

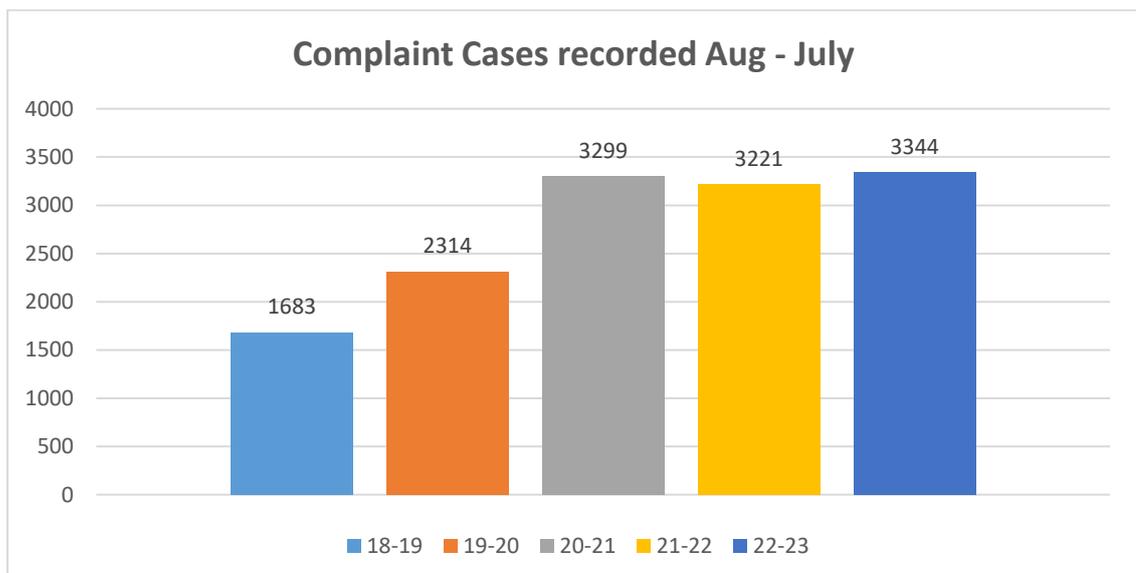
## Police and Crime Panel Meeting – 8 September 2023

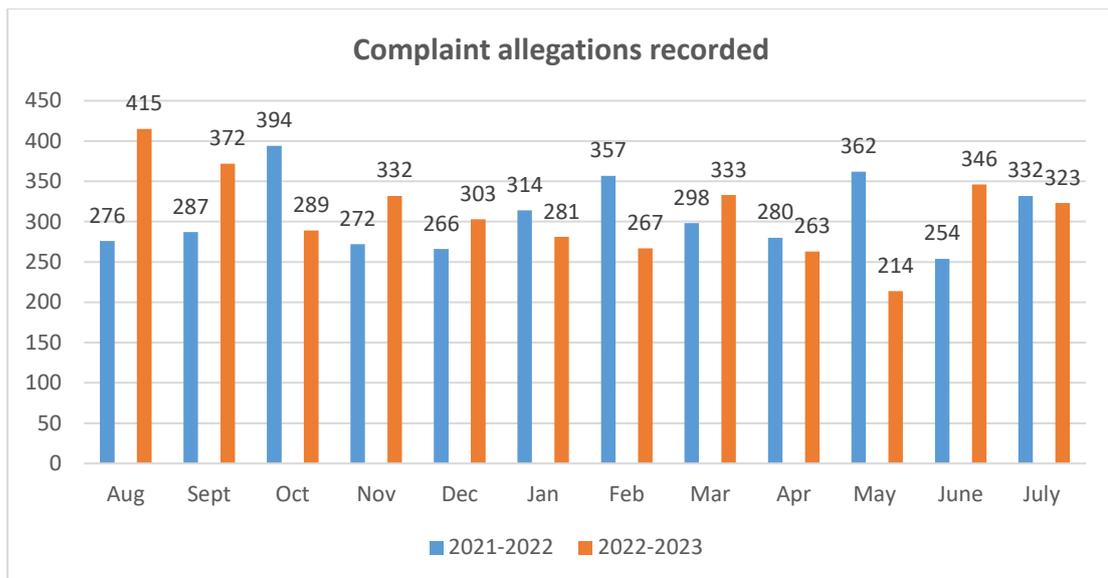
### PSD Update (1 May 23 – 31 July 23)

#### Key Points for Complaints and Conducts

##### Complaints

- Total complaint allegations show a decrease in the last month of 18%. There were 323 complaint allegations recorded in July 23 (254 complaint cases) compared to 394 in June 23 (312 complaint cases) and 281 in May 23 (257 complaint cases).
- The large increase in complaint cases and allegations in June is due to the PSD Helpdesk recording the outstanding cases which were waiting to be assessed. There was a considerable backlog of over 100, however this has now been reduced to 49 with the oldest complaint from 13 July.
- The backlog had been caused by the high volume of Reviewing Officer work plus the increased number of misconduct hearings and staff abstractions. Work remains ongoing to reduce the backlog including dedicated complaint recording days for all the Reviewing Officers plus other staff from PSD.
- Yearly totals for complaint allegations have decreased in the last 12 months. Allegations have decreased from 4059 in August 21 – July 22 to 3988 in August 22 – July 23 (1.7%) whilst complaint cases have increased slightly by 3.8% from 3221 to 3344.





- The complaint cases chart above show the number of complaint cases recorded over the past 5 years. The large increase is due to the implementation of the new complaint legislation in February 2020, however the numbers have remained steady over the last 3 years with just over 3200 cases each year.
- Around 65% of all low level complaints are resolved outside Sch 3 meaning that early intervention and an explanation has resolved the complaint to the complainant's satisfaction. This is the main function of the Service Review Team and allows for a swift resolution to the complaints without the need to formally record.
- 35% are formally recorded inside Sch 3 and either investigated or dealt with otherwise than by investigation. These cases are recorded as they would result in disciplinary proceedings if proved (assaults and discrimination) or the complainant does not want their case to be dealt with OS3 and can ask for it to be recorded.
- The Service Review Team within PSD who deal with all these complaints currently finalise between 70-90 cases per week.
- The most commonly recorded complaint type is related to delivery of duties and service. These often relate to service delivery complaints such as a lack of updates or delays in responses, rather than concerns around police misconduct. These types of complaint account for 55% of all WYP complaints and further analysis was completed which was presented at the District LAMs in December to try and reduce these numbers. The numbers for these complaints remain high – there were 907 total complaint allegations between May and July 23 and 538 relates to service delivery (59%). This message continues to be given to the Chief Inspector Spocs at the PSD quarterly meetings.

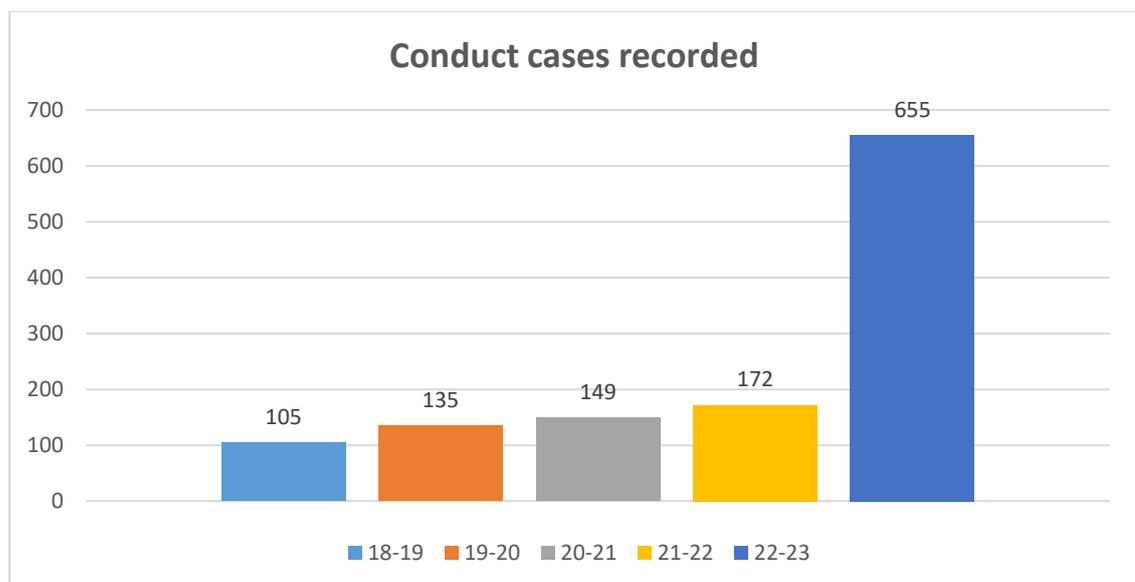
- A significant piece of work is ongoing in PSD to streamline processes and reduce the number of systems being worked on. After a PSD computer system Health Check in November 2022 the aim is to move the SRT workload solely on this system.
- We are still liaising with Digital Policing regarding the server which the PSD computer system sits on to ensure this will work effectively. The PSD Computer system needs to go on the desktops rather than remote apps – this is a much more efficient way to use the system, however this will cause issues for IT when upgrading the system.
- We had hoped for a go live date for the SRT to move complaint investigations onto the PSD computer system in August 2023, however IT have stated this will not be possible and we are now aiming for 1 September 2023.
- This will have a significant number of benefits for the Directorate. The quality of data will improve and the system will be updated in real time rather than at the start and then the end of a case. It will also improve and assist with the high number of data requests and FOIs currently being made.
- Although the PSD Reactive team will not be moving from the WYP crime recording system for their investigations, further training has been provided to Reactive staff so that key performance data can be updated onto the PSD computer system in real time ie, arrests, service of notice and court dates. This will also enable us to monitor performance targets including length of investigation for both complaint and conduct cases.

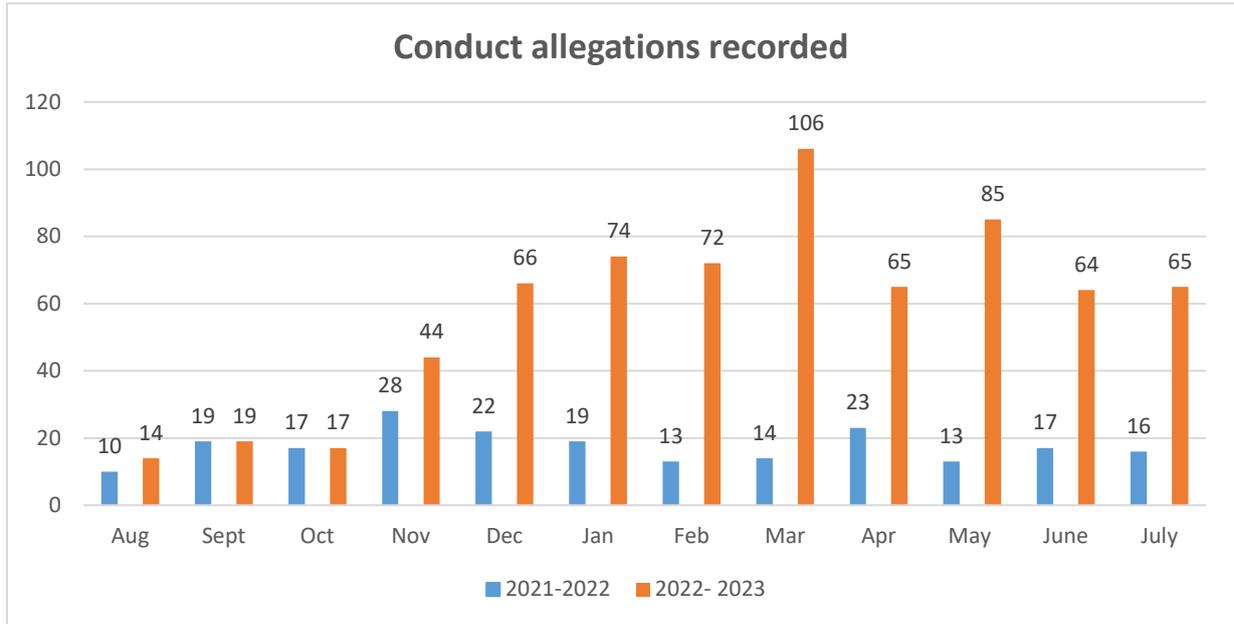
### **Conducts**

- Total conduct allegations (breaches within a case) have remained steady since May 2023. There were 65 conduct allegations recorded in July 2023, compared to 64 in June and 85 in May.
- All conduct issues are now recorded whether they meet the conduct threshold or not. After the Health Check on the PSD computer system we were recommended to record these cases as conduct allegations in order to obtain a more accurate picture of each District and identify any patterns and trends.
- Yearly totals for conduct cases have increased with 655 recorded between August 22 – July 23 compared to 172 in August 21 – July 22 (281%). This is due to the change in recording and has added a significant increase in the last 6 months, however as between 70-80% of cases recorded since Nov 22 are assessed as neither misconduct nor gross misconduct the true number of cases which meet the threshold from May 23 to July 23 stands at 49.
- Low level matters from District which do not meet the threshold for misconduct will be reviewed and assessed as 'neither misconduct not gross

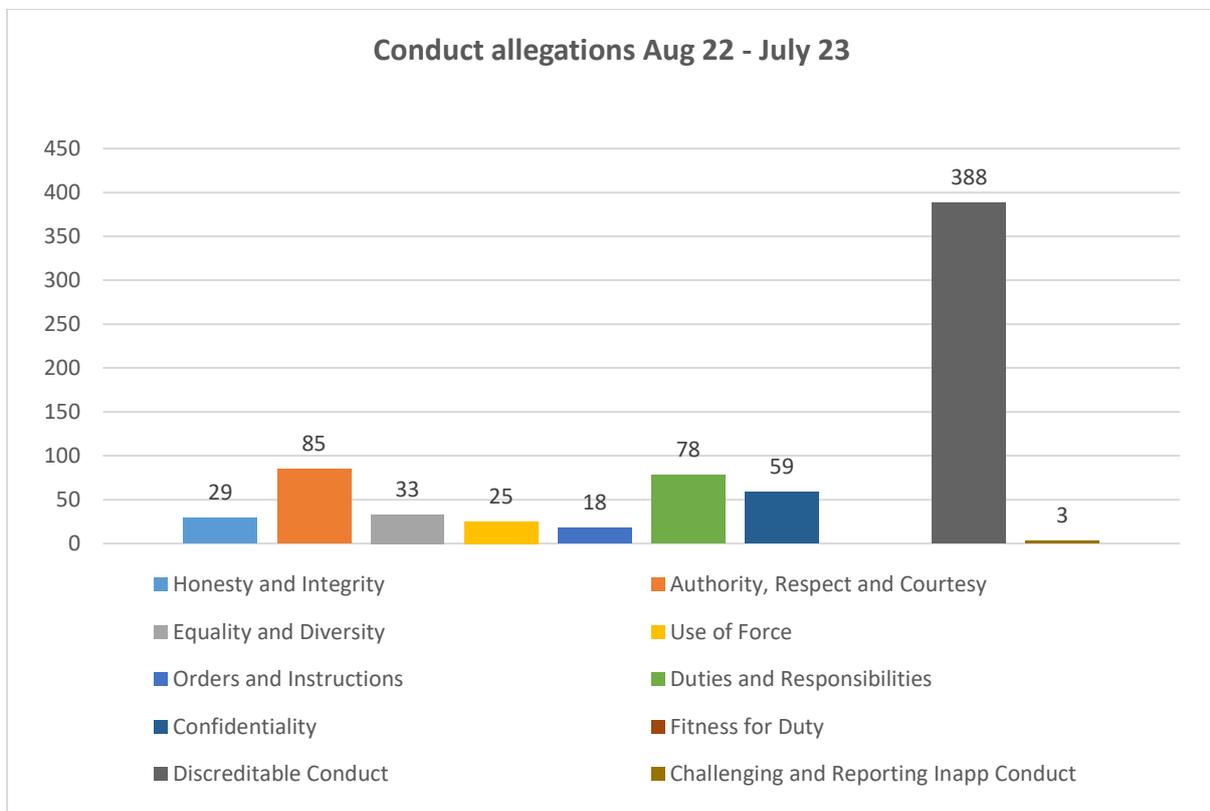
misconduct'. There will either be no further action or the staff member may be given reflective practice in order to improve their performance.

- Of the 64 conduct cases recorded in July 23 there were 69 staff members linked. 59 were assessed in this way and either passed back to District or sent for scoping/further work (86%). 7 cases were assessed as gross misconduct (10%), 1 as misconduct (1%) and 2 were referred to PRI/ RPRP (3%).
- For June 23 the number of cases assessed were 14 gross misconduct (21%), 2 misconduct (3%), 4 PRI/RPRP (6%) and 46 neither misconduct nor gross misconduct (70%). There were 66 staff members linked.
- For May 23 the numbers were 8 gross misconduct (9%), 4 misconduct (4%), 7 PRI/RPRP (8%) and 70 neither misconduct nor gross misconduct (79%). There were 89 staff members linked. On average 78% of all these cases therefore do not meet the discipline threshold.
- In West Yorkshire and nationally PSDs are seeing significant increases in the number of sexual misconduct and domestic abuse allegations – there is increased scrutiny of these cases in line with the Violence against Women and Girls Strategy. These cases are usually assessed as gross misconduct and the officer or police staff member are either suspended or restricted from duty during the course of the investigation.
- The increased scrutiny on policing has also lead to a significant increase in the number of Freedom of Information requests to PSD. These are mainly in relation to sexual misconduct, domestic violence and discriminatory behaviour by police officers and staff. There has been a 4 x increase in the number of FOIS since last year. All requests are collated and signed off for approval by the Head of PSD prior to being sent to ACC People.





- The chart below shows the type of conduct allegations being made. Discreditable conduct (mainly off duty allegations) make up 54% of all allegations. There is an increase in the number of allegations of authority, respect and courtesy which make up 12% - this links to the increased scrutiny on Workplace Behaviours and Sexual Misconduct and Harassment within the working environment.



- The PSD Reactive and Counter Corruption Teams are currently dealing with 212 ongoing investigations. 67 are for Safeguarding matters and 61 involve a VAWG Police perpetrator.
- There are currently 34 members of staff about to attend misconduct hearings for gross misconduct – 33 police officers and 1 police staff member. 11 staff members are currently at court for criminal cases. (8 police officers and 3 police staff members)

### **Suspended and Restricted Officers and Staff and Misconduct Outcomes**

- On 31 July 2023 there are 63 police officers and police staff members suspended and 70 police officers and police staff on restricted duties.
- There were 7 misconduct hearings between May 2023 – July 2023 involving 1 police staff member and 7 police officers. All 8 members of staff were dismissed without notice for offences ranging from a conviction for perverting the course of justice, sexual assault, OPL, being linked to a proscribed organisation and making racist comments, honesty and integrity over a police RTC and computer misuse.
- The number of misconduct hearings has increased substantially over the last 3 years. There have been 19 hearings in the last 12 months (Aug 22 – July 23). There are currently 10 hearings with dates fixed up to December and another 17 to arrange for 34 staff members.