



NORFOLK
CONSTABULARY
Our Priority is You

July 2018

Freedom of Information Request Reference N°: FOI 002274/18

I write in connection with your request for information received by Norfolk Constabulary on the 29th June 2018 in which you sought access to the following information:

I would like to know more about the efficiency of your Professional Standards Department.

Firstly can you advise me 'the role' of a Professional Standards Department and how they are meant to protect members of the public who make complaints

Secondly I would like your IPCC Guidelines on how you handle complaints and any recommended Service Level Agreements on appraising victims on updates of investigations.

I would like you to provide the statistics for how many complaints you have received in the PSD from January 2015 to today's date, the type of complaint and what action was taken to remedy any issues raised.

I would also like to know the role of Simon Bailey chief of police in supervising the conduct of PSD.

Response to your Request

The response provided below is correct as of 24th July 2018.

Norfolk Constabulary has located the following information as relevant to your request.

The Joint Professional Standards Unit is a Norfolk and Suffolk collaborated department. This is an operational department which has wide ranging responsibilities, including the management of public complaints, investigation of internal misconduct matters, ensuring the integrity of employees through vetting, financial care and overseeing business interests, gifts and hospitality and disclosable associations. The department is also responsible for training and support of officers and staff and ensuring organisational lessons learned.

A number of force policy documents, in relation to the above, can be found on the Constabulary's website, via the link provided below:-

<https://www.norfolk.police.uk/about-us/our-policies/policies-and-eias>

The Joint Professional Standards Unit has a duty to ensure complaints and conduct matters are handled with integrity, openness and transparency. This aligns itself to the Code of Ethics, underpinning the behaviour of everyone in policing. Further information and a link to the Code of Ethics can be found via the below:-

<https://www.norfolk.police.uk/about-us/our-policies/code-ethics>

The Complaints Management Unit (CMU) acts as the gateway for all complaints and expressions of dissatisfaction, received by both Norfolk and Suffolk Constabularies. The CMU oversees the management of the public complaints process to ensure compliance with the relevant legislation. They also provide specialist advice, guidance and support to all police personnel, members of the public and other interested parties involved in this process. The Professional Standards Unit are governed by, and also works closely with, the Independent Office of Police Conduct (IOPC), Her Majesty's Inspectorate of Constabulary (HMIC) and the Police & Crime Commissioners for Norfolk and Suffolk.

The Constabulary works to the Independent Office of Police Conduct statutory guidance and abide by their 10 day recording time and 28 day update SLA to complainants. The guidance can be found on the IOPC website <https://www.policeconduct.gov.uk/>

A review has been undertaken of recorded complaints between 1st January 2015 and 30th June 2018. There have been 1,486 public complaints resulting in 2,791 allegations. These have been recorded in line with the allegation categories as set out by the IOPC. Please see breakdown below:-

Allegation Category	Number Recorded
Breach Code A PACE	17
Breach Code B PACE	37
Breach Code C PACE	210
Corrupt Practice	4
Discriminatory Behaviour	77
General Policing Standards	8
Improper Disclosure of Information	81
Incivility, Impoliteness & Intolerance	328
Irregularity in Evidence/Perjury	59
Lack of Fairness & Impartiality	124
Mishandling of Property	119
Operational Management Decisions	5
Operational Policing Policies	8
Oppressive Conduct or Harassment	165
Organisational Decisions	9
Other	12
Other Assault	267
Other Irregularity in Procedure	93
Other Neglect or Failure in Duty	1020
Other Sexual Conduct	1
Sexual Assault	3
Traffic Irregularity	31
Unlawful/Unnecessary Arrest or Detention	113

The following table details the outcomes of the allegations that have been finalised, to date:-

Outcome	Number of Allegations
Disapplication	145
Discontinued	32
Local Resolution	738
Not Upheld	1,121
Special Requirements	52
Upheld	178
Withdrawn	135
Outstanding	390

All learning, identified during the course of the investigation/resolution of the complaint, is recorded, and those which offer organisational learning are forwarded to the relevant area and monitored to ensure action to secure the learning are complete. Where learning is identified that is suitable for wider dissemination, this is included in the Learning Times publication and distributed force wide.

With regard to the final part of your request, please see attached drafted 'Norfolk and Suffolk Scheme of Delegation'.

Where links have been provided the exemption at section 21 has been engaged. Under Section 21(1) of the Freedom of Information Act (2000), public authorities are not required to provide information that is reasonably accessible to the public by other means, therefore in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for these parts of your request.