

Professional Standards Directorate Publication Scheme

Summary of Complaints Recorded

Current Period between 01 Oct 2015 and 30 Sep 2016 / Previous Period between 01 Oct 2014 and 30 Sep 2015

	Current	Previous
Complaints recorded	779	1,021
Allegations recorded	1,173	1,779
Subjects recorded	1,169	1,704
Complaints recorded in 10 days	94%	91%

The table shows the number of public complaints that were recorded by Nottinghamshire Police in the twelve months to 30 Sep 2016 and the comparative figure for the same period last year. Corresponding figures are shown for the number of allegations recorded from members of the public and the number of subjects (officers and staff that were the subject of a public complaint). One complaint may relate to several allegations. Similarly there may be more than one employee that is the subject of a complaint.

Police forces are expected to record complaints within ten working days. The percentage recorded within this time is shown for both the current and previous period.

Most Frequent Types of Allegations

Allegation Type	Allegations	Proportion
Other neglect or failure in duty	536	45.7%
Incivility, impoliteness and intolerance	149	12.7%
Other assault	124	10.6%
Lack of fairness and impartiality	50	4.3%
Mishandling of property	42	3.6%

An allegation describes the type of behaviour being complained about and there may be more than one allegation attached to a complaint case. The table highlights the most common types of allegations relating to public complaints that were recorded by Nottinghamshire Police in the twelve months to 30 Sep 2016.

For some categories of complaints, such as rudeness or incivility, a local resolution may be appropriate. Usually, this involves a local police supervisor handling the complaint and agreeing with the complainant a way of dealing with it. This might be: an explanation or information to clear up a misunderstanding; an apology on behalf of the force; and/or an outline of what actions will be taken to prevent similar complaints in the future.

The above 901 allegations make up 76.8% of all those recorded in the period.

Complainant Profile

Gender	Number	Proportion	Disability	Number	Proportion	Ethnicity	Number	Proportion
Female	312	39.4%	Disabled	101	12.8%	BME	95	12.0%
Male	470	59.4%	Non disabled	190	24.0%	White	348	44.0%
Other	1	0.1%	Prefer not to say	20	2.5%	Not Stated	326	41.2%
Unknown	8	1.0%	Unknown	480	60.7%	Unknown	22	2.8%
Total	791	100.0%	Total	791	100.0%	Total	791	100.0%

Age Group	Number	Proportion	Sexual Orientation	Number	Proportion
15 or under	2	0.3%	Bisexual	3	0.4%
16 to 24	54	6.8%	Gay/Lesbian	2	0.3%
25 to 34	101	12.8%	Heterosexual	276	34.9%
35 to 44	128	16.2%	Prefer not to say	36	4.6%
45 to 54	92	11.6%	Unknown	474	59.9%
55 to 64	56	7.1%	Total	791	100.0%
65 to 74	12	1.5%			
75 or older	1	0.1%			
Unknown	345	43.6%			
Total	791	100.0%			

The tables above provide a breakdown by the protected characteristics of: gender; ethnicity; age; and disability, for complainants recorded by Nottinghamshire Police in the twelve months to 30 Sep 2016. The number of complainants recorded in a twelve month period will not match the number of complaints recorded in the same period. This is because: there may be more than one complainant per public complaint; and additional complainants may be recorded against a complaint at some future date after the initial recording of the complaint. BME represents those whose self declared ethnic group is categorised as Black or Minority Ethnic (Asian, Black, Chinese, Mixed or Other).

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Profile of Officers and Staff who are the Subject of a Complaint

Gender	Number	Proportion	Age	Number	Proportion
Female	249	21.3%	16 to 24	8	0.7%
Male	715	61.2%	25 to 34	247	21.1%
Unknown	205	17.5%	35 to 44	326	27.9%
Total	1,169	100.0%	45 to 54	249	21.3%
			55 to 64	26	2.2%
			65 to 74	2	0.2%
Ethnicity	Number	Proportion	Unknown	311	26.6%
BME	30	2.6%	Total	1,169	100.0%
White	728	62.3%			
Not Stated	9	0.8%			
Unknown	402	34.4%			
Total	1,169	100.0%			

The tables above provide a breakdown by the protected characteristics of: gender; ethnicity; and age, for subjects (officers and staff) recorded by Nottinghamshire Police in the twelve months to 30 Sep 2016. The number of subjects recorded in a twelve month period will not match the number of complaints recorded in the same period. This is because: there may be more than one subject per public complaint; and additional subjects may be recorded against a complaint at some future date after the initial recording of the complaint. BME represents those whose self declared ethnic group is categorised as Black or Minority Ethnic (Asian, Black, Chinese, Mixed or Other).

Resolution of Complaint Allegations

Mode of Resolution	Number	Proportion
Local Resolution	1,057	75.8%
Investigation	133	9.5%
Disapplication/Dispensation	92	6.6%
Discontinued	13	0.9%
Withdrawn	96	6.9%
Other?	3	0.2%

The table shows how complaint allegations have been resolved. A complaint allegation can be dealt with in a number of ways. It may be dealt with through local resolution, investigated, withdrawn, discontinued, or the Force may disapply or apply to disapply the complaint (see Additional Notes).

The local resolution process is the preferred mode of resolution for complaints which the appropriate authority is satisfied that the conduct which is being complained about (even if proved) would not justify bringing criminal or disciplinary proceedings. It is recognised by the IPCC as an appropriate alternative to formal investigation and is a way of solving, explaining, clearing up or settling the matter directly with the complainant in a timely manner.

Of the 133 allegations investigated, 11% (15) were UPHeld by Nottinghamshire Police in favour of the complainant.

Summary of Current Suspensions

	New	Total
Officer Suspended		3
Staff Suspended		3
Total		6

The table shows the number of employees that were suspended, both new in the three months from 01 Jul 2016 to 30 Sep 2016 and the total number as at 30 Sep 2016. It should be noted that these figures relate to suspensions resulting from both public complaints and internally raised conduct matters.

Officer includes employees classed as: Police Officer; Senior Officer; and Special Constable. Staff includes employees classed as Cadet; Community Support Officer; Contracted Detention Staff; Contracted Escort Staff; Other Police Staff; or Volunteer.

Additional Notes:

Figures are derived from a snapshot of live data as at 25 October 2016. As such the underlying data is subject to change, and figures are not directly comparable with information published by the Independent Police Complaints Commission (IPCC).

Following introduction of the Police Reform and Social Responsibility Act 2011 (PRsRA) in November 2012 all expressions of dissatisfaction by members of the public about the conduct of a person serving with Nottinghamshire Police are now recorded as complaints. In particular, this includes direction and control matters, which are conduct issues relating to policy and strategy of the force rather than the personal conduct of officers or staff.

In some cases there may be reasons not to take a complaint forward. Examples may include where: there is insufficient information; complaints which are repetitious, vexatious, oppressive; or an abuse of the complaint procedures. In such cases a police force can either disapply the complaint or apply to the IPCC to disapply the complaint. If this is granted, it means that no action needs to be taken with regard to the complaint. In some instances police forces may find it impractical to conclude an investigation. This could occur if a complainant refuses to co-operate, if the complaint is repetitious or refers to an abuse of procedure, or if the complainant agrees to local resolution. In such cases the police force can apply to the IPCC to discontinue the investigation.



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