

Integrity

Professionalism

Fairness

Respect



Professional Standards Department

Quarterly Performance Analysis

3rd Quarter 2009/10
(1st October 2009 – 31st Dec 2009)

Introduction

The purpose of this publication is to present performance information on complaints concerning the conduct of persons serving with Dorset Police, misconduct proceedings, direction and control complaints and civil litigation claims. This information will support considered decision making and tasking actioned through monthly and quarterly meetings, and can be used as a tool to compare the Force's performance with that regionally and in national IPCC reports.

It is very important to note that the information held within this analysis has been calculated from data gathered through the complaints and misconduct process and therefore can only be as accurate as what is officially recorded on force computer systems. Data cleansing is carried out regularly to ensure data is as accurate as possible and presents a true picture. **Data gathered is representative of a snap-shot in time and is therefore subject to change.**

All complaint cases received and recorded against police officers and police staff are included in this report and analysed as a whole; of all allegations received, overall approximately 91% are against police officers, 7% police staff and nearly 2% against members of the special constabulary.

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Summary of Performance and Analysis

Key indicators	2009/10		
	Target	YTD	Trend
Complaints			
Complaint cases investigated in 120 days	90%	79%	↔
Locally resolved complaint allegations	40%	36%	↓
Complaint allegations locally resolved (LR) as % those with the potential to be LR	80%	70%	↓
Misconduct			
Misconduct cases investigated within 120 days	90%	87%	↗

Summary information

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD 2009/10	YTD 2008/09
IPCC independent cases	0	0	1		1	3
IPCC managed cases	0	0	1		1	2
IPCC supervised cases	0	0	0		0	5
Complaints			0			% change on YTD 2008 / 09
New complaint cases (based on date received)	71	103	98		272	1%
Complaint allegations received	108	149	142		399	-3%
Complaint cases finalised	81	90	90		261	-2%
Complaint allegations finalised	134	161	119		414	0%
Allegations with the potential for local resolution	57	100	58		215	
Allegations locally resolved	34	79	38		151	
% of allegations with potential for LR which were actually LR'd.	60%	79%	66%		70%	-1%
Number of complaint allegations finalised by investigation	57	54	41		152	-4%
Number of investigated complaint allegations substantiated	6	6	6		18	29%
% substantiated from investigations	11%	11%	15%		12%	-1%
Total appeals received	16	22	15		53	23%
Total appeals upheld	7 upheld for YTD for non-recording from 43 decisions made by the IPCC. 12 appeals upheld 08/09 all types.					
Misconduct						
New cases	13	14	10		37	12%
Direction and Control complaints						
New cases (based on date received)	67	87	77		231	78%
Civil Claims						
Total civil claims received	8	15	15		38	-12%
Total letters of appreciation received					109	

Trend arrows

		Improving performance	
		Worsening performance	
		Static performance	

Complaint allegations locally resolved (LR) as % those with the potential to be LR - an explanation

When an allegation is received the Professional Standards Department make a decision regarding the best course of action to resolve the complaint. Local Resolution is considered appropriate only once the police are satisfied that the actions of the police officers or police staff involved should not result in criminal or misconduct proceedings. These are the allegations with the potential for local resolution. If the person making the complaint agrees to the local resolution process then the complaint may be finalised that way. However, if they wish to have their allegation investigated this will be an example of an allegation with the potential to be locally resolved, but which was not. Allegations with the potential to be locally resolved may fail to be finalised that way if the complainant withdraws the allegation, or if they fail to co-operate with the process and the force applies for a discontinuance or dispensation.

2009 / 10 3rd Quarter Review

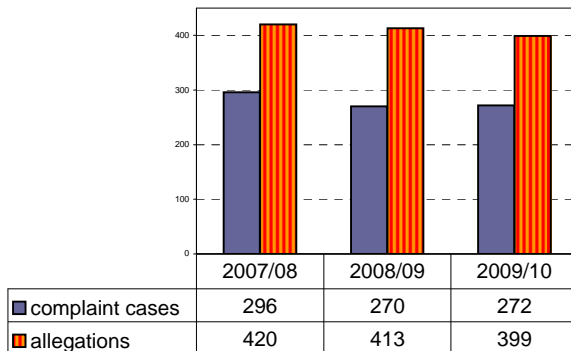
- Complaint allegations received are 3% down compared to the same period last year. During 2008/09 cases and allegations received were evenly spread from quarter to quarter. This year in the first quarter a particularly low level of complaints was received. It was not known if this was the start of a new trend. Now that complaints for the second and third quarters have been received it is evident that complaints received are at a similar level to last year.
- Oppressive behaviour allegations have overtaken incivility allegations as the highest category received for this quarter; however, overall, incivility remains the category for which the Force receives the majority of complaints. The work being done to try and reduce incivility allegations continues and appears to be effective to some extent. Incivility allegations have fallen in both number and percentage of all allegations received compared to the last two years.
- Allegations of incivility received since April 2009 are 31% of all allegations and those of oppressive behaviour are 27%. Oppressive behaviour allegations have risen from a low level in the first quarter, but it should be born in mind that the level of this type of complaint has not significantly risen compared to the first three quarters 2008/09 (Q1-Q3 2008/09 -106 allegations Q1-Q3 2009/10 – 109 allegations).
- The Bournemouth & Poole Division and the County Division received 81% of allegations made during the April -Dec 2009. County Division has shown a reduction in the numbers of allegations received compared to last year, down 18%, with incivility allegations down 32%. Bournemouth & Poole’s level of allegations is the same as last year.

- Complaint case investigations are being completed more quickly than last year, on average being completed in 89 days, compared to 94. The reduction is attributed to the speedier finalisation of those cases where the investigation has led to the conclusion that the allegations cannot be upheld.
- The same number of allegations have been finalised in the first three quarters of this year compared to last year. The proportion of investigated allegations is at a similar level to last year (38% last year, 37% this), but the proportion of withdrawn or dispensed with allegations has increased from 22% last year to 27% this. This increase has an effect on the number of allegations which may be locally resolved. Allegations finalised by local resolution are down to 36% this year compared to 40% last year.
- There were 18 upheld allegations, 12% of allegations investigated. On completion of the case the matter is re-assessed and consideration given as to whether the behaviour is such that a misconduct case should be opened. For one of the complaints the upheld allegation has led to a misconduct case against an officer, the outcome of which is not yet known. For the other upheld complaints, officers have, where appropriate, received words of advice or an improvement action plan from their manager.
- **When reading this report it should be borne in mind that the majority of people who have dealings with Dorset Police are satisfied with the service provided and some take the trouble to write with letters of appreciation.**

Dorset Police continues to work hard to protect communities and ensure that members of the public are listened to, understood, informed, protected and safe.

Complaints
Cases and allegations received

Total complaint cases & allegations received - comparison with previous years



The chart displays the number of complaint cases and allegations received in the year to date compared with 2007/08 & 2008/09.

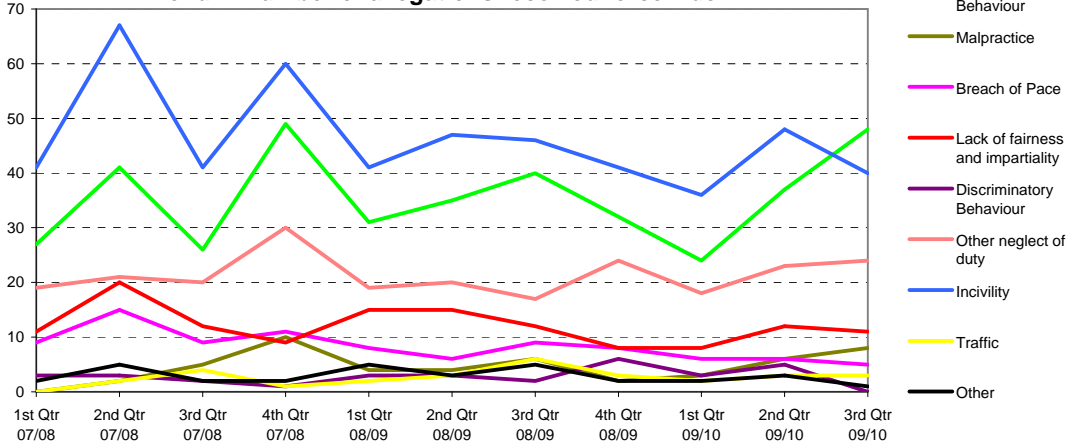
The number of allegations received is slightly down on last year, but the number of cases is similar. Allegations received were low in the first quarter, higher in second quarter and are now at a similar level when compared to those received for the same periods 2008/09.

Categories of Received Allegations

The following chart shows the quarterly trend of allegations throughout the Force, illustrating the trend of the most common allegations received. Oppressive behaviour allegations have overtaken incivility allegations as the highest category received for this quarter. Oppressive behaviour allegations have risen from a low level in the first quarter. Statistically the reason for the increase is because of an increase in this type of complaint on County Division, from a low level in Q1 to a greater than normal level in Q3, particularly for unlawful arrest and harassment complaints. However, examination of the nature of the complaints does not suggest any underlying operational reason. It should be born in mind that the level of this type of complaint has not significantly risen compared to the first three quarters 2008/09. In Q1-Q3 2008/09 there were 106 allegations compared to 109 allegations in Q1-Q3 2009/10.

Allegations of incivility received since April 2009 are 31% of all allegations, with those of oppressive behaviour being 27%. The work being done to try and reduce incivility allegations continues and appears to be effective. Incivility allegations have fallen in both number and percentage of all allegations received compared to the last two years.

Trend in number of allegations received forcewide

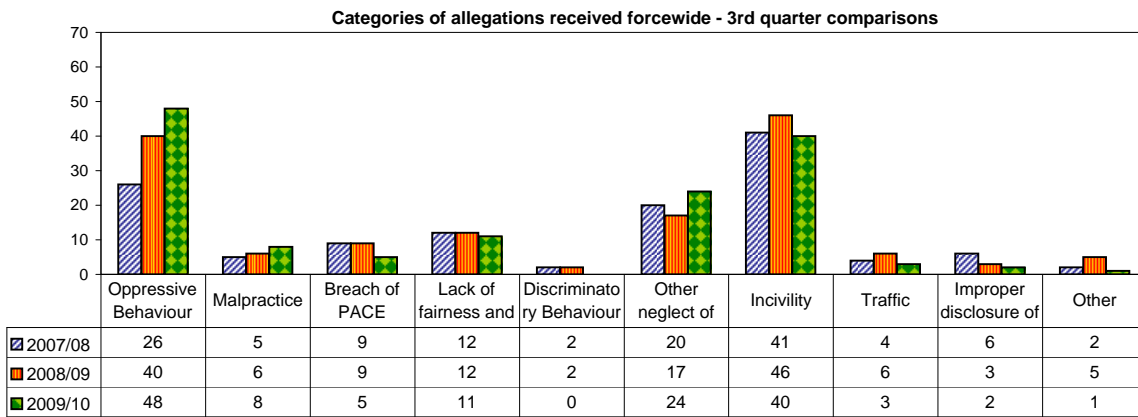


Complaint cases with an initial assessment of gross misconduct

Police Conduct Regulations came into force on 1 December 2008. The emphasis within the new Regulations is for improvement and development rather than punishment. An initial assessment of the complaint is made in each case to determine whether the conduct being complained about (even if it were proved) would justify bringing any criminal or disciplinary proceedings.

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Initial assessment of gross misconduct	14	5	5		24

The table below shows the categories of allegation received Forcewide with a comparison of totals for the same period in the two preceding years.



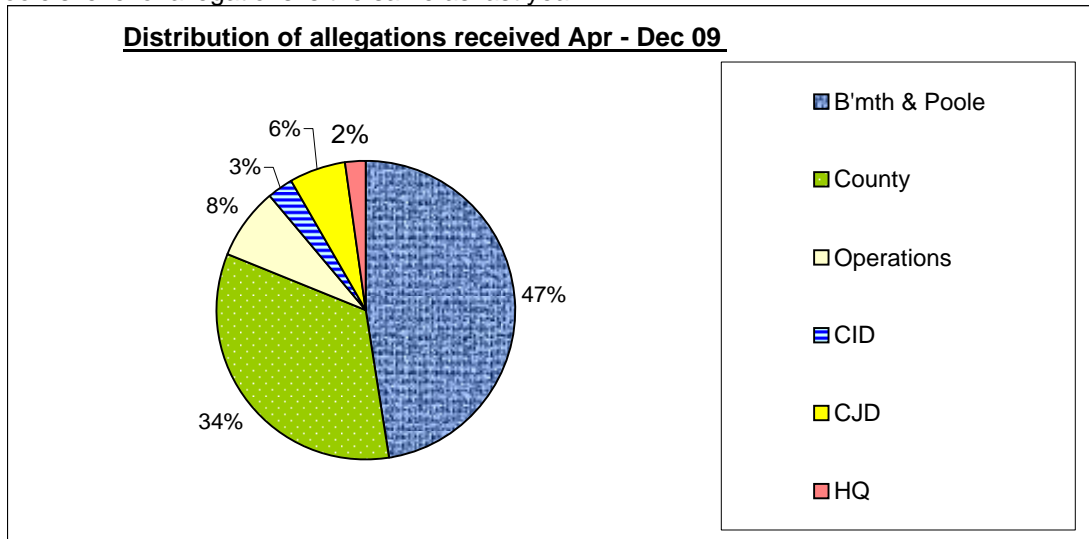
When an allegation is of a serious nature Dorset Police will refer the matter to the IPCC who will decide whether the matter may be investigated by the Force's own Professional Standards Department (PSD), or whether the IPCC will supervise or manage the PSD investigation.

No complaints were referred to the IPCC in the quarter. In addition, the Force referred 4 incidents to the IPCC, one of which is now a managed investigation and the other an independent IPCC investigation. Details are available on the IPCC web site press release page (www.ipcc.gov.uk).

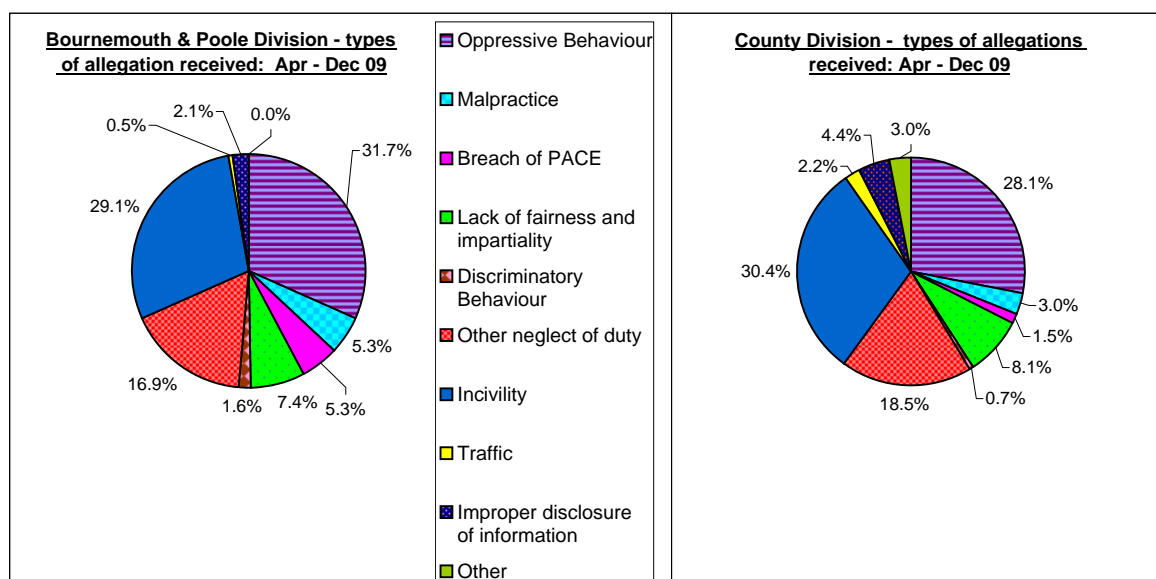
Distribution of allegations received

The chart below shows the distribution of complaints across the Force. The IPCC have noted that population densities and degree of urbanisation influence the number and type of allegation recorded. It is as expected, therefore, that Bournemouth and Poole Division receives the largest proportion of allegations.

The Bournemouth & Poole Division and the County Division received 81% of allegations made during the April -Dec 2009. County Division has shown a reduction in the numbers of allegations received compared to last year, down 18%, with incivility allegations down 32%. Bournemouth & Poole's level of allegations is the same as last year.



The charts below illustrate the categories of allegation received by the two major Divisions. Incivility and oppressive behaviour allegations are the two highest categories for both the territorial divisions. Whilst there has been a reduction in the total incivility allegations received on County Division, it remains the highest proportion. There have been 41 allegations of incivility in 9 months. Bournemouth and Poole have received a total of 55 incivility allegations since April 2009 and 60 oppressive behaviour allegations.



The table below shows the distribution of allegations received Forcewide, together with a comparison of totals for a similar period in the previous year showing a 3% reduction in total allegations. Incivility allegations have fallen by 7% compared to last year.

Allegations received 2009/10 YTD	B'm'th & Poole	County	Operations	CID	CJD	HQ	Total	2008/09 Q1-Q3	% change
Oppressive Behaviour	60	38	5	0	4	2	109	106	3%
Malpractice	10	4	1	2	0	0	17	14	21%
Breach of PACE	10	2	0	0	5	0	17	23	-26%
Lack of fairness and impartiality	14	11	1	1	3	1	31	42	-26%
Discriminatory Behaviour	3	1	3	0	1	0	8	8	0%
Other neglect of duty	32	25	3	1	0	4	65	56	16%
Incivility	55	41	12	5	9	2	124	134	-7%
Traffic	1	3	4	0	0	0	8	11	-27%
Improper disclosure of information	4	6	1	2	1	0	14	6	133%
Other	0	4	1	0	1	0	6	13	-54%
Total	189	135	31	11	24	9	399	413	-3%

Force-wide cases and allegations recorded and received - comparisons to previous years for YTD				
	Cases		Allegations	
	Recorded	Received	Recorded	Received
2007/08	284	296	402	420
2008/09	279	270	426	413
2009/10	274	272	403	399

For ease of data collection the IPCC show cases and allegations recorded in their annual report. This enables snapshots of data to be readily compared and this Force when comparing data with MSF uses allegations recorded. A case or allegation's recorded date is the date a member of admin staff inputs it to the database.

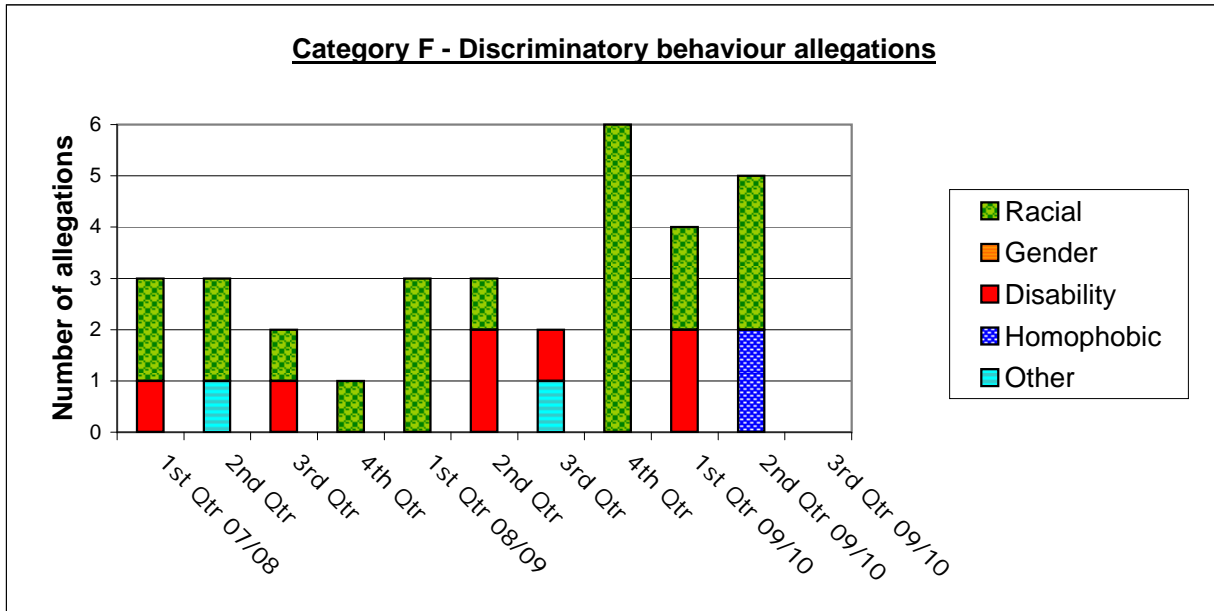
The received date refers to the date the case was received by the Force (i.e. when a person made a complaint) and thus provides a better indication of the distribution in time of complaints in the Force. In some cases an investigation may commence with one or two basic allegations being recorded. When interviews with the complainant have clarified matters more allegations may be added to the case; the received date will be the same date as the initial report, unless they refer to a different incident. When a member of staff on Division takes a complaint they inform PSD of the basics of the case which are then recorded, but may keep the paperwork to locally resolve it. It may be necessary for PSD to add additional allegations once the full set of paperwork is sent in once the case has been locally resolved, thus ensuring that the full range of the complainants concerns are reflected in the statistics. For example, the initial report might indicate that a complaint of incivility has been received on Division and is being locally resolved. This would be recorded immediately by PSD.

When the local resolution is completed and the paperwork sent in, possibly up to a month later, it may be apparent from the paperwork that there were two elements of incivility which both need to be recorded as separate allegations. So from a single case, 1 allegation may be recorded on initial receipt, say in June and another in July when the case is closed. The received date for both allegations would be the same.

Complaints

Discriminatory behaviour allegations

The following chart presents the number of received allegations that have been categorised as discriminatory behaviour, IPCC category F. IPCC guidance is that where there is an allegation which involves an element of discrimination this should be recorded separately from associated allegations. Dorset Police records the type of discrimination per IPCC guidelines - racial, gender, disability, homophobic or other (which can be described). No allegations in this category were made in quarter 3.



The table below gives the number of discrimination allegations compared to all allegations received in the divisional location.

N= number received. %= % of all allegations

Location	07/08		08/09		09/10	
	N	%	N	%	N	%
B'mth & Poole	5	1.5%	7	2.9%	5	2.6%
County	3	1.4%	5	2.2%	0	0.0%
CID, OPS, CJD, HQ	1	1.9%	2	2.5%	4	5.3%
Force	9	1.5%	14	2.6%	9	2.3%

Allegations of discriminatory behaviour are 2.3% of all allegations received, compared to the national average of 3% recorded for 2008/09. Allegations of racial discrimination remain the highest proportion. Dorset Police is committed to the traditional policing of the community by consent, ensuring it builds public confidence by delivering a high standard of service with integrity, professionalism, fairness and respect. Dorset Police requires all staff, without exception, to treat everyone fairly and sensitively regardless of age, ethnic origin, religious belief, gender, sexual orientation, disability or cultural background.

Complaints

Ethnicity of complainants

	White		Asian		Black		Other		Unknown		Total N	% ME where known
	N	%	N	%	N	%	N	%	N	%		
04/05	177	89%	1	6%	9	5%	11	6%	75	27%	273	10.6%
05/06	212	90%	5	2%	10	4%	8	3%	100	30%	335	9.8%
06/07	282	92%	7	2%	8	3%	8	3%	53	15%	358	7.5%
07/08	346	91%	12	3%	12	3%	9	2%	31	8%	410	8.7%
08/09	310	91%	5	1%	18	5%	9	2%	28	8%	370	9.4%
09/10	240	92%	8	3%	12	5%	0	0%	25	9%	285	7.7%

The above table shows the visible ethnicity of the complainant.

Population (Census 2001)

	White	Asian	Black	Other	
B'mth	96.68%	0.70%	0.42%	2.20%	Source: Office for National Statistics / Dorset Data Book 2008
Poole	98.20%	0.52%	0.18%	1.10%	Bournemouth Unitary Authority
DCC	98.75%	0.25%	0.15%	0.87%	Poole Unitary Authority DCC - Dorset County Council

In order to provide a comparison with the table showing the complaints received, information from the Dorset data book has been amalgamated for ease of comparison. The White total percentage is the amalgamation of White:British, White:Irish and White:Other White. The Asian and Black figures are similar amalgamations. The Other total is an amalgamation of Mixed, Chinese and Other.

The 2001 Census data shows that 1.85% of Dorset's population were of an from a visible ethnic minority and 4.4% from a minority ethnic background which included "White: Non-British". The number of individuals who made complaints and were from an ethnic community does appear to be higher than the resident population of Dorset. However, Census data is not current and does not represent the true 'street population' of Dorset, with it's constant shift of temporary residents, language school students and the influx of visitors to the area during the summer season.

Where possible Dorset Police seek to obtain a complainant's self defined ethnicity, age and employment as these are key areas the IPCC use to nationally analyse trends in complainant characteristics.

Ethnicity of those subject to a complaint

	White		Asian		Black		Other		Unknown subject		Total subjects N	% ME of known officers
	N	%	N	%	N	%	N	%	N	%		
04/05	330	99%	1	0%	0	0%	2	1%	23	6%	356	0.9%
05/06	338	99%	0	0%	1	0%	1	0%	35	9%	375	0.6%
06/07	353	99%	0	0%	0	0%	2	0%	45	11%	400	0.6%
07/08	395	99%	2	0%	1	0%	2	0%	44	11%	444	1.4%
08/09	380	99.7%	0	0%	0	0%	1	0.3%	33	8%	414	0.3%
09/10	427	99.1%	0	0%	2	0%	2	0.5%	31	7%	462	0.9%

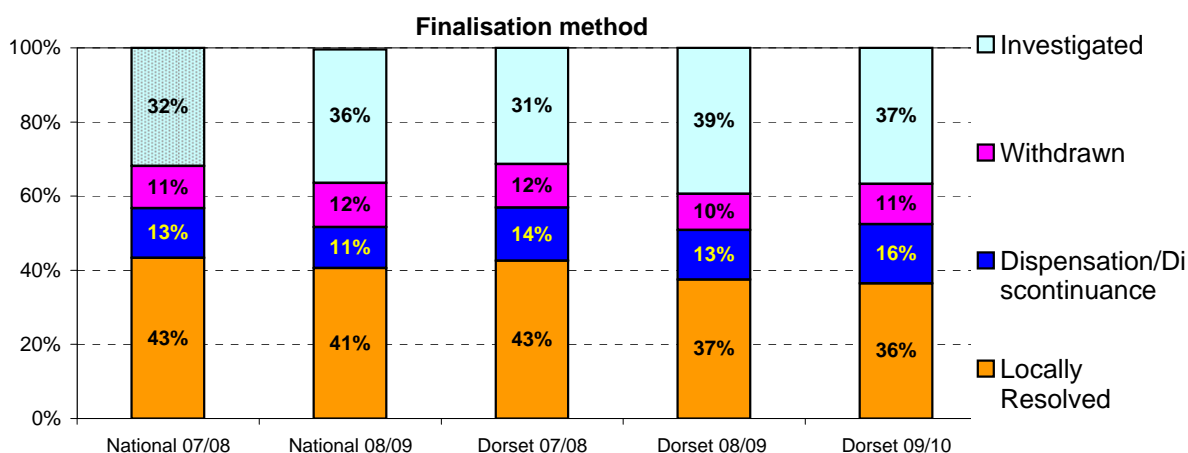
N = the number of officers subject to complaints

6% of complaints made to date in 2009/10 concerned employees whose identity was not known. Every effort is made to identify individuals from complainants accounts.

The force establishment of ME employees was 1% for both police officers and police staff during 2008/09.

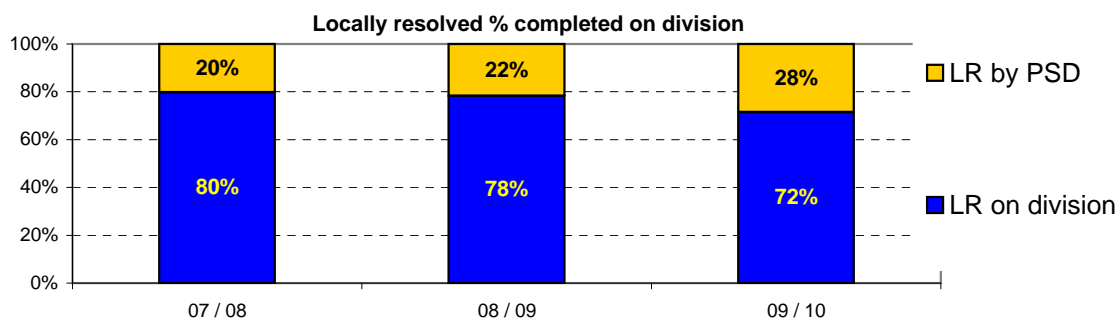
Outcome of Complaints - Finalised Allegations

The following chart illustrates how the allegations have been finalised across the whole Force.



Finalised Allegations - Local Resolution

A priority set out in the Professional Standards Department Service Plan is to maximise the number of complaints being finalised by way of local resolution. Local resolution remains the most speedy and suitable way to deal with the majority of allegations of a less serious nature.



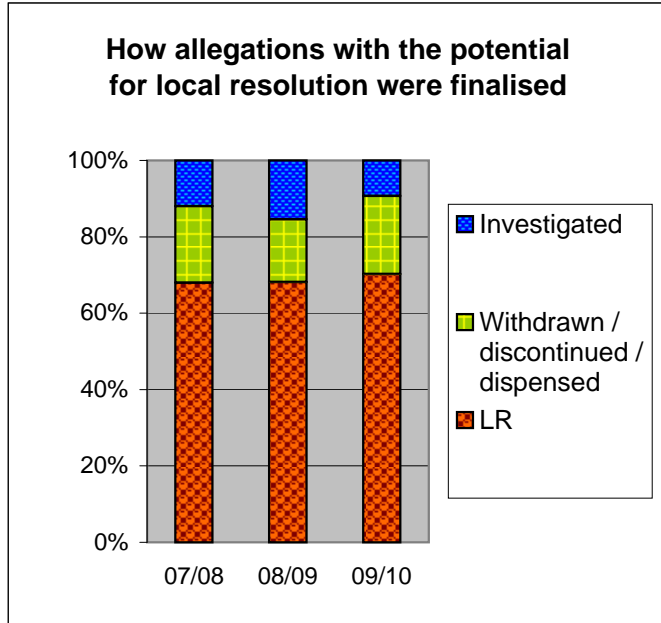
The number of staff within PSD is limited and they deal with the investigation of the more serious allegations. A measure of the efficiency of complaint handling by the force as whole is that the majority of locally resolved allegations are dealt with by divisional staff. The chart above confirms that the majority of locally resolved allegations are handled on divisions. However, the force recognises that it is better for a complainant to have their case quickly resolved by local resolution regardless of the department dealing.

Complaints initially assessed as gross misconduct - how they were resolved

9 cases which were initially assessed as gross misconduct were finalised during this quarter. 1 finalised by dispensation by the IPCC because of non co-operation from complainant. 5 were not upheld and no action was taken against personnel involved. 3 were withdrawn; in 2 cases no action was taken against the officer involved and in 1 case management action was recommended for the individual involved.

Allegations suitable for local resolution

The Force has set the target that 80% of all allegations identified with the potential to be locally resolved should be achieved. The reasoning behind this is to ensure that the local resolution process is adopted as a means of appropriately dealing with allegations of a less serious nature. For the year to date 70% of allegations with a potential for local resolution have been locally resolved.



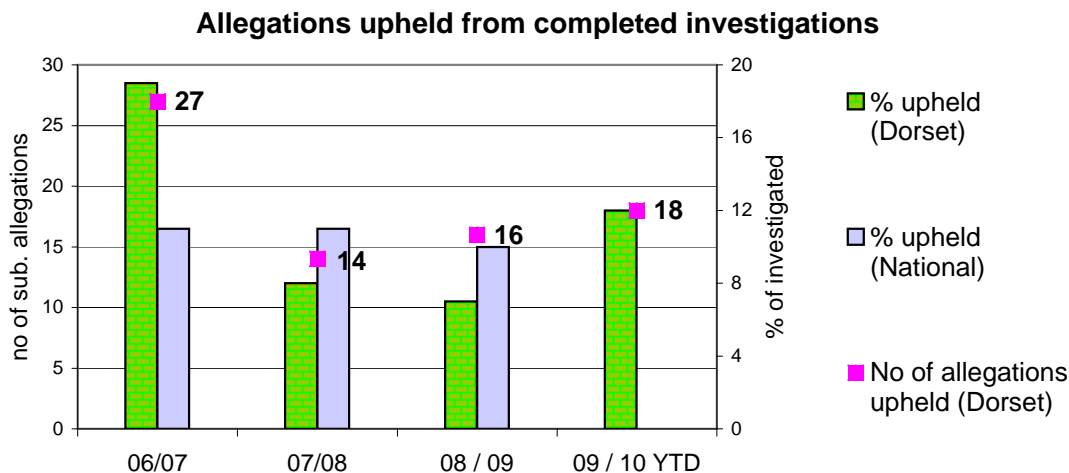
When a complaint is first made, the allegations are assessed as to whether they are suitable for local resolution. A complaint thus assessed may not be locally resolved because the complainant may not wish to use that process (dispensation), or the complaint may be withdrawn. Of the 30% of allegations suitable for local resolution which were not locally resolved, 20% were finalised by dispensation or were withdrawn by the complainants and for the remainder the complainant declined to use the local resolution process and so the allegations were investigated.

Average number of days to complete Local Resolutions

The IPCC encourages forces to work towards an average of 20 working days to achieve local resolution. To date in 2009/10 the average for Dorset Police was 32 working days. Dorset Police would like to see the average come down to 20 working days, but acknowledges the IPCC's view that the outcome is more important than timescale and recognises that some cases may take longer to resolve.

Finalised Allegations - Investigated

The below chart shows the number of allegations upheld (represented by the square and left hand axis) and percentage that represents of all completed investigations (bar and right hand axis).



For the year to date 12% of allegations which have been investigated have resulted in allegations being upheld, 18 in total.

Allegations upheld

This table below shows the percentage of allegations upheld for 2009/10 compared to 2008/09.

	2009/10 YTD			2008/09		
	No of allegations investigated	No. upheld	Upheld	No of allegations investigated	No. upheld	Upheld
Oppressive Behaviour	43	2	1.3%	62	3	1.3%
Malpractice	3	0	0.0%	14	1	0.4%
Breach of PACE	13	1	0.7%	17	2	0.9%
Lack of fairness and impartiality	17	1	0.7%	24	1	0.4%
Discriminatory Behaviour	3	0	0.0%	5	0	0.0%
Other neglect of duty	35	8	5.3%	35	1	0.4%
Incivility	28	4	2.6%	52	8	3.6%
Other	10	2	1.3%	14	0	0.0%
Total allegations	152	18	11.8%	223	16	7.2%

120 days target for completion of investigations

The IPCC encourages Forces to complete investigations in a timely manner and that a proportionate approach should be used to reduce timescales. Dorset Police has set a target of completing 90% of investigations into serious allegations within 120 working days.

To date 152 allegations contained in 79 cases have been investigated, this is at a similar level to last year. 79% of investigations were completed within 120 days. There has been an increase in the preference of complainants to have cases investigated since 2007/08. The nature and complexity of each case varies and the more complex cases involving more than one complainant or officer usually take longer to resolve.

An investigation will take longer because of the need for formal interviewing of officers or police staff, formal statements from witnesses, time to write up reports etc. Where an allegation can be identified as having potential for local resolution, the benefit of the local resolution process is the speed with which the same information can be ascertained in a less formal manner. It provides a swifter opportunity to find out what happened and for the Force to take action to deal with a problem or prevent the same thing from happening to someone else.

On average investigations which were finalised in the year to date were completed within 89 days. This is an improvement on the timescale compared to the same period last year when on average investigations were completed in 94 days.

Live cases

At the end of Dec 2009 the Professional Standards Department was dealing with 82 cases. 57 of these were ongoing, live investigations and the remaining 25 were sub judice because of incomplete criminal proceedings relating to the incident from which the complaint arose. Progress for each case is reviewed each month with a view to agreeing actions to be taken to facilitate conclusion with minimum further delay.

Finalised allegations by result by Division - between 01/04/2009 and 31/12/2009		
Bournemouth & Poole		
Local Resolution	63	32.14 %
Substantiated	9	4.59 %
Dispensed / W'drawn / Discontinued	42	21.43 %
Unsubstantiated	82	41.84 %
Total allegations:	196	
(Total cases:	117)	
County		
Local Resolution	57	38.78 %
Substantiated	5	3.40 %
Dispensed / W'drawn / Discontinued	51	34.69 %
Unsubstantiated	34	23.13 %
Total allegations:	147	
(Total cases:	101)	
CID		
Local Resolution	2	25.00 %
Dispensed / W'drawn / Discontinued	4	50.00 %
Unsubstantiated	2	25.00 %
Total allegations:	8	
(Total cases:	8)	
CJD		
Local Resolution	11	44.00 %
Substantiated	1	4.00 %
Dispensed / W'drawn / Discontinued	7	28.00 %
Unsubstantiated	6	24.00 %
Total allegations:	25	
(Total cases:	19)	
HQ		
Local Resolution	1	50.00 %
Dispensed / W'drawn / Discontinued	1	50.00 %
Total allegations:	2	
(Total cases:	2)	
Operations		
Local Resolution	17	47.22 %
Substantiated	3	8.33 %
Dispensed / W'drawn / Discontinued	6	16.67 %
Unsubstantiated	10	27.78 %
Total allegations:	36	
(Total cases:	25)	
Total allegations:	414	
(Total cases:	272)	

Appeals

The Police Reform Act 2002 grants the right to complainants to appeal to the IPCC about :

- the process by which their complaint was handled under local resolution;
- the decision of the police force not to record their complaint; or
- the outcome of a police investigation into their complaint.

			IPCC decisions made (may relate to appeals received in previous years)			
Appeals - since April 09	Appeals received		Total decisions by IPCC	Denied	Upheld	% upheld
Local resolution			0			
Investigation	38		31	28	3	10%
Non recording	15		12	8	4	33%
Total	53		43	36	7	16%
Appeals 08/09						
Local resolution	3		3	2	1	33%
Investigation	39		32	30	2	6%
Non recording	18		19	10	9	47%
Total	60		54	42	12	22%

The green column shows appeals received by the Force. The Force has 7 days in which to respond to the IPCC. Once a response has been made to the IPCC they will consider the merits of the appeal. The workload of the IPCC will affect the time taken for an appeal decision to be made. The totals for decisions made by the IPCC (blue column) may include appeals received in a previous year. The reporting of appeals decisions in this way mirrors the manner in which the IPCC annual report reviews appeals.

Nationally the IPCC noted increases in appeals from 2007/08 to 2008/9 for appeals against the outcome of a police investigation and appeals against the local resolution process, with appeals against the non-recording of a complaint decreasing.

53 appeals have been received to date. There were no appeals against the local resolution process. 3 appeals have been upheld against the outcome of investigation and 4 upheld for the non recording of a complaint as a conduct matter.

In total 7 of Dorset's appeals have been upheld, 16% of the total appeals finalised by the IPCC. Nationally during 2008/09 29% of appeals in all categories were upheld.

Direction & Control Complaints

A direction and control complaint does not refer to the conduct of an officer or police staff, but refers to :

- Operational policing policies (where there is no issue of conduct)
- Organisational decisions
- General policing standards in the Force
- Operational management decisions (where there is no issue of conduct)

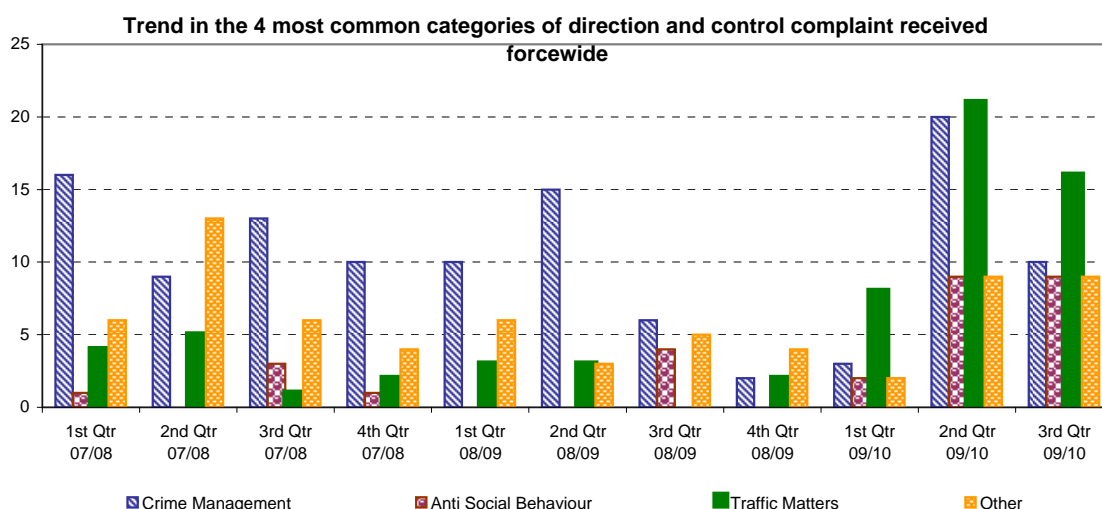
Each Division records and deals with their Direction and Control complaints. Recording practices are reviewed quarterly by PSD and divisions reminded of compliance to ensure the capture of consistent data.

The following data is a guideline to the main types of D&C issues the public are raising.

The table below shows the numbers of direction and control complaints recorded by divisions since April 2009.

Division	Total received
CJD	15
HQ	3
CID	4
Ops	45
Bmth & Poole	98
County	66
Total	231

Crime management and issues categorised as 'Other' to make up the majority of complaints. The chart below gives a quarterly breakdown of the 4 most common categories of complaint.

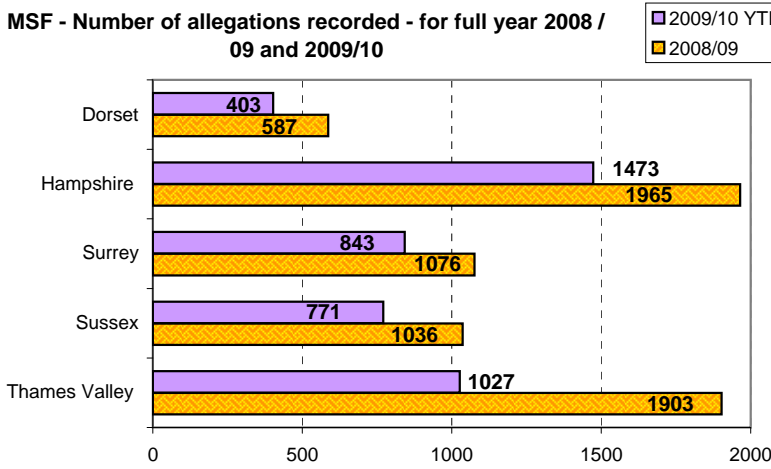


Since April 2009 the Force has looked to improve the recording of direction and control complaints. The apparent increase in traffic matters complaints has arisen because of changes in the way Operations Division record direction and control complaints. Of these complaints recorded since April 2009, 33% refer to matters around the issue of fixed penalty notices; 22% to the handling of road traffic investigations, or the decision not to investigate, road traffic incidents.

Most Similar Family of Forces (MSF)

The most similar forces data gives an indication of how Dorset compares. The family of forces consists of Sussex, Surrey, Hampshire and Thames Valley.

MSF - Number of allegations recorded - for full year 2008 / 09 and 2009/10

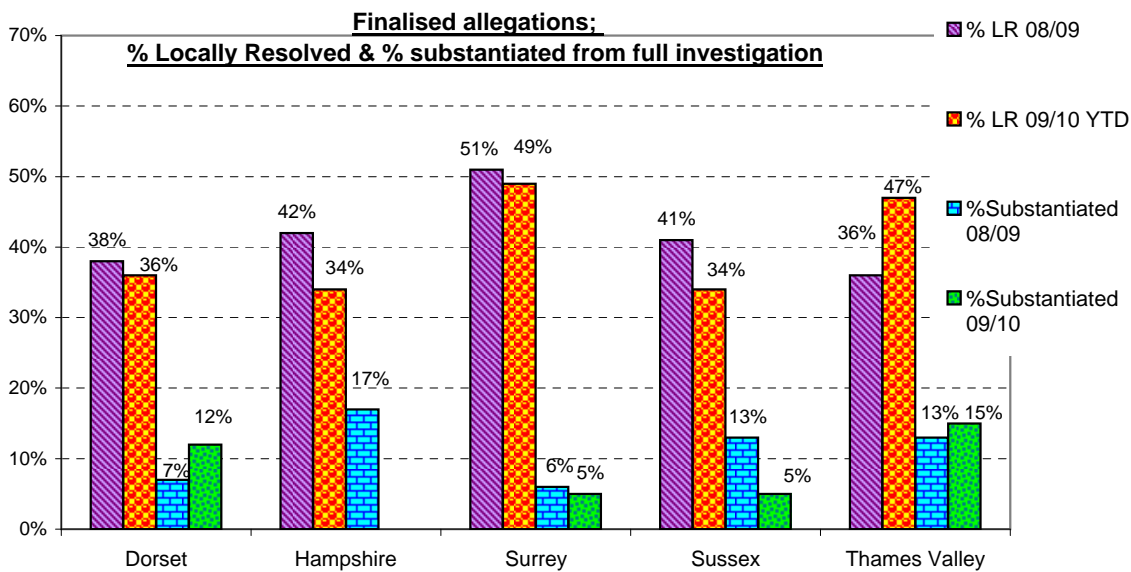


Allegations per 1000 officers year end '08/09

Dorset	362
Hampshire	435
Surrey	522
Sussex	280
Thames Valley	372

Incivility allegations as a percentage of all allegations recorded					
	Dorset	Hants	Surrey	Sussex	Thames Valley
2008/09	33%	19%	18%	23%	19%
2009/10 YTD	31%	16%	27%	20%	17%

Thames Valley data for 2009/10 is Q1 & Q2, all others include Q3.
Thames Valley substantiated 09/10 figure not yet available.



Letters of Appreciation received

Some data from Bournemouth & Poole and County Divisions was not available in time for the production of this report.

LETTERS OF APPRECIATION FROM	Letters directed to Division / Departments shown below				
	B'mouth & Poole	County	Operations	Other Divisions / Departments	Total
Members of the public	13	16	25	12	66
Court				1	1
Coroners					
Police authority				6	6
Government	5			4	9
Business		1		3	4
Organisations (inc Schools)	6	5	11		22
Charities				1	1
Other organisation					
TOTAL	24	22	36	27	109

"Other" includes senior officers who receive letters of appreciation on behalf of the Force.

Civil Litigation Received allegations YTD:

(A case may contain more than one allegation)

Type Description	06/07	07/08	08/09	09/10 YTD
Anxiety / Distress	4	1	0	0
Assault/battery	2	1	3	0
Consequential Loss	2	4	4	0
Cs Spray - Personal Injury	1	0	0	0
Data Protection Matter	1	0	0	1
Dog Bite	1	0	0	0
False Imprisonment	1	0	0	0
Harassment	1	1	1	0
Malicious Prosecution	3	1	1	4
Misfeasance	0	0	0	0
Negligence	6	1	7	3
Other	2	1	2	6
Personal Injury	7	6	15	4
Property - Loss Of	1	1	2	2
Property - Unlawful Retention	0	4	2	0
Property Damage (buildings)	1	0	0	0
Property Damage (personal)	2	1	3	0
Racial Discrimination	0	1	1	1
Slander / Libel / Defamation	0	0	0	1
Unlawful Arrest	10	5	5	6
Unlawful Detention	13	6	6	8
Unlawful Force	2	1	1	2
Unlawful Search	4	2	0	0
Grand Total	64	37	53	38
No. of Civil claims these allegations relate to:	31	22	35	21

Misconduct

Received Cases & Allegations

	Q1	Q2	Q3	Q4	Total	Total 2008/09	% change
Total cases	13	14	10		37	33	12%
Total allegations	19	15	12		46	61	-25%

The tables below illustrates the types of misconduct allegations received through April 09 to Dec 09. Please note, in some instances the same allegation may be counted against more than one police officer or member of police staff.

2008 Regulations (introduced 1 December 2008)

Police officers	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
01 Honesty and Integrity	2	2	2		6
02 Authority, Respect and Courtesy	2	1	1		4
03 Equality and Diversity	1	0	0		1
04 Use of Force	0	1	0		1
05 Orders and Instructions	0	0	4		4
06 Duties Work and Responsibilities	2	0	1		3
07 Confidentiality	2	0	0		2
09 Discreditable Conduct	3	0	3		6
Total allegations	12	4	11		27

Police staff	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
01 Honesty and Integrity	0	1	0		1
02 Authority, Respect and Courtesy	1	1	0		2
03 Equality and Diversity	0	2	0		2
04 Use of Restraint	0	0	0		0
05 Instructions	0	0	0		0
06 Work and Responsibilities	1	4	0		5
07 Confidentiality	5	2	1		8
09 Discreditable Conduct	0	1	0		1
Total allegations	7	11	1		19

Misconduct cases - initial assessment of gross misconduct

(based on date of initial assessment)	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Misconduct cases - initial assessment of gross misconduct	5	6	4		15

How misconduct cases with an initial assessment of gross misconduct have been finalised.

Police officers (including Specials)	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
Case to answer - resigned / retired		1	-		1
Case to answer - Written warning		1	-		1
Case to answer - Management action		1	-		1
No case to answer - No action		3	-		3
Police staff (including PCSOs)					
Case to answer - resigned/retired		1	-		1
Case to answer - Written warning		1	2		3
Case to answer - Management action		-	-		-
No case to answer - No action		-	1		1

The IPCC are encouraging Forces to be more timely in misconduct investigations; a target to investigate 90% of all misconduct cases within 120 days has been set for 09/10 through the Professional Standards Department service plan.

	2008/09	2009/10
Number of finalised misconduct cases	44	38
% misconduct finalised within 120 days	84%	87%

Members of staff subject to misconduct proceedings who left prior to completion of the process

	Q1	Q2	Q3	Q4	Total
Police Officers	0	2	0		2
Police Staff	1	1	2		4

The tables below show the numbers of police officers who have received sanctions as a result of misconduct allegations - [for misconduct recorded before 1 December 2008, prior to the introduction of the Police \(Conduct\) Regulations 2008.](#)

Police Officer Misconduct Sanctions	Cumulative 2009/2010					
	All Cases		of which are Minority Ethnic		of which are declared disabled	
	Male	Female	Male	Female	Male	Female
Written Warning	1	-	-	-	-	-
Caution	-	-	-	-	-	-
Reprimand	-	-	-	-	-	-
Fine	1	-	-	-	-	-
Reduction in Rank	-	-	-	-	-	-
Required to Resign	-	-	-	-	-	-
Dismissal	-	-	-	-	-	-

Police Officer Misconduct Location	Q1	Q2	Q3	Q4	Total
Conduct at work	1				1
Conduct off duty		1			1

The tables below show the numbers of police officers who have received sanctions as a result of misconduct allegations - for misconduct recorded after 1 December 2008 under the terms of the Police (Conduct) Regulations 2008.

Police Officer Misconduct Outcomes	Cumulative 2009/2010			
	All Cases		of which are Minority Ethnic	
	Male	Female	Male	Female
Referred for UPP	-	-	-	-
Referred for formal action	4	-	-	-

No cases have yet been finalised resulting in referral for UPP.

Police Officer formal action	Cumulative 2009/2010			
	All Cases		of which are Minority Ethnic	
	Male	Female	Male	Female
Formal action may be either a meeting or a hearing.				
Meeting				
No further action	-	-	-	-
Management Action	2	-	-	-
Written warning	2	-	-	-

No cases have yet been finalised having gone to hearing under the new regulations.

Police Staff Misconduct Sanctions	Cumulative 2009/2010					
	All Cases		of which are Minority Ethnic		of which are declared disabled	
	Male	Female	Male	Female	Male	Female
STAGE						
Oral Warning	1	3	-	-	-	-
Written Warning	4	2	-	-	-	-
Final Written Warning	1	1	-	-	-	-
Dismissal	-	-	-	-	-	-

Police Staff Misconduct Location	Q1	Q2	Q3	Q4	Total
Conduct at work	2	5	5		12
Conduct off duty					0

Suspended officers / staff and non operational officers

This shows the number of officers who commenced a suspension in the quarter

Police Officer Suspensions	Q1	Q2	Q3	Q4	Total
Police Officer					0
Special Constable					0

Number of currently suspended officers - as at end of current quarter

Police Officer currently suspended	
Police Officer	0
Special Constable	0

This shows the number of officers who commenced non-operational duties in the quarter

Police Officer non-operational duties	Q1	Q2	Q3	Q4	Total
Police Officer	1		4		5
Special Constable					0

Number of currently non-operational officers - as at end of current quarter

Police Officer currently non-operational	
Police Officer	5
Special Constable	

This shows the number of staff who commenced a suspension in the quarter

Police Staff Suspensions	Q1	Q2	Q3	Q4	Total
Police staff	1	1			2

Number of currently suspended staff - as at end of current quarter

Police Staff Suspensions	
Police staff	0

Substance Misuse Policy

Dorset Police's Substance Misuse Policy has the aim of ensuring our workforce is free from the risk of substance misuse, as any person who misuses drugs is at risk of harm. The Force wishes to emphasise the duty of care owed to staff and to demonstrate a desire to enhance public confidence in the service provided. Drug testing is also designed to help create and maintain a healthy workforce and supports the ethos of individual and managerial responsibility and accountability. All staff are responsible for challenging any type of substance misuse within the workplace. The policy covers:

- Self declaration and referral.
- Pre-employment testing
- Testing of officers in their probationary period.
- Testing of staff in Safety Critical posts
- Testing of staff in Security sensitive posts
- Testing 'with cause' (that is, where there is a reasonable suspicion of substance misuse).
- Method of substance testing and subsequent action.

11 were Student Officers were tested in the 1st quarter, all negative. There were 13 random tests for those in security sensitive / safety critical posts in the 3rd quarter, all negative.

Glossary

Within the Professional Standards Department and the Force there are words and abbreviations used which may need some explanation as their meaning or content, these are as follows:

Complaint - There is a duty under the Police Reform Act 2002 for police forces to record all complaints made by members of the public about the conduct of those serving within the police. This is termed a Complaint Against Police (CAP). Complaints which centre on operational policing policies or operational management decisions are handled separately from those concerning conduct and are termed 'Direction and Control' complaints.

Complaint Case - A case may contain more than one allegation (see below) a number of complainants and a number of subjects. A case will refer to only one occurrence/incident in time or over a period of time, but will reflect all matters relevant to that one particular incident.

Allegation - A complaint case may have one or more allegations attached to it, for example, someone who is arrested and placed in custody may allege that they were assaulted during the arrest and insulted on the way to the station. This would be recorded as one complaint case with 2 individual allegations attached.

Subject - Anyone serving/working in the Police Force can be subject to an allegation about their conduct. Within a complaint case several subjects may be linked to one incident. A subject can also be linked to one or more allegations relating to the same incident (recorded under one case) or several incidents at different times, held within separate cases.

LR - Local Resolution is a method of dealing with complaints of a less serious nature in an informal and speedy way without resorting to a full and formal investigation, which can often take much longer to reach the same conclusion.

MSF - Most Similar Family of Forces, implemented by Her Majesty's Inspectorate of Constabulary (HMIC) to allow comparative performance assessment. Each force is linked to a number of forces which are similar in terms of operational capacity and area demographics allowing for comparative performance.

UPP - Unsatisfactory performance procedures under the Police (Performance) Regulations 2008. Unsatisfactory performance is considered as "an inability or failure of a police officer to perform the duties of the role or rank he (or she) is currently undertaking to a satisfactory standard or level".

Division/Departments in Dorset

Bournemouth and Poole Division

County Division

HQ CID - Headquarters Criminal Investigation Bureau, covering investigative support

OPS - Operations Division, covering Contact Management, Specialist Operations Units such as Marine Section and Dog Section, Safety Education Enforcement including the camera partnership.

Operations and Contingency Planning Division

CID - Criminal Justice Department