Safer & Stronger Communities Scrutiny Committee

10 May 2010

Agenda Item 7 – Thames Valley Police Delivery Plan 2010/11: Presentation and Q&A

Complaints Data Glossary

Direction & Control Complaints & Dissatisfaction

'Direction and Control'

These are Quality of Service complaints and dissatisfaction in Oxfordshire Jan – Dec 2009 that fall outside the remit of the Professional Standards Department (ie are lower level).

Complaints against the police are conventionally divided between complaints about the conduct of members of a police service and complaints relating to the direction and control of a police force by the Chief Constable. Direction and Control complaints cover the following:

- Organisational decisions i.e. 'Visibility/Resource Availability'
- General policing standards in the force i.e:

'Call Handling'

'Speed of Response'

'Service at the Time'

'Subsequent Service'

- Operational policing policies i.e. TVP Policy or Area/Dept Policy
- Operational management decisions

Formal complaints dealt with by TVP Professional Standards Department for Oxfordshire by category and outcome

'Other Assault'

A person serving with the police must never knowingly use more force than is reasonable, nor should they abuse their authority. This category includes any unjustified use of force or personal violence and any incident involving police dogs or horses where the incident is attributable to the conduct of the member in control, unless the severity of injury puts them into category A (Serious Non-Sexual Assault).

'Oppressive Conduct'

Unjustified interference, questioning or surveillance.

'Live'

A complaint that is still being dealt with.

'Substantiated'/'Unsubstantiated'

Substantiated' and 'unsubstantiated' is when there is either a case to answer or not to answer, after an investigation.

'Breach Code C Pace'

In 2004 new PACE (Police and Criminal Evidence Act 1984) codes of practice were introduced. PACE Code C sets out the requirements for the detention, treatment and questioning of people in police custody by police officers.

'Dispensation'

'Dispensation' according to the IPCC, is when a force or a police authority considers that no action should be taken about a complaint (this is before a Local Resolution or an investigation has started). IPCC agreement must be given for a dispensation.

Stop and Search Oxfordshire 2009

'PND'

......

PND stands for Penalty Notice for Disorder which are one-off fines for anti social behaviour and are issued for offences such as throwing fireworks or being drunk and disorderly. These notices can be issued to anyone over 16 years old.

They were introduced to address low-level anti-social behaviour, while also reducing police bureaucracy and paperwork.

Examples of offences where a penalty notice for disorder may be issued include:

- · intentionally harassing or scaring people
- being drunk and disorderly in public
- destroying or damaging property
- petty shoplifting
- selling alcohol to underage customers
- selling alcohol to somebody who is obviously drunk
- using fireworks after curfew

Penalty notices are not the same as criminal convictions. However, failure to pay your fine may result in higher fines, or imprisonment.

Safer & Stronger Communities Scrutiny Committee - 10 May 2010

Agenda Item

7. Thames Valley Police Delivery Plan 2010/11: Presentation and Q&A

Information provided in response to Councillor Goddard's data request

- Quality of Service: complaints and dissatisfaction in Oxfordshire Jan Dec 2009 that fall outside the remit of TVP's Professional Standards Department (ie are lower level) (attached).
- Formal complaints dealt with by TVP Professional Standards
 Department for Oxfordshire by category and outcome. This document
 gives details of complaints for 2009 and compares these with 2008.
 Information is provided for the Oxfordshire Basic Command Unit (BCU)
 overall and for each of the five local policing areas within Oxfordshire
 (attached).
- Stop and Search data for Oxfordshire by reason and outcome in terms
 of action taken (eg arrest, warning, dispersal, confiscation). Please
 note that it is not possible to identify those stop and searches where
 the person arrested was subsequently convicted for an offence as a
 result of the stop and search (attached).
- Planned police numbers in terms of uniform officers available for action in Oxfordshire:

	PC	SGT	Insp	Total
NBH	121	30.5		151.5
Response	356 (including 45 IPLDP students)	58		414
Total	477	88.5	17	582.5

NBH = Neighbourhood.

IPLDP = Initial Police Learning and Development Programme.

- Numbers of PCSOs planned and where and how funded (attached).
- Staff available for the maintenance of Neighbourhood Action Groups:

Watters, Anna Georgina – Abingdon (0.5 FTE) Lyle, Christine Jean – Witney (0.5 FTE) Wiskin, Catherine Mary – Didcot (0.5 FTE) West, Samantha – Banbury (start date 6th April 2010) (0.5 FTE)

Oxford City Council employs a full time NBH Support officer and TVP contribute

50% of the salary to support the NAGs.

 Recruitment and wastage figures estimated and the training costs associated with high wastage and recruitment rates:

Joiners – Oxfordshire: 72 officers were recruited with an Oxfordshire posting between 1 March 2009 and the end of February 2010.

Leavers - during this same time 41.4 officers based in Oxfordshire left the force.

Chief Constable Sara Thornton chaired a South East police forces working group aimed at identifying how we could collectively reduce the impact of losing experienced officers to the Metropolitan Police Service (MPS). The working group met regularly between 2007 and 2009 and will continue to monitor losses and review any action to be taken. The working group engaged with the Home Secretary and with the MPS and actions were put in place to minimise the impact of loss and to prevent further losses. Annual losses to the MPS have reduced considerably over this time. Further details available on request.

Training costs for different specialist officers are as follows:

Role	Cost
Police Constable	£47,000
Detective Constable	£56,000
Firearms Constable	£73,200
Roads Policing Constable	£57,800

Oxfordshire BCU – Jan 2009 to Dec 2009 Direction & Control Complaints & Dissatisfaction

Dissatisf	ied	Category	Dissatisfied
Jan09-De	c09	ATTITUDE Officers	161
JAN	84	ATTITUDE Staff	9
FEB	73	Counter Services	14
MARCH	99	Officers Driving	27
APRIL	95	OTHER	4
MAY	110	PP General (1-9) ¹	41
JUNE	122	Response to Dangerous Dogs	3
JULY	101	Service at the Time	242
AUG	93	Speed Enforcement	24
SEPT	136	Speed of Response	28
OCT	130	Subsequent Service	540
NOV	127	TVP Policy	16
DEC	103	Vehicle Recovery	36
		Visibility/Resources	37
Total	1273	ASB ² Response	90
		PP 10 Reply 24 Hrs	1
			1273

Days to Resolve Dissatisfaction for Oxfordshire BCU Jan 2009 to Dec 2009

0 - 14days	15 - 28 days	29+days
79%	10%	11%

Percentage of Dissatisfaction found to be justified Jan to Dec 2009 - 88%

	Population	Dissatisfaction Jan09 to Dec09	Dissatisfaction per 1000 Population Jan09 to Dec09
Oxfordshire	639,681	1273	1.99

PP refers to Policing Pledge

² ASB refers to Anti Social Behaviour

graphical distribution of the property of the state of th

plot McC	
	- 128
RED CHICKER AS LAURE	

Organic is a supplication of a specific and a specific excellent of the specific of the specif

equipt 10 eyelber - 0

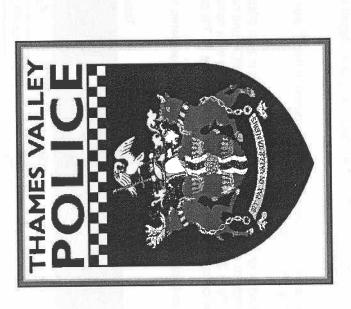
and the second s

man and some of the last

Professional Standards Department © Thames Valley Police

Oxfordshire County Council:

Safer & Stronger Communities Scrutiny Committee Data Request



Lyndsey Blackaby - Business Analyst

Annuary Communication of the C				st. doc
Subject: Oxfordshire Complaint Statistics	Author: Lyndsey Blackaby	ebruary 2	hire	ne: Oxfordshire County Council Work Request.doc
Subject:	Author: Lynds	Date:	Requesting Officer:	File Name: Oxfordshire
Theoretical Commence of the Co		atstic.	3 <u>1</u> 6.	

Oxfordshire BCU - Oxfordshire BCU accounts for 27.5% (569) of the total complaint allegations recorded across the Force (2065) between 1st January to 31st December 2009.

Table 1 shows the number of complaint allegations recorded between the period of the 1st January to 31st December 2008 in comparison to the same data period for 2009, for each of the Local Policing Area's within Oxfordshire. Summary - Oxford LPA has the highest number of complaint allegations recorded in both 2008 (39%) and 2009 (36.7%), with a 1.4% increase in complaints. - Cherwell accounts for 27% of the total complaint allegations recorded against the BCU and has had an 11.5% increase from 2008 to 2009.

· South Oxfordshire had an increase of 15.1% in 2009 and accounts for 13.3% of the total complaint allegations received against the BCU.

- West Oxfordshire had the only decrease in complaint allegations with a reduction of 37.7% compared to 2008 and makes up 5.7% of the total BCU complaints received. - The Vale of White Horse had the largest percentage increase in complaints when compared to 2008, with an increase of 56.4% in 2009. The LPA accounts for 17% of the total BCU complaints.

STATISTICAL Table 1:

 LPA
 Number of Complaint In 2008
 Number of Complaint In 2008
 Allegations recorded in 2009

 Oxford
 206
 209

 Cherwell
 138
 154

 South Oxfordshire
 66
 76

 West Oxfordshire
 53
 33

 Vale of White Horse
 62
 97

 Total for BCU
 525
 569

Table 2:

COMPANIES DE COMPA	the state of the s	
Top 5 Allegations on the BCU	Number of Allegations Recorded in 2008	Number of Allegations Recorded in 2009
Failure or neglect in duty	98	126
Incivility, impoliteness & intolerance	108	104
Other Assault	81	65
Oppressive Conduct	27	63
Unlawful/Unnecessary arrest or detention	37	30

Professional Standards Department
© Thames Valley Police

Oxfordshire BCU has received 8.3% more complaint allegations in 2009 compared to 2008.

fable 2 shows the top five categories of allegations that are affecting the BCU

As shown, there has been a change in the categories affecting the BCU in 2009 compared to 2008.

Failure in duty complaints have increased by 46.5% (40) and have become the top complaint allegation recorded against Oxfordshire. Incivility, impoliteness and intolerance complaints are the second category of complaint to most affect the BCU but there has actually been a decrease of

Other Assault remains the third category to most affect the BCU in both 2008 and 2009 but has had the largest decrease in number of complaint allegations recorded with a 19.7% (16) reduction.

Oppressive conduct complaints have augmented by 133% (36) in 2009 and are now the fourth category of complaint to most affect the BCU in comparison to 2008 when it was the fifth.

The category of Unlawful/ Unnecessary arrest or detention is the fifth category affecting the BCU but as shown in table 2, there has been a decrease of 18.9% when compared to 2008.

The below tables show the top five complaint allegations and the types of disposal for each of the LPA's within Oxfordshire BCU.

Oxford LPA - Total complaint allegations received = 209 (36.7% of BCU total number of complaints)

Top 5 Allegations	Number of Allegations Recorded in 2008	Number of Allegations Recorded in 2009	Live	Discontinued	Dispensation	Local Resolution	Substantiated	Unsubstantiated	Withdrawn
Incivility, impoliteness & intolerance	37	42	14	0	0	15	V-	£	-
Failure or neglect in duty	31	40	18	~	0	o o	2	o .	2
Other Assault	41	29	13	0	~	ო	0	11	•
Oppressive Conduct	8	18	10	-	0	S.	0	2	0
Unlawful / unnecessary arrest or detention	17	15	7	0	O	-	0	7	0

Professional Standards Department © Thames Valley Police

Professional Standards Department
© Thames Valley Police

Top 5 Allegations	Number of Allegations Recorded in 2008	Number of Allegations Recorded in 2009	Live	Discontinued	Dispensation	Local Resolution	Substantiated	Unsubstantiated	Withdrawn
Failure or neglect in duty	24	44	21	0	2	4	2	4	-
Indivility, impoliteness & intoterance	34	28	9	0	0	41	-	ιΩ	70
Oppressive Conduct	10	11	7	0	0	ග	0	0	~
Other Assault	18	14	7	0		4	0	7	0
Other irregularity in procedure	7	œ	4	0	-	-	q-m	-	o

Cherwell LPA - Total complaint allegations received = 154 (27% of BCU total number of complaints)

Top 5 Allegations	Number of Allegations Recorded in 2008	Number of Allegations Recorded in 2009		Live Discontinued Dispensation	Dispensation	Local	Substantiated	Substantiated Unsubstantiated	Withdrawn
Failure or neglect in duty	æ	18	Ŧ	0	0.	4	÷ II	2	0
Incivility, impoliteness & intolerance	G.	18	φ	0	0	8	-	3	0
Other Assault	o	13	2	0	2	2	0	2	0
Oppressive Conduct	8	6	9	0	0	2	0		0
Breach Code C PACE	S	9	ო	0		2	, 0	0	0

Professional Standards Department
© Thames Valley Police

Top 5 Allegations	Number of Allegations Recorded in 2008	Number of Allegations Recorded in 2009	Live	Discontinued	Dispensation	Local Resolution	Substantiated	Unsubstantiated	Withdrawn
Incivility, impoliteness & intolerance	2	ω	2	0	0	5	0	₹	0
Failure or neglect in duty	ಯ	ю	ო	0	0	2	0	0	0
Oppressive Conduct	ന	vo.	- T-	0	0	3	0	-	0
Discriminatory Behaviour	-	m	0	0	0	•	Ē	*-	0
Other Assault	7	2	-	0	v	0	0	0	0

West Oxfordshire LPA - Total complaint allegations received = 33 (5.7% of BCU total number of complaints)

aint allegations received = 76 (13.3% of BCU total number of complaints)	lumber of Live Discontinued Dispensation Resclution Substantiated Unsubstantiated Withdrawn 2009	19 4 0 0 7 1 7 0	14 10 0 0 2 0 2 0	8 1 0 0 5 0	7 2 0 0 2 0 2 1	7 2 0 0 4 0 1
sived = 76 (13.3% of B(Discontinued Dispens	0	0 0	0	0	0
plaint allegations rec	4.5			- w	7 2	7 2
South Oxfordshire LPA - Total complaint allegat	Number of Allegations Recorded in 2008	ect in 15	nduct 3	23	6	rity in 4
South Oxfords	Top 5 Allegations	Failure or neglect in duty	Oppressive Conduct	Incivility, impoliteness & intolerance	Other Assault	Other irregularity in

Please note – the above data refers to complaint allegations made, rather than the number of complaint cases. For example, one person may complain (one complaint case) but they can make several allegations within that complaint.

Thames Valley Police, as a whole, has seen a 16.6% (295) rise in the number of complaint allegations made during 2009. It should also be noted that Oxfordshire is the largest of the BCU's in regards to number of Police Officers and the area covered.

Professional Standards Department © Thames Valley Police

OXFORDSHIRE PCSO POSTS.

Oxford LPA,

Oxford LPA has 45 Home Office Funded Posts and an additional 13 Partnership funded posts. [Oxford University, Oxford City Council and Warneford Hospital].

1] Oxford University,

4 PCSO posts are 50% part funded by Oxford University. The Contract ends 31st March 2010, Nick Cheeseman, the Oxford University Marshall has indicated that Oxford University are highly unlikely to renew the PCSO Contract after March 2010.

2] Warneford Hospital,

Warneford Hospital currently 50% fund 1 PCSO. The Contract does not expire until 31/3/2011.

Impending Posts Oxford LPA,

Oxford Brookes University are very keen to 100% fund 2 PCSO Posts. A bid has been drawn up but is still at the negotiation stage prior to being forwarded to HQ for a final decision. In addition Littlemore Hospital are keen to part fund 1 PCSO Post. A bid had not yet been drawn up and negotiations are at an early stage.

Vale of White Horse LPA.

VOWH LPA has 18 Home office funded PCSO posts and 10 partnership funded posts [Milton Park, Abingdon Town Council]

1] Abingdon Town Council,

Abingdon Town Council currently 50% fund 1 PCSO. The Contract ends 31st March 2010. Abingdon Town Council has set aside funding for 2 more years and it is very likely that the Contract will be renewed subject to a few minor changes in the MOU.

2] Milton Park,

Milton Park currently 50% fund 9 PCSO posts. The Contract is due to expire on 31/3/2011.

South Oxfordshire LPA,

South Oxon LPA has 18 Home Office funded posts and 10 partnership funded posts [Didcot Town Council, Henley Town Council, Chinnor Parish Council, South Oxfordshire District Council]

1] Didcot Town Council,

Didcot Town Council 50% fund 1 PCSO Post. The Contract expires on 31st March 2011.

2] Henley Town Council,

Henley Town Council 50% fund 1 PCSO post. The Contract expires on 31st March 2011.

3] Chinnor Parish Council,

Chinnor Parish Council 50% fund 1 PCSO Post. The Contract expires on 31st March 2011

4] South Oxon District Council,

SODC 50% fund 7 PCSO posts. The Contract ends on 31st March 2010. Hilary Green from SODC has indicated that SODC will fund 6 posts from April 2010.

Cherwell LPA,

Cherwell LPA has 22 Home Office Funded posts and no partnership funded posts.

West Oxon LPA,

West Oxon LPA has 18 Home office funded posts and no partnership funded posts.

Officer and PCSO numbers

Planned police numbers in terms of uniformed officers available for action in Oxfordshire

	PC	SGT	Insp	Total
NBH	121	30.5		151.5
Response	356 (including 45 IPLDP students)	58		414
Total	477	88.5	17	582.5

2. Numbers of PCSOs planned and where and how funded

Oxford LPA,

Oxford LPA has 45 Home Office Funded Posts and an additional 13 Partnership funded posts. [Oxford University, Oxford City Council and Warneford Hospital].

1] Oxford University,

4 PCSO posts are 50% part funded by Oxford University. The Contract ends 31st March 2010, Nick Cheeseman, the Oxford University Marshall has indicated that Oxford University are highly unlikely to renew the PCSO Contract after March 2010.

2] Warneford Hospital,

Warneford Hospital currently 50% fund 1 PCSO. The Contract does not expire until 31/3/2011.

Impending Posts Oxford LPA,

Oxford Brookes University are very keen to 100% fund 2 PCSO Posts. A bid has been drawn up but is still at the negotiation stage prior to being forwarded to HQ for a final decision. In addition Littlemore Hospital are keen to part fund 1 PCSO Post. A bid had not yet been drawn up and negotiations are at an early stage.

Vale of White Horse LPA.

VOWH LPA has 18 Home office funded PCSO posts and 10 partnership funded posts [Milton Park, Abingdon Town Council]

1] Abingdon Town Council,

Abingdon Town Council currently 50% fund 1 PCSO. The Contract ends 31st March 2010. Abingdon Town Council has set aside funding for 2 more years and it is very likely that the Contract will be renewed subject to a few minor changes in the MOU.

21 Milton Park,

Milton Park currently 50% fund 9 PCSO posts. The Contract is due to expire on 31/3/2011.

South Oxfordshire LPA,

South Oxon LPA has 18 Home Office funded posts and 10 partnership funded posts [Didcot Town Council, Henley Town Council, Chinnor Parish Council, South Oxfordshire District Council]

Recruitment and wastage figures estimated and the training costs associated with high wastage and recruitment rates

- Joiners Oxfordshire: 72 officers were recruited with an Oxfordshire posting between 1 March 2009 and the end of February 2010.
- Leavers during this same time 41.4 officers based in Oxfordshire left the force.
- Chief Constable Sara Thornton chaired a South East police forces working group aimed at identifying how we could collectively reduce the impact of losing experienced officers to the Metropolitan Police Service (MPS). The working group met regularly between 2007 and 2009 and will continue to monitor losses and review any action to be taken. The working group engaged with the Home Secretary and with the MPS and actions were put in place to minimise the impact of loss and to prevent further losses. Annual losses to the MPS have reduced considerably over this time. The table below shows officer transfers to the MPS between April 2003 and September 2009:

The standing of the standing o	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10 (April – Sept)	Total since 2003/04
Bedfordshire	23	7	6	6	27	15	3	87
Essex	30	12	21	100	71	57	22	313
Hertfordshire	24	15	17	44	32	38	7	177
Kent	32	19	10	20	14	31	4	130
Northamptonshire	N/avail	N/avail	N/avail	5	15	4	0	24
Surrey	N/avail	27	19	49	22	33	10	160
Thames Valley	59	45	17	43	78	47	9	- 298
Transfers out to MPS	168	125	90	267	259	225	55	1189

Training costs for different specialist officers are as follows:

Role	Cost
Police Constable	£47,000
Detective Constable	£56,000
Firearms Constable	£73,200
Roads Policing Constable	£57,800

Complaints data for Oxfordshire BCU, 2008 and 2009

Summary of complaints and outcomes for the BCU and each Local Policing Area within Oxfordshire.

BCU	No of recorded allegations	Live	Discontinued	Dispensation	Local Resolution	Substantiated	Unsubstantiated	Withdrawn
2008	525	20	0	30	215	22	207	31
2009	699	154	3	19	181	20	173	19

2008:

					Control of the Contro	The second secon		خر
Area	Live	Discontinued	Dispensation	Locally Resolved	Substantiated	Unsubstantiated	Withdrawn	Ρğ
Oxford	0	o	9	7.1	9	110	თ	206
Cherwell	0	0	co.	83	4	33	13	138
South Oxfordshire	ιΩ	o	т	24	ю	31	0	99
West Oxfordshire	0	0	12	20	ശ	15	Ψ.	53
Vale of White Horse	15	0	4	17	0	18	œ	62
BCU Total	20	0	30	215	22	207	က်	525

	٠			
	Į	١	ŀ	
¢)	į	
ς	•	٩	ì	
Č			l	

Area	Live	Live Discontinued	Dispensation	Locally Resolved	Substantiated	Unsubstantiated	Withdrawn	for
Oxford	09	3	2	51	5	73	10	209
Cherwell	40	0	7	69	თ	31	00	154
Sourth Oxfordshire	56	0	0	20	_	28	· •	9/
West Oxfordshire	2	0	5 X	15	2	10	0	33
Vale of White Horse	23	0	4	36	3	31	0	26
BCU Total	154	3	19	181	20	473	9	999

Stop and Search in Oxfordshire in 2009 By Ethnicity and Outcome

Outcome Code	No further action	Advised	Verbal	Arrested	Other	Disposal of groups (Anti-social behaviour locality)	Directed to leave, alcohol related crime or disorder locality	Alcohol	Tobacco	Cannabis warning	Report for Summons	PND	Total
White British	6675	294	159	563	105	19	17	271	02	324	13	80	8590
White Irish	90	9	2	6	-	0	-	+	0	-	0	-	76
Other White	370	6	7	32	9	0	-	e	2	20	-	ထ	457
Indian	87	2	· W	9	0	0	0	2	~	7	0	4	110
Pakistani	310	5	3	16	2	0	0	o	0	13	Š.	87	353
Bangladeshi	103	٦	0	4	-	0	0	4	0	10	0	·	121
Other Asian	111	2	ю	4	0	0	0	1	.0	ဖ	0	æ_	128
Black Caribbean	263	9	2	37	2	0	0	4	-	15	÷	4	335
Black African	150	9	4	7	2	0	0	0	0	œ	3		181
Other Black	189	7	4	15	0	O	0	•	0	ۍ.	0	· C	222
Mixed White and Black Caribbean	234	7		91	ın.	O.	0	0	-	O	o	2	278
Mixed White and Black African	45	_	o	0	0	Ö	0	o	0	67	0	-	49
Mixed White and Asian	35	×-	+	9	0	O	0	0	o	-	o	σ.	45
Other Mixed	06	ı,	2	Σ	0	0	0	1	0	-	-	0	111
Chinese	17	0	0	0	0	0	0	0	o'	-	0	0	18
Other	52	5	0	4	-	0	0	0	0	ო	0	0	61
Unstated	418	17	11	35	7	5	0	13	2	10	0	4	518
Vehicle	2	0	0	2	2	0	0	0	0	0	0	0	9
Total	9211	370	200	764	134	20	19	298	77	436	20	110	11659

It is not possible to identify those stop and searches where the person arrested was subsequently convicted for an offence as a result of the stop and search.

					at.			•				
							82			ě		
												9
				×	¥	310	73K					
	- 4											
						*						
			<u></u> 30									
											5.0	

į.