

Overview for 2024

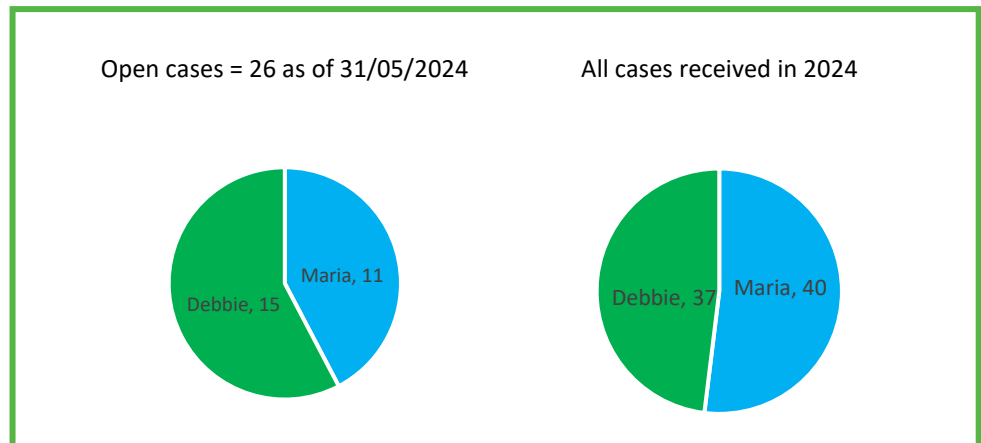
1st January 2024 to 30th April 2024

Executive summary:

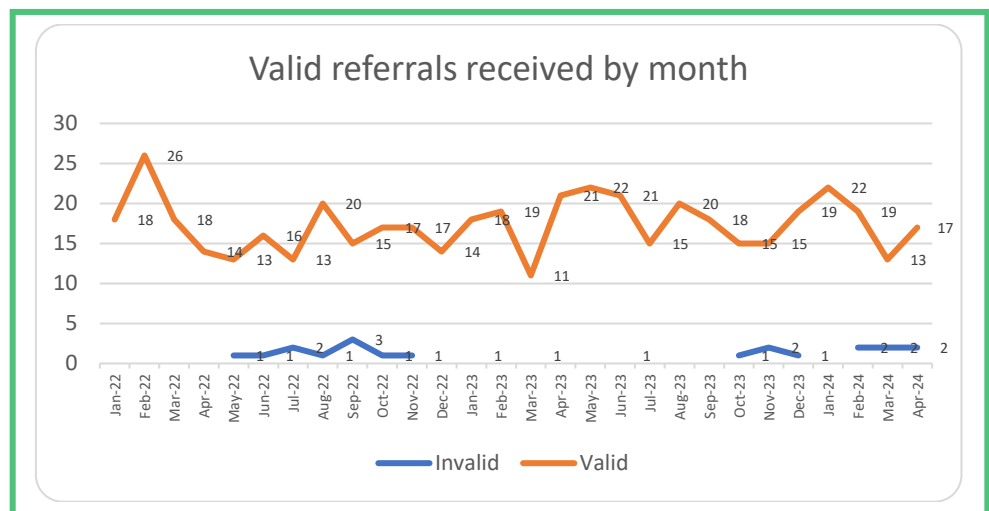
- 77 reviews were received compared to 71 in 2023. This is an increase of 6 reviews (+8.5%). There were 20 reviews received in May, however full information breakdown is pending
- Of referrals received, 71 were valid, 3 were out of time, 2 unknown and 1 withdrawn
- Compared to last year, upheld complaints are at 14% (14% in 2023) however the figures are currently small and therefore volatile
- Of reviews finalised so far, 28% of reviews exceeded the due date, 2 have exceeded more than 5 days overdue so far. Due dates are self-determined by the team at the OSPCC and are not a statutory requirement
- The most common recommendations are 1) apology to be provided 2) reconsider /reinvestigate and provide more information. There are 12 cases with recommendations, 7 have been accepted by Sussex Police
- Organisational learning includes points such as: respond in a timelier manner, show attention to detail, show empathy to complainant during investigation and outcome, provide more information/explanation and remember service quality determination
- Where age is known, the most common age of complainants is 35-44. Last year, the most common was 45-54. Where ethnicity is known, 85% are white and 15% are of an ethnic minority
- The top three themes of complaints were:
 - 1) Delivery of duties and service, in particular police action following contact and general level of service
 - 2) Police powers, policies and procedures, particularly decisions and use of force
 - 3) Individual behaviours, particularly unprofessional attitude/disrespect and overbearing/harassing behaviour

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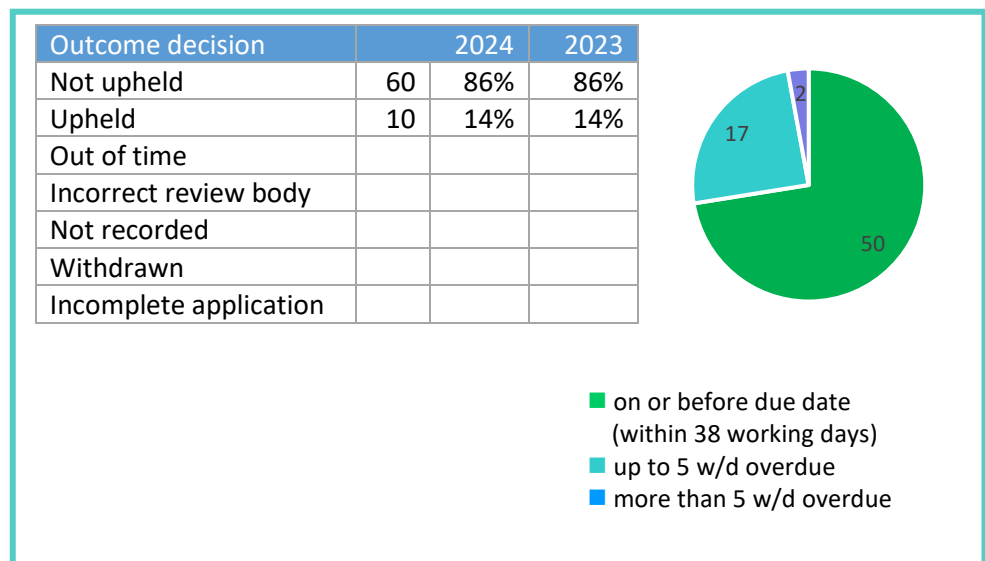
77
 reviews
 received so
 far 2024



71
 (92%)
 valid



70
 reviews
 completed



- on or before due date (within 38 working days)
- up to 5 w/d overdue
- more than 5 w/d overdue

Recommendations
made in
12 cases
Organisational
learning in 20
cases

Recommendations and organisational learning

Recommendations	
Provide more detail within outcome	2
Review of decision	1
Apology	6
Reconsider/reinvestigate	4
Training and learning	3
Further explanation/contact	2

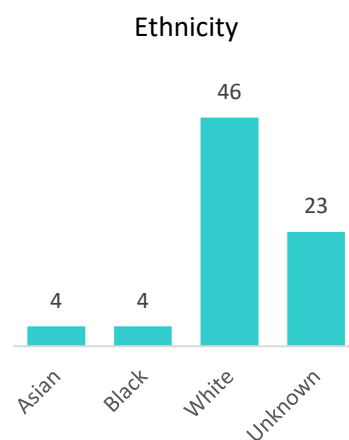
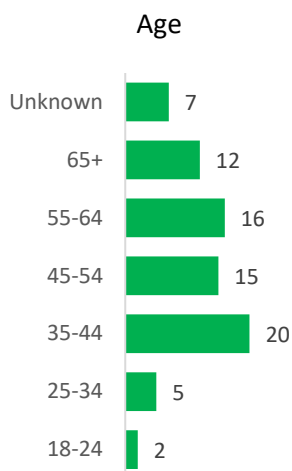
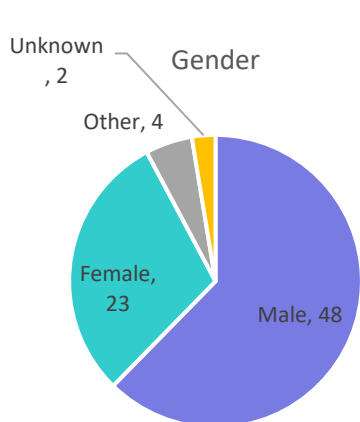
Recommendations for 12 cases, 7 have been accepted by Sussex Police
 All cases with recommendations had an upheld decision.

N.B. Multiple recommendations can be made per case

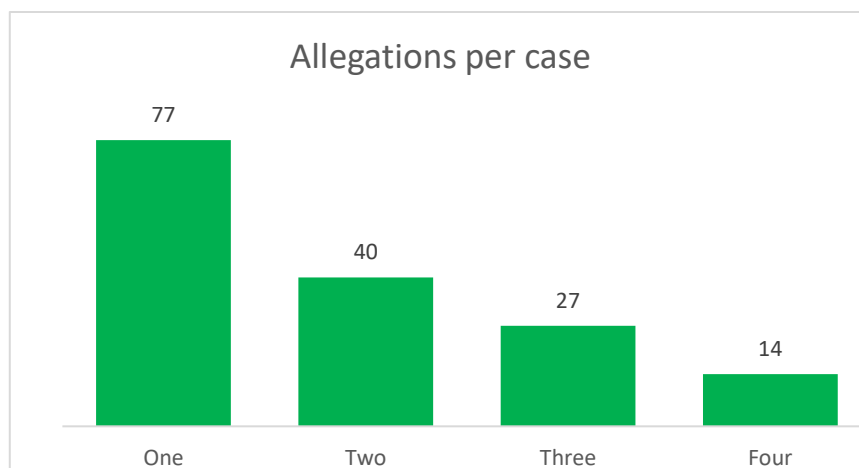
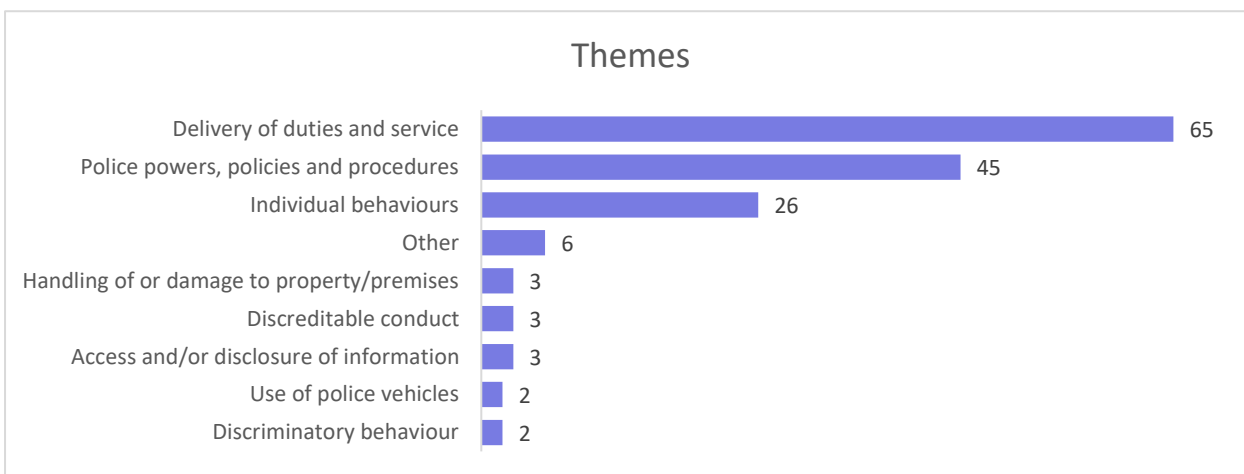
Organisational learning		
Operational	Handling and disposal of BWV footage	4
	BWV turned on for every incident	1
Amendments to outcome letter	Respond with formal letter rather than e-mail	1
Complaint recording	IO to remember quality of service determination	2
	IOS to answer all complaint points	1
Response	Quality of communication/explanation	
	More information	5
	Empathy	6
	Attention to detail	2
	Timeliness	1
	Contact arrangement to be set up	1
Training	Share learnings with officer/team	2

N.B. Multiple organisational learning can be made per case

Complainant demographics for received referrals



Allegations and themes



Sub-categories of themes		
Delivery of duties and service	General level of service	20
	Handling of information	
	Disclosure of information	3
	Police action following contact	26
	Power to arrest and detain	6
Other	Other	4
Police powers, policies and procedures	Information	3
	Decisions	18
	Bail, identification and interview procedures	2
	Other policies and procedures	
	Out of court disposals	1
	Use of force	13
	Use of police vehicles	2
	Evidential procedures	7
	Detention in police custody	5
	Police powers, policies and procedures	9
Individual behaviours	Impolite and intolerant actions	3
	Impolite language / tone	4
	Discreditable conduct	3
	Lack of fairness and impartiality	2
	Overbearing or harassing behaviours	6
	Handling of or damage to property/premises	3
	Searches of premises and seizure of property	
	Unprofessional attitude and disrespect	11
Discrimination	Gender reassignment	1
	Disability	1
	Racial/religious discrimination	