

## SURREY POLICE AND CRIME PANEL

### 21 April 2022

# Force Culture and Conduct

8

## 1 SUMMARY

This report updates the Panel on the steps taken by the Commissioner to hold the Chief Constable to account regarding Surrey Police's culture and conduct and the steps taken by the Force to address cultural and conduct issues.

## 2 RECOMMENDATIONS

The Police and Crime Panel is asked to note the content of the report.

## 3 INTRODUCTION

Under the Police Act 1996 and the Police Reform & Social Responsibility Act 2011, the Office for the Police and Crime Commissioner's for Surrey (OPCC) has a number of specific duties in relation to the handling of complaints. The OPCC has a responsibility to manage complaints it may receive against the Chief Constable of the Force, its own members of staff, contractors, and the Commissioner itself. The OPCC also has a duty to keep itself informed about complaint and discipline matters within Surrey Police Force (as set out in section 15 of the Police Reform Act 2002). Also, as of 1 February 2020, Police and Crime Commissioners (PCCs) have taken on reviews of police complaints, where the Force would have previously been the appeal body. The reason for this change was to ensure the reviews are impartial and independent, providing greater assurance to the public.

## 4 SURREY POLICE CULTURE

The Chief Constable has set out expectations for the way people work in Surrey Police, which include:

- We will trust each other to do the right thing to give outstanding service
- We will expect high standards and ethical behaviour
- We will be kind, friendly, inclusive, and support our police families.
- We will respect, and reflect, the differences in communities we serve.
- We will value, and learn from, the different perspectives and experiences of others.

This is supported by a number of campaigns and training programmes in Surrey Police, including training sessions to tackle racism, taking part in pride events, the White Ribbon campaign and training on neurodiversity.

Recently, Surrey Police launched the #NotInMyForce campaign which is about removing sexism and misogyny from Surrey Police, and links into the work promoted by the Commissioner around VAWG. Additionally, Surrey Police’s Professional Standards Department (PSD) have conducted mandatory remote briefings to all supervisors in the force towards the end of last year around Abuse of Position for a Sexual Purpose (APSP), Sexual Misconduct and Sexism, which included a push that supervisors need to supervise and know what their teams are up to and to challenge and report improper behaviours etc.

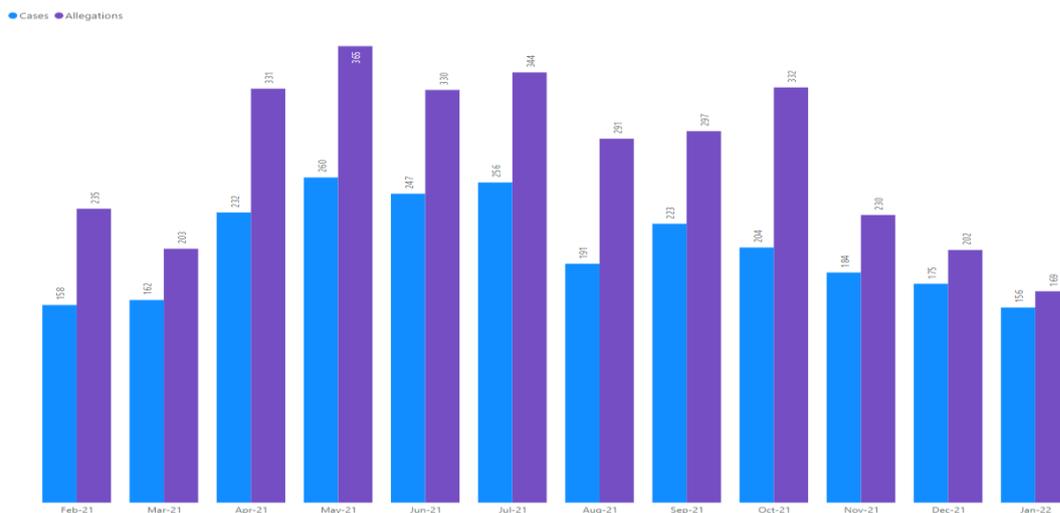
Further work is also being done along similar lines to try and reduce conduct failings and influence higher standards – there have been face to face meetings with every Sergeant and Inspector on North Surrey and with all Sergeants on East Surrey already. Work is ongoing to meet with the remaining Sergeants and Inspectors in the remaining divisions and departments over the coming months. These are delivered by the Head or Deputy Head of PSD and focus on PSDs expectation that supervisors challenge inappropriate behaviour.

### 5 COMPLAINTS RECORDED BETWEEN 1 APRIL 2021 AND 6 MARCH 2022

The simplest way to monitor how Surrey Police is performing in terms of its conduct is by looking at the complaints received by PSD.

Each complaint case recorded has one or more allegations linked to it and each allegation is categorised in line with the IOPC’s guidance on capturing data about police complaints. This number will include any complaint cases that have met the threshold for special procedures (i.e. conduct), they remain as a complaint case and are not counted in the conduct case figures. After the changes to the Police Complaint and Misconduct Regulations in 2020, more conduct matters are now dealt with under complaints cases as members of the public can now make a complaint about the off duty behaviour of an officer or police staff member, and so for example, incidents where an officer or staff member are subject to a criminal allegation which also amounts to conduct might now be dealt with under a complaint case rather than a conduct case.

**Table 1** shows the number of complaint cases (blue) and complaint allegations (purple) recorded by month. On average this equates to **204** cases per month (an increase from **185** in 2020/21 and **33** in 2019/20).



**Table 2** shows the number of complaint cases and allegations recorded and a breakdown of the allegation types recorded.

Case Type	Cases	Allegations
<b>Complaint</b>	<b>2,342</b>	<b>3,208</b>
<b>Delivery of duties and service</b>	<b>1,712</b>	<b>2,175</b>
General level of service	1,506	1,857
Police action following contact	158	177
Decisions	85	92
Information	40	49
<b>Police powers, policies and procedures</b>	<b>337</b>	<b>461</b>
Searches of premises and seizure of property	98	104
Use of force	89	103
Power to arrest and detain	81	89
Stops, and stop and search	43	56
Detention in police custody	34	49
Other policies and procedures	17	18
Evidential procedures	12	16
Out of court disposals	14	14
Bail, identification and interview procedures	10	12
<b>Individual behaviours</b>	<b>173</b>	<b>205</b>
Impolite language/tone	100	108
Impolite and intolerant actions	28	30
Unprofessional attitude and disrespect	21	28
Overbearing or harassing behaviours	21	24
Lack of fairness and impartiality	13	15
<b>Handling of or damage to property/premises</b>	<b>104</b>	<b>112</b>
Handling of or damage to property/premises	104	112
<b>Discriminatory behaviour</b>	<b>58</b>	<b>64</b>
Race	40	42
Disability	10	14
Sex	4	4
Gender reassignment	1	1
Other	1	1
Religion or belief	1	1
Sexual Orientation	1	1
<b>Access and/or disclosure of information</b>	<b>55</b>	<b>61</b>
Disclosure of information	49	54
Handling of information	5	5
Accessing and handling of information from other sources	1	1
Use of police systems	1	1
<b>Use of police vehicles</b>	<b>60</b>	<b>61</b>
Use of police vehicles	60	61
<b>Discreditable conduct</b>	<b>13</b>	<b>25</b>
Discreditable conduct	13	25
<b>Other</b>	<b>14</b>	<b>22</b>
Other	14	22
<b>Abuse of position/corruption</b>	<b>10</b>	<b>13</b>
Abuse of position for other purpose	5	5
Abuse of position for the purpose of pursuing an inappropriate emotional relationship	2	5
Abuse of position for financial purpose	1	1
Abuse of position for sexual purpose	1	1
Organisational corruption	1	1
<b>Sexual conduct</b>	<b>9</b>	<b>9</b>
Sexual assault	7	7
Other sexual conduct	2	2
	<b>47</b>	
	47	
<b>Total</b>	<b>2,342</b>	<b>3,208</b>

Table 3 shows the outcome of complaint cases and allegations recorded (where they have been finalised).

Result	Cases	Allegations
Resolved	1,362	1,442
The service provided was acceptable	400	977
Not Resolved - NFA	268	292
No further action required	101	159
The service provided was not acceptable	97	129
Not determined if the service acceptable	61	80
De Recorded	28	29
No Case to Answer	4	13
Withdrawn	5	9
Case to Answer	1	3
<b>Total</b>	<b>2,265</b>	<b>3,133</b>

## 6 CONDUCT (CASES AND ALLEGATIONS) RECORDED BETWEEN 1 APRIL 2021 AND 6 MARCH 2022

Each conduct case recorded has one or more allegations linked to it and each allegation is categorised in line with the standards of professional behaviour.

**Table 4** shows the number of conduct cases and allegations recorded and a breakdown of the allegation types recorded.

Case Type	Cases	Allegations
<b>Conduct</b>	<b>82</b>	<b>214</b>
<b>Discreditable conduct</b>	<b>61</b>	<b>126</b>
Discreditable conduct	61	126
<b>Access and/or disclosure of information</b>	<b>11</b>	<b>20</b>
Use of police systems	9	13
Disclosure of information	3	5
Handling of information	2	2
<b>Other</b>	<b>11</b>	<b>19</b>
Other	11	19
<b>Discriminatory behaviour</b>	<b>8</b>	<b>16</b>
Race	5	8
Disability	3	3
Religion or belief	1	3
Sex	1	1
Sexual Orientation	1	1
<b>Delivery of duties and service</b>	<b>5</b>	<b>9</b>
General level of service	3	5
Information	2	2
Decisions	1	1
Police action following contact	1	1
<b>Individual behaviours</b>	<b>7</b>	<b>9</b>
Overbearing or harassing behaviours	3	4
Impolite language/tone	3	3
Impolite and intolerant actions	1	2
<b>Abuse of position/corruption</b>	<b>3</b>	<b>6</b>
Abuse of position for sexual purpose	1	4
Abuse of position for other purpose	2	2
<b>Police powers, policies and procedures</b>	<b>3</b>	<b>4</b>
Use of force	2	3
Other policies and procedures	1	1
<b>Sexual conduct</b>	<b>1</b>	<b>2</b>
Other sexual conduct	1	2
<b>Use of police vehicles</b>	<b>2</b>	<b>2</b>
Use of police vehicles	2	2
<b>Handling of or damage to property/premises</b>	<b>1</b>	<b>1</b>
Handling of or damage to property/premises	1	1
<b>Total</b>	<b>82</b>	<b>214</b>

**Table 5** shows the outcome of conduct cases and allegations recorded (where they have been finalised).

Result	Cases	Allegations
No Case to Answer	52	101
Case to Answer	16	70
De Recorded	3	13
Discontinuance	1	2
<b>Total</b>	<b>69</b>	<b>186</b>

## 7 MISCONDUCT PROCEEDINGS

**Table 6** shows the misconduct hearings and meetings held by Surrey Police over the last year. Misconduct hearings are, in the main, held in public, and carries the potential sanction for the officer involved to be dismissed. Misconduct meetings are held in private and are for low level offences focused more on learning.

Hearing/ Meeting	Officer/ Staff	Number	Outcome
Hearing	Officer	5	Dismissed without notice = 2 Final written warning = 2 Reflective practice = 1
Hearing	Retired Officer	4	Would have been dismissed if still service = 4
Hearing	Staff	2	Dismissed without notice = 2
Hearing	Retired staff	1	Would have been dismissed if still service = 1
Meeting	Officer	3	Written Warning = 1 Reflective Practice = 2
Meeting	Staff	2	Final Written Warning = 1 Written warning

## 8 SCRUTINY BY OPCC

The Commissioner works very closely with PSD, meeting regularly with its Head and Deputy to scrutinise the Department's performance and discuss challenges and cases, and the pressures it faces. Additional resource is also currently being made available to the Commissioner's Office, to enable better scrutiny of PSD, by dip-checking and reviewing PSD files more regularly.

## 9 CONCLUSION AND CHALLENGES

This remains an integral part of the Commissioner's work, with 361 complaints being received by the OPCC in January and February this year alone, and over 3,000 contacts in 2021. In the majority of cases these relate to the work done by PSD. Most contacts are followed up with PSD, and, in the main, the work done by PSD is shown to be of a high standard. This is evidenced by the complaints review function carried out by the OPCC, which, despite increasing significantly in recent times, find that the number of cases being identified as requiring further work by PSD remains low, at approximately 5%. A separate report is provided to the panel on the Complaints Review process.

## **10 NEXT STEPS**

The Commissioner will continue to monitor the performance of PSD and support Surrey Police in the work it does to improve the culture within the Force.

## **11 CONTACT INFORMATION**

**OFFICER: Johanna Burne**

**CONTACT: 01483 630 200**