



**Complaints and
Allegations
Received by the Police
Ombudsman for
Northern Ireland**

**Quarterly Statistical Update
to 30th June 2017**

Complaints and Allegations Received by the Police Ombudsman for Northern Ireland:

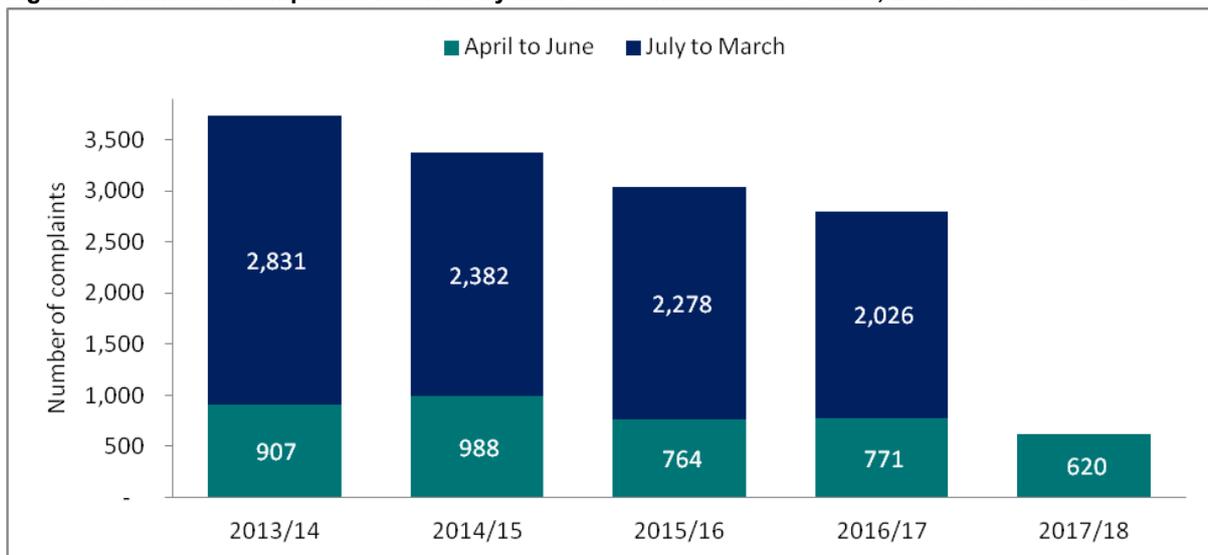
Statistical Update to 30th June 2017, published on 20th July 2017

This quarterly bulletin presents the most recent statistics on the number of complaints and allegations received by the Police Ombudsman, up to 30th June 2017. The statistics are based on information extracted from the Police Ombudsman’s Case Handling System (CHS) on the 17th July 2017.

Complaints Received

The Office received over 600 complaints during the first quarter of 2017/18. This is a 20% decrease in the number of complaints received when compared with the same time period last year. It is also the lowest number of complaints received when compared with the previous five years (Figure 1).

Figure 1: Number of complaints received by the Police Ombudsman’s Office, 2013/14 to June 2017



Main Complaint Factor

Criminal Investigation was the most common main factor¹ underlying complaints during the first quarter of 2017/18, followed by Arrest.

Almost all complaints factors decreased in number between April and June 2017 when compared with the same time period last year. The most notable decreases being observed for Criminal Investigation and Arrest (Table 1).

Table 1: Comparison in the main factor of complaints received between April to June 2016 and April to June 2017

	April to June 2016	April to June 2017	Difference	% Difference
Criminal Investigation	231	182	-49	-21%
Arrest	130	89	-41	-32%
Traffic Related Incident	61	60	-1	-2%
Search	63	47	-16	-25%
Domestic Incident	43	31	-12	-
Police Enquiries (no investigation)	27	27	0	-
Domestic Violence	11	12	1	-
Complaints relating to the 'Troubles'	24	8	-16	-
Other	152	119	-33	-22%
Unknown	29	45	16	-
Total	771	620	-151	-20%

Note: % Difference only reported when base numbers are greater than 50

¹ The main complaint factor refers to the main situation giving rise to the complaint.

Complaints Received by Police District

The number of complaints decreased in 10 of the 11 police districts during the first quarter of 2017/18 when compared with the same time period last year. District A had the largest decrease (Table 2).

Table 2: Comparison in the number of complaints received in each police district between April to June 2016 and April to June 2017

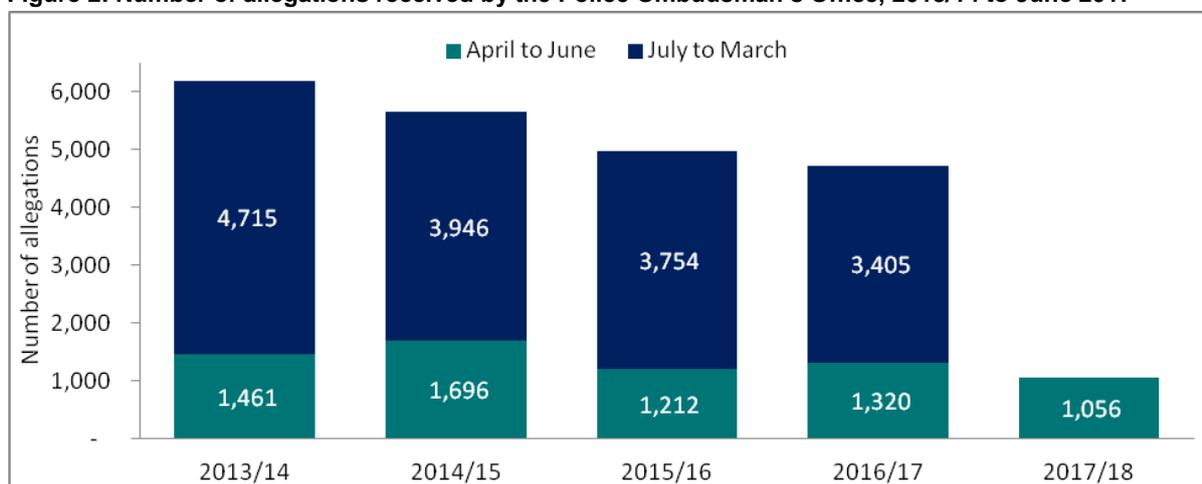
	April to June 2016/17	April to June 2017/18	Difference	% Difference
District A - Belfast City	204	149	-55	-27%
District B - Lisburn & Castlereagh City	29	30	1	-
District C - Ards & North Down	48	41	-7	-
District D – Newry, Mourne & Down	44	40	-4	-
District E - Armagh City, Banbridge & Craigavon	59	50	-9	-15%
District F - Mid Ulster	33	22	-11	-
District G - Fermanagh & Omagh	31	27	-4	-
District H - Derry City & Strabane	56	38	-18	-32%
District J - Causeway Coast & Glens	75	58	-17	-23%
District K - Mid & East Antrim	58	45	-13	-22%
District L - Antrim & Newtownabbey	48	47	-1	-
Unknown / Other Organisation	86	73	-13	-15%
Northern Ireland	771	620	-151	-20%

Note: % Difference only reported when base numbers are greater than 50

Allegations Received

The Office received over 1,050 allegations during the first quarter of 2017/18. This is the lowest number of allegations received during this time period when compared with each of the last five years (Figure 2).

Figure 2: Number of allegations received by the Police Ombudsman's Office, 2013/14 to June 2017



Allegation Type

Almost all allegation types decreased in number during the first quarter of 2017/18 when compared with the same time period last year. Allegations of Failure in Duty and Oppressive Behaviour decreased more than other types (Table 3).

Table 3: Comparison in the Types of Allegations received between April to June 2016 and April to June 2017

	April to June 2016	April to June 2017	Difference	% Difference
Failure in Duty	605	518	-87	-14%
Oppressive Behaviour	305	233	-72	-24%
Incivility	87	66	-21	-24%
Search	73	64	-9	-12%
Unlawful/Unnecessary Arrest/Detention	55	39	-16	-29%
Mishandling of Property	27	22	-5	-
Malpractice	17	16	-1	-
Allegations related to the 'Troubles'	29	8	-21	-
Discriminatory Behaviour	15	8	-7	-
Traffic	18	6	-12	-
Section 55 Referral	9	3	-6	-
Other	80	73	-7	-9%
Total	1,320	1,056	-264	-20%

Note: % Difference only reported when base numbers are greater than 50

Officers with multiple complaints

There were 32 PSNI officers who attracted three or more complaints that were formally investigated or dealt with by way of Informal Resolution between July 2016 and June 2017 (Table 4).

Table 4: Officers with three or more complaints that were formally investigated or dealt with by Informal Resolution, twelve month period ending June 2017.

Twelve month period ending	Number of officers with three or more complaints that were formally investigated or dealt with Informal Resolution
June 2017	32

Additional Information

Data Use

The information presented in this document has been produced to meet the needs of our key users who need timely information on the number of complaints and allegations received by the Police Ombudsman's Office. The main users of this quarterly bulletin are the Police Ombudsman for Northern Ireland (OPONI), the Police Service of Northern Ireland (PSNI) and the Northern Ireland Policing Board (NIPB). This statistical update is the outcome of consultation with these users, it gives them access to information that they can use to form discussions at their regular meetings.

Understanding the Statistics

The number of complaints received by the Police Ombudsman's Office includes complaints made by members of the public relating to the conduct of PSNI officers or those employed by other organisations under the Office's remit². The number of complaints also includes those matters that have been referred to the Police Ombudsman's Office from other organisations³, and any matter that the Police Ombudsman has decided is in the public interest for him to investigate.

There are a number of factors that may influence whether or not a person makes a complaint to the Police Ombudsman. It is important when drawing conclusions from the statistics not to take a simplistic view but to consider the following factors:

- The number and nature of police operations conducted;
- The performance of police officers;
- The level of interaction between the public and the police;
- The awareness of the Police Ombudsman's Office, knowledge of how to make a complaint, and public confidence in the Office;
- The size of the police service;
- Changes to the PSNI's or the Offices' procedures;
- The level of crime;
- The number of public order incidents; and
- Population demographics.

Each complaint the Police Ombudsman's Office receives is made up of one or more allegations. The allegation describes the types of behaviours being complained about or the separate issues making up the complaint. For example, a person may make a complaint stating a police officer had pushed them *and* was rude. This would be recorded as one complaint with two allegations. The number of allegations received also includes a small number of residual matters, these are matters of concern identified during an investigation that were not originally detailed in the complaint, typically these account for around 1% to 2% of the allegations received.

² The Office's remit extends to: Police Service of Northern Ireland including Designated Civilians, the Belfast Harbour Police, The Belfast International Airport Police, the Ministry of Defence Police, the National Crime Agency, 'serious' complaints regarding mutual aid police officers from Great Britain and 'serious' complaints regarding certain Home Office employees (immigration officers, designated customs officials and custom revenue officials).

³ The Police Service of Northern Ireland (PSNI), Public Prosecution Service (PPS), Northern Ireland Policing Board (NIPB) and the Department of Justice (DOJ).

Care should be taken when comparing the number of complaints or allegations received at police district level as some of the differences between districts may reflect variations in their composition, such as the degree of urbanization, level of deprivation and the balance between the resident population, day-time population and the night-time economy.

It is also important to note that the system is live and data may therefore be subject to future revisions.

Further information

A [user guide](#) has been published to give users of these statistics more knowledge about the complaints process, more information regarding the quality of the data and also a glossary of terms used. It is recommended that all users of these statistics should consult the user guide to aid their understanding of the statistics and ensure that they are using them appropriately. Further information regarding the number of complaints and allegations received in 2016/17 is available in the [accompanying excel spreadsheet](#). This spreadsheet also includes the data for the figures and tables in this bulletin.

A more detailed break-down of the types of complaints and allegations received by the Police Ombudsman's Office over the last five years, as well as presenting information on the outcomes of complaints, will be presented in the 'Annual Statistical Bulletin of the Police Ombudsman for Northern Ireland, 2016/17'. This bulletin is available on the Office's [website](#).

An additional geographic breakdown of the types of complaints and allegations received by the Police Ombudsman in previous years is available on the [Northern Ireland Neighbourhood Information Service \(NINIS\)](#). This information will be updated later in the year to include figures for 2016/17.

If you would like information on other statistics published by the Police Ombudsman's Office please see the statistics and research page on the Police Ombudsman's [website](#).

Publication

This is the third year the Police Ombudsman's Office has published quarterly information on the number of complaints and allegations received. The Office will publish information in-year on a quarterly basis. Where possible, this information will be published on the Police Ombudsman's website at 9:30am on the fourth Thursday of the month following the end of the quarter. In some instances however it may be necessary to publish the bulletin earlier in the quarter. A more detailed publication will be published at the end of the financial year concentrating on the trends in the number of complaints and allegations received over the last five years.

The next quarterly update of 2017/18 is due to be published on Thursday 26th October 2017 and it will include statistics up to the 30th September 2017.

User Feedback

We continuously welcome your feedback or comments on the statistics released. If you would like to forward your views or to receive notifications of statistical releases please email your contact details to info@policeombudsman.org, further contact details are available on the back page of this bulletin.

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