

LANCASHIRE POLICE AUTHORITY
PROFESSIONAL STANDARDS COMMITTEE

THURSDAY 8TH MARCH 2007
IN THE CONNOLLY ROOM, AT THE
CONSTABULARY HEADQUARTERS, HUTTON, AT 1.30 PM

AGENDA

N.B. If you have any queries regarding the Agenda papers or require any further information please contact Lizzie Heath on 01772 533589, who will be pleased to assist.

PART I

1. MINUTES OF THE MEETING HELD ON THE 7TH DECEMBER, 2006

Copy enclosed for information at item 1.

2. MINUTES OF THE SENIOR OFFICER CONDUCT SUB COMMITTEE

Copy enclosed for information at item 2.

A: INDEPENDENT POLICE COMPLAINTS COMMISSION

3. PRESENTATION ON WORK UNDERTAKEN BY THE IPCC IN 2005/06

Representatives from the IPCC will provide a presentation to the meeting on work undertaken by the IPCC in 2005/06.

4. IPCCs REPORT ON COMPLAINT STATISTICS IN ENGLAND AND WALES

A copy of the IPCCs report on Complaint Statistics in England and Wales 2005/06 is presented at item 4.

5. IPCCs REPORT ON PUBLIC PERCEPTION OF THE POLICE COMPLAINTS SYSTEM

A report detailing the findings from a study into the public perception of the police complaints system is presented at item 5

B: INDEPENDENT CUSTODY / ANIMAL WELFARE SCHEMES
ITEMS FOR INFORMATION

6. UPDATE ON ACTION PLAN FOLLOWING DEATH IN POLICE CUSTODY

Chief Inspector Gledhill will be attending the meeting to provide an update on work completed within the action plan following a death in police custody.

7. THE SCHEME OF INDEPENDENT CUSTODY WELFARE VISITORS TO POLICE STATIONS

The summary reports on custody visits to Police Stations carried out between the 1st November, and the 31st December, 2006 are presented at item 7.

8. ANIMAL WELFARE VISITS

The summary reports on visits carried out by Animal Welfare visitors between the 1st November, and the 31st December, 2006 are presented at item 8.

C: PROFESSIONAL STANDARDS

ITEM FOR DECISION

9. DRAFT REVISED COMPLAINT FILE CHECKLIST

A Copy of the revised Complaint file checklist is presented at item 9.
(Item 9 to follow)

ITEMS FOR INFORMATION

10. COMPLAINTS ANALYSIS

Part I of the analysis of complaints received between 1st October and 31st December 2006 is presented at item 10.

11. INSPECTION OF FINALISED COMPLAINTS BY MEMBERS

Members have been asked to view the files of complaints, finalised between the 1st October and the 31st December, 2006. Members are invited to comment at the meeting on the Constabulary's procedures for handling and investigating complaints in respect of the files they have viewed.

12. URGENT BUSINESS

An item of Urgent Business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chair of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency. Wherever possible, the Chief Executive should be given advance warning of any Member's intention to raise a matter under this heading.

13. DATE OF NEXT MEETING

The next meeting of the Committee is scheduled to take place at 1.30pm, on Thursday 8th March, 2007, at Constabulary Headquarters, Hutton.

14. EXCLUSION OF PRESS AND PUBLIC

The Committee is asked to consider whether, under Section 100A(4) of the Local Government Act, 1972, it considers that the press and public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraphs of Part I of Schedule 12A to the Local Government Act 1972, as indicated against the heading to each item, and the public interest not to disclose it outweighs the public interest in disclosing it.

PART II **PRIVATE AND CONFIDENTIAL**

15. COMPLAINTS ANALYSIS

(NOT FOR PUBLICATION – Exempt information as defined in Paragraphs 1 and 2 of Part I of Schedule 12A to the Local Government Act 1972.)

Part II of the analysis of complaints received between 1st October and 31st December 2006 is presented at item 15.

BRIAN ALDRED
CHIEF EXECUTIVE

MEETING HELD AT 1.30PM ON 7TH DECEMBER 2006, AT CONSTABULARY HEADQUARTERS

MINUTES

PART I

PRESENT:-

Ms P McGirr – Chair

County Councillor G Davies
Mr D Edmundson
County Councillor N Penney
Mrs G Stanley, JP
Ms M Sumner, JP
Mr D Winthrop, JP

IN ATTENDANCE:-

Acting Assistant Chief Constable C Weigh	Criminal Justice and Standards
Detective Chief Superintendent C Tattum Detective Superintendent A Ronnan Detective Chief Inspector P Castle	Professional Standards Department
Inspector R Ravenscroft	Criminal Justice Department
Mr B Aldred Mr I Dickinson Miss L Heath	Chief Executive, Lancashire Police Authority Chief Executive's Office Chief Executive's Office
Ms C Parmenter	Legal Services, Preston City Council

APOLOGIES FOR ABSENCE

Apologies for absence were received from Ms Flynn, Mr Master, Chief Inspector Gledhill and Ms Yates.

MINUTES OF THE MEETING HELD ON THE 7TH SEPTEMBER 2006

With regard to the Professional Standards training reported on page 4 of the Minutes, it was reported that Ms Sumner, JP and County Councillor Davies had attended induction training on the subject. A date for all Members to attend refresher training would be canvassed after July 2007.

The Committee noted that it would receive further reports at its next meeting on the death in custody and the "Raising the Standard" report mentioned in the minutes.

29/06 RESOLVED: - That the Minutes of the meeting held on the 7th September 2006, be confirmed and signed by the Chair.

INDEPENDENT CUSTODY VISITOR SCHEME

The Committee was presented with a summary of reports from the Independent Custody Visits to Police Stations, undertaken between 1st August and 31st October 2006.

It was reported that the outstanding issues at Fleetwood and Morecambe Police Stations had been resolved and that feedback from the last meeting had been referred to the Sergeants to act upon.

With regard to concerns about the reoccurring issues with sharps bins being full or overflowing, Members noted that the matter appeared to be improving but asked that this continued to be monitored. However, it was felt that long running problems with the heating in custody suites throughout the force area were worrying, particularly during the winter months, and the Committee asked for this to be referred to the Authority's Estates Sub-Committee. In the meantime, it was agreed that, when appropriate, extra blankets would be provided to detainees.

Members also noted that several ICVs had carried out a disproportionate number of visits over the last 3 months. It was reported that this was due to vacancies on the panels; however, 12 new ICVs had now been recruited and, following completion of the necessary vetting procedures, would be allocated to the appropriate panels. It was also noted that, following the introduction of the "Safer Detention and Handling of Prisoners" doctrine, new visiting forms were to be piloted in the Southern Division prior to being used by all ICVs; it was hoped they would provide more consistency in reporting.

30/06 RESOLVED: -

1. That the report be noted.
2. That the heating of custody suites throughout the force area be considered by a future meeting of the Authority's Estates Sub-Committee.

ANIMAL WELFARE VISITS

The Committee received a report on Animal Welfare Visits undertaken between the 1st August and 31st October 2006, together with the Minutes of the Dog Handlers meeting held on the 20th November 2006.

The Committee was informed that the early problems surrounding the operational and training requirements were easing, allowing the visitors to concentrate more on the welfare issues for which the scheme had been established. Issues surrounding contacting dog handlers within the divisions had also improved significantly over recent months. Animal welfare visitors were now able to locate the dog handlers within the divisions and report on the treatment of dogs whilst on duty.

Mrs Stanley, offered to present a verbal update on issues surrounding animal welfare at the Committee's next meeting.

31/06 RESOLVED: -

1. That the report be noted.
2. That a verbal update on issues surrounding animal welfare be presented at the Committee's next meeting.

OPERATION SAFEGUARD – NATIONAL/REGIONAL

The Committee received a report on the impact of Operation Safeguard on Lancashire Constabulary arising from the utilisation of police cells for Remand or Sentenced Prisoners whom the Prison Service could not accommodate due to overcrowding in Prisons.

Members noted that the report had been considered by the Resources Committee at its meeting in November and had been referred to Professional Standards due to the implications within the custody suites.

The complex at Ormskirk Police Station had been identified as a suitable site although some refurbishment work was necessary to raise the complex to PACE (Police and Criminal Evidence Act) standard. The work was due to be completed by the 1st January 2007. The costs of refurbishment would come to approximately £5,000, which had been met by the Home Office. However, following a request by the Professional Standards Department and the Federation it would be necessary to install CCTV at Ormskirk, the cost of this would be approximately £14,500. The National Offenders Management had agreed to pay approximately £1,500 to cover the cost of installation; however, the cost of the cameras and recorders would be met by the Constabulary out of the £650,000 allocated for Digital CCTV in custody offices throughout the force. Once Operation Safe Guard had finished, if desired it would be possible to remove the cameras and recorders and use them elsewhere in the Constabulary.

Lancashire had not been involved in the first stage of the Operation and there were indications that the earliest date for Lancashire to be involved would be late January 2007.

Whilst being held at Ormskirk Police Station, the level of care to be given to Remand Prisoners would be to that laid down in PACE. It was expected that prisoners would only be held for approximately 24 hours. It had been agreed nationally that prisoners could be visited by Independent Custody Visitors, who would report in a similar way to that of the Independent Monitoring Boards to the Prison Service in Manchester. The Professional Standards Committee sought clarification on whether any reports would be presented to the Authority and if so would these be regarded as Part II.

With regard to PACE standards members were reassured that the Remand Prisoners would not be allowed to have personal visits. However, in exceptional cases they might be allowed a closed visit from their Solicitor. Each case would be reviewed on its merits and in all cases care would be taken to prevent any substances being brought in.

32/06 RESOLVED: -

1. That the report be noted.
2. That clarification be sought on whether ICVs reports on Remand Prisoners could be brought to the Authority, and if so, would they be regarded as Part II.

ANALYSIS OF COMPLAINTS

The Committee considered a report which presented an analysis of complaints received between the 1st July and the 30th September 2006.

Further to development work undertaken jointly by the Constabulary and the Authority, the format of the data presented in the report had been revised. The report would be a multi-purpose document and would be used by the Committee, Senior Officers and Strategic Command Groups. Considerable effort had gone into analysing and commenting on the raw data, and the Committee welcomed this and the new presentation as a whole, whilst recognising that it would still evolve over time. It was suggested that, in future, it would also be helpful to be given an indication of the action the Constabulary proposed to take in response to the analysis now available. The Committee then examined the detailed information presented.

In the period between the 1st July and the 31st September 2006, there had been an 11.1% decrease in the number of cases of complaints, compared to the same period last year. However, in comparison, there had been a slight increase in the number of complaints received overall, with Eastern Division increasing by 29%.

Members noted that whilst it was disappointing to see an increase, in perspective it was only 1 complaint per 543 incidents attended.

Pennine Division had a significantly lower number of complaints recorded and it was reported that this might arise from recording practices. The Constabulary were looking into this and hoped to present a report on the matter to a future meeting.

Members also noted that compared to the same period last year the number of Substantiated complaints fell by 36%, Dispensations by 28%, Unsubstantiated complaints by 20% and Local Resolutions by 6%.

With regard to complaints of direction and control, it was reported that the categories of complaints had been revised to allow more meaningful recording. It was noted that there had been a decrease in the number of direction and control complaints received in September compared to the previous month. There was still some doubt about the recording practices in the force relating to direction and control complaints, and the committee agreed to receive a further report on the matter at a future meeting.

33/06 RESOLVED: -

1. That the report be noted.
2. That reports on the position regarding recording practice in Pennine Division, and in respect of direction and control complaints in general, be brought to a future meeting.

INSPECTION OF FINALISED COMPLAINTS BY MEMBERS

Members had viewed a number of complaint files finalised between the 1st July and the 30th September 2006. Members commented on Constabulary's procedures for handling and investigating complaints in respect of the files they had viewed.

Members were satisfied that the procedures had been correctly followed. However, some concern was raised at the length of time, especially in cases where a hearing was necessary, it took for the complaint to be finalised. It was reported that a Chief Officer had to be present at the hearing and the time delay was due to pressures on such Officers' diaries.

Members suggested that the checklist used to score the files be reviewed to make it easier to reference against. Mr Edmundson volunteered to assist the Constabulary with this. Detective Superintendent Ronnan thanked the Members for their comments and suggested that it might also be useful to insert a comments area for Members to provide feedback to the Department.

34/06 RESOLVED: -

1. That the report be noted.
2. That Superintendent Ronnan and Mr Edmundson undertake a review of the checklist provided to Members when reviewing files.

COMPLAINTS AGAINST MINORITY ETHNIC POLICE OFFICERS IN LANCASHIRE CONSTABULARY

The Committee was presented with a report commissioned from Professor Holdaway of Sheffield University on Complaints Made Against Ethnic Minority (BME) Police Officers.

Detective Chief Superintendent Tattum introduced the report, which had been commissioned to look at the disproportionality of complaints against BME officers. The report's aim was to understand if the complaints were due to the behaviour of the officers or other factors.

Detective Chief Superintendent Tattum felt that whilst there was some doubt about the rigour of the analysis that could be undertaken in this area, the following points were of significance:

- The report discovered no evidence to believe that behaviour particular to BME officers had attracted the complaints.
- The interviewees felt that a lack of confidence of Line Managers in dealing with complaints against BME officers might mean the complaint could be referred to the Professional Standards Department more readily.
- Some interviewees felt unsupported by their Supervisors.
- The interviewees felt that they integrated well within teams of mainly white origins.

It was reported that the findings of the report were being integrated into other areas of Diversity work through work led by Chief Superintendent Gary Stephenson. In addition, Detective Chief Superintendent Tattum would be seeking to find ways of giving feedback to BME officers about the Constabulary's response to the findings of the report. There might also be implications for the training of supervisors, especially sergeants.

35/06 RESOLVED: - That the report be noted.

IPPC REPORT ON DEATHS DURING OR FOLLOWING POLICE CONTACT

The Committee received a report published by the Independent Police Complaints Commission (IPCC) on Deaths following or during police contact. It was felt that the two areas of particular risk were Custody and Road Traffic policing, and DS Ronan was examining these areas for lessons that might be learnt in Lancashire.

Members queried if the death of a Remand Prisoner would be recorded as 'a death during or after police contact' and the Committee was informed that it would be recorded by the IPCC under that heading. However, Inspector Ravenscroft would look into the regulations surrounding this.

36/06 RESOLVED: - That the report be noted.

DATE OF NEXT MEETING

It was noted that the next meeting of the Committee was scheduled to be held at 1.30pm, on Thursday 8th March, 2006, at Constabulary Headquarters, when representatives of the IPCC would be present.

EXCLUSION OF PRESS AND PUBLIC

37/06 RESOLVED: - That the press and public be excluded from the meeting during consideration of the following item of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part I of Schedule 12A to the Local Government Act 1972, as indicated against the heading to the item, and that the public interest not to disclose the information outweighed the public interest in disclosing it.

PART II

PRIVATE AND CONFIDENTIAL

ANALYSIS OF COMPLAINTS

(NOT FOR PUBLICATION – Exempt information as defined in Paragraphs 1 and 2 of Part I of Schedule 12A to the Local Government Act 1972.)

The Committee considered Part II of the Analysis of Complaints.

38/06 RESOLVED: - That the report be noted.

**BRIAN ALDRED
CHIEF EXECUTIVE**

SENIOR OFFICERS CONDUCT SUB-COMMITTEE

**MEETING AT 2.30PM ON THURSDAY, 31ST JANUARY, 2007, AT THE POLICE
AUTHORITY OFFICES, LOCKSIDE OFFICE PARK, PRESTON**

MINUTES

PART I

PRESENT:-

Ms P McGirr – Chair
Mr I Master
County Councillor N Penney

Apologies were received from Mrs Stanley.

IN ATTENDANCE

Mr B Aldred Chief Executive, Lancashire Police Authority
Mr C Melling Chief Executive's Office

APPOINTMENT OF CHAIR

8/06. **RESOLVED:-** That the Chair of the Professional Standards Committee, Ms McGirr, be appointed Chair of the Sub-Committee for the meeting.

MINUTES OF THE MEETING HELD ON THE 25TH OCTOBER, 2006

9/06. **RESOLVED:-** That the Minutes of the meeting held on the 25th October, 2006, be confirmed and signed by the Chair.

URGENT BUSINESS

Following agreement with the Chair, the Sub-Committee was informed that an item of urgent business would be reported under Part II of the agenda, in order that the Sub-Committee could be informed of the latest position regarding a previous complaint.

DATE OF NEXT MEETING

The Committee noted that further meetings of the Sub-Committee would be held as and when required.

EXCLUSION OF THE PRESS AND PUBLIC

10/06. **RESOLVED:-** That the press and public be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part I of Schedule 12A to the Local Government Act 1972, as indicated against the heading to each item.

PART II
PRIVATE AND CONFIDENTIAL

COMPLAINT AGAINST A SENIOR OFFICER - APPEAL

(NOTE: Reason for Exclusion - Paragraph 1)

A report was presented regarding the outcome of an appeal to the Independent Police Complaints Commission (IPCC) following a decision by the Authority not to record a complaint against a former Senior Officer of the Constabulary by Mr P.

The Sub-Committee had previously decided that, although on the basis of all the issues presented to it the complaint was a new one, it was nevertheless a matter of direction and control of the force, and should not, therefore, be recorded. The complaint concerned the decision by the former senior officer not to investigate allegations of perjury made by MR P against witnesses at his trial in 1994.

Mr P subsequently exercised his right of appeal to the IPCC against this decision. In his appeal, he provided the IPCC with some new material which included correspondence he had received from the Authority in 1998 and early 1999, which the Chief Executive and Sub-Committee had not been aware of. In consultation with the chair of the sub-committee, the Chief Executive responded to the IPCC, essentially defending the sub-committee's decision. The Chief Executive also pointed out that if the previous correspondence had been known to the sub-committee at the time, it might have taken the view that in fact the complaint was not actually new, but a repeat of one made earlier to the Authority.

Nevertheless the IPCC upheld Mr Potter's appeal, and its decision was final.

The Sub-Committee noted the IPCC rationale in not upholding the Authority's decision, which although disappointing was helpful in indicating their view of where the boundaries of direction and control fell. In particular, they required some evidence that a particular decision had fallen within an existing operational policy (or, judging by previous appeals, standard practice). The Sub-Committee felt that the Chief Executive should discuss the IPCC response with Constabulary to consider whether there were any implications for future learning.

As the Authority was now required to record the complaint, it was necessary for the Sub-Committee to decide how to progress it. The Sub-Committee considered the details of the complaint and the alternative options available, namely, referral to IPCC, local resolution, dispensation, and investigation

On considering all the information before it the Sub-Committee felt that dispensation should be sought on the grounds that (a) more than 12 months had elapsed since the incident complained of and no good reason for the delay had been shown, and (b) the complaint was repetitious.

11/06. RESOLVED:-

(1) That a dispensation should be sought from the IPCC against pursuing the complaint further on the grounds that (a) more than 12 months has elapsed since the incident complained of and no good reason for the delay has been shown, and (b) the complaint is repetitious.

(2) That the Chief Executive should discuss the IPCC response to the appeal with the Constabulary to consider whether there are any implications for future learning.

COMPLAINT AGAINST A SENIOR OFFICER

A report was presented regarding a complaint which had been received by the Authority on the 10th January, 2007, against a current chief officer for 'maladministration'.

The complaint arose from the "Roberts case" in which in 2006, Mr and Mrs Roberts (of Fleetwood) commenced a High Court action against Lancashire Constabulary and Wyre Borough Council, following an incident in December 2005 when they voiced their opinion to the Council about a Gay Rights issue. Mr and Mrs Roberts were subsequently visited by two Police Officers following a report by the Council to the Police about alleged homophobic behaviour. The action by Mr and Mrs Roberts was brought under the Human Rights Act and in trespass and negligence.

In an attempt to avoid a High Court trial the parties agreed to a mediation, which took place with all relevant parties following which an agreement was reached between them. The decisions taken were within the delegated powers of the chief constable to approve, although the Authority was kept generally informed of the position.

Because of Mr T's use of the term "maladministration", the Chief Executive had also made informal contact with the office of the Local Government Ombudsman to establish whether they would have jurisdiction over it. The ombudsman's office had expressed the view that it was not a matter for them.

The Sub-Committee considered that the senior officer (who was not personally involved in the mediation process) was simply following standard Constabulary policy in seeking to minimise legal costs, and thus the complaint was a matter of direction and control of the force. The outcome of the mediation was freely agreed by all sides under legal advice, and moderated by an experienced mediator.

12/06. RESOLVED:-

- (1) That the complaint by Mr T against the Senior Police Officer relating to 'maladministration' be regarded as a matter of the direction and control of the force and therefore not recorded.
- (2) That the Chief Executive be asked to write to the complainant, Mr T, informing him of the Sub-Committee's decision and of his right to appeal to the Independent Police Complaints Commission.

URGENT BUSINESS

COMPLAINT AGAINST A SENIOR OFFICER BY MR M – UPDATE

The Sub-Committee was informed that in 2005, a complaint was received against a senior officer by Mr M. The complaint was considered in accordance with the procedures for dealing with complaints then current, and it was agreed that the complaint should not be recorded. The IPCC subsequently decided not to uphold the appeal made by Mr M against the non-recording of the complaint.

Recent correspondence had been received from Mr M, in the light of ongoing correspondent between Mr M and the Constabulary. (A copy of the correspondence was circulated at the meeting.) The Chief Executive had responded by explaining that new allegations made by Mr M against individual officers below the rank of senior officer were outside the Authority's jurisdiction and role; he proposed to take no further action on the correspondence.

13/06. RESOLVED: That the report and the response of the Chief Executive be noted.

The meeting concluded at 10.45 am.

**BRIAN ALDRED
CHIEF EXECUTIVE**

PART 1

IPCC REPORT ON POLICE COMPLAINTS STATISTICS

(Appendices A and B refer)

Issue for consideration

IPCC report on Police Complaints Statistics for England and Wales for the period 2005 / 06.

Information

The IPCC's report on complaints statistics for 2005/06 was published in December 2006. The Press release for the report is attached at Appendix A.

A copy of the document is available from Lizzie Heath in the Chief Executive's Office or available online at:

www.ipcc.gov.uk/complaint_report_2005/06.pdf

A paper has been prepared which uses the statistics provided to benchmark the performance of the Constabulary against the national average and the average for our most similar forces (MSF). This report is attached at Appendix B.

The key findings in relation to the benchmarking exercise are as follows:

- There was an 11% increase in the number of complaint cases recorded in Lancashire for the period 2005/06, as compared with the previous year, and this compares with a 15% increase for all forces and an average increase of 11% in our MSF.
- The number of complaints per 1,000 officers in Lancashire during the period was 268, as compared with 256 nationally and 232 for our MSF.
- The major complaint categories of neglect of duty, incivility and assault together represented 58% of the total in Lancashire and this is also the national average for all forces. Figures not provided for our MSF.
- The characteristics of those making complaints and the characteristics of those subject of complaint in Lancashire are very similar to the national average and the average of our MSF.
- The number of complaints locally resolved in Lancashire during the period was 54% and this compares with a national average of 46% and an average of 45% for our MSF. Only five police forces recorded higher local resolution rates than Lancashire.

- In Lancashire the percentage number of complaints substantiated was 16% as against a national average of 12% and an average of 12% in our MSF. Only eight forces had a higher rate of substantiated complaints than Lancashire.

Decision required

The committee is asked to note the IPCC report and the benchmarking report in respect of the Lancashire Constabulary.

Background Papers

IPCC report on Police Complaints Statistics 2005/06.

Report Originator

Detective Chief Superintendent Clive Tattum, Professional Standards Department, Lancashire Constabulary.

STRICTLY EMBARGOED UNTIL 11 AM ON WEDNESDAY 13 DECEMBER 2006

FIRST RELEASE

13/12/2006

Draft - this could be changed in a very minor way

PR 673 IPCC publishes police complaint statistics for 2005/06

The Independent Police Complaints Commission today published the statistics on complaints against police in England and Wales, during 2005/06.

A total of 26,268 complaint cases were recorded during the year, an increase of more than 3,300 on the previous year (15%.)

Welcoming the increases, IPCC Chair Nick Hardwick said: "Nobody should be critical of the rise in complaints. The increase in the number of complaints shows that people have greater confidence that it is worth complaining.

"It also shows that the Commission and the police service have made the system more accessible and usable. More and more people recognise that if you have a grievance the police service will take it seriously.

"This can only have a beneficial effect on the public's views of the police service as a whole, " he said.

Complaint figures

A complaint case may consist of one or more allegations. A total of 40,384 allegations were recorded in 2005/06. This is an increase of more than 5,000 (16%) on 2004/05.

The categories with the largest proportion of allegations recorded were:

. Other neglect or failure in duty up by more than a fifth (22%); . Incivility, impoliteness and intolerance up one-fifth; and . Other assault up 16%.

The largest increases in numbers of allegations were:

. Other neglect or failure in duty (an increase of 2,598 allegations); . Incivility, impoliteness and intolerance (an increase of 861 allegations); and . Lack of fairness and impartiality (an increase of 587 allegations.)

The number of allegations per 1,000 officers has increased from a figure of 224 in 2004/05 to 256 in 2005/06.

Outcome of complaints

A total of 38,199 individual allegations were completed in 2005/06. This figure includes allegations recorded in

previous years and represents an increase of more than one-third on 2004/05, in the actual number of allegations which were closed. The closed complaints were dealt with in the following ways:

. 46% by local resolution;

. 28% by an investigation;

. 14% were dispensed with from the requirement to be investigated; and . 12% were withdrawn by the complainant.

Despite the large actual increase, the outcomes of completed investigated allegations remain proportionally stable. Nearly nine in 10 (88%) were found to be unsubstantiated and one in eight (12%) substantiated.

One of the major changes since the Police Reform Act 2002 came into effect has been the large rise in allegations dealt with through local resolution. The figures for 2005/06 show that this increase has been sustained with nearly half of allegations dealt with this way.

Appeals to the IPCC

The Independent Police Complaints Commission upheld one in five appeals about police complaints last year. More than 400 of the 2,140 valid appeals (19%) were upheld fully or partially .

Reasons for the rises

The reports says that they are likely to be due to the changes brought in by the Police Reform Act that set up the IPCC.

Firstly, training within forces is likely to have increased the formal recording of complaints by front-line staff.

Secondly, Professional Standards Departments have a role to play in whether a complaint is formally recorded or not. A number have reviewed their practices. As a result, it is likely that cases which may previously have been deemed 'direction and control', 'quality of service' or simply not complaints are now recorded as complaints about conduct.

Thirdly, the increased publicity around police complaints may have led to a greater level of public awareness and greater uptake. Finally the Act widened who can make complaints - and those subject to complainants - but this would only have accounted for a small percentage of the rise.

Complainants

In 2005/06, 26,880 people made complaints, an increase of more than 3,000. on the previous year (23,494) and gives a rate of approximately one complainant per complaint case.

The vast majority of complainants were those directly affected by the conduct of the police (87%). Since 2004 those adversely affected by an incident , witnesses and representatives have been allowed to make complaints. Those adversely affected accounted for 7% of complainants, witnesses to incidents(3%) and representatives (2%.)

Just under two thirds (64%) of complainants were male and one third female. Data was missing in one per cent of cases.

Seven per cent of complainants were below 19, 34% 20 to 39, 17% 40 to 49 and 11% over 50. The complainants' ages were unknown in 31% of cases.

Details on ethnicity were also missing in nearly a third of cases. Fifty-eight per cent were recorded as white, 5% asian, 6% black and 2% of other ethnicity.

Those complained about

A total of 30,105 people working in the police service were subject to a complaint in 2005/06. Of those whose occupational status was identified, police officers were the largest group (93%) compared to special constables, traffic wardens and community support officers (2%) and other contracted and police staff (5%).

Of those subject to a complaint, four in five were male and one in five was female.

Ethnicity was recorded as unknown for 9% of those subject to a complaint, making it difficult to present a national picture. Where recorded, 87% were white, 2% asian, 1% black and 2% other.

* Police Complaints: Statistics for England and Wales 2005/06, IPCC, London, ISBN 0-9552083-4-3, ISBN 978-0-95520083-4-8 can be found at www.ipcc.gov.uk/resources/index.

Notes for editors

The right to appeal against aspects of the complaints process was introduced by the Police Reform Act 2002 that set up the IPCC. The Act gives the right to complainants to appeal to the IPCC about: the decision by a police force not to record their complaint; the process by which their complaint was handled under local resolution; and the outcome of a police investigation into their complaint.

Notes for editors

The IPCC is the body with overall responsibility for the police complaints system. Since April 2006 it has taken on responsibility for similar, serious complaints against HM Revenue and Customs and the Serious Organised Crime Agency in England and Wales.

The IPCC has the task of increasing public confidence in the complaint systems and aims to make investigations more open, timely, proportionate and fair.

The 17 Commissioners who run the IPCC guarantee its independence and by law can never have served as police officers. No Commissioner has worked for HM Revenue and Customs. They are supported by 100 independent IPCC investigators, as well as case workers and specialist support staff.

Since April 1 2004 the IPCC has used its powers to begin 116 independent and 426 managed investigations into the most serious complaints against the police. It has set new standards for police forces to improve the way the public's complaints are handled. The Commission also handles appeals by the public about the way their complaint was dealt with by the local force.

The IPCC is committed to getting closer to the communities it serves. Its Commissioners and staff are based in IPCC regional offices in Cardiff, Coalville, London and Sale plus a sub office in Wakefield.

The IPCC web site is constantly updated at www.ipcc.gov.uk or members of the public can contact the IPCC on 08453 002 002.

For further information please contact:
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APPENDIX A

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POLICE COMPLAINTS: STATISTICS FOR ENGLAND AND WALES 2005/06

The IPCC has presented figures on complaints against the police in England and Wales for the financial year 2005/06.

The report merely presents the statistics and does not seek to argue what represents good or bad performance. This paper seeks to benchmark the performance of the Lancashire Constabulary against the national average, and against the average of our most similar forces (MSF), which are Hertfordshire, South Wales, Kent, Humberside, Durham, Avon & Somerset and Gwent.

Complaints

A total of 26,268 complaint cases were recorded in England and Wales in 2005/06 and this represents an increase of 15% on the previous reporting period. Lancashire experienced an 11% rise, and this rise is the same as the average increase of our most similar forces.

Since the Police Reform Act 2002 came into force in April 2004, there has been a 65% increase in complaint cases recorded across England and Wales. The report feels that the increase is likely to be due to the changes initiated by the Act. The report argues that some specific changes may have led to the rise, as follows:

- Training within forces is likely to have increased the formal recording of complaints by front-line staff.
- PSDs have reviewed their practices and, as a result, it is likely that cases which may previously have been deemed to be direction & control, quality of service or miscellaneous are now recorded as complaints about conduct.
- Increased publicity around police complaints since the introduction of the Act may have led to a greater level of public awareness and increased uptake.
- The Act widened the parameters of those who could make complaints and those who are subject to complaints. This may have had some influence on the rise in complaints. However, nationally such changes in parameters are likely to have accounted for only a small percentage of the overall rise in complaints.

I feel that these reasons are correct and, in addition, I would also point to the increased accessibility of the system to complainants. Complainants can now register complaints via the Internet, by telephone and by e-mail.

The number of allegations recorded per 1,000 officers is 256 nationally, 268 in Lancashire, with 232 the average number in our most similar forces.

The IPCC commented that “those (forces) close to the national figure include Humberside (246), Thames Valley (252) and Lancashire (268)”.

The complaint categories with the largest proportion of allegations recorded nationally were neglect of duty (22%), incivility (20%) and assault (16%), a total of 58%. In Lancashire, these three categories were also the largest, also amounting to 58% of the total, with neglect of duty (24%), incivility (19%) and assault (15%). The report did not publish figures for the categories across all forces and therefore a comparison cannot be made with our most similar forces.

Status of those making complaints

Under the Police Reform Act 2002 a complaint about the conduct of someone serving with the police can be made by:

- Any member of the public who alleges that the misconduct was directed at them
- Any member of the public who alleges they have been adversely affected
- Any member of the public who witnessed the alleged misconduct
- Any person acting for any of the above

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
Directly affected	87	85	86
Adversely affected	7	13	11
Witnessed	3	1	1
Acting on behalf of complainant	2	1	1

Lancashire has one of the highest rates in the country of complainants being categorised as being ‘adversely affected’. Being ‘adversely affected’ is defined as including someone who has suffered distress, inconvenience, loss or damage, or being put in danger or at risk.

Gender of Complainants

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
Male	64	62	63
Female	34	37	36

Unknown	1	1	1
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This Constabulary is close to the national average in this category.

Age of Complainants

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
19 or below	7	5	5
20–29	15	14	13
30–39	19	17	20
40–49	17	17	19
50–59	7	10	9
60+	4	4	4
Unknown	31	33	30

This Constabulary is close to the national average across all categories.

Employment Status of Complainants

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
Home maker	4	5	4
Manual	16	16	17
Non manual	20	21	20
Retired	3	4	4
Student	5	3	3
Unemployed	14	12	15
Unknown	39	40	37

This Constabulary is close to the national average across all categories.

Ethnicity of Complainants

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
White	58	70	70
Asian	5	6	3
Black	6	1	2
Other	2	1	2
Unknown	29	21	23

Such figures always depend on the ethnic mix of the population in individual police forces and the statistics take no account of this. Whilst Lancashire has a higher number of complainants recorded as white than the national average, this is probably partially accounted for by Lancashire having a smaller number of unknown complainants. The majority of unknown are likely to be white, based on the breakdown of the figures where the ethnicity of complainants has been recorded.

Characteristics of Those Subject of Complaint

The Police Reform Act 2002 broadened the range of people who could be subject of complaint. Complaints can now be made against the following members of staff:

- Police Officers
- Police Staff
- Special Constables and Police Community Support Officers
- Contracted Staff designated by the Chief Constable, e.g. Escort and Custody Officers

Status of Those Subject of Complaint

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
Police Officers	93	91	93
Police Staff/ Contract Staff	5	8	4
Specials/PCSO's	2	1	2

This Constabulary has a higher than average number of complaints against police staff. The statistics however do not provide any breakdown of the different numbers of police staff within individual police forces.

Gender of Those Subject of Complaint

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
Female	19	19	16
Male	79	80	79
Unknown	3	1	5

This Constabulary is close to the national average in this category.

Age of Those Subject of Complaint

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
20–29	26	25	23
30–39	38	45	39
40–49	24	25	24
50+	4	4	4
Unknown	7	1	10

This Constabulary has a higher number of complainants in the 30–39 category than the national average. However, the statistics do not provide a breakdown of the age range in individual police forces.

Ethnicity of Those Subject to Complaint

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
White	87	83	82
Asian	2	3	1
Black	1	0	0
Other	2	12	1
Unknown	9	2	16

Lancashire has the highest number of 'other' in the country, with the next highest being 4. This is clearly a recording error, as the number of staff recorded as 'other' in the Constabulary is in single figures. This problem results from the different categories on the Human Resources database not being exactly mirrored on the PSD database. This will be resolved when the new computer system is installed.

Outcome of Complaints

When describing how complaints were concluded, the report looked at allegations within each complaint case. Complaints can be finalised in the following categories:

- Investigated
- Withdrawn
- Locally resolved
- Dispensations/Discontinuances

Means by which Allegations Completed

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
Investigated	28	23	27
Withdrawn	12	12	11
Dispensations/ Discontinuances	14	12	17
Locally resolved	46	54	45

This Constabulary has a higher than average rate of local resolutions. Only 5 police forces recorded higher local resolution rates.

The report commented that one of the major changes since the introduction of the new procedures in April 2004 has been the large rise in allegations dealt with by local resolution. Most forces reported increases in their rate of local resolution.

Of the cases that were investigated, the outcome is divided between those allegations that are substantiated (upheld) and those allegations that are unsubstantiated (not upheld).

Outcome of Completed Investigations

	National Average % of total recorded	Lancashire % of total recorded	MSF % of total recorded
Substantiated	12	16	12
Unsubstantiated	88	84	88

This Constabulary had a higher than average rate of substantiated complaints, with only 8 forces recording a higher rate.

Appeals

The right of appeal against aspects of the complaint process was introduced in April 2004. Complainants can appeal against:

- The decision not to record their complaint.
- The process by which their complaint was handled under local resolutions.
- The outcome of a police investigation into their complaint.

Of the 2,140 valid appeals received during 2005/06

- 633 (30%) were against non-recording.
- 268 (13%) were against the local resolution process.
- 1,239 (58%) were against the outcome of a police investigation.

There was a 179% increase in the number of valid appeals. Despite the increase, the number of appeals per force remains relatively small. Accordingly, the IPCC feel a comparison of appeals data between forces would not be meaningful. They do feel however that those appeals that are upheld give a useful insight.

PART I

IPCC REPORT ON PUBLIC PERCEPTIONS OF THE POLICE COMPLAINTS SYSTEM

(Appendix A refers)

Issue for consideration

IPCC research report on public perceptions of the police complaints system.

Information

An IPCC report on the public perceptions of the Police Complaints system was published in January 2007. A copy of the full document is available from Lizzie Heath in the Chief Executive's Office or available online at:

www.ipcc.gov.uk/ipcc_mori_report_pdf

The summary, conclusions and recommendations sections of the report are attached at Appendix A.

The IPCC publish the results of research which is aimed at exploring the views of certain key groups about their willingness to make complaints about police conduct, their awareness and perceptions of the IPCC and their overall confidence in the complaints system. The research paper provides a number of policy recommendations for encouraging members of the public to complain when appropriate.

The conclusions and recommendations of the report are focused on five areas:

Perceptions of the police and perceptions of the complaints procedure

Throughout the research participants of all social, economic and ethnic groups made a clear link between their overall perception of the police and their perception of the police complaints system. Those with a low opinion of the police tended to be those with negative perceptions of the complaints process.

The report recommended that, if the IPCC is to be successful in raising the level of public confidence in the complaints system, a high level of overall confidence in the police service is crucial.

It is recommended that a strategy is required to engage members of the public with the police and their work.

A definition of acceptable behaviour

The research highlighted how acceptable behaviour is currently culturally defined and this therefore leads to some uncertainty as to what a legitimate complaint would be. Those people in the "Pro-police" group, who expect police officers to behave in a

courteous manner towards them, have their expectations challenged when an officer behaves in an inappropriate or rude manner. However, for those in the “Highly Disengaged” group, the behaviour of officers would have to be fairly serious to instigate a complaint.

The paper recommends there is clear guidance on standards that are expected from the police and that such a document is distributed for the information of the public. The paper suggests this could be derived from the new code of professional standards, which will be incorporated into the new regulations due to come into force in April 2008.

Clear guidelines on the complaining process

The research indicated participants were unclear as to exactly what the complaints process involves, but felt it would be time consuming and bureaucratic. They would welcome clear guidance as to what to expect from the process.

The paper recommends that readily available guidelines as to how to complain and what to expect from the complaints process should be made available to compliment information already provided at police stations.

Reassurance for the complainant

Protecting the identity of the complainant was felt to be essential. A lack of trust, particularly prevalent amongst disengaged members of the public, translated into a belief that the police would find a way to “get back” at the complainant.

The paper recommended some formal reassurances are required about what protection can be afforded to complainants, such as explaining to them that there are Professional Standards Departments in each force, which can investigate complaints.

Clarity of potential outcomes

For many participants the range of potential outcomes to any complaint would act as a deterrent to initially embarking on the complaints process. The most common outcome barrier would be the perception that making the complaint would make no difference and that the police would basically ignore the complainants concerns. The paper recommends there should be clarity regarding the outcomes and that people should be informed as to the range of consequences i.e. local resolution of the complaint, the subject of the complaint receiving ‘words of advice’ from senior officers, or a more serious form of discipline.

Decision required

The committee is asked to note the report.

Background Papers

None.

Report Originator

Detective Chief Inspector Phil Castle, Professional Standards Department, Lancashire Constabulary.

Summary

This research aims to explore and articulate the views of certain key groups about their willingness to make complaints about police conduct¹, their awareness and perception of the IPCC, and their overall confidence in the complaints system. The research also provides a number of policy recommendations for encouraging members of the public to complain when appropriate.

The core programme of research consisted of 20 discussion groups, made up of members of the public identified in quantitative research as less willing to lodge a complaint and/or more sceptical of the complaints system. These groups included a variety of ethnic minority participants, alongside general public discussion groups, and included participants from rural and urban areas, of different ages and social classes, of different language abilities, and with varying levels of contact with the police.

This report is divided up into four key sections, outlined below:

Typology of participants

Perceptions of the police heavily influenced perceptions of the complaints procedure in general, and the likelihood of making a complaint in particular.

The majority of the participants can be split, along a continuum, into three groups:

- **‘Pro-police’** group, who tended to be the most positive in their assessment of the police service, seeing them as a positive force in society.
- **‘Passive Sceptics’** (the largest group) who were broadly in favour of the police as a force for stability and the maintenance of law and order – but who also had a number of criticisms of the manner in which the police operated.
- **‘Highly Disengaged’** participants, however, tended to often be young, ethnic minority participants, who felt their relationship with the police was almost exclusively antagonistic.

¹ The Police Reform Act 2002 gave complainants the right to complain about the conduct of all police personnel rather than just police officers. When referring to the police in this report this includes all police personnel.

Perceptions of the police

Initial perceptions of the police varied significantly amongst participants, from the sympathetic to the explicitly hostile. These perceptions also have a strong impact on perceptions of the complaints process itself.

- **‘Pro-police’** participants tended to be older, White and middle class, and tended to have the most positive perceptions of the police and, by extension, the complaints process.
- **‘Passive Sceptics’**, by contrast, tended to have had only limited contact with the police, and as such their perceptions both of individual officers, and of the complaints procedure, were somewhat unfocussed and unclear.
- **‘Highly Disengaged’** participants, however, tended to often be young, Black or minority ethnic participants living in inner cities. This group had the lowest level of trust in the police, and had often experienced negative contact with officers. This group also tended to have the lowest level of faith in ‘any police complaints’ procedure.

Barriers to complaining

The decision about whether to make a complaint about the behaviour of the police was based on a variety of external cultural and social factors, such as pre-existing perceptions of the police, perceptions of what constituted acceptable police conduct, and prior ideas about making a complaint. The decision to complain was not simply predicated upon the behaviour of a given officer/police staff member at a given time.

Overall, the research identified a number of barriers to making a complaint:

- **Cultural constructs of acceptable police behaviour** heavily impacted on the propensity to complain about specific types of behaviour. There was no universally accepted definition of what does and does not represent acceptable police behaviour, meaning that different types of participants would be likely to complain about different types of behaviour. For example, ‘Pro-police’ participants tended to express a willingness to make a complaint about a wide variety of things, whilst many

'Highly Disengaged' participants tended to avoid contact with the police in all but the most extreme cases.

- **Barriers related to police reactions** were focussed around cultural or social barriers to making a complaint. Typical examples of this type of barrier included the fear that the police might label you a 'troublemaker', or that they would all stick together once a complaint had been made. These barriers also included cultural reasons for making a complaint, and included certain ethnic minorities, who cited cultural disincentives to lodging an appropriate complaint, because they were concerned about the way in which the police might react to them because of their ethnicity and the way in which their community would react to them for making a complaint.
- **Process-related barriers** were focussed around perceptions of the bureaucracy or hassle involved in complaining. The fear that complaining involved filling in a lot of forms, or that an acceptable outcome would take a long time were typical process-related barriers. Whilst these barriers were typically not expressed as forcefully by participants as the other types of barriers, the bureaucracy of complaining was often expressed by participants whose English language skills were not good (such as recently arrived migrants) or whose literacy skills were poor (such as some Travellers and Gypsies).
- **Outcome barriers** were related to the perceived way in which the police would handle and respond to the complaint. For many, the decision to complain included weighing up the potential likelihood of any such complaint having a positive outcome, against the relative 'hassle' of complaining. As such, the fact that many participants believed that lodging a complaint would make no difference (either to themselves personally, or to the police at large) acted as a powerful disincentive to complaining.

were a number of suggestions for improvements which were common across a majority of subgroups:

- Any system should be as accessible and inclusive as possible. As such, there should be a variety of ways of getting in contact with the relevant organisation – including face-to-face, via the telephone, or through lodging a complaint via a 'proxy' member of the community. Some of these options already exist but awareness of this was very low.
- Many participants were unaware of the details of how to make a complaint about police behaviour. As such, links between the police and local community groups (such as youth leaders, or members of the Citizens Advice Bureau) were seen as a good way of raising awareness.
- Participants seemed to be overwhelmingly in favour of an independent organisation to which to make complaints, rather than one that is part of, or aligned to the police – with the proviso that it would still have some impact on the police and the way in which officers and other staff members behave. Awareness and understanding of the current system, including the role of the Independent Police Complaints Commission, was low across all the discussion groups.

Respondents' views on developing a new complaints system

Participants were also asked to put themselves in the place of policymakers, and to make suggestions as to how they would develop an improved complaints system. Whilst responses differed to an extent by demographics, there

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Conclusion and recommendations

The views presented in this report represent participants' perceptions of the police and the complaints process. Some are based on personal experience, and some on hearsay and the media. Both strongly impacted on participants' beliefs about the IPCC and the complaints process, and point towards a need for awareness-raising.

Particularly notable is the great variety of perceptions of the police and complaints process expressed by different subgroups. The research uncovered a great variety of perceptions, experiences and expectations – meaning that the conclusions and recommendations presented here are not necessarily 'one size fits all', but rather are varied, and aimed at engaging with the comments and criticisms made by the different subgroups.

In view of this we recommend that the research findings be taken forward in the following ways:

Perceptions of the police and perceptions of the complaints procedure

Throughout this research, participants of all social, economic and ethnic groups made clear the strong link between their overall perceptions of the police, and their perceptions of the police complaints system. Hence, those participants with a low opinion of the police in general – in particular, the 'Highly Disengaged' group – also tended overwhelmingly to be those with negative perceptions of the complaints process.

As such, if the IPCC is to successfully raise the levels of public confidence in the complaints system, this research suggests that a relatively high overall level of confidence in the police service as a whole is crucial. This was viewed as important, even by those participants who accepted the fact that the current procedure for lodging complaints is independent of the police themselves. This raises difficulties for the IPCC as some of the factors which may influence public confidence in the police are beyond its sphere of influence.

Whilst this high level of trust is important to all participants, it is crucial for developing a strategy to engage those currently least likely to trust the police – the 'Highly Disengaged' group – with the complaints process.

A definition of 'acceptable' behaviour

This research has highlighted how acceptable behaviour is currently culturally defined, and how this therefore leads

to some uncertainty as to what a legitimate complaint would be.

Those people who expect police officers to behave in a courteous manner towards them have their expectations challenged when an officer behaves in an abrupt or rude manner. These people would fit into our 'Pro-police' group. They are therefore more likely to classify the incident as justifying a complaint – and more likely to trust the 'system' (they were uncertain as to exactly who would investigate) to act on their complaint.

This research focussed on those subgroups who were less likely to make a complaint, or more sceptical about the police complaints process in general. While many did not think it right for an officer to behave in a rude or provocative manner, for many this entirely fitted in with their expectations of officers, and was therefore not deemed to be worthy of comment.

These 'Highly Disengaged' participants tended to often be those most likely to report their exposure to inappropriate behaviour by officers. Conversely, however, this group tended to be the least likely to lodge a complaint against an officer for misconduct – often because members of this group almost expected their contact with the police to be fractious or divisive. As such, for many 'Highly Disengaged' participants, the behaviour of the officers would have to be fairly serious to instigate a complaint.

Distribution of a document (perhaps derived from the Police Code of Conduct) informing members of the public of the offences they might justifiably complain about could be one way of potentially increasing the level of knowledge about what does and does not constitute acceptable behaviour. This would usefully be placed in public areas in the form of posters or leaflets where the public would have most access – e.g. police stations, libraries and local authority buildings such as housing offices. The Home Office has recently released a draft of the new Code of Professional Standards for police officers. This document is designed to set out clearly for both the public and the police the standards that are expected of the police. Once this is finalised it might be possible to use the new format to inform the public.

Clear guidelines on the complaining process

Participants were unclear as to exactly what the complaints process involves, but felt that it would be very time-consuming and bureaucratic. They would welcome clear guidance on what to expect from the process.

Process-related barriers often came into play because participants were unsure of the length of time involved in complaining, or the complexities associated with it.

Making simple information available about what sort of experience it would be reasonable to expect when complaining (for example, the length of time the process might take, and what sort of time commitment might be required from the person complaining) could help to allay these concerns.

Related to this is a need for increased clarity of outcome. A well-defined process for complaining should outline what a complainant could expect. This might be a local resolution of the complaint, the subject of the complaint receiving 'words of advice' from a senior officer, or a more serious form of discipline.

Again, this could be made available in summary form as part of the posters and leaflets regarding officer conduct. Clear access points for further information would be essential; for example, a Freephone number and website link.

Reassurance for the complainant

Protecting the identity of the complainant was felt to be essential. A lack of trust in the police, particularly prevalent among disengaged members of the public, translated into a belief that the police would find a way to "get back" at the complainant.

Participants stated that they would prefer that reassurances that information about the complaint would not be leaked to the wider community, and that the complaint would be kept confidential from the officer concerned. As the majority perception appeared to be that the only way to make a complaint was to go into a police station, many were put off by the fact that they might have to confront the offending member of the police. Some were simply concerned that they might run into the individual at the station, or that the officer/staff member they complained to might discuss the case with the officer(s)/staff involved.

However, the complaints process means that this is not easily achievable. Some complaints, by their nature, would require details to be divulged in order for investigation to take place, which could then easily identify the complainant to the individual concerned. However, it is clear that some form of reassurance is required about what protection could be afforded to complainants, such as explaining to them that there are professional standards departments in each force which may investigate complaints and divisional inspectors who may help locally resolve complaints.

Clarity of potential outcomes

For many participants, the range of potential outcomes to any complaint registered would act as a deterrent to

initially embarking on the complaints process in the first place.

The most common outcome barrier, and one which was spread across most demographic groups, was the perception that making a complaint would make no difference, and that the police would basically ignore the complainant's concerns. It was notable that participants often mentioned this as a concern, even if they had no direct experience of complaining.

Clearly, before any complaint has run its course, it is not possible to provide details of all the potential sanctions on offer. However, many participants had no idea at all of the range of outcomes from lodging a complaint. If the potential outcomes (even very broadly) were outlined to prospective complainants, they could act as an incentive, encouraging participants to work through the process of complaining with a clearer idea of what the outcome could be.

Recommendations

In summary, recommendations emerging from the research are as follows:

- First and foremost, a strategy is required to engage members of the public with the police and their work. This is clearly a broader goal, but will bring with it an increased sense of engagement with the complaints process.
- Clear guidance on standards that are expected from the police – it is possible that the draft Code of Professional Standards could be adapted for this use.
- Readily available guidelines on how to complain, and what to expect from the complaints process to complement information already provided in police stations.
- Reassurance regarding what protection and anonymity for the complainant is possible within the complaints process.
- Clarity of potential complaint outcomes – informing people of the range of consequences: a local resolution of the complaint, the subject of the complaint receiving 'words of advice' from a senior officer, or a more serious form of discipline.

PART I

INDEPENDENT CUSTODY VISITOR RECORDS

(Appendices A and B refer)

Issue for Consideration

Matters arising from the Independent Custody Visitor Scheme.

Information

A summary of reports on visits carried out by the Independent Custody Visitors' Scheme between 1st November and the 31st December 2006 is presented at Appendix A.

Attached at Appendix B, is an item on the heating of custody suites which was considered noted by the Estates Sub-Committee at its meeting on the 22nd January 2007.

Decision Required

The Committee is asked to:-

1. Note the statistical report on custody visits undertaken between the 1st November and the 31st December 2006, including the schedule of visits to each police station and the number of visits made by each visitor.
2. Note the number of visits.
3. Note the custody visitors' reports on the visits undertaken.
4. Note the Chief Constable's response on action taken or proposed as a result of the comments made by visitors.
5. Note the report on heating in custody suites, as now presented at Appendix B.

Background Papers

None

Report Originator

Lizzie Heath, Chief Executive's Office

CUSTODY VISIT RECORD ~ SUMMARY SHEET

NORTHERN PANEL: NOVEMBER 2006 ~ DECEMBER 2006

Name	Last Visit	Number of visits since last report	Panel Visiting Times			
Mr L Wilson	21 st December	4	0600-1200	2		
Mrs J E Kirkman	21 st December	3	1200-1800	8		
Mr M Blamire	28 th November	2	1800-2400	1		
Mr C H Bleasdale	17 th November	2	2400-0600	0		
Mr A Thornton	11 th September	Not visited	Days Visited			
Mrs S Eastwood	13 th November	2	Monday	1		
Ms L Eadsforth	10 th October	Resigned	Tuesday	1		
Mr D Woods	Appointed 4 th December	Not visited	Wednesday	1		
Mr M Ostermeyer	Appointed 19 th January	Not visited	Thursday	4		
			Friday	3		
			Saturday	0		
			Sunday	1		
Number of ICVs in Panel (7)	Male	Female	BME	White		
	6	2	0	8		
Age Range of Members	20 – 39 yrs	40 – 59 yrs	60 – 80 yrs			
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Lancaster	6	32	18	56.25%	2	6.25%
Morecambe	1					
Fleetwood	4					

Definition of "visited" This relates to all Detainees who have been spoken by the ICVs in connection with their detention in custody.

Definition of "seen" This relates to additional Detainees who have been observed through the 'hatch' but not spoken to.

CUSTODY VISIT RECORD ~ SUMMARY SHEET
NORTHERN LIST : NOVEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
LANCASTER	1. J Kirkman	M	F	J		
	2. L Wilson	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN		The Cells 1 – 5 seem darker than usual – have the bulbs been cleaned recently? No way could anyone read from the light in these cells. Everything clean and tidy. Received promptly and courteously.	
	Start	End	No of Detainees VISITED			
Friday 3 rd November	14:00	14:15	0		Officer in Charge: PS36 Wilkinson Escorting Officer: CDO 12339	
Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
MORECAMBE	1. L Wilson	M	F	J		
		No of Detainees NOT SEEN			0	
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: PS3637 Dawkins Escorting Officer: PS3637 Dawkins	
	Start	End	No of Detainees VISITED			
Friday 3 rd November	14:45	14:55	0		Noted	
Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
LANCASTER	1. S Eastwood	M	F	J		
	2. C Bleasdale	No of Detainees NOT SEEN			5	
Day and Date	Time of Visit		No of Detainees SEEN		All areas clean and ready for use.	
	Start	End	No of Detainees VISITED			
Wednesday 6 th November	13:00	13:20	3		Officer in Charge: 6336 Escorting Officer: CDO 12339	

APPENDIX A

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LANCASTER	1. S Eastwood	M	F	J		Visited – 2. Seen – 2 observed through the door. Not seen – 2 in interview. Cell 1 – water on floor near toilet? Residue from cleaning/overspill. Cell 6 – has juvenile in when it appears a detention room is empty. Two detainees observed through door discreetly due to being known by ICVs. Officer in Charge: PS617 Escorting Officer: PC Simpson	Cells cleaned no sign of a leak from toilet.
	2. M Blamire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Monday 13 th November	17:15		No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Mozley	M	F	J		Female showers blocked. Blanket store contained both dirty and clean blankets on floor, impossible to distinguish which is which. Is this not a matter of urgency? Please note this was previously reported on 17 th October. Officer in Charge: PS1553 Pearson Escorting Officer: CDO7540 Turnbull	See visit dated 30/11/06 after the matter was dealt with by Insp Hamer.
	2. B Palmer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 16 th November	09:47	10:05	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LANCASTER	1. C Bleasdale	M	F	J		Not visited: 3. 6040 complained not feeling well due to, he said, panic attacks. General comments - No problems, received promptly. Ligature knife seen. Officer in Charge: PS36 Wilkinson Escorting Officer: CDO11904 Foster	Noted
	2. L Wilson	4	1				
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Friday 17 th November	14:00	14:10	No of Detainees VISITED		2		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LANCASTER	1. M Blamire	M	F	J		Not visited: 1 – viewed only. Cell 5 – 6264 asked for medication for heart problem. Duty Sergeant dealing with request. Everything fine. Officer in Charge: PS3378 Pettit Escorting Officer: CDO12882 O'Bray	Noted
	2. J Kirkman	2	1				
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Tuesday 28 th November	17:20	17:35	No of Detainees VISITED		2		

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Station Visited	ICV Names		TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Mozley		M	F	J			
	2. B Palmer		No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			2	Blanket store vastly improved. 35 boxes of pre-packed food were out of date, many of them were best before July 2006. Both showers out of order – male shower reported 21 st November; female shower blocked. NB: This was reported by us on the 16 th November – neither light in the female shower area was working – water on floor by shower. Graffiti on wall in cell 3. Doctors room ok, Officer in Charge: PS1922 Bradshaw Escorting Officer: CDO13387 Lowe	
	Start	End	No of Detainees VISITED					
Thursday 30 th November	10:09	10:45	No of Detainees VISITED					

NORTHERN LIST : DECEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LANCASTER	1. J Kirkman	M	F	J	3	Detainee BA006714/06 Chinese Mandarin speaker with NO English was showing signs of frustration – wanting food and water. Interpreter on its way. 2 Juveniles – no problems, parents in the Station, 1 juvenile in interview. No problems with other two: BA006709/06 allowed us to check Custody Records – all in order.	The toilet flush was fixed but has again started to stick occasionally, reported again 18/01/07 by PS Clay.
	2. L Wilson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		5	Sharps boxes ok. Ligature knife on key ring. Toilet flush in cell 5 sticking inside cell. Everywhere tidy – Officers efficient and friendly.	
	Start	End					
Thursday 21 st December	17:00	17:30	No of Detainees VISITED			Officer in Charge: PS2300 Escorting Officer: CDO 12492 Dawson	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Campbell	M	F	J	2	Both Detainees requested Solicitors – records checked and CJ3780/06 had already spoken to Solicitor on phone. BJ3777/06 was offered a Solicitor when he came in but declined the offer at the time. A Solicitor was then requested for him at 15:15.	Checked 18/01/07 leak repaired.
	2. O McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		2	Both showers working. Leaky pipe in passageway sink – reported to maintenance 23 rd December. Kitchen and blanket stores correct.	
	Start	End					
Sunday 24 th December	15:05	15:20	No of Detainees VISITED			Officer in Charge: PS2521 Escorting Officer: CDO 13387	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Campbell	M	F	J	0	All cells clean. Blanket store ok. Staff very helpful.	Noted
	2. O McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		0	Officer in Charge: PS1922 Escorting Officer:	
	Start	End					
Thursday 28 th December	18:10	18:20	No of Detainees VISITED				

SOUTHERN PANEL : AUGUST 2006 ~ OCTOBER 2006

Name	Last Visit	Number of visits since last report	Panel Visiting Times			
Mrs P Bottoms	11 th December	2	0600-1200	7		
Mr B Twist	11 th December	2	1200-1800	8		
Mr C Clark	19 th December	3	1800-2400	3		
Mrs U Pick	26 th December	4	2400-0600	0		
Mrs J Dobson	28 th December	4	Days Visited			
Mr B P Walker	10 th December	2	Monday	2		
Mrs J Green	28 th December	5	Tuesday	4		
Mr D Lawrenson	21 st December	4	Wednesday	4		
Mrs C Worthington	26 th December	3	Thursday	5		
Mrs H Archer	13 th December	3	Friday	1		
Mrs S Wells	10 th December	4	Saturday	0		
Mr Tough	Accreditation revoked	2	Sunday	1		
Mr H Sutton	Resigned	Not visited				
Mrs S Morement	Appointed 26 th January	Not Visited				
Mrs T Henry	Appointed 6 th December	Not Visited				
Number of ICVs in Panel (13)	Male	Female	BME	White		
	4	9	0	13		
Age Range of Members	20 – 39 yrs	40 – 59 yrs	60 – 80 yrs			
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Leyland	4	67	28	41.79%	10	14.93%
Bamber Bridge	4					
Skelmersdale	10					

Definition of "visited" This relates to all Detainees who have been spoken by the ICVs in connection with their detention in custody.

Definition of "seen" This relates to additional Detainees who have been observed through the 'hatch' but not spoken to.

CUSTODY VISIT RECORD ~ SUMMARY SHEET
SOUTHERN LIST : NOVEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. S Wells	M	F	J			
	2. U Pick	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			CJ004711/06 – Cell 6 – no issues. CJ004709/06 Cell 7 – being interviewed. CJ004712/06 in process of admittance. Ligature knives ✓ Facial masks ✓ Risk Assessment ✓ Temperatures: Male 16°C, Female 14°C.	Noted
	Start	End					
Friday 3 rd November	14:30	15:00	No of Detainees VISITED			1	Gained immediate access, all Custody areas clean and tidy. Treated with courtesy and respect. Officer in Charge: PS2739 Collinson Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. J Green	M	F	J			
	2. U Pick	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			CJ004878/06 in interview. CJ004822/06 not seen, didn't wish to talk to us. Temperature 21°C main area. Female area - 17°C. Ligature knife and masks in place.	Noted
	Start	End					
Wednesday 8 th November	16:00	16:25	No of Detainees VISITED			0	All areas clean and tidy and ready for use. Received with the usual courtesy. Officer in Charge: PS583 Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
BAMBER BRIDGE	1. P Bottoms	M	F	J			
	2. C Clark	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			CM004248/06 – no problems – appropriate adult called. CM004247/06 – in interview. Exercise yard appears to have been cleaned. Gained immediate access. All facilities functioning satisfactorily. Helpful Custody staff.	Noted
	Start	End					
Wednesday 8 th November	16:00	16:25	No of Detainees VISITED			1	Officer in Charge: PS2030 Paul Smith Escorting Officer:

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. D Lawrenson	M	F	J	5	Not visited – 3 (1 leaving station, 1 in interview and 1 refused visit). CJ004898 – refused visit. CJ004899 – in interview. CJ004903/06 – no issues raised. CJ004904 – about to leave station/bailed. CJ004897 – seen, awaiting solicitor. CJ004902 – seen, no issues raised. Permission given for us to see Custody Record – we noted he was awaiting visit from Police Surgeon re facial injuries. The Detainee did not mention any injury to face to us, nor were any injuries apparent to us. Custody Staff advised us that he had some scratches under facial stubble.	Noted
	2. H Archer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			3	
	Start	End	No of Detainees VISITED				
Tuesday 14 th November	14:00	14:40	No of Detainees VISITED			Everywhere clean/tidy and ready for use. Gained immediate admission. Staff helpful and courteous. Ligation knife/pocket mask in place. Temperature – Female: 18° and Male 20°. Officer in Charge: PS6294 JC Hegan Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
BAMBER BRIDGE	1. J Dobson	M	F	J	5	Not visited – 3 CM004342 in cell DR1 – visited and everything fine. CM004341 in cell DR2 – seen, but not visited. CM004344 in cell M4 – recommended that we shouldn't visit due to her possible behaviour. It was reported that the Detainee was suffering from epileptic fits and has been visited twice by the Doctor and medication has been prescribed. CM004335 in cell M2 – seen but not visited. We overheard a request from the Detainee to the CDO for a Doctor and a Solicitor. CM004340 in cell M1 – would like a shower and exercise but had no complaints. Lots of graffiti behind cell door. Cell 3 and cell F1 also had graffiti behind the door. Mattress looked 'streaky' in cell F1.	Graffiti reported and CDO's reminded re cleanliness of mattresses
	2. S Wells	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			2	
	Start	End	No of Detainees VISITED				
Thursday 16 th November	16:10	16:45	No of Detainees VISITED			Gained immediate admission. Treated with friendliness and courtesy. Officer in Charge: PS3376 Mills Escorting Officer: 10291	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
BAMBER BRIDGE	1. A Tough	M	F	J	5	Not visited – 4. CM004447/06 M3 – seen not visited. CM004450/06 M2 – seen not visited. CM004451/06 DR1 – seen no issues. CM004444/06 DR2 – Female seen not visited. CM004448/06 on interview.	Toilet repaired
	2. C Worthington	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			1	
	Start	End	No of Detainees VISITED				
Wednesday 22 nd November	15:25	15:48	No of Detainees VISITED			Cell F1 out of order. Toilet broken. Risk assessments completed. Gained admission and treated with courtesy even though very busy. Ligation knife on cell keys. Officer in Charge: Escorting Officer: P Formby CDO10810	

APPENDIX A

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. C Clark	M	F	J			
	2. B Walker	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Cells recently vacated and not cleaned up due to busy activities. Medical room occupied by Police Doctor. Ligature knife on key ring. Exercise yard ok. Courteous and helpful custody staff.	Noted
	Start	End					
Thursday 23 rd November	09:00	09:45	No of Detainees VISITED		0	Officer in Charge: PS101 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
BAMBER BRIDGE	1. D Lawrenson	M	F	J			
	2. U Pick	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			All clean and prepared. Treated with courtesy as is normal at Bamber Bridge. Ligature knife on keys. Mask behind desk.	Noted
	Start	End					
Tuesday 28 th November	10:00	10:50	No of Detainees VISITED		1	Officer in Charge: PS406 Sladen Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. B Twist	M	F	J			
	2. S Wells	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			All cells clean and tidy and ready for use. Ligature knife checked and facial mask. Officer helpful and polite.	Noted
	Start	End					
Thursday 30 th November	10:05	10:40	No of Detainees VISITED		0	Officer in Charge: PS583 Escorting Officer:	

SOUTHERN LIST: DECEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
LEYLAND	1. J Green	M	F	J			
	2. H Archer	7					
Day and Date	Time of Visit		No of Detainees NOT SEEN		No of Detainees SEEN		
	Start	End					
Monday 4 th December	19:00	19:40	No of Detainees VISITED		4	<p>Cell 5 – CL00299/06 – requested blanket. Cell 7 CL 000300/06 – not visited. Cell 8 – CL00301/06 – not visited. Cell 10 CL000302/06 – not visited. Cell 1 – CL000303/06 – asked to make phone call. Cell 4 – CL000304/06 – Custody staff advised that he has not eaten all day – by his own choice. Cell 2 – CL000296/06 – appeared agitated, is now requesting a Solicitor. Stated that he had not been offered food/drinks during detention. Asked us for confirmation that his children had been collected from school. All these matters brought to attention of Custody Staff and are being dealt with.</p> <p>Pocket masks and ligature knife in place. General Comments: First day of station re-opening. All areas clean and tidy. We were welcomed into the station, given the usual courteous reception under busy circumstances for the staff.</p> <p>Officer in Charge: <i>Signature unclear</i> Escorting Officer:</p>	Cell 4 meals had been offered as appropriate

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. S Wells	M	F	J			
	2. B Walker						
Day and Date	Time of Visit		No of Detainees NOT SEEN		No of Detainees SEEN		
	Start	End					
Sunday 10 th December	09::00	09:45	No of Detainees VISITED		2	<p>M6 CJ005287/06 – seen asleep. M7 CJ005286/06 – concerned about daughter's welfare/security of his home. CJ005279/06 – no issues. Temp M 16°C, F 14°C.</p> <p>D1/D3 graffiti noted on all doors. All cells clean and tidy and ready for occupation. Ligature knife/facial masks/assessment (risk) ✓. Received with courtesy and respect.</p> <p>Officer in Charge: PS2155 I P Jonsson Escorting Officer: CDO Filtass</p>	Graffiti reported

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. J Dobson	M	F	J		EXTRA VISIT UNDERTAKEN Not visited – 3	M6 CJ005287/06 – sleeping. M7 CJ005286/06 – suggested and preferred that we don't visit so suggestion adhered to – Detainee upset. CJ005279/06 – sleeping and under regular constant supervision. F1 – disgusting graffiti on cell wall. D2 Good remains on cell wall. D1 Food remains on wall and graffiti etched on wall. M5 the ceiling is "bubbling" again. Temperature is 14° on female and 16° on male. Everything fine. Gained immediate admission. Treated with friendliness and courtesy.
	2. J Green	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			0	Officer in Charge: PS2155 I P Jonsson Escorting Officer: CDO Filtass
	Start	End					
Sunday 10 th December	09::30	10:00	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LEYLAND	1. B Twist	M	F	J		Not visited – 1	CL00042/06 Detainee complained that he had been roughly treated on arrest also had not been offered any food, action was taken immediately. CL000444/06 Detainee requested that his mother be informed. Action taken immediately. CL00438/06 had no complaints. Shower next to Custody Desk was offering no privacy for Detainees this is unacceptable.
	2. P Bottoms	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			3	Was concerned that report book was not available. Also maintenance book not available. Bad graffiti was found in Cell 7. Cell 10. Toilet in Cell 12 out of order. Medical room clean and tidy and ready for use. Ligation knife on keys also mask available. Officer very helpful and informative. This report was taken out of old book.
	Start	End					
Monday 11 th December	18:40	19:50	No of Detainees VISITED				
					Officer in Charge: PS2504 McDermott Escorting Officer: CDO10368 Foster		

ICV Comments/Concerns	Police Response
<p>ADDITIONAL NOTE:</p> <p>We visited Leyland Police Station on Monday 11th December to carry out ICV visit. Reported to the Custody Desk and requested the report book. We were informed that they could not find report book. We then continued our visit, speaking to Detainees and checking out the cells. We were very surprised to discover that two of the cells were much disfigured with graffiti. We asked the escorting officer if the detainees responsible had been spoken too. We raised this matter with the Custody Sergeant and asked if we could look at the maintenance book. He informed us that he could not find the book. We expressed our concern that the shower had been located next to the Custody Desk offering no privacy for Detainees. We felt that this is unacceptable. Considering that this station has only been open for 1 week, it leaves a lot to be desired. The main concerns are as follows:</p> <ul style="list-style-type: none"> ▪ No report book ▪ No maintenance book ▪ Graffiti on cell walls ▪ Unacceptable placing of shower ▪ Toilet out of use <p>B Twist – ICV</p>	<p>All comments noted the books are now in place, graffiti reported as above.</p> <p>The shower is being addressed</p> <p>Maintenance book in place</p> <p>The toilet has been repaired.</p>

APPENDIX A

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. D Lawrenson	M	F	J		Remaining Detainee released while we were visiting. F1 graffiti still remains. Staff aware.	Noted as above
	2. H Archer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Everything fine. Staff morale high. Courtesy given throughout visit. Pocket mask present. Ligation knife on keys.	
	Start	End					
Wednesday 13 th December	16:51	?	No of Detainees VISITED			0	Officer in Charge: PS2519 Lund Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LEYLAND	1. C Clark	M	F	J	4	Not visited – 1 CL000600/06 Cell 1 – no issues arising. CL000585/06 Cell 3 – no issues arising. CL000601/06 Cell 7 – no issues arising. CL000599/06 Cell 13 – No-one been contacted wants to contact father, water thrown in cell, floor and blanket wet and needs clearing up. Exercise yard needs supervision at all times which restricts availability. Shower next to custody area not private for use. Call buttons have to be cancelled by key held by CDO. Generally clean and tidy. Ligation knife seen.	Noted as above
	2. A Tough	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			NOTE: No visitor report book (urgent attention) Officer in Charge: PS Smith 2030 Escorting Officer:	
	Start	End					
Tuesday 19 th December	14:00	14:50	No of Detainees VISITED			3	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. J Dobson	M	F	J		CJ005398 in cell M7 visited. Everything fine with Detainee. M2 substances and graffiti on toilet wall. D1 graffiti etched behind cell door. D2 substance on wall and wooden bed. F1 Personalised graffiti on cell wall. Netting (ceiling) in Exercise Yard is hanging down at one point and could be a potential ligation point. Considered this to be too high a potential risk. To be left like this and spoke to Ian Dickinson on my return home. To begin remedial action immediately.	Noted comments graffiti reported. Netting over exercise yard reported, re the lack of cover this is noted but is not likely to be actioned as any detainees without footwear or with wet will be provided footwear on arrival
	2. D Lawrenson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Gained quick admission. Treated with politeness. Temp in male cells 19°C and in female 17°. Ligation knives and masks present. The passage leading from the van dock to the Custody Suite is open to the elements. This should be covered as Detainees are brought through the station this way, sometimes in stockined feet. Officer in Charge: PS1849 Escorting Officer:	
	Start	End					
Thursday 21 st December	10:55		No of Detainees VISITED			1	

APPENDIX A

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. U Pick	M	F	J		CJ005437/06 – M2 – seen. CJ005452/06 – F3 seen. CJ005453/06 DR1 seen. CJ005454/06 DR2 – in interview.	Noted comments due the inherent H & S legislation and the additional training of staff fresh food is not available on site. However if the custody staff wish to purchase food locally this can be done form petty cash. Due to the dates concerned this was not however practicable.
	2. C Worthington	3	1				
Day and Date	Time of Visit		No of Detainees NOT SEEN			M2 had been in Custody since 24 th December (Christmas Eve). The Duty Custody Office felt it was unacceptable to offer long life ready meals for this period of time without any fresh food being available.	
	Start	End	No of Detainees SEEN				
Tuesday 26 th December	09:40	10:40	No of Detainees VISITED		3	All areas clean, neat and tidy. Gained immediate access and treated with dignity and respect. Ligature knife and face mask in situ. Risk Assessment forms completed. Officer in Charge: PS800 Anfield Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LEYLAND	1. J Green	M	F	J		For the record, occupant of Cell 11 had been taken to hospital. CL000777/06 Cell 1 – all matters dealt with and released. CL000770/06 Cell 10 – no problems. CL000773/06 Cell 13 – requested food, drink and blanket. Dealt with. Requested seeing a Solicitor had previously refused, wished to see a doctor, dealt with. Detainee wishes to make a complaint about an attack on him during the incident culminating in his arrest. He will now discuss with Solicitor. Cell 2 offensive graffiti on walls. All other areas clean and ready for use. Friendly and polite reception.	Noted graffiti reported
	2. J Dobson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End	No of Detainees VISITED				
Thursday 28 th December	18:50	19:40	No of Detainees VISITED		3	Officer in Charge: PS2030 P Smith Escorting Officer:	

EASTERN PANEL : AUGUST 2006 ~ OCTOBER 2006

Name		Last Visit	Number of visits since last report		Panel Visiting Times	
Mrs P Keeley		17 th December	2		0600-1200	0
Mr H Dudhwala		29 th December	2		1200-1800	2
Mrs S Maw		5 th December	4		1800-2400	4
Mrs A Parker		28 th October	Not Visited		2400-0600	0
Mr D Parmar		29 th December	1		Days Visited	
Mr A Patel		28 th October	Not Visited		Monday	1
Mr M V Patel		15 th November	1		Tuesday	1
Mrs B Nuttall		17 th December	2		Wednesday	1
Mr B Yates		12 th December	3		Thursday	1
Mrs J Holgate		4 th December	1		Friday	1
					Saturday	0
					Sunday	1
Number of ICVs in Panel (10)		Male	Female	BME		White
		5	5	4		6
Age Range of Members		20 – 39 yrs		40 – 59 yrs		60 – 80 yrs
		3		3		4
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Greenbank	6	52	35	67.31%	1	1.92%

Definition of "visited"

This relates to all Detainees who have been spoken by the ICVs in connection with their detention in custody.

Definition of "seen"

This relates to additional Detainees who have been observed through the 'hatch' but not spoken to.

CUSTODY VISIT RECORD ~ SUMMARY SHEET
EASTERN LIST : NOVEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
GREENBANK	1. W Keeley	M	F	J			
	2. H Dudhwala	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		3	Cells were clean and tidy. Escorting Officer very polite, friendly and courteous., Officer in Charge: 1492 Escorting Officer: Lloyd	
	Start	End	No of Detainees VISITED				
Tuesday 7 th November	18:20	18:45					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
GREENBANK	1. M Patel	M	F	J			
	2. B Nuttall	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Kitchen and Medical Room clean and tidy. Staff helpful and very courteous. Officer in Charge: Escorting Officer: Rosemary Young – 10603	
	Start	End	No of Detainees VISITED				
Wednesday 15 th November	18:10	18:35					

APPENDIX A

Station Visited	ICV Names		TOTAL No of Detainees IN CUSTODY			13	ICV Comments/Concerns	Police Response
Day and Date	Time of Visit		No of Detainees SEEN					
	Start	End	M	F	J	No of Detainees NOT SEEN		
GREENBANK	1. B Yates						Not Visited 2 (Solicitor consultations) EA013012/06 in the OB1 cell. Suffering from claustrophobia - had seen Solicitor wanted a further visit. EA012994/06 had on his own admission said he had had no food since yesterday. It had been offered. He wanted a shower. He had had no exercise (please see ** below). EA012992/06 – he had been here for 17 hours said he had not had a phone call and his family were unaware of his whereabouts. EA013018/06 – he had just arrived. In bare feet, wanted slippers. The Custody Suite was in good order. The medical (room) very tidy, hazardous wastebin full. Emptied in our presence. The Escorting Officer was courteous and helpful. ** Concerned that exercise may be curtailed because the exercise outside area is in public view and apparently this breaches human rights!! Officer in Charge: Escorting Officer: Rosemary Young – 10603	No issues raised previously re use of exercise yard. No knowledge of Human Rights issue. Yard not overlooked so should not be a problem.
	2. S Maw		No of Detainees NOT SEEN					
Thursday 23 rd November	19:00	19:45	No of Detainees VISITED			12		

EASTERN LIST : DECEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
GREENBANK	1. J Holgate	M	F	J		Not visited – 1 – being interviewed. EA018456/06 Detainee all day not eaten no food was not palatable. Sgt Clark offered a drink and cornflakes. Quiet in Custody. One Detainee drunk – EA012478/06.	Noted
	2. S Maw	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Clean and tidy kitchen. Medical room all in order. All other areas clean and tidy. Escorting Officers extremely helpful and very pleasant.	
	Start	End					
Monday 4 th December	19:20	?	No of Detainees VISITED		6	Officer in Charge: Sgt D Clark Escorting Officer: As above	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			16	ICV Comments/Concerns	Police Response
GREENBANK	1. B Nuttall	M	F	J		Visited 8 (2 refused to see us. 4 not visited. EA013911/06 requested shower – would look at arranging this once tea had been given out. EA013908/06 – cut to head – did this prior to being detained. Looked worse as he had picked the scar. EA013920/06 – Methadone dependent – nurse administering this. Concerned that his trainers had been taken by CID and how would he get to Court in the morning.	Issues with showers need addressing will look to do this. 13920 would be provided with alternative footwear. Would not be allowed to attend court without replacement.
	2. W Keeley	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Custody Suite busy. Kitchen and Doctors room tidy. Escorting Officer polite and helpful. Ligature knife held.	
	Start	End					
Sunday 17 th December	16:20	16:45	No of Detainees VISITED		8	Officer in Charge: PS1944 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
GREENBANK	1. D Parmar	M	F	J		Not Visited 1 – in interview One Detainee in interview. One Detainee seen through hatch (ie., drunk). Doctors Room/ Kitchen. All okay. Officer escorting very polite.	Noted
	2. H Dudwhala	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: Escorting Officer: 10595 Lloyd	
	Start	End					
Friday 29 th December	17:15	17:25	No of Detainees VISITED		1		

WESTERN PANEL : AUGUST 2006 ~ OCTOBER 2006

Name	Last Visit	Number of visits since last report	Panel Visiting Times			
Mr G Curry	28 th December	2	0600-1200	0		
Mr A O'Neil	28 th December	2	1200-1800	2		
Mr D Oxley	17 th November	1	1800-2400	5		
Mr P E Siddall	3 rd November	1	2400-0600	0		
Mr A Mozley	6 th December	5	Days Visited			
Mrs B Palmer	6 th December	4	Monday	1		
Mr O McGuire	28 th December	3	Tuesday	0		
Mrs K McGuire	17 th November	1	Wednesday	1		
Miss A Campbell	28 th December	3	Thursday	3		
Mrs J Lawrence	Appointed 23 rd January	Not Visited	Friday	2		
Mrs C Potter	Appointed 20 th February	Not Visited	Saturday	0		
Vacancy			Sunday	0		
Number of ICVs in Panel (9)	Male	Female	BME	White		
	6	5	0	11		
Age Range of Members	20 – 39 yrs	40 – 59 yrs	60 – 80 yrs			
			0			
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Blackpool	6	56	42	75%	5	8.93%

Definition of "visited" This relates to all Detainees who have been spoken by the ICVs in connection with their detention in custody.

Definition of "seen" This relates to additional Detainees who have been observed through the 'hatch' but not spoken to.

The Western Panel are also responsible for visiting Fleetwood due to geography of the area. However, these are recorded within the Northern Panel Summary sheet.

WESTERN LIST : NOVEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Mozley	M	F	J	5	Not visited – 1 on interview	
		5	2				
	2. P Siddall	No of Detainees NOT SEEN				AV11607/06 was concerned that the mother of his child was aware of his circumstances. He asked us to request he be allowed to phone – Custody Record shows he actually did this at 12:20. AV11610/06 was concerned that a colleague was advised of his detention. Custody Record shows this was requested at 13:38. No record of call noted on Custody Record but PS75 Jarrett explained that he had phoned and left a message on answerphone. PS Jarrett phoned again and confirmed message had been received.	It would appear all matters were dealt with at the time and as mentioned earlier once other repairs are complete there will be a full paint through
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Friday 3 rd November	17:00	17:40	No of Detainees VISITED			6	3 Detainees were cold and requested extra blankets, the CDO provided these immediately. Graffiti on Cell 8 (wall by bench) also on ceiling of Cell 25. CCTV, COMS, exercise yard, blanket store and kitchen all checked and ok. Doctors room – bin ready for emptying, sharps bin ¾ full – CDO asked to advise cleaners tonight. Officer in Charge: PS75 Jarrett Escorting Officer: CDO12486 Payne

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Mozley	M	F	J	4	Not visited – 1 on interview	
		4	1	1			
	2. B Palmer	No of Detainees NOT SEEN				AV011861 – right sock missing. AV11822 – offered food – declined – requests mother to be informed, nothing on Custody Record. AV11821 – refused visit declaring he was unwell. Custody Record shows next medication due at 23:00. Seen by Doctor at 15:10. AV11857 requested good – Custody Record shows she did have hot meal at 17:21.	11822/06 Within 2 hrs of his detention being authorised he has had a phone call and his intimidation passed. I will remind CDOs re toilet rolls. All other issues dealt with
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 9 th November	20:40	21:46	No of Detainees VISITED			6	Ibuprofen tablet 400mg found in Doctors Room. Bin full. Many cells had toilet rolls in! Cell 6 – graffiti on mat and walls. Cell 10 – spyhole blocked with paper. Something on wall. All cells with new lights have dirty walls adjacent to cover of old light. Cell 18 – right bulb out. Ceiling outside Cell 19 – liquid on ceiling. Temp 68°F. Officer in Charge: Escorting Officer: 2077 K Parker

APPENDIX A

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response		
BLACKPOOL	1. K McGuire	M	F	J	8	1M 1F	2	Not visited – 2 in interview. AV012176/06 requested we check someone had been contacted from outside – Custody Record shows message left for mother – request further attempts to be made. Requested blanket and exercise – Sergeant informed. AV012183/06 states requested phone call but has not had one yet – Custody Record reveals Detainee wanted to phone partner who was the aggrieved so unable to do so. Police have made any relevant phone calls. AV012188/06 juvenile requested we check adult contacted – Custody Record notes all ok. Adult in as we left.	12176 d/p to exercise yard. 12183 no comment necessary. 12188 likewise
	2. D Oxley	No of Detainees NOT SEEN							
Day and Date	Time of Visit		No of Detainees SEEN		3				
	Start	End							
Friday 17 th November	18:55	19:50	No of Detainees VISITED		6	Blanket store well stocked. Food well stocked. Yard clean. Duty Sergeant Smith very helpful. Doctors room in use. Officer in Charge: PS 3497 Smith Escorting Officer: PS 3497 Smith			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response		
BLACKPOOL	1. G Curry	M	F	J	5	4	1	Not visited – 1 in interview, 2 seen. No problems with people in custody. J Cell – very cold. Kitchen well stocked. Doctors office ok. Room temperature 17°. Graffiti on doors in cells J3, C26, 20, 22, 23, 9 and 11. Blanket store ok. Safety knives seen. Bulbs u/s in Cell 5. CCTV ok.	Temperature issues are constantly under review. Graffiti painted out on a regular basis. Awaiting repaint
	2. A O'Neill	No of Detainees NOT SEEN							
Day and Date	Time of Visit		No of Detainees SEEN		2				
	Start	End							
Monday 20 th November	19:30	20:20	No of Detainees VISITED		6	Officer in Charge: PS 3416 Willmot Escorting Officer: PS 3416 Willmot			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response		
BLACKPOOL	1. A Campbell	M	F	J	7	2		Not visited – 2 Cell 21 (AV12693) asked whether the Doctor had been contacted – Custody Records showed they had been at 19:08. He also asked for somebody outside to be told he was here.	Veritas contacted at 19.08 on d/ps behalf
	2. O McGuire	No of Detainees NOT SEEN							
Day and Date	Time of Visit		No of Detainees SEEN						
	Start	End							
Thursday 30 th November	20:00	20:30	No of Detainees VISITED		7	Officer in Charge: PS2376 Escorting Officer: 12486			

WESTERN LIST : DECEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
BLACKPOOL	1. B Palmer	M	F	J			
		7		1M			
	2. A Mozley	No of Detainees NOT SEEN				Cell 21 in use but toilet blocked. Sgt arranged immediately for it to be cleaned. AV12910/06 requests Doctor and a Solicitor. (Solicitor contacted 05:12am message left). Custody Record shows detainee fit to be interviewed at noon. At 11:45 int review delayed due to commitment change of Solicitor recorded at 11:45.	Awaiting further alterations to vent s walls etc before a paint through starts. I am to make representations to increase the cleaners' hours as he appears to be struggling to manage. Sgt Smith has moved out of custody now to duties at Bispham. 12910/06 Veritas contacted
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Wednesday 6 th December	14:25	15:33	No of Detainees VISITED	5	Cell 5 – graffiti. Cells 9, 13, 14 and 15 have plaster dust on walls as previously noted on 9 th November. As cleaner was around this was done immediately. MJ4 Graffiti and blood on walls (Custody Sgt arranged for deep clean). MJ2 – plaster dust – spills on walls. Female shower area – razor found – removed. Sgt Smith very helpful. Officer in Charge: PS3497 Smith Escorting Officer: PS3497 Smith		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
BLACKPOOL	1. G Curry	M	F	J			
	2. A O'Neillr	No of Detainees NOT SEEN				Graffiti in all female cells. Ladies shower very dirty floor and tap areas. C9, C22, C25, C26 hav graffiti. C14 dirty toilet. Blanket store ok, yard ok, kitchen checked. Food in date. Temp checked with gun 22.4. CCTV ok. Defib ok. Officer in Charge: PS367 Escorting Officer: PS367	No comment necessary
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 28 th December	19:30	20:01	No of Detainees VISITED	6			

PENNINE PANEL : AUGUST 2006 ~ OCTOBER 2006

Name		Last Visit	Number of visits since last report		Panel Visiting Times		
Mrs M Parker		20 th November	2		0600-1200	1	
Mr S Bukhari		6 th November	1		1200-1800	2	
Dr J Barrie		3 rd January	(on sabbatical)		1800-2400	4	
Mrs A Whitlock		15 th November	1		2400-0600	0	
Ms E Brignall		5 th December	2		Days Visited		
Mr C Martin		20 th November	2		Monday	3	
Mr E Taylor		12 th November	2		Tuesday	2	
Miss A Townsend		Appointed 5 th December	Not Visited		Wednesday	1	
Mr N Ashraf		Appointed 18 th January	Not Visited		Thursday	1	
S Maw & B Yates (Eastern) also carryout visits to Burnley until such time the vacancies are filled.					Friday	0	
					Saturday	0	
					Sunday	0	
Number of ICVs in Panel (7)		Male	Female		BME	White	
		3	6		2	7	
Age Range of Members		20 – 39 yrs		40 – 59 yrs		60 – 80 yrs	
Station Visited	Number of Station Visits	Total Detainees in Custody		No of Detainees Visited	%	No of Detainees seen	%
Burnley	7	74		64	86.49%	6	8.11%

Definition of “visited”

This relates to all Detainees who have been spoken by the ICVs in connection with their detention in custody.

Definition of “seen”

This relates to additional Detainees who have been observed through the ‘hatch’ but not spoken to.

CUSTODY VISIT RECORD ~ SUMMARY SHEET
PENNINE LIST : NOVEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J			
	2. S Bukhari	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Everything neat and tidy. Escorting Officer very efficient and polite. Meals from previous supplier which are not really Halal – 2 still left but only being given to non-Muslims. Officer in Charge: PS1409(?) Escorting Officer: Andrew Turner	
	Start	End	No of Detainees VISITED				
Monday 6 th November	16:20	17:00	9				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
BURNLEY	1. E Brignall	M	F	J			
	2. C Martin	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Seen promptly and escorted in a pleasant professional manner. The Detainee in Cell 18 requested and been given a copy of PACE. Escorting Officer had ligature knife on his person. Officer in Charge: PS 1409 Escorting Officer: Andrew Turner	
	Start	End	No of Detainees VISITED				
Tuesday 7 th November	18:30	19:20	8				

APPENDIX A

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
BURNLEY	1. A Whitlock	M	F	J		
	2. S Maw	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN		There was a smell of damp around entrance to cell area, around cell 2. No obvious explanation. Asked for cardboard boxes by store to be moved.	
	Start	End				
Wednesday 15 th November	18:30	19:10	No of Detainees VISITED		4	Accompanying Sergeant very pleasant and helpful. Officer in Charge: PS Hoyle Escorting Officer: PS Hoyle

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
BURNLEY	1. B Yates	M	F	J		
	2. M Parker	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: PS 1570 D Bowness Escorting Officer: CDO13037 Wilson	
	Start	End				
Monday 20 th November	10:30	11:15	No of Detainees VISITED		4	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
BURNLEY	1. C Martin	M	F	J		
	2. E Taylor	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN		Seen promptly and escorted in a pleasant professional manner. Detainees in general stated they are being looked after well.	
	Start	End	1			
Monday 20 th November	19:30	19:50	No of Detainees VISITED		6	Officer in Charge: PS2366 Escorting Officer: Chris Morrissey

PENNINE LIST : DECEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
BURNLEY	1. E Brignall	M	F	J	1	3 Detainees said not offered foot and drinks. FA011721/06 – requested his glasses – eyes hurting giving headache – also wanted mother informed. FA011731/06 – required water said Diabetic and required insulin injection between 8pm – 10pm latest. Had not informed Custody this was required. Doctor to be notified.	Custody record fully endorsed re unavailability of mother and dp informed. Glasses held for safety and security. Full explanation re diabetes on custody record and doctors visit recorded
	2. S Maw	11	2				
Day and Date	Time of Visit		No of Detainees SEEN			Escorting Officer N Robinson very helpful. Shower Unit clean and tidy also medical room. Cells vastly improved.	
	Start	End	No of Detainees VISITED				
Tuesday 5 th December	15:45	18:50	13			Officer in Charge: PS1349 Escorting Officer: Mick Robinson	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			20	ICV Comments/Concerns	Police Response
BURNLEY	1. B Yates	M	F	J	1	FA011973/06 arrest authorised by immigration (language problem) – received copy of rights in Chinese. Apart from cell numbers 16, 17 and 21, most cells were chilly. Some Detainees wanted blankets which were supplied.	We expect cells to feel a little colder in the winter months and all requests for blankets are accommodated. Issue raised at HQ
	2. E Taylor	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			The Custody Suite was very busy and most cells full. The whole Custody Suite was in good order. The Escorting Officer was courteous and very helpful. It was her first time escorting ICVs – she was excellent.	
	Start	End	No of Detainees VISITED				
Thursday 12 th December	19:00	20:20	20			Officer in Charge: PS 1409 Escorting Officer: J Kenyon CDO13582	

CENTRAL PANEL : AUGUST 2006 ~ OCTOBER 2006

Name	Last Visit	Number of visits since last report	Panel Visiting Times			
Mr G Youll	9 th December	3	0600-1200	2		
Mrs S Dacre	Sabbatical	0	1200-1800	0		
Mr A Richardson	1 st December	1	1800-2400	4		
Mr J Worthington	24 th November	1	2400-0600	0		
Mr P Cornell	22 nd October	Not visited	Days Visited			
Mrs P Sharples	9 th December	2	Monday	1		
Mr M Smart	18 th December	2	Tuesday	1		
Ms M Whiteside	Resigned		Wednesday	0		
Mr T Lloyd	Appointed 6 th December	Not Visited	Thursday	1		
D Lawrenson & J Green (Southern) also carryout visits to Preston. Personal attendance is recorded on the Southern Panel's summary sheet.			Friday	2		
			Saturday	1		
			Sunday	0		
Number of ICVs in Panel (8)	Male	Female	Asian	White		
	6	2	0	8		
Age Range of Members	20 – 39 yrs		40 – 59 yrs	60 – 80 yrs		
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Preston	6	41	25	60.98%	6	14.63%

Definition of "visited"

This relates to all Detainees who have been spoken by the ICVs in connection with their detention in custody.

Definition of "seen"

This relates to additional Detainees who have been observed through the 'hatch' but not spoken to.

CUSTODY VISIT RECORD ~ SUMMARY SHEET
CENTRAL LIST : NOVEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
PRESTON	1. G Youll	M	F	J		2 on interview.	Facilities informed and remedial repairs undertaken
	2. M Smart				2		
Day and Date	Time of Visit		No of Detainees NOT SEEN		2	Cell monitoring alarm lights not working. Corridor light not working o/s cell 16. Cell 12 requests to see Doctor or Nurse because of sore hand. DA009995/06.	
	Start	End	No of Detainees SEEN				
Tuesday 7 th November	19:02	19:35	No of Detainees VISITED		6	Officer in Charge: Sgt Sefton Escorting Officer: Ian Tallo	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
PRESTON	1. P Sharples	M	F	J		DA0102991/06 – Didn't wish to speak to visitors. DA010300/06 – DR4 – Can't get hold of mother. Appropriate Adult on the way. Ligature knife on key ring. All areas clean and tidy. Various call buttons tested and toilets flushed.	None
	2. G Youll				1		
Day and Date	Time of Visit		No of Detainees NOT SEEN		2	Heating appears to be a problem it is either too hot or too cold.	
	Start	End	No of Detainees SEEN				
Thursday 16 th November	20:23	20:40	No of Detainees VISITED		2	Officer in Charge: PS2130 Escorting Officer: CDO Wright	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
PRESTON	1. J A Green	M	F	J		7 Not visited (6 seen through hatch, 1 refused).	None
	2. J Worthington				1		
Day and Date	Time of Visit		No of Detainees NOT SEEN		6	All detainees visited – no problems. All areas clean and tidy and facilities in working order. Usual courteous reception.	
	Start	End	No of Detainees SEEN				
Friday 24 th November	19:00	19:30	No of Detainees VISITED		5	Officer in Charge: M Pearson – Sgt1342 Escorting Officer:	

CENTRAL LIST : DECEMBER 2006

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response		
PRESTON	1. A Richardson	M	F	J	5	2	1M	Cell 15 on interview but his cell left in a mess, ie., toilet paper all over and urine and other bodily fluids. DR1. Cell 4 on interview. Cell 15 on interview. DR1 waiting to be sectioned, seen through door. Cell 2 prison lockout, seen through door. Officer in Charge: Sgt Sefton Escorting Officer: Ian Tallo	Issues regarding cell cleaning are being addressed with GSL. Conflict between their contractual obligations and Health & Safety requirements for specialist cleaning – Matter ongoing
	2. M Smart	No of Detainees NOT SEEN							
Day and Date	Time of Visit		No of Detainees SEEN						
	Start	End							
Friday 1 st December	10:35	11:15	No of Detainees VISITED			6			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response	
PRESTON	1. G Youll	M	F	J	2	2	DA010985/06 refused to see ICVs. DA010977/06 at interview. DA010974/06 – Violent Detainee although was quiet when seen by ICVs. Was violent on arrest and whilst in his cell had to be charged through the hatch. No other matters brought to our attention. All areas clean and tidy. Staff busy with administration duties and detainees. As always extremely helpful. Officer in Charge: PS1949 Smith Escorting Officer: CDO Wilson 12482	None
	2. P Sharples	No of Detainees NOT SEEN						
Day and Date	Time of Visit		No of Detainees SEEN					
	Start	End						
Saturday 9 th December	19:10	19:30	No of Detainees VISITED			2		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response	
PRESTON	1. D Lawrenson	M	F	J	3	1	Cell 2 no problems, seemed happy with his lot. Cell 3 as above. Cell 17 just wanted to go home! DR4 juvenile. Just arrived, so no problems. Staff courteous and very helpful. Officer in Charge: M Pearson – Sgt1342 Escorting Officer: Mick Thomson	None
	2. M Smart	No of Detainees NOT SEEN						
Day and Date	Time of Visit		No of Detainees SEEN					
	Start	End						
Monday 18 th December	11:10	11:45	No of Detainees VISITED			4		

PART I

LANCASHIRE CONSTABULARY CUSTODY SUITES

(NOT FOR PUBLICATION – Exempt information as defined in Paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972.)

Issue for Consideration

Cell Temperatures in the Constabulary's Custody Suites.

Information

Following the Police Authority Professional Standards Committee Meeting held on 7th December an action was raised that cell temperatures across the Constabulary's custody suites should be looked at. This was in response to a problem highlighted by the Independent Custody Visitor (ICV) Scheme that detainees were complaining of being cold whilst held in custody.

The Constabulary has eight fully operational custody suites and a review of these was undertaken by Inspector Ravenscroft of the Constabulary's CJS Department. Five of the custody areas reported no significant problems.

The remaining three, Blackpool, Skelmersdale and Burnley reported some temperature problems particularly during cold spells.

It should be noted that when these custody suites were originally designed no Home Office Guidelines existed regarding cell temperatures. The first issue of the Home Office Police Buildings Design Guide (1994) advocated temperatures of 18°C (66°F) with an external temperature of -1°C. The latest revision of the guidelines (2006) has updated this to 21°C (70°F).

The cells at Blackpool Police Station are constructed from re-inforced concrete. There is no thermal insulation within the wall structure. The custody suite is heated by means of ducted warm air delivered into each cell via a perforated metal grill. As part of the programmed maintenance works at Blackpool earlier this year the delivery duct work has been inspected and the fan driving the heated air into the cells has been replaced and upgraded. This has increased the volume and temperature of the air being delivered into the cells.

Additionally, a number of alternatives to improve the thermal insulation value of the external walls have been considered. The least disruptive, safest and most cost effective is the construction of an external insulated blockwork wall. A trial section of wall has been completed and the early indications are that this has made a noticeable difference to heat retention in the cells. An evaluation will be carried out in

the next 2 weeks or so and if the outcome is positive then the remaining areas will be completed, with funding being found from the minor capital works budget.

The custody suite at Skelmersdale Police Station is similar in construction and operation to Blackpool being built around the same time in the early/mid 70's. As part of a replacement program the air handling plant supplying the Police Station including the custody suite has been replaced with a more efficient system during Summer 06. As a result temperatures in the cells are currently being maintained at or above 21°C. The situation will continue to be monitored and will be evaluated at the end of heating season.

Burnley Police Station is the oldest custody suite in the county. The majority of cells are heated by hot water pipes beneath the cell benches. The issue raised in the ICV report was one of high temperatures. This has been resolved by the installation of small air conditioning unit.

On occasions when detainees complain of being cold the custody staff resolve the problem locally by providing additional blankets.

Decision Required

The committee is asked to note the report for information only.

Background Papers

None

Report Originator

Steve Hodkinson, Property Services Manager, Lancashire Constabulary

PART I

ANIMAL WELFARE

(Appendices 'A' and 'B' refer)

Issue for Consideration

Matters arising from the Authority's Animal Welfare Scheme.

Information

A summary of reports on visits carried out by the Animal Welfare Lay Visitors' Scheme between 1st November and 31st December 2006, is presented at Appendix 'A'.

Attached at Appendix 'B' are the Minutes of the bimonthly meetings of dog handlers, held in January 2007.

Decision Required

The Committee is asked to note the report.

Background Papers

None

Report Originator

Lizzie Heath, Chief Executive's Office



LANCASHIRE POLICE AUTHORITY

Received out of cycle

ANIMAL WELFARE VISIT RECORD ~ SUMMARY SHEET DOGS ~ NOVEMBER & DECEMBER 2006

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response			
Blackburn Infirmary	S Maw	4	0	Watched training – went well. Dogs fine. Max still thin but seems to be his build. He has put on some weight and is on premium food.	Max is now owned by the French Police.			
Names of Animals Seen	Norman, Jake, Max and Andy							
Day and Date	Time of Visit		Officer(s) Seen					
	Start	End		In accordance with 5 principles:- Freedom				
11 th October	10:30		PC R Moores PC P Sharples PC I Tinsley PC S Sanders PC R Vandelft	From hunger/thirst ✓	From discomfort ✓	From pain/injury/Disease ✓	From fear and distress ✓	To express normal behaviour ✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response			
Blackburn Infirmary	S Maw	4	0	Due to traffic delays the Instructor was late and I was unable to wait to watch training. Dogs seen by van and appeared in good condition.	No further action.			
Names of Animals Seen	Diesel, Charlie, Ben and Mac							
Day and Date	Time of Visit		Officer(s) Seen					
	Start	End		In accordance with 5 principles:- Freedom				
18 th October	10:00		PC S Anderton PC D Brammer PC S Harwood PC J Kaufman (Trainee Instructor, Leicester)	From hunger/thirst ✓	From discomfort ✓	From pain/injury/Disease ✓	From fear and distress ✓	To express normal behaviour ✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response
Hutton HQ	H Lansdell	20	0	Sharkie's condition could be improved.	See separate report and response below.
Names of Animals Seen	Taz, Max, Ben, Meeka, Harry, Tyson, Simba, Sam, Paddy, Dax, Skah, Sharkie, Rex, Ben, Lewis, Arnie, Jed, Ben, Mac and Murphy				
Day and Date	Time of Visit Start End		Officer(s) Seen		
26 th October	10:50			In accordance with 5 principles:- Freedom	
				From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response
Standen Hall, Clitheroe	S Maw	1	0	Watched Nando on field training looking and working well – saw Mac two weeks ago. PC Tony Ellis arrived to train as I was leaving.	No further action.
Names of Animals Seen	Nando				
Day and Date	Time of Visit Start End		Officer(s) Seen		
1 st November	13:00		Sgt N Persechino PC S Harwood PC C Hutchinson	In accordance with 5 principles:- Freedom	
				From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response
Hutton HQ	B Twist	11	0	Observed 11 dogs in their kennels. All appeared to be fit and healthy and in good spirit. Kennels clean and in good repair. Officer very helpful and informative. All had access to clean water. No dogs under the vet.	No further action.
Names of Animals Seen	Not listed				
Day and Date	Time of Visit Start End		Officer(s) Seen		
2 nd November	13:00		PS3393 Kenyon	In accordance with 5 principles:- Freedom	
				From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response								
Hutton HQ	B Twist	1	0	Observed young puppy dog – 5 months old belonging to PC664 Roger Moore. Appeared to be fit and healthy and in good spirit. Officer very proud of his dog.	No further action.								
Names of Animals Seen	Reo												
Day and Date	Time of Visit		Officer(s) Seen										
	Start	End		In accordance with 5 principles:- Freedom									
2 nd November	13:35		PC664 Roger Moore	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response								
Hutton HQ	S Maw	11	0	All dogs looking fit and well (if noisy). Vet book seen. No problems – except ??behavioural from Nico.	No further action.								
Names of Animals Seen	Sharkey, Sam, Nelson, Nico, Meeka, Jack, Kai, Harry, Cracker, Shane and Tyson (assessment)												
Day and Date	Time of Visit		Officer(s) Seen										
	Start	End		In accordance with 5 principles:- Freedom									
13 th November	10:45		PC S Anderton L Redman	From hunger/thirst		From discomfort		From pain/injury/Disease		From fear and distress		To express normal behaviour	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response								
Hutton HQ	B Twist	4	0	Observed 4 dogs on refresher course. All appeared to be fit and healthy and in good spirit. Holding cages clean and in good repair. All dogs had access to clean water. Officer very informative and polite.	No further action.								
Names of Animals Seen	Zeus, Ben, Diesel and Charlie												
Day and Date	Time of Visit		Officer(s) Seen										
	Start	End		In accordance with 5 principles:- Freedom									
16 th November	10:30		PS3393 Kenyon PC1220 Lawler PC1693 Brammer	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response
BRI, Blackburn	S Maw	4	0	Unfortunately arrived at start of break so couldn't see dogs working. Saw 4 – had seen others recently. All looking well and happy.	No further action.
Names of Animals Seen	Diesel, Charlie, Zac and Troy				
Day and Date	Time of Visit Start End		Officer(s) Seen		
22 nd November	12noon		PS N Perschino PC S Dawson PC1693 Brammer PC M Parker PC M Kavanagh PC T Ellis	In accordance with 5 principles:- Freedom	
				From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response
Hutton HQ	R Westwell	13	0	The dogs were healthy and the living conditions were in a good state of repair and very clean. The staff were polite and very helpful. The only dog of concern was Nico, who due to his tendency to escape is housed in the outer area of his pen. However, I was pleased to hear that he should be moving to a new home shortly.	Nico has been re-handled and is now fully settled with his new handler with no issues.
Names of Animals Seen	Tyson, Truffles, Guy, Shane, Will, Nico, Crackers, Meeka, Sharkey, Harry, Ben, Durer and Jack.				
Day and Date	Time of Visit Start End		Officer(s) Seen		
22 nd November	14:00		P Biscomb	In accordance with 5 principles:- Freedom	
				From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response
Hutton HQ	J Bond	13	0	Tyson appeared quite thin. Food increased to split feeds. Dog only been at HQ since 25 th October. Otherwise, no problems.	No further action.
Names of Animals Seen	Tyson, Jack, Shane, Crackers, Jura, Boris, Paddy, Jarko, Indie (Hampshire Force), Nelson, Boris, Stanley (GSD pup) and Dax				
Day and Date	Time of Visit Start End		Officer(s) Seen		
29 th November	10:30		PC S Dawson	In accordance with 5 principles:- Freedom	
				From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response
Hutton HQ	B Twist	5	0	Observed 5 dogs in their kennels. All appeared to be fit and healthy and in good spirit. Kennels clean and in good repair. No dogs under the vet. Officer very helpful and polite.	No further action.
Names of Animals Seen	Not listed				
Day and Date	Time of Visit Start End	Officer(s) Seen	In accordance with 5 principles:- Freedom		
6 th December	11:40		PS3393 Kenyon	From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response
Hutton HQ	B Twist	5	0	Observed 2 dogs on firearms refresher. All appeared to be fit and healthy and in good spirit. Holding cages clean and in good repair. All dogs had access to water. Officer very helpful and informative.	No further action.
Names of Animals Seen	Hobs, Zak, Skah and Dax (Hobs is a retired dog and Dax is a new puppy)				
Day and Date	Time of Visit Start End	Officer(s) Seen	In accordance with 5 principles:- Freedom		
13 th December	10:30		PS3393 Kenyon PC1050 Birkett PC 1309 Anderton PC 933 Dawson	From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response
Hutton HQ	S Maw	11	0	Not a lot in today – all look healthy and happy – pup Jaco healthy and noisy! Nico now seemingly settled but cannot go in run as can jump out – Paddy has same problem. NEED ROOF ON AT LEAST ONE RUN.	The point regarding the roof is a valid one and I will raise the matter with Estates Department.
Names of Animals Seen	Sharkey (see special report below) Luc, Storm (retired), Chaos, Rory, Molly, Crackers, Shane, Jaco (Pup), Nico* and Tyson				
Day and Date	Time of Visit Start End	Officer(s) Seen	In accordance with 5 principles:- Freedom		
18 th December	10:00		PS3393 Kenyon PCD King PC 1309 Anderton Laura Redman Paul Biscomb	From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓	

SPECIAL REPORT ON SHARKEY – 18TH DECEMBER 2006

I made a special request to visit Sharkey who has been in HQ DTC since ?mid September. Concern has been expressed in the past about him by myself and other Welfare Visitors.

He was in a 'top' kennel with a run where he could view the establishment and was fairly near another dog in an almost adjacent run. He appeared highly strung and stressed – his expression was not that of a happy dog. He has now spent three months at the School – kennelled – and although he has apparently always lived in a kennel situation, his present one is far from ideal.

As a working dog the occasional exercise is not sufficient – his mental state cannot be improving with his lack of stimulation and minimal contact with human beings.

I would like to see something positive occurring and very soon – before it is too late, he has been there far too long. What happened to our Kennel Recommendation for length of stay?

S Maw – 18th December 2006

POLICE RESPONSE

It would now appear that Sharkey, as a result of the operational review, will be surplus to the Constabulary's requirements. I will actively pursue lines of enquiry to re-home him with a suitable agency or individual.

Phil Kenyon PS3393 – 27th February 2007

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns										Police Response
Hutton HQ	B Twist	2	0	Observed 2 dogs on refresher course and 1 dog on observed exercise. All appeared to be fit and healthy and in good spirit. No dog under the vet. Officer very helpful and polite. Holding cages clean and in good repair.										No further action.
Names of Animals Seen	Zak, Skah, Nico and Jacko (Puppy)													
Day and Date	Time of Visit		Officer(s) Seen		In accordance with 5 principles:- Freedom									
	Start	End	PC 1309 Anderton PC 933 Dawson PC2738 Van Delft PS3393 Kenyon		From hunger/ thirst	✓	From discomfort	✓	From pain/ injury/ Disease	✓	From fear and distress	✓	To express normal behaviour	✓
21 ST December	10:00													

~~~~~ **END OF REPORT** ~~~~~



# LANCASHIRE POLICE AUTHORITY

## ANIMAL WELFARE VISIT RECORD ~ SUMMARY SHEET

### HORSES ~ NOVEMBER 2006 & DECEMBER 2006

| Location                            | Visitor name                                                                                                                                             | Number of Dogs seen | Number of Horses seen            | Visitor Comments/Concerns                                                                                                                                           |   |                 |   |                          |   |                        |   |                             |   | Police Response    |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|--------------------|
| HQ Mounted Branch                   | R Westwell                                                                                                                                               | 0                   | 17                               | The horses were all healthy looking, rugged up in clean beds with access to water. The stables were in good condition and very tidy. Staff were helpful and polite. |   |                 |   |                          |   |                        |   |                             |   | No further action. |
| <b>Names of Animals Seen</b>        | Ashton, Ballam, Belthorn, Caton, Hadrian, Invincible, Lancer, Marton, Overton, Pendle, Reedley, Rossall, Sawley, Scorton, Silverdale, Thorton and Westby |                     |                                  |                                                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                    |
| <b>Day and Date</b>                 | <b>Time of Visit</b>                                                                                                                                     |                     | <b>Officer(s) Seen</b>           | <b>In accordance with 5 principles:- Freedom .....</b>                                                                                                              |   |                 |   |                          |   |                        |   |                             |   |                    |
| Wednesday 22 <sup>nd</sup> November | Start                                                                                                                                                    | End                 | PC Dave Davies<br>M Green PC1339 | From hunger/thirst                                                                                                                                                  | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                    |

| Location                           | Visitor name                                                                                                      | Number of Dogs seen | Number of Horses seen                         | Visitor Comments/Concerns                                                                                                                                                                                                              |   |                 |   |                          |    |                        |   |                             |   | Police Response           |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|----|------------------------|---|-----------------------------|---|---------------------------|
| HQ Mounted Branch                  | B Twist                                                                                                           | 0                   | 10                                            | Observed 10 horses in their stables. 9 horses appeared to be fit and healthy and well groomed. 1 horse, Westby, is being treated by the vet for lameness is having Danilom for two weeks ending. Officer very helpful and informative. |   |                 |   |                          |    |                        |   |                             |   | See note below re Westby. |
| <b>Names of Animals Seen</b>       | Ashton, Ballam, Belthorn, Caton (new horse), Invincible, Overton, Pendle, Rossall, Silverdale, Thorton and Westby |                     |                                               |                                                                                                                                                                                                                                        |   |                 |   |                          |    |                        |   |                             |   |                           |
| <b>Day and Date</b>                | <b>Time of Visit</b>                                                                                              |                     | <b>Officer(s) Seen</b>                        | <b>In accordance with 5 principles:- Freedom .....</b>                                                                                                                                                                                 |   |                 |   |                          |    |                        |   |                             |   |                           |
| Wednesday 6 <sup>th</sup> December | Start                                                                                                             | End                 | PS Critchley<br>PC M Green<br>Jeanette Taylor | From hunger/thirst                                                                                                                                                                                                                     | ✓ | From discomfort | ✓ | From pain/injury/Disease | x* | From fear and distress | ✓ | To express normal behaviour | ✓ |                           |

| Location                         | Visitor name                                                                  | Number of Dogs seen | Number of Horses seen        | Visitor Comments/Concerns                                                                                                                                                                                             | Police Response           |                             |                          |                               |
|----------------------------------|-------------------------------------------------------------------------------|---------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------|--------------------------|-------------------------------|
| HQ Mounted Branch                | S Maw                                                                         | 0                   | 9                            | All horses looking well. Jabs up to date. *Westby out of work but "on the mend" – has been lame for some time ?ligament trouble. Vet book seen. Escorted by A/Sgt Tribley – very helpful, knowledgeable and pleasant. | See note below re Westby. |                             |                          |                               |
| Names of Animals Seen            | Ballam, Caton, Hadrian, Marton, Pendle, Reedley, Rossall, Scorton, and Westby |                     |                              |                                                                                                                                                                                                                       |                           |                             |                          |                               |
| Day and Date                     | Time of Visit                                                                 |                     | Officer(s) Seen              |                                                                                                                                                                                                                       |                           |                             |                          |                               |
| Monday 18 <sup>th</sup> December | 11:30                                                                         |                     | A/Sgt M Tribley<br>Liza Owen | <b>In accordance with 5 principles:- Freedom .....</b>                                                                                                                                                                |                           |                             |                          |                               |
|                                  |                                                                               |                     |                              | From hunger/thirst ✓                                                                                                                                                                                                  | From discomfort ✓         | From pain/injury/Disease x* | From fear and distress ✓ | To express normal behaviour ✓ |

| Location                       | Visitor name                                                                                                                                             | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns                                                                                           | Police Response           |                            |                          |                               |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------------|--------------------------|-------------------------------|
| HQ Mounted Branch              | J Bond                                                                                                                                                   | 0                   | 17                    | Lancer – h/o allergy, now cleared, but on Prednisilone. Westby – a/w MRI scan.<br><br>No other problems identified. | See note below re Westby. |                            |                          |                               |
| Names of Animals Seen          | Ashton, Ballam, Belthorn, Caton, Hadrian, Invincible, Lancer, Marton, Overton, Pendle, Reedley, Rossall, Sawley, Scorton, Silverdale, Thorton and Westby |                     |                       |                                                                                                                     |                           |                            |                          |                               |
| Day and Date                   | Time of Visit                                                                                                                                            |                     | Officer(s) Seen       |                                                                                                                     |                           |                            |                          |                               |
| Monday 1 <sup>st</sup> January | 09:30                                                                                                                                                    |                     | Jeanette Taylor       | <b>In accordance with 5 principles:- Freedom .....</b>                                                              |                           |                            |                          |                               |
|                                |                                                                                                                                                          |                     |                       | From hunger/thirst ✓                                                                                                | From discomfort ✓         | From pain/injury/Disease ✓ | From fear and distress ✓ | To express normal behaviour ✓ |

| Location                            | Visitor name                                                                                                                                             | Number of Dogs seen | Number of Horses seen                                                | Visitor Comments/Concerns                                                                                          | Police Response                                                                       |                            |                          |                               |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------|--------------------------|-------------------------------|
| HQ Mounted Branch                   | S Maw                                                                                                                                                    | 0                   | 17                                                                   | All horses look fit and well – six working well in school. Westby still lame and awaiting MRI scan. Vet book seen. | Full MRI scan undertaken. As a result Westby has been retired medically and re-homed. |                            |                          |                               |
| Names of Animals Seen               | Ashton, Ballam, Belthorn, Caton, Hadrian, Invincible, Lancer, Marton, Overton, Pendle, Reedley, Rossall, Sawley, Scorton, Silverdale, Thorton and Westby |                     |                                                                      |                                                                                                                    |                                                                                       |                            |                          |                               |
| Day and Date                        | Time of Visit                                                                                                                                            |                     | Officer(s) Seen                                                      |                                                                                                                    |                                                                                       |                            |                          |                               |
| Wednesday, 17 <sup>th</sup> January | 10:20                                                                                                                                                    |                     | PS Tony Critchley<br>PC Phillips<br>A/Sgt Waterhouse<br>PC M Tribley | <b>In accordance with 5 principles:- Freedom .....</b>                                                             |                                                                                       |                            |                          |                               |
|                                     |                                                                                                                                                          |                     |                                                                      | From hunger/thirst ✓                                                                                               | From discomfort ✓                                                                     | From pain/injury/Disease ✓ | From fear and distress ✓ | To express normal behaviour ✓ |

~~~~~ END OF REPORT ~~~~~

**DOG MEETING
11.45HRS, MONDAY 15 JANUARY 2007
MORRISON ROOM, HQ**

Present:

| | |
|----------------|---|
| Ch Insp Prince | Operations Services Department, H Division Chair) |
| Insp Finney | Operations Services Department, H Division |
| PS Kenyon | Dog Training School |
| Insp Old | Western Division |
| PS Graham | Northern Division |
| Insp Newton | Southern Division |
| PS Hill | Southern / Central Division |
| Insp Hayhurst | Eastern Division |
| PS Persechino | Eastern / Pennine Division |
| Liza Owen | Minutes |

Apologies:

| | |
|------------|-------------------|
| Insp Tuer | Northern Division |
| Insp Evans | Central Division |
| Insp Hall | Pennine Division |

2. MINUTES OF PREVIOUS MEETING – 20.11.06.

The minutes of the previous meeting held on Monday 20 November 2006 were agreed as a true and accurate record.

3. ACTIONS

- (i) **PS Kenyon to forward costings for the purchase of TATP samples to Ch Insp Prince for a decision to be made as to how to fund their purchase.**

Action ongoing. It was noted that this action was still ongoing as a decision was still to be made by the Chair of ACPO and the Government as to whether the TATP would be financed centrally.

(4) WELFARE

There were no issues for discussion with regards to welfare.

(5) TRAINING

There were no issues for discussion with regards to training.

(6) REDUCTION IN DOG HANDLERS

The main focus of the meeting surrounded the outcome from the recent Strategic Tasking meeting where a decision was made to reduce the number of dog handlers within the Force. It was noted that the dog handlers would now become part of the new 'H' Operations Division and would be centrally

owned and managed but retained within divisions. It is hoped that the new division and all resources will be in place for 1 April 2007.

The reduction will mean that 3 dogs will be retained at training school, 2 at the ports unit and 16 for use across the divisions. The ARV Sergeants, who will also now work as part of 'H' Operations Division, will manage the dog handlers. Responsibility for training of dog handlers will remain with training school.

It was highlighted that Divisional Commanders are aware of the outcome from the Strategic Tasking meeting and have stated that they would like any deselection processes involving their officers to be conducted within division and not to be held centrally. The deselection process will be a formal procedure approved by the Federation.

PS Kenyon reported that a course is due to be held for new officers next week but that he has been informed that the course will go ahead. It was noted however that one division had already cancelled their officer's attendance on the course following the outcome of the Strategic Tasking meeting. It was agreed that this was a decision, which could only be made by divisional Ops Managers but that it urgently needed addressing before the course commenced.

Questions were asked as to how the dogs within divisions would be split, how vehicles would be managed and maintained etc and what would happen to the surplus dogs. Ch Insp Prince informed the members of the meeting that she did not have all of the answers to their questions at this time but would endeavour to update them on anything that she could.

It was felt that there had been a lack of consultation with both the dog handlers and training school for the review and staff were concerned that decisions may have been made without proper discussions taking place. Concerns were also raised with regards to training issues and courses etc for the officers and dogs.

Ch Insp Prince that due to the amalgamation not now taking place it has been necessary for the Force to review its protective services and in particular PPU and counter terrorism. It was felt that there was a strong need to increase resources within these two areas and as a result cuts had to be made within other areas within the Force.

PS Kenyon stated that he felt that 16 dogs were unworkable and that this should be documented accordingly.

(7) DATE OF NEXT MEETING

The next Dog Meeting will be held on Monday 19 March 2007 commencing at 11.45am in the Morrison Room at Headquarters.

PART I

DRAFT REVISED COMPLAINT FILE CHECKLIST

(Appendices A and B refer)

Information

A copy of the revised checklist for Members' inspection of finalised complaint files.

Introduction

This report has been compiled in response to an action raised at the Police Authority Professional Standards Committee meeting of 7th December 2006. Its aim is to present an option to improve the process by which committee members scrutinise the complaints handling function of the department.

The report has been compiled following a review carried out by Mr David Edmundson and Det Supt Tony Ronnan.

Scanning

- The Police Authority has a statutory duty to keep itself informed about complaints and conduct matters under Section 15 of the Police Reform Act 2002.
- A process to facilitate the scrutiny of complaint cases on a quarterly basis by Professional Standards Committee members has been in place since 2004.
- Committee Members have asked for the process to be reviewed with a view to improving its efficiency and effectiveness.

Analysis

- Complaint investigation case files are, in general terms, inconsistent in their format and not 'user friendly'.
- This has already been recognised by departmental managers and changes to case files implemented.
- Committee Members, in carrying out their role, need to scrutinise cases for:
 - Timeliness
 - Diligence
 - Impartiality (to both the complainant and staff)

- Transparency
- Organisational learning
- Committee Members have asked for better 'signposts' to key documents linked to the above.
- Misconduct cases are not currently subject of scrutiny by Committee Members.

Response

- Departmental senior managers have instigated a re-format of case files into a colour coded, sectional format (a specimen file to be brought to the Committee meeting on 8th March 2007).
- The inspection checklist has been re-formatted into a single document with 'signposts' to key documents (as attached at Appendix 'A').
- Misconduct case files are to be included in the scrutiny process.

Assessment

- Compliance with statutory responsibilities and APA Guidance.
- Feed-back from Committee Members on a quarterly basis.

Also attached at Appendix 'B' is the protocol for the inspection of finalised complaints, for Members' information.

Decision Required

The Committee is asked to;

1. Agree the revised complaint file checklist, as now presented at Appendix 'A'.
2. Note the protocol for the inspection of finalised complaints, as now presented at Appendix 'B'.

Background Papers

None

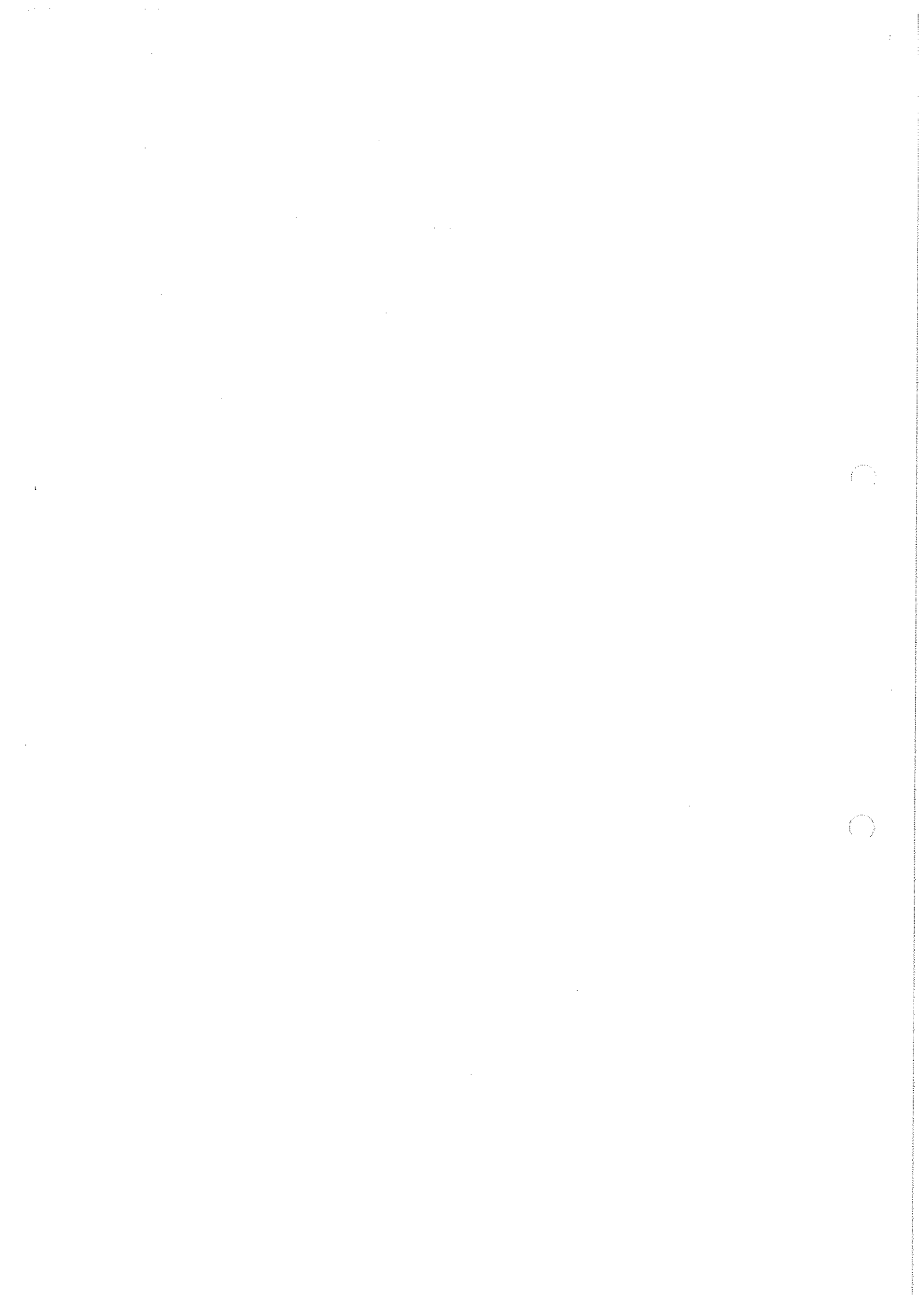
Report Originator

Det Supt A Ronnan, Professional Standards Department, Lancashire Constabulary.

Police Authority Professional Standards Committee Case Inspection Checklist

Case Ref No: _____

| File Section | Complaint / Notification / R67 | Complaint / Misconduct Record | Complainant Letter | Officer / Staff Member Notified | IPCC Referral | IPCC Decision | IPCC Dispensation / Discontinuation / Discourt form | Local discontinuance decision | Local Resolution Agreement - Complainant | Complaint Sub-judge | CPS Referral | CPS Decision | Complaint withdrawn confirmation | Final Letter to Complainant | Final Letter to Officer / Staff Member | Investigation Findings | Learning Points | Lessons Learnt / Action Plan |
|--|--------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|---|-------------------------------|--|---------------------|--------------------------|--------------------------|----------------------------------|-----------------------------|--|--------------------------|--------------------------|------------------------------|
| Investigation Case Files | | | | | | | | | | | | | | | | | | |
| Report (Pink) | | | | | | | | | <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> | | | | <input type="checkbox"/> | <input type="checkbox"/> | |
| Statements (Green) | | | | | | | | | | | | | | | | | | |
| Documents (Blue) | <input type="checkbox"/> | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | <input type="checkbox"/> | | | | | | | | | |
| Correspondence (White) | | <input type="checkbox"/> | <input type="checkbox"/> | | | | | | <input type="checkbox"/> | | | | | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| Locally Resolved Case Files | | | | | | | | | | | | | | | | | | |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | | | | <input type="checkbox"/> | | | | | | <input type="checkbox"/> | | <input type="checkbox"/> | |
| Dispensed/Discontinued Case Files | | | | | | | | | | | | | | | | | | |
| | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | <input type="checkbox"/> | <input type="checkbox"/> | | | | | | | <input type="checkbox"/> | | <input type="checkbox"/> | |
| Withdrawn Case Files | | | | | | | | | | | | | | | | | | |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | | | <input type="checkbox"/> | |
| Comments | | | | | | | | | | | | | | | | | | |
| Committee Member | | | | | | | | | | | | | | | | | | |



**PROTOCOL BETWEEN LANCASHIRE CONSTABULARY AND
LANCASHIRE POLICE AUTHORITY TO ALLOW ACCESS TO FINALISED
COMPLAINTS CASE FILES BY ALL MEMBERS OF THE POLICE AUTHORITY
PROFESSIONAL STANDARDS COMMITTEE**

Aims of the Agreement

To allow Members of the Police Authority's Professional Standards Committee access to finalised complaints case files in order for them to carry out their official duties.

Parties to the Agreement

ACC McAllister
B Aldred

Lancashire Constabulary
Lancashire Police Authority

Legislation

The Police Authority is required, in carrying out its duty with respect to the maintenance of an adequate and efficient police force, to keep itself informed of matters relating to complaints about the conduct of police officers. In particular, this involves the Police Authority in overseeing procedures for handling complaints and how they are applied and in considering how the issues raised by way of complaint impact on their duty to secure the maintenance of an efficient and effective police force for Lancashire.

The Authority has delegated this responsibility to the Professional Standards Committee. As part of its remit, it is accepted that Members of the Committee will properly have access to files relating to finalised complaints prior to each meeting.

Security Procedures

Each of the parties to this agreement will be responsible for ensuring that they have appropriate security arrangements in place. They will consider how the information will be stored, accessed and transmitted. The nominated officer for both organisations will ensure that adequate steps are taken to prevent:

- ❖ Accidental or deliberate destruction of the information
- ❖ Accidental or deliberate modification of the information
- ❖ Accidental or deliberate disclosure of the information
- ❖ Deliberate and unauthorised unavailability of the information
- ❖ Misuse of the data contained in the information

Information to be Viewed

The Members of the Professional Standards Committee will view finalised complaints case files.

Working Procedures

Access to relevant files will be afforded to all Members of the Professional Standards Committee.

Access will be to files relating to finalised complaints cases and will be chosen by file reference number only.

Where, exceptionally, the ACC determines that a specific file may not be released for inspection, he/she shall state the reasons for this to the Member concerned and to the Committee. If the Committee is dissatisfied, there will be a provision for the decision to be reviewed. The review will be undertaken by another officer of the same or a higher rank and will be reported back to the Committee at its next meeting.

To facilitate access:

- The Assistant Chief Constable's report on complaints will be circulated with the agenda.
- The agenda will normally be despatched 5 working days prior to the meeting.
- Details of finalised complaints for the previous quarter will be circulated normally 10 working days prior to the meeting.
- Members will be required to advise the Chief Executive's Office or the Office Supervisor, Professional Standards Department (Tel: 01772 412501) of any particular files (by file reference) they would wish to inspect by no later than 4 working days prior to the meeting.
- Requested files will be made available for inspection at Constabulary Headquarters during the morning of the meeting or on a date to be agreed with the Office Supervisor, Professional Standards Department.
- Members may comment on individual complaints or raise questions either with officers for clarification or within the Committee.
- Where the Committee so determine, the Chair and Vice-Chair may also view specific files following the meeting.

- Where it is agreed with the ACC that a matter arises in relation to a finalised complaint, which should not wait for the next meeting, the Chair and Vice-Chair may view the relevant file.
- Access to files will be subject to the same confidentiality considerations as apply to Committee meetings and have due regard to the rules of natural justice.

Indemnity & Signatures

Both parties to this protocol undertake to bring the contents of this protocol to the attention of those staff and Members of their respective organisations who are involved in dealing with matters covered by this protocol.

Specifically:

Each party will use all reasonable endeavours to ensure that:

(i) all the information exchanged is done so only in line with the requirements of this protocol, and that any information exchanged is treated as confidential and not disclosed to any person other than those involved in the initiative.

(ii) all information supplied under the terms of the aforementioned agreement is kept secure.

(iii) all Members accessing finalised complaints files have signed the Lancashire Constabulary Security Statement (Appendix 1) and have been subject to Constabulary Non-Police Personnel Vetting Procedures.

PRINT NAME

JOB TITLE & ORGANISATION

SIGNED

PRINT NAME

JOB TITLE & ORGANISATION

SIGNED

**LANCASHIRE CONSTABULARY
SECURITY STATEMENT FOR MEMBERS
OF LANCASHIRE POLICE AUTHORITY**

This security statement applies to the Protocol for Members of Lancashire Police Authority to allow them to access Lancashire Constabulary's finalised complaints files.

It is a condition of access being granted that these conditions are complied with at all times.

I undertake

- to keep the information secure at all times and not afford access to, sight of or disclosure of any part of it to another individual or party other than other Members and/or Officers of Lancashire Police Authority;
- to only use the information for the purposes outlined in the Protocol between Lancashire Constabulary and Lancashire Police Authority covering the Police Authority's access to finalised complaints files;
- to report any inaccuracies to the information that may come to light as a result of the agreement;
- to abide by the Constabulary's Information Security Policy and the requirements of Programme InfoSure as detailed in the booklets – 'Security Matters' and 'Safe and Sound'.

I understand that if I use this information for any other reason I may be committing a criminal offence under the Data Protection Act 1998.

Name

Signature

Date

Lancashire Constabulary retains the ownership rights of all information supplied under this access facility and reserves the right to audit compliance with the conditions of the agreement.

PART I

COMPLAINTS ANALYSIS

(Appendices A and B refer)

Issue for consideration

Analysis of complaints recorded / finalised for the period 1st October to the 31st December 2006.

Information

Part I of the Complaints Analysis is attached at Appendix A.

Attached at Appendix B, is an action plan for work to be undertaken by the Professional Standards Department in 2007.

Decision Required

The Committee is asked to note the report.

Background Papers

Nil.

Report Originator

Julie Yates, Professional Standards Department, Lancashire Constabulary

AIM

- To support the Constabulary's Strategic Tasking and Co-ordinating Group (STCG) and the Lancashire Police Authority Professional Standards Committee (LPA) by providing operational/management information and analysis.
- To assess the impact of complaints and misconduct related issues on the Constabulary's strategic aims.
- To provide a framework to continuously assess the direction, compliance and effectiveness of the Professional Standards Department. (PSD).

SCOPE

- This document conforms to National Intelligence Model (NIM) requirements for intelligence products.
- Analysis is based on data extracted from the Professional Standards department (PSD) Centurion and associated databases.
- The reporting period is 01/10/06 to 31/12/06.
- Alignment is to the PSD Control Strategy, as at April 2006.

PURPOSE

- To inform the Constabulary's strategic tasking process as to the current position regarding complaints and misconduct matters.
- To inform the LPA about complaints and misconduct related matters.
- To highlight predicted potential threats and identified emerging trends.
- To identify best practice and lessons to be learned.
- To ensure PSD direction remains in line with the Control Strategy.
- To monitor progress of actions agreed at previous meetings.

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Part I

1. Definition of Terms
2. Introduction
3. Executive Summary
4. Overview
5. Public Complaints
6. Misconduct (MC) Cases
7. Miscellaneous (MI) Cases
8. Direction and Control (QU) Cases
9. Appendix A to Part I – Workforce Overview
10. Appendix B to Part I – Comparison with Family of Most Similar Forces

Part II

11. Civil Claims (CI) Cases
12. Appendix A to Part II – Suspended Officers
13. Appendix B to Part II – Significant Investigations
14. Appendix C to Part II – Current Control Strategy

PART I

1. DEFINITION OF TERMS

Public Complaint

A complaint about the 'conduct' of a person serving with the police. The complaint can be made against a police officer, member of police staff, police community support officer, special constable or designated contracted detention / escort staff.

The procedures for dealing with these complaints are laid down by the Police Reform Act 2002 and the regulations made under this Act. The Independent Police Complaints Commission (IPCC) has statutory powers to oversee the process and can conduct their own independent investigations into the most serious complaints, as well as managing and supervising investigations conducted by the police, where this is considered appropriate. Complainants can appeal to the IPCC against the outcome of an investigation.

Complaint Case

A single investigation which may contain one or more allegations, brought by one or more complainants, against one or more persons serving with the police.

Complaint

A single allegation made by one or more complainants about the conduct of one or more persons serving with the police.

The main object of distinguishing and separately recording different allegations is to enable the figures for substantiated and unsubstantiated complaints to be given properly. If it is established that a police officer has assaulted but did not steal from a complainant, this would be one substantiated and one unsubstantiated allegation within the one complaint case.

The number of complaints recorded is the most frequently used measure of performance, however, it is not necessarily the most meaningful measure for comparison purposes, as the number of complaints assigned to a single complaint case can be open to subjective interpretation and significant differences exist between police forces in the number of complaints recorded per complaints case. A more accurate measure is the number of actual complaint cases or the actual number of persons (complainants) who register complaints in any given period.

Direction and Control Complaint

These do not relate to the "conduct" of a person serving with the police but are complaints made regarding operational policing policies (where there is no issue of conduct), organisational decisions, general policing standards in the Constabulary and operational management decisions (where there is no issue of conduct).

These complaints do not fall within the statutory provisions which govern public complaints and the IPCC has no role to play in how these matters are dealt with.

Following guidance issued by the Home Office, the Constabulary and the Police Authority have drawn up an agreed set of procedures for recording and handling these complaints.

Misconduct Cases

These relate to investigations into allegations of misconduct, which usually come to light through internal force channels. However, allegations may also come from members of the public complaining about the off duty conduct of a person serving with the police (not covered by the statutory procedures for public complaints) or where members of the public wish to make a statement in relation to an incident but do not wish to register a formal complaint. A small number of investigations are also carried out in relation to alleged misconduct arising out of civil claims.

Civil Claims

Civil claims fall into two categories:

- Public liability claims – claims from members of the public seeking compensation for alleged assault, unlawful arrest and detention, malicious prosecution etc.
- Employers' liability claims – claims from members of the Constabulary seeking compensation in respect of injuries sustained at work or during training etc.

Miscellaneous Cases

Cases that do not fall into any of the other categories. These are usually less serious matters or matters which are recorded purely for information only. They may relate to enquiries conducted in Division where there is insufficient information available in the original letter to record a complaint or where enquiries have been requested by another force.

A small number of cases may involve high profile enquiries where there are no allegations of misconduct e.g. a death after police contact, or where an enquiry is being conducted by investigators from this Constabulary in another force area.

Independent Investigation

An enquiry conducted by IPCC investigators into incidents (can be as a result of a public complaint or a misconduct case – same applies to investigations defined below) that cause the greatest level of public concern. Following these investigations the decision regarding any disciplinary action is taken by the IPCC.

Managed Investigation

An enquiry conducted by the police under the direction and control of the IPCC when an incident is of such significance and probable public concern, but does not require an independent investigation. An IPCC Commissioner approves the choice of investigating officer. Following these investigations the decision regarding any disciplinary action is taken by the IPCC.

Supervised Investigation

An enquiry conducted by the police when the IPCC decides that an incident or a complaint is of less significance and probable public concern than for an independent or managed investigation, but oversight by the IPCC is appropriate. An IPCC Commissioner approves the choice of investigating officer.

Local Investigation

An enquiry conducted by the police where none of the factors identified in terms of the seriousness of the case or public interest exist. There is no IPCC involvement in the enquiry.

Substantiated Complaint

A complaint where following an investigation the allegation is found to be upheld.

Unsubstantiated Complaint

A complaint where following an investigation the allegation is found to be not upheld.

Withdrawn Complaint

A complaint where the complainant withdraws the allegation(s) or indicates they do not wish any further steps to be taken in consequence of their complaint.

Locally Resolved Complaint

A complaint where the matter has been resolved by means of the local resolution procedure. A complainant cannot appeal against the outcome of local resolution but they can appeal against the process not being carried out properly e.g. the actions agreed by the complainant were not carried out.

Dispensation

In certain circumstances, the Constabulary may ask the IPCC to agree to dispense with the need for an investigation into a complaint. This can be when the complaint is:

- More than 12 months after the incident and there is no good reason for the delay in making the complaint;
- A repetition of a previous complaint;
- Anonymous and it is not reasonably practical to ascertain the name and address of the individual concerned;
- Vexatious, oppressive or an abuse of the procedures or
- The complainant refuses or fails to co-operate with the enquiry. (a dispensation can be granted by the Constabulary without reference to the IPCC if the failure to co-operate follows the conclusion of a court case).

Suspension from Duty

When it appears from a complaint or report that the conduct of a police officer, special constable or member of police staff has fallen seriously below the standards expected, that person can be suspended from duty by a chief officer (assistant chief constable or above) in accordance with Constabulary policy. The decision to suspend is not taken lightly and will only be made after all other options have been considered, including alternative duties or a transfer. The suspended member of staff remains on full pay but is not allowed to perform any duties and is not allowed on police premises unaccompanied. The decision to suspend is reviewed on a regular basis by the Assistant Chief Constable, Criminal Justice and Standards

Divisions

The Constabulary is divided into six territorial divisions each headed by a commander holding the rank of chief superintendent. Each division has a designated letter and a name based on its geographical location. The divisions are as follows:

| | | |
|--------------|---|---|
| A (Western) | - | Divisional Headquarters at Blackpool |
| B (Northern) | - | Divisional Headquarters at Lancaster |
| C (Southern) | - | Divisional Headquarters at Leyland |
| D (Central) | - | Divisional Headquarters at Preston |
| E (Eastern) | - | Divisional Headquarters at Greenbank, Blackburn |
| F (Pennine) | - | Divisional Headquarters at Burnley |

In addition to the six territorial divisions there are G and H Divisions which consist of departments/units with force wide responsibilities. G consists primarily of detective units e. g. Serious and Organised Crime Unit, Force Major Incident Team, and H Division consists primarily of uniformed patrol units eg. Motorway Group. Each of these Divisions is commanded by a Chief Superintendent based at Headquarters.

The statistical tables contained in this document refer also to HQ/Other. This category relates to members of staff who work in Headquarters departments but are not part of G or H Divisions e.g., Professional Standards Department, or staff seconded to duties outside the Constabulary.

2. INTRODUCTION

Lancashire Constabulary recognises the significance of complaints made by members of the public and staff, its statutory responsibilities to deal with these and their importance to service delivery and public confidence. All complaints are seen as potential opportunities from which the Constabulary can learn and improve.

The Constabulary's Professional Standards Department (PSD) takes a lead responsibility in dealing with complaints and strives to undertake a 'guardianship' role for standards and related issues.

The department seeks to achieve its aims through a NIM compliant business approach of which this document forms an integral part, presenting data and information, not just in a format to satisfy statutory requirements, but also in the context of the Constabulary's strategic aims.

The intention in so doing is to seek to improve service delivery by raising standards, ultimately reducing the Constabulary's vulnerability to complaints.

3. EXECUTIVE SUMMARY

- During the period in question (April '06 to December '06) the number of complaints recorded against persons serving with the Constabulary was 11% higher than the equivalent period in 2005 (page 11). This should be set in the context of the total of 573,426 calls for service recorded during the period. 1022 complaints were recorded and this equates to 561 incidents per complaint (page 11).
- The bulk of complaints recorded (68%) are generated from just 4 complaint types:
 - Incivility (15%)
 - Oppressive conduct (11%)
 - Other Assault (14%)
 - Neglect of duty (28%)
- The number of complaints of neglect of duty recorded in the Constabulary during the period was 166 and this represents 28% of the total number of complaints (page 12). In each division neglect of duty was the category attracting the highest number of complaints (page 12).
- The number of complaint cases recorded during the period was 4.9% lower (page 9) than the previous year and the number of complainants was 7% lower (page 15). Furthermore, the number of persons subject of complaint was 21% lower (page 15). Essentially, less members of the public complained about a significantly smaller number of members of the Constabulary.
- The number of allegations being generated from each complaint case is continuing to increase with a year on year rate of increase of 17.7% (page 9).
- Central Division has received the second lowest numbers of complaints. Of the 4 key complaint type categories they record the highest number of complaints for assault yet the lowest number for incivility, oppressive conduct / harassment and neglect of duty (page 13).
- Eastern Division recorded the highest number of actual complaints both in terms of actual numbers as well as year on year percentage increase. The number of complaints rose from 159 to 233 which equates to a 47% increase on the previous year (page 11). It also recorded the highest number of complaints in the categories of neglect of duty, incivility and oppressive conduct / harassment.
- Pennine Division recorded the lowest number of complaints, although it has the second largest number of officers / staff. Even when rationalising the number of complaints against calls for service and arrests it consistently returns the lowest figures (page 11).
- The number of complaints recorded per 1000 members of staff is the only nationally recognised performance measure. The Constabulary recorded 165 complaints per staff member during the period and this compares with an average of 139 for the group of most similar forces (page 27).
- The proportion of complaints dealt with by the local resolution procedure has for the second consecutive quarter remained at 57% of the total number of complaints finalised during the period (page 15). This is set against the 50% unofficial benchmark figure used by police forces nationally. The average local resolution rate in the group of most similar forces is 48% (page 27).

4. OVERVIEW

All Recorded Cases by Type

The table below shows a breakdown of all recorded cases by type received during the period April to December for both 2005 and 2006 and highlights the percentage change between them.

| Case Comparison (Year to Date) | | | |
|--------------------------------|-----------------------------|-----------------------------|--------------|
| Case Type | Cases
(Apr 05 to Dec 05) | Cases
(Apr 06 to Dec 06) | %
Change |
| Complaint (CO) | 623 | 592 | -4.9% |
| Misconduct (MC) | 71 | 69 | -2.8% |
| Direction & Control (QU) | 99 | 122 | +23.2% |
| Civil Claim (CI) | 124 | 135 | +8.9% |
| Miscellaneous (MI) | 247 | 314 | +27.1% |
| Total | 1164 | 1232 | +5.8% |

Year on year the number of cases recorded has increased by 5.8%. In November 2006 the year on year figure was +8.6%. This highlights a downturn in the number of cases recorded in December. The bulk of this effect has been caused by the reduced number of complaint (CO), Misconduct (MC) and Civil Claims cases in December 2006 when compared to the same period a year earlier.

The caution as always with basing analysis on the number of cases recorded in a given period is that experience has shown this often to be internally generated through the ability of available resources to meet the demand for processing.

Although year on year figures indicate that the number of complaint cases have reduced this does not take into account the fact that the ratio of individual complaints to complaint cases over the last 12 months has increased by approximately 15%.

Case to Complaint Ratio

There will always be more complaints than cases and may serve as a useful measure against which to gauge other forces similarities in their ethical reporting.

| Case/Complaint | Apr 05 to Dec 05 | Apr 06 to Dec 06 | %
Change | Apr 04 to Date |
|--|------------------|------------------|---------------|----------------|
| Cases | 623 | 592 | -5.0% | 2132 |
| Complaints | 918 | 1022 | +11.3% | 3504 |
| Ratio
(Average number of
complaints per case) | 1.47 | 1.73 | +17.7% | 1.64 |

Year on year the number of complaint cases received has reduced by 5% yet the number of complaints (CO) generated from them has increased by 11.3%. Although the IPCC have guidelines for what constitutes a complaint and how to record them, it has still not managed to engineer out the responsibility of the individual forces to apply their own subjectivity to the issue of generating complaints from cases. It is evident from speaking to other forces Professional Standards Departments that different standards are applied to this process. This makes comparing Lancashire with other forces either regionally or within our family of Most Similar Forces (MSF) unreliable. A far more reliable method of comparison would be to consider the number of complainants.

5. PUBLIC COMPLAINTS (CO)

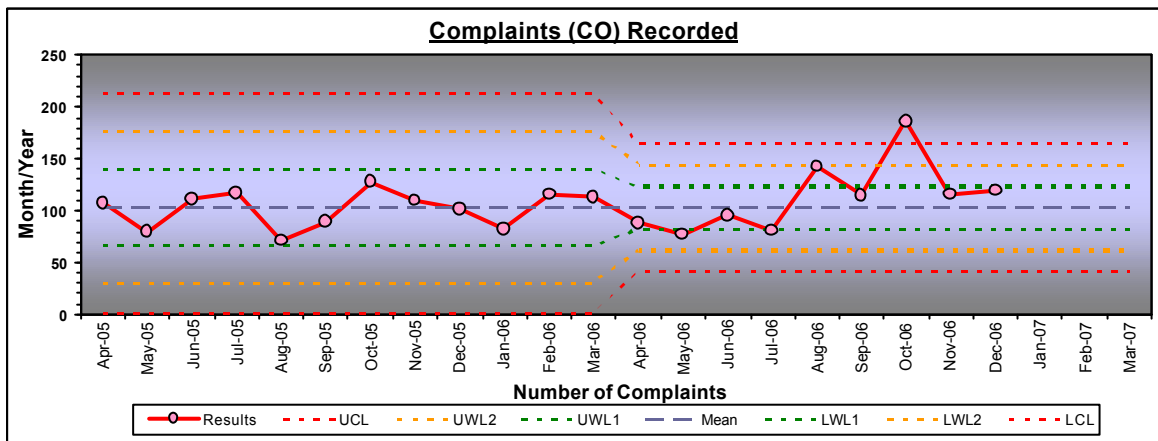
A public complaint relates to the ‘conduct’ of a person serving with the police. The complaint can be made against a police officer, member of police staff, police community support officer, special constable or designated contracted detention / escort staff.

A complaint consists of a single allegation made by one or more complainants about the conduct of one or more persons serving with the police.

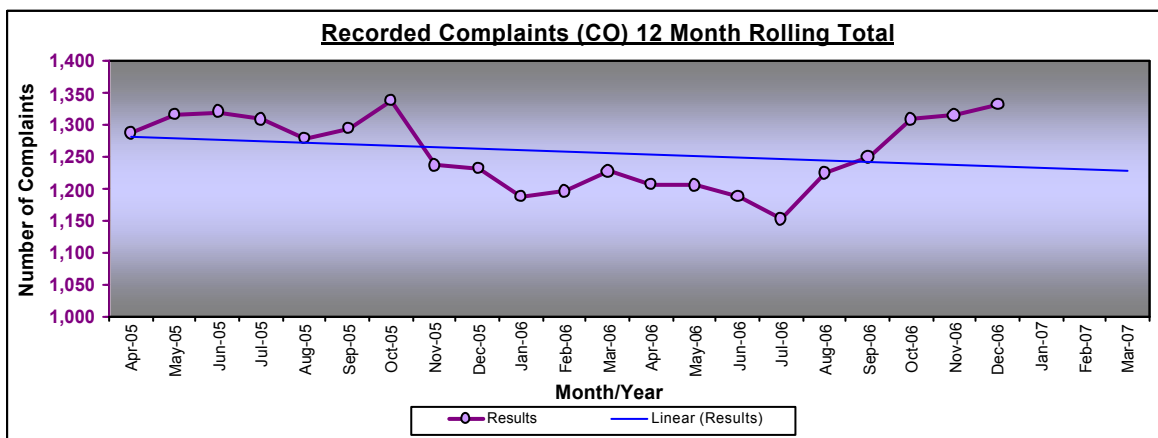
A complaint case consists of a single investigation which may contain one or more allegations, brought by one or more complainants, against one or more persons serving with the police.

Recorded Complaints (CO)

The chart below shows the total number of public complaints (CO) recorded by month since April 2005. The control limits depicted by the short dashed lines are spaced evenly from the average (long dashed blue line) and are based upon the standard deviation of the values recorded during the preceding 12 month period.



The number of complaints recorded in October rose to 186 from 115 in September which represents a month on month increase of 62%. Although the numbers for November and December were both significantly lower they still represent 5 consecutive months above the control mean.



Some of the increase in October can be attributed to a fluctuation in internal resourcing but the cause of the bulk of this sudden increase and the prolonged period of high complaint levels has not been established. An analysis of the complaints recorded in October for the Tactical Tasking and Coordinating Group was only able to confirm that the increase was not as a result of one particular division generating more complaints or a particular type of complaint being more prevalent.

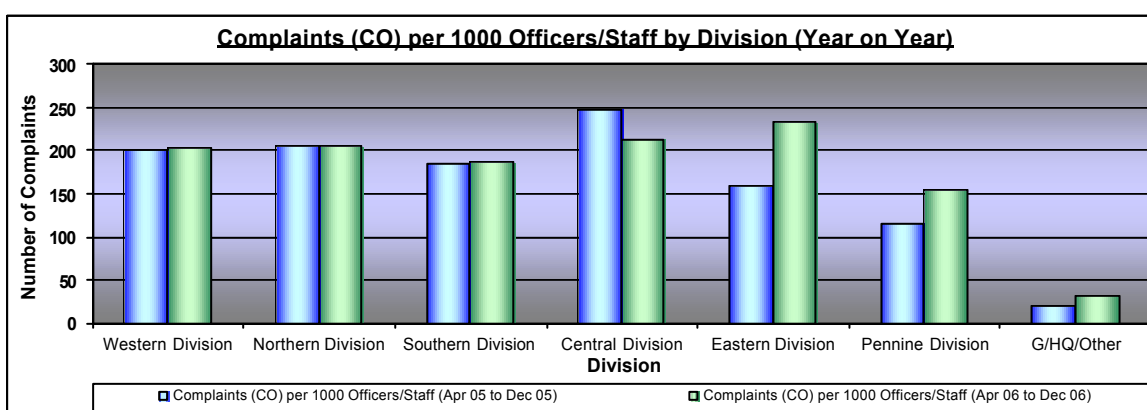
Complaints (CO) by Division

The year to date comparison in the table below when compared to the decreasing number of cases recorded for the same period highlights that the ratio of complaints to case is increasing. Based on the year to date figures, the ratio of complaint to case, as at 31st December 2006 was 1.73 up from 1.47. This represents a 17.7% increase over the figure for the same period a year earlier.

Despite a year on year increase of 11% in the total number of complaints, the number of calls for service (incidents) remained the same.

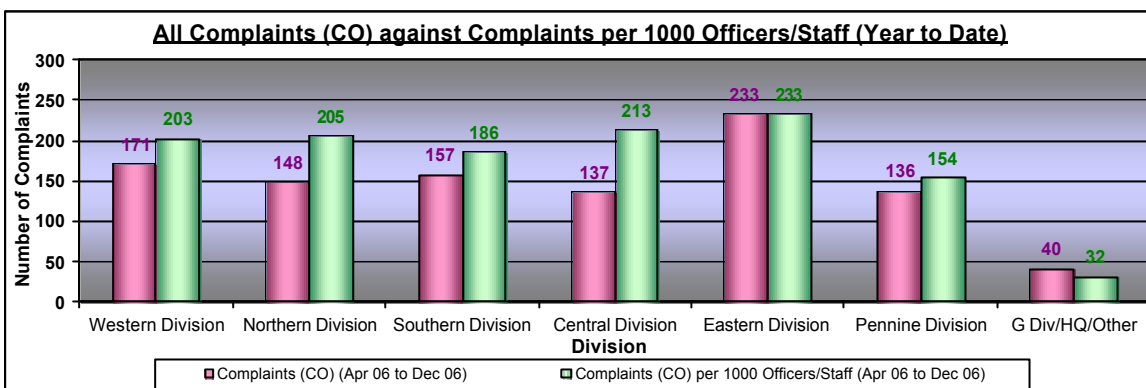
| Complaints (CO) by Division (Year to Date) | | | | | | |
|--|---------------------------------------|---------------------------------------|--|--|--|-----------------------|
| Division | Complaints (CO)
(Apr 05 to Dec 05) | Complaints (CO)
(Apr 06 to Dec 06) | Incidents per Complaint (CO)
(Apr 06 to Dec 06) | Arrests per Complaint (CO)
(Apr 06 to Dec 06) | Per 1000 Officer/Staff
(Apr 06 to Dec 06) | Year to Date % Change |
| Western | 168 | 171 | 614 | 55 | 203 | +1.8% |
| Northern | 147 | 148 | 607 | 59 | 205 | +0.7% |
| Southern | 156 | 157 | 595 | 52 | 186 | +0.6% |
| Central | 160 | 137 | 480 | 63 | 213 | -14.4% |
| Eastern | 159 | 233 | 444 | 45 | 233 | +46.5% |
| Pennine | 103 | 136 | 720 | 66 | 154 | +32.0% |
| G/HQ/Other | 25 | 40 | 442 | n/a | 32 | +60.0% |
| Total | 918 | 1022 | 561 | 53 | 165 | +11.3% |

Eastern Division has the largest increase in terms of numbers as well as percentage increase. However, this should be set in the context that Eastern Division has more operational staff and when calculated per 1000 officers it would not appear to be as significant. The various breakdowns of the numbers of complaints as a proportion of incidents and arrests provide yet another perspective on the figures.



The data represented in the chart above is based on the assumption that staffing levels have remained the same and reflects the year on year divisional comparison of the number of complaints (CO) per 1000 Officers/Staff.

When the complaints per 1000 Officer/Staff are compared year on year, Eastern Division has shown the most significant percentage increase (+47%) as shown in the chart above.



Central Division has seen a reversal of these results and although still recording the second highest number of complaints per 1000 officer/staff has seen the largest year on year reductions.

There is an ongoing debate as to whether fewer complaints represent better performance or an increased confidence in the system. General statistical theories would expect equally resourced divisions with similar demands, to record a similar number of complaints. The fact that Pennine Division routinely records significantly less complaints than any other division would initially suggest one or more of the following possible causes:

1. The discipline regime is considerably better.
2. Officers in general behave to a higher standard.
3. Different policing tactics and incident handling methods are employed.
4. The organisational structure and responses enable earlier intervention in areas of potential public dissatisfaction.
5. The general public acceptance of police actions in this area, differ from the rest of Lancashire.
6. Complaints handling and recording practices are different to other divisions.

It may be argued that the social economic and racial demographics are different from other divisions but the data held on the MADE database (saferlancashire.co.uk website) would indicate it to be very similar to that of Eastern Division which consistently records the highest levels of complaints.

The same disparity in levels of recording does not appear to be transposed to the arena of civil claims as Pennine Division receives a similar number of claims to 4 of the 5 other geographic divisions.

Complaints (CO) by Category

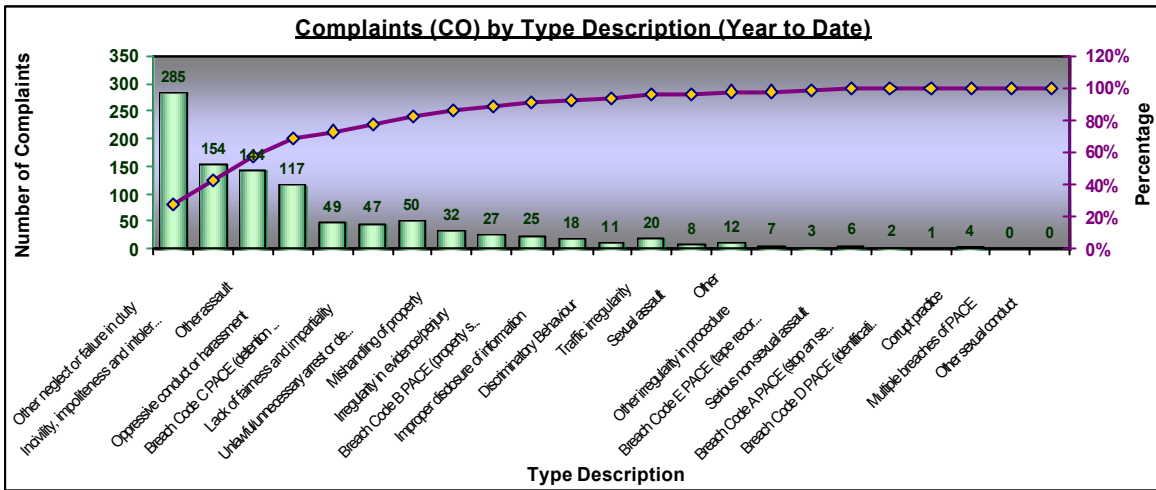
There are 23 different complaint (CO) “Type Descriptions” as defined in the IPCC Statutory Guidance. A number of previous attempts to rationalise these into a smaller more generalised set of categories has resulted in a number of variations of this table being produced. Although the values in each may vary the areas of most concern remain the same and in the complete table below are highlighted in red.

The complaint types of assault, incivility, oppressive conduct and neglect of duty account for over two thirds (68%) of all complaints (CO).

| Complaints (CO) by Division (Year to Date) | | | | | | | | | | |
|--|------------------|-------------------|-------------------|------------------|------------------|------------------|----------------|-----------------------------|-----------------------------|------------------------|
| Type Description | Western Division | Northern Division | Southern Division | Central Division | Eastern Division | Pennine Division | G Div/HQ/Other | Total
(Apr 06 to Sep 06) | Total
(Apr 05 to Sep 05) | Year on Year
Change |
| % of Force Staff | 13% | 11% | 14% | 10% | 16% | 14% | 21% | | | |
| Breach Code A PACE (stop an search) | 1 | | 1 | | | | | 2 | 8 | ▼ |
| Breach Code B PACE (property search and seizure) | 2 | 8 | 2 | 3 | 3 | 6 | 1 | 25 | 32 | ▼ |
| Breach Code C PACE (detention treatment and questioning) | 9 | 8 | 6 | 8 | 10 | 7 | 1 | 49 | 53 | ▼ |
| Breach Code D PACE (identification procedures) | | | | | 1 | | | 1 | 0 | ◀ |
| Breach Code E PACE (tape recording) | | | 2 | 1 | | | | 3 | 0 | ◀ |
| Corrupt practice | | 1 | 2 | | 1 | | | 4 | 5 | ◀ |
| Discriminatory Behaviour | 6 | | 2 | | 1 | 2 | | 11 | 16 | ▼ |
| Improper disclosure of information | 2 | 2 | 2 | 1 | 5 | 4 | 2 | 18 | 20 | ◀ |
| Incivility, impoliteness and intolerance | 32 | 19 | 19 | 16 | 38 | 22 | 8 | 154 | 179 | ▼ |
| Irregularity in evidence/perjury | 3 | 4 | 2 | 4 | 5 | 5 | 4 | 27 | 26 | ◀ |
| Lack of fairness and impartiality | 8 | 10 | 8 | 7 | 6 | 6 | 2 | 47 | 41 | ▲ |
| Mishandling of property | 2 | 5 | 5 | 6 | 9 | 5 | | 32 | 25 | ▲ |
| Multiple breaches of PACE | | | | | | | | 0 | 0 | ◀ |
| Oppressive conduct or harassment | 23 | 17 | 16 | 12 | 26 | 19 | 4 | 117 | 94 | ▲ |
| Other | 1 | 1 | 2 | 1 | 5 | 1 | 1 | 12 | 4 | ▲ |
| Other assault | 16 | 16 | 26 | 34 | 34 | 15 | 3 | 144 | 133 | ▲ |
| Other irregularity in procedure | 2 | 2 | | 1 | | | 2 | 7 | 12 | ◀ |
| Other neglect or failure in duty | 46 | 43 | 51 | 29 | 64 | 41 | 11 | 285 | 210 | ▲ |
| Other sexual conduct | | | | | | | | 0 | 0 | ◀ |
| Serious non-sexual assault | 4 | | 1 | | 1 | | | 6 | 5 | ◀ |
| Sexual assault | | 2 | 1 | 3 | 1 | 1 | | 8 | 0 | ▲ |
| Traffic irregularity | 5 | 2 | 3 | 1 | 8 | | 1 | 20 | 14 | ▲ |
| Unlawful/unnecessary arrest or detention | 9 | 8 | 6 | 10 | 15 | 2 | | 50 | 41 | ▲ |
| Total | 171 | 148 | 157 | 137 | 233 | 136 | 40 | 1022 | 918 | ▲ |

| LEGEND | |
|--------|---------------------|
| Symbol | Meaning |
| ▲ | Large increase |
| ▲ | Small increase |
| ◀ | Little or No change |
| ▼ | Small decrease |
| ▼ | Large decrease |

In terms of overall numbers Eastern Division has recorded significantly more complaints (CO) than any other Division with 233. This is an increase of 74 (47%) over the previous reporting period.



Based on year to date data, the following 5 areas of concern are highlighted in the table above and are the same key areas of concern raised in the previous Quarterly Report (July 2006 to September 2006). These are raised as key issues due to their proportionality within the relevant category of complaint and not just on overall numbers.

- Eastern Division – Other Neglect or Failure in Duty
- Eastern Division – Incivility, Impoliteness and Intolerance
- Eastern Division – Other Assault
- Eastern Division – Oppressive Conduct or Harassment
- Central Division – Other Assault

In each of these categories Eastern Division returns some of the highest figures while Central Division has the highest number of complaints of assault.

In a year on year comparison the numbers of assault allegations in Central Division increased by 27% yet year to date Central Division records the lowest number of complaints for incivility, oppressive conduct and neglect of duty which are typically the most common complaint types.

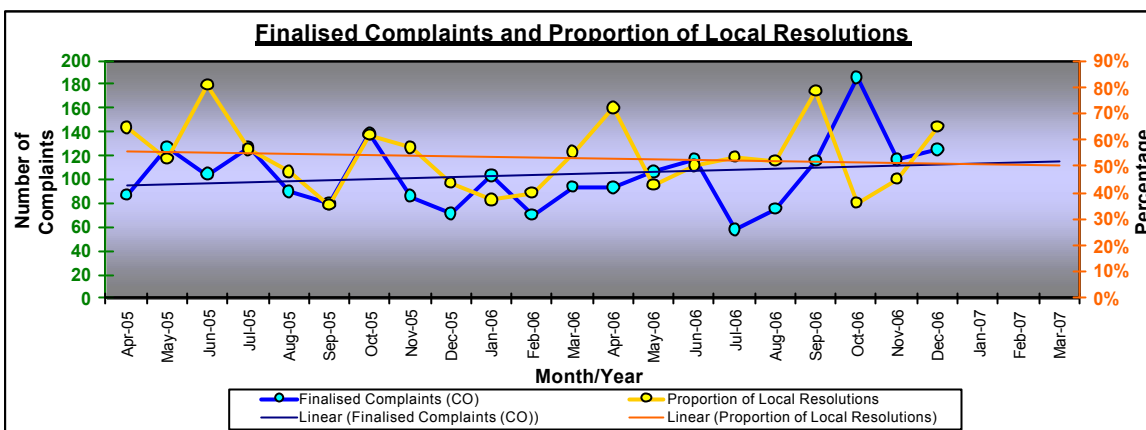
Central Division record the fewest number of complaints of “neglect of duty” and are the only division to have recorded less in this reporting period than they did in the previous.

Although complaints of “incivility” are the second highest category of complaint, they have shown a year on year reduction of 14% down from 179 to 154.

Year on year “other assaults” have increased but only by 8%. The issue with this category is that three of the divisions record similarly high numbers which are almost twice that of the remaining divisions.

Local Resolutions (based on finalised complaints (CO))

The chart below shows both the number of finalised complaints by month and the percentage of that number that have been locally resolved. Since Jan 2005 there has been a shallow downward trend in the number of complaints finalised which is in contrast to the slight upward trend in complaints being recorded for the same period.



The local resolution rate for finalised cases year to date (Apr 06 to Dec 06) is 57% which is above target. This figure does not differentiate between those conducted by divisional representatives or PSD staff.

| LR Comparison (Year to date) | | | |
|------------------------------|--|--|------------------------------------|
| Division | LR's and % of finalised cases (Apr 05 to Dec 05) | LR's and % of finalised cases (Apr 06 to Dec 06) | Year on year Change and (% change) |
| Western | 72 (53%) | 83 (58%) | ▲ (▲) |
| Northern | 85 (59%) | 85 (63%) | ◀ (◀) |
| Southern | 69 (52%) | 75 (56%) | ▲ (◀) |
| Central | 74 (53%) | 77 (53%) | ◀ (◀) |
| Eastern | 116 (61%) | 133 (59%) | ▲ (◀) |
| Pennine | 83 (58%) | 69 (56%) | ▼ (◀) |
| G/HQ | 16 (64%) | 6 (22%) | ▼ (▼) |
| Total | 515 (57%) | 528 (57%) | ◀ (◀) |

| LEGEND | |
|--------|---------------------|
| Symbol | Meaning |
| ▲ | Large increase |
| ▲ | Small increase |
| ◀ | Little or No change |
| ▼ | Small decrease |
| ▼ | Large decrease |

Although the number of complaints finalised has reduced, the percentage of complaints locally resolved has remained stable.

Complaints (CO) by Officer/Staff and Complainant Ethnicity

The year on year increase in the number of Asian complainants may not be as significant as it would initially appear. Initial scanning of the results and the source data would indicate a number of possible causes and is subject of further analysis.

| Complaint (CO) Cases Ethnicity Comparison (Year to Date) | | | | | | |
|--|--------------------------------|--------------------------------|------------|----------------------------|----------------------------|-------------|
| Ethnicity | Complainant (Apr 05 to Dec 05) | Complainant (Apr 06 to Dec 06) | % Change | Subject (Apr 05 to Dec 05) | Subject (Apr 06 to Dec 06) | % Change |
| Asian | 36 | 45 | +25% | 21 | 23 | +10% |
| Black | 11 | 7 | -36% | 1 | 3 | - |
| Other | 6 | 4 | - | 114 | 79 | -31% |
| White | 477 | 384 | -19% | 775 | 599 | -23% |
| Unknown | 154 | 193 | +25% | 4 | 6 | - |
| Total | 684 | 633 | -7% | 923 | 726 | -21% |

The following description of the table above is based on the assumption that although almost a third of the complainant's ethnicity details are not recorded, the remainder are likely to be a proportionate representation of the whole. Complaints from members of ethnic minorities as a whole have remained the same however the make-up of these complainants shows that there has been a year on year increase (+25%) in the number originating from the Asian ethnic minority and a reduction (-36%) in the number of black ethnic minority complainants.

The number of officers/staff who were subject of a complaint, year on year, has reduced by 21% despite an 11% increase in the total number of complaints (CO).

Ethnic minority officers/staff currently account for 2.9% of the workforce but for the period April 06 to December 06 represented 3.6% of the total number of officers/staff subject of a complaint (CO). This calculation is based on the assumption that the 79 listed above as "Other" are in fact recorded in error as highlighted in a recent analysis of data quality. If any of the 53 "Other" subjects are eventually identified as ethnic minority officers/staff then the disproportionality in the number of complaints received against ethnic minority staff would be even more pronounced.

Complaints (CO) by Officer/Staff Type

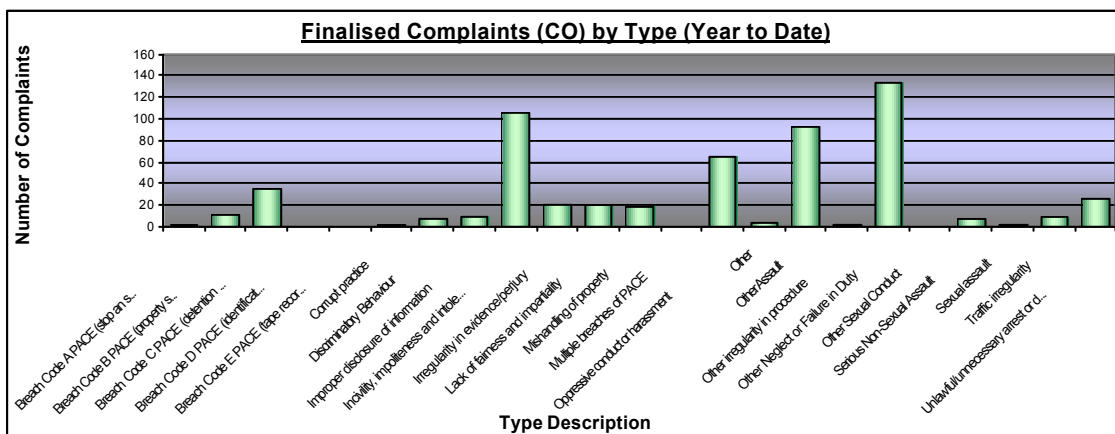
Between 01/04/2006 and 31/12/2006 a total of 726 members of staff were subject of a complaint, down from 923 in the previous reporting period which represents a year on year reduction of 21%.

| Complaints (CO) by Staff Type (Year to date) | | | |
|--|--|--|--|
| Staff Type | Officers/Staff Subject of Complaints (CO)
<i>(Apr 05 to Dec 05)</i> | Officers/Staff Subject of Complaints (CO)
<i>(Apr 06 to Dec 06)</i> | Subjects per 1000 staff
<i>(Apr 06 to Dec 06)</i> |
| Police Officer | 855 | 653 | 181 |
| Police Staff | 59 | 67 | 35 |
| PCSO | 2 | 0 | 0 |
| Special | 6 | 3 | 8 |
| Contracted Staff | 1 | 3 | n/a |
| Total | 923 | 726 | 117 (Av) |

The table above highlights that police officers account for disproportionately more complaints than other force employees but does not take into account the variations in role or operational status. The very nature of their role and responsibility to conduct their duties aligned to their statutory powers of stop/search and arrest, renders them inherently more at risk of being subject to a complaint.

Finalised Complaints (CO) Investigation Outcome

Year on year the number of substantiated complaints (CO) fell by 28%, down from 32 to 23. Although unsubstantiated complaints (CO) fell by a similar margin, the number of withdrawals increased significantly. The reason for the 60% increase in withdrawn complaints has not yet been established.



The 23 substantiated complaints finalised between April 2006 and December 2006 originated from just 15 complaint cases with 1 case accounting for 4 substantiated complaints against the same officer.

| Finalised Complaints (CO) by Outcome | | | |
|--------------------------------------|--|--|-----------------------|
| Result Description | Complaint (CO) Outcome
(Apr 05 to Dec 05) | Complaint (CO) Outcome
(Apr 06 to Dec 06) | Year to date % Change |
| Dispensation | 108 | 94 | -13% |
| Local Resolution | 515 | 528 | +3% |
| Substantiated | 32 | 23 | -28% |
| Unsubstantiated | 163 | 141 | -13% |
| Withdrawn | 91 | 146 | +60% |
| Total | 910 | 932 | -2% |

30% of the substantiated complaints (CO) related to incidents that took place during detention or whilst being processed through the custody suite and 43% occurred in a public place. The remainder occurred in private property.

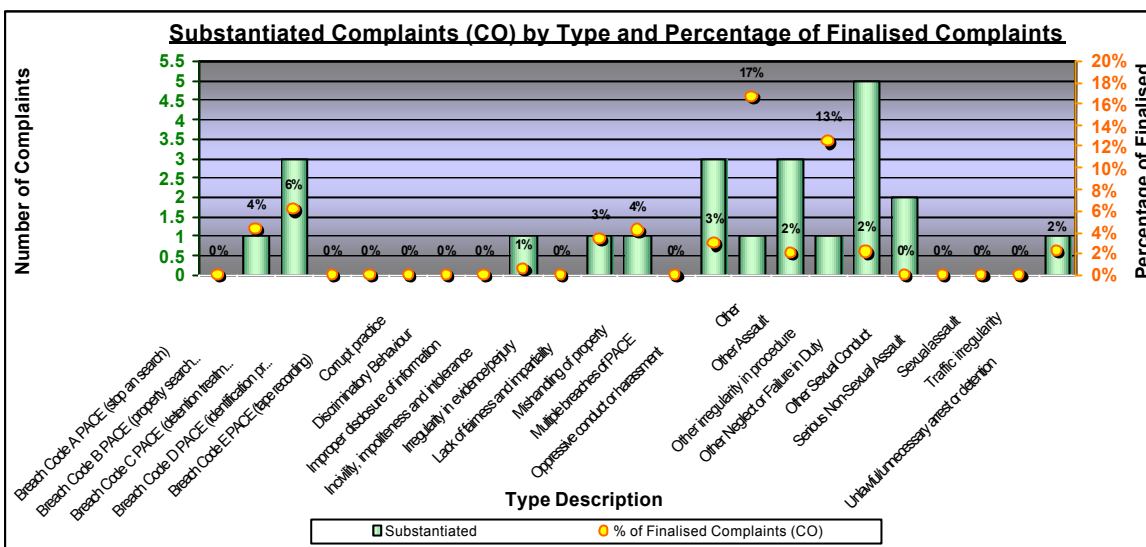
Over a third (39%) of the incidents that generated the 23 complaint cases occurred in Eastern Division.

In three complaints the officers (all male) had established an inappropriate relationship with the victim or witness of an investigation they were involved in.

The 23 complaints (CO) relate to 16 officers/staff. These consist of 4 sergeants, 10 police constables and 2 detective constables.

13 of the complaint types relate generally to the officers' behaviour and the manner in which they dealt with the public. The remainder are physical actions that breach police conduct regulations.

| Finalised Complaints (CO) Outcomes | |
|------------------------------------|---------------------------------------|
| Outcome Type | Complaints (CO)
(Apr 06 to Dec 06) |
| Words of Advice | 12 |
| Written Warning | 2 |
| Caution | 1 |
| Dismissed | 1 |
| Resigned prior to finalisation | 0 |
| Required to Resign | 0 |
| Total | 16 |



Disclosable sanctions (i.e. written warnings, findings of guilt at misconduct hearings) were issued for 16 of the 23 complaints (CO). In a single case 4 of the complaints finalised at a formal misconduct hearing related to the same officer. This officer was found guilty of criminal offences and subsequently served a custodial sentence.

Case Duration

All data below is based on the number of investigation days based on the “date recorded” and the “finalised” dates as input into the Centurion database and compensates for any periods of sub-judice. However, this does not take into account the 28 days allowed for complainants to appeal once they have been notified of the investigations findings and typically this delay can extend to more than 30 days.

The average number of days spent investigating public complaints (CO) cases finalised during the 12 month period January 2006 to December 2006 was 160 calendar days and 67% were finalised within 120 working (166 calendar) days.

Satisfaction Survey

A review of the satisfaction surveys conducted by Professional Standards in relation to finalised cases identified the need for the process of obtaining feedback from complainants to be reviewed. This review is currently ongoing.

The limited surveys that were conducted post investigation, produced predictable results with the vast majority of complainants being satisfied if their complaint was substantiated and most complainants dissatisfied if their complaint was unsubstantiated. On the whole the outcome of the investigation was the predominant factor in deciding the overall view expressed by the complainant and was often reflected in every level of question within each questionnaire. This anomaly was further highlighted in a number of investigations during which the complainants wrote favourable comments about the individual investigators but when the outcome failed to meet their expectations they questioned the quality of investigation and proceeded to make formal complaints against the same investigator.

The force does employ specialist companies to conduct satisfaction surveys on their behalf, the data from which informs the Constabulary’s quarterly satisfaction analysis product (PROBE). These however, are based on the Policing Performance Assessment Framework (PPAF) criteria and are aimed entirely at the victims of certain types of crime,

some anti-social behaviour and racist incidents. Although the specific questions asked could apply equally to complainants as victims, it is not necessarily appropriate to apply the findings to both or assume there is any correlation between them, as the sample relates to a diverse population grouping, engaging with the police for a variety of reasons and with different motivations and expectations.

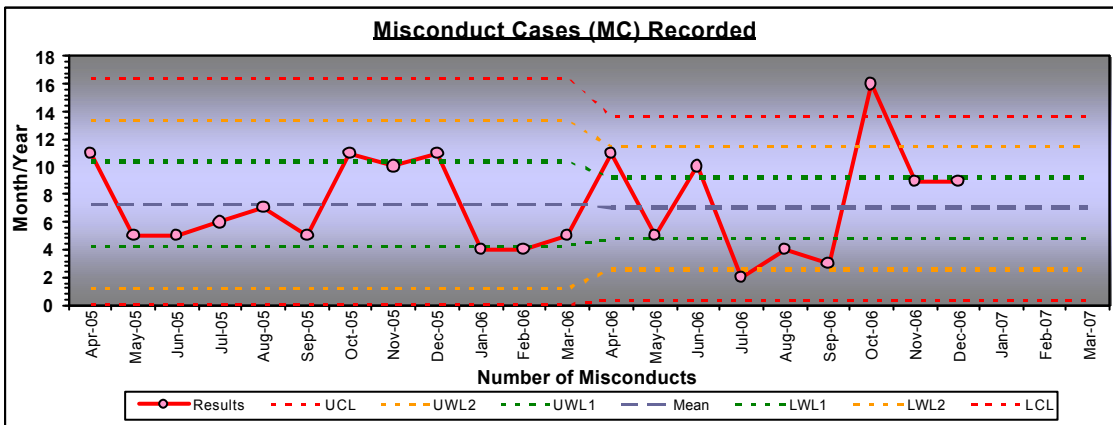
6. MISCONDUCT (MC) CASES

These cases relate to investigations into allegations of misconduct, which usually come to light through internal force channels. However, allegations may also come from members of the public complaining about the off duty conduct of a person serving with the police (not covered by the statutory procedures for public complaints) or where members of the public wish to make a statement in relation to an incident but do not wish to register a formal complaint. A small number of investigations are also carried out in relation to alleged misconduct arising out of civil claims.

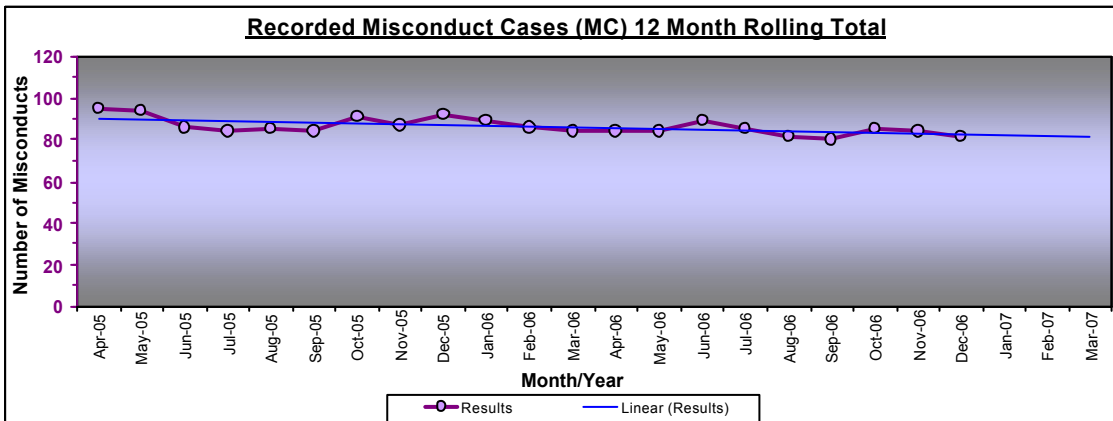
Due to the fact that the dataset for misconducts (MC) consists of such small numbers particularly when broken down by the many possible sub categories, any reliable analytical comment would be considered weak evidence of the point being made. The intention is therefore to present the available data over a longer period and attempt to identify the long term trends.

Recorded Misconducts (MC)

Between April 2006 and December 2006 there were 69 misconduct cases recorded which equates to 5.6% of all complaints cases recorded during the same period. As a year on year comparison this represents a 2.8% reduction. Generated from these 69 cases are 83 individual allegations.



The chart above shows the number of misconduct (MC) cases received by month since April 2005.



The chart above shows the 12 month rolling total (MRT) of misconduct cases received by month since April 2005. Due to the size of the data sample this type of chart

provides a more reliable indication of the long term trend. There is a slow downward trend with a year on year reduction a 2.8% based on the December MRT figures.

Misconduct (MC) Cases by Division

| Misconduct (MC) Cases by Division | | | |
|-----------------------------------|--|--|-------------|
| Division | Misconduct
(Apr 05 to Dec 05)
Year to Date | Misconduct
(Apr 06 to Dec 06)
Year to Date | %
Change |
| Western | 10 | 6 | ◀ |
| Northern | 7 | 3 | ◀ |
| Southern | 18 | 11 | ▼ |
| Central | 9 | 15 | ▲ |
| Eastern | 11 | 14 | ◀ |
| Pennine | 8 | 9 | ◀ |
| G/HQ/Other | 8 | 11 | ◀ |
| Total | 71 | 69 | ◀ |

| LEGEND | |
|--------|---------------------|
| Symbol | Meaning |
| ▲ | Large increase |
| ▲ | Small increase |
| ◀ | Little or No change |
| ▼ | Small decrease |
| ▼ | Large decrease |

Misconducts by Officer/Staff T type (scrolling 12 months)

100 officers/staff were subject to misconduct (MC) investigations during the last 12 months.

Finalised Misconduct (MC) Investigation Outcome

93 misconduct (MC) cases were finalised during this reporting period. 40 were not proven or no action taken and of the remainder 18 cases were found proven, 16 resulted in warnings and 15 in advice.

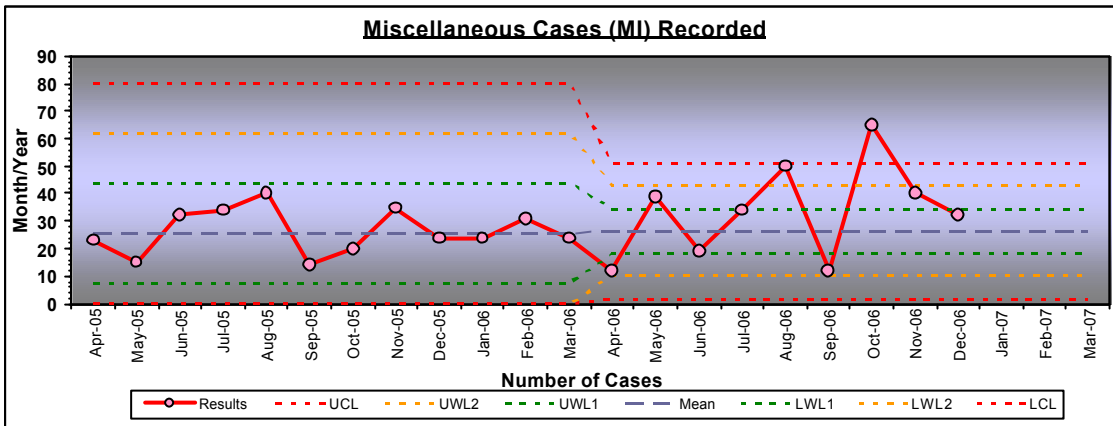
Case Duration

The average number of days spent investigating misconduct (MC) cases finalised during the 12 month period January 2006 to December 2006 was 167 calendar days and 67% were finalised within 120 working (166 calendar) days.

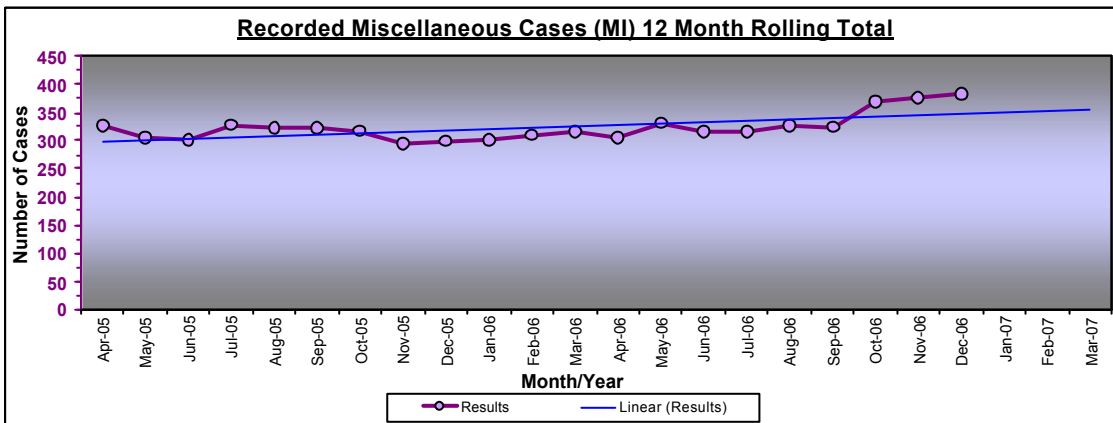
7. MISCELLANEOUS (MI) CASES

These cases do not fall into any of the other categories. These are usually less serious matters or matters which are recorded purely for information only. They may relate to enquiries conducted in Division where there is insufficient information available in the original letter to record a complaint or where enquiries have been requested by another force.

A small number of cases may involve high profile enquiries where there are no allegations of misconduct e.g. a death after police contact, or where an enquiry is being conducted by investigators from this Constabulary in another force area.



The chart above shows the number of miscellaneous (MI) cases received by month since April 2005.



The chart above shows the 12 month rolling total (MRT) of miscellaneous cases received by month since April 2005. Due to the size of the data sample this type of chart provides a more reliable indication of the long term trend. There is an upward trend with a year on year increase of 27% based on the December MRT figures.

The year on year increased is assessed as being due to the introduction of email notification. Although it still captures the miscellaneous type of enquiries previously submitted by letter, fax, or telephone, it now also includes other types of requests/enquiries which still require a case reference in order to redirect or retask.

Miscellaneous (MI) Cases by Division

| Miscellaneous (MI) Cases by Division | | | |
|--------------------------------------|---|---|-------------|
| Division | Miscellaneous
(Apr 05 to Dec 05)
Year to Date | Miscellaneous
(Apr 06 to Dec 06)
Year to Date | %
Change |
| Western | 36 | 35 | ◀ |
| Northern | 25 | 33 | ▲ |
| Southern | 34 | 46 | ▲ |
| Central | 36 | 24 | ▼ |
| Eastern | 35 | 42 | ▲ |
| Pennine | 30 | 58 | ▲ |
| G/HQ/Other | 41 | 65 | ▲ |
| Total | 237 | 303 | ▲ |

| LEGEND | |
|--------|---------------------|
| Symbol | Meaning |
| ▲ | Large increase |
| ▲ | Small increase |
| ◀ | Little or No change |
| ▼ | Small decrease |
| ▼ | Large decrease |

Finalised Miscellaneous (MI) Investigation Outcome

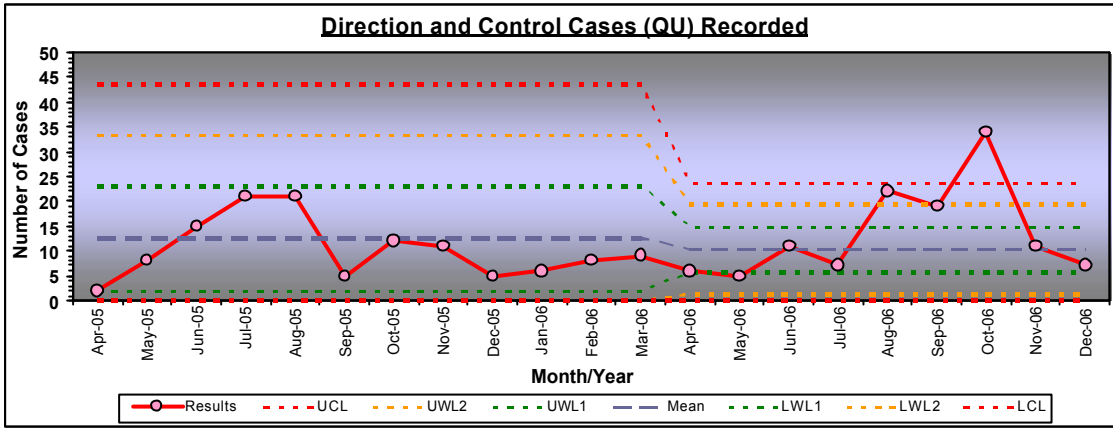
267 miscellaneous (MI) cases were finalised during this reporting period. In 173 instances there was no further action required but in 15 cases the file was converted to a complaint (CO), misconduct (MC) or direction and control (QU) case.

Case Duration

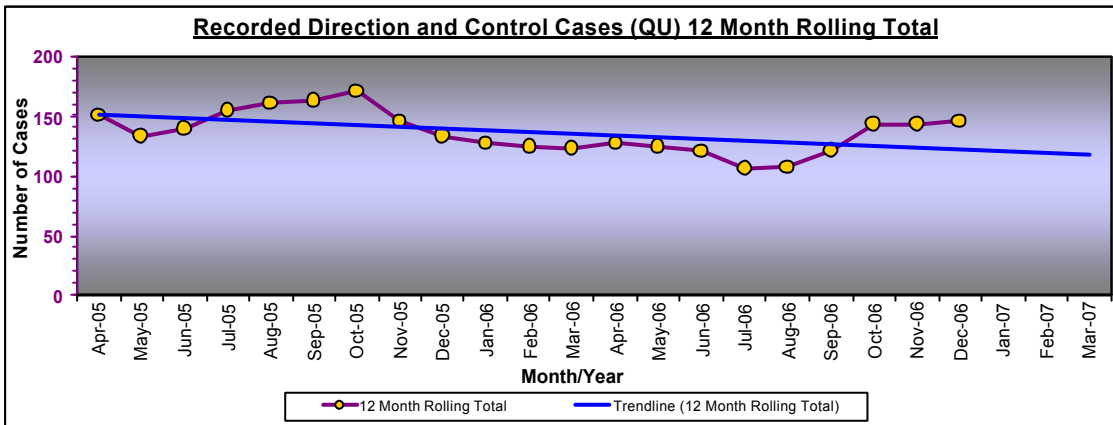
The average number of days spent dealing with miscellaneous (MI) cases finalised during the 12 month period January 2006 to December 2006 was 63 calendar days and 91% were finalised within 120 working (166 calendar) days.

8. DIRECTION AND CONTROL (QU) CASES

Direction and Control complaints do not relate to the “conduct” of a person serving with the police but are complaints made regarding operational policing policies (where there is no issue of conduct), organisational decisions, general policing standards in the Constabulary and operational management decisions (where there is no issue of conduct).



The chart above shows the number of direction and control (QU) cases received by month since April 2005.



The chart above shows the 12 month rolling total (MRT) of direction and control (QU) cases received by month since April 2005. Due to the size of the data sample this type of chart provides a more reliable indication of the long term trend. There is a strong downward trend with a year on year reduction of 23% based on the December MRT figures.

Direction and Control (QU) Cases by Division

Southern and Pennine Divisions have both seen an increase in the number of direction and control type complaints compared to the same period last year.

| Direction and Control (QU) Cases by Division | | | |
|---|--|--|--------------------------------|
| Division | Direction and Control
(Apr 05 to Dec 05)
Year to Date | Direction and Control
(Apr 06 to Dec 06)
Year to Date | Year on Year
Change |
| Western | 18 | 13 | ▼ |
| Northern | 16 | 16 | ◀ |
| Southern | 12 | 24 | ▲ |
| Central | 18 | 17 | ◀ |
| Eastern | 18 | 19 | ◀ |
| Pennine | 14 | 24 | ▲ |
| G/HQ/Other | 3 | 9 | ▲ |
| Total | 99 | 122 | ▲ |

| LEGEND | |
|---------------|---------------------|
| Symbol | Meaning |
| ▲ | Large increase |
| ▲ | Small increase |
| ◀ | Little or No change |
| ▼ | Small decrease |
| ▼ | Large decrease |

Finalised Direction and Control (QU) Investigation Outcome

109 direction and control (QU) cases were finalised during this reporting period. In 7 instances the case was converted to either, a Complaint (CO), Misconduct (MC) or a Miscellaneous (MI) case but in 2 cases they resulted in either a change in working practices or an amendment to force policy.

Case Duration

The average number of days spent investigating direction and control (QU) cases finalised during the 12 month period January 2006 to December 2006 was 29 calendar days and 98% were finalised within 120 working (166 calendar) days.

9. APPENDIX 1 to PART I
WORKFORCE OVERVIEW

The data produced in the tables below was provided by the HR Data Managers Office and is accurate as at 31/12/2006.

| HEADCOUNT DATA BY EMPLOYEE TYPE | | | | | | | | |
|---------------------------------|------------------|-------------------|-------------------|------------------|------------------|------------------|---------------|-------------|
| TYPE | Western Division | Northern Division | Southern Division | Central Division | Eastern Division | Pennine Division | HQ/G Division | Force Total |
| POLICE OFFICERS | 551 | 450 | 509 | 384 | 620 | 577 | 518 | 3609 |
| POLICE STAFF | 189 | 175 | 194 | 162 | 281 | 189 | 741 | 1931 |
| PCSOS | 51 | 52 | 51 | 41 | 45 | 43 | 1 | 284 |
| SPECIALS | 52 | 48 | 88 | 64 | 57 | 68 | 3 | 380 |
| TOTAL | 843 | 725 | 842 | 651 | 1003 | 877 | 1263 | 6204 |
| % of Force | 13% | 11% | 14% | 10% | 16% | 14% | 21% | 100% |

The table above shows the makeup of the force by employee type. Caution should be exercised when making assumptions as to operational status and involvement in front line policing of the different employee types as there are some police officers deployed in non-operational role and vice versa some police staff are deployed to front line policing duties i.e. PCSO's, CSI's and PEA's.

| HEADCOUNT DATA BY EMPLOYEE GENDER | | | | | | | | |
|-----------------------------------|------------------|-------------------|-------------------|------------------|------------------|------------------|---------------|-------------|
| GENDER | Western Division | Northern Division | Southern Division | Central Division | Eastern Division | Pennine Division | HQ/G Division | Force Total |
| FEMALE | 303 | 275 | 343 | 234 | 432 | 353 | 532 | 2472 |
| MALE | 540 | 450 | 499 | 417 | 571 | 524 | 731 | 3732 |
| TOTAL | 843 | 725 | 842 | 651 | 1003 | 877 | 1263 | 6204 |

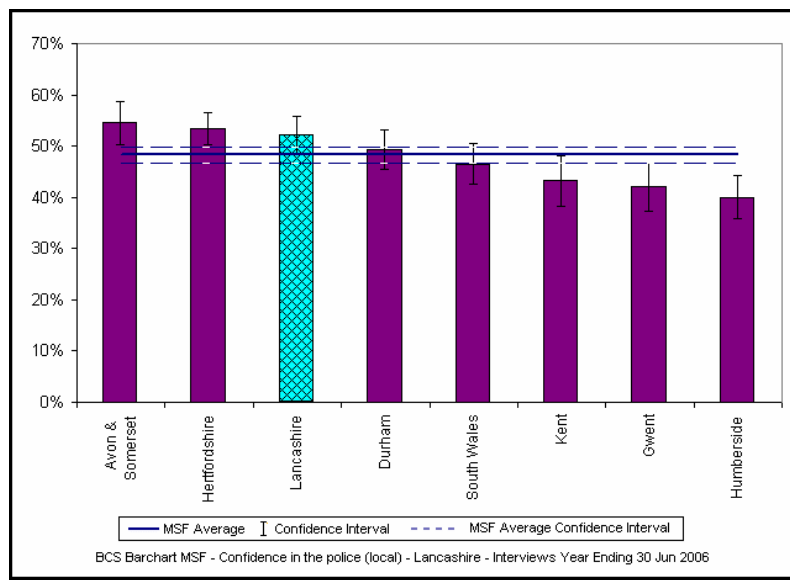
| HEADCOUNT DATA BY SELF CLASSIFIED ETHNICITY | | | | | | | | |
|---|------------------|-------------------|-------------------|------------------|------------------|------------------|---------------|-------------|
| ETHNICITY 5+1 | Western Division | Northern Division | Southern Division | Central Division | Eastern Division | Pennine Division | HQ/G Division | Force Total |
| ASIAN | 3 | 1 | 5 | 21 | 47 | 24 | 11 | 112 |
| BLACK | 1 | 0 | 0 | 2 | 1 | 1 | 5 | 10 |
| CHINESE/ OTHER | 0 | 0 | 1 | 0 | 1 | 2 | 1 | 5 |
| MIXED | 4 | 5 | 8 | 6 | 8 | 8 | 13 | 52 |
| WHITE | 784 | 685 | 758 | 539 | 888 | 702 | 1173 | 5529 |
| NOT STATED | 51 | 34 | 70 | 83 | 58 | 140 | 60 | 496 |
| TOTAL | 843 | 725 | 842 | 651 | 1003 | 877 | 1263 | 6204 |

10. APPENDIX 2 to PART I
COMPARISON WITH FAMILY OF MOST SIMILAR FORCES (MSF)

Areas with very similar geographic, demographic and socio-economic environments have been shown to have reasonably comparable levels of crime. By applying a number of common characteristic variables to all forces, groupings of most similar forces (MSF) are created. These groupings provide a benchmark in terms of crime levels and enable peer comparisons. Lancashire has within its MSF seven other forces: Avon and Somerset, Durham, Gwent, Hertfordshire, Humberside, Kent and South Wales.

The chart below is an extract taken from the iQuanta website and compares the confidence levels of the public of Lancashire with those of the other forces within the same MSF family.

Confidence in Police Comparison with Most Similar Forces



It should be noted that within Lancashire family of MSF there is little correlation between the number of crimes recorded within a force and the level of public confidence within the same area.

Most Similar Forces Complaints and Local Resolution Comparison

| Complaints (CO) Comparison with Most Similar Forces (MSF) | | | | |
|--|---|---|--|---|
| Force | Complaints (CO)
(Apr 05 to Sep 05) | Complaints (CO)
(Apr 06 to Sep 06) | Local Resolutions
as % of Finalised
Complaints
(Apr 06 to Sep 06) | Complaints per
1000 Staff Members
(Apr 06 to Sep 06) |
| Avon and Somerset | 732 | 842 | 43% | 147 |
| Durham | 226 | 250 | 37% | 145 |
| Gwent | 262 | 285 | 55% | 120 |
| Hertfordshire | 526 | 716 | 55% | 159 |
| Humberside | 614 | 555 | 43% | 144 |
| Kent | 707 | 832 | 40% | 136 |
| Lancashire | 918 | 1022 | 57% | 165 |
| South Wales | 555 | 498 | 57% | 95 (Police Officers and Police Staff only) |

PSD Future – Action Plan

| No: | Action: | Source: | Current Position: | Allocated to: | Timescale: | Date Completed: |
|------------|--|---|---|----------------------|------------------------------|------------------------|
| 1. | Ensure Professional Standards Department (PSD) functions and structures are configured so as to deliver the most efficient and effective service, which meets the needs of the Constabulary. | HMIC Raising the Standard
HMIC Inspection of Lancs
IPCC Statutory Guidance
Nat Policing Plan 2005/08
Policing Lancs 2005/08
PSD Strategic Assessment | <ul style="list-style-type: none"> PSD Functions and Structures have now been configured against the NIM concepts of intelligence, prevention and enforcement. These have now been submitted for Business Group approval through the PSD Policing Plan 2007/08. | DCS Tattum | 31/3/07 | |
| 2. | Ensure that all areas of PSD service delivery are informed by and aligned to the Constabulary's Quality Counts programme, particularly where the needs of victims and witnesses are concerned. | HMIC Raising the Standard
IPCC Statutory Guidance
Nat Policing Plan 2005/08
Policing Lancs 2005/08 | <ul style="list-style-type: none"> Quality of Service is a PSD strategic priority. Departmental lead appointed (DCI Pemberton). Quality of Service Officer recruited to temporary post. Quality of Service Action Plan approved. Collaboration agreed with Corporate Development. Scanning underway to identify areas for improvement. Problem solving is a strategic priority with links to neighbourhood policing. | DCI Pemberton | Ongoing – next review 1/3/07 | |
| 3. | Ensure that the Constabulary's diversity strategy is embedded in all aspects of PSD work and that processes are in place to identify and respond to any areas of disproportionality. | CRE report
ACPO Race Equality Programme
HMIC Raising the Standard
HMIC Inspection of Lancs
IPCC Statutory Guidance
PSD Strategic Assessment | <ul style="list-style-type: none"> Diversity is a PSD strategic priority. Departmental lead appointed (DCI Critchley). Collaboration agreed with Force Diversity Unit. | DCI Critchley | Ongoing – next review 1/3/07 | |

| No: | Action: | Source: | Current Position: | Allocated to: | Timescale: | Date Completed: |
|-----|---|---|---|------------------------------|-------------------------|-----------------|
| | | Nat Policing Plan 2005/08
Policing Lancs 2005/08
Morris Inquiry report | <ul style="list-style-type: none"> • Diversity Action Plan approved and includes implementation of Holdaway Report actions. • Vetting. | | | |
| 4. | Ensure National Intelligence Model (NIM) business processes are embedded and sustained across all areas of PSD work. | HMIC Raising the Standard
HMIC Inspection of Lancs
IPCC Statutory Guidance Nat Policing Plan 2005/08 Policing Lancs 2005/08
PSD Strategic Assessment | <ul style="list-style-type: none"> • NIM processes implemented at strategic and tactical levels. • Governance mechanism in place with links to individual's PDRs. • Quarterly strategic review links directly in force STCG, TTCG and Police Authority (Professional Standards Committee). | DCS Tattum / Det Supt Ronnan | | 1/12/06 |
| 5. | Introduce operating procedures which ensure minimum standards of investigation are aligned to performance targets which meet the needs and expectations of customers, stakeholders and staff. | IPCC Statutory Guidance
HMIC Raising the Standard Nat Policing Plan 2005/08 Policing Lancs 2005/08
PSD Strategic Assessment | <ul style="list-style-type: none"> • Changed investigation procedures being introduced on an ongoing basis. • Links to Quality of Service requirements being established. | Det Supt Ronnan | Ongoing – review 1/4/07 | |
| 6. | Ensure implementation of the new 'misconduct arrangements for police officers' across the Constabulary. | Taylor Report
CRE Report | <ul style="list-style-type: none"> • Implementation Team identified. • Implementation of new arrangements delayed until April 2008. • Draft guidance anticipated March 2007. | Det Supt Ronnan | 31/3/08 | |
| 7. | Introduce processes which ensure all PSD work conforms to the data quality principles set out in the Management of Police Information Guidance (MOPI). | MOPI Guidance and Code
Policing Lancs 2005/08 | <ul style="list-style-type: none"> • Implementation of MOPI standards lead by Bichard Steering Group. • Group to report on MOPI requirements by 31/3/07. | Det Supt Ronnan | 31/3/07 | |

| No: | Action: | Source: | Current Position: | Allocated to: | Timescale: | Date Completed: |
|-----|--|---|--|---------------|------------|-----------------|
| | | | | | | |
| 8. | Ensure ICT based systems and processes provide meaningful and timely management information and identify and action lessons to be learnt for the Constabulary from all areas of PSD work. | HMIC Raising the Standard
HMIC Inspection of Lancs
IPCC Statutory Guidance
Taylor Report
Nat Policing Plan 2005/08 Policing Lancs 2005/08
PSD Strategic Assessment | <ul style="list-style-type: none"> • Replacement IT system designed by external supplier. • System now under development. • Installation target date April 2007. | DCI Castle | 30/4/07 | |
| 9. | Integrate the Constabulary vetting function into PSD structure, ensuring opportunities to improve service delivery are identified and taken. | HMIC Raising the Standard
HMIC Inspection of Lancs
PSD Strategic Assessment
ACPO Vetting Policy | <ul style="list-style-type: none"> • Business Group approval to integrate vetting function into PSD with effect from 1/4/07. | DCS Tattum | 31/3/07 | |
| 10. | Ensure opportunities to maximise operational efficiency and improve working conditions are identified and taken with the commissioning of additional PSD accommodation. | HMIC Inspection of Lancs Policing Lancs 2005/08
PSD Strategic Assessment | <ul style="list-style-type: none"> • Additional accommodation commissioned 9/1/07. • Civil Claims and Vetting teams now relocated into accommodation. • Intelligence and Anti Corruption Team to relocate March 2007. | Mrs Yates | 31/3/07 | |
| 11. | Ensure policies and procedures owned by the Department Head meet the operational and organisational needs of the Constabulary and that processes are in place to ensure both guardianship and compliance responsibilities are met. | HMIC Raising the Standard
HMIC Inspection of Lancs | <ul style="list-style-type: none"> • Policies currently under review and to take account of changes in functions and structures. • Going Local 3 framework / research. | DCS Tattum | 31/3/07 | |

| No: | Action: | Source: | Current Position: | Allocated to: | Timescale: | Date Completed: |
|-----|---|---|---|------------------|----------------------------|-----------------|
| 12. | Introduce a bespoke policy and procedure to prevent and where necessary tackle substance abuse by all members of staff. | HMIC Raising the Standard
HMIC Inspection of Lancs
PSD Strategic Assessment | <ul style="list-style-type: none"> • Policy approved at STCG in February 2007. • Introduction planned for 1/4/07. | DCI
Pemberton | 31/3/07 | |
| 13. | Ensure systems and processes are in place to meet staff training, development and welfare needs. | HMIC Raising the Standard
HMIC Inspection of Lancs
CRE Report
Nat Policing Plan 2005/08 Policing Lancs 2005/08 | <ul style="list-style-type: none"> • Staff training and development programme approved for 2007/08. • External training courses identified and secured for staff. • Joint training programme agreed with IPCC. | DCI
Pemberton | Ongoing –
review 1/4/07 | |