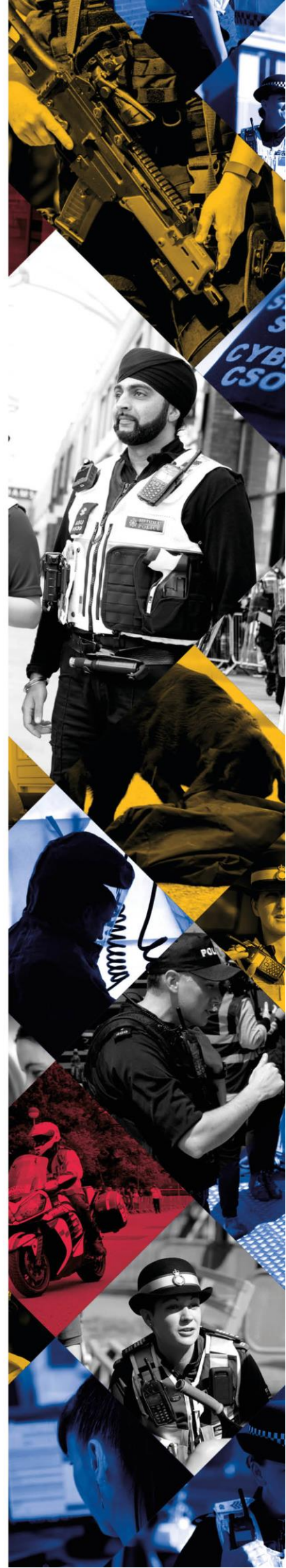




Professional Standards Department

Quarter Report

Quarter 3 | 2021-22



1. PURPOSE AND RECOMMENDATION

- 1.1 The purpose of this report is to provide a narrative to accompany the Independent Office for Police Conduct (IOPC) National Police Complaints Information Bulletin and an update on misconduct outcomes and vetting.
- 1.2 There are no recommendations made requiring a decision.

2. INTRODUCTION & BACKGROUND

- 2.1 The IOPC has previously produced a National Police Complaints Data Bulletin on a quarterly basis which included comparative data against the MSFs and nationally. It provided an overview of the number and types of complaints; timeliness; the number of appeals to the force and the IOPC; and the outcome of these appeals. Under the new regime the 10-day recording target has been removed to allow forces time and flexibility to resolve matters at an early stage.

NOTE: The IOPC have decided not to publish the Qtr 3 bulletin data at this stage, in order to protect the integrity of the data. Therefore, this performance report is based on Professional Standards Department (PSD) data only for quarter 3 with the exception of vetting data.

- 2.2 A brief overview of Conduct cases concluded in this period is also included; however, where the case was held in public, full details will already have been published on the force website.
- 2.3 The force vetting data is a quarter behind all other data in this report due the way it is configured on the recruitment system. The reporting of the vetting data for this performance report is for quarter 2.

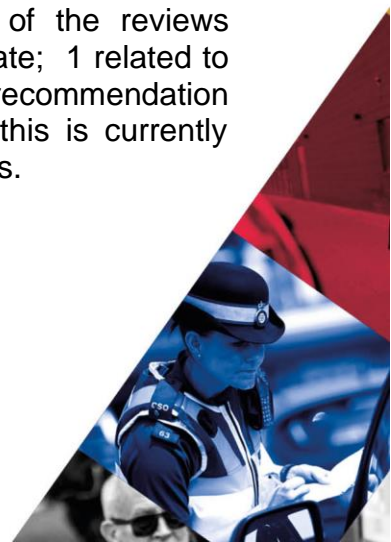
3. ISSUES FOR CONSIDERATION

3.1 Appeals/Reviews

IOPC Reviews: There were two; both relate to Investigations and with one of the reviews we are unable to conduct the Misconduct Meeting until the review is completed. PSD are awaiting the outcome of these reviews.

Office of the Police and Crime Commissioner (OPCC)

There were 12 OPCC reviews received in quarter 3; 6 of the reviews determined that the outcome was reasonable and proportionate; 1 related to the outcome not being reasonable and proportionate and the recommendation was to revisit one of the allegations within the complaint, this is currently ongoing. PSD are awaiting the outcome on a further 5 reviews.



	Investigation	No Investigation	Total
No Data	2	3	5
Outcome of Complaint Not Reasonable and Proportionate	1	0	1
Outcome of Complaint Reasonable and Proportionate	2	4	6
Total	5	7	12

Force Appeals: (old regulations) - There were no force appeals in quarter 3.

Complaint Regulations 2020

The new complaints regulations commenced on 1st February 2020. This has changed the way that complaints are now dealt with. They are split into:

- 1) Non schedule 3 (Logged); this allows complaints to be dealt with outside of the Police Reform Act 2002, previously regarded as dissatisfaction.
- 2) Schedule 3 (Recorded) which relate to complaints dealt with under the Police Reform Act 2002, whereby the complainant can request a review if they are not satisfied. Schedule 3 complaints are further split into Special Procedures (Misconduct/Gross Misconduct), the review body being the IOPC; or Non-Special Procedures (handled reasonably and proportionately), the review body being the OPCC.

Complaint Cases Recorded in quarter 3 - Schedule 3

Recorded during 01/10/21 and 1/12/21 were 40 cases. This brings us back down to normal levels with Q1 being the exception.

	Total complaints recorded	Finalised during this period
Q4 20/21	43	5
Q1 21/22	79	8
Q2 21/22	45	14
Q3 21/22	40	13

There are currently 50 live Schedule 3 complaints being investigated. This does not include any pending review.



Complaint Cases Recorded in quarter 3, Non-Schedule 3

Logged during 01/10/21 and 3/12/21 were 94 cases.

	Total complaints recorded	Finalised during this period
Q4 20/21	89	84
Q1 21/22	107	106
Q2 21/22	113	113
Q3 21/22	94	92

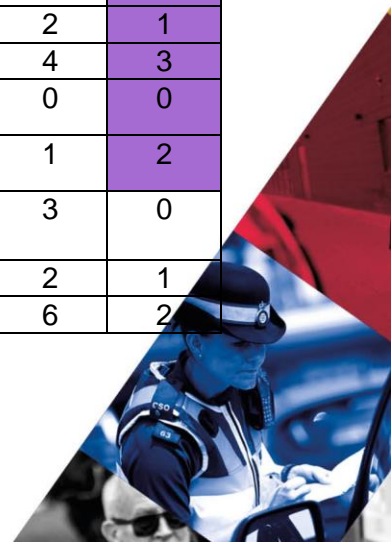
There are currently 2 live Non-Schedule 3 complaints.

Allegations Recorded: (combination of schedule 3 and Non Schedule3)

The below table illustrates the top three groups of complaints:

1	A Delivery of Duties and Service	169
2	H Individual Behaviours	57
3	B Police Powers, Policies and Procedures	33

Allegations recorded by Qtr and Year to Date				
	Qtr 4 20/21	Qtr 1 21/22	Qtr 2 21/22	Qtr 3 21/22
Category	No	No	No	No
A1. Police action following contact	60	159	121	100
A2. Decisions	41	35	35	35
A3. Information	25	30	30	24
A4. General level of service	24	13	16	10
B1. Stops, and stop and search	4	3	1	3
B2. Searches of premises and seizure of property	10	11	11	6
B3. Power to arrest and detain	6	9	5	2
B4. Use of force	11	17	18	8
B5. Detention in police custody	17	20	15	8
B6. Bail, identification and interview procedures	4	7	2	1
B7. Evidential procedures	12	9	4	3
B8. Out of court disposals	3	1	0	0
B9. Other policies and procedures	4	1	1	2
C1. Handling of or damage to property/premises	5	8	3	0
D1. Use of police systems	0	1	2	1
D2. Disclosure of information	11	7	6	2



D3. Handling of information	1	1	2	1
D4. Accessing and handling information from other sources	0	0	0	1
E1. Use of police vehicles	0	0	0	1
F1. Age	0	1	0	0
F2. Disability	0	1	1	1
F6. Race	0	8	1	0
F.7 Religion or belief	1	0	0	0
F10. Other	3	1	2	2
G. Irregularity in evidence/perjury	0	0	0	1
G1. Organisational corruption	0	1	0	0
G5. Obstruction of Justice	1	0	0	0
G6. Abuse of position for other purpose	2	0	2	1
H1. Impolite language/tone	8	14	14	11
H2. Impolite and intolerant actions	9	17	14	9
H3. Unprofessional attitude and disrespect	24	47	46	24
H4. Lack of fairness and impartiality	20	12	18	5
D. Oppressive Conduct or harassment	0	0	0	1
H5. Overbearing or harassing behaviours	10	21	8	7
J2. Sexual harassment	0	0	0	1
K1. Discreditable Conduct	0	0	5	0
L. Breach Code B PACE	0	0	0	1
L1. Other	4	6	0	3
Q. Lack of fairness and impartiality	1	0	0	0
S. Other neglect or failure in duty	2	0	0	8
Total	324	461	383	283

Complaint Allegations have decreased by 16% during quarter 3 compared to quarter 2 2021/22.

During Quarter 3 there has been 1 complaint (Non-Schedule 3) which has been COVID19 related. This is a decrease from previous quarters and the allegation arose from an officer not wearing a mask.



Allegations Finalised in (Quarter 3)

(Note: there are still allegations within the data below under Old Regulations)

Combined figures

NUMBER OF ALLEGATIONS

	Case to answer	No case to answer	No further action required	Not determined if the service acceptable	Not Resolved - NFA	Not Upheld - by PSD	Resolved	The service provided was acceptable	The service provided was not acceptable	Withdrawn	Withdrawn - by Force	Total
A1. Police action following contact	0	0	28	1	0	0	58	14	10	2	0	113
A2. Decisions	0	2	14	3	0	0	14	7	1	1	0	42
A3. Information	0	0	4	1	0	0	13	6	2	2	0	28
A4. General level of service	0	0	4	0	0	0	3	2	3	0	0	12
B1. Stops, and stop and search	0	0	2	0	0	0	3	0	0	0	0	5
B2. Searches of premises and seizure of property	0	0	1	0	0	0	2	0	0	0	0	3
B3. Power to arrest and detain	0	0	2	0	0	0	1	0	0	0	0	3
B4. Use of force	0	2	6	0	0	0	5	7	1	2	0	23
B5. Detention in police custody	0	0	8	0	0	0	2	4	0	4	0	18
B6. Bail, identification and interview procedures	0	0	0	0	0	0	0	0	0	1	0	1
B7. Evidential procedures	0	1	0	0	0	0	1	0	2	0	0	4
B9. Other policies and procedures	0	0	1	0	0	0	2	0	0	0	0	3



C1. Handling of or damage to property/premises	0	0	0	0	0	0	0	0	0	0	1	0	1
D1. Use of police systems	0	0	0	0	0	0	1	0	0	0	0	0	1
D2. Disclosure of information	0	0	0	0	0	0	1	5	3	0	0	0	9
D3. Handling of information	0	0	1	0	0	0	0	1	0	0	0	0	2
E. Unlawful/unnecessary arrest or detention	0	0	0	0	0	1	0	0	0	0	0	0	1
E1. Use of police vehicles	0	0	1	0	0	0	0	0	0	0	0	0	1
F10. Other	0	0	1	0	0	0	1	0	0	0	0	0	2
F2. Disability	0	0	0	0	0	0	1	0	0	0	0	0	1
F6. Race	0	0	0	0	0	0	0	0	2	0	0	0	2
G6. Abuse of position for other purpose	0	0	0	0	0	0	1	0	0	0	0	0	1
H1. Impolite language/tone	0	0	2	1	0	0	10	0	1	0	0	0	14
H2. Impolite and intolerant actions	4	2	4	1	0	0	5	1	1	0	0	0	18
H3. Unprofessional attitude and disrespect	2	0	8	2	1	0	14	2	1	3	0	0	33
H4. Lack of fairness and impartiality	0	0	2	1	0	0	2	1	3	0	0	0	9
H5. Overbearing or harassing behaviours	0	0	6	0	0	0	4	0	1	0	0	0	11
J2. Sexual harassment	2	0	0	0	0	0	0	0	0	0	0	0	2
K1. Discreditable conduct	0	1	0	0	0	0	0	1	0	0	0	0	2
L1. Other	0	0	2	0	0	0	2	0	1	0	0	0	5
S. Other neglect or failure in duty	0	0	0	0	0	0	0	0	0	0	0	4	4
T. Other irregularity in procedure	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	8	8	97	10	1	1	146	51	32	16	5	0	375

Of the 375 allegations resolved during this period, 29% related to schedule 3 complaints; 26% were resolved by NFA; 39% related to Non-Schedule 3 complaints and 6% were withdrawn. 25 allegations (9 complaint cases) moved from Non-schedule 3 to Schedule 3 as complainants were dissatisfied after initial handling.



Cases Finalised in Quarter 3:

Albeit timeliness is no longer a Key Performance Indicator nationally Gwent PSD resolve most complaints in a timely manner. The below table shows the cases that have been finalised during Quarter 3; 82% of the complaints resolved within 30 days relate to Non-Schedule 3 complaints.

Investigation Times

SUMMARY

		No further action required	Not Resolved - NFA	Resolved	The service provided was not acceptable	Withdrawn	Total Cases
Complaint	(A) 0 - 30 days	17	1	92	1	2	113
	(B) 31 - 60 days	1	0	0	0	0	1
	Total	18	1	92	1	2	114

3.2 Distribution of Complaints

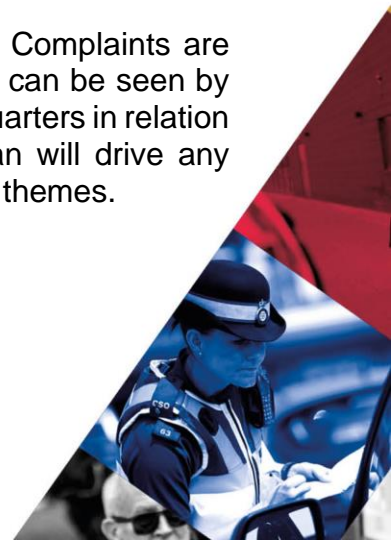
The distribution of complaints in Quarter 3 is proportionate to the staffing levels in both Local Policing Areas.

West having 78 Cases, 59 of which were finalised under Non-Schedule 3.

East having 52 Cases, 32 of which were finalised under Non-Schedule 3.

3.3 Equality Monitoring of Complainants

The force records most complaints via Single Online Home. Complaints are either recorded on-line; by staff via 101 or at the station. As can be seen by the below tables, the data remains consistent throughout the quarters in relation to protected characteristics. The Joint Strategic Equality Plan will drive any work in relation to engagement, awareness and any identified themes.



Note: 1 complaint case can contain more than one complainant

Ethnicity	% 2021/22		2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3	
	%	No.s	%	No.s	%	No.s	%	No.s	%	No.s
White			73%	97	74%	145	73%	118	72.5%	104
Unknown			20%	27	18%	35	22%	35	23.5%	34
Asian			1.5%	2	2%	4	2.5%	4	3%	4
Black			1.5%	2	4%	7	2%	3	1%	1
Other			4%	5	2%	4	0	0	0	0
No Data			0	0	0	0	0.5%	1	0	0
Total				133		195		161		143

Disability	% 2021/22		2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3	
	%	No.s	%	No.s	%	No.s	%	No.s	%	No.s
No data			83%	110	92%	180	91%	147	94%	134
Unknown			16%	21	7%	13	6.5%	10	5%	8
Mental Health			0	0	0.5%	1	2.5%	4	0	0
Physical			0.5%	1	0	0	0	0	0	0
Learning Difficulty			0	0	0	0	0	0	0	0
Sensory			0	0	0	0	0	0	0	0
Prefer not to say			0.5%	1	0.5%	1	0	0	0	0
Other			0	0	0	0	0	0	1%	1
None			0	0	0	0	1%	2	0	0
Total				133		195		161		143



Sexual Orientation	% 2021/22		2020/21 Q4		2021/22 Q1		2021/22 Q2		2021/22 Q3	
	%	No.s	%	No.s	%	No.s	%	No.s	%	No.s
No data			1.5%	2	1%	2	1%	2	1%	2
Heterosexual			60%	80	68%	133	58%	93	66%	94
Unknown			25.5%	34	16%	31	28%	44	20%	28
Prefer not to say			7%	9	13%	25	10%	17	8.5%	12
Gay/Lesbian			3%	4	0.5%	1	2%	3	3%	4
Bisexual			2%	3	0.5%	1	1%	2	1%	2
Other			1%	1	1%	2	0	0	0.5%	1
Total				133		195		161		143

3.4 Conduct

Conduct			
Reporting Period	Number	Reporting Period	Number
Q1 2020/21	6	Q1 2021/22	9
Q2 2020/21	4	Q2 2021/22	9
Q3 2020/21	2	Q3 2021/22	15
Q4 2020/21	7	Q4 2021/22	
Total	19	Total	

The number of conduct cases has increased dramatically compared to quarter 3 last year. 10 out of the 15 conducts raised relate to off duty conduct.

3.5 Misconduct Outcomes for Q3 2021/22

There were no Misconduct Proceedings held during quarter 3.

3.6 External scrutiny



There are currently 5 live Independent IOPC investigations; 3 of which relate to 3 separate complaints which involve the same officer; 1 relates to a complaint and there is 1 DSI matter.

One investigation involving two separate conduct matters has finalised and the officer received a custodial sentence for two counts of Misconduct in a Public Office.

There are currently 3 managed IOPC conduct investigations. These were investigated by another force and have formally been handed back to Gwent to undertake the misconduct process

There is one directed IOPC conduct investigation being undertaken by Gwent PSD.

3.7 Vetting

Note: due to the functionality of the recruitment system (OLEEO), vetting data will be one quarter behind.

Vetting Data

	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Police officer / staff	99 through OLEEO 55 not through OLEEO 154 Total	148 through OLEEO 29 not through OLEEO 177 Total	104 through OLEEO 70 not through OLEEO 174 Total	199 through OLEEO 6 not through OLEEO 205 Total
Contractors/ outside agency	259	266	252	208
Vetting Health Checks	26 through OLEEO 65 Total	38	44	54
MV Annual Assessments	110	68	79	126
Total	588	549	564	593

Vetting Refusals				
	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Previous conviction / caution	12	9	13	6
Financial Vulnerability	1	3	0	3
Negative Intelligence	4	5	11	5
Associates	1	3	1	0
Residency	0	2	0	0
Other	3	1	3	0
Total	21	23	28	14

3.8

Vetting Refusals- Protected Characteristics (Police officer / staff) Please note that the below data relates to applications that went through OLEEO only.				
	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
BAME	5 received 0 refused	6 received 0 refused	2 received 0 refused	14 received 1 refused
Sexual Orientation	12 received 0 refused	10 received 0 refused	3 received 0 refused	19 received 1 refused
Disability	5 received 0 refused	8 received 0 refused	0 received 0 refused	0 received 0 refused
Gender Reassignment	0 received 0 refused	0 received 0 refused	0 received 0 refused	0 received 0 refused
Male	50 received 2 refused	75 received 3 refused	33 received 2 refused	130 received 8 refused
Female	72 received 2 refused	73 received 2 refused	45 received 0 refused	96 received 1 refused



Decisions Following Vetting Appeals- Protected Characteristics- (Police officer / staff) 2021				
	Q3 2020/21	Q4 2020/21	Q1	Q2
BAME Accepted	0	0	0	0
BAME Rejected	1	1	0	1
Sexual orientation Accepted	0	0	0	1
Sexual orientation Rejected	0	0	0	2
Disability Accepted	0	0	0	0
Disability Rejected	0	0	0	1
Gender Reassignment	0	0	0	0
Gender Reassignment	0	0	0	0

Other Matters

1. Commencement of data trawl/activity analysis to assist with Review of PSD which will commence in March 2022.
2. Delivery of PSD inputs to student officers and new entrants.
3. Review of all Sexual Misconduct/Domestic Abuse cases and intelligence over the last two years near completion.
4. Multi Agency inputs regarding Abuse of Position for a Sexual Purpose continuing.

4. COLLABORATION

4.1 Nothing to add

5. NEXT STEPS

- 5.1
- Home Office have released additional requirements to the Specified Information Order (SIO) which dictates what information PCC's have to publish on their website.
Home Office guidance recommends that the narrative should include:

1. How the force is measuring complainant satisfaction.
2. Progress updates on implementing relevant recommendations made by the IOPC and/or HMICFRS in relation to complaints handling, or where recommendations were not accepted an explanation as to why.
3. A summary of any mechanisms put in place to identify and act on themes or trends in complaints.
4. A summary of systems in place to monitor and improve performance in the timeliness of complaints handling.
5. The number of written communications issued by the force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 where an investigation has not been completed within a “relevant period”.
6. Quality Assurance mechanisms in place to monitor and improve the quality of its responses to complaints.
7. Details of the administrative arrangements the PCC has put in place to hold the chief constable to account for complaints handling e.g. frequency of meetings and a summary of discussions.

Benchmarking of other Chief Executives to take place regarding point 1 and the remaining points will be added to the PSD Performance Report going forward.

6. FINANCIAL CONSIDERATIONS

- 6.1 None.

7. PERSONNEL CONSIDERATIONS

- 7.1 None.

8. LEGAL IMPLICATIONS

- 8.1 None

9. EQUALITIES & HUMAN RIGHTS CONSIDERATIONS

- 9.1 This report has been considered against the general duty to promote equality, as stipulated under the Joint Strategic Equality Plan and has been assessed not to discriminate against any particular group.



9.2 In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.

10 RISK

10.1 Current issues regarding the provision of Legally Qualified Chairs and the current advice is that no new cases will be accepted until the matter is resolved. This is likely to take between 6-12 months. To be placed on the Risk Register.

11. PUBLIC INTEREST

11.1 In producing this report, has consideration been given to 'public confidence'?
Yes

11.2 Are the contents of this report, observations and appendices necessary and suitable for the public domain? **Yes**

11.3 If you consider this report to be exempt from the public domain, please state the reasons:

11.4 Media Stakeholder and Community Impacts:

12. REPORT AUTHOR

12.1 Detective Superintendent Leanne Brustad

13. LEAD CHIEF OFFICER

13.1 Detective Chief Constable Amanda Blakeman

14. ANNEXES

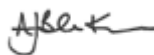
14.1 None

15. CHIEF OFFICER APPROVAL

15.1 I confirm this report has been discussed and approved at a formal Chief Officers' meeting.

I confirm this report is suitable for the public domain.

Date : 21.02.2022



Signature:

