Apr-17	131

<b>Average</b> Apr-16 to Mar-17	<b>181</b>
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There was a significant reduction in the number of recorded complaints in April 2017 with a corresponding significant reduction in complaint allegations.



The trend in monthly recorded allegations continues on a downwards trend. It should be anticipated that there will be some unusual results within the allegation type trends in response to the significantly lower level of allegations recorded during April 2017.

**Upwards Trends are currently evident in these allegation types:**

Discriminatory Behaviour (levelling out due to low numbers in April 2017)

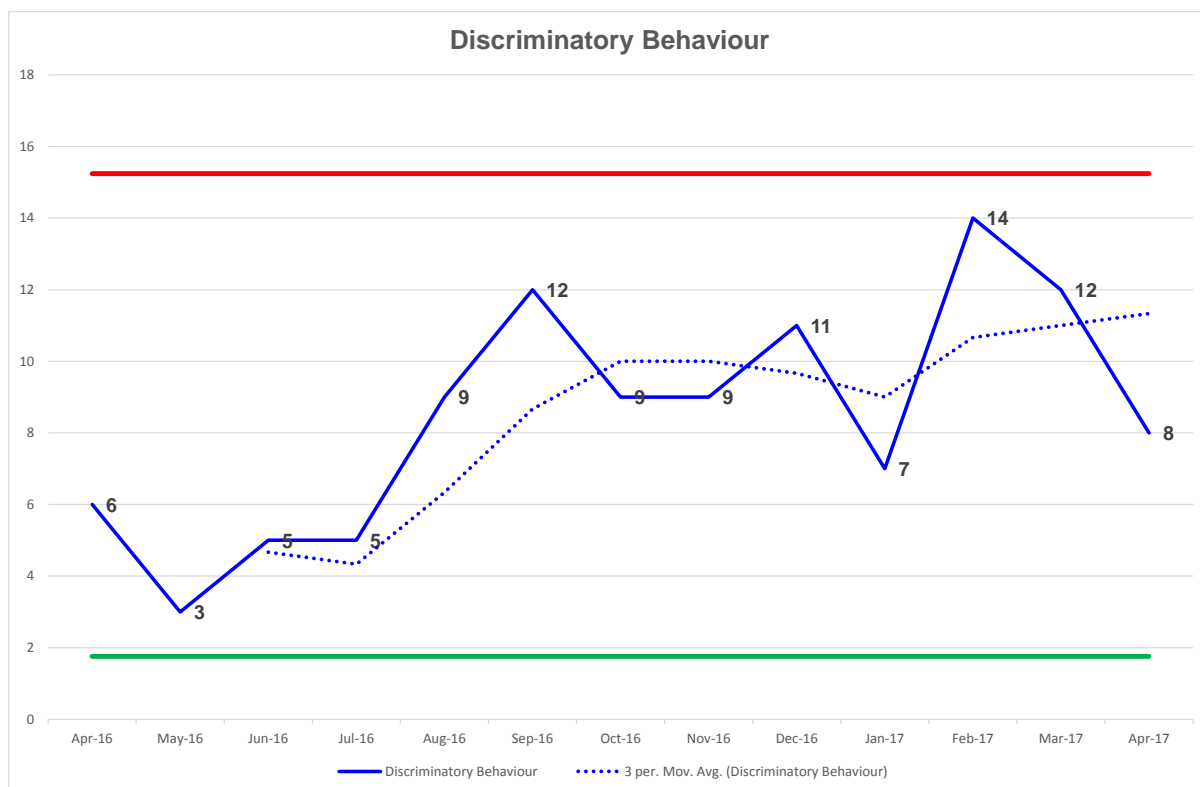
**Roughly Level Trends are evident in these allegation types:**

Improper Disclosure of Information  
 Incivility, Impoliteness and Intolerance  
 Lack of Fairness and Impartiality  
 Mishandling of Property  
 Unlawful / Unnecessary Arrest or Detention

**Downwards Trends are currently evident in these Allegation Types:**

Breach Code C Pace  
 Oppressive Conduct or Harassment  
 Other Assault  
 Other Neglect or Failure in Duty

*NB: Other allegation type numbers are too small to show trends in this way.*



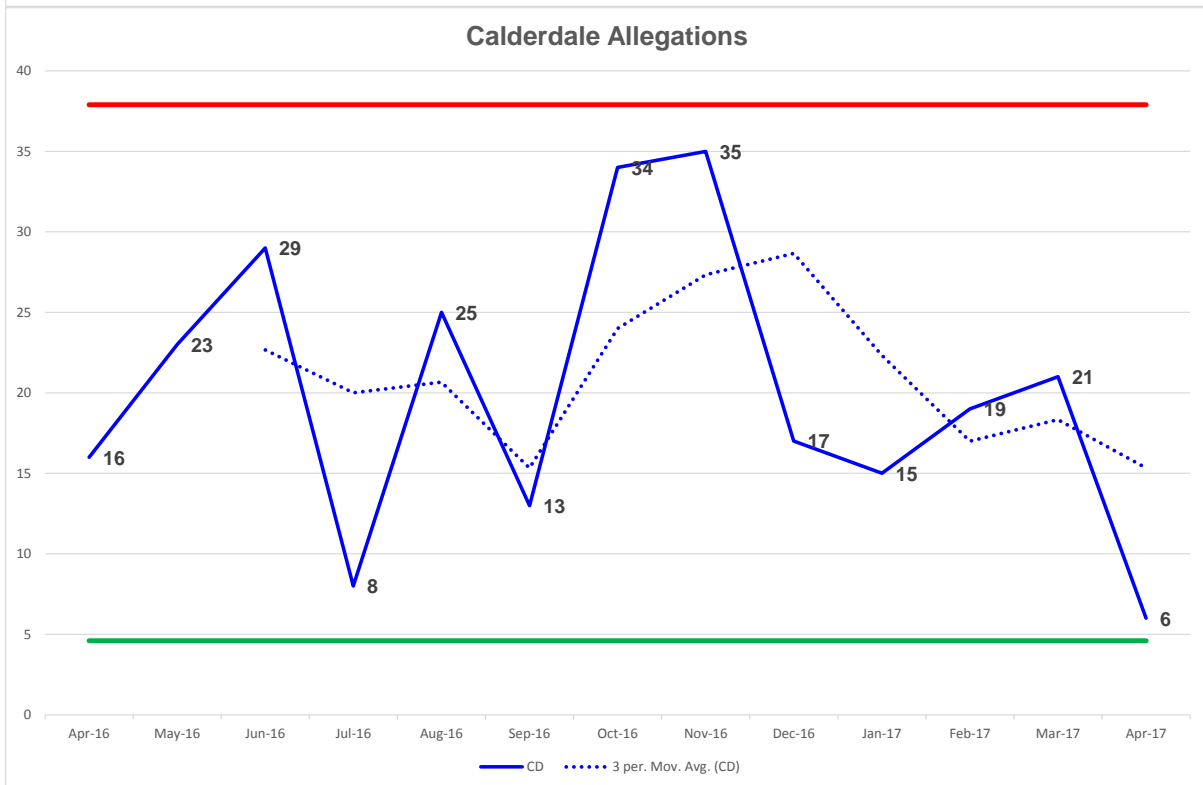
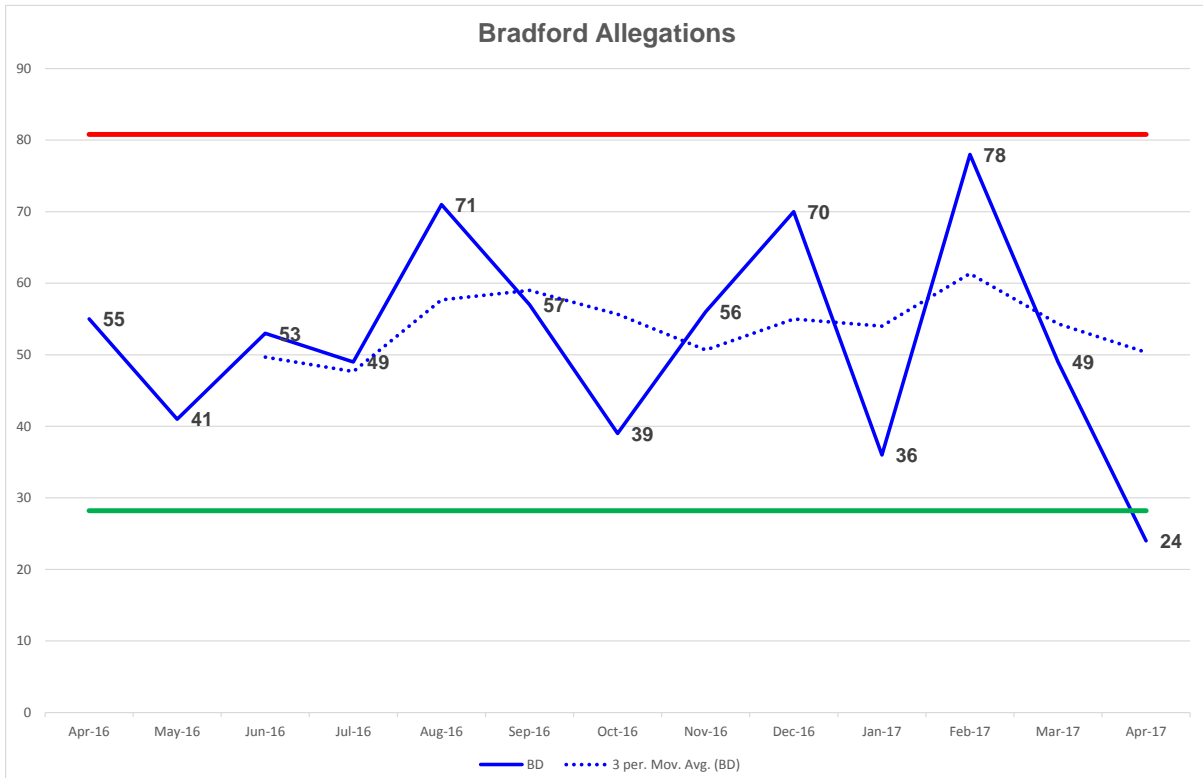
**Feb 17 - Apr 17 Discrimination Allegations:**

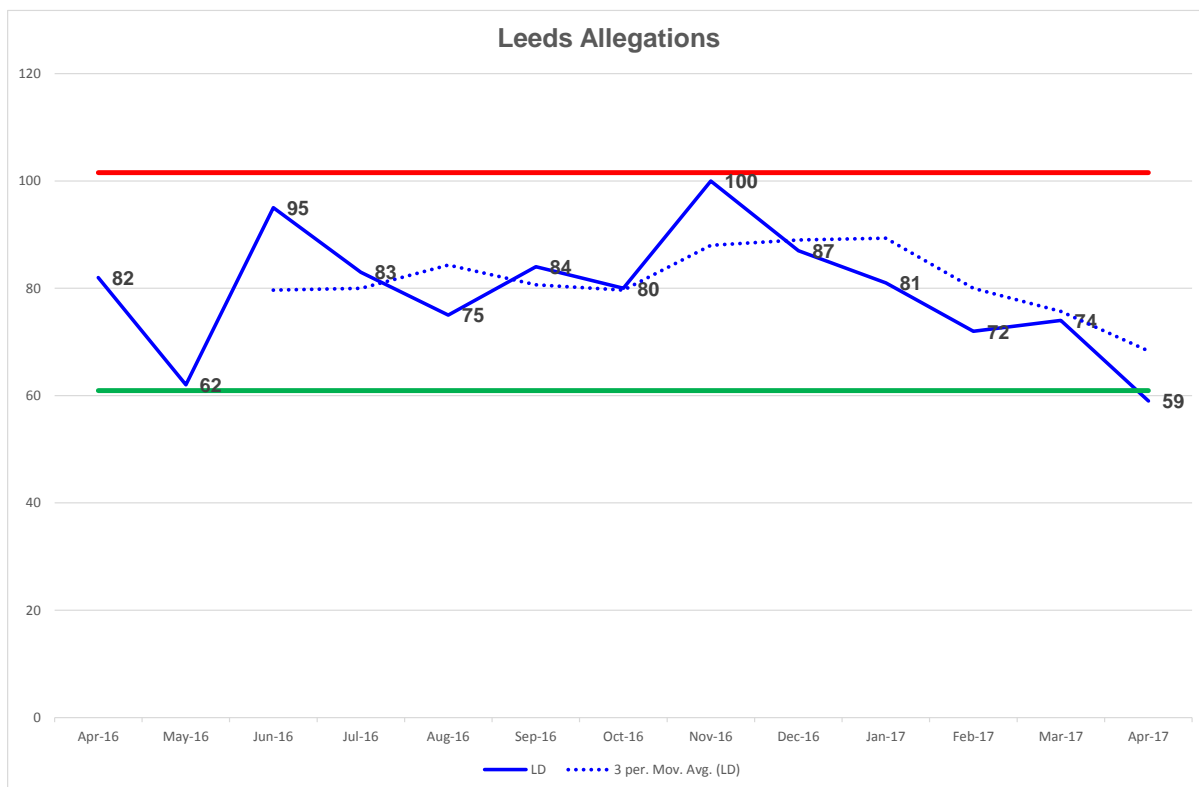
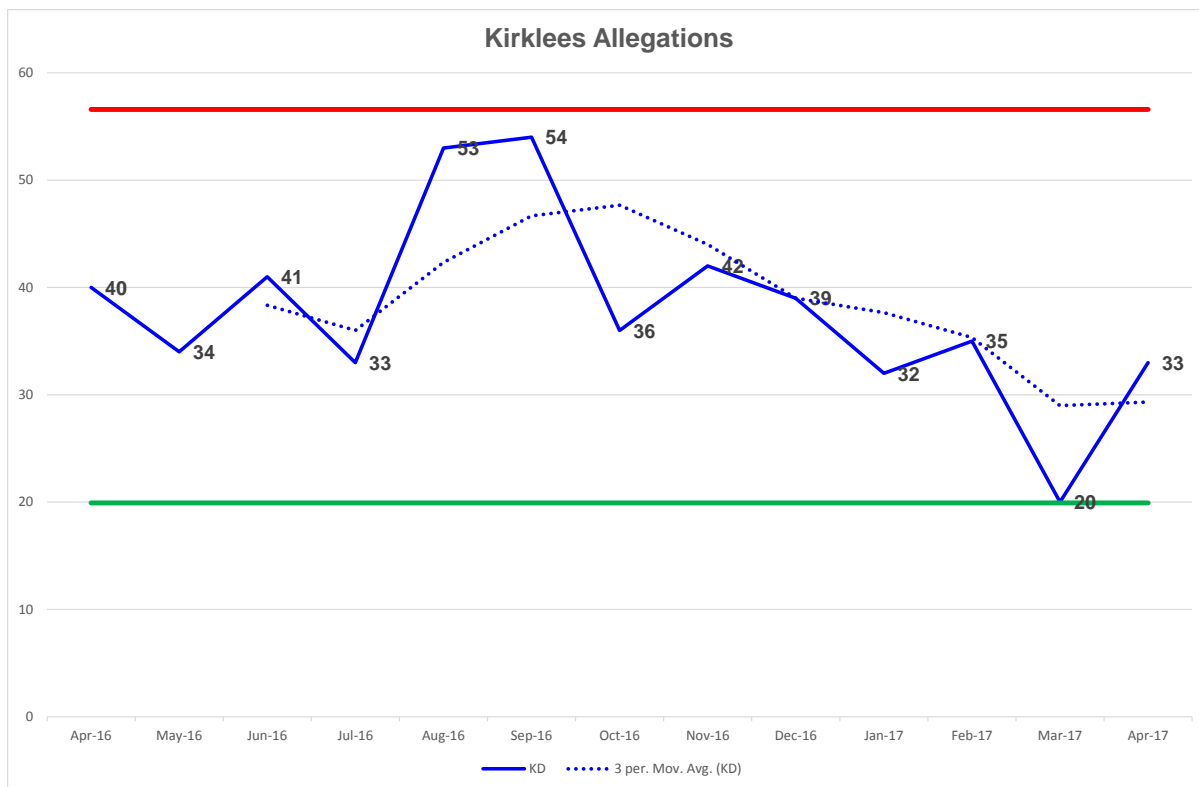
Allegation	BD	CD	KD	LD	WD	XC	YR	Total
Age				1		1		2
Anti-Semitism				1				1
Autism / Aspergers				1				1
Learning Difficulties	1			1				2
Mental Health	1	1		2				4
Other			1	1	1			3
Race - Asian	6	1		1				8
Race - Black				1			1	2
Race - Chinese		1						1
Race - Not Specified	1		1	1	1			4
Sex	2	1	1	1				5
<b>Total</b>	<b>11</b>	<b>4</b>	<b>3</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>33</b>

**District Allegation Trends:**

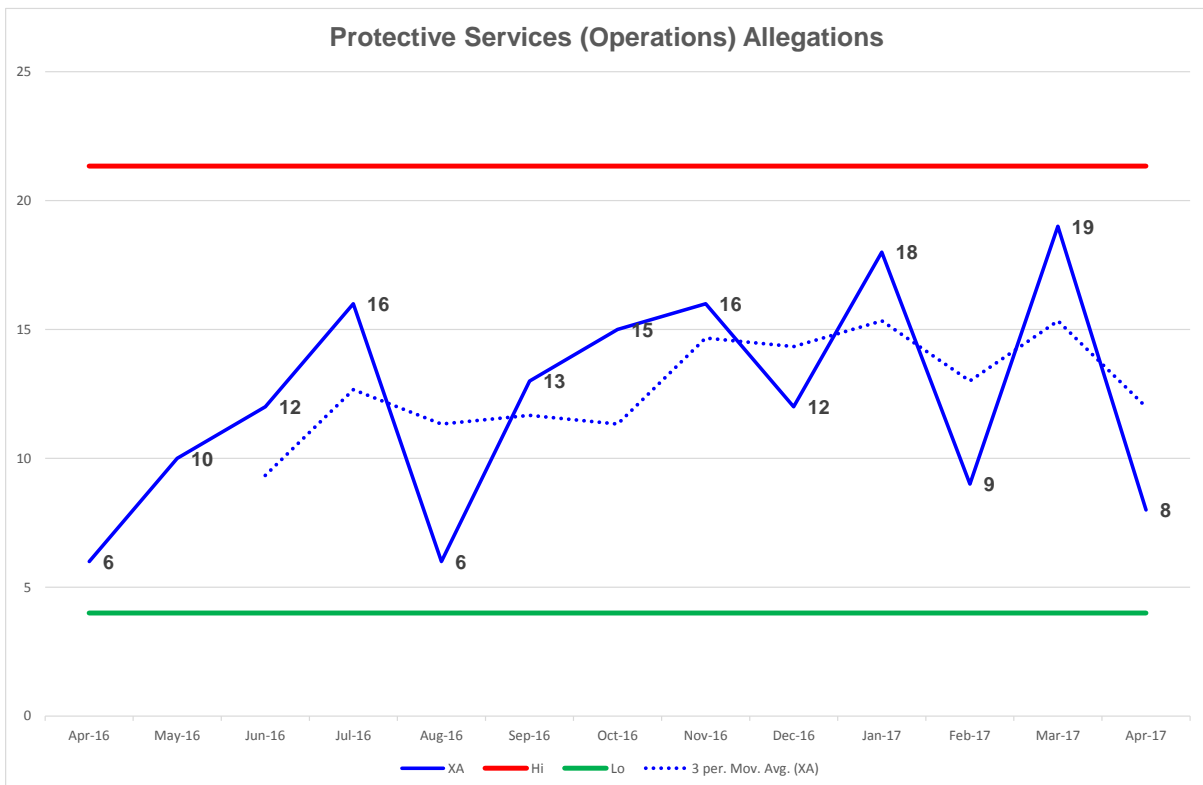
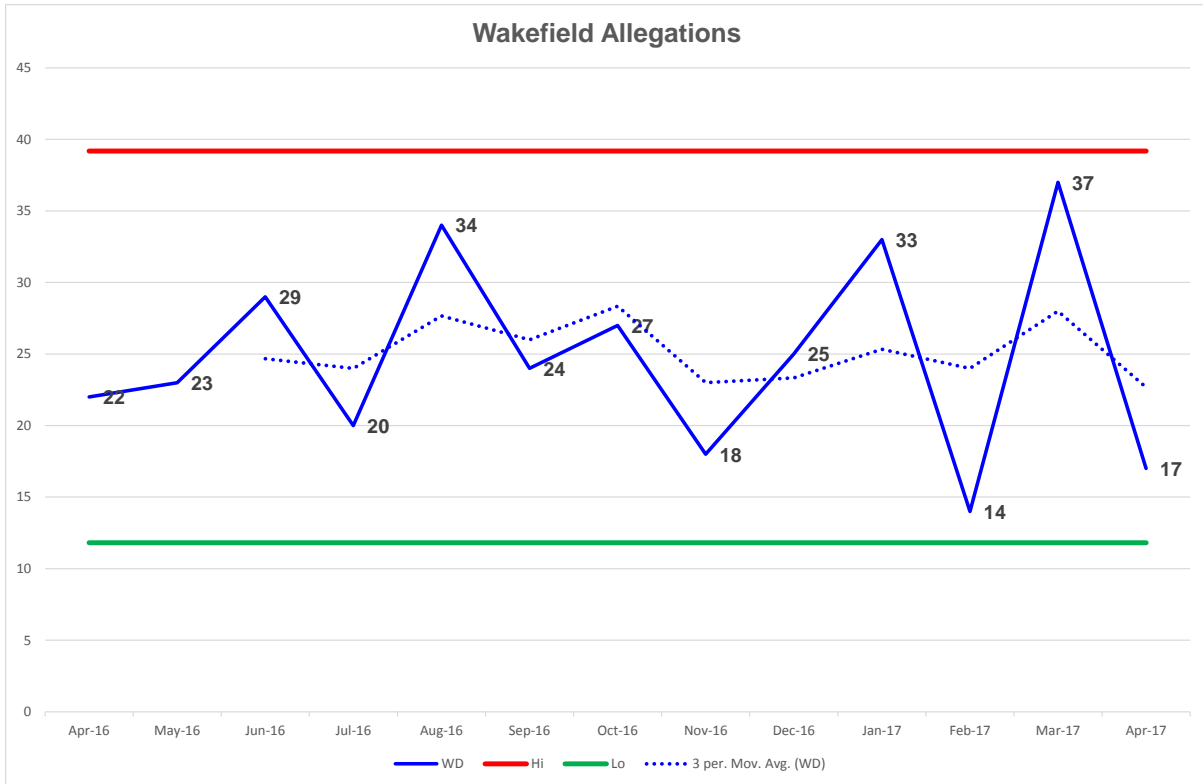
- Bradford** – Downwards (Significantly low number in April 2017)
- Calderdale** – Downwards
- Kirklees** – Roughly Level
- Leeds** – Downwards (Significantly low number in April 2017)
- Wakefield** – Downwards
- Protective Services Ops** – Downwards

*NB: Other department data samples are too small to show trends in this way.*









Complainant Ethnicity

Complainants linked to complaint cases	Feb-17	Mar-17	Apr-17	total recorded May 16 - Apr 17	Complainants linked to complaint cases finalised May 16 - Apr 17
White	98	118	71	1442	1297
Asian	26	27	13	321	278
Black	1	4	4	76	99
Other	6	5	7	60	53
Unknown	42	24	40	316	264
<b>Total</b>	<b>173</b>	<b>178</b>	<b>135</b>	<b>2215</b>	<b>1991</b>

### Performance Commentary

- April 17 complaint data shows that 53% of cases are made by white complainants.
- BME complainants make up 18% of complaint cases in April 17, compared to 20% in March 17.

## 4 Local Resolutions and Complaint Finalisations

### Performance Commentary

- In relation to local resolutions these have decreased slightly over last 12 months with 67%.
- The latest IPCC bulletin to the end of March 17 showed that the national figure for LRs is 42% and the MSF figure is 48%.

In the last 12 months the finalisation of complaint cases is as follows:

- Local Resolution – 67%
- Disapplication – 6%
- Not Upheld – 15%
- Upheld – 3%
- Withdrawn – 8%

## 5 Appeals to Force and IPCC (outcome of investigation and LR)

District/ Dept	Appeals Feb 17	Appeals Mar 17	Appeals Apr 17	total May 16 - Apr 17	Appeals upheld May 16 - Apr 17 %	IPCC appeals made May 16 - Apr 17	IPCC appeals upheld May 16 - Apr 17
SRT West	10	8	5	112	9% (10)	58	55%
SRT East	7	6	5	86	11% (10)	55	40%
<b>Force Total</b>	<b>17</b>	<b>14</b>	<b>10</b>	<b>198</b>	<b>10% (20)</b>	<b>113</b>	<b>49%</b>

\*totals shown in columns include Local Resolutions

### Performance Commentary

- The data shows that over the last 12 months 10% of appeals against the local resolution have been upheld and returned for further work/ investigation.
- SRT East have had the most appeal upheld with 11%
- The number of appeals decreased again in April 17 with 10 compared to 14 in March 17.

## 6 IPCC Referrals

IPCC Referrals	Feb-17	Mar-17	Apr-17	Change	total May 15 - Apr 16	total May 16 - Apr 17	Change
Independent	2	1	1	0	16	27	+11
Managed	0	0	0	0	0	0	0
Supervised	0	0	0	0	2	0	-2
Local	6	6	5	-1	101	89	-12
Force Deal	1	1	1	0	42	25	-17
No result	1	1	1	0	0	3	+3
<b>Total</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>-1</b>	<b>161</b>	<b>144</b>	<b>-17</b>

## 7 Live IPCC Investigations

Total 23 Live Investigations: 22 Independent, 1 Supervised

## CONDUCT

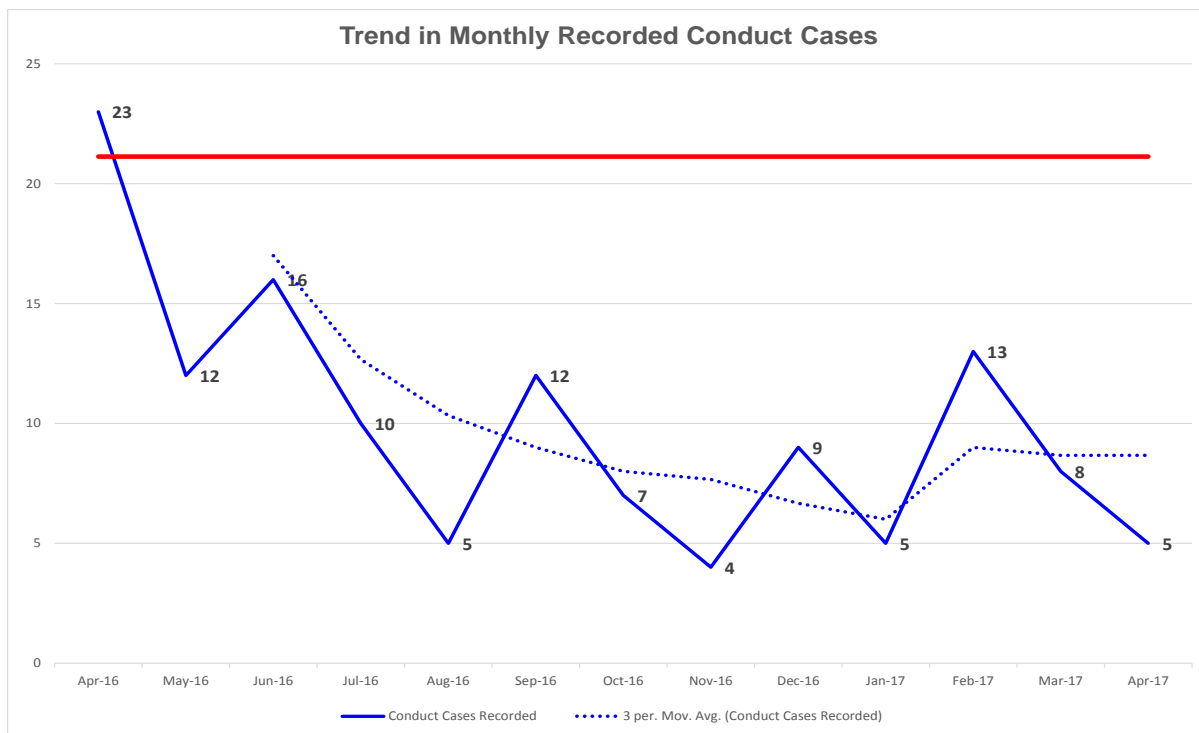
### 8 Force Summary for April 17

Conduct Category	Feb-17	Mar-17	Apr-17	Change +/-	total May 15 - Apr 16	total May 16 - Apr 17	Change +/-
01 Honesty and integrity	1	1	0	-1	24	15	-9
02 Authority, respect and courtesy	0	2	1	-1	13	14	+1
03 Equality and diversity	0	0	0	0	1	1	0
04 Use of force	1	0	0	0	11	4	-7
05 Orders and instructions	0	1	1	0	30	12	-18
06 Duties and responsibilities	1	0	2	+2	35	22	-13
07 Confidentiality	2	3	1	-2	30	21	-9
08 Fitness for duty	1	0	0	0	0	2	+2
09 Discreditable conduct	8	2	0	0	67	42	-25
10 Challenging and reporting improper conduct	0	0	0	0	0	0	0
<b>Total conduct allegations</b>	<b>14</b>	<b>9</b>	<b>5</b>	<b>-4</b>	<b>211</b>	<b>133</b>	<b>-78</b>
<b>Total conduct cases</b>	<b>14</b>	<b>8</b>	<b>5</b>	<b>-3</b>	<b>167</b>	<b>106</b>	<b>-61</b>

#### Performance Commentary

- Total conduct allegations have decreased in April 17 with 5 compared to 9 in March.
- Yearly totals for conduct allegations have decreased by 78 (37%).

The upwards trend has now levelled out after a reduction in new conduct cases during both March and April 2017.



### Ethnicity of Officers Linked to Conduct Cases

Officers linked to conduct cases	Feb-17	Mar-17	Apr-17	total May 15 - Apr 16	total May 16 - Apr 17

White	18	9	5	197	132
Asian	1	0	0	9	10
Black	0	0	0	2	1
Other	0	0	0	3	1
<b>Total</b>	<b>19</b>	<b>9</b>	<b>5</b>	<b>211</b>	<b>144</b>

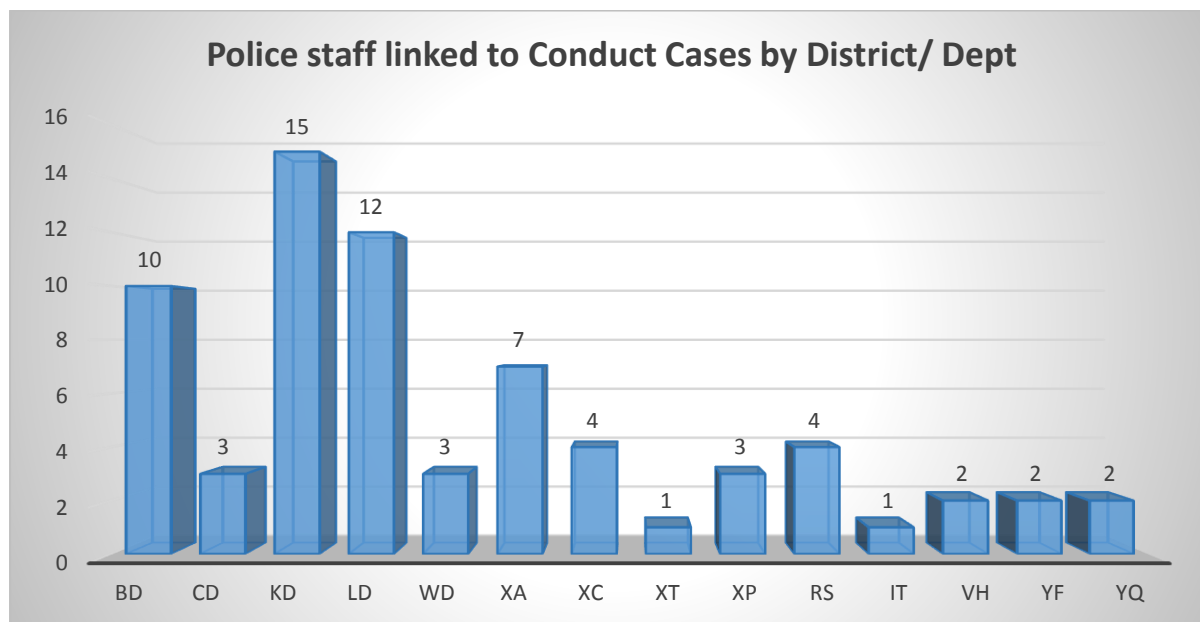
- Bradford District – 12 month average 2.7 allegations per month (3.5 per 100 officers over a 12 month period). Main issues are orders and instructions and discreditable conduct (undeclared business interests, driving issues, off duty behaviour)
- Calderdale District - 12 month average 0.75 allegation per month (3 per 100 officers over a 12 month period). Main issues are duties and responsibilities re CARM and booking on/off.
- Kirklees District - 12 month average 2.7 allegations per month (5.6 per 100 officers over a 12 month period). Main issues are discreditable conduct re the use of steroids.
- Leeds District - 12 month average 4.25 allegations per month (4 per 100 officers over a 12 month period). Main issues are duties and responsibilities and discreditable conduct (CARM irregularities, IPCC investigations re neglect of duty, off duty behaviour, OPLs)
- Wakefield District - 12 month average 1.3 allegations per month (3.2 per 100 officers over a 12 month period). Main issue is discreditable conduct (off duty behaviour).
- Protective Services Ops - 12 month average 1.5 allegations per month (3.2 per 100 officers over a 12 month period). Main issue is discreditable conduct (off duty behaviour).
- Protective Services Crime - 12 month average 0.8 allegations per month (4.4 per 100 officers over a 12 month period). Main issue is discreditable conduct (inappropriate comments)
- CTU – 12 month average 0.25 allegations per month (1.4 per 100 officers over a 12 month period)

## 9 Police Staff Discipline Cases

76 cases recorded since PSD took over the policy (04/03/16 – 08/05/17). 86 allegations made :

45 – general conduct  
17 – confidentiality

- 1 – criminal conviction
- 3 – equality and diversity
- 8 – honesty and integrity
- 12– performance of duties



### 10 Business Interests

There are currently 2555 live business interests across the Force. The 12 month average for new business interests is 34.

### 11 Gifts and Hospitality

All instances of gifts and hospitality are now entered onto a single spreadsheet as per the HMIC recommendation. The spreadsheet is divided into Districts and Departments and the details are entered by Finance and Business Support.

Bradford – 14 entries recorded since Jan 17 all of which were accepted. Gifts accepted were meals, flowers and rugby tickets.

Calderdale – 4 entries recorded since Jan 17 mainly meals and sweets, however 1 was declined.

Kirklees – 8 entries now recorded, 1 was declined

Leeds – 3 entries in total since Jan 17, mainly food and drink.

Wakefield – 1 entry now recorded.

Protective Services Ops – 0 entries recorded in 2017.

Protective Services Crime – 1 entry recorded - makeup.

CTU – 0 entries recorded.

Central Support – 8 entries recorded in 2017.

Chief Officer Team – 0 entries recorded in 2017.

## ORGANISATIONAL UPDATES

## 12 Lessons Learned – April / May 2017

### **Inconsistencies over address checks for missing male**

At 21.47hrs on Wednesday 16<sup>th</sup> November 2016 the mother of a male reported him as missing to the police. At 22.42hrs the log was reviewed by a sergeant in the Leeds District Hub who identified a number of actions to be completed and graded the matter as medium risk. At 00.07hrs the following day a unit was dispatched to conduct address checks. A Misper 1 form was subsequently completed via telephone by a customer contact centre operator. A niche occurrence was created and further enquiries directed via that occurrence.

At 13.05hrs an officer was asked to conduct address checks for the male. He believed that his mother has been uncertain over the house number where her son resided, unsure whether it was number 10 or number 42. He also believed, as a result of information provided to him by the district hub, that both of these addresses he previously been checked.

The officer attended number 42 at 14.35hrs establishing with the assistance of the resident that he was not known at that address. He then walked the short distance to number 10 finding the front door to be ajar. On entering the officer found the male deceased in the first floor living room with signs of decomposition. It would appear that number 10 was not checked for over 19 hours after he had been reported missing due to ambiguity. This ambiguity was contributed to by a number of members of staff. It would appear that the ambiguity arose originally when the hub supervisor reviewed the log and requested that a unit attend the males home address without specifying which one they meant.

When the officers reported the details of their first address check they failed to specify the details of the address they had checked. The hub operator receiving that message failed to clarify with them the details of that address. This led to an assumption on the part of the hub operator who completed the Misper 1 form that number 10 had been visited and checked when in actual fact they had visited an address in Bramley.

The lessons to learn are as follows -

- When supervisors are directing enquiries they require which include address checks they should be specific about the details of the address or addresses they require to be visited. Phrases like 'home address' which are ambiguous should be avoided when directing resources.
- When officers are reporting the result of any directed address checks they should be specific about the details of the address or addresses they have visited.
- When hub operators are receiving messages from officers in relation to addresses they have checked they should make every effort to ensure that they obtain specific details if those details are not clear.

### **Peer Review of Misconduct case which resulted in no further action**

PSD recently undertook a full debrief of a misconduct case involving inappropriate computer checks which resulted in an outcome of no further action after a misconduct meeting. South Yorkshire Police PSD were asked to do a 'peer review' and highlighted that in their view it should have gone to a misconduct hearing. There were some useful pointers on how we can improve our processes and a number of actions were allocated.



- Make sure that investigators completely cover the aspects of training and guidance provided to the officer during their career in interview around their understanding of a policing purpose- PSD supervisors to draw up some guidelines.
- Make sure that when PSD provide material to the officer in the Reg 21 bundle, if it shows information that is a possible breach, PSD must specify it as a draft charge. If not the chair must not have knowledge of this information so it must be redacted - Reviewing Officers.
- Ensure that each draft charge on the Reg 21 makes it clear that there is an alleged breach so the chair can decide on each point on the balance of probabilities whether it is proven - Reviewing Officers.
- Within each breach specify what particular Standard of Professional Behaviour is being referred to underneath the draft charge as opposed to quoting them all at the bottom – Reviewing Officers.

### **Lessons to learn after local investigation into female sustaining serious injuries after fall from bridge**

At 0607hrs on 16<sup>th</sup> April 17 a report was received by West Yorkshire Police from a staff member of Lynfield Mount Hospital, Bradford. The report was made following concern for the safety of a female who was on the phone to the hospital staff intimating she would jump from a bridge. The female was diagnosed as having 'emotionally unstable personality disorder' and was graded as a high risk missing person. She stated she had been walking for 30 minutes, having left her address. Her exact location at that time was unknown. Police units were dispatched at 0618hrs to check local bridges. At 0625hrs the female was located on the footbridge at Odsal Roundabout.

One officer saw the female at the other side of the bridge and saw 2 officers at either side of the female. As the officers approached the female jumped. The female survived the fall complaining of pain in her legs and back. She was taken to hospital with fractures to her legs. She was found to be in possession of a number of notes saying 'sorry'. The matter was referred to the IPCC and returned as a local investigation.

In respect of the officers who attended the incident, the CCTV footage clearly shows the female stood on the bridge and the officers arriving at the scene. At no point do any of the officer's act in a manner that could be construed as causing or contributing to her climbing over railings on the bridge and jumping. With regards to the overall initial police actions, the grading and subsequent police response was appropriate and again did not contribute towards or cause the female to suffer serious leg injuries by jumping from the bridge.

#### **Lessons to Learn :**

- Cell site analysis - on receiving the concern for safety call there was a clear indication that the female may suffer death or serious injury. The police had the opportunity to carry out triangulation work for her mobile phone, which may have provided a more focussed search area and ultimately achieved a more expeditious resolution to the incident. Triangulation presented the Police with an opportunity to locate the female using cell site analysis and whilst accepting that this type of technology in certain urban areas is not conclusive, in circumstances such as this, mobile phone triangulation was a valid tactic and should have been authorised without delay.

The request for triangulation was refused by the Force Duty Officer and this refusal should have been challenged by the HUB commander. Force Duty Officers will listen to representations from HUB Commanders managing incidents where life is at risk and ultimately could reverse their decision. District HUB Commanders managing these type of incidents need to understand that this type of challenge is justified and proportionate.

- Rendezvous point - after viewing the CCTV footage showing the female jumping from the bridge there is a delay of approximately 9 minutes from the point of jumping until an ambulance and paramedics provide medical intervention. Police officers attend to the female whilst awaiting medical assistance, however had the injuries sustained been life threatening, this delay in treatment may have been crucial. The police should have identified a rendezvous point for paramedics at a location where medical assistance could be administered without delay.

### 13 Engagement – May/ June 2017

17<sup>th</sup> May – OPCC Bi-monthly Update Meeting  
16<sup>th</sup> May – PSD Healthcheck – Protective Services Crime  
19<sup>th</sup> May – PSD Training Input - Newly Promoted Chief Inspectors  
19<sup>th</sup> May – Staff Discipline Group Meeting (HR & Legal)  
19<sup>th</sup> May – Welfare Officer Workshop  
23<sup>rd</sup> May – Federation Strategic Meeting  
31<sup>st</sup> May – Wellbeing & Engagement Group  
2<sup>nd</sup> June – PSD Training Input – Cohort 10 Student Officers  
8<sup>th</sup> June – PSD Training Input – Cohort 10 Student Officers