

PROFESSIONAL STANDARDS COMMITTEE – 7 JULY 2010

ANALYSIS OF DISSATISFACTION AND PERFORMANCE AGAINST POLICING PLEDGE 10

REPORT BY CHIEF CONSTABLE AND CHIEF EXECUTIVE

Introduction

- 1.1 The element of the Sussex Policing Pledge that directly relates to complaints handling, and therefore falling under the remit of Professional Standards Committee (PSC) to oversee, is Pledge 10.
- 1.2 Pledge 10 is to "Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly".
- 1.3 This report is to update the PSC on activity to deliver Policing Pledge 10, the lessons learned from acknowledging and managing dissatisfaction, and Direction and Control complaints.

Analysis of Dissatisfaction

- 2.1 In January 2010, a database to capture public feedback was introduced. This was intended to meet the organisational need in three areas - to
 - (1) Understand the wider picture on public dissatisfaction and gratitude;
 - (2) enable compliance monitoring of acknowledging dissatisfaction within 24 hours; and
 - (3) support the identification of Direction and Control complaints.
- 3.3 From 1 April up to and including 31 May, 232 entries were recorded with regard to dissatisfaction and 80 with regard to gratitude. This report provides an analysis of that dissatisfaction recorded by the Force over that time period, which includes Direction and Control (succeeding historic reporting structure), and assesses performance in acknowledging dissatisfaction within 24 hours.
- 2.3 The data is characterised into four main categories: Communication; Police Actions; Treatment and Other, as shown at Appendix A. Each category is then broken down further to enable greater insight into the nature of dissatisfaction. It is important to note that this feedback is generated by a wide range of people including victims, witnesses and those involved in crime (suspected, alleged or charged offenders). Appendix B provides analysis of April and May 2010 force-wide data.

- 2.4 Police Actions: 72 records (31 per cent of total)
The majority of these relate to how the complainant considers how well the Force has investigated incidents and shows a reasonably even split between the Divisions. Seven complaints relate to organisational decisions/procedures and are detailed under Direction and Control matters below.
- 2.5 Figure 1.3 shows that the majority of complaints relate to investigation into crime. It is recommended that the PSC request detail into the types of crime this relates to in order to understand better the issue, which may or may not be related to other performance statistics.
- 2.6 Treatment: 50 records (22 per cent of total)
In the main, attitude and fairness account for the majority of expressions of dissatisfaction recorded under this section. These two areas relate to unhelpfulness, not taking things seriously, arrogance and treating people unfairly.
- 2.7 Communication: 20 records (9 per cent of total)
Dissatisfaction for this category is a fairly equal spread of not being able to contact an officer, not being kept updated and not being given the right information.
- 2.8 Other: 90 records (38 per cent of total)
This category is a combination of vexatious complaints, community information, ticketed/towed, compensation/civil claims and isolated anomalies.

Direction and Control

- 3.1 A quarterly report is produced for the Force's Organisational Development Meeting to provide an overview of the public dissatisfaction landscape, update relevant activity and identify areas of risk from Direction and Control complaints. The Authority is represented at this meeting by the Lead Member for Diversity.
- 3.2 The most recent Direction and Control report has highlighted 17 incidents regarding parking around Lewes HQ from local residents. These complaints have been dealt with on an individual basis, and both the District and Facilities Department are working together to identify longer term solutions.
- 3.3 Four complaints concern the non-removal of DNA following "no charge" decisions; one relates to caution procedures; one relates to positive discrimination on the Force email disclaimer, and one suggests that the Police ought to have been elsewhere, not patrolling a small village giving out parking fines. Each of these complaints has been responded to and dealt with by the appropriate departments.

Acknowledging Dissatisfaction Within 24 Hours

4. Ten (4 per cent) instances were recorded in April and May 2010 where the Force appears to have failed to meet Pledge 10 to respond within 24 hours (five of these were responded to within 48 hours).

Accessibility of Making Complaints to Sussex Police

- 5.1 Regular checks are made by Professional Standards Department (PSD) staff when visiting Divisions and Departments to ensure front offices are fully stocked and have the correct supplies of IPCC leaflets, which provide guidance to the public on making a complaint.
- 5.2 Changes are also to be made to the Force website to make complaining easier. These changes are due to take place in July, and will form part of a complete redesign of the Force website. Following advice received, a link was added to the website which led to guidance explaining the Local Resolution process.
- 5.3 Adjustments have been made to the internal PSD website, ensuring that anyone on Division and Department dealing with a complaint made by a member of public has quick and easy access to the correct forms and guidance allowing them to progress the complaint more effectively.

Conclusion

- 6.1 Police Actions (lack of, or quality of investigation) remains the most significant area of dissatisfaction as recorded here. This data supports the Force's results for Victims of crime 'User Satisfaction Data', where 'Police Actions' are historically an area in which the Force under-performs. It is recognised that the positive actions of explaining processes fully, providing reassurance, offering advice or giving practical help and displaying competence are the largest drivers for improving satisfaction levels.
- 6.2 A report is prepared for an agenda item at each divisional accountability meeting, providing a stage to discuss public feedback and identify, where appropriate, activity to resolve at a local level.
- 6.3 The issue of capturing all records of dissatisfaction (and satisfaction) has been a matter of concern for this Committee for a while. It is considered that the formation of a database to capture and analyse data in order to develop behaviour to increase public satisfaction, is a positive step forward. As the volume of data increases, the value of the information ought to increase proportionally.

Recommended - That

- (1) the Committee supports the efforts underway to improve corporate understanding of all feedback from the public on the service they receive from Sussex Police;

- (2) the Committee requests reports on this matter at each meeting;
- (3) the Committee requests that future reports include a breakdown of the type of investigation referred to in figure 1.3 in Appendix B; and
- (4) the Committee requests updates on areas where improvements are made for public accessibility to making complaints.

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fig 1.1 Percentage Breakdown

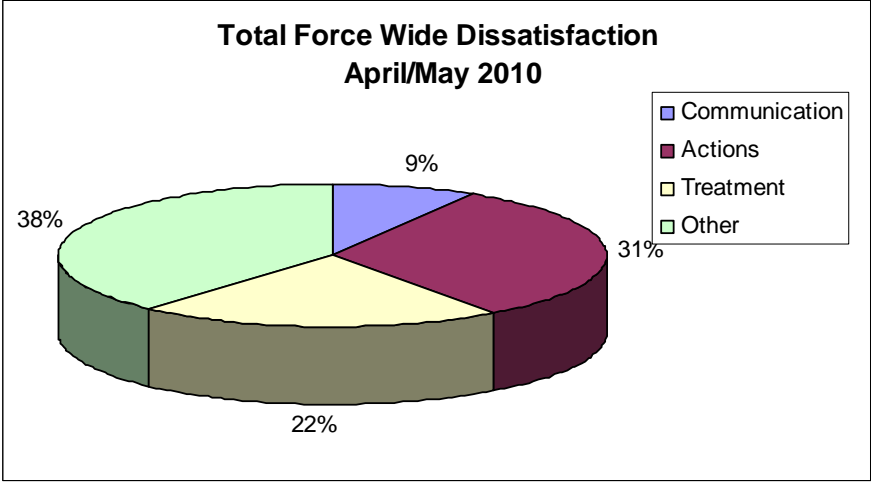
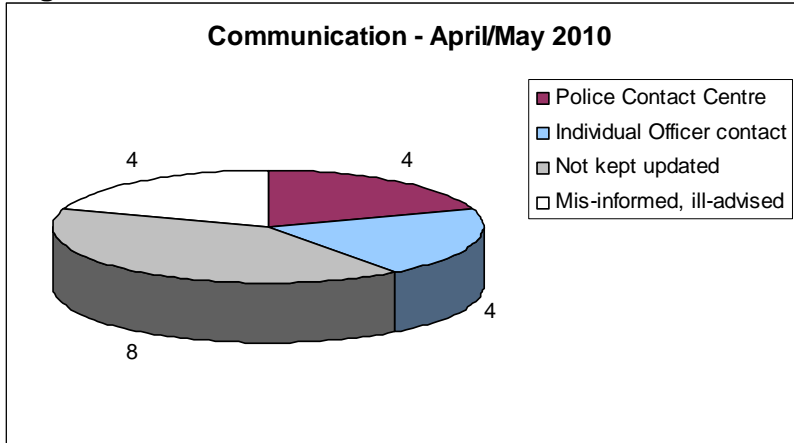
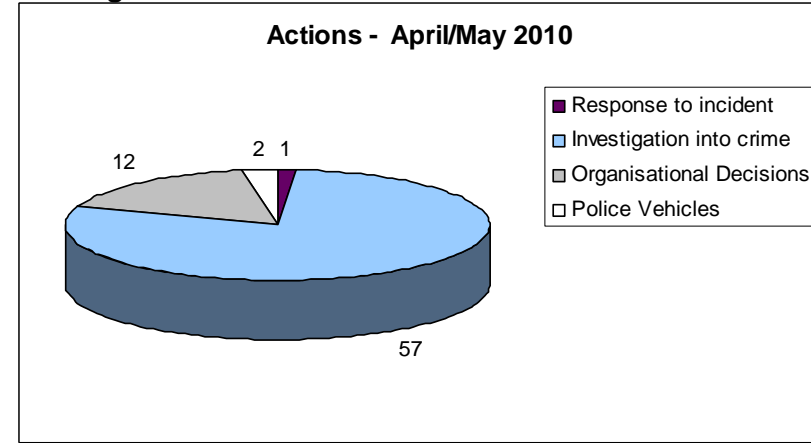


fig. 1.2



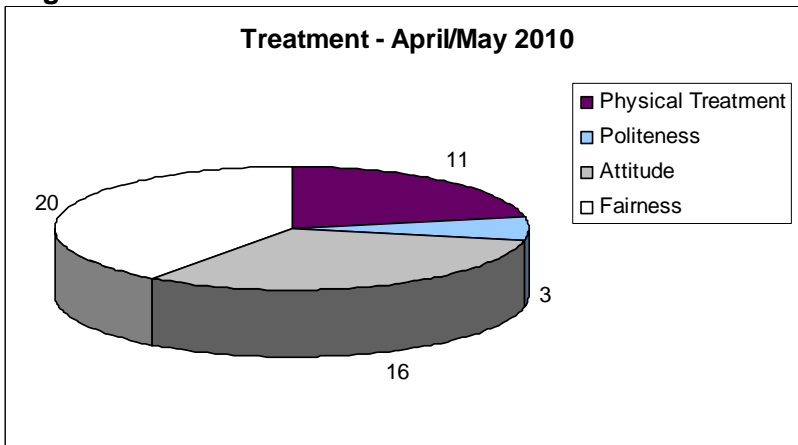
Police Contact Centre : *Call waiting, service*
Individual Officer contact: *Unable to contact Officer in case*
Not kept updated: *No one has told me what is happening*
Mis-informed, ill-advised: *Wrong information given*

fig. 1.3



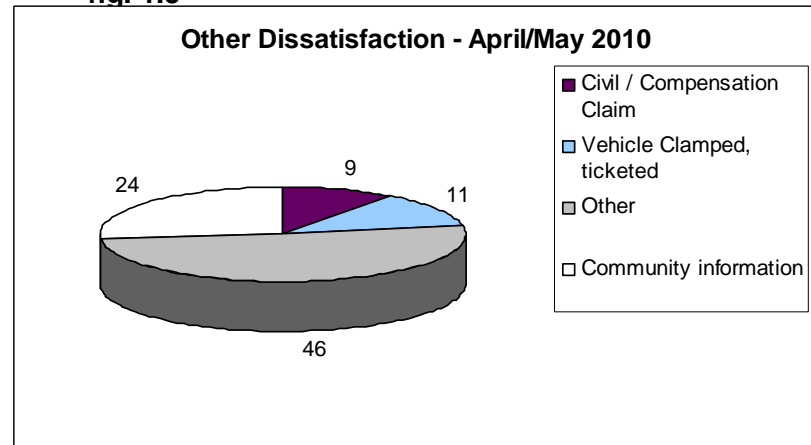
Response to incident: *Speed of response to incident*
Investigation into crime: *Lack of / Quality of investigation, outcome and Ignoring incidents*
Organisational Decisions: *Policy & Decisions*
Police Vehicles: *Officer Driving, parking*

fig. 1.4



Physical Treatment: *Inappropriate restraint tactic, aggression, physical assault*
Politeness: *Rudeness, inappropriate comments*
Attitude: *Not taken seriously, Arrogant or intimidating tone*
Fairness: *Treated unfairly*

fig. 1.5



Civil/Compensation Claims: *Damaged property*
Vehicle Clamped, ticketed
Other: *Vexatious Complaints, and other isolated anomalies*
Community Information: *General Local activity- Policing related*