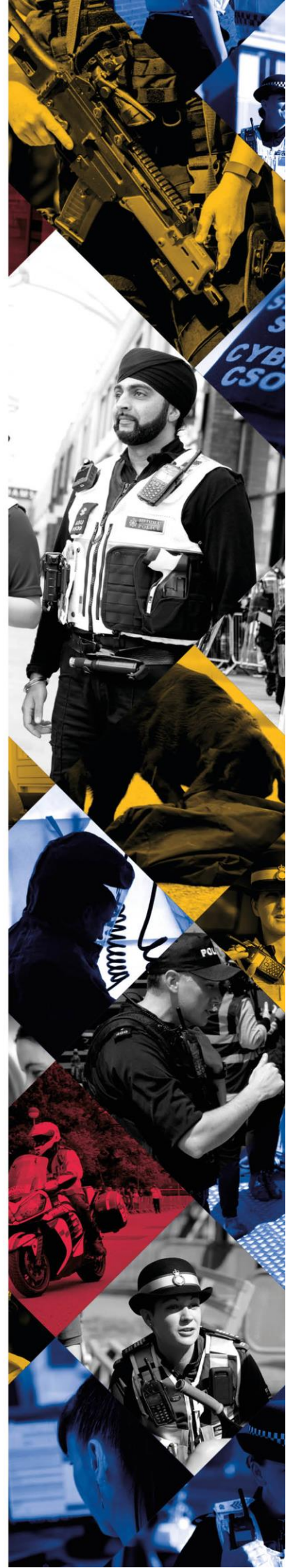




Professional Standards Department

Quarter Report

Quarter 2 | 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 produced quarter 4 data but we are still waiting for up to date data to be provided in line with quarterly reporting. Therefore, this performance report is based on Professional Standards Department (PSD) data only for quarter 2 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 1.

3. ISSUES FOR CONSIDERATION

3.1 Appeals/Reviews

IOPC Reviews: There were no IOPC Reviews in quarter 2.

Office of the Police and Crime Commissioner (OPCC) - Reviews (dealt with by OPCC under the New Regulations):

There were 11 OPCC reviews received in quarter 2; 9 of the reviews determined that the outcome was reasonable and proportionate, 8 related to a non investigation and 1 related to an Investigation. There were no recommendations or learning identified. PSD are awaiting the outcome on a further 2 reviews.



	Investigation	No Investigation	Total
No Data	2	0	2
Outcome of Complaint Reasonable and Proportionate	1	8	9
Total	3	8	11

Force Appeals: (old regulations) - There were no force appeals in quarter 2

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 2 - Schedule 3

Recorded during 01/07/21 and 30/09/21 were 45 cases. This brings us back down to normal levels with Q1 being the exception.

	Total complaints recorded	Finalised during this period
Q3 20/21	27	0
Q4 20/21	43	5
Q1 21/22	79	8
Q2 21/22	45	14

There are currently 80 live Schedule 3 complaints being investigated. This does not include any pending OPCC reviews.



Complaint Cases Recorded in quarter 2, Non-Schedule 3

Logged during 01/07/21 and 30/09/21 were 113 cases, all of which have been finalised

	Total complaints recorded	Finalised during this period
Q3 20/21	120	106
Q4 20/21	89	84
Q1 21/22	107	106
Q2 21/22	113	113

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	202
2	H Individual Behaviours	100
3	B Police Powers, Policies and Procedures	57

Allegations recorded by Qtr and Year to Date				
	Qtr 3 20/21	Qtr 4 20/21	Qtr 1 22/23	Qtr 2 22/23
Category	No	No	No	No
A1. Police action following contact	26	60	159	121
A2. Decisions	21	41	35	35
A3. Information	21	25	30	30
A4. General level of service	81	24	13	16
B1. Stops, and stop and search	2	4	3	1
B2. Searches of premises and seizure of property	7	10	11	11
B3. Power to arrest and detain	8	6	9	5
B4. Use of force	13	11	17	18
B5. Detention in police custody	22	17	20	15
B6. Bail, identification and interview procedures	3	4	7	2
B7. Evidential procedures	2	12	9	4
B8. Out of court disposals	1	3	1	0
B9. Other policies and procedures	7	4	1	1
C1. Handling of or damage to property/premises	7	5	8	3
D1. Use of police systems	1	0	1	2
D2. Disclosure of information	1	11	7	6
D3. Handling of information	1	1	1	2
E. Unlawful/unnecessary arrest or detention	1	0	0	0
E. Use of police vehicles	4	0	0	0
F1. Age	0	0	1	



F2. Disability	0	0	1	1
F3. Gender reassignment	2	0	0	0
F6. Race	0	0	8	1
F.7 Religion or belief	0	1	0	0
F8. Sex	2	0	0	0
F10. Other	2	3	1	2
G. Irregularity in evidence/perjury	3	0	0	0
G1. Organisational corruption	0	0	1	0
G5. Obstruction of Justice	0	1	0	0
G6. Abuse of position for other purpose	1	2	0	2
H1. Impolite language/tone	16	8	14	14
H2. Impolite and intolerant actions	12	9	17	14
H3. Unprofessional attitude and disrespect	29	24	47	46
H4. Lack of fairness and impartiality	5	20	12	18
H5. Overbearing or harassing behaviours	15	10	21	8
J1. Sexual assault	1	0	0	0
K. Discreditable conduct	2	0	0	0
K1. Discreditable Conduct	0	0	0	5
L1. Other	11	4	6	0
M. Breach Code C PACE	0	0	0	0
N. Breach Code D PACE	5	0	0	0
Q. Lack of fairness and impartiality	0	1	0	0
S. Other neglect or failure in duty	5	2	0	0
T. Other irregularity in procedure	2	0	0	0
Total	342	324	461	383

Complaint Allegations have decreased by 17% during quarter 2 compared to quarter 1 2021/22 but are still above the previous two quarters.

During Quarter 2 there has been 1 complaint (Schedule 3) which was COVID19 related. This is a decrease from previous quarters and the allegation arose from a delay in arrest due to COVID.



Allegations Finalised in (Quarter 2) **(combination of schedule 3 and Non Schedule3)**

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

NUMBER OF ALLEGATIONS	No further action required	Not determined if the service acceptable	Not Resolved - NFA	Resolved	The service provided was acceptable	The service provided was not acceptable	Withdrawn	Withdrawn - by Force	Total
A1. Police action following contact	17	0	1	71	12	7	11	0	119
A2. Decisions	15	0	0	17	3	0	1	0	36
A3. Information	7	1	0	9	3	0	0	0	20
A4. General level of service	9	0	0	4	10	1	0	0	24
B1. Stops, and stop and search	0	0	0	1	0	0	0	0	1
B2. Searches of premises and seizure of property	3	0	0	7	1	0	0	0	11
B3. Power to arrest and detain	2	0	0	1	1	0	1	0	5
B4. Use of force	5	0	0	6	4	2	1	0	18
B5. Detention in police custody	7	0	0	0	3	0	1	0	11
B6. Bail, identification and interview procedures	1	0	0	1	1	0	0	0	3
B7. Evidential procedures	1	0	0	0	4	1	0	0	6
B8. Out of court disposals	1	0	0	0	0	0	0	0	1
B9. Other policies and procedures	0	0	0	1	0	0	0	0	1
C1. Handling of or damage to property/premises	2	0	0	1	1	0	2	0	6
D1. Use of police systems	1	0	0	1	0	0	0	0	2
D2. Disclosure of information	1	0	0	2	0	0	0	0	3
D3. Handling of information	0	0	0	0	1	0	0	0	1
F10. Other	1	0	0	1	0	0	0	0	2
F2. Disability	0	0	0	0	1	0	0	0	1
F6. Race	1	1	0	0	0	0	1	0	3
F8. Sex	0	0	0	0	2	0	0	0	2
G6. Abuse of position for other purpose	0	0	0	1	0	0	0	0	1
H1. Impolite language/tone	4	1	0	7	0	1	0	0	13
H2. Impolite and intolerant actions	3	0	0	5	0	0	0	0	8
H3. Unprofessional attitude and disrespect	7	2	0	26	3	1	1	0	40
H4. Lack of fairness and impartiality	2	0	0	2	1	0	0	0	5
H5. Overbearing or harassing behaviours	2	0	0	0	1	0	2	0	5
K1. Discreditable conduct	0	0	0	1	0	0	0	0	1
L. Breach Code B PACE	0	0	0	0	0	0	0	5	5
L1. Other	2	0	0	0	0	0	0	0	2
S. Other neglect or failure in duty	0	0	0	0	0	0	0	2	2
U. Incivility, impoliteness and intolerance	0	0	0	0	0	0	0	2	2
Total	94	5	1	165	52	13	21	9	360

During Quarter 2, under the old complaints regulations 9 allegations were Withdrawn.

Of the 360 allegations resolved during this period 13 allegations moved from Non-schedule 3 to Schedule 3 as complainants were dissatisfied after initial handling.



Cases Finalised in Quarter 2:

Albeit timeliness is no longer a Key Performance Indicator Gwent PSD resolve the majority of complaints within 30 days. The below table shows the cases that have been finalised during Quarter 2; 67% of the complaints resolved within 30 days relate to Non-Schedule 3 complaints.

Investigation Times

SUMMARY			No further action required	Not Resolved - NFA	Not Upheld - by PSD	Resolved	The service provided was acceptable	The service provided was not acceptable	Withdrawn	Withdrawn - by Force	Total Cases
Complaint	(A) 0 - 30 days	3	29	1	0	113	15	3	5	0	169
	(B) 31 - 60 days	0	2	0	0	0	1	0	0	0	3
	(C) 61 - 90 days	0	6	0	0	0	2	2	1	0	11
	(D) 91 - 120 day	0	1	0	0	0	2	0	0	0	3
	(E) > 120 days	0	0	0	1	0	6	2	0	1	10
	Total	3	38	1	1	113	26	7	6	1	196

3.2 Distribution of Complaints

The distribution of complaints in Quarter 2 has increased in the West in comparison to the East.

West having 100 Cases , 77 of which were finalised under Non-Schedule 3.

East having 40 Cases, 27 of which were finalised under Non-Schedule 3.

Comparatively the proportion of complaints are Non-schedule 3.

3.3 Equality Monitoring of Complainants

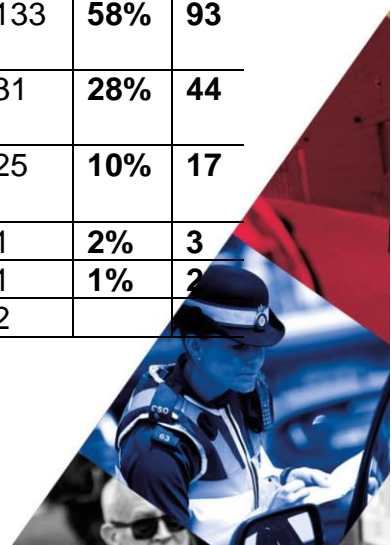
The force records most complaints via Single Online Home. Complaints are either recorded on-line; by staff via 101 or at the station. As can be seen by the below tables, the data remains consistent throughout the quarters in relation to protected characteristics. The Joint Strategic Equality Plan will 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 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2	
	%	No.s	%	No.s	%	No.s	%	No.s	%	No.s
White			78%	137	73%	97	74%	145	73%	118
Unknown			17%	30	20%	27	18%	35	22%	35
Asian			2%	4	1.5%	2	2%	4	2.5%	4
Black			2%	3	1.5%	2	4%	7	2%	3
Other			1%	1	4%	5	2%	4		-
No Data					-	-	-	-	0.5%	1

Disability	2021/22		2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2	
	%	No.s	%	No.s	%	No.s	%	No.s	%	No.s
No data			89%	157	82%	110	92%	179	91%	147
Unknown			6%	11	16%	21	6%	12	6.5%	10
Mental Health			1.5%	3	0	0	0.5%	1	2.5%	4
Physical			1%	1	1%	1	-	0		0
Learning Difficulty				0	0	0	-	0		0
Sensory			-	0	0	0	-	0		0
Prefer not to say			-	0	1%	1	-	1		0
Other			1%	1	0	0	0.5%	0		0
none			1.5%	2	0	0	1%	2		0

Sexual Orientation	2021/22		2020/21 Q3		2020/21 Q4		2021/22 Q1		2021/22 Q2	
	%	No.s	%	No.s	%	No.s	%	No.s	%	No.'s
No data			12%	21	1.5%	2	1%	2	1%	2
Heterosexual			62%	108	60%	80	68%	133	58%	93
Unknown			11%	20	25.5%	34	16%	31	28%	44
Prefer not to say			10%	18	7%	9	13%	25	10%	17
Gay / lesbian			2%	3	3%	4	0.5%	1	2%	3
Bisexual			1%	1	2%	3	0.5%	1	1%	2
Other			2%	4		1	1%	2		



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	
Q4 2020/21	7	Q4 2021/22	
Total	19	Total	18

The number of conduct cases for the first two quarters are higher than the same periods last year. Previously the majority of conduct matters were off duty. However, in quarter 2; 4 related to on duty behaviour.

3.5 Misconduct Outcomes for Q2 2021/22

There were no Misconduct Proceedings held during quarter 2.

3.6 External scrutiny

There are currently 7 live Independent IOPC investigations;

- 2 relate to 2 separate conduct matters involving the same officer
- 3 relate to 3 separate complaints which involve the same officer
- 1 relates to a complaint
- 1 is a DSI (Death or Serious Injury following Police Contact) matter.

There are currently 3 managed IOPC conduct investigations. These were investigated and are now with 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

Vetting Completed				
Vetting Data	2020/21	2020/21	2020/21	2021/22
	Q2	Q3	Q4	Q1
Police officer / staff	111 84 through OLEEO 27 not through OLEEO	154 99 through OLEEO 55 not through OLEEO	177 148 through OLEEO 29 not through OLEEO	174 104 through OLEEO 70 not through OLEEO
Contractors/outside agency	324	259	266	252
Vetting Health Checks	30 9 through OLEEO	65 26 through OLEEO	38	44
MV Annual Assessments	155	110	68	79
Total	620	588	549	564

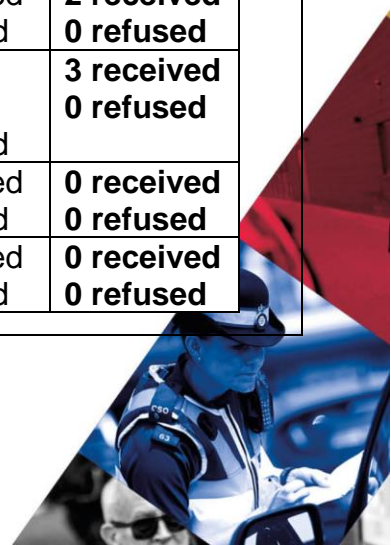
Vetting Refusals –

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22
Previous conviction / caution	19	12	9	13
Financial Vulnerability	0	1	3	0
Negative Intelligence	6	4	5	11
Associates	3	1	3	1
Residency	0	0	2	0
Other	0	3	1	3
Total	28	21	23	28

Vetting Refusals- Protected Characteristics (Police officer / staff)

Please note that the below data relates to applications that went through OLEEO only.

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22
BAME	4 received 0 refused	5 received 0 refused	6 received 0 refused	2 received 0 refused
Sexual Orientation	10 received 0 refused	12 received 0 refused	10 received 0 refused	3 received 0 refused
Disability	2 received 0 refused	5 received 0 refused	8 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	53 received 5 refused	50 received 2 refused	75 received 3 refused	33 received 2 refused
Female	41 received 1 refused	72 received 2 refused	73 received 2 refused	45 received 0 refused

Decisions Following Vetting Appeals- Protected Characteristics– (Police officer / staff)

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22
BAME Accepted	1	0	0	0
BAME Rejected	1	1	1	0
Sexual orientation Accepted	0	0	0	0
Sexual orientation Rejected	1	0	0	0
Disability Accepted	0	0	0	0
Disability Rejected	0	0	0	0
Gender Reassignment	0	0	0	0
Gender Reassignment	0	0	0	0

The majority of vetting failures consistently tend to be related to previous convictions /cautions or significant intelligence.

3.8

Other Matters

1. Scrutiny Panel implemented to provide oversight of both conduct and complaints matters where either the complainant and/or officer/staff member has a protected characteristic to ensure no bias.
2. Roll out of the implementation of Policy App (Monitoring software) on force devices (as of the 30/09/21 1748 new devices rolled out with an 87% compliancy rate for Policy App).
3. Delivery of PSD inputs to student officers; new entrants and CID Course.
4. Meeting held with Change Team due to increasing demand. Plans for a review of PSD in 2022.
5. Article on The Beat around the use of Social Media and specifically WhatsApp following the events surrounding the death of Sarah Everard.

4. COLLABORATION

- 4.1 Nothing to add

5. NEXT STEPS

- 5.1
- Continuation of the Implementation of ATA monitoring software.
 - Agreement with OPCC's office regarding requirements for this document inclusive of IOPC data when available.
 - Delivery of Abuse of Position for a Sexual Purpose (APSP) 7-minute video developed by the College of Policing.
 - Completion of the Strategic Assessment and Control Strategy for the coming year.
 - Gwent Counter Corruption Unit have volunteered to be part of the ATA pilot around APSP profiling. We are awaiting confirmation as to whether we have been selected.

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 None

11. PUBLIC INTEREST

- 11.1 In producing this report, has consideration been given to 'public confidence'? **Yes** *(delete as appropriate)*
- 11.2 Are the contents of this report, observations and appendices necessary and suitable for the public domain? **Yes** *(delete as appropriate)*
- 11.3 If you consider this report to be exempt from the public domain, please state the reasons: *(if no to 11.2 complete question if yes to 11.2 put not applicable)*
- 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 / is not suitable for the public domain. *(delete as appropriate)*

Date : 10.11.2021



Signature:

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date:

