

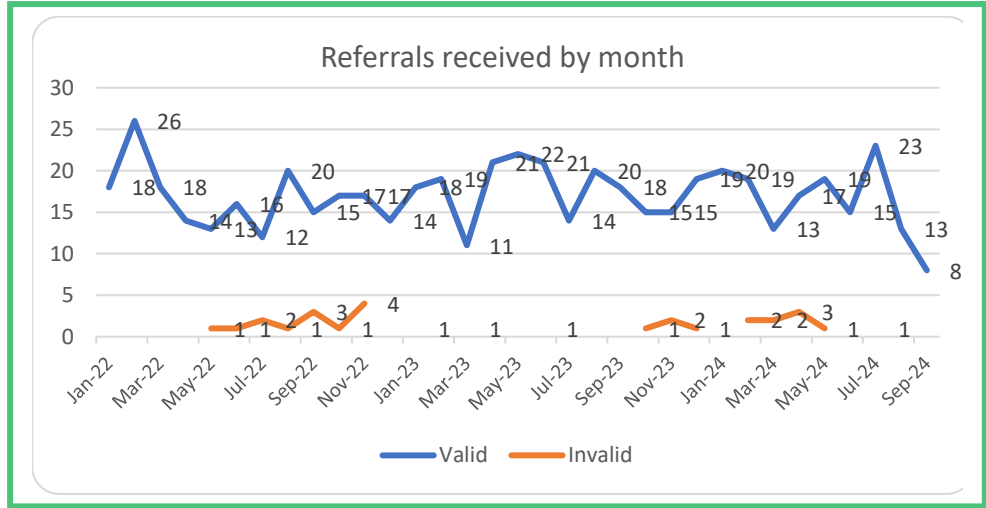
Overview for 2024-25

1st April 2024 to 30th September 2024

Executive summary:

- 100 reviews were received compared to 118 for the same period in 2023-24. This is a decrease of 18 reviews (-15.2%). On average, 17 reviews per month were received versus 17 monthly average for the previous year
- Of the 5 invalid referrals, 3 were out of time and 2 are unknown
- Compared to last year, upheld complaints are at 12% (13% in 2023-24) however the figures are currently small and therefore volatile
- Of reviews finalised so far, 22% of reviews exceeded the due date, 3 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) training and learning 2) apology to be provided 3) provide more detail. There are 12 cases with recommendations
- 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 35-4. 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 general level of service and police action following contact
 - 2) Police powers, policies and procedures, particularly decisions and evidential procedures
 - 3) Individual behaviours, particularly overbearing or harassing behaviours, impolite language/tone and unprofessional attitude/disrespect

100
reviews
received so
far 2024-25



95
(95%)
valid

108
reviews
completed

Outcome decision	25-24	23-24
Not upheld	95	88%
Upheld	12	11%
Out of time		
Incorrect review body		
Not recorded		
Withdrawn		
Incomplete application	1	1%

- 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 **33**
cases

Recommendations and organisational learning

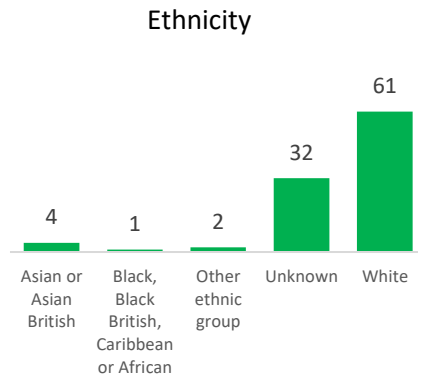
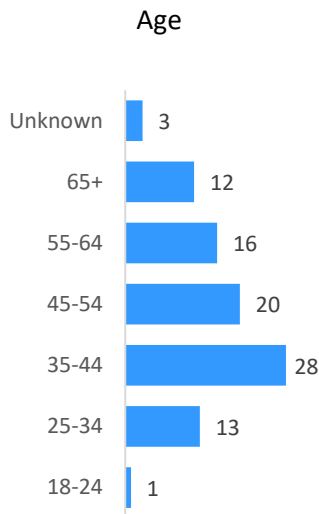
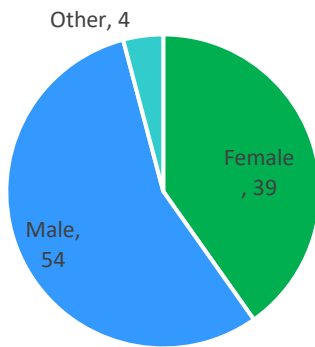
Recommendations	
Provide more detail within outcome	5
Review of decision	1
Apology	4
Reconsider/reinvestigate	2
Training and learning	5
Further explanation/contact	2

N.B. Multiple recommendations can be made per case

Organisational learning		
Operational	Handling and disposal of BWV footage	
	BWV turned on for every incident	
Amendments to outcome letter	Outcome letter	2
Complaint recording	IO to remember quality of service determination	4
	IOS to answer all complaint points	1
Response	Quality of communication/explanation	4
	Empathy/apology	7
	Attention to detail	12
	Timeliness	1
	Contact arrangement to be set up	3
Training	Share learnings with officer/team	3

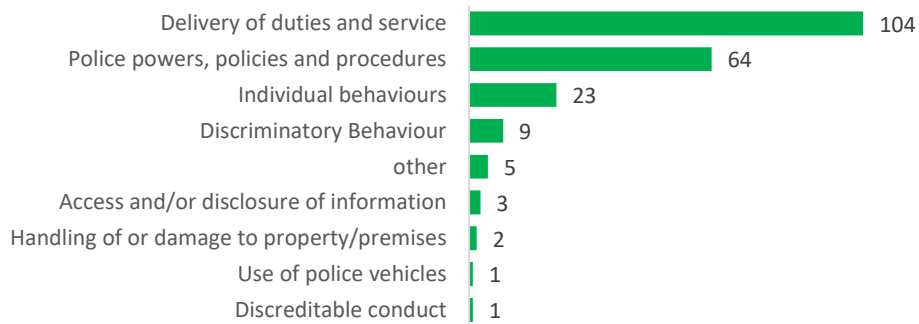
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Complainant demographics for received referrals

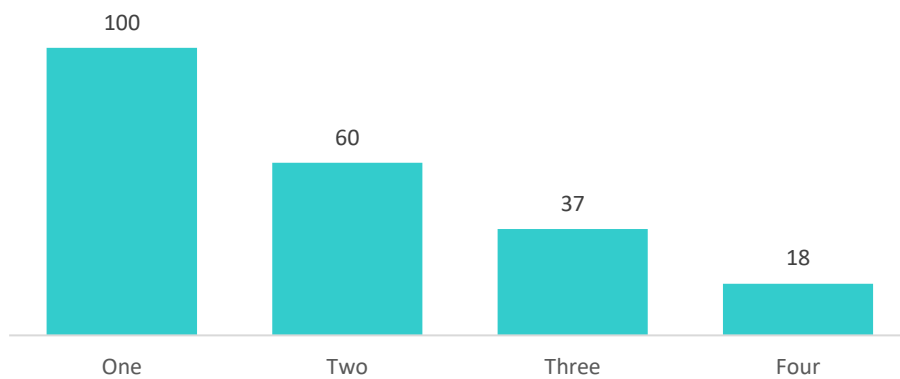


Allegations and themes

Themes



Allegations per case



Sub-categories of themes		
Delivery of duties and service	General level of service	30
	Handling of information	2
	Disclosure of information	2
	Police action following contact	42
	Power to arrest and detain	11
Other	Other	7
Police powers, policies and procedures	Information	
	Decisions	25
	Bail, identification and interview procedures	4
	Other policies and procedures	12
	Out of court disposals	
	Use of force	10
	Evidential procedures	13
	Detention in police custody	8
	Abuse of position/corruption	1
Individual behaviours	Impolite and intolerant actions	1
	Impolite language / tone	5
	Discreditable conduct	
	Lack of fairness and impartiality	1
	Overbearing or harassing behaviours	9
	Handling of or damage to property/premises	2
	Searches of premises and seizure of property	
	Unprofessional attitude and disrespect	5
	Use of systems/equipment/vehicles	1
Discrimination	Racial/religious discrimination	2
	Gender reassignment	1
	Sex	2
	Disability	1