

Professionalism Headlines - Quarter 2

Reactive

- In Q2 2020/2021, BTP Professional Standards Department recorded **262** complaint allegations, a small decrease of **24** recorded in the previous quarter.
- *Other assault, Incivility, Impoliteness & intolerance* and *Other neglect or failure in duty* were the three most reported allegation types again, continuing the trend from the previous quarter. An expected but emerging theme were complaints involving the policing of face masks on public transport in response to the Coronavirus pandemic.
- In terms of recording of complaints, **65%** of complaints were recorded within 10 working days, which was a significant improvement on the **35%** recording rate for Q1 and testament to the hard work of the PSD administration team.
- For this reporting period, the IOPC had to hold off the Q1 and Q2 data collection due to issues with **their** data extraction tool following the recent Centurion upgrade. They are hoping to collect Q1 and Q2 in October so further analysis will be provided then when the data is sent to us.

Meetings/Hearings/Appeals

- In the second quarter of 2020/2021, **8** Misconduct Meetings have been held and **1** Hearing scheduled, although the staff member resigned prior to the Hearing date. New virtual ways of working were introduced during the COVID restrictions which has helped maintain the tempo of operations (there were **5** Misconduct Meetings, **2** Hearings and **2** resignations in Q1 of 2020). **6** Hearings have already been scheduled for Q3 of 2020, highlighting the increasing workload.
- There were **3** force appeals in Q2, of which **2** were upheld. This is in comparison to **5** appeals in the last quarter, **2** of which were also upheld. With such small numbers, it is difficult to draw any meaningful conclusions from this data.

Pro-Active

- The PSD Pro-Active unit have created **7** Intelligence Development Plans (IDPs) in Q2, in line with the **6** created in Q1. Thematically, the IDPs have remained similar, namely focused on drugs, abuse of authority for sexual gain and corruption proofing.
- **23** CARS have been received for the reporting period in Q2. This is a reduction compared with the **36** received last quarter and the **30** received for Q1 2019/2020. A significant percentage of the workforce are working from home during the Coronavirus pandemic and this is likely reducing workplace tensions that may have led to CARS being generated. Of this quarter's reports, **7%** were progressed into IDPs with all other reports being passed to local management to deal with and advise.

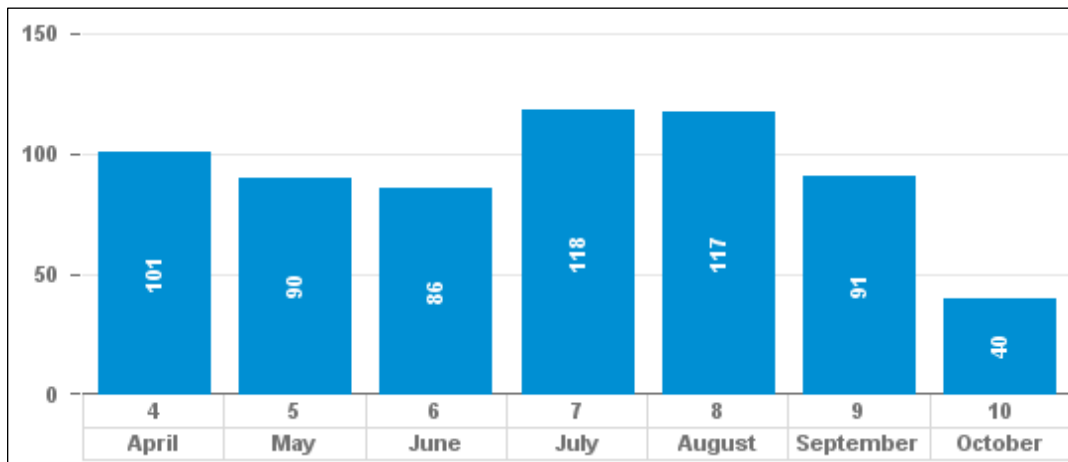
Grievance Investigation

The total number of grievances submitted and concluded in quarter two is still low (less than 0.5% of the workforce) Grievance levels are increasing slightly and this mirrors misconduct matters that are reported.

Type of Grievance	Number Recorded
Bully & Harassment	12
Disability Discrimination	6
Age Discrimination	1
Race Discrimination	2
Terms & Conditions	4
Victimisation	5
Total	30

Vetting

The Vetting Unit processed **326** cases in Q2, an increase on the **276** cases last quarter and the **312** cases in the same time period last year. The number of vetting cases that are processed tends to fluctuate in line with recruitment drives, as well as staffing levels that were bolstered by Warwickshire in PY 2019/2020, helping to process more cases.



The vetting team now for the last three months have had no backlog and are able to vet 'up to the minute' applications. The Core vet system is still being pursued and we are working with the City of London Police to jointly purchase and minimise cost by doing so, project is signed of and ready to go in BTP which will save further time and introduce greater efficiency.

Vetting is now performing a more proactive role and we are adding greater value rather than working to just minimum standards.

Appendices

Performance Scorecard for Key | Performance Indicators

As mentioned above the IOPC data extraction is currently not functioning nationally and they will have this working following a change in performance indicators for quarter three. This will be altered in order to capture performance indicators for the new police regulations that BTP have not yet adopted.

KPI	April	May	June	July	Aug	Sept	Comments
Complaint recording (%)	48	33	34	48	58	90	Following Covid and new ways of working we have drastically improved timeliness of recording. We were in 6th position nationally for this statistic and await IOPC comparison once they are able to run their data.
Investigations complete within 120 days	2	3	4	6	9	11	All of the investigations finalised were within the 120 day timescale. Of all active investigations only a very small percentage are outside of this time. These are sub-judice for the most part and we are reviewing progression of these (7 charity collection complaints)
Appeals NOT upheld by IOPC	0	0	0	1	0	0	Only one appeal was decided upon by the IOPC during the last 6 months. This appeal was not upheld. This is testament to the high standard of investigation completed across PSD and the force. We have remained one of the best performing forces in this area for the last 18 months.
Intel Development	4	2	2	2	2	3	All intelligence development plans approved and progressed are completed

plans							within the 120-day period. Proactive have flourished during Covid and with recent recruitment are now up to strength with significant work ongoing.
Training inputs delivered	4	4	7	5	8	2	While numbers have ben low we have engaged with SAME, AMP, Training, People and culture board as well as intakes. We have also continued to brief Fed and Supt association and trained the vast majority of Chief Inspector and Police Staff equivalents in the new police regulations. Significant work during the pandemic

Summary

Professionalism as a department are progressing particularly well. All KPI's are heading in the right direction and we are confident that once IOPC statistics are back on line we will be within the top quartile for performance in all areas. There is no vetting backlog and all investigations are completed in a timely manner within the 120-day target.