

## Police Complaints and Discipline

England and Wales, 12 months to March 2004 17/04

Judith Cotton

30 November 2004

### MAIN POINTS

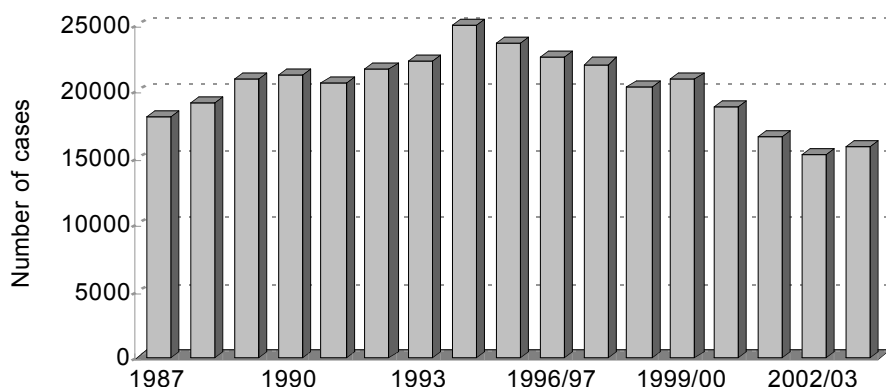
- The police received 15,885 cases of complaint in the 12 months to March 2004, a rise of 4 per cent over the previous twelve months. They represented 23,849 individual items of complaint.
- During the year to March 2004, 69 per cent of individual complaints dealt with were informally resolved, withdrawn or dispensed with.
- A total of 7,761 individual complaints required investigations in the 12 months to March 2004, an increase of 7 per cent over the previous 12 months.
- A total of 961 complaints were substantiated in the 12 months to March 2004, 2 per cent more than the previous year. Over half involved a failure in duty and around a fifth concerned oppressive behaviour.
- Disciplinary/misconduct allegations were proved against 1,545 officers in the 12 months to March 2004. For 160 of these officers charges related to complaints from members of the public. As a result of disciplinary/misconduct allegations, 95 officers were dismissed or required to resign, a decrease of 17 per cent over the previous 12 months.

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**Figure 1 Complaints cases received by the police in England and Wales**



## **INTRODUCTION**

This is the last Bulletin on Police Complaints and Discipline to be published by the Home Office. In future the collection and publication of complaints and discipline data will be the responsibility of the new Independent Police Complaints Commission (IPCC).

1. This Bulletin deals with complaints, breaches of conduct and discipline charges against police officers for the period 1 April 2003 to 31 March 2004. (Complaints against civilian staff and traffic wardens are not included.)

2. The Bulletin initially covers complaint cases received against the police. Each complaint case represents a single investigation carried out. It may contain one or more separate matters of complaint, and may be brought by one or more complainant. The Bulletin deals next with complaints received and the outcome of completed complaints. The analysis here is in terms of individual complaints rather than cases, since within any case, some allegations may be substantiated and others not. Finally the Bulletin deals with officers convicted of criminal offences (paragraph 17); disciplinary charges brought against officers (paragraphs 18 & 19), whether or not these arose from complaints by the public and appeals to the Home Secretary (paragraph 20). From 1 April 1999 new procedures were introduced to deal with police misconduct. Cases received since 1 April 1999 have been processed under the new misconduct procedures. Those cases received prior to April 1999 are still subject to the old disciplinary code. Paragraphs 18 and 19 deal with officers against whom misconduct sanctions were imposed.

### **COMPLAINT CASES (Figure 1; Table 1)**

#### **Cases received**

3. During the period April 2003 to March 2004, 15,885 cases of complaint were received by police forces. This represents a rise of 4 per cent over the previous year. Since 1999/00 this is the first year that complaint cases have risen.

#### **Cases completed and outstanding**

4. Of the 15,885 complaint cases received in 2003/04, action was completed on 10,149 or 64 per cent. A further 6,220 received in earlier years were also completed. The total of 16,369 completed cases represented 70 per cent of all cases (i.e. cases

received in 2003/04 and cases outstanding at the beginning of 2003/04). This compares with 67 per cent of all cases in 2002/03.

5. There remained a total of 6,860 cases outstanding at the end of 2003/04. This was about 600 cases fewer than those remaining at the end of 2002/03, a fall of 8 per cent. The 6,860 uncompleted cases include cases in which the investigation has been postponed because related proceedings are pending before the criminal and civil courts.

6. A complaints case arises whenever a member of the public complains. It represents a single investigation carried out but may contain one or more individual complaints. The complainant's memory or knowledge of procedure may limit information on individual complaints. Case figures are therefore generally regarded as a better measure of volume and trends in complaints rather than number of individual complaints. The 16,369 cases completed in 2003/04 comprise 25,376 complaints completed. This represents 1.6 complaints per case, the same as the previous year. Detailed figures are included in Table 1.

## **COMPLAINTS (Figures 2-5; Tables 2-8)**

### **Outcomes of complaints**

7. Complaints are investigated by the police unless they have been dealt with in one of the following three ways.

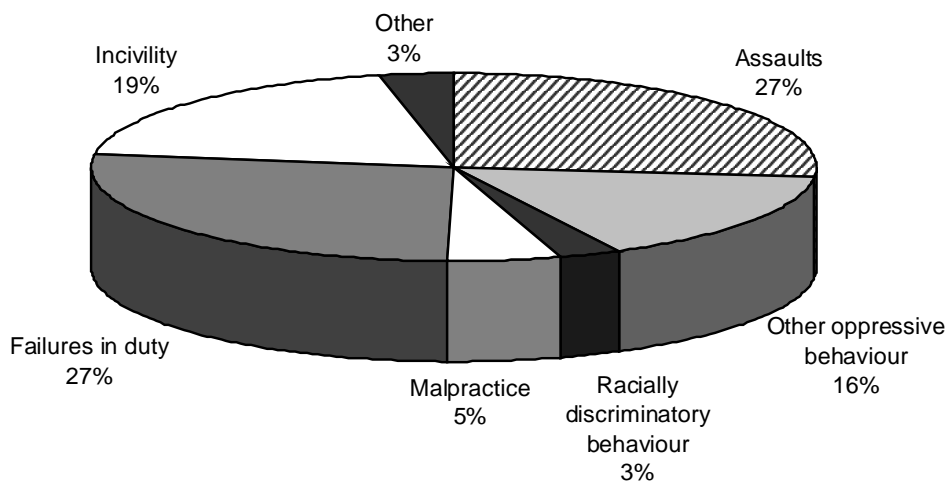
- **Complaints withdrawn.** The statutory requirement to investigate a complaint ceases when a Chief Officer receives notification in writing from a complainant to the effect that they withdraw the complaint or do not wish to proceed with it.
- **Dispensed with** by the Police Complaints Authority (PCA) under the Police (Dispensation from Requirement to Investigate Complaints) Regulations 1985 and 1990. Dispensations are granted when it is not reasonable or practicable to conduct an investigation, for example because the complainant fails to make a statement, or the incident complained of occurred more than twelve months earlier and there is no way of proceeding due to lack of witnesses or evidence.
- **Informally resolved.** The informal resolution procedure is governed by section 69 of the Police Act 1996 and by the Police (Complaints) (Informal Resolution)

Regulations 1985. It is used only where the complainant agrees, and in cases when the conduct complained of would not justify a criminal or disciplinary charge, even if proved. If the complainant is satisfied with an explanation of the conduct complained of, informal resolution allows cases to be disposed of quickly and simply, without formal investigation. Where appropriate, an apology can be made on behalf of the force or, with the officer's agreement, on his behalf.

8. Table 2 looks at the number of complaints and number of complaints per 1,000 officers received by each police force in 2003/04 and compares it to the previous year. The average number of complaints per 1,000 officers for England and Wales was 172 in 2003/2004, 1 per cent down on 2002/2003. Twenty of the 43 forces experienced a decrease.

9. Table 3 provides a breakdown into various complaint categories for complaints received and recorded by each police force. In 2003/04, more than a quarter of complaints related to accusations of assault by the police. In particular, Leicestershire had the highest proportion of complaints for assault at 38 per cent closely followed by Northumbria with 36 per cent. Overall 43 per cent of complaints related to oppressive behaviour of one form or another. Gwent had the highest proportion at 67 per cent followed by West Yorkshire with 54 per cent. Most of the remaining complaints were for failures in duty or incivility. Forty-three per cent of Nottinghamshire's complaints related to failures in duty compared with 27 per cent nationally. Thirty-three per cent of Wiltshire's complaints were for incivility compared with 19 per cent nationally.

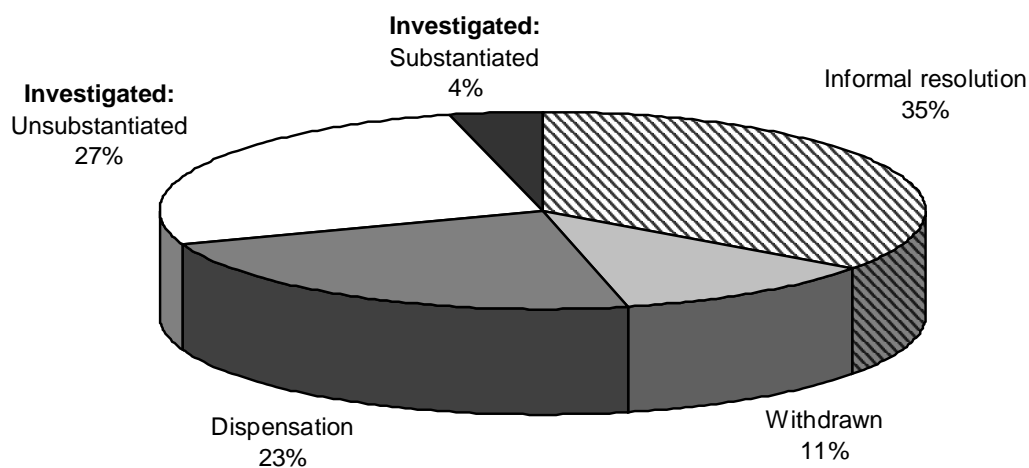
**Figure 2 Number of recorded complaints by reason for complaint 2003/04**



10. Tables 4 and 5 analyse the outcome of individual complaints from 1973, since within any complaints case, some allegations may be substantiated and others not. Differences in the figures over the years should be treated with caution in the light of changes both in procedure and recording over the period covered. Those complaints not proceeded with (i.e. withdrawals and dispensations) are combined.

11. There were 25,376 complaints completed in 2003/04, 3 per cent more than the previous year. Thirty-four per cent of the completed complaints were withdrawn or dispensed with, a lower proportion than the previous year. These numbered 8,701 and included 5,863 dispensations granted by the PCA and 2,838 complaints withdrawn by the complainant. In 2003/04, 8,914 (35 per cent) complaints were informally resolved, the same proportion as in 2002/03. Since 1994 the proportion of informal resolutions has remained at approximately a third of all completed complaints.

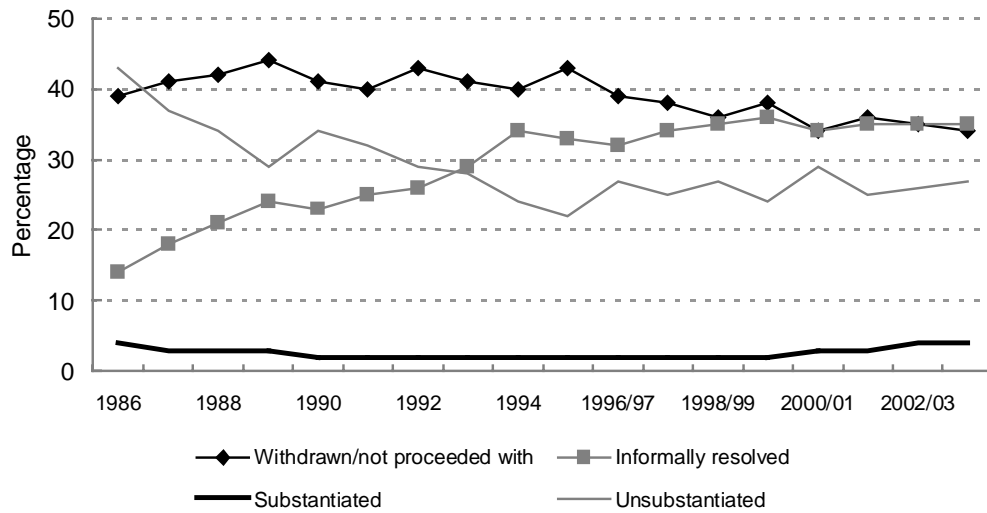
**Figure 3 Number of completed complaints by outcome 2003/04**



12. The remaining 31 per cent or 7,761 completed complaints were investigated. This compares with 30 per cent in 2002/03. The total number of investigated complaints was 7 per cent up on last year.

13. A breakdown of investigated complaints, both substantiated and unsubstantiated, can be seen in Table 5.

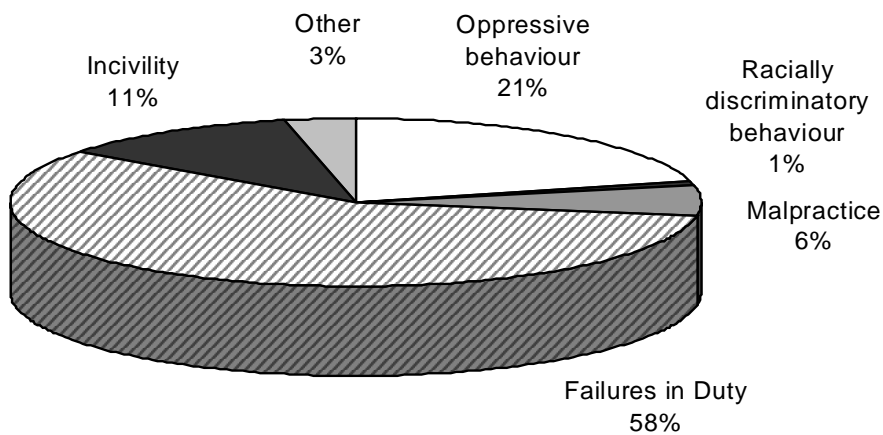
**Figure 4 Completed complaints by proportion of outcomes 1986-2003/04**



**Complaints substantiated**

14. Since 1986, the first full year of operation for the informal resolution procedure, the total number of complaints substantiated has remained relatively flat although it has been gradually increasing in the last 3 or 4 years. In 2003/04, 961 complaints were substantiated. This was 20 more than the previous 12 months and represented 12 per cent of all investigated complaints. However, substantiated complaints were only 4 per cent of total complaints completed in 2003/04. Table 6 provides 2 years' data of complaints completed and investigated broken down by police force area. The proportion of completed complaints that were substantiated was on average 3.8 per cent, no change from the previous year.

**Figure 5 Number of substantiated complaints by reason for complaint 2003/04**



15. Table 7 and Figure 5 provide a breakdown of substantiated complaints by reason for the complaint. Unlike complaints received, where the highest proportion of complaints related to oppressive behaviour, most substantiated complaints were due to failures in duty and represented 58 per cent of all substantiated complaints. About two thirds of these complaints arose from neglect of duty and 28 per cent from an irregularity in procedure. Only 199 (21 per cent) substantiated complaints were attributed to oppressive behaviour, which is the same as the number in 2002/03. Around a half (99 complaints) of these were for assault. There were only 8 complaints of racially discriminatory behaviour substantiated, 1 less than in the previous year. Incivility accounted for 11 per cent or 110 substantiated complaints. There were 56 (6 per cent) substantiated complaints of malpractice which included 5 for corrupt practice.

### **PROCEEDINGS RESULTING FROM SUBSTANTIATED COMPLAINTS (Table 8)**

16. Table 8 shows how substantiated complaints against police officers have been dealt with over the last 5 years. In 2003/04, criminal proceedings resulted from 23 substantiated complaints (2 per cent of all substantiated complaints). Formal disciplinary action was taken in relation to 2 substantiated complaints and misconduct proceedings were brought as a result of 87 (9 per cent) substantiated complaints. The total of 89 complaints resulting in either misconduct or disciplinary proceedings is the lowest since 1994 when compared with the disciplinary code in force prior to 1 April 1999. The remaining 867 substantiated complaints (90 per cent) were dealt with by other means. In relation to many of these complaints, the officers concerned will have had a formal interview with a senior officer. In the course of the interview they will have received advice and instructions as to their future conduct.

### **POLICE OFFICERS CONVICTED OF CRIMINAL OFFENCES (Table A, 9)**

17. In 2003/04, 177 officers were convicted of criminal offences, 9 per cent fewer than in 2002/03. Most convictions (69 per cent) were for traffic offences. The remaining 55 non-traffic offences represented a decrease of 10 per cent on the previous year. For 12 officers the convictions resulted from complaints by the public. Thirty-one officers resigned after criminal charges had been preferred against them but before their court cases were completed.

## **DISCIPLINE AND MISCONDUCT (Tables A, 10, 11)**

18. In 2003/04, discipline charges or misconduct allegations were proved against 1,545 officers, an increase of 1 per cent on the previous year. For 160 of these officers the charges proved were either directly from or related to complaints by members of the public. Since 1999/00, when the Police (Conduct) Regulations 1999 were introduced, the number of officers subject to disciplinary punishments or misconduct sanctions has increased by 86 per cent.

19. Table 11 records details of punishments given as a result of disciplinary or misconduct proceedings. The figures include sanctions/punishments for the misconduct/disciplinary offence of criminal conduct, following conviction for a criminal offence. Where an officer receives more than one punishment, only the most serious is shown. In 2003/04, 95 officers were dismissed or required to resign, a decrease of 17 per cent on 2002/03. In addition, 52 officers resigned or retired during the year, after disciplinary charges or misconduct allegations had been preferred against them but before proceedings had been completed. A further 38 were permitted to resign while under suspension.

**Table A      Retirements/resignations among officers facing criminal or disciplinary proceedings**

	2002/03	2003/04
Whilst suspended, before charges preferred	30	38
Other officers, before charges preferred	56	55
After criminal charges preferred but before hearing	29	31
After disciplinary charges preferred but before hearing	7	1
After misconduct allegations preferred but before hearing	37	51
<b>Total</b>	<b>159</b>	<b>176</b>

## **APPEALS TO THE HOME SECRETARY**

20. Under the provisions of Schedule 6 of the Police Act 1996, an officer who has been dismissed, required to resign or reduced in rank following a misconduct hearing has a right of appeal to a Police Appeals Tribunal set up by the relevant police authority. A Police Appeal Tribunal is solely responsible for determining such an appeal and there is no appellant role for the Secretary of State. Of the outstanding appeals to the Secretary of State 4 were completed in the year 1 April 2003 to 31 March 2004 and 11 cases are outstanding.

Table 1 Complaints cases<sup>(1)</sup> received by the police from members of the public

England and Wales	Number of cases				
Progress of case	1999/00	2000/01	2001/02	2002/03	2003/04
<b>Cases received</b>					
Total received in year	20,973	18,911	16,654	15,248	15,885
Percentage change on previous year	3	-10	-12	-8	4
<b>Action completed</b>					
Received in same year	13,118	12,038	10,332	9,461	10,149
Received in earlier years	6,837	7,590	6,647	6,225	6,220
Total	19,955	19,628	16,979	15,686	16,369
Percentage change on previous year	-1	-2	-13	-8	4
<b>Cases in progress at year end</b>					
Received in same year	7,855	6,873	6,322	5,787	5,736
Received in earlier years	1,463	1,554	1,697	1,659	1,124
Total	9,318	8,427	8,019	7,446	6,860
Percentage change on previous year	10	-10	-5	-7	-8

(1) A complaints case arises whenever a member of the public complains. Each item of complaint mentioned will be recorded separately but the extent of that recording may be affected by the complainant's memory, their knowledge of correct police procedure and the procedure of the force concerned. Case figures are therefore generally regarded as a more reliable measure of volume of, and trends in, complaints than numbers of complaints.

Table 2 Complaints received by the police and complaints per 1,000 officers by police force area

Police Force area	Number of complaints recorded		Number of complaints recorded per 1,000 officers		% change
	2002/03	2003/04	2002/03 <sup>(2)</sup>	2003/04	
Avon and Somerset	630	608	199	178	-11
Bedfordshire	195	206	174	172	-1
Cambridgeshire	246	254	177	180	2
Cheshire	487	492	228	223	-2
Cleveland	259	289	163	170	5
Cumbria	205	223	178	180	1
Derbyshire	243	271	121	130	8
Devon and Cornwall	713	645	222	195	-12
Dorset	222	226	156	156	0
Durham	169	200	102	118	16
Essex	436	500	145	160	11
Gloucestershire	254	264	205	203	-1
Greater Manchester	1,647	1,533	223	189	-15
Hampshire	741	1,045	200	276	38
Hertfordshire	371	378	188	179	-5
Humberside	282	345	133	155	16
Kent	452	554	130	153	18
Lancashire	628	690	186	193	4
Leicestershire	278	377	129	164	27
Lincolnshire	270	248	218	200	-8
London, City of	74	83	91	97	6
Merseyside	507	500	123	121	-2
Metropolitan Police	4,277	4,097	152	136	-10
Norfolk	275	324	182	213	17
Northamptonshire	151	171	124	136	10
Northumbria	557	552	139	136	-2
North Yorkshire	332	292	229	190	-17
Nottinghamshire	645	608	266	243	-9
South Yorkshire	577	630	181	190	5
Staffordshire	538	510	242	223	-8
Suffolk	202	259	161	197	23
Surrey	334	407	173	210	21
Sussex	436	380	144	123	-14
Thames Valley	599	706	154	172	12
Warwickshire	263	241	263	238	-9
West Mercia	357	439	157	186	18
West Midlands	1,885	2,012	241	251	4
West Yorkshire	753	794	149	149	0
Wiltshire	184	213	157	174	10
Dyfed Powys	239	194	207	166	-20
Gwent	288	287	214	209	-2
North Wales	344	258	221	159	-28
South Wales	568	544	174	164	-5
England and Wales	23,113	23,849	174	172	-1

(1) Police strength as at March 2003

(2) Police strength as at March 2004

Table 3 Complaints received by reason for complaint in each police force area for 2003/04

	Assaults	Other oppressive behaviour	Total oppressive behaviour	Racially dis- criminatory behaviour	Total mal- practice	Total failures in duty	Incivility	Other	TOTAL
Avon and Somerset	193	126	319	23	7	132	119	8	608
Bedfordshire	49	37	86	12	11	56	38	3	206
Cambridgeshire	54	18	72	4	13	91	68	6	254
Cheshire	89	76	165	12	46	169	83	17	492
Cleveland	95	43	138	6	14	77	50	4	289
Cumbria	61	52	113	1	14	51	39	5	223
Derbyshire	71	48	119	6	16	90	33	7	271
Devon and Cornwall	155	123	278	9	20	172	149	17	645
Dorset	66	34	100	6	9	50	58	3	226
Durham	61	20	81	4	10	57	34	14	200
Essex	126	87	213	7	17	141	111	11	500
Gloucestershire	63	19	82	6	19	76	73	8	264
Greater Manchester	338	423	761	51	73	351	269	28	1,533
Hampshire	286	139	425	19	61	306	222	12	1,045
Hertfordshire	70	78	148	6	28	138	32	26	378
Humberside	117	54	171	6	16	87	60	5	345
Kent	122	121	243	22	31	161	85	12	554
Lancashire	170	101	271	9	51	231	99	29	690
Leicestershire	143	49	192	10	18	88	57	12	377
Lincolnshire	73	48	121	4	4	60	55	4	248
London, City of	16	16	32	1	4	15	4	27	83
Merseyside	167	60	227	5	25	94	134	15	500
Metropolitan Police	1,089	450	1,539	226	222	1,087	878	145	4,097
Norfolk	100	43	143	8	21	87	60	5	324
Northamptonshire	56	15	71	9	7	31	44	9	171
Northumbria	199	52	251	11	26	113	107	44	552
North Yorkshire	88	28	116	2	13	88	58	15	292
Nottinghamshire	126	53	179	13	20	263	122	11	608
South Yoprkshire	177	81	258	14	29	200	126	3	630
Staffordshire	135	88	223	5	25	203	50	4	510
Suffolk	64	35	99	6	3	102	35	14	259
Surrey	78	113	191	5	16	151	17	27	407
Sussex	61	57	118	3	18	123	89	29	380
Thames Valley	223	128	351	27	27	149	108	44	706
Warwickshire	52	51	103	3	4	92	24	15	241
West Mercia	112	65	177	7	20	114	89	32	439
West Midlands	514	336	850	56	111	511	424	60	2,012
West Yorkshire	260	168	428	14	28	142	166	16	794
Wiltshire	52	26	78	3	12	41	70	9	213
Dyfed Powys	61	20	81	5	11	33	53	11	194
Gwent	94	97	191	2	11	62	14	7	287
North Wales	70	39	109	2	6	56	80	5	258
South Wales	181	68	249	9	28	111	138	9	544
England and Wales	6,377	3,785	10,162	659	1,165	6,452	4,624	787	23,849

Table 4 Outcome of all completed complaints <sup>(1)</sup>

England and Wales				Number of complaints
Year	Total Complaints	Complaints Investigated (%)	Withdrawn not proceeded with <sup>(2)</sup> (%)	Informally resolved (%)
1973	12,886	8,723 (68)	4,163 (32)	-
1974	13,373	8,786 (66)	4,587 (34)	-
1975	14,258	9,311 (65)	4,947 (35)	-
1976	15,653	9,906 (63)	5,747 (37)	-
1977	16,935	9,018 (53)	7,917 (47)	-
1978 <sup>(3)</sup>	28,234	15,279 (54)	12,955 (46)	-
1979	29,383	14,664 (50)	14,719 (50)	-
1980	31,009	14,764 (48)	16,245 (52)	-
1981	32,443	16,202 (50)	16,241 (50)	-
1982	32,086	16,489 (51)	15,597 (49)	-
1983	30,681	15,018 (49)	15,663 (51)	-
1984	31,174	17,110 (55)	14,064 (45)	-
1985 <sup>(4)</sup>	28,253	12,805 (45)	13,286 (47)	2,162 (8)
1986	29,178	13,805 (47)	11,335 (39)	4,038 (14)
1987	27,932	11,356 (41)	11,491 (41)	5,085 (18)
1988	28,758	10,701 (37)	12,144 (42)	5,913 (21)
1989	29,312	9,229 (31)	12,958 (44)	7,125 (24)
1990	34,894	12,711 (36)	14,225 (41)	7,958 (23)
1991	35,346	12,142 (34)	14,224 (40)	8,980 (25)
1992	34,922	10,798 (31)	14,984 (43)	9,140 (26)
1993	34,894	10,484 (30)	14,284 (41)	10,126 (29)
1994	36,521	9,590 (26)	14,658 (40)	12,273 (34)
1995/96	35,840	8,653 (24)	15,535 (43)	11,652 (33)
1996/97	36,731	10,820 (29)	14,286 (39)	11,625 (32)
1997/98	35,834	9,840 (27)	13,714 (38)	12,280 (34)
1998/99	31,653	9,202 (29)	11,423 (36)	11,028 (35)
1999/00	30,807	8,048 (26)	11,663 (38)	11,096 (36)
2000/01	31,034	9,842 (32)	10,639 (34)	10,553 (34)
2001/02	26,701	7,705 (29)	9,594 (36)	9,402 (35)
2002/03	24,562	7,262 (30)	8,593 (35)	8,707 (35)
2003/04	25,376	7,761 (31)	8,701 (34)	8,914 (35)

(1) Tables 4 and 5 analyze the disposal of individual complaints, since within any complaints case, some allegations may be substantiated and others not.

(2) Includes dispensations granted by the Police Complaints Authority under section 99(2)(c) of the Act. In 2003/04, 5,863 complaints were the subject of dispensations granted by the PCA.

(3) The basis on which complaints were recorded and arrangements for collecting statistics was changed in 1978. As a result, in any one case of complaint more individual complaints were likely to be identified and recorded, resulting in an otherwise unexplained increase in the figures between 1977 and 1978.

(4) Part IX of the Police and Criminal Evidence Act 1984 introduced a procedure for dealing with less serious complaints informally (i.e. those where neither a criminal nor a disciplinary offence was involved). The effect can be seen in the statistics from 1985 onwards. Part IX was brought into force on 29 April 1985, so the informal resolution figures for 1985 do not cover a full year.

Police discipline regulations, which also came into force on 29 April 1985, stated formally for the first time that a discipline charge against a police officer required proof beyond reasonable doubt. They also gave officers at risk of dismissal, requirement to resign or demotion, the right to be legally represented.

Table 5 Outcomes of all investigated complaints<sup>(1)</sup>

England and Wales		Number of complaints	
Year	Total complaints investigated	Substantiated (%)	Unsubstantiated (%)
1973	8,723	1,144 (13.1)	7,579 (86.9)
1974	8,786	1,141 (13.0)	7,645 (87.0)
1975	9,311	1,254 (13.5)	8,057 (86.5)
1976	9,906	1,334 (13.5)	8,572 (86.5)
1977	9,018	1,107 (12.3)	7,911 (87.7)
1978 <sup>(2)</sup>	15,279	1,559 (10.2)	13,720 (89.8)
1979	14,664	1,338 (9.1)	13,326 (90.9)
1980	14,764	1,288 (8.7)	13,476 (91.3)
1981	16,202	1,542 (9.5)	14,660 (90.5)
1982	16,489	1,787 (10.8)	14,702 (89.2)
1983	15,018	1,448 (9.6)	13,570 (90.4)
1984	17,110	1,561 (9.1)	15,549 (90.9)
1985 <sup>(3)</sup>	12,805	1,155 (9.0)	11,650 (91.0)
1986	13,805	1,129 (8.2)	12,676 (91.8)
1987	11,356	924 (8.1)	10,432 (91.9)
1988	10,701	853 (8.0)	9,848 (92.0)
1989	9,229	765 (8.3)	8,464 (91.7)
1990	12,711	847 (6.7)	11,864 (93.3)
1991	12,142	813 (6.7)	11,329 (93.3)
1992	10,798	760 (7.0)	10,038 (93.0)
1993	10,484	750 (7.2)	9,734 (92.8)
1994	9,590	793 (8.3)	8,797 (91.7)
1995/96	8,653	749 (8.7)	7,904 (91.3)
1996/97	10,820	834 (7.7)	9,986 (92.3)
1997/98	9,840	850 (8.6)	8,990 (91.4)
1998/99	9,202	745 (8.1)	8,457 (91.9)
1999/00	8,048	714 (8.9)	7,334 (91.1)
2000/01	9,842	903 (9.2)	8,939 (90.8)
2001/02	7,705	898 (11.7)	6,807 (88.3)
2002/03	7,262	941 (13.0)	6,321 (87.0)
2003/04	7,761	961 (12.4)	6,800 (87.6)

(1) See Table 4 footnote (1).

(2) See Table 4 footnote (3).

(3) See Table 4 footnote (4).

Table 6 Percentage of completed complaints substantiated, by police force area

Police force area	Total complaints completed		Unsubstantiated		Substantiated		% of completed complaints substantiated	
	2002/03	2003/04	2002/03	2003/04	2002/03	2003/04	2002/03	2003/04
Avon and Somerset	593	625	116	225	29	39	4.9	6.2
Bedfordshire	237	191	87	47	6	8	2.5	4.2
Cambridgeshire	268	280	89	94	26	18	9.7	6.4
Cheshire	465	550	77	149	14	25	3.0	4.5
Cleveland	276	309	28	30	5	15	1.8	4.9
Cumbria	221	241	38	30	4	7	1.8	2.9
Derbyshire	264	276	13	19	2	9	0.8	3.3
Devon and Cornwall	804	789	277	294	34	48	4.2	6.1
Dorset	271	244	84	71	8	12	3.0	4.9
Durham	142	154	39	44	5	4	3.5	2.6
Essex	504	543	115	109	19	9	3.8	1.7
Gloucestershire	232	264	82	85	6	4	2.6	1.5
Greater Manchester	1,774	1,749	316	370	66	49	3.7	2.8
Hampshire	680	1,076	181	287	30	49	4.4	4.6
Hertfordshire	423	373	112	79	12	16	2.8	4.3
Humberside	297	329	86	67	13	14	4.4	4.3
Kent	494	536	229	235	17	31	3.4	5.8
Lancashire	621	691	128	109	4	14	0.6	2.0
Leicestershire	295	285	43	58	3	6	1.0	2.1
Lincolnshire	250	264	57	79	3	10	1.2	3.8
London, City of	32	71	2	12	0	1	0.0	1.4
Merseyside	596	500	141	112	19	5	3.2	1.0
Metropolitan Police	4,822	4,356	1,188	930	164	120	3.4	2.8
Norfolk	285	288	77	68	15	7	5.3	2.4
Northamptonshire	157	158	28	26	1	2	0.6	1.3
Northumbria	497	660	87	167	10	21	2.0	3.2
North Yorkshire	513	309	158	64	81	22	15.8	7.1
Nottinghamshire	622	944	177	435	27	72	4.3	7.6
South Yorkshire	579	628	173	280	17	18	2.9	2.9
Staffordshire	702	518	368	209	48	22	6.8	4.2
Suffolk	203	244	63	83	10	13	4.9	5.3
Surrey	463	424	191	139	29	15	6.3	3.5
Sussex	648	484	271	236	39	43	6.0	8.9
Thames Valley	728	631	295	193	19	14	2.6	2.2
Warwickshire	216	237	84	108	22	21	10.2	8.9
West Mercia	376	464	81	132	23	23	6.1	5.0
West Midlands	1,562	2,280	226	560	47	66	3.0	2.9
West Yorkshire	719	852	128	149	14	20	1.9	2.3
Wiltshire	196	256	60	95	2	15	1.0	5.9
Dyfed Powys	234	198	43	46	11	7	4.7	3.5
Gwent	373	302	124	84	12	16	3.2	5.3
North Wales	321	290	57	70	11	18	3.4	6.2
South Wales	607	513	102	121	14	13	2.3	2.5
England and Wales	24,562	25,376	6,321	6,800	941	961	3.8	3.8

Table 7 Substantiated complaints by reason for complaint

England and Wales		Number of complaints				
Reason for complaint		1999/00	2000/01	2001/02	2002/03	2003/04
	Oppressive behaviour					
1	Assault	98	112	101	98	99
2	Oppressive conduct/harassment	62	54	56	59	46
3	Unlawful/unnecessary arrest/detention	36	67	49	42	54
	Subtotal	196	233	206	199	199
4	Racially discriminatory behaviour	8	18	9	9	8
	Malpractice					
5	Perjury/irregularity in evidence	17	24	24	38	26
6	Corrupt practice	6	3	7	8	5
7	Mishandling of property	12	22	22	17	25
	Subtotal	35	49	53	63	56
	Failures in Duty					
8	Neglect of duty	228	320	325	349	372
9	Impropriety in connection with search of premises	21	17	19	21	26
10	Irregularity in procedure	138	154	156	140	158
	Subtotal	387	491	500	510	556
11	Incivility	64	87	92	113	110
12	Traffic irregularity	9	10	10	6	4
13	Other	15	15	28	41	28
	TOTAL	714	903	898	941	961

Table 8 Substantiated complaints by type of proceedings that resulted

England and Wales		Number of complaints				
Type of proceedings	1999/00	2000/01	2001/02	2002/03	2003/04	
<b>Both criminal and disciplinary proceedings</b>						
Traffic offence only	1	-	-	-	-	
Other criminal offence only	11	-	-	-	2	
<b>Subtotal</b>	<b>12</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>	
<b>Both criminal and misconduct proceedings</b>						
Traffic offence only	-	-	-	-	-	
Other criminal offence only	9	18	5	9	16	
<b>Subtotal</b>	<b>9</b>	<b>18</b>	<b>5</b>	<b>9</b>	<b>16</b>	
<b>Criminal proceedings only</b>						
Traffic offence only	2	2	2	-	-	
Other criminal offence only	12	11	5	7	5	
<b>Subtotal</b>	<b>14</b>	<b>13</b>	<b>7</b>	<b>7</b>	<b>5</b>	
<b>Disciplinary proceedings only</b>						
Disciplinary proceedings only	118	63	56	24	-	
Misconduct proceedings only	7	65	73	79	71	
Dealt with by other means <sup>(1)</sup>	554	744	757	822	867	
<b>Total substantiated complaints</b>	<b>714</b>	<b>903</b>	<b>898</b>	<b>941</b>	<b>961</b>	
<b>Including criminal, disciplinary and misconduct proceedings</b>						
All criminal proceedings	35	31	12	16	23	
Traffic offence only	3	2	2	-	-	
Other criminal offence only	32	29	10	16	23	
<b>Total disciplinary proceedings</b>	<b>130</b>	<b>63</b>	<b>56</b>	<b>24</b>	<b>2</b>	
<b>Total misconduct proceedings</b>	<b>16</b>	<b>83</b>	<b>78</b>	<b>88</b>	<b>87</b>	

(1) In any substantiated case, several complaints may be substantiated; but it may not be in the public interest to bring charges for all of them. Other cases may involve less serious matters best dealt with informally.

Table 9 Police officers convicted of criminal offences

England and Wales		Number of officers				
Type of principal offence	1999/00	2000/01	2001/02	2002/03	2003/04	
Criminal (non-traffic)	60	53	52	61	55	
Traffic	166	187	136	134	122	
<b>Total</b>	<b>226</b>	<b>240</b>	<b>188</b>	<b>195</b>	<b>177</b>	

Table 10 Police officers against whom disciplinary charges or misconduct allegations brought and completed

England and Wales		Number of officers				
Result of proceedings	1999/00	2000/01	2001/02	2002/03	2003/04	
One or more disciplinary charges <sup>(1)</sup> found proved	353	152	71	31	2	
<i>of which arising from a complaint</i>	(97)	(39)	(33)	(6)	-	
One or more misconduct allegations <sup>(2)</sup> found proved	476	1,050	1,282	1,498	1,543	
<i>of which arising from a complaint</i>	(41)	(162)	(201)	(202)	(160)	
<b>Total</b>	<b>829</b>	<b>1,202</b>	<b>1,353</b>	<b>1,529</b>	<b>1,545</b>	
<i>of which arising from a complaint</i>	<b>(138)</b>	<b>(201)</b>	<b>(234)</b>	<b>(208)</b>	<b>(160)</b>	

(1) For charges brought prior to 1 April 1999 under Discipline Code (Schedule 1 to the Police (Discipline) Regulations 1985).

(2) For conduct which fails to meet the standard set out in Schedule 1 of The Police (Conduct) Regulations 1999.

Table 11 Disciplinary punishments or misconduct sanctions awarded

England and Wales		Number of outcomes				
Most serious outcome	1999/00	2000/01	2001/02	2002/03	2003/04	
Dismissed	43	41	24	44	33	
Required to resign	72	84	73	71	62	
Reduction in rank	18	15	19	18	14	
Reduction in pay (disciplinary punishment)	10	7	3	-	-	
Fine	160	154	191	169	138	
Reprimand	96	86	88	58	42	
Caution	37	51	50	42	21	
No action (misconduct sanction)	-	4	8	7	14	
<b>Subtotal</b>	<b>436</b>	<b>442</b>	<b>456</b>	<b>409</b>	<b>324</b>	
Written warnings (misconduct sanction)	393	760	897	1,120	1,221	
<b>Total</b>	<b>829</b>	<b>1,202</b>	<b>1,353</b>	<b>1,529</b>	<b>1,545</b>	

## **NOTES**

1. Prior to 1990 the figures published in this bulletin were published in Her Majesty's Chief Inspector of Constabulary's Annual Reports.
2. The statistics on complaints and discipline are derived from a questionnaire completed by each police force at the end of each financial year. Comparisons over time should be treated with caution in the light of changes both in procedures and recording.
3. This bulletin has been prepared by the Police Statistics Section in the Research, Development and Statistics Directorate and the Police Leadership and Powers Unit of the Home Office
4. Further copies of this and previous bulletins, or other Home Office statistical bulletins, may be obtained from the RDS website at:  
<http://www.homeoffice.gov.uk/rds/index.htm>

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