

22 November 2005

Report of the
Chief Constable

COMPLAINTS AGAINST THE POLICE AND LETTERS OF APPRECIATION

INTRODUCTION

- 1 This report provides information about complaints against the police and letters of appreciation for the period 1 April 2004 – 30 September 2005.

INFORMATION

- 2 The attached appendices detail the following:
 - a Complaints against the police
 - b Multiple Complaints from one Complainant
 - c Number of Complaints Locally Resolved per Division
 - d Breakdown of Complaints of Other Assault, Oppressive Conduct/Harassment, Failure in Duty and Incivility by Division
 - e Number of appeals lodged with the Independent Police Complaints Commission (Including Average time taken on the above)
 - f Number of Independent/Managed/Supervised Investigations (including brief details and average time taken on the above)
 - g Number of Complaints per 100 officers compared with MSF (Most Similar Forces)
 - h Complainant Profile
 - i Strategic Issues
 - j Direction and Control Complaints and Recurrent Issues
 - k Letters of Appreciation

RECOMMENDATION

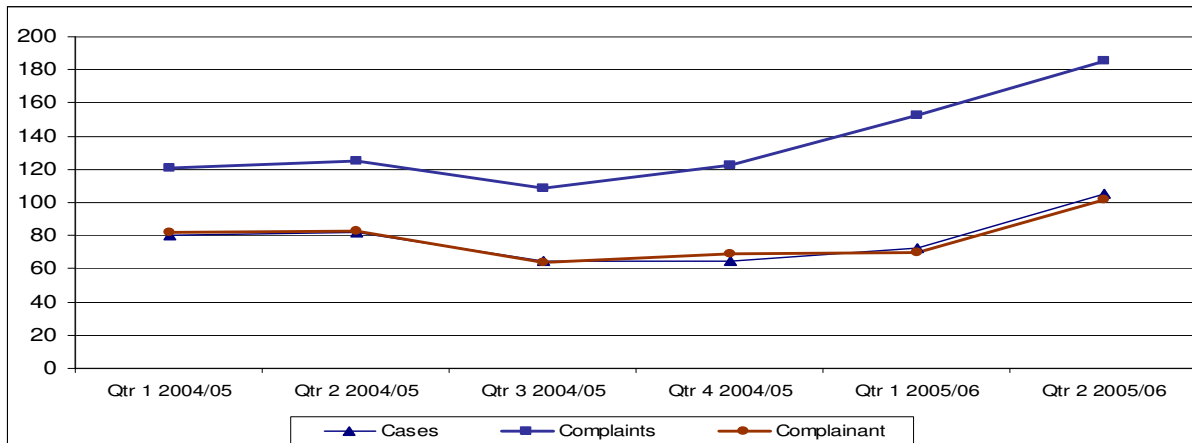
- 3 It is recommended that this report be noted

T S HOLLIS

Chief Constable PSB/LTW Police Headquarters, Priory Road, Hull

BACKGROUND PAPERS: Exempt

a Complaints Against Police



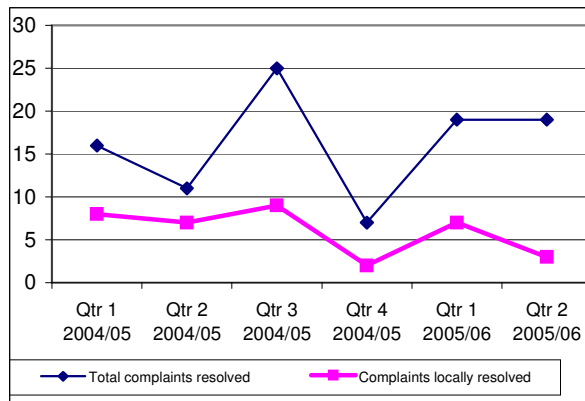
b Multiple Complaints from one Complainant per Division

1 case = 25 allegations C Division

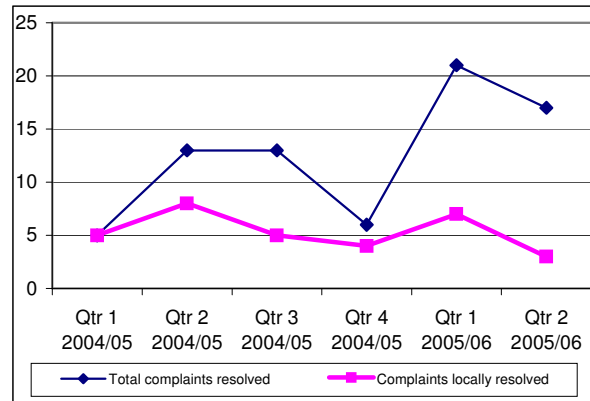
1 case = 34 allegations A Division

c Number of Complaints Locally Resolved per Division
By Location of Incident

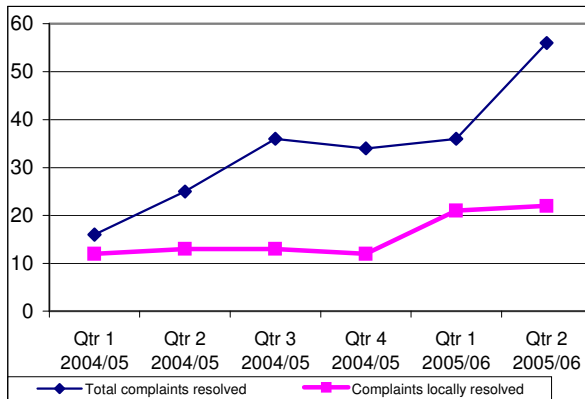
A Division



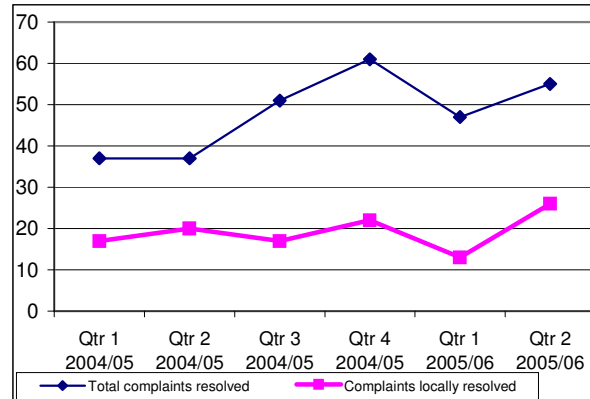
B Division



C Division

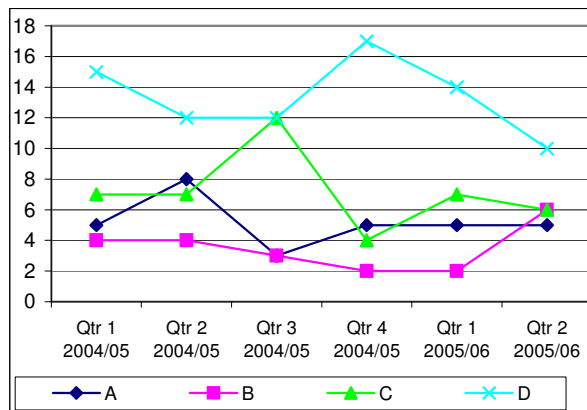


D Division

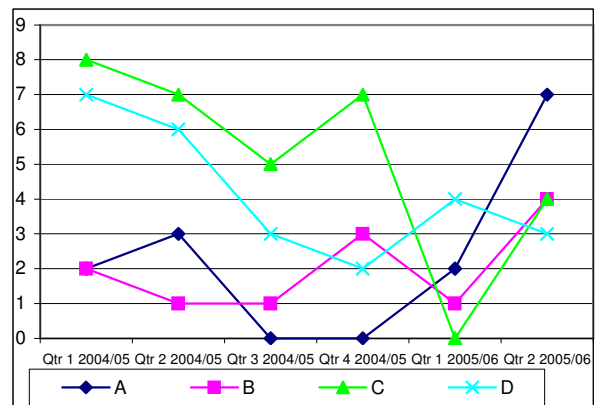


d **Breakdown of Complaints of Other Assault, Oppressive Conduct/Harassment, Failure in Duty and Incivility by Division**

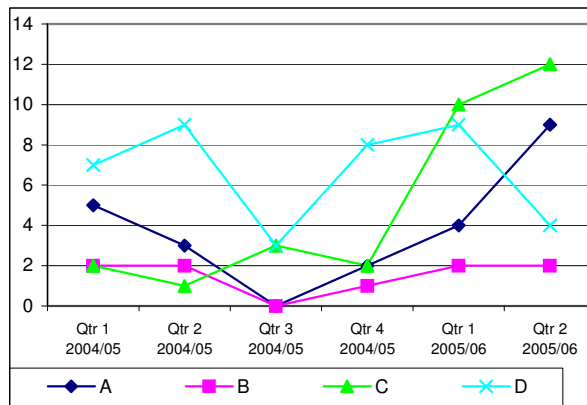
Other Assault Complaints



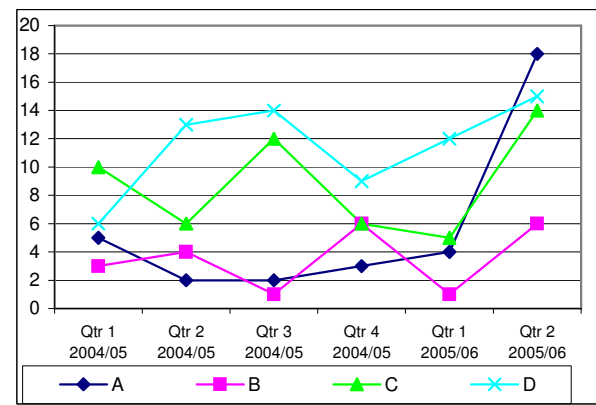
Oppressive conduct/Harrassment Complaints



Failure in Duty Complaints



Incivility Complaints



e **Number of Appeals Currently Lodged with the Independent Police Complaints Commission**

Failure to record	19
Outcome of investigation	1
Local Resolution process	2
Number of Successful Appeals	4

NB This data shows the number of appeals currently being dealt with by the Independent Police Complaints Commission.

Average number of days taken by IPCC on appeals 37 days

f **Number of Current Independent/Managed/Supervised Investigations**

Independent Investigations

MC 42/05 A63 Shooting

Managed Investigations

Operation Aldgate

Supervised Investigations

- CO 4/05 Neglect/failure in duty - continued malicious action by the Police.
- CO 17/05 Serious Assault - possible broken arm.
- CO 102/05 Other Assault – complainant sustained bruising and broken scaphoid bone.
- CO 177/04 Serious Assault - excessive force by officers resulting in complainant's arm being broken.
- CO 233/05 Serious Assault – broken bone in upper arm.
- CO 235/05 Serious Assault - broken elbow and bruising to legs.

These are ongoing investigations, the aspects of which cannot be discussed at the present time.

NB: This data shows the number of investigations currently referred to the Independent Police Complaints Commission.

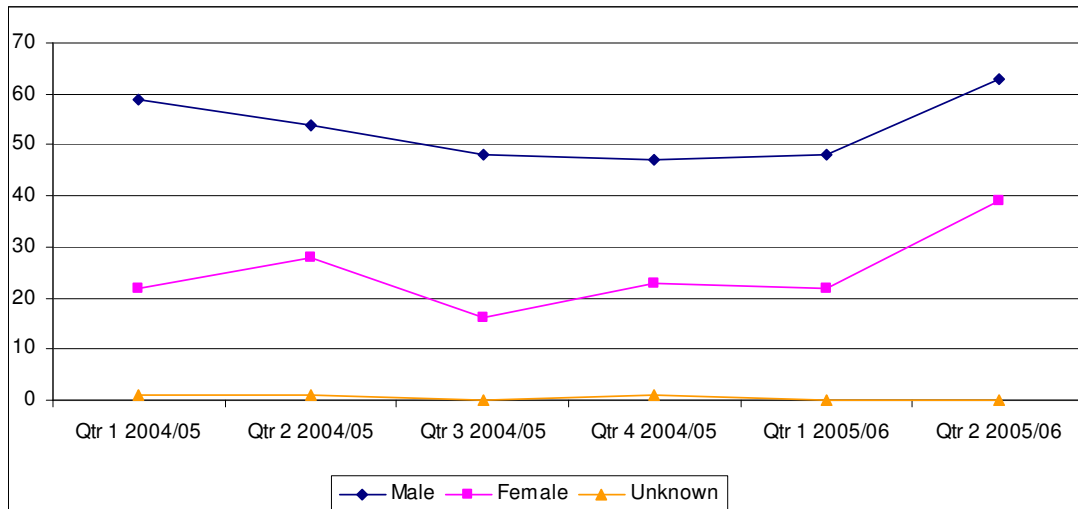
g Number of Cases per 100 officers compared with MSF (Most Similar Forces)

Cases recorded between 1 April 2005 and 30 September 2005.

Annual Target for MSF	15.7
Projected MSF figure at period 6	7.84
Humberstone	7.76
A Division	6.06
B Division	7.16
C Division	10.76
D Division	9.16

h Complainant Profile

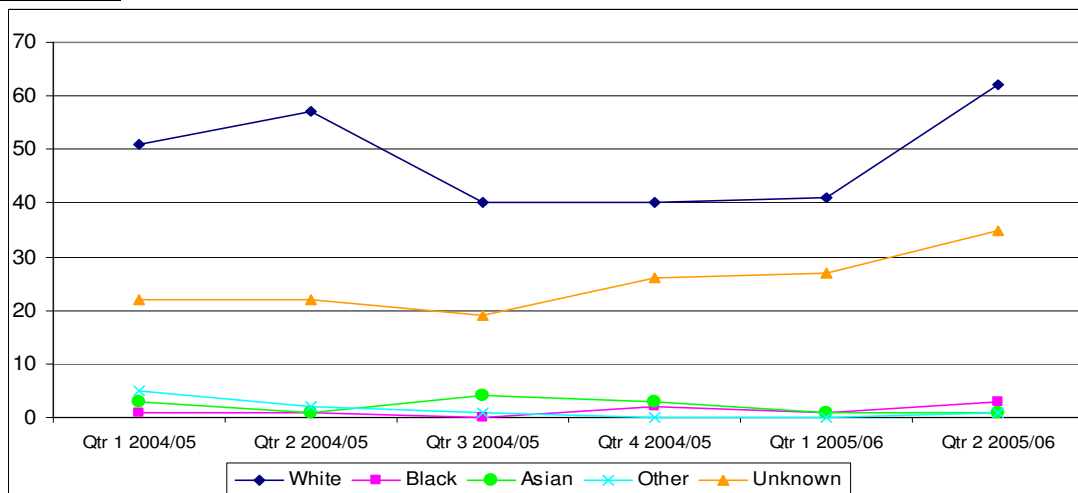
Gender



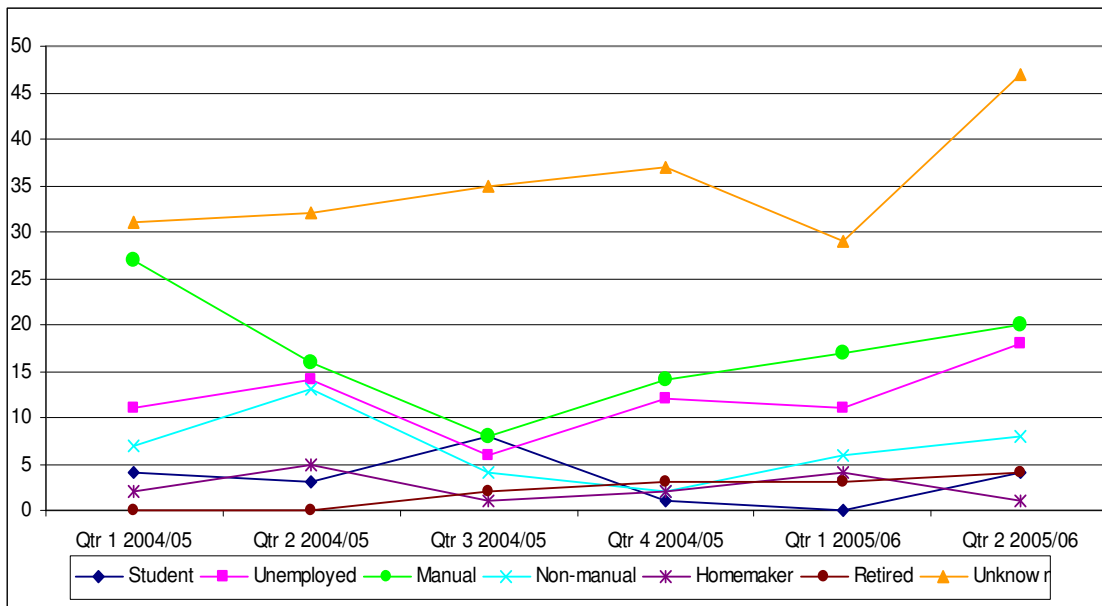
Age



Ethnicity



Employment Type



i Strategic Issues Identified from Professional Standards Investigations

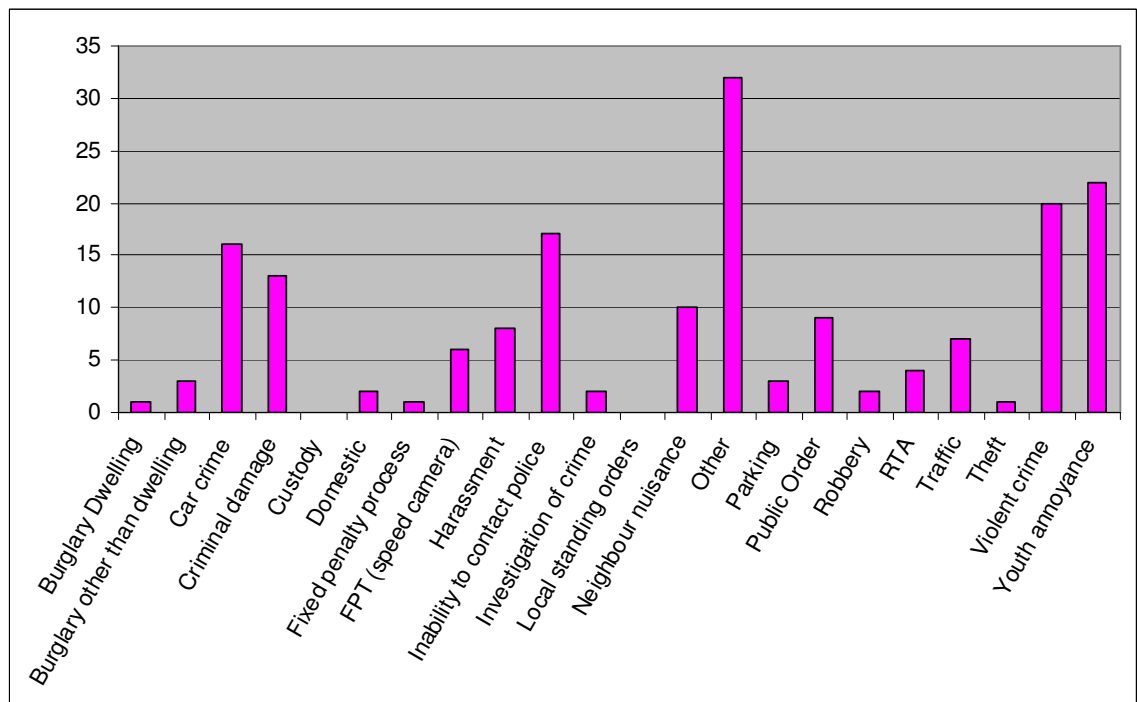
Photographs re people answering bail – AJU dealing (ref QU 572/05)

Time wasted by public and police re people answering bail when final decision as to prosecution not made – AJU dealing (local resolution)

j Direction and Control Complaints

Cases recorded in Qtr 2 – 1 July 2005 and 30 September 2005.

Total number of Direction and Control Complaints Recorded = 180



Some examples of Direction and Control Complaints Categorised as Other

QU 566/05 -The complainant telephoned the police to report a suspicious male in her garden. She says she was told that it would be given priority but to date she has heard nothing.

QU572/05 – The complainant states that she was stabbed. The man responsible was subject to bail conditions whereby he had to report to Grimsby Police Station twice a day. She believes that his younger half-brother has been answering bail for him and she believes this has happened because of the inadequacies of the Humberside Police system which does not include a photo of the person answering bail. She states that if this was dealt with properly, she would never have been stabbed.

QU 590/05 - The complainant alleges that officers attended when she wanted to remove property from some premises and prevented her from doing so. She has since discovered that her ex-partner has been and removed furniture and alleges that the police did not stop him. She further complains that she contacted the police and informed them that her ex-partner has incorrect VRM plates on a trailer but nothing has been done.

QU 609/05 - Solicitors have recently received correspondence from Collision Records Section stating the paperwork they required regarding their client "has not come to light." The solicitors wrote in to express their concern at Humberside Police apparently losing accident records on two separate occasions and stated they didn't have a problem with other Forces.

QU 618/05 - After seeing a car on fire on the way home, a gentleman called 999 to report a young male about 2 miles down the road who tried to flag him down. He was told it was not an emergency and he should call the 0845 number. He would like to know what is classed as an emergency.

QU 644/05 - A complainant wrote in regarding the parking of police vehicles on her street, which is near the police station in Bridlington. She states that last year residents had to put up with considerable inconvenience while work was being undertaken to extend the police station and car park. Despite the extended car park, police vehicles are still being parked outside the houses along her street. She has sent 3 e-mails with no progress on our part, except a letter some weeks ago informing her that her complaint had been passed on to someone else for them to look into. She has enclosed several photographs of the police vehicles parked on her street.

QU 641/05 - A complaint about the minimum level of service by police officers in resolving current criminal activities i.e. re-occurring disturbing incidences at her address. The complainant has been keeping a log of all incidents that have been reported. She lives alone and the activities are frightening her and having a detrimental effect on her health. Her letter states that officers have failed to return telephone calls made by her and another complainant. One

officer has promised on 3 occasions to investigate and implement the erection of a police CCTV camera in order to catch the perpetrators. This has not materialised. The two complainants are not happy with the way this has been investigated.

QU 649/05 – The complainant writes to complain about the lack of police response in his area. He has had 3 thefts since the Bank Holiday Monday. He says he is constantly ringing to report these crimes but nothing gets done. He has had to ring numerous times before anyone seems to reply. He understands that when reporting a crime it goes to admin staff who aren't even police officers and it is they who decide whether a crime is worth following up or not. He asks what chance do companies have either with loss of equipment or insurance premiums.

QU 645/05 – The complainant writes to complain about the lack of service and treatment received concerning a report of sexual abuse against her daughter. She made a complaint on 29th August. She states she has attempted many times to contact officers regarding the case, leaving messages which have not been returned. Despite phoning Grimsby Police Station several times a day, she still has not had her concerns addressed. She states she was put on hold for at least 38 minutes and on another occasion 55 minutes. She alleges she has been given the wrong advice regarding contacting a witness to the case and that the duty Inspector at Grimsby agrees that they have been treated in an appalling manner.

Recurrent Issues

Time taken to answer telephone calls from members of the public.

Safety Camera Project

Non Investigation of Crime (Customer Service Crime Centre)

k Letters of Appreciation

Total number of Letters of Appreciation Received in Qtr 2 - 1 July 2005 to 30 September 2005 = 48.

1. A man from Wolverhampton wrote in to express his gratitude to an officer and a retired officer from the Blue Lamp Club who had assisted him in obtaining details of his Grandfather who had served with the Specials during the 14-18 war. He said he wished to commend them both who “succeeded in finding more information about the old boy than I dreamed of. I had no idea that he was Chief of the Specials or that he was so well known and connected with so many activities in Grimsby.”
2. A letter of thanks was received from a resident of a village near Grimsby who, along with other residents had been experiencing problems with youths on motor bikes. After reporting a third incident in two days a visit was made by two officers. “I was grateful to receive a visit and I was also appreciative of a follow-up call stating a successful conclusion that the youths were apprehended with a stolen motorbike. Residents are aware that there are sometimes more pressing issues for the Police to contend with, but sincerely hope that the officers and their colleagues can continue with this fabulous and extremely important service. This, subsequently, has restored my faith in continuing to log calls as and when required and will speak with my fellow villagers to let them know of yesterday’s success. Thanks go to you and your Project Yokahama team for making a difference.”
3. A message was received on the Safelinks Web Site from a member of the public whose brother in law had been the victim of a crime when his moped had been stolen. The message relayed that he reported the theft to the Police “was given a crime number and was advised that in most cases like this the stolen bike is unlikely to be traced. 20 minutes later, the Police rang to advise that his bike had been found in the area and minutes later he was able to collect his stolen bike. My brother in law was well impressed with the response from the Police. I think we all at times have a moan about what the Police should do and what they don’t do, but all I can say is Thank You and good work! Thought it would be good to share some positive news about Police work on your site.”
4. A lady from Scunthorpe wrote in to express her thanks to four officers who had attended following the sudden death of her husband. She said, “I was obviously very distressed and appreciated the complete sensitivity and caring manner shown by the officers. They handled the matter in a very supportive but professional way. It is important to remember to thank people for a job well done.”
5. A man from Scunthorpe wrote to thank officers who had attended a suspected burglary. He said, “I would like to express my appreciation to your officers who attended. Their response time and their conduct was excellent and very reassuring. I know that at time the police get a bit of bad press so I wish it to be put on record my appreciation. Thanks to all involved.”

6. A lady from Winterton wrote in to thank an officer who had attended a road traffic incident. She said, "You should be proud – very proud that you have such a diligent caring constable in your force. I know that the police have a 'bad press' but I can only praise the help and courtesy I received after an RTA involving a child who fortunately was not hurt. Although it was not my fault, the experience left me in deep shock. The officer was very helpful. I had never been involved in an accident before after over 20 years of driving and he took me home and rang the next day for information and to see if I was OK. Help – Protect – Reassure – He certainly did his duty.

She went on to say, "his character shone through as a dedicated genuine sincere constable, dedicated to his duty to the police force for which you should be very proud."

7. A gentleman from Bridlington wrote in to thank officers who had dealt with his family over an incident involving his daughter. His had received a telephone call from his daughter who had suffered with mental problems in the past and had sounded suicidal. She subsequently turned up in Leeds, safe and well. He said, "I wish to thank you and your officers in their dealings with me and my family in the matter of an incident concerning my daughter. Those to whom I spoke were efficient, polite, professionals and genuinely helpful. I know that they acted quickly, intelligently and with expertise and I was moved at the level of sympathetic empathy they showed. I can only apologise for the actions of my daughter and can convey to you that she has demonstrated remorse for the incident."
8. A gentleman from York wrote in to thank officers who had dealt with the death of his mother who had died and then her body had been consumed by a fire in the room she had died in. The next day, a neighbour of his mothers had fraudulently withdrawn money from his mother's bank account. He said, "I write to you to offer my thanks to which your superb officers helped and assisted me during a very difficult time. I wish for you to thank the officers of which I owe a debt of gratitude." One officer "treated me with care and respect. Top man". Two other officers "worked very hard to bring to justice the woman who robbed by mother." He went on to say, "you must be very proud of your officers in Hull, people who strive to keep the public safe and to bring to justice those who stray the wrong side of the law. It seems to me that your officers have an up-hill struggle ahead of them, but I am sure with the high calibre of officers in Humberside police, you will achieve your goals. Thank you all."
9. A gentleman who owned a shop wrote in to express his thanks to an officer who had helped and advised him after he discovered that a member of his staff had been stealing cash from him. He said, "I had known that a manager of one of my shops had been stealing cash and I had collected evidence of this theft but was unsure of what to do with it. I had been under a lot of stress, worrying that if I put a foot wrong the thief could perhaps take me to an industrial tribunal. " He subsequently rang the Police and an officer went to see him. He said, "the officer advised me as to the best way of dealing with this matter. His advice was spot on. Two days later he spoke to the manager of my shop, who then immediately repaid the money he had stolen and I was able to dismiss him from my employment without fear of a comeback from an industrial tribunal. I wish to

congratulate the officer on the very professional manner he dealt with this case. He gave me very good advice, he put me at ease at such a stressful time and brought the matter to a quick and successful conclusion.”

GLOSSARY

Independent Investigation

Conducted solely by the Independent Police Complaints Commission. A Professional Standards Branch liaison officer will normally be appointed.

Managed Investigation

Conducted by another Force under the management of the Independent Police Complaint Commission will agree who the Investigating Officer will be. The investigation will normally be conducted by Professional Standards Branch under the supervision of the Independent Police Complaint Commission.

Supervised Investigation

The Independent Police Complaints Commission will agree who the investigating officer will be. The investigation will normally be conducted by Professional Standards Branch under the supervision of the Independent Police Complaints Commission.

Local Resolution

A method by which, in agreement with the complainant, local managers can quickly and effectively deal with a complaint to everyone's satisfaction.