

## **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 January 2006 – 31 March 2006.

### **INFORMATION**

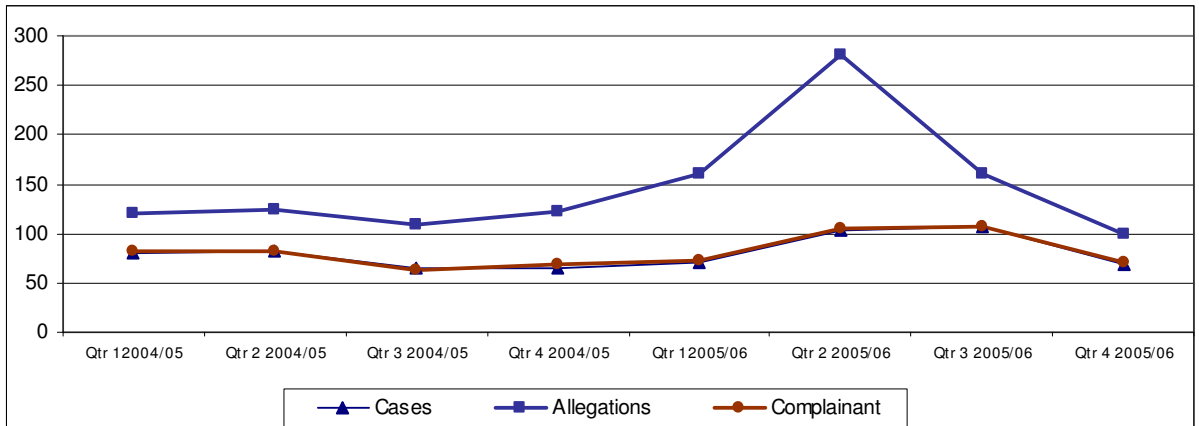
- 2 The attached appendices detail the following:
  - a Complaints against the police
  - b Multiple Allegations from one Complainant
  - c Number of Complaints Locally Resolved per Division
  - d Breakdown of Complaints of Other Assault, Oppressive Conduct/Harassment, Failure in Duty and Incivility by Division
  - e Number of appeals lodged with the Independent Police Complaints Commission (Including Average time taken)
  - f Number of Independent/Managed/Supervised Investigations (including brief details and average time taken)
  - 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

**TIM S HOLLIS**  
Chief Constable

BACKGROUND PAPERS: Exempt  
**a Complaints Against Police**



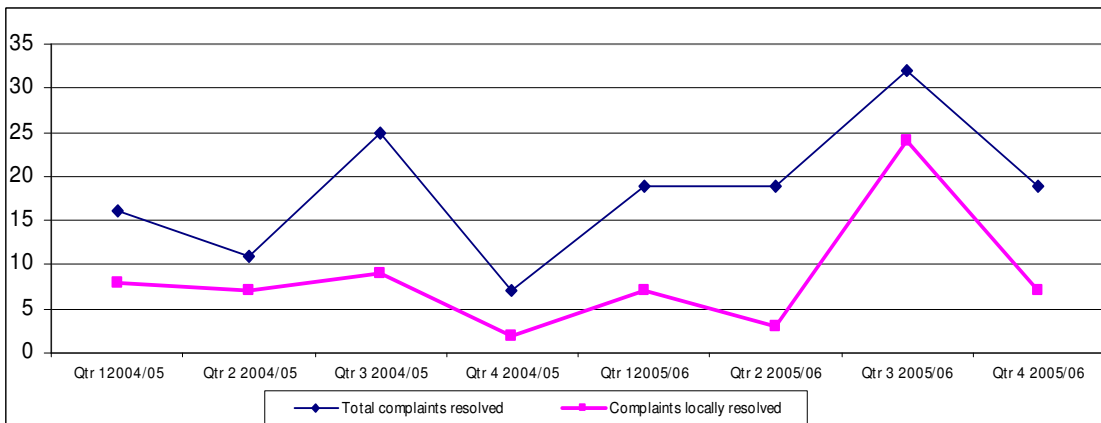
**NB** There has been a steady upward trend in the number of complaints received from members of the public since April 2004. Prior to this date there was a downward trend. Clearly the introduction of the Independent Police Complaints Commission has had a direct affect on public confidence in the complaints system. This, allied with an increase in the type of individual able to complain (witnesses to incidents can now make a complaint) and the introduction of complainant access points (complaints can now be made at a number of different locations e.g. Citizens Advice Bureau) have contributed to the increase in complaints.

**b Multiple Allegations from one Complainant**

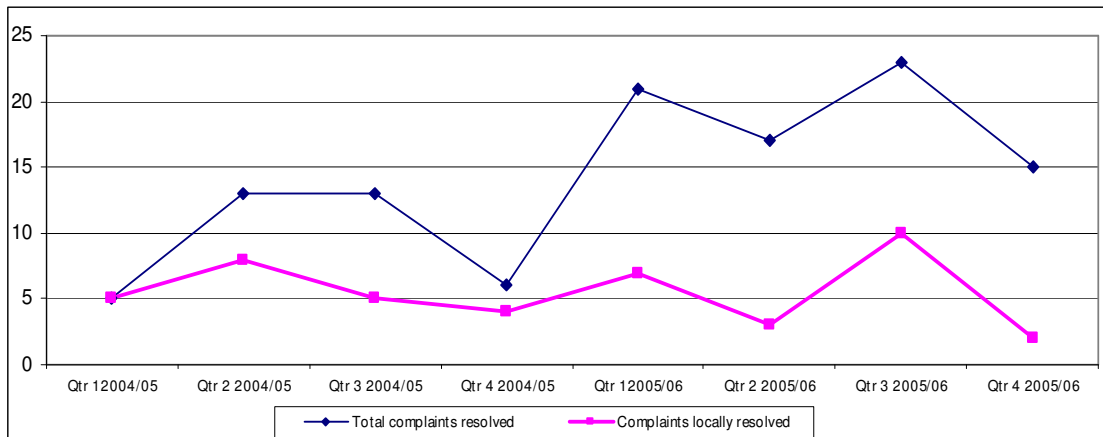
CO 130/05 = 17 allegations	Outside force area
CO 88/05 = 25 allegations	C Division
CO 34/06 = 128 allegations	A Division

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

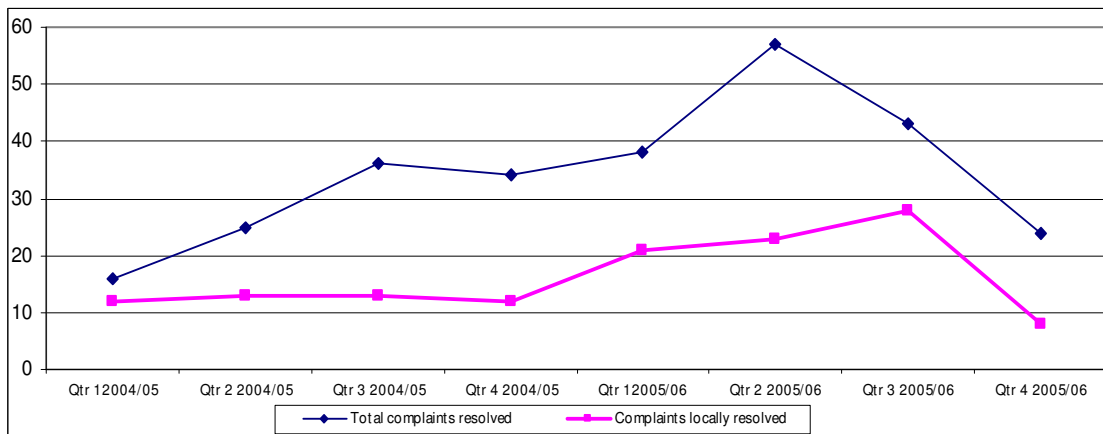
A Division



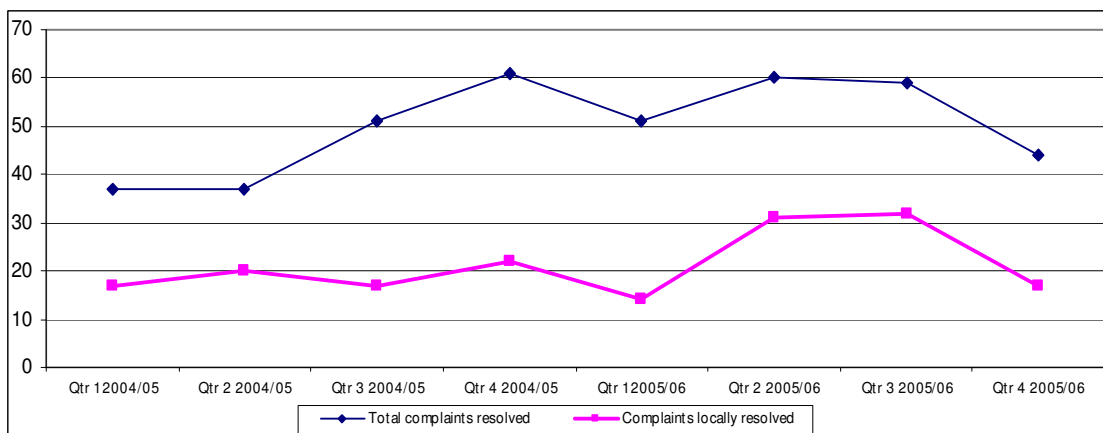
B Division



C Division

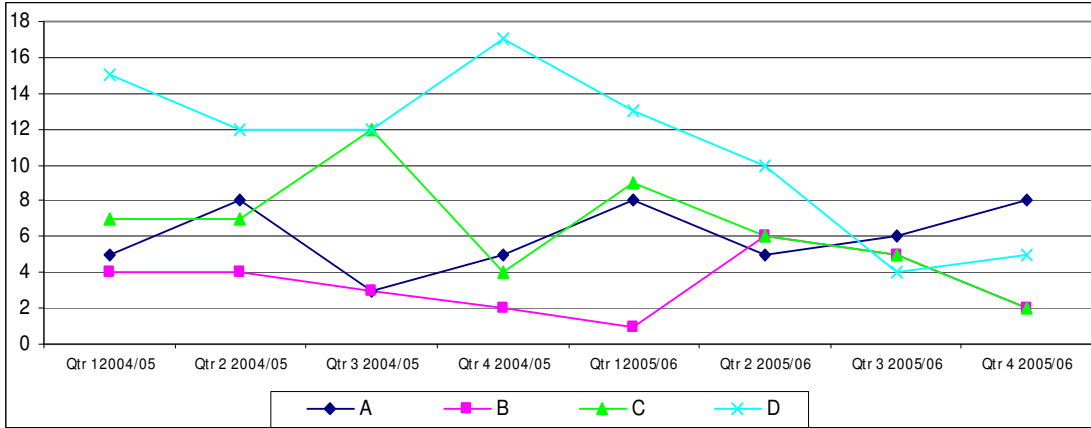


D Division

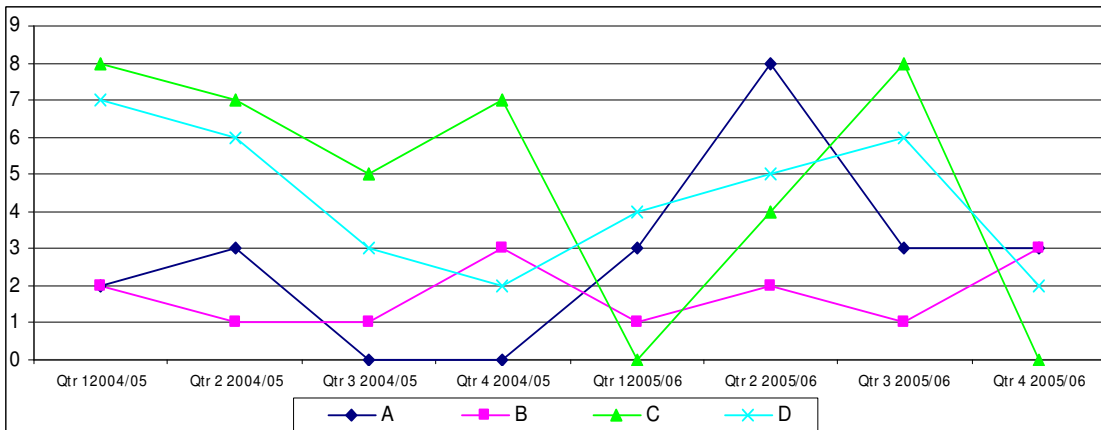


**d Breakdown of Complaints of Other Assault, Oppressive Conduct/Harassment, Failure in Duty and Incivility by Division**

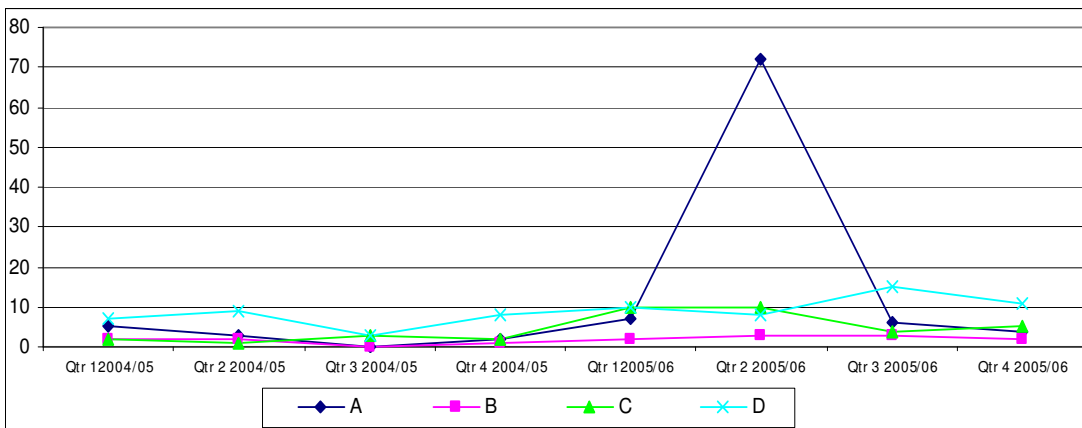
Other Assault Complaints



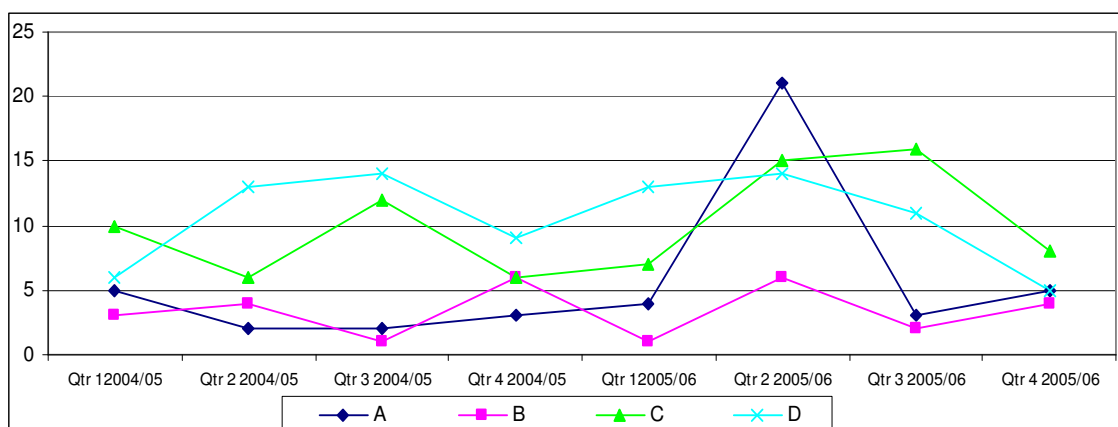
Oppressive Conduct/Harassment Complaints



Failure in Duty Complaints



## Incivility Complaints



### e Appeals to the Independent Police Complaints Commission

<u>1 April 2004 – 31 March 2005</u>	<u>Lodged</u>	<u>Successful</u>
Failure to record	19	5
Outcome of investigation	4	1
Local Resolution process	5	0
Still outstanding	0	

Average number of days taken by the IPCC on appeals = 16

<u>1 April 2005 – 31 March 2006</u>	<u>Lodged</u>	<u>Successful</u>
Failure to record	40	4
Outcome of investigation	7	0
Local resolution	4	0
Still outstanding	20	

Average number of days taken by IPCC on appeals = 59

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

#### Independent Investigations

MC 42/05 A63 Shooting

#### Managed Investigations

CO88/05 Operation Aldgate (West Yorkshire)  
 CO 125/05 Operation Aldgate (West Yorkshire)  
 CO 130/05 Operation Aldgate (West Yorkshire)  
 CO 168/05 Operation Aldgate (West Yorkshire)  
 CO 291/05 Duty of Care (Cleveland)

## Supervised Investigations

CO 177/04	Serious Assault – broken arm
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 – bruising and broken scaphoid bone
CO 233/05	Serious Assault – broken bone in upper arm
CO 235/05	Serious Assault - broken elbow and bruising to legs
CO 291/05	Failure in Duty – duty of care
CO 321/05	Other Assault – fractured rib and swollen blooded nose
CO 371/05	Other Assault – four stitches to eye and loss of tooth
CO 68/06	Serious Sexual Assault
MC 5/06	Performance of Duties – duty of care

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

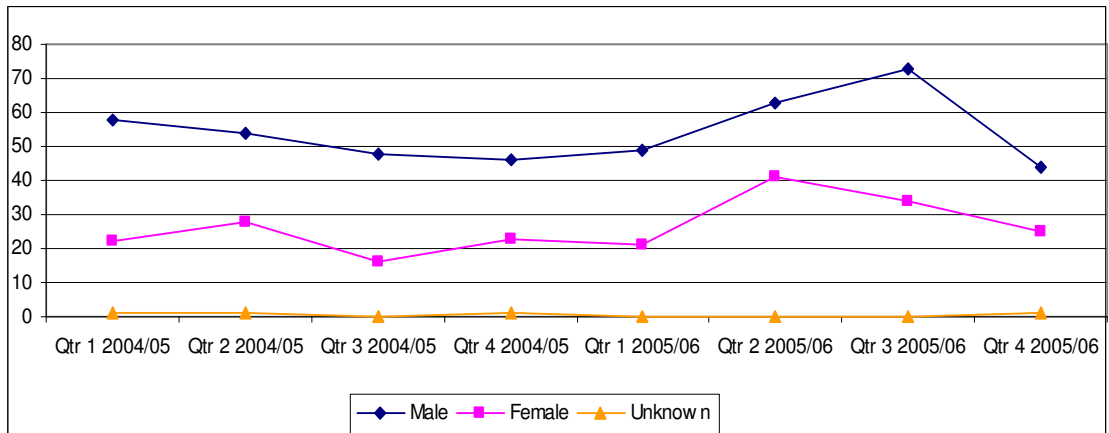
*NB: This data shows the number of investigations currently referred to the Independent Police Complaints Commission.*

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

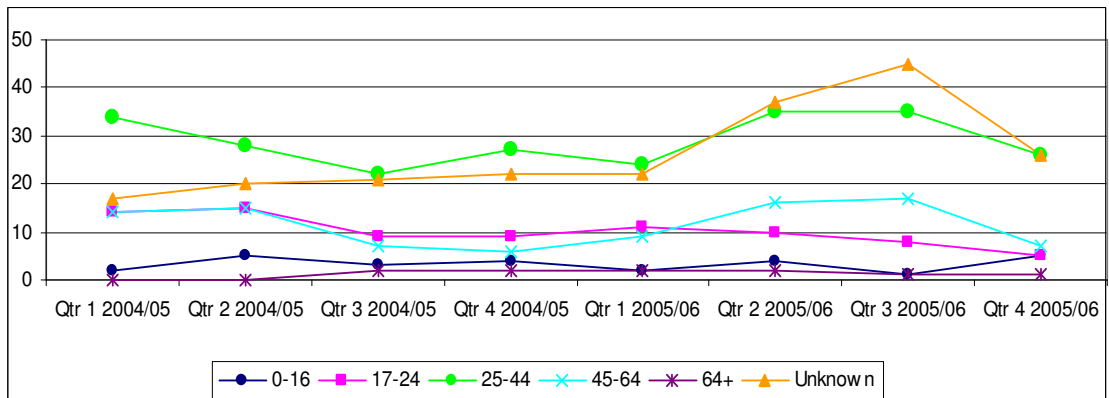
	1 April 2004 – 31 March 2005	1 April 2005 - 31 March 2006
Annual Target for MSF	15.7	15.7
Projected MSF figure at period 9	15.7	15.7
HumberSide	12.98	15.5
A Division	13.39	18.29
B Division	14.07	13.35
C Division	18.63	25.74
D Division	17.74	19.73

## h Complainant Profile

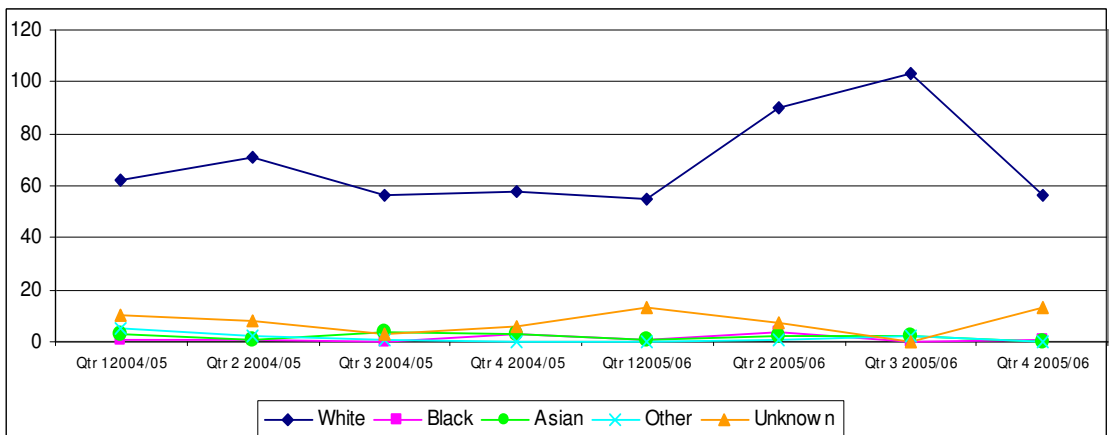
### Gender



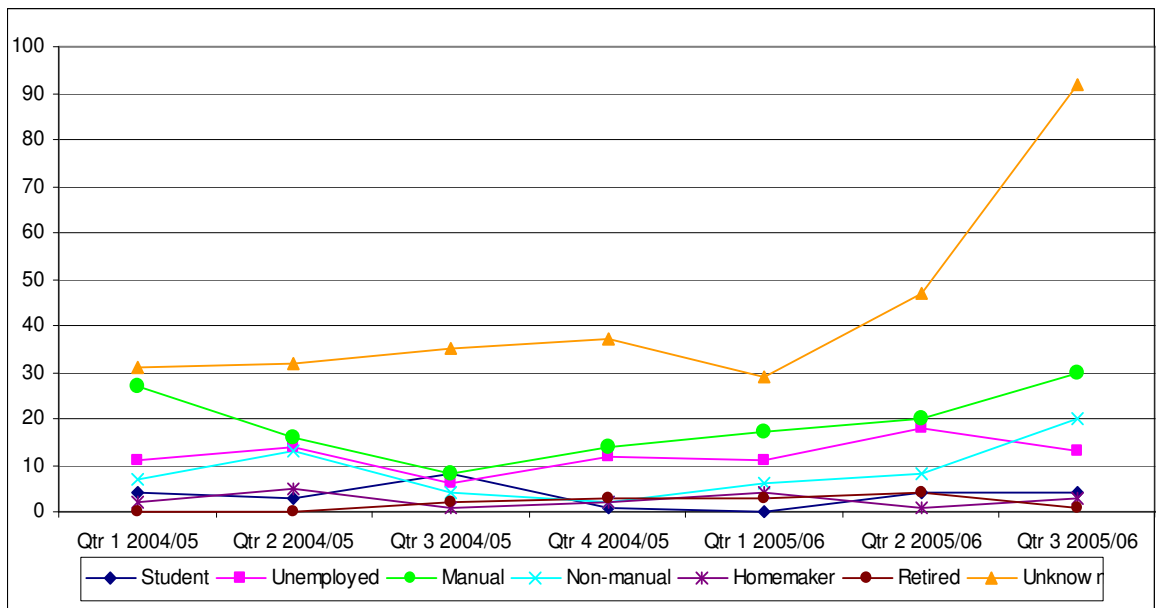
### Age



### Ethnicity



## Employment Type



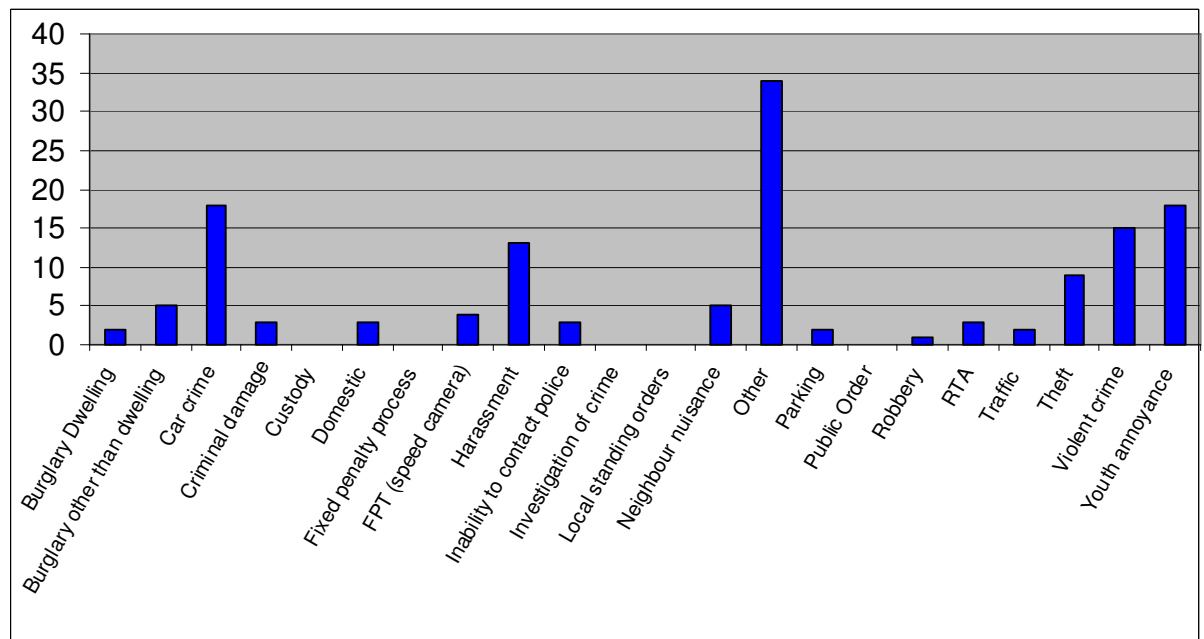
### i Strategic Issues Identified from Professional Standards Investigations

None identified this period.

### j Direction and Control Complaints

Cases recorded in Qtr 4 – 1 January 2006 – 31 March 2006

Total number of Direction and Control Complaints Recorded = 140



## **Some examples of Direction and Control Complaints Categorised as Other**

QU 22/06 - Complaint re a crime which was reported at the beginning of December. The complainant has not had any update from the Officer In the Case (OIC) even though a letter was sent to the Sergeant within the Volume Crime Team asking for a response.

QU 61/06 – The complainant expressed concerns as to the conduct of the enquiries and investigation, lack of support for emotional distress as a result of being the victim of a "nasty" dwelling burglary and the lack of notification of developments. Messages left / calls not returned. Also wanted to know why the police hadn't been able to recover her car which was fitted with 'tracker' and a lack of compassion expressed by the attending officer. Because of her vulnerability she had requested additional attention to the premises but had not seen or heard anything from local patrols.

QU 62/06 – The complainant was very unhappy with the way he was dealt with at his local Police Station. He says a request was made for someone to attend the police station to produce the relevant documentation for the release of a vehicle which had been impounded. He attended the police station and garage on countless occasions but due to problems with his insurance certificate he was not allowed to recover his vehicle. He was given different reasons by different staff as to why his vehicle could not be released.

QU 58/06 - The complainant was charged with a Section 39 assault and a summons was issued requiring him to appear at Scunthorpe Magistrates Court on 03/01/06. The summons was sent by post to his home address but unfortunately the franking machine registered 00.00 postage on the envelope and as a result there was a charge of 21p plus £1 handling to be paid by the recipient on delivery. The letter was returned to the sorting office and was not collected by the complainant until after the court sitting on 03/01/06. A warrant was then issued for his arrest and he was arrested and placed in custody. The complainant is unhappy that he was detained in custody and forced to let his employer down at short notice through no fault of his own.

QU 75/06 – A Hotel Manager wrote to complain about the crime letter he received, stating that there was not enough evidence in relation to a crime he had reported to the police. He says that this is due to the lack of police action. He said he gave evidence on two separate occasions to the police re false cheques which had been issued at the hotel, but no officers bothered to attend.

QU 103/06 - The complainant writes to complain about a police search that was carried out at his home. Officers used force to gain entry to his home which placed his daughters, aged 2, 6 and 9 under severe stress and anxiety. He believes the officers were acting on false information and he should receive an apology and compensation for the damage to his door and time he had to take off work.

## **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**

The total number of letters of appreciation received in Quarter 4 = 107

1. An Assistant Head Teacher from a school in Grimsby wrote in to express her appreciation to an officer who conducts a police surgery at the school. She said, "it is refreshing to meet a young police officer of the calibre of this officer and he counsels our youngsters about the consequences some of their actions may incur which could result in legal action being taken against them." She went on to say that the officer "is the consummate professional in all his dealings with our students and staff. He is an asset to Grimsby's police force and should be commended for his efforts. We are very grateful for the continued inter-agency work between police and school as we appreciate the many calls upon valuable time."
2. A gentleman from London wrote in to convey his thanks to three police officers who had assisted him when he had been unable to contact an elderly friend. He telephoned Humberside Police and spoke to an officer who "kindly arranged for one of your officers to call round to his house and check that he was alive and well." The officer that had attended at his friends address then "kindly telephoned me later that evening to advise that my friend was possibly in hospital as his regular nurse had been cancelled. Another officer then telephoned me later the same night to advise that my friend was now residing at a Retirement Home and he gave me their address and telephone number". He went on to say, "Such extra and uncalled for assistance is greatly appreciated; the officers concerned are truly a great credit to the reputation of Grimsby Police Force. Please pass on my personal thanks to each of them for rendering me such kind and valuable assistance."
3. A lady from Grimsby who had been the victim of a theft in her home wrote in to express her thanks to the members of staff who had attended the incident. She said, "your response was quick, within minutes and you stayed some time to reassure me and phoned later. The next day I was contacted by the Crime Prevention Team who came and helped with security. The following day an officer from Victim Support came to talk to me and this was very helpful and supportive. Thank you very much. You did a brilliant job."
4. A Coroners Officer wrote in to express the appreciation of the Coroner's Office to an officer who had dealt with a sudden death. He said, "the only relative of the deceased living in the Scunthorpe area was an elderly relative who was a resident in a Care Home and who was in no position to make funeral arrangements. The officer attended at the Care Home the following day and obtained names and contact numbers for relatives elsewhere in the country, which he duly contacted. He then advised the Coroner's Office of all the

relevant details. In these days where criticism of the Police appears to be a national pastime, I believe it only right that when good work is done it is recognised.”

5. A gentleman wrote in to thank the police in Beverley for their prompt action after a neighbour had reported seeing an intruder in the man’s garden. He said, “Quite literally within minutes the police plus a dog team and a PC on a bicycle arrived and subsequently arrested a suspect. I would like to congratulate your force on its prompt action but further than that the way the whole incident was dealt with , including the professional and competent say that the two officers who called to see me that same evening. The prompt action of both my neighbour and your force certainly averted a burglary being committed. Please accept my thanks and congratulations.”
6. A lady from Hornsea wrote in to thank an officer who had assisted her when she had ran out of petrol one evening. She said, “your officer happened by and stayed with my passenger and me until my husband arrived with a can of petrol. We were very grateful to her. She is obviously a very efficient and meticulous officer – a true professional.”
7. A member of staff from the Prison Service Security Team wrote in to express his appreciation for the assistance the Police gave in arresting two visitors to the Prison following information that they may be in possession of drugs. He said, “the responses provided by yourself and your team was excellent. Not only did it mean a foiled attempt at breaking our security, but a confidence boost to my staff in general and an insight into inter agency workings in particular. As our intelligence systems steadily develop I hope that these operations will increase and continue to be effective.”
8. A lady from Beverley wrote in following an incident where her car wing mirror had been clipped and smashed. An onlooker had taken down the number of the offending vehicle and passed in on to her. She said, “as you can imagine I was quite cross about this but didn’t think there was much I could do. It was only later while moaning to a friend and they suggested that I contact the Police that I did anything about it. I was so happy with the response that I thought I would write and let you know. I’m sure that most incidents that the police deal with are more time consuming and complex than my wing mirror but my very small problems was dealt with very quickly and efficiently. The first officer I spoke to was very helpful and then I received a phone call later the same day from another officer telling me that a third officer had been in touch with the person who had hit my car and that they would be contacting me. That same evening the driver of the car contacted me and sent me a cheque for £75. All this was sorted out within a day of my contacting the Police.”
9. A lady from Howden wrote in to express her thanks to an officer who had attended following a domestic incident at her home address. She said, “following the incident involving my son, the officer arrived at our house and very quickly defused the situation in a professional but friendly manner. He put our son at ease, listened to my son and myself. He then gave some

constructive advice, which will hopefully assist in avoiding a similar situation in the future. Although it is regrettable that the situation arose and the 999 call was made, I firmly believe that the manner in which he dealt with the situation and the discussion that took place between the officer and my son, will assist our family in the future. We have had no further problems, which we all feel is due to the time and effort the officer contributed, speaking and listening to all concerned.

10. A Junior Barrister who had dealt with a murder case wrote in to express his appreciation to officers who had been involved in bringing the matter to court. He said, "I was extremely impressed by the officer in the case and also wanted to draw your attention to and commend the work of the disclosure officer. I liaised extensively with this officer throughout the case and disclosure was a particularly problematic area in this case. I found the officer's approach extremely helpful and in line with what would be expected from such an experienced officer. He certainly made my task much easier and it was apparent that he understood the legal approach that is necessary when considering the important area of unused material."
11. A lady wrote in to an officer to express the appreciation of herself and her family following the death of her father. She said, "We would sincerely like to thank you for the commitment you showed on this evening. You stayed with my family throughout the time that the paramedics attended to my father, you then stayed until a further paramedic team arrived to attend to my mother and further more you stayed until the doctor arrived. You were a great strength of support and without request you supplied us with much needed cups of tea. You showed respect, sympathy and compassion and on this occasion we believe you did above and beyond your call of duty."
12. A gentleman whose home had been burgled wrote in to express his thanks "for the excellent way in which you helped us." Officers were waiting for him when he arrived home and he said, "they were both sympathetic and helpful. They had already contacted our daughter and called a firm to come and board up the patio door. My daughter was very upset on hearing of the break in and one of your staff was very thoughtful and phoned her back later to see that she was all right. Please accept my thanks."
13. A member of HM Revenue and Customs wrote in to express her appreciation for the help of officers in a joint fraud operation. She said, "I would like to express my thanks to officers of Humberside Police Fraud Squad who assisted us by conducting an arrest and search operation. All of the Revenue and Customs staff involved during the search have commented on how well your colleagues conducted themselves and how well the operation went. I have worked on numerous operations of this type involving police forces throughout the country. I can say with absolute clarity that from the planning of this search and arrest operation to the execution of the warrants, that the assistance and enthusiasm for what we were aiming to achieve has been of the highest level I have encountered. We would all welcome the opportunity to work with you again in the future."

14. The parents of a young school girl who had been suffering harassment from an older individual when walking home from school, wrote in to express their thanks to officers who had helped in their daughters plight. They said, "I reported the problem and was really pleased that the officer taking the call took it so seriously and spent a good half hour on the facts and was also able to relate this incident to a similar reported earlier. He spoke with our daughter and was very reassuring and took her fear away. We received a very thorough and again reassuring home visit from another officer which really helped our daughter. On the very limited information we had given, your colleagues managed to trace this individual to his home address. Again your officers took the trouble to visit our house again and to explain that the problem had been appropriately attended to and that there should be no further reoccurrence. The outcome for our daughter was tangible relief and she felt taken seriously and fully supported by Humberside Police. It is quite likely that this problem did not result in a reported crime successful statistic as there were no charges made, so I wish to use this letter to thank all the officers involved who took the matter on to its successful completion.

## **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.