



**Leicestershire  
Constabulary**

**Professional Standards Department**

**Police Complaints Statistics  
for period**

**1 April 2008 – 28 February 2009**

# Contents

	Page No.
Introduction .....	3 - 4
Complaint cases and allegations .....	5 - 10
Characteristics of complainants .....	11 - 20
Characteristics of those subject to complaints .....	21 - 24
Outcome of complaints .....	25 - 32
Appeals .....	33 - 34
Direction and control complaints .....	35 - 40
Letters of thanks .....	41 - 42
Lessons learnt .....	43 - 44
Reference data .....	45 - 49

# Introduction

## **Introduction**

This report presents details for the months of April 2008 - February 2009 of:

- complaint cases and allegations,
- characteristics of complainants,
- characteristics of those subject to complaints,
- outcome of complaints,
- appeals,
- direction and control complaints,
- letters of thanks,
- lessons learnt.

All concern the Leicestershire Constabulary.

The format follows that of the IPCC publications and enables comparison to be easily undertaken with other Forces.

The measures designed to assist the Police Authority to discharge their statutory responsibility, are marked with an asterisk within the body of the report.

At the rear of the document reference data will assist in putting issues in context.

# **Complaint Cases and Allegations**

**Table 1**

Complaint Cases Recorded	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>
Leicestershire	381	398	434

A complaint case represents a single investigation or local resolution process. It may contain one or more allegations, brought by one or more complainants, against one or more persons serving with the police. Complaint cases are not recorded by LPU because they could contain allegations involving more than 1 LPU, it is therefore the individual allegation that is recorded by LPU/Department.

The current legislation/regulations governing the complaints system were introduced on 1<sup>st</sup> April 2004, this resulted in changes to the recording practices of the forces. It has taken some time for the situation to stabilise to the point where it appears that the figures now represent the true picture of recorded complaints for Leicestershire Constabulary.

Table 2

Allegations by LPU	2007/08	2008/09	% Change
City HQ Depts	3	8	166%
Spinney Hill	31	35	13%
Hinckley Road	38	73	92%
City Centre	100	49	- 51%
Welford Road	17	41	141%
Beaumont Leys	43	58	35%
Keyham Lane	64	51	- 20%
<b>City Totals</b>	<b>296</b>	<b>315</b>	<b>6</b>
North HQ Depts	1	0	- 100%
Charnwood	35	31	- 11%
Loughborough	35	37	6%
Melton	24	14	- 42%
North West Leicestershire	34	43	26%
Rutland	6	11	83%
<b>North Totals</b>	<b>135</b>	<b>136</b>	<b>7%</b>
South HQ Depts	2	0	- 100%
Blaby	24	58	142%
Harborough	30	26	- 13%
Hinckley	37	44	19%
Oadby & Wigston	22	25	14%
<b>South Totals</b>	<b>115</b>	<b>153</b>	<b>33%</b>
<b>FHQ Depts</b>	<b>88</b>	<b>121</b>	<b>38%</b>
<b>Outside</b>	<b>0</b>	<b>8</b>	<b>800%</b>
<b>No Specific LPU/Dept</b>	<b>45</b>	<b>92</b>	<b>104%</b>
<b>Total</b>	<b>679</b>	<b>825</b>	<b>22%</b>

When viewing these figures (allegations) it should be noted that one case could contain more than one allegation e.g. during an arrest, a person could complain of abuse of authority (being arrested), assault and breach of PACE (not told of circumstances of arrest).

A number of LPUs have witnessed a welcome decrease in the number of allegations year on year. This trend has also been repeated over recent months and is a welcome development, this is especially the case for Keyham Lane which had been subject to sustained increases which resulted in PSD intervention. Year on year the majority of LPUs have witnessed an increase in the number of allegations with Rutland and Welford Road LPUs showing a marked percentage increase. However, in the past 4 months they only received 2 and 4 complaints respectively. This general increase reflects the increase in the number of actual complaints.

There has been a general increase in the actual numbers of complaints received by BCU but the number of recorded allegations has decreased slightly compared with last month. The very nature of policing makes it almost inevitable that there will be fluctuations, where particular trends exist intervention takes place.

Complaints with 'No Specific LPU/Dept' are allegations where no officer has been identified from the outset as being subject of complaint and therefore are not specific to any one Local Policing Unit or Department. This occurs as a result of the complainant not knowing the identity of the officer(s). In the majority of these cases the member of staff will be identified by the conclusion of an investigation.

**Table 3 \***

Allegation Groupings		2006/07	2007/08	2008/09
Oppressive Behaviour	Serious non-sexual assault	5	5	3
	Sexual assault	1	0	0
	Other assault	97	76	81
	Oppressive conduct or harassment	34	67	82
	Unlawful/unnecessary arrest or detention	25	18	23
Malpractice	Irregularity in relation to evidence/perjury	5	4	16
	Corrupt practice	0	3	1
	Mishandling of property	15	16	27
Breach of PACE	Breach of Code A PACE (On stop & Search)	4	1	3
	Breach of Code B PACE (On searching of premises & seizure of property)	5	10	17
	Breach of Code C PACE (On detention, treatment & questioning)	19	35	35
	Breach of Code D PACE (Identification procedures)	0	6	8
	Breach of Code E PACE (On tape recording)	1	1	0
	Multiple or unspecified breaches of PACE (which cannot be allocated to a specific code)	8	4	3
Lack of Fairness and Impartiality	Lack of Fairness and Impartiality	27	51	47
Discriminatory Behaviour	Discriminatory Behaviour	26	24	23
Other neglect of Duty	Other neglect of Duty	59	78	93
Incivility	Incivility, impoliteness and intolerance	97	148	168
Traffic	Traffic	10	12	12
Other	Other irregularity In Procedure	10	62	118
	Improper Disclosure of Information	17	26	15
	Other Sexual Conduct	1	1	1
	Other	14	31	49
Total		480	679	825

Every month key stakeholders within the Professional Standards Department meet to review current data in order to assess and address trends in performance and conduct, where appropriate control strategies are implemented.

The allegation groupings of '*Oppressive Conduct*', '*Incivility*' and '*Other Irregularity in Procedure*' and '*neglect of duty*' continue to show an increase on previous years, however when examined on a monthly basis the figures fluctuate. Incivility consistently features in the top 3 complaints across the force, this reflects the national picture and has been recognised by the IPCC. It has also been noted that there is no one casual factor. PSD Management will continue to monitor the situation to identify and tackle trends where they become known.

The '*Other*' grouping incorporates those allegations that do not automatically fit into any other categories. This very much reflects the recording practices employed by the decision maker. Examples of such allegations include where the complainant left a car park, drove a short distance without a seatbelt on. He disagreed with being stopped and issued with a Fixed Penalty Notice. Another example relates to a case where an off duty PCSO entered a public house whilst intoxicated and upon being refused a drink, produced his warrant card.

# Characteristics of Complainants

**Table 4 \***

Ethnicity of Complainants	White		Asian		Black		Other		Unknown		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
City HQ Depts	2	33%	1	17%	0	0%	0	0%	3	50%	6
Spinney Hill	7	35%	5	25%	1	5%	1	5%	6	30%	20
Hinckley Road	16	37%	4	10%	1	2%	3	7%	19	44%	43
Welford Road	11	52%	3	14%	2	10%	2	10%	3	14%	21
City Centre	14	47%	6	20%	2	7%	0	0%	8	26%	30
Beaumont	19	61%	1	3%	0	0%	0	0%	11	36%	31
Keyham Lane	17	53%	6	19%	1	3%	0	0%	8	25%	32
<b>City Totals</b>	<b>86</b>	<b>47%</b>	<b>26</b>	<b>14%</b>	<b>7</b>	<b>4%</b>	<b>6</b>	<b>3%</b>	<b>58</b>	<b>32%</b>	<b>183</b>
South HQ Depts	0	0%	0	0%	0	0%	0	0%	0	0%	0
Hinckley	24	86%	0	0%	1	4%	0	0%	3	10%	28
Mkt Harborough	9	56%	0	0%	0	0%	0	0%	7	44%	16
Wigston	5	42%	1	8%	0	0%	0	0%	6	50%	12
Blaby	12	44%	0	0%	0	0%	0	0%	15	56%	27
<b>South Totals</b>	<b>50</b>	<b>60%</b>	<b>1</b>	<b>1%</b>	<b>1</b>	<b>1%</b>	<b>0</b>	<b>0%</b>	<b>31</b>	<b>38%</b>	<b>83</b>
North HQ Depts	0	0%	0	0%	0	0%	0	0%	0	0%	0
North West Leicestershire	16	67%	0	0%	0	0%	0	0%	8	33%	24
Loughborough	18	64%	2	7%	0	0%	0	0%	8	29%	28
Melton	7	87.5%	0	0%	0	0%	0	0%	1	12.5%	8
Charnwood	10	62.5%	0	0%	0	0%	0	0%	6	37.5%	16
Rutland	5	72%	1	14%	0	0%	0	0%	1	14%	7
<b>North Totals</b>	<b>56</b>	<b>67%</b>	<b>3</b>	<b>4%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>24</b>	<b>29%</b>	<b>83</b>
<b>FHQ Depts</b>	<b>25</b>	<b>34%</b>	<b>8</b>	<b>11%</b>	<b>2</b>	<b>3%</b>	<b>1</b>	<b>1%</b>	<b>37</b>	<b>51%</b>	<b>73</b>
<b>Outside</b>	<b>1</b>	<b>33.3%</b>	<b>1</b>	<b>33.3%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>33.3%</b>	<b>3</b>
<b>No Specific LPU/Dept</b>	<b>15</b>	<b>29%</b>	<b>5</b>	<b>10%</b>	<b>3</b>	<b>6%</b>	<b>0</b>	<b>0%</b>	<b>28</b>	<b>55%</b>	<b>51</b>

The mix of ethnicity of complainants does vary but it would appear that this reflects the mix of a particular LPU.

The ethnicity of a complainant is not always known due to recording omissions, non reporting of the complainant or the complaint is received by non-contact means e.g. telephone, email and letter. This is an issue that affects the IPCC and all Forces. Efforts are being made locally to increase the capture rate through supervisor training and re-contacting complainants.

**Table 5**

Complaints by Category and Ethnicity		White		Asian		Black		Other		Unknown		Total
		No.	%	No.	%	No.	%	No.	%	No.	%	No.
Oppressive Behaviour	Serious non-sexual assault	2	67%	0	0	0	0	0	0	1	33%	3
	Sexual assault	0	0	0	0	0	0	0	0	0	0	0
	Other assault	45	54%	7	8%	4	5%	0	0	28	33%	84
	Oppressive conduct or harassment	46	54%	6	7%	4	5%	0	0	29	34%	85
	Unlawful/unnecessary arrest or detention	12	52%	0	0	2	9%	0	0	9	39%	23
Malpractice	Irregularity in relation to evidence/perjury	4	25%	2	12.5%	0	0	0	0	10	62.5%	16
	Corrupt practice	1	100%	0	0	0	0	0	0	0	0	1
	Mishandling of property	13	48%	3	11%	0	0	0	0	11	41%	27
Breach of PACE	Breach of Code A PACE on stop & search	1	33%	0	0	0	0	0	0	2	67%	3
	Breach of Code B PACE on searching of premises & seizure of property	8	47%	1	6%	1	6%	0	0	7	41%	17
	Breach of Code C PACE on detention, treatment & questioning	16	46%	4	11%	2	6%	0	0	13	37%	35
	Breach of Code D PACE on identification procedures	5	62.5%	0	0	0	0	0	0	3	37.5%	8
	Breach of Code E PACE on tape recording	0	0	0	0	0	0	0	0	0	0	0
	Multiple or unspecified breaches of PACE	2	67%	1	33%	0	0	0	0	0	0	3
Lack of Fairness and Impartiality	Lack of Fairness and Impartiality	24	50%	3	6%	1	2%	0	0	20	42%	48
Discriminatory Behaviour	Discriminatory Behaviour	7	28%	6	24%	4	16%	0	0	8	32%	25

Complaints by Category and Ethnicity		<i>White</i>		<i>Asian</i>		<i>Black</i>		<i>Other</i>		<i>Unknown</i>		<i>Total</i>
		<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>	<i>%</i>	<i>No.</i>
Other neglect of Duty	Other neglect of Duty	48	51%	6	6%	2	2%	3	3%	35	38%	<b>94</b>
Incivility	Incivility, impoliteness and intolerance	77	45%	21	13%	4	2%	4	2%	65	38%	<b>171</b>
Traffic	Traffic	10	83%	0	0	0	0	0	0	2	17%	<b>12</b>
Other	Other irregularity In Procedure	42	35%	13	11%	3	3%	2	2%	58	49%	<b>118</b>
	Improper Disclosure of Information	11	73%	0	0	0	0	0	0	4	27%	<b>15</b>
	Other Sexual Conduct	0	0	0	0	0	0	0	0	1	100%	<b>1</b>
	Other	23	45%	4	8%	1	2%	0	0	23	45%	<b>51</b>

**Table 6 \***

<b>Gender of Complainants</b>	<i>Female</i>	<i>Male</i>	<i>Unknown</i>	<i>Total</i>
City HQ Depts	1	4	1	6
Spinney Hill	8	12	0	20
Hinckley Road	23	19	1	43
City Centre	8	21	1	30
Welford Road	8	13	0	21
Beaumont Leys	10	21	0	31
Keyham Lane	9	23	0	32
<b>City Totals</b>	<b>67</b>	<b>113</b>	<b>3</b>	<b>183</b>
South HQ Depts	0	0	0	0
Blaby	12	15	0	27
Harborough	8	8	0	16
Hinckley	9	18	1	28
Oadby & Wigston	4	8	0	12
<b>South Totals</b>	<b>33</b>	<b>49</b>	<b>1</b>	<b>83</b>
North HQ Depts	0	0	0	0
Charnwood	6	9	1	16
Loughborough	10	18	0	28
Melton	2	6	0	8
North West Leicestershire	6	18	0	24
Rutland	3	4	0	7
<b>North Totals</b>	<b>27</b>	<b>55</b>	<b>1</b>	<b>83</b>
<b>FHQ Depts</b>	<b>20</b>	<b>53</b>	<b>0</b>	<b>73</b>
<b>Outside</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>
<b>No Specific LPU/Dept</b>	<b>24</b>	<b>27</b>	<b>0</b>	<b>51</b>

Table 7 \*

Age of Complainants	19 & below	20-29	30-39	40-49	50-59	60+	U/K	Total
	No	No	No	No	No	No	No	
City HQ Depts	0	2	2	0	0	0	2	6
Spinney Hill	0	3	7	3	1	1	5	20
Hinckley Rd	2	6	8	7	3	0	17	43
City Centre	3	6	5	4	1	1	10	30
Welford Rd	1	5	7	5	0	0	3	21
Beaumont Leys	2	6	7	4	1	1	10	31
Keyham Lane	1	4	5	9	4	2	7	32
<b>City Totals</b>	<b>9</b>	<b>32</b>	<b>41</b>	<b>32</b>	<b>10</b>	<b>5</b>	<b>54</b>	<b>183</b>
South HQ Depts	0	0	0	0	0	0	0	0
Harborough	0	3	1	2	1	1	8	16
Hinckley	0	2	8	7	7	1	3	28
Blaby	1	2	4	4	2	2	12	27
Oadby & Wigston	1	0	3	1	2	1	4	12
<b>South Totals</b>	<b>2</b>	<b>7</b>	<b>16</b>	<b>14</b>	<b>12</b>	<b>5</b>	<b>27</b>	<b>83</b>
North HQ Depts	0	0	0	0	0	0	0	0
Charnwood	2	1	2	2	1	3	5	16
Loughborough	2	5	3	7	3	0	8	28
Melton	0	1	0	2	3	1	1	8
North West Leicestershire	0	4	6	3	3	2	6	24
Rutland	0	0	3	0	2	0	2	7
<b>North Totals</b>	<b>4</b>	<b>11</b>	<b>14</b>	<b>14</b>	<b>12</b>	<b>6</b>	<b>22</b>	<b>83</b>
<b>FHQ Depts</b>	<b>3</b>	<b>7</b>	<b>15</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>31</b>	<b>73</b>
<b>Outside</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>No Specific LPU/Dept</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>27</b>	<b>51</b>

### Details of complaints made by under 19 year olds.

- CO 13/08 (14 years of age)

Complainant alleges numerous officers targeting and harassing him and abusing their powers.

- CO 50/08 (18 years of age)

Unhappy with how PC spoke to her following a road traffic offence.

- CO 52/08 (17 years of age)

Alleges arrested for no reason.  
Unnecessary and excessive force used causing injuries.  
An officer was rude and bullying.  
His right to have someone informed of his arrest was not completed.

- CO 62/08 (18 years of age)

Complainant alleges PC disclosed his brother's information to him whilst in the presence of other public members, and states the information should not have been disclosed to him.

- CO 86/08 (16 years of age)

Allegation of excessive force during arrest.

- CO 123/08 (17 years of age)

Alleges officer attacked him with no explanation. Placed him in cuffs without arresting him and seized his moped with no grounds/explanation. Also that he swore at him in front of his mum.

- CO 168/08 (17 years of age)

Attended CB Custody for purpose of charging in connection with an RTC.  
Alleges officer humiliated him and spoke to him 'out of order'.

- CO 182/08 (16 years of age) **Makes complaints about 2 different LPUs**

Alleges for no reason was chased by police officers and police dog detained and mauled him. Officers then threw him onto the bonnet of the car. He was not examined properly at hospital due to cuffs/officers. He was not examined properly at hospital due to cuffs/officers.

- CO 201/08 (17 years of age)

Derogatory remarks made by officer whilst dealing with the complainant for a driving offence.

- CO 242/08 (18 years of age)

Whilst issuing a FPN officer failed to take into account mitigating circumstances.

- CO 273/08 (18 years of age)

Following arrest complainant alleges a PC misused cuffs in a violent way causing deep cut to his wrist and also dragged him around a room for no reason.

- CO 341/08 (19 years of age) **Makes complaints about 2 different LPU's**

Following arrest of adult daughter, complainant given inaccurate information that caused stress and alarm. Following arrest not allowed to make call to inform relatives of whereabouts. Escorting officers failed to secure complainant in a police vehicle resulting in injury sustained. Officer applying handcuffs did so too tightly despite being told injuries sustained. Officers were biased and unfair in their actions/responses and investigation. An escorting officer commented 'Well by the way you're dressed you deserve to get raped, and you don't deserve to have a baby'.

- CO 363/08 (18 years of age)

Unhappy at the way officer dealt with her upon finding out she was HIV positive - felt he was very negative.

- CO 364/08 (19 years of age)

Complaint that he was arrested and not taken to a police station. Cannabis was taken from him and he is unsure of what the result was. He was assaulted by an officer, feeling a blow to the back of his head.

- CO 384/08 (18 years of age)

Forced to sign a 1st Harassment warning by being threatened with 24 hours in custody. Was not informed that he was not obliged to remain with the officer but instead was told he was signing to confirm his address. Form was blank in material complaint and this was added in post signature. The reply 'Yes' was added to the form post signature and is untrue.

- CO 408/08 (19 years of age) **Makes complaints about 2 different LPUs**

Officer seized vehicle despite being handed original insurance policy document at roadside. Officer had no regard for safety/consideration of him and his partner given inclement weather. Vehicle sustained damage post seizure.

- CO 432/08 (17 years of age)

Excessive force during arrest disregarding medical condition of complainant. Officers initially refused to give details and were flippant and uncivil. Despite several requests he was not given a drink of water whilst in custody.

# **Characteristics of those subject to complaints**

**Table 8**

Status of those subject to a complaint	<i>Police Officer ranks</i>	<i>Other Police Staff / Contracted Staff</i>	<i>Specials &amp; CSOs</i>	<i>Total</i>
	<b>No.</b>	<b>No.</b>	<b>No.</b>	<b>No.</b>
City HQ Depts	9	7	1	17
Spinney Hill	3	1	3	41
Hinckley Road	66	1	2	69
City Centre	40	2	2	44
Welford Road	42	0	0	42
Beaumont Leys	36	0	0	36
Keyham Lane	37	0	2	39
<b>City Totals</b>	<b>267</b>	<b>11</b>	<b>10</b>	<b>288</b>
South HQ Depts	2	0	0	2
Harborough	15	0	3	18
Hinckley	45	0	4	49
Blaby	42	1	2	45
Oadby & Wigston	17	5	1	23
<b>South Totals</b>	<b>121</b>	<b>6</b>	<b>10</b>	<b>137</b>
North HQ Depts	2	2	0	4
Charnwood	24	0	0	24
Loughborough	31	2	2	35
Melton	7	1	1	9
North West Leicestershire	26	0	3	29
Rutland	8	1	0	9
<b>North Totals</b>	<b>98</b>	<b>6</b>	<b>6</b>	<b>110</b>
<b>FHQ Depts</b>	<b>65</b>	<b>14</b>	<b>0</b>	<b>79</b>
<b>Unknown</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>17</b>
<b>Outside</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>4</b>

**Table 9**

<b>Ethnicity of those subject to a Complaint</b>	<i>White</i>	<i>Asian</i>	<i>Black</i>	<i>Other</i>	<i>Unknown</i>	<i>Total</i>
	<i>No.</i>	<i>No.</i>	<i>No.</i>	<i>No.</i>	<i>No.</i>	<i>No.</i>
City HQ Depts	15	1	0	1	0	17
Spinney Hill	35	3	0	1	2	41
Hinckley Road	56	10	0	3	0	69
City Centre	40	4	0	0	0	44
Welford Road	39	1	0	0	2	42
Beaumont Leys	33	1	0	1	1	36
Keyham Lane	30	8	0	0	1	39
<b>City Totals</b>	<b>248</b>	<b>28</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>288</b>
South HQ Dept	2	0	0	0	0	2
Harborough	18	0	0	0	0	18
Blaby	40	2	0	3	0	45
Hinckley	48	0	1	0	0	49
Oadby & Wigston	23	0	0	0	0	23
<b>South Totals</b>	<b>131</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>137</b>
North HQ Depts	4	0	0	0	0	4
Charnwood	22	2	0	0	0	24
Loughborough	29	3	2	1	0	35
Melton	9	0	0	0	0	9
North West Leicestershire	29	0	0	0	0	29
Rutland	9	0	0	0	0	9
<b>North Totals</b>	<b>102</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>110</b>
<b>FHQ Depts</b>	<b>67</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>79</b>
<b>Unknown</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>17</b>
<b>Outside</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>

Table 10

Gender of those subject to a Complaint	<i>Female</i>	<i>Male</i>	<i>Unknown</i>	<i>Total</i>
	<i>No.</i>	<i>No.</i>	<i>No.</i>	<i>No.</i>
City HQ Depts	3	14	0	17
Spinney Hill	3	38	0	41
Hinckley Road	14	55	0	69
City Centre	2	42	0	44
Welford Road	7	35	0	42
Beaumont Leys	8	28	0	36
Keyham Lane	5	34	0	39
<b>City Totals</b>	<b>42</b>	<b>246</b>	<b>0</b>	<b>288</b>
South HQ Depts	0	2	0	2
Harborough	4	14	0	18
Blaby	13	32	0	45
Hinckley	9	40	0	49
Oadby & Wigston	5	18	0	23
<b>South Totals</b>	<b>31</b>	<b>106</b>	<b>0</b>	<b>137</b>
North HQ Depts	0	4	0	4
Charnwood	4	20	0	24
Loughborough	4	30	1	35
Melton	1	8	0	9
North West Leicestershire	7	22	0	29
Rutland	2	7	0	9
<b>North Totals</b>	<b>18</b>	<b>81</b>	<b>1</b>	<b>110</b>
<b>FHQ Depts</b>	<b>18</b>	<b>61</b>	<b>0</b>	<b>79</b>
<b>Unknown</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>17</b>
<b>Outside</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>4</b>

# Outcome of complaints

**Table 11**

<b>Referrals to IPCC</b>	<i>Local</i>	<i>Supervised</i>	<i>Managed</i>	<i>Independent</i>
	<b>15</b>	<b>2</b>	<b>3</b>	<b>0</b>

**Table 12 \***

<b>Initial Response to complaints</b>	<i>Acknowledged by letter</i>	<i>Dealt with at first contact</i>	<i>Dealt or being dealt with by a local supervisor</i>	<i>Recorded within target time of 10 days</i>
Of the 434 cases recorded	<b>387</b>	<b>47</b>	<b>316</b>	<b>350</b>

Where a complaint is suitable for local resolution, a supervisor may retain it to complete the process, this may explain the shortfall in recording within 10 days. Inputs are being given to supervisors to address this and an aide memoir has been produced.

**Table 13 \***

Means by which allegations completed by type of allegation		Investigated		Withdrawn		Dispensation		LR		Total
		No.	%	No.	%	No.	%	No.	%	No.
Oppressive Behaviour	Serious non-sexual assault	4	57%	0	0	2	29%	1	14%	7
	Sexual assault	0	0	0	0	0	0	0	0	0
	Other assault	31	39%	10	12.5%	18	22.5%	21	26%	80
	Oppressive conduct or harassment	20	28%	6	8%	13	18%	33	46%	72
	Unlawful/unnecessary arrest or detention	12	67%	0	0	1	6%	5	27%	18
Malpractice	Irregularity in relation to evidence/perjury	5	56%	2	22%	2	22%	0	0	9
	Corrupt practice	2	40%	1	20%	2	40%	0	0	5
	Mishandling of property	4	17%	1	4%	2	8%	17	71%	24
Breach of PACE	Breach of Code A PACE (on stop & search)	0	0	0	0	0	0	1	100%	1
	Breach of Code B PACE (on searching of premises & seizure of property)	5	50%	0	0	2	20%	3	30%	10
	Breach of Code C PACE (on detention, treatment & questioning)	11	38%	3	10%	4	14%	11	38%	29
	Breach of Code D PACE (identification procedures)	1	50%	0	0	0	0	1	50%	2
	Breach of Code E PACE (on tape recording)	0	0	0	0	0	0	0	0	0
	Multiple or unspecified breaches of PACE	1	33%	0	0	0	0	2	67%	3
Lack of Fairness and Impartiality	Lack of fairness and impartiality	19	38%	2	4%	6	12%	23	46%	50
Discriminatory Behaviour	Discriminatory behaviour	10	48%	1	5%	3	14%	7	33%	21
Other Neglect of Duty	Other neglect of duty	26	28%	10	11%	3	3%	55	58%	94
Incivility	Incivility, impoliteness and intolerance	34	23%	7	5%	10	7%	98	65%	149
Traffic	Traffic irregularity	3	19%	1	6%	0	0	12	75%	16
Other	Other irregularity in procedure	32	28%	10	9%	4	4%	66	59%	112
	Improper disclosure of information	3	23%	1	8%	1	8%	8	61%	13
	Other sexual conduct	1	100%	0	0	0	0	0	0	1
	Other	15	41%	3	8%	1	3%	18	48%	37
<b>Total</b>		<b>239</b>	<b>32%</b>	<b>58</b>	<b>8%</b>	<b>74</b>	<b>10%</b>	<b>382</b>	<b>50%</b>	<b>753</b>

**Table 14**

<b>Investigation Categories</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>Total</b>
	<b>0</b>	<b>13</b>	<b>74</b>	<b>87</b>

Upon receipt of a complaint, an assessment is made as to the most appropriate method of investigation. The classification (A, B & C) is designed to improve timeliness and to give guidance as to the professionalism and proportionality of an investigation. Category A represents a full investigation of allegations of a more serious nature. Category B is a standard investigation into less serious allegations, whilst a Category C investigation looks at minor allegations and is of a limited nature. This approach has been fully endorsed by the IPCC and has been adopted nationally by a number of Forces.

**Table 15** \*

<b>Time taken to complete Investigations</b>	<b>Local Resolution</b>	<b>Local Investigation</b>	<b>Supervised</b>	<b>Managed</b>
0 – 30 days	<b>87</b>	<b>32</b>	<b>0</b>	<b>0</b>
31 – 60 days	<b>93</b>	<b>26</b>	<b>0</b>	<b>0</b>
61 – 90 days	<b>47</b>	<b>36</b>	<b>0</b>	<b>1</b>
91 – 120 days	<b>11</b>	<b>13</b>	<b>0</b>	<b>0</b>
No completed in excess of 120 days	<b>12</b>	<b>15</b>	<b>2</b>	<b>0</b>
Average no of days	<b>50</b>	<b>70</b>	<b>264</b>	<b>79</b>

**Table 16**

<b>CPS Cases</b>	<b>Cases sent to CPS</b>	<b>Cases returned from CPS</b>	<b>Cases Ongoing at CPS</b>
April 08 – February 09	14	15	4

These are cases where the advice of the Crown Prosecution Service is sought on possible criminal charges against a member of staff.

**Table 17**

<b>Outcome of completed allegations</b>	<b>Substantiated</b>		<b>Unsubstantiated</b>		<b>Total</b>
	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>No.</b>
2006/07	20	13.99%	123	86.01%	<b>143</b>
2007/08	29	11.3%	227	88.7%	<b>256</b>
2008/09	20	8.4%	219	91.6%	<b>239</b>

The increase in recorded allegations has not been matched by an increase in substantiated investigations. The reduction in substantiated cases is welcome.

**Complaint Cases recorded by Ethnicity for those subject of complaint**

**Table 18 \***

Police Officers	White		Black		Asian		Mixed		Not Stated or Unknown	
	F	M	F	M	F	M	F	M	F	M
Local Resolution	68	314	0	2	3	25	2	7	4	3
Withdrawn	6	38	0	0	0	1	0	1	0	1
Dispensation	6	45	0	0	0	0	0	0	0	0
Unsubstantiated	36	162	0	1	6	4	3	5	0	7
Substantiated	1	7	0	1	0	0	1	0	0	0
Open	36	235	0	1	8	8	2	6	0	10
<b>Total</b>	<b>153</b>	<b>801</b>	<b>0</b>	<b>5</b>	<b>17</b>	<b>38</b>	<b>8</b>	<b>19</b>	<b>4</b>	<b>21</b>

**Table 19 \***

Police Staff	White		Black		Asian		Mixed		Other		Not Stated or Unknown	
	F	M	F	M	F	M	F	M	F	M	F	M
Local Resolution	0	20	0	0	0	1	0	0	1	0	0	3
Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0
Dispensation	0	5	0	0	1	0	0	0	0	0	0	0
Unsubstantiated	1	12	0	0	0	2	0	0	0	0	1	0
Substantiated	0	0	1	0	0	1	0	0	0	0	0	0
Open	0	6	0	0	1	0	0	0	0	0	2	0
<b>Total</b>	<b>1</b>	<b>43</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>3</b>

**Table 20** \*

Special Constables	White		Black		Asian		Mixed		Not Stated or Unknown	
	F	M	F	M	F	M	F	M	F	M
Local Resolution	0	5	0	0	0	0	0	0	0	0
Withdrawn	0	0	0	0	0	0	0	0	0	0
Dispensation	0	0	0	0	0	0	0	0	0	0
Unsubstantiated	0	4	0	0	0	0	0	0	0	0
Substantiated	0	0	0	0	0	0	0	0	0	0
Open	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Outcome of Internal Misconduct Investigations by Ethnicity**

**Table 21** \*

Police Officers	White		Black		Asian		Mixed		Not Stated or Unknown	
	F	M	F	M	F	M	F	M	F	M
NFA	1	9	0	0	0	0	0	0	0	1
Advice	3	14	0	0	0	0	3	0	0	1
Warning	0	6	0	0	0	0	0	0	0	0
Not Guilty	0	0	0	0	0	0	0	0	0	0
Guilty	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>

**Table 22** \*

Police Staff	White		Black		Asian		Mixed		Other		Not Stated or Unknown	
	F	M	F	M	F	M	F	M	F	M	F	M
NFA	4	3	0	0	0	3	0	0	1	0	0	0
Advice	0	2	0	0	1	0	0	0	0	0	0	0
Warning	0	1	0	0	0	0	0	0	0	0	1	0
Not Blameworthy	0	0	0	0	0	0	0	0	0	0	0	0
Blameworthy	1	1	0	0	1	0	0	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>

**Table 23** \*

Special Constables	White		Black		Asian		Mixed		Not Stated or Unknown	
	F	M	F	M	F	M	F	M	F	M
NFA	0	2	0	1	0	0	0	0	0	0
Advice	0	1	0	0	0	0	0	0	0	0
Warning	0	0	0	0	0	0	0	0	0	0
Not Guilty	0	0	0	0	0	0	0	0	0	0
Guilty	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

# Appeals

**Table 24** \*

Appeal type	<i>Upheld / Partially Upheld</i>	<i>Not Upheld</i>	<i>Withdrawn</i>	<i>Ongoing</i>	<i>Total</i>
Non-recording of a Complaint	6	8	0	2	16
Local Resolution Process	1	2	0	4	7
Outcome of Police Investigation	6	21	0	10	37
<b>Total</b>	<b>13</b>	<b>31</b>	<b>0</b>	<b>16</b>	<b>60</b>

**Table 25** \*

IPCC Appeal Cases	<i>Responded to within 24 hours</i>	<i>24 hours – 5 days</i>	<i>Responded to in 5 or more days or unknown</i>
April 08 – February 09	40	11	9

The national standard for responding to the Independent Police Complaints Commission is 5 days however the force aims to complete all such requests within 24 hours.

# **Direction and control complaints**

**Table 26**

Direction & Control	07/08	08/09	% change
Leicestershire	254	204	- 19.68%

This decrease is welcome and may be reflected in the Constabulary's high public satisfaction figure.

**Table 27**

Direction & Control Complaints	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
City HQ Depts	0	0	0	0	0	0	0	0	0	0	0
Spinney Hill	1	0	0	1	0	1	0	1	1	1	0
Hinckley Road	1	1	0	1	0	1	0	1	0	0	0
City Centre	1	0	0	0	1	0	3	6	0	1	3
Welford Road	2	0	2	2	0	0	0	3	0	0	0
Beaumont Leys	0	1	2	1	1	4	0	3	1	3	0
Keyham Lane	1	0	0	0	0	2	4	1	1	3	2
<b>City Totals</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>15</b>	<b>3</b>	<b>8</b>	<b>5</b>
South HQ Depts	0	0	0	0	0	0	0	0	0	0	0
Harborough	1	1	0	3	0	1	1	4	0	0	0
Blaby	0	0	0	1	2	3	3	0	0	2	0
Hinckley	3	1	2	2	2	0	1	1	0	0	1
Oadby & Wigston	0	0	0	0	0	1	0	2	1	0	1
<b>South Totals</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>2</b>
North HQ Depts	0	0	0	0	0	0	0	0	0	0	0
Charnwood	0	0	0	1	0	0	1	0	1	1	1
Loughborough	2	0	0	0	0	4	0	5	0	1	5
Melton	0	0	0	0	0	0	0	2	0	0	0
North Leicestershire West	0	0	0	2	3	1	3	1	0	1	0
Rutland	0	0	0	0	0	0	0	1	0	0	0
<b>North Totals</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>3</b>	<b>6</b>
<b>FHQ Depts</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>5</b>
<b>Outside</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Unknown</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

**Table 28**

<b>BCU</b>	<b><i>Completed within 28 days</i></b>	<b><i>Completed in excess of 28 days</i></b>	<b><i>Outstanding cases <u>under</u> 28 days old</i></b>	<b><i>Outstanding cases <u>over</u> 28 days old</i></b>
North	<b>24</b>	<b>17</b>	<b>4</b>	<b>0</b>
South	<b>24</b>	<b>25</b>	<b>5</b>	<b>2</b>
City	<b>51</b>	<b>34</b>	<b>5</b>	<b>6</b>
FHQ & Secondments	<b>15</b>	<b>7</b>	<b>3</b>	<b>1</b>

The target for the completion of a direction and control enquiry is 28 days.

Confidence in Local Policing

The most recent Citizen Focus Performance Report presents data from the British Crime Survey for year ending December 2006.

Overall Satisfaction Data**Table 29**

<b>Force Name</b>	<b>Force % Sat</b>	<b>Current Grade</b>
Bedfordshire	49.8%	F
Essex	51.7%	F
Hampshire	55.6%	F
Leicestershire	53.2%	F
Northamptonshire	42.3%	P
Nottinghamshire	40.9%	P
Staffordshire	45.8%	P
Thames Valley	56.5%	G/E

G/E = Good/Excellent

F = Fair

P = Poor

User Satisfaction & Confidence

Since 2005/06 Financial Year (ending 31<sup>st</sup> March 2006)

Data provided by Performance Review

***User Satisfaction – All Users***

	Satisfaction – YTD to Jan ' 08	Change since March ' 06	Position in MSF (Sep' 07)	Comparison to MSF Ave. (Sep' 07)
First Contact	92.5%	+2.8%	3 <sup>rd</sup> (was 4 <sup>th</sup> )	+0.3%
Action	77.3%	-0.8%	4 <sup>th</sup> (was 3 <sup>rd</sup> )	+0.5%
Follow Up	69.4%	+7.4%	1 <sup>st</sup> (was 2 <sup>nd</sup> )	+5.5%
Treatment	90.5%	+2.4%	5 <sup>th</sup> (was 5 <sup>th</sup> )	-0.2%
Overall	79.6%	+0.9%	4 <sup>th</sup> (was 5 <sup>th</sup> )	+0.6%

- Levels of satisfaction have risen in 4 of the measured categories including “ Overall” satisfaction.
- Levels of satisfaction are above the 2007/08 MSF average in 4 of the measured categories including “ Overall” satisfaction.

***Confidence in Police***

	Confidence (Sep' 07)	Change since March ' 06 (* Jun ' 06)	Position in MSF (Sep' 07)	Comparison to MSF Ave. (Sep' 07)
Police (Local)	55.4%	+1.0%	3 <sup>rd</sup> (was 1 <sup>st</sup> )	+2.5%
Reliable*	48.2%	-1.0%	2 <sup>nd</sup> (was 2 <sup>nd</sup> )	+2.5%
Respect*	84.8%	-0.8%	2 <sup>nd</sup> (was 2 <sup>nd</sup> )	+0.9%
Fair Treatment*	66.5%	-2.4%	1 <sup>st</sup> (was 1 <sup>st</sup> )	+2.2%
Minor Crime*	44.6%	-1.8%	1 <sup>st</sup> (was 1 <sup>st</sup> )	+4.8%
Community Issues*	63.9%	+0.5%	1 <sup>st</sup> (was 2 <sup>nd</sup> )	+3.1%
Community Priorities*	52.9%	+1.0%	1 <sup>st</sup> (was 1 <sup>st</sup> )	+4.5%
Overall Confidence*	69.4%	+1.9%	1 <sup>st</sup> (was 1 <sup>st</sup> )	+5.1%

\* New measure added to BCS from June 2006.

- The Force is the top Force in it' s 2007/08 MSF Group in 5 of the 8 “ Confidence” measures included in the British Crime Survey, 2<sup>nd</sup> in 2 and 3<sup>rd</sup> in the remaining measure.
- Public confidence in Leicestershire Constabulary is above the MSF average in every BCS Confidence measure.
- Overall Confidence in Leicestershire Constabulary has increased 1.9% since 2006 and is over 5% than the MSF average.

# Letters of thanks

Table 31

Letters of Thanks	07/08	08/09	% change
Leicestershire	506	501	- 0.9%

Letter of Thanks	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
City HQ Depts	0	0	0	0	0	0	0	0	0	0	0
Spinney Hill	1	3	1	1	4	2	1	1	0	2	1
Hinckley Road	0	2	1	3	0	1	3	1	0	2	2
City Centre	2	3	1	5	1	2	6	5	3	7	9
Welford Road	8	1	3	7	2	8	5	3	2	4	4
Beaumont Leys	1	4	3	1	0	5	1	1	4	2	3
Keyham Lane	1	2	1	3	0	5	0	2	1	2	2
<b>City Totals</b>	<b>13</b>	<b>15</b>	<b>10</b>	<b>20</b>	<b>7</b>	<b>23</b>	<b>16</b>	<b>13</b>	<b>10</b>	<b>19</b>	<b>21</b>
South HQ Depts	0	0	0	0	0	0	0	0	0	0	0
Harborough	2	5	1	10	1	1	1	1	1	1	0
Blaby	0	1	1	2	1	2	1	2	2	0	3
Hinckley	3	8	0	8	1	8	5	5	4	19	5
Oadby & Wigston	2	0	9	7	0	3	2	3	1	2	2
<b>South Totals</b>	<b>7</b>	<b>14</b>	<b>11</b>	<b>27</b>	<b>3</b>	<b>14</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>22</b>	<b>10</b>
North HQ Depts	0	0	0	0	0	0	0	0	0	0	0
Charnwood	1	1	3	6	1	3	4	1	1	1	2
Loughborough	2	4	6	4	1	3	7	7	2	5	3
Melton	1	1	0	1	0	2	2	0	2	2	2
North West Leicestershire	3	2	1	8	1	2	1	2	1	1	4
Rutland	2	2	2	4	0	4	2	0	1	0	1
<b>North Totals</b>	<b>9</b>	<b>10</b>	<b>12</b>	<b>23</b>	<b>3</b>	<b>14</b>	<b>16</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>12</b>
<b>FHQ Depts</b>	<b>12</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>2</b>
<b>Outside</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Unknown</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Lessons learnt

The focus of this process is to learn from where things have not gone quite as expected and then feeding the lessons learnt back into the workplace. Such lessons will be identified from a number of sources including complaints investigations, direction & control matters, civil claims, incident reviews and health & safety.

**Table 32** \*

Lessons Learnt	Custody	Training	Policy/ Procedure	Property	Forms	Misc.	Total
April 08 – February 09	1	2	17	2	0	0	22

Examples of lessons learnt

Lesson	Action Taken
A number of issues around property have come to light over recent months e.g. disposal without authority, failure to return to owner.	Issues have been fed into an overarching review of policy and procedures by Superintendent Cotterill.
The latest bulletin from the IPCC National Learning the Lessons Committee has identified a number of general issues around call handling & the correct grading of incidents, security arrangements within custody, effective rousing of drunk people in custody.	Bulletin forwarded to the identified leads for consideration of the issues raised against Force procedures.
A number of complaints have highlighted an issue around officers seizing vehicles for no insurance where other options could have been explored. It seemed officers have been relying on database information which should only serve as an indicator	In order to ensure the correct application of the legislation a risk assessment process has been developed and has been circulated to staff.

The learning the lessons policy was introduced April 2007 and in that time it has been imbedded into the processes and procedures of the Professional Standards Department. Links have been made to other sections and departments resulting in a number of valuable lessons being identified and appropriate actions being taken.

**Reference data**  
**(Family of Forces**  
**April 2008 – February 2009)**

**Table 33**

Leicestershire Constabulary Police Officers	<i>Female</i>	<i>Male</i>
White	448 (95.12%)	1653 (92.40%)
Black	4 (0.85%)	20 (1.12%)
Mixed	6 (1.27%)	21 (1.17%)
Asian	9 (1.91%)	54 (3.02%)
Not Stated	4 (0.85%)	41 (2.29%)

**Table 34**

Leicestershire Constabulary Police Staff	<i>Female</i>	<i>Male</i>
White	748 (90.23%)	429 (89.20%)
Black	12 (1.45%)	0 (0)
Mixed	3 (0.36%)	2 (0.41%)
Asian	53 (6.39%)	38 (7.9%)
Other	3 (0.36%)	0 (0)
Not Stated	10 (1.21%)	12 (2.49%)

**Table 35** \*

<b>Cases</b>	<b>2007/08</b>	<b>2008/09</b>	<b>% Change</b>
Avon & Somerset			
Devon & Cornwall	833	971	16.5%
Essex	622	809	30.0%
Kent	615	758	23.2%
Lancashire	747	706	- 5.4%
Northamptonshire	364	365	0.2%
Nottinghamshire	507	538	6.1%
Leicestershire	398	434	9.0%

**Table 36** \*

<b>Complaints</b>	<b>2007/08</b>	<b>2008/09</b>	<b>% Change</b>
Avon & Somerset			
Devon & Cornwall	<b>1203</b>	<b>1263</b>	<b>4.9%</b>
Essex	<b>951</b>	<b>1147</b>	<b>20.6%</b>
Kent	<b>1134</b>	<b>1250</b>	<b>10.2%</b>
Lancashire	<b>1348</b>	<b>1087</b>	<b>- 19.3%</b>
Northamptonshire	<b>472</b>	<b>432</b>	<b>- 8.4%</b>
Nottinghamshire	<b>823</b>	<b>840</b>	<b>2%</b>
Leicestershire	<b>679</b>	<b>825</b>	<b>21.5%</b>

**Table 37** \*

<b>Complaints Finalised</b>	<i>Local Resolution</i>	<i>Withdrawn</i>	<i>Discontinued/Dispensation</i>	<i>Un-substantiated</i>	<i>Sub-stantiated</i>	<i>Total</i>
Avon & Somerset						
Devon & Cornwall	467	229	138	351	70	1255
Essex	389	166	117	342	71	1085
Kent	466	169	128	576	120	1459
Lancashire	707	190	130	321	40	1388
Northamptonshire	239	36	90	101	30	496
Nottinghamshire	350	93	110	233	22	808
Leicestershire	382	58	74	219	20	753

**Table 38** \*

<b>Family of Forces</b>	<i>Total No. of Employees</i>	<i>Total No. of Complaints</i>	<i>Complaints per 100 employees</i>
Avon & Somerset			
Devon & Cornwall		<b>1263</b>	
Essex	<b>6606</b>	<b>960</b>	<b>14.53</b>
Kent	<b>4219</b>	<b>1250</b>	<b>29.62</b>
Lancashire	<b>6560</b>	<b>1087</b>	<b>16.57</b>
Northamptonshire	<b>2950</b>	<b>432</b>	<b>14.64</b>
Nottinghamshire	<b>4326</b>	<b>840</b>	<b>19.41</b>
Leicestershire	<b>4213</b>	<b>825</b>	<b>19.58</b>

**Table 39****Local Picture**

The following presents the Leicestershire figures for the 12 months ended 31 March:

	<b>03/04</b>	<b>04/05</b>	<b>05/06</b>	<b>06/07</b>	<b>07/08</b>
<b>Complaints</b>	395	573	497	531	762
<b>Direction &amp; Control</b>	211	427	361	322	270

The IPCC view is that they would like to see an increased number of complaints recorded. This is being seen as a positive indication of the availabilities to make a complaint, openness and confidence that a complaint issue will be followed through.

**National Picture**

The IPCC report for 2006/07 (previously reported to this Committee) reports that nationally complaints about the police have risen for each year between 2004 – 2007.

Explanations for this increase were explored in a past IPCC report (Gleeson and Bucke, 2006) which discussed the impact of the following factors:

- The legislative changes included in the Police Reform Act 2002 which widened the types of people who can make a complaint about the police and be the subject of a complaint
- The ability to make direct complaints to the IPCC
- The increased awareness and accessibility of the police complaints system
- Improvements on how police forces record complaints

Factors such as increases in public numbers and decreases in public satisfaction with the police can be discounted as these have not significantly changed over the time period in question. Overall there is likely to be no single reason for the increases seen over recent years and the answer is likely to be a mixture of the factors listed above.

The number of complaint cases and number of allegations against officers was reported in Tables 1 and 2 of the report on 2006/07 statistics presented to this Committee. Table 2 presents the number of allegations per 1,000 officers in Leicestershire. This is the lowest in the MSF (207) with the national average being 291.