

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 October 2005 – 31 December 2005, but displays trends in certain areas from 1 April 2004.

INFORMATION

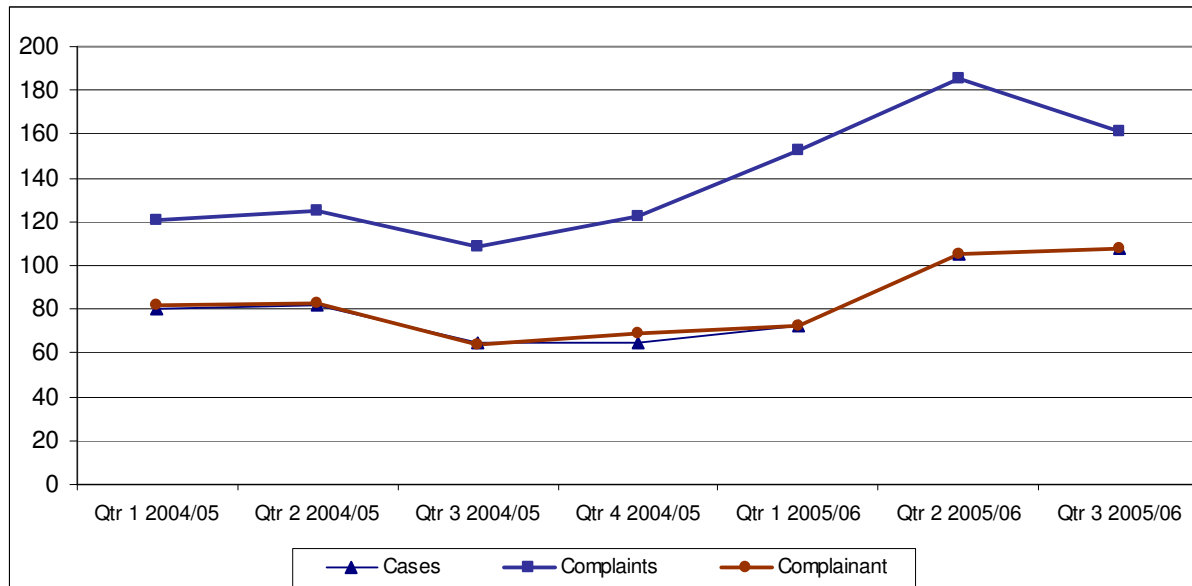
- 2 The attached appendices detail the following:
 - a Complaints against the police
 - b Multiple Complaints from one Complainant
 - c Number of Complaints Locally Resolved per Division
 - d Breakdown of Complaints of Other Assault, Oppressive Conduct/Harassment, Failure in Duty and Incivility by Division
 - 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

TIM S HOLLIS
Chief Constable

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.

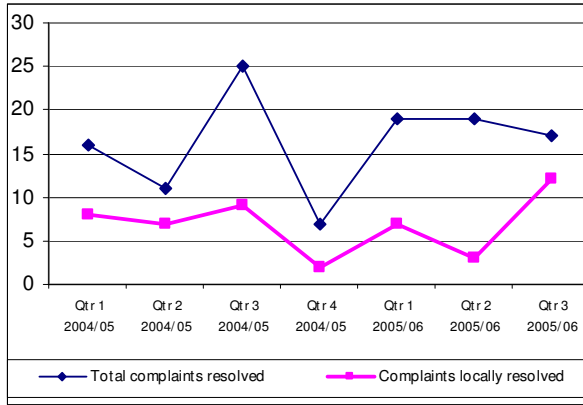
b **Multiple Complaints from one Complainant per Division**

1 case = 25 complaints C Division

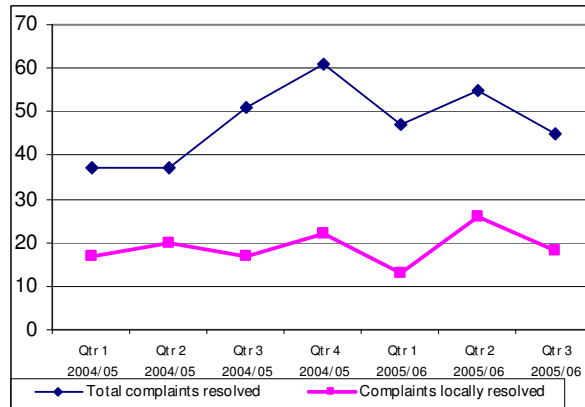
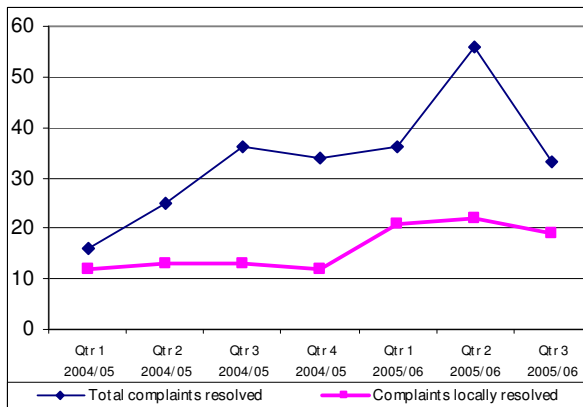
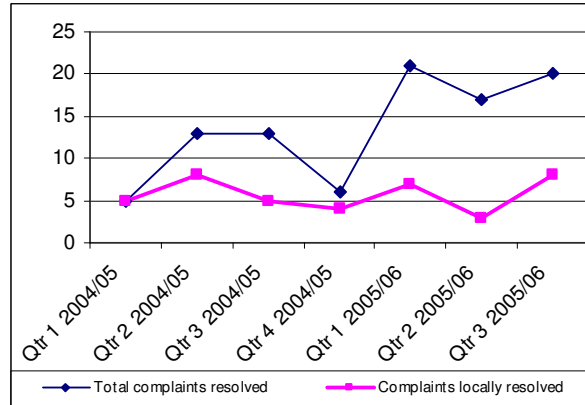
1 case = 34 complaints A Division

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

A Division



B Division

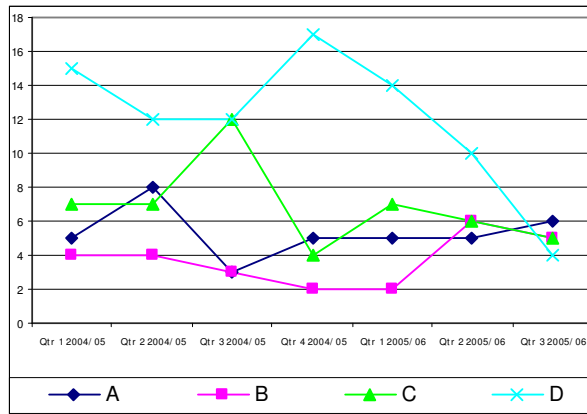


C Division

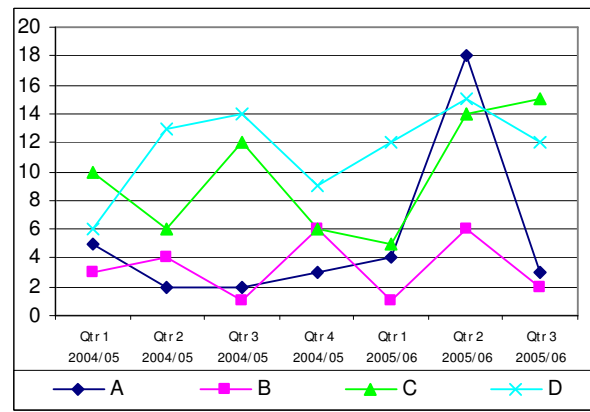
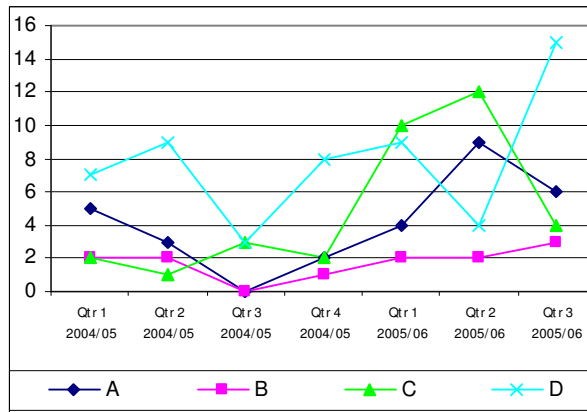
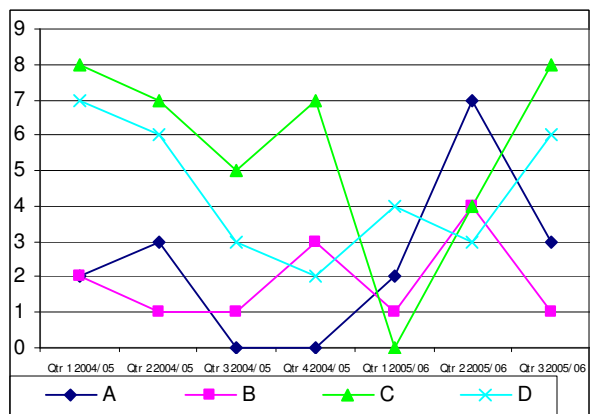
D Division

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 December 2005</u>	<u>Lodged</u>	<u>Successful</u>
Failure to record	30	4
Outcome of investigation	4	1
Local Resolution process	3	0
Still outstanding	16	
<u>1 October 2005 – 31 December 2005</u>	<u>Lodged</u>	<u>Successful</u>
Failure to record	9	0
Outcome of investigation	2	0
Local resolution	0	0
Still outstanding	8	
Average number of days taken by IPCC on appeals		43 days

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

Independent Investigations

MC 42/05 A63 Shooting

Managed Investigations

CO88/05 Operation Aldgate

CO291/05 Duty of care

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.

CO 321/05 Other Assault – fractured rib and swollen blooded nose

CO 371/05 Other Assault – four stitches to eye and loss of tooth

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.

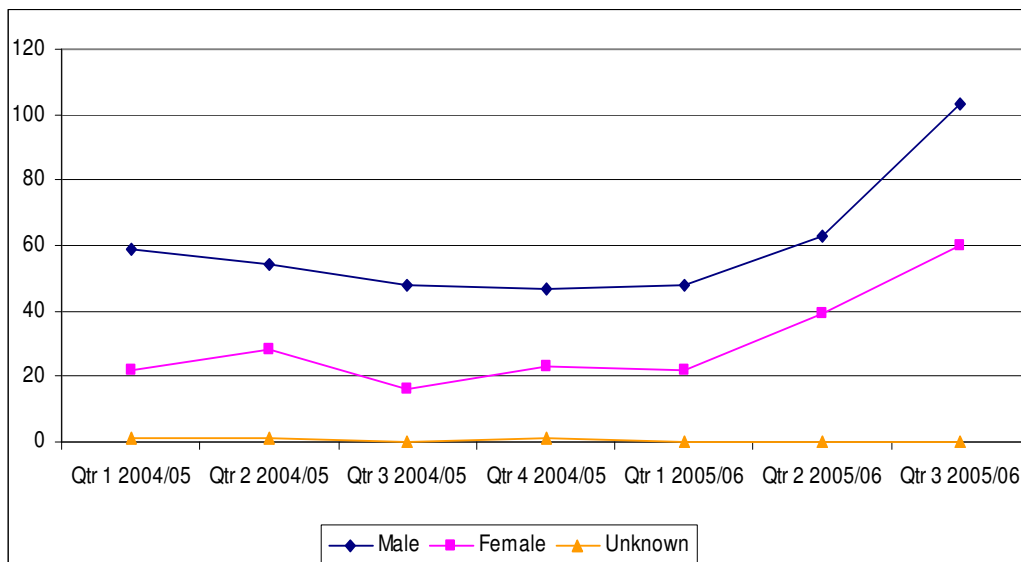
g Number of Cases per 100 officers compared with MSF (Most Similar Forces)

Cases recorded between 1 April 2005 and 31 December 2005.

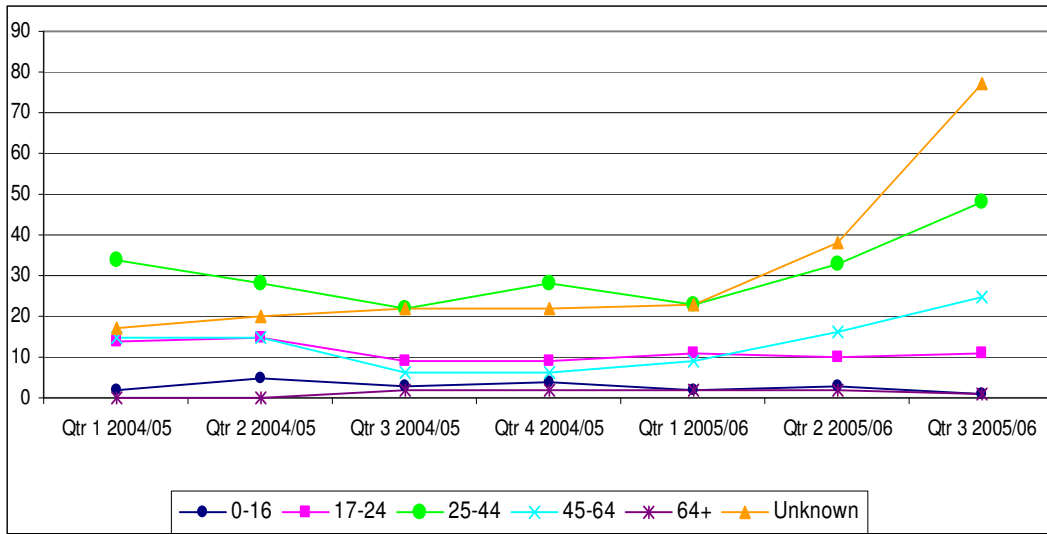
Annual Target for MSF	15.7
Projected MSF figure at period 9	11.8
HumberSide	12.6
A Division	11.8
B Division	11.5
C Division	22.91
D Division	15.94

h Complainant Profile

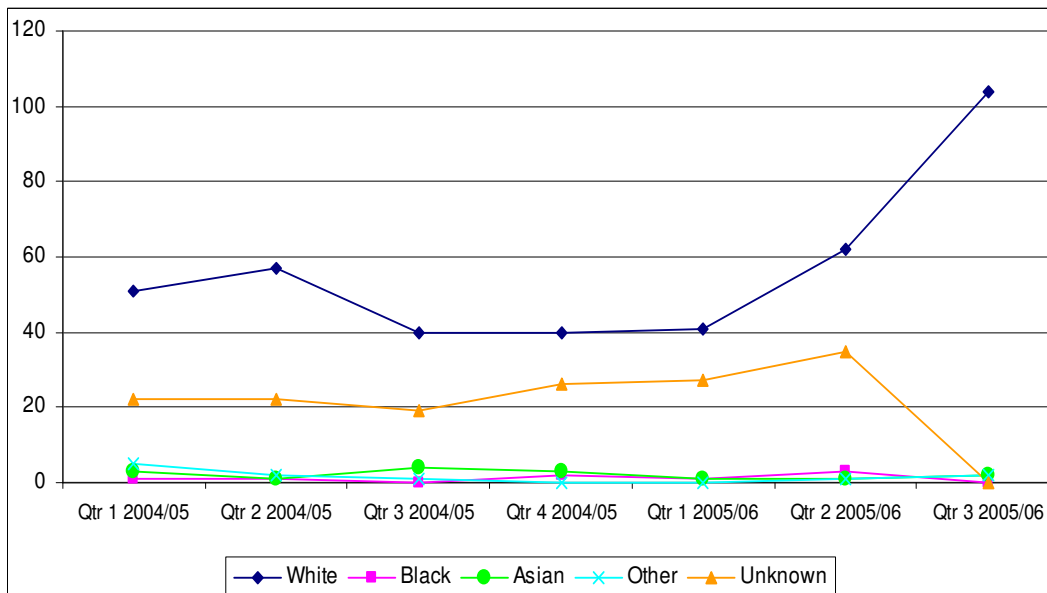
Gender



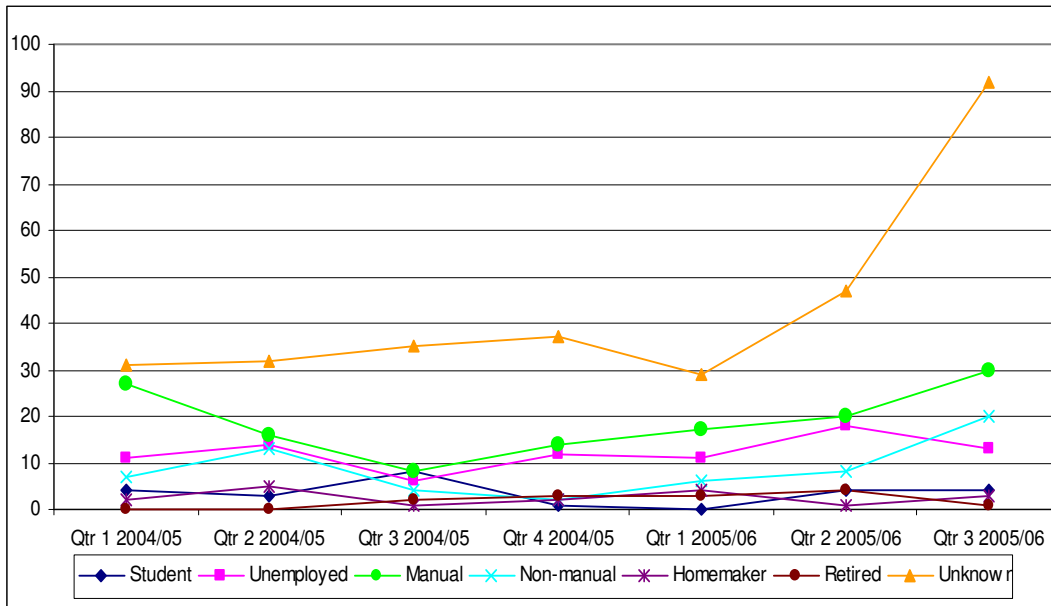
Age



Ethnicity



Employment Type



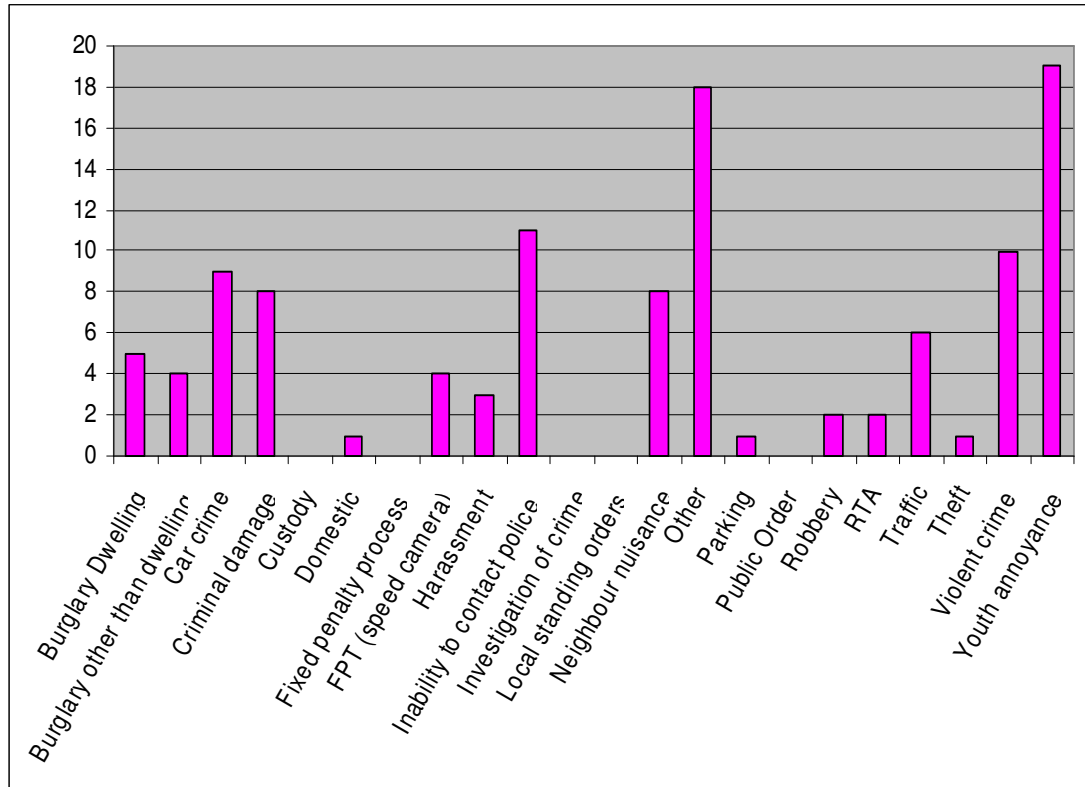
i Strategic Issues Identified from Professional Standards Investigations

Officers who are attached to Child Protection Units for hands on experience after their initial training should be tutored for a period of their attachment. Ideally the trainee should be placed on the same duty roster as their tutor to ensure maximum training.

j Direction and Control Complaints

Cases recorded in Qtr 3 – 1 October 2005 and 31 December 2005.

Total number of Direction and Control Complaints Recorded = 125



Some examples of Direction and Control Complaints Categorised as Other

QU/681/05 – The Complainant is unhappy with officers who attended her property looking for a boy. She states they left her property insecure after the search. She further states that the next day they attended at her home address to look for somebody who did not live there and then carried out an early morning search at her neighbours property looking for somebody even though they do not live there and are in prison. This is causing her neighbours to fall out with her. She has tried contacting the police but says she gets 'fobbed off'.

QU/718/05 – The Complainant is complaining about the response he gets when complaining about noise coming from a nearby Hall. He has written twice but had no reply. His house has been egg bombed he believes as a result of him setting up a petition. The Complainant and his wife are both elderly and now live in a permanent state of anxiety waiting for the next

attack.

QU/732/05 – The Complainant is not impressed with Humberside Police Force and the way we manage our staff. Over the last two years several incidents have happened and the Complainant alleges the police have not bothered to follow them up.

QU/807/05 – The Complainant complains about the Pub Watch Scheme in Beverley stating that he has been put on the register unfairly and decision was based on people's prejudices rather than any kind of justice.

QU/842/05 – The Complainant wrote to say that his son had been stopped by a Special Constable on his estate and asked for his name and address. His son, on previous instructions from his father, had refused to do so and it is alleged that the officer forcibly detained the boy, grabbing him around the shoulder area and the boy was made to give his details. The Complainant was unhappy with this course of conduct and questions the powers of the police to detain anyone in these circumstances.

QU/811/05 – The Complainant is an MP and writes on behalf of residents about the lack of visible policing in the area.

QU/791/05 – The Complainant states that property belonging to him and stored in Grimsby Police Station Property Office has not been returned and that the officer in the case has not released the property or contacted the Complainant.

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 3 = 90

1. A letter from Lincolnshire County Council was received from a Deputy Manager who wished to thank officers in the Call Centre "who promptly responded to a request for assistance" when a mother was considered as putting her baby at significant risk. He said, "your officers responded promptly and were most courteous in their approach to a difficult problem".
2. A Head Teacher from a school in Grimsby which deals with pupils who are considered to have challenging behaviour wrote in to thank two community police officers for their work with the pupils of the school.

He said, "it is with gratitude that I write complementing you on the police

community support officers. These officers have been visiting our unit on a weekly basis and have offered great support and advice to the students. The pupils and staff have built up a very positive relationship with the officers and the pupils often request help from the officers on a range of subjects unrelated to school. The officers have enabled a break down of any barriers between the pupils who now see them not so much as the enemy but as people who can be approached and asked for guidance on many issues and the influence they have on the pupils has been of a very positive nature.”

3. A Lecturer at a college in Scunthorpe wrote in to express his thanks for a donation of nine motor cycles to the college. He said “these bikes will be a huge benefit to the students. It makes all the difference for them to have real hands on experience rather than all theory.”
4. A lady from North Lincolnshire wrote in to express her appreciation to an officer who had assisted her in relation to a crime involving members of her family. She said, “I’m writing to you to praise the manner in which the officer listened to and the attention he gave me whilst I was there for over 2 hours. He not only helped me resolve the situation in an efficient and professional manner but also showed great understanding and compassion not only towards myself but also towards my family. It is a great comfort to know that our local police service can be relied upon at all times to not only resolve criminal matters but to also offer understanding and support. He certainly went the extra mile to help both my family and myself.”
5. A lady from Brigg who had been involved in a road accident wrote in to express her appreciation for the “way that the attending police officers dealt with me. They were very kind and helpful.”
6. Following the Driffield Festival event a member of the Festival Committee wrote on behalf of the Committee to express their thanks to an officer who had attended to assist on the day. She wrote, “the whole Festival Committee were delighted with the help and support they received from the officer who turned up during the early evening and did not leave until the vast majority of the crowd had dispersed. He worked brilliantly with my small security team, dealing with the few crowd disturbances, usually involving young people a little worse for wear with drink. He was very reassuring and was an absolute god send when an ambulance came racing into the park and he took charge of the whole situation.”
7. A gentleman from Bridlington wrote in on behalf of his wife and himself to thank officers following a burglary at their home and the theft of their car. He wrote, “I would like to write to you to give the strongest commendation to the way that the local and area police have acted in this matter from the moment the crime was reported at 3 o’clock in the morning.”

He went on to say, “your two female officers that attended our house very quickly and the attendance of the crime scene officer later that day and your local officer were in our opinion totally professional, courteous and an absolute credit to your force. Added to this, the sheer fact that the Bradford

traffic police were able to locate our car within 24 hours of it being stolen was, in my opinion absolutely unbelievable.”

He added, “There is far too much criticism of the police in this world and it would be very easy for us to pick out several points from our trauma and blow them out of proportion and we appreciate that this is often the case, eagerly covered by the media. I would like to take this opportunity to ask you personally if you would ensure that the officers in this matter are duly thanked for the service that they have shown us, albeit ‘only part of their daily routine’. My wife and I are extremely grateful for the care and courtesy that was shown to us by the police.”

8. A Detective Inspector from North Yorkshire Police wrote in to express his gratitude for the help and support given to his investigation team. Their enquiries in a crime brought them across to Hull Fair. He said, “the officer who was our point of contact provided a map and site numbers of the stalls, car park passes and meal tickets for our officers. He had left full details of our trip with the duty sergeant at the temporary police office at the fair. Having visited the fair personally, I dread to think how difficult this would have been without his help. I would appreciate it if you would pass on my congratulations and thanks for a job well done.”
9. A gentleman from Hull wrote in to express his thanks to an officer who had dealt with an incident involving his wife. His wife suffers with a medical condition and she had gone out of the house without his knowledge and walked across the road in her slippers and claimed to shop staff that she had a burglar in the house. This was reported to the police and an officer attended.

The man said, “the officer brought her safely back to our home. He was very understanding. His courtesy and sympathetic understanding of my shock was most helpful to me. He truly protected my wife and helped and reassured me. With best wishes to your force especially to the officer and thank you for his kind help to me.”

10. A young girl had been assaulted in Hull and during the attack one of her teeth had been knocked out. She wrote in to thank the two officers who had attended the incident. She said, "thank you so much for going out of your way for me. God knows how you made me stop screaming but thanks! I appreciate your help. I am making progress with my teeth and hopefully will soon be back to normal.

Her mother also wrote to offer her thanks to the officers. She said, "thanks for going beyond the call of duty searching about for a tooth. Whichever one of you was the one with the crown on your teeth was the only person to get my daughter to shut up that night. You should be doing psychology!"

11. An officer had dealt with a man for shop theft and he had contacted her a few days later for some help on getting himself off heroin and alcohol. The officer had given him telephone names and telephone numbers of people that could help him. He contacted the officer prior to his court case for the theft and then followed this up in a letter to her informing the officer that he had not taken any drugs for several days, had found a permanent address and was actively looking for work. He said, "hope you remember me, you asked me to let you know how I got on at court. Thanks very much for your support."

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.