

# Police Complaints and Discipline

England and Wales, 12 months to March 2003

04/04

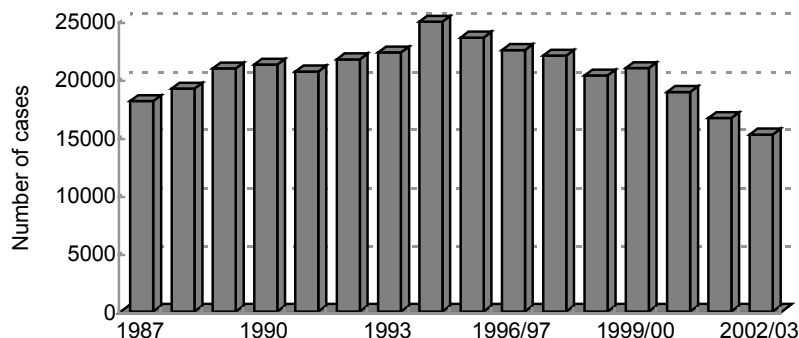
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## MAIN POINTS

- The police received 15,248 cases of complaint in the 12 months to March 2003, a fall of 8 per cent over the previous twelve months. This is the third year where numbers have fallen. They represented around 23,000 individual items of complaint.
- During the year to March 2003, 70 per cent of individual complaints dealt with were informally resolved, withdrawn or dispensed with.
- A total of 7,262 individual complaints required investigations in the 12 months to March 2003, a decrease of 6 per cent over the previous 12 months.
- A total of 941 complaints were substantiated in the 12 months to March 2003, 5 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 1,529 officers in the 12 months to March 2003. As a result 115 officers were dismissed or required to resign, an increase of 19 per cent over the previous 12 months. Nearly three quarters of those officers sanctioned for misconduct received written warnings.

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



## **INTRODUCTION**

1. This Bulletin deals with complaints, breaches of conduct and discipline charges against police officers for the period 1 April 2002 to 31 March 2003. (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 2002 to March 2003, 15,248 cases of complaint were received by police forces. This represents a fall of 8 per cent over the previous year and is the third year in succession that the number of complaint cases fell. Since 1999/00 the number of complaint cases have decreased by 27 per cent.

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

4. Of the 15,248 complaint cases received in 2002/03, action was completed on 9,461 or 62 per cent. A further 6,225 received in earlier years were also completed. The total of 15,686 completed cases represented 67 per cent of all cases (i.e. cases received in 2002/03 and cases outstanding at the beginning of 2002/03). This compares with 68 per cent of cases completed in 2001/02.

5. There remained a total of 7,446 cases outstanding at the end of 2002/03. This was about 600 cases fewer than those remaining at the end of 2001/02, a fall of 7 per cent. The 7,446 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 15,686 cases completed in 2002/03 comprise 24,562 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 2-7)**

### **Outcomes of complaints**

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

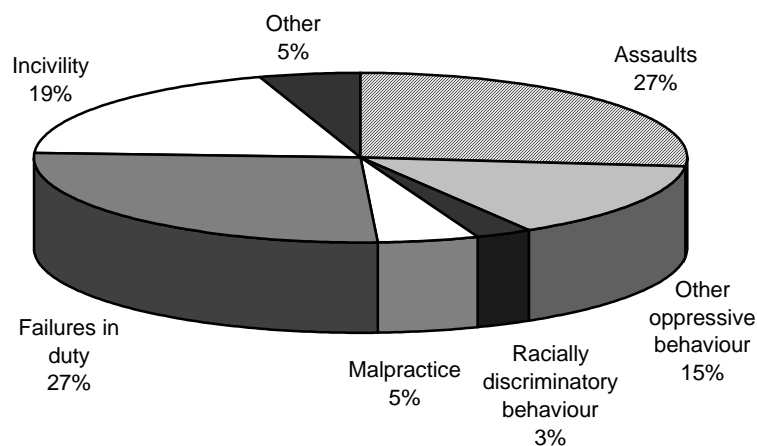
- **Complaints withdrawn.** The statutory requirement to investigate a complaint ceases when a Chief Officer receives notification in writing from a complainant to the effect that they withdraw the complaint or do not wish to proceed with it.
- **Dispensed with** by the Police Complaints Authority (PCA) 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 2002/03 and compares it to the

previous year. The average number of complaints per 1,000 officers for England and Wales was 178 in 2002/2003, 11 per cent down on 2001/2002. Thirty of the 43 forces experienced a decrease, with Sussex reducing its rate by more than half followed by a reduction of around a third by Derbyshire and Wiltshire.

9. Table 3 provides a breakdown into various complaint categories for complaints received and recorded by each police force. In 2002/03, more than a quarter of complaints related to accusations of assault by the police. In particular, Cleveland had the highest proportion of complaints for assault at 42 per cent closely followed by Leicestershire with 39 per cent. Overall 41 per cent of complaints related to oppressive behaviour of one form or another. Gwent had the highest proportion at 66 per cent followed by Cleveland and West Yorkshire with 54 per cent. Most of the remaining complaints were for failures in duty or incivility. Thirty-nine per cent of Nottinghamshire's complaints related to failures in duty compared with 27 per cent nationally. Twenty-nine 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 2002/03**

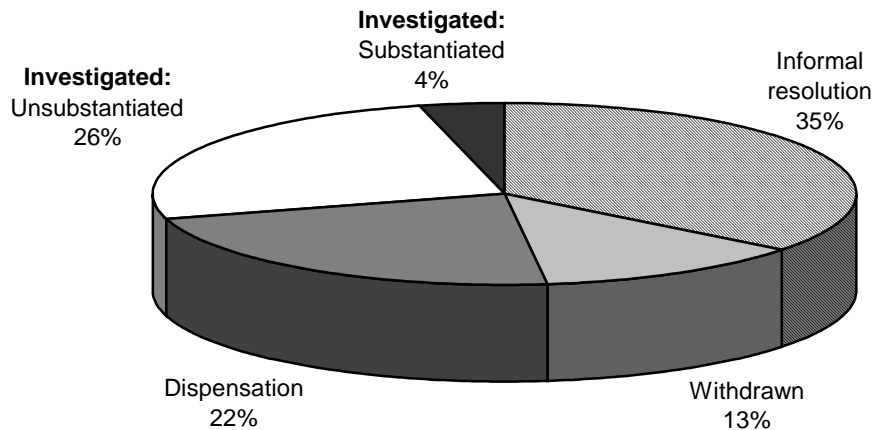


10. Tables 4 and 5 analyse the outcome of individual complaints from 1973, since within any complaints case, some allegations may be substantiated and others not. Differences in the figures over the years should be treated with caution in the light of changes both in procedure and recording over the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

11. There were 24,562 complaints completed in 2002/03, 8 per cent fewer than the previous year. Thirty-five per cent of the completed complaints were withdrawn or dispensed with, a slightly lower proportion than the previous year. These numbered 8,593 and included 5,474 dispensations granted by the PCA and 3,119 complaints withdrawn by the complainant. In 2002/03, 8,707 (35 per cent) complaints

were informally resolved, down 7 per cent on 2001/02. Since 1994 the proportion of informal resolutions has remained at approximately a third of all completed complaints.

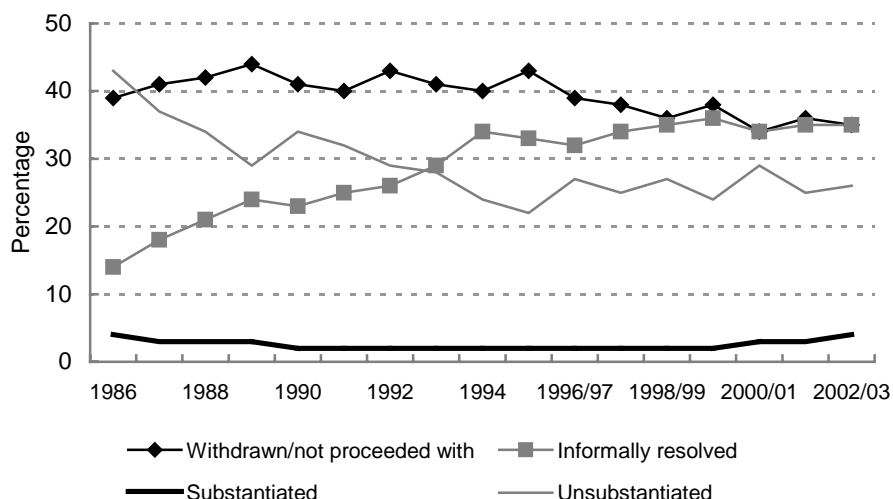
**Figure 3 Number of completed complaints by outcome 2002/03**



12. The remaining 30 per cent or 7,262 completed complaints were investigated. This compares with 29 per cent in 2001/02. The total number of investigated complaints was 6 per cent down 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 1986-2002/03**

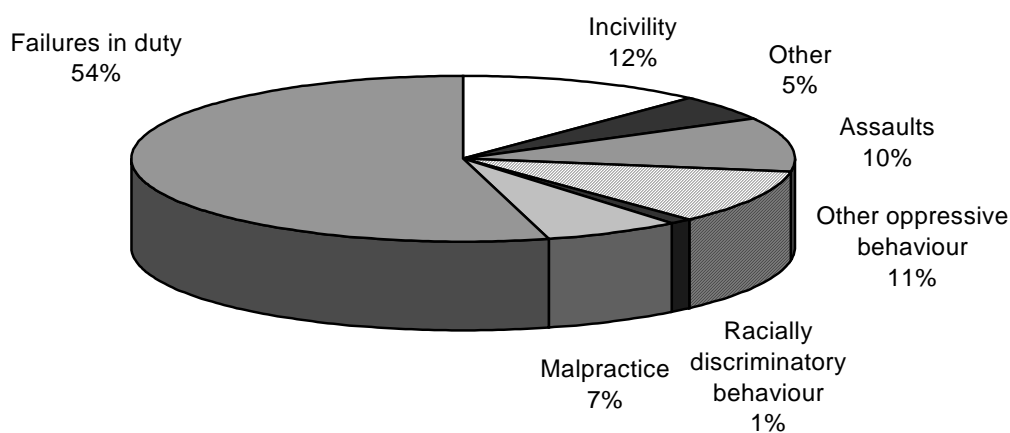


### Complaints substantiated

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 2 or 3 years. In 2002/03, 941 complaints were substantiated. This was 43 more than the previous 12 months and represented 13 per cent of all investigated complaints. Substantiated complaints were only 4 per cent of total complaints completed in 2002/03. 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 compared to 3.4 per cent in the previous year.

**Figure 5 Number of substantiated complaints by reason for complaint 2002/03**



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 54 per cent of all substantiated complaints. About two thirds of these complaints arose from neglect of duty and just over a quarter from an irregularity in procedure. Only 199 (21 per cent) substantiated complaints were attributed to oppressive behaviour, which is 3 per cent fewer than the number in 2001/02. Around a half (98 complaints) of these were for assault. There were only 9 complaints of racially discriminatory behaviour substantiated, the same number as in the previous year. Incivility accounted for 12 per cent or 113 substantiated complaints. There were 63 substantiated complaints of malpractice (7 per cent) which included 8 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 2002/03, criminal proceedings resulted from 16 substantiated complaints (2 per cent of all substantiated complaints). Formal

disciplinary action was taken in relation to 24 (3 per cent) substantiated complaints and misconduct proceedings were brought as a result of 88 (9 per cent) substantiated complaints. The total of 112 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. Seven complaints led to criminal proceedings only while the remaining 822 substantiated complaints (87 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 2002/03, 195 officers were convicted of criminal offences, 4 per cent more than in 2001/02. Most convictions (69 per cent) were for traffic offences. The remaining 61 non-traffic offences represented an increase of 17 per cent on the previous year. For only 9 officers the convictions resulted from complaints by the public. Twenty-nine officers resigned after criminal charges had been preferred against them but before their court cases were completed. This is twice as many as in 2001/02.

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

18. In 2002/03, discipline charges or misconduct allegations were proved against 1,529 officers, an increase of 13 per cent on the previous year. For 208 of these officers the charges proved were either directly from or were 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 84 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 2002/03, 115 officers were dismissed or required to resign, an increase of 19 per cent on 2001/02 but still 8 per cent fewer than in 2000/01. In addition, 44 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 30 were permitted to resign while under suspension.

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

	2001/02	2002/03
Whilst suspended, before charges preferred	26	30
Other officers, before charges preferred	65	56
After criminal charges preferred but before hearing	14	29
After disciplinary charges preferred but before hearing	9	7
After misconduct allegations preferred but before hearing	22	37
<b>Total</b>	<b>136</b>	<b>159</b>

**APPEALS TO THE HOME SECRETARY (Figure 6; Tables 12-15)**

20. Under section 37 of the Police Act 1964, as amended by section 103 of the Police and Criminal Evidence Act 1984, a police officer who is punished by his chief officer for a disciplinary offence has the right to appeal to the Home Secretary against the finding or punishment, or both. In 2002/03, decisions were reached on 29 appeals. Twenty-six appeals were referred to appeals tribunals. Four appeals resulted in variation of punishment and 8 appeals against findings of guilt were allowed. Further details on appeals and their outcome are shown in Tables 12 and 13. Appeal results between 1998/1999 and 2002/03 are summarised in Tables 14 and 15.

**Figure 6 Results of appeals**

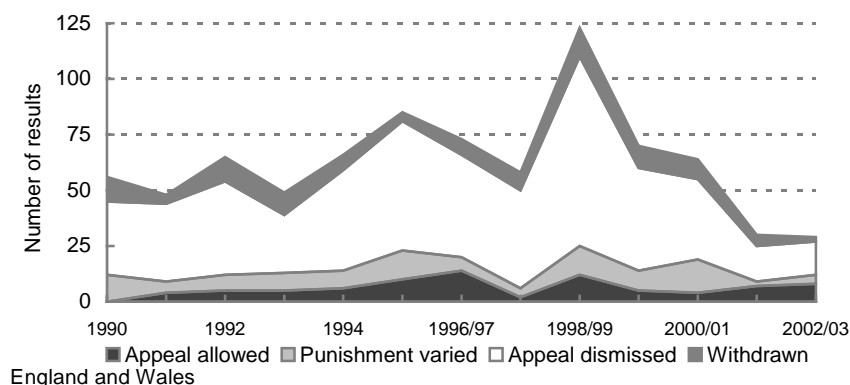


Table 1 Complaints cases<sup>(1)</sup> received by the police from members of the public

England and Wales	Number of cases				
Progress of case	1998/99	1999/00	2000/01	2001/02	2002/03
<b>Cases received</b>					
Total received in year	20,338	20,973	18,911	16,654	15,248
Percentage change on previous year	-8	3	-10	-12	-8
<b>Action completed</b>					
Received in same year	13,034	13,118	12,038	10,332	9,461
Received in earlier years	7,199	6,837	7,590	6,647	6,225
Total	20,233	19,955	19,628	16,979	15,686
Percentage change on previous year	-11	-1	-2	-13	-8
<b>Cases in progress at year end</b>					
Received in same year	7,304	7,855	6,873	6,322	5,787
Received in earlier years	1,149	1,463	1,554	1,697	1,659
Total	8,453	9,318	8,427	8,019	7,446
Percentage change on previous year	-2	10	-10	-5	-7

(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
	2001/02	2002/03	2001/02 <sup>(1)</sup>	2002/03 <sup>(2)</sup>	
Avon and Somerset	657	630	216	202	-7
Bedfordshire	195	195	186	180	-3
Cambridgeshire	281	246	208	176	-15
Cheshire	423	487	209	235	12
Cleveland	264	259	184	174	-5
Cumbria	201	205	187	184	-1
Derbyshire	355	243	192	123	-36
Devon and Cornwall	583	713	196	227	16
Dorset	252	222	185	158	-15
Durham	162	169	101	102	1
Essex	540	436	184	146	-21
Gloucestershire	196	254	168	217	29
Greater Manchester	1,699	1,647	241	224	-7
Hampshire	634	741	184	206	12
Hertfordshire	487	371	264	195	-26
Humbershire	355	282	178	133	-25
Kent	505	452	150	132	-12
Lancashire	615	628	187	187	0
Leicestershire	310	278	150	133	-11
Lincolnshire	274	270	231	222	-4
London, City of	43	74	61	95	55
Merseyside	715	507	175	123	-29
Metropolitan Police	4,943	4,277	195	159	-18
Norfolk	319	275	222	186	-16
Northamptonshire	191	151	162	126	-22
Northumbria	554	557	142	138	-3
North Yorkshire	370	332	266	237	-11
Nottinghamshire	607	645	269	269	0
South Yorkshire	588	577	182	179	-2
Staffordshire	591	538	279	243	-13
Suffolk	179	202	156	164	5
Surrey	388	334	192	168	-13
Sussex	865	436	305	149	-51
Thames Valley	659	599	178	156	-12
Warwickshire	190	263	204	261	28
West Mercia	377	357	189	174	-8
West Midlands	1,862	1,885	251	240	-4
West Yorkshire	670	753	138	152	10
Wiltshire	266	184	231	158	-32
Dyfed Powys	223	239	203	209	3
Gwent	358	288	275	217	-21
North Wales	320	344	215	230	7
South Wales	652	568	201	181	-10
England and Wales	24,918	23,113	199	178	-11

(1) Police strength as at September 2001

(2) Police strength as at September 2002

Table 3 Complaints received by reason for complaint in each police force area for 2002/03

	Assaults	Other oppressive behaviour	Total oppressive behaviour	Racially dis- criminatory behaviour	Total mal- practice	Total failures in duty	Incivility	Other	TOTAL
Avon and Somerset	189	123	312	29	13	137	128	11	630
Bedfordshire	31	31	62	8	16	69	36	4	195
Cambridgeshire	41	39	80	10	12	76	62	6	246
Cheshire	100	74	174	9	29	165	95	15	487
Cleveland	109	32	141	4	15	48	47	4	259
Cumbria	48	39	87	2	13	49	45	9	205
Derbyshire	66	60	126	5	5	67	38	2	243
Devon and Cornwall	173	137	310	8	34	224	115	22	713
Dorset	64	25	89	7	9	49	63	5	222
Durham	61	18	79	9	11	37	27	6	169
Essex	87	75	162	3	23	149	92	7	436
Gloucestershire	62	34	96	5	12	85	52	4	254
Greater Manchester	404	92	496	53	68	333	298	399	1,647
Hampshire	214	102	316	8	42	193	174	8	741
Hertfordshire	90	62	152	16	29	111	44	19	371
Humberside	97	39	136	5	12	64	61	4	282
Kent	117	117	234	9	15	138	47	9	452
Lancashire	157	95	252	3	35	198	118	22	628
Leicestershire	108	32	140	10	8	56	48	16	278
Lincolnshire	72	44	116	0	8	100	40	6	270
London, City of	11	20	31	5	4	8	11	15	74
Merseyside	172	76	248	14	23	74	133	15	507
Metropolitan Police	1,059	508	1,567	212	282	1,183	899	134	4,277
Norfolk	69	34	103	6	33	82	47	4	275
Northamptonshire	44	14	58	6	5	39	36	7	151
Northumbria	192	75	267	6	38	120	98	28	557
North Yorkshire	80	29	109	3	16	95	88	21	332
Nottinghamshire	148	61	209	6	28	254	129	19	645
South Yoprkshire	182	76	258	6	29	174	106	4	577
Staffordshire	154	87	241	6	27	193	68	3	538
Suffolk	48	27	75	2	7	74	38	6	202
Surrey	74	70	144	2	7	117	27	37	334
Sussex	86	81	167	7	13	148	90	11	436
Thames Valley	190	99	289	19	22	139	90	40	599
Warwickshire	68	37	105	8	5	81	26	38	263
West Mercia	121	47	168	5	12	88	58	26	357
West Midlands	442	372	814	56	103	456	356	100	1,885
West Yorkshire	249	159	408	19	30	124	153	19	753
Wiltshire	51	22	73	7	12	33	53	6	184
Dyfed Powys	64	33	97	4	10	63	55	10	239
Gwent	82	108	190	1	7	64	21	5	288
North Wales	98	45	143	4	12	85	88	12	344
South Wales	180	80	260	10	28	121	145	4	568
England and Wales	6,154	3,430	9,584	617	1,162	6,163	4,445	1,142	23,113

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)

(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 2002/03, 5,474 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)

(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	
	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03
Avon and Somerset	730	593	193	116	29	29	4.0	4.9
Bedfordshire	175	237	53	87	11	6	6.3	2.5
Cambridgeshire	306	268	128	89	10	26	3.3	9.7
Cheshire	353	465	51	77	4	14	1.1	3.0
Cleveland	300	276	58	28	18	5	6.0	1.8
Cumbria	262	221	93	38	7	4	2.7	1.8
Derbyshire	358	264	29	13	9	2	2.5	0.8
Devon and Cornwall	646	804	188	277	21	34	3.3	4.2
Dorset	263	271	84	84	10	8	3.8	3.0
Durham	185	142	25	39	7	5	3.8	3.5
Essex	779	504	209	115	29	19	3.7	3.8
Gloucestershire	211	232	60	82	2	6	0.9	2.6
Greater Manchester	1,686	1,774	285	316	46	66	2.7	3.7
Hampshire	549	680	168	181	23	30	4.2	4.4
Hertfordshire	470	423	91	112	19	12	4.0	2.8
Humberside	375	297	133	86	12	13	3.2	4.4
Kent	562	494	252	229	43	17	7.7	3.4
Lancashire	641	621	123	128	18	4	2.8	0.6
Leicestershire	313	295	50	43	6	3	1.9	1.0
Lincolnshire	294	250	49	57	7	3	2.4	1.2
London, City of	49	32	13	2	2	0	4.1	0.0
Merseyside	808	596	155	141	23	19	2.8	3.2
Metropolitan Police	5,069	4,822	1,066	1,188	169	164	3.3	3.4
Norfolk	397	285	150	77	12	15	3.0	5.3
Northamptonshire	233	157	73	28	7	1	3.0	0.6
Northumbria	560	497	118	87	10	10	1.8	2.0
North Yorkshire	409	513	138	158	29	81	7.1	15.8
Nottinghamshire	671	622	193	177	10	27	1.5	4.3
South Yorkshire	519	579	139	173	12	17	2.3	2.9
Staffordshire	692	702	327	368	40	48	5.8	6.8
Suffolk	219	203	78	63	10	10	4.6	4.9
Surrey	488	463	131	191	15	29	3.1	6.3
Sussex	1,211	648	341	271	57	39	4.7	6.0
Thames Valley	713	728	315	295	11	19	1.5	2.6
Warwickshire	181	216	62	84	17	22	9.4	10.2
West Mercia	385	376	110	81	10	23	2.6	6.1
West Midlands	1,984	1,562	391	226	78	47	3.9	3.0
West Yorkshire	804	719	250	128	14	14	1.7	1.9
Wiltshire	170	196	41	60	4	2	2.4	1.0
Dyfed Powys	172	234	19	43	3	11	1.7	4.7
Gwent	418	373	142	124	13	12	3.1	3.2
North Wales	349	321	59	57	11	11	3.2	3.4
South Wales	742	607	174	102	10	14	1.3	2.3
England and Wales	26,701	24,562	6,807	6,321	898	941	3.4	3.8

Table 7 Substantiated complaints by reason for complaint

England and Wales		Number of complaints				
Reason for complaint		1998/99	1999/00	2000/01	2001/02	2002/03
	Oppressive behaviour					
1	Assault	126	98	112	101	98
2	Oppressive conduct/harassment	42	62	54	56	59
3	Unlawful/unnecessary arrest/detention	55	36	67	49	42
	Subtotal	223	196	233	206	199
4	Racially discriminatory behaviour	7	8	18	9	9
	Malpractice					
5	Perjury/irregularity in evidence	22	17	24	24	38
6	Corrupt practice	6	6	3	7	8
7	Mishandling of property	22	12	22	22	17
	Subtotal	50	35	49	53	63
	Failures in Duty					
8	Neglect of duty	205	228	320	325	349
9	Impropriety in connection with search of premises	28	21	17	19	21
10	Irregularity in procedure	131	138	154	156	140
	Subtotal	364	387	491	500	510
11	Incivility	68	64	87	92	113
12	Traffic irregularity	3	9	10	10	6
13	Other	30	15	15	28	41
	TOTAL	745	714	903	898	941

Table 8 Substantiated complaints by type of proceedings that resulted

England and Wales		Number of complaints				
Type of proceedings	1998/99	1999/00	2000/01	2001/02	2002/03	
<b>Both criminal and disciplinary proceedings</b>						
Traffic offence only	1	1	-	-	-	
Other criminal offence only	18	11	-	-	-	
Subtotal	19	12	-	-	-	
<b>Both criminal and misconduct proceedings</b>						
Traffic offence only	na	-	-	-	-	
Other criminal offence only	na	9	18	5	9	
Subtotal	na	9	18	5	9	
<b>Criminal proceedings only</b>						
Traffic offence only	1	2	2	2	-	
Other criminal offence only	18	12	11	5	7	
Subtotal	19	14	13	7	7	
<b>Disciplinary proceedings only</b>						
Disciplinary proceedings only	122	118	63	56	24	
Misconduct proceedings only	na	7	65	73	79	
Dealt with by other means <sup>(1)</sup>	585	554	744	757	822	
<b>Total substantiated complaints</b>	<b>745</b>	<b>714</b>	<b>903</b>	<b>898</b>	<b>941</b>	
<b>Including criminal, disciplinary and misconduct proceedings</b>						
All criminal proceedings	38	35	31	12	16	
Traffic offence only	2	3	2	2	-	
Other criminal offence only	36	32	29	10	16	
Total disciplinary proceedings	141	130	63	56	24	
Total misconduct proceedings	na	16	83	78	88	

(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	1998/99	1999/00	2000/01	2001/02	2002/03	
Criminal (non-traffic)	65	60	53	52	61	
Traffic	175	166	187	136	134	
<b>Total</b>	<b>240</b>	<b>226</b>	<b>240</b>	<b>188</b>	<b>195</b>	

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

England and Wales		Number of officers				
Result of proceedings	1998/99	1999/00	2000/01	2001/02	2002/03	
One or more disciplinary charges <sup>(1)</sup> found proved	476	353	152	71	31	
<i>of which arising from a complaint</i>	(116)	(97)	(39)	(33)	(6)	
One or more misconduct allegations <sup>(2)</sup> found proved	na	476	1,050	1,282	1,498	
<i>of which arising from a complaint</i>		(41)	(162)	(201)	(202)	
<b>Total</b>	<b>476</b>	<b>829</b>	<b>1,202</b>	<b>1,353</b>	<b>1,529</b>	
<i>of which arising from a complaint</i>	(116)	(138)	(201)	(234)	(208)	

(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	1998/99	1999/00	2000/01	2001/02	2002/03	
Dismissed	48	43	41	24	44	
Required to resign	76	72	84	73	71	
Reduction in rank	21	18	15	19	18	
Reduction in pay (disciplinary punishment)	22	10	7	3	-	
Fine	139	160	154	191	169	
Reprimand	126	96	86	88	58	
Caution	44	37	51	50	42	
No action (misconduct sanction)	na	-	4	8	7	
<b>Subtotal</b>	<b>476</b>	<b>436</b>	<b>442</b>	<b>456</b>	<b>409</b>	
Written warnings (misconduct sanction)	na	393	760	897	1,120	
<b>Total</b>	<b>476</b>	<b>829</b>	<b>1,202</b>	<b>1,353</b>	<b>1,529</b>	

Table 12 Results of appeals by nature and result of appeal

England and Wales 2002/2003				Number of appellants
Result of appeal	Finding and punishment	Punishment only	Finding only	Total
Allowed	7 (7)	0 (0)	1 (0)	8 (7)
Punishment varied	1 (1)	3 (3)	0 (0)	4 (4)
Dismissed	12 (12)	3 (3)	0 (0)	15 (15)
Withdrawn	1 (0)	1 (0)	0 (0)	2 (0)
<b>Total</b>	<b>21 (20)</b>	<b>7 (6)</b>	<b>1 (0)</b>	<b>29 (26)</b>

() Figures in brackets show the number of appeals referred to appeal tribunal

Table 13 Results of appeals by most serious punishment involved

England and Wales 2002/2003					Number of appellants
Result of appeal	Dismissed/ requirement to resign	Reduction in rank	Reduction in pay/fine	Reprimand/ caution	Total
Allowed	2 (2)	2 (2)	2 (2)	2 (1)	8 (7)
Punishment varied	2 (2)	1 (1)	1 (1)	0 (0)	4 (4)
Dismissed	12 (12)	2 (2)	1 (1)	0 (0)	15 (15)
Withdrawn	1 (0)	1 (0)	0 (0)	0 (0)	2 (0)
<b>Total</b>	<b>17 (16)</b>	<b>6 (5)</b>	<b>4 (4)</b>	<b>2 (1)</b>	<b>29 (26)</b>

() Figures in brackets show the number of appeals referred to appeal tribunal

Table 14 Results of appeals since 1998/99

England and Wales					Number of results
Result of appeal	1998/99	1999/00	2000/01	2001/02	2002/03
Allowed	12	5	4	7	8
Punishment varied	13	9	15	2	4
Dismissed	85	46	36	16	15
Withdrawn	13	10	9	5	2
<b>Total</b>	<b>123</b>	<b>70</b>	<b>64</b>	<b>30</b>	<b>29</b>

Table 15 Appeals by most serious punishment involved since 1998/99

England and Wales					Number of results
Most serious punishment involved	1998/99	1999/00	2000/01	2001/02	2002/03
Dismissal/requirement to resign	80 (12)	53 (11)	45 (17)	23 (3)	17 (16)
Reduction in rank	12 (5)	5 (2)	5 (1)	1 (1)	6 (5)
Reduction in pay/fine	19 (2)	8 (1)	10 (1)	5 (5)	4 (4)
Reprimand/caution	12 (6)	4 (0)	4 (0)	1 (0)	2 (1)
<b>Total</b>	<b>123 (25)</b>	<b>70 (14)</b>	<b>64 (19)</b>	<b>30 (9)</b>	<b>29 (26)</b>

() Figures in brackets show the number of officers whose appeals were allowed or the most serious punishment varied

## 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. Statistics are available on the social factors relating to complainants.
4. This bulletin has been prepared by the Crime and Policing Group in the Research, Development and Statistics Directorate and the Police Leadership and Powers Unit of the Home Office. If you have any enquiries about the figures in the bulletin or wish to request further data please contact:

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5. Further copies of this and previous bulletins, or other Home Office statistical bulletins, may be obtained from:

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