

13 July 2018

Freedom of Information Request - Reference No: 20181127

REQUEST

- 1) What is the total number of complaints made by members of the public about your force? If your force categorises them then please provide a total and a breakdown by category.
- 2) If not covered in the answer to question one, how many complaints were made about the quality of investigations?

RESPONSE

Section 17 of the Freedom of Information Act 2000 requires South Yorkshire Police, when refusing to provide such information (because the information is exempt), to provide you the applicant with a notice which:

- a. states that fact,
- b. specifies the exemption in question and
- c. states (if that would not otherwise be apparent) why the exemption applies.

The following exemption applies to the disclosure of the information:

Section 12(2) – Exemption where cost of compliance exceeds appropriate limit

I approached our Complaints and Discipline Department within Professional Standards for assistance with your request. Our Performance Development Team Leader has advised the following commentary in respect of Q2:

In relation to Q2, this would be quite difficult and time consuming to find where the allegation has been about “quality of investigation” as this could come under allegation type “Neglect or failure in duty” or “lack of fairness and impartiality” and “other irregularity in procedure” these 3 could cover “quality of investigation”. Over the 5 years there are 2732 allegations of these 3 allegations. I would have to read each summary to see if it was about investigations.

Reviewing each of the 2732 allegations with a view to extracting data in relation to your request, will unfortunately exceed the 18 hour cost threshold.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 provide that the cost limit for non-central government public authorities is £450. This must be calculated at the rate of £25 per hour, providing an effective time limit of 18 hours. . If you feel your endeavours can be achieved within the appropriate limit by refining your request, South Yorkshire Police would be more than happy to consider any further request.

Guidance from the Information Commissioner to public authorities is that where one part of a request is reasonably estimated to exceed the appropriate limit then the authority is not obliged to consider or comply with the remainder of the request up to the point at which the appropriate limit has been reached. Please note point 30 of the below link:-

https://ico.org.uk/media/for-organisations/documents/1199/costs_of_compliance_exceeds_appropriate_limit.pdf

Although excess cost removes the force's obligations under the Freedom of Information Act, I have supplied information relating to the rest of your request as a gesture of goodwill. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request neither does it bind South Yorkshire Police to any commitment that it will release information in such a manner in the future.

Please see attached document with regards to the above FOI request. This is in answer to Q1.

CATEGORISED AND BROKEN DOWN AS FOLLOWS PER YEAR OVER THE LAST 5 YEARS

RECEIVED IN **2013** = **435** INDIVIDUAL COMPLAINANTS

ALLEGATION TYPE	No. of Allegations Received
Breach Code A PACE	5
Breach Code B PACE	14
Breach Code C PACE	57
Corrupt Practice	16
Discriminatory Behaviour	16
General policing standards (Direction & Control)	3
Improper disclosure of information	16
Incivility	157
Irregularity in evidence/perjury	21
Lack of fairness and impartiality	34
Mishandling of property	27
Operational management decision (Direction & Control)	5
Operational Policing Policies (Direction & Control)	14
Oppressive conduct or harassment	20
Organisation decisions (Direction & Control)	4
Other	4
Other Assault	96
Other irregularity in procedure	35
Other neglect or failure in duty	339
Serious non sexual assault	2
Sexual assault	1
Traffic irregularity	5
Unlawful/unnecessary arrest or detention	51
TOTAL ALLEGATIONS RECEIVED IN 2013	942

RECEIVED IN **2014** = **626** INDIVIDUAL COMPLAINANTS

ALLEGATION TYPE	No. of Allegations Received
Breach Code A PACE	6
Breach Code B PACE	33
Breach Code C PACE	88
Breach Code D PACE	2
Corrupt Practice	33
Discriminatory Behaviour	17
General policing standards (Direction & Control)	6
Improper disclosure of information	31
Incivility, impoliteness and intolerance	189
Irregularity in evidence/perjury	13
Lack of fairness and impartiality	71
Mishandling of property	20
Multiple or unspecified breaches of PACE	2
Operational management decision (Direction & Control)	3
Operational Policing Policies (Direction & Control)	12
Oppressive conduct or harassment	24
Organisation decisions (Direction & Control)	6
Other	10
Other Assault	135
Other irregularity in procedure	145
Other neglect or failure in duty	467
Serious non sexual assault	2
Sexual assault	3
Traffic irregularity	7
Unlawful/unnecessary arrest or detention	62
TOTAL NUMBER OF ALLEGATIONS RECEIVED IN 2014	1387

RECEIVED IN **2015** = **637** INDIVIDUAL COMPLAINANTS

ALLEGATION TYPE	No. of Allegations Received
Breach Code A PACE	6
Breach Code B PACE	23
Breach Code C PACE	57
Corrupt Practice	33
Discriminatory Behaviour	20
General policing standards (Direction & Control)	11
Improper disclosure of information	21
Incivility, impoliteness and intolerance	129
Irregularity in evidence/perjury	24
Lack of fairness and impartiality	93
Mishandling of property	27
Multiple or unspecified breaches of PACE	1
Operational management decision (Direction & Control)	13
Operational Policing Policies (Direction & Control)	18
Oppressive conduct or harassment	23
Organisation decisions (Direction & Control)	5

Other	1
Other Assault	127
Other irregularity in procedure	85
Other neglect or failure in duty	465
Other Sexual conduct	2
Serious non sexual assault	2
Sexual assault	1
Traffic irregularity	16
Unlawful/unnecessary arrest or detention	53
TOTAL NUMBER OF ALLEGATIONS RECEIVED IN 2015	1256

RECEIVED IN **2016** = **604** INDIVIDUAL COMPLAINANTS

ALLEGATION TYPE	No. of Allegations Received
Breach Code A PACE	2
Breach Code B PACE	19
Breach Code C PACE	36
Breach Code D PACE	1
Corrupt Practice	25
Discriminatory Behaviour	22
General policing standards (Direction & Control)	19
Improper disclosure of information	38
Incivility, impoliteness and intolerance	153
Irregularity in evidence/perjury	16
Lack of fairness and impartiality	55
Mishandling of property	32
Multiple or unspecified breaches of PACE	1
Operational management decision (Direction & Control)	14
Operational Policing Policies (Direction & Control)	22
Oppressive conduct or harassment	22
Organisation decisions (Direction & Control)	16
Other	8
Other Assault	96
Other irregularity in procedure	68
Other neglect or failure in duty	422
Serious non sexual assault	7
Sexual assault	2
Traffic irregularity	7
Unlawful/unnecessary arrest or detention	52
TOTAL NUMBER OF ALLEGATIONS RECEIVED IN 2016	1155

RECEIVED IN 2017 = 490 INDIVIDUAL COMPLAINANTS

ALLEGATION TYPE	No. of Allegations Received
Breach Code A PACE	4
Breach Code B PACE	14
Breach Code C PACE	47
Breach Code E PACE	1
Corrupt Practice	5
Discriminatory Behaviour	32
General policing standards (Direction & Control)	8
Improper disclosure of information	16
Incivility, impoliteness and intolerance	113
Irregularity in evidence/perjury	15
Lack of fairness and impartiality	38
Mishandling of property	33
Multiple or unspecified breaches of PACE	3
Operational management decision (Direction & Control)	13
Operational Policing Policies (Direction & Control)	13
Oppressive conduct or harassment	11
Organisation decisions (Direction & Control)	15
Other	7
Other Assault	78
Other irregularity in procedure	54
Other neglect or failure in duty	361
Serious non sexual assault	1
Sexual assault	1
Traffic irregularity	2
Unlawful/unnecessary arrest or detention	36
TOTAL NUMBER OF ALLEGATIONS RECEIVED IN 2017	921

End