

**This appendix contains:** an explanation of the terminology used in the report, description of allegation categories and the IPCC allegation type that are comprised within each category; description of allegation results that are used for public complaints and conduct matters. Full definitions on some of the terms used in the context of complaints and misconduct is provided in IPCC Statutory Guidance and is accessible via the IPCC website ([www.ipcc.gov.uk](http://www.ipcc.gov.uk))

Term	Explanation
Public Complaint	Complaint about the duty-related conduct of a person serving with the police (who comes under the Police Reform Act 2002).
Conduct Matter	An issue raised by internal police management regarding the conduct of an officer or staff member.
Direction & Control	Police force organisational issues not within provisions of Police Reform Act 2002 e.g. budgeting; resources; deployment of officers.
Recorded	When a case is entered on the complaints computer system (Tribune for MPS).
Finalised	When an allegation has been investigated and the outcome has been completed. For cases locally resolved this would be the end of the local resolution process, in other cases it would be after misconduct action against the officer or staff member involved has been completed.
Case	Each case represents a single investigation or a Local Resolution process. It may contain one or more allegations, brought by one or more complainants, against one or more persons serving with the police (see the diagram at appendix 2).
Allegation	A claim or assertion that someone has done something wrong or illegal. There may be many allegations contained within one case (see the diagram at appendix 2).
Outcome Letter	Letter to complainant detailing the end result of a public complaint and any action against the officer or staff member involved.
Taylor Reforms	The introduction of new police misconduct & performance procedures is intended to be the driver which moves the emphasis of the police discipline framework from one of punishment to that of professional development and improvement. The focus of the reform is upon addressing unsatisfactory performance in the work place and encouraging a learning environment (of both officer & organisation) rather than utilising misconduct procedures.
Live Case	Case that are still under investigation or local resolution process.
Average Days to Complete	Calculated between the date the case is received within the MPS and the conclusion of an investigation or local resolution process (based on working days).
Misconduct decisions	Calculated between the date the decision to take formal action is made to date of the hearing or the date other management action is taken (based on working days).
Control Strategy	The control strategy outlines the operational priorities to be addressed proactively. Each priority will incorporate intelligence, prevention and enforcement opportunities. It is developed following a critical examination of professional standards and corruption areas affecting the MPS as set out in the Strategic Intelligence Assessment. It provides senior management with a framework in which decisions can be made about the issues that should take precedence when allocating resources.
Strategic Intelligence Assessment	The Strategic Intelligence Assessment (SIA) reviews all intelligence relating to professional standards and corruption that impacts upon the MPS. From this it identifies strategic priorities (expressed as control strategy priorities), which it recommends to the Professional Standards Strategic Committee (PSSC) as the areas requiring intelligence, prevention and enforcement activity.
Organisation Learning	An opportunity to actively create, capture, transfer, and mobilise knowledge to enable it to adapt to a changing environment. Opportunities for Organisational Learning arise in many ways, including complaints investigation. Not all investigations will identify such learning. It is recognised that Organisational Learning can arise from both good <u>and</u> poor practice.

Professional Standards Support Program	Professional Standards Support Program (PSSP) is to offer support and guidance to Borough/Operational Command Units (B/OCUs), reinforcing learning about professional standards, spreading good practice and making the key messages relevant to everyday work.
Quality Callback	The Quality Call-Back Process will provide real time information about the experience the member of the public has had in receiving a service from us.
IPCC Statutory Guidance	Guidance setting out the principles and standards for dealing with complaints or allegations of misconduct, including those on timeliness and proportionality.
IPCC Appeal	Application by complainant for the IPCC to review police decision. Appeals can be made to the IPCC by complainants in relation to either the non-recording of their complaint, the local resolution process that took place or the outcome of the investigations into their complaint. The IPCC then decide whether an appeal is valid, not upheld or not valid.
12MRA	12 month rolling average, an average is calculated over a rolling 12 month period.

Description of allegation categories and the IPCC allegation type that are comprised within each category for public complaints and conduct matters

<b>Allegation Sub Category</b>	<b>IPCC Allegation Category Description (more detailed explanation can be found on the IPCC website)</b>
Oppressive Behaviour	Serious Non-Sexual assault
	Sexual Assault
	Other Assault
	Oppressive Conduct or Harassment
	Unlawful/Unnecessary Arrest or Detention
	Other sexual conduct
Discriminatory Behaviour	Discriminatory Behaviour
	Lack of fairness & impartiality
Malpractice	Irregularity in relation to evidence/perjury
	Corrupt Practice
	Mishandling of property
Failures in Duty	Breach of PACE Code A on Stop & Search
	Breach of PACE Code B on Searching premises and seizure of property
	Breach of PACE Code C on Detention, treatment and questioning
	Breach of PACE Code D on Identification procedures
	Breach of PACE Code E on Tape recording
	Multiple or unspecific breaches which cannot be allocated to a specific code
	Failures in Duty
	Other irregularity in procedure
Improper disclosure of information	
Incivility	Incivility
Traffic Irregularity	Traffic Irregularity
Other	Other

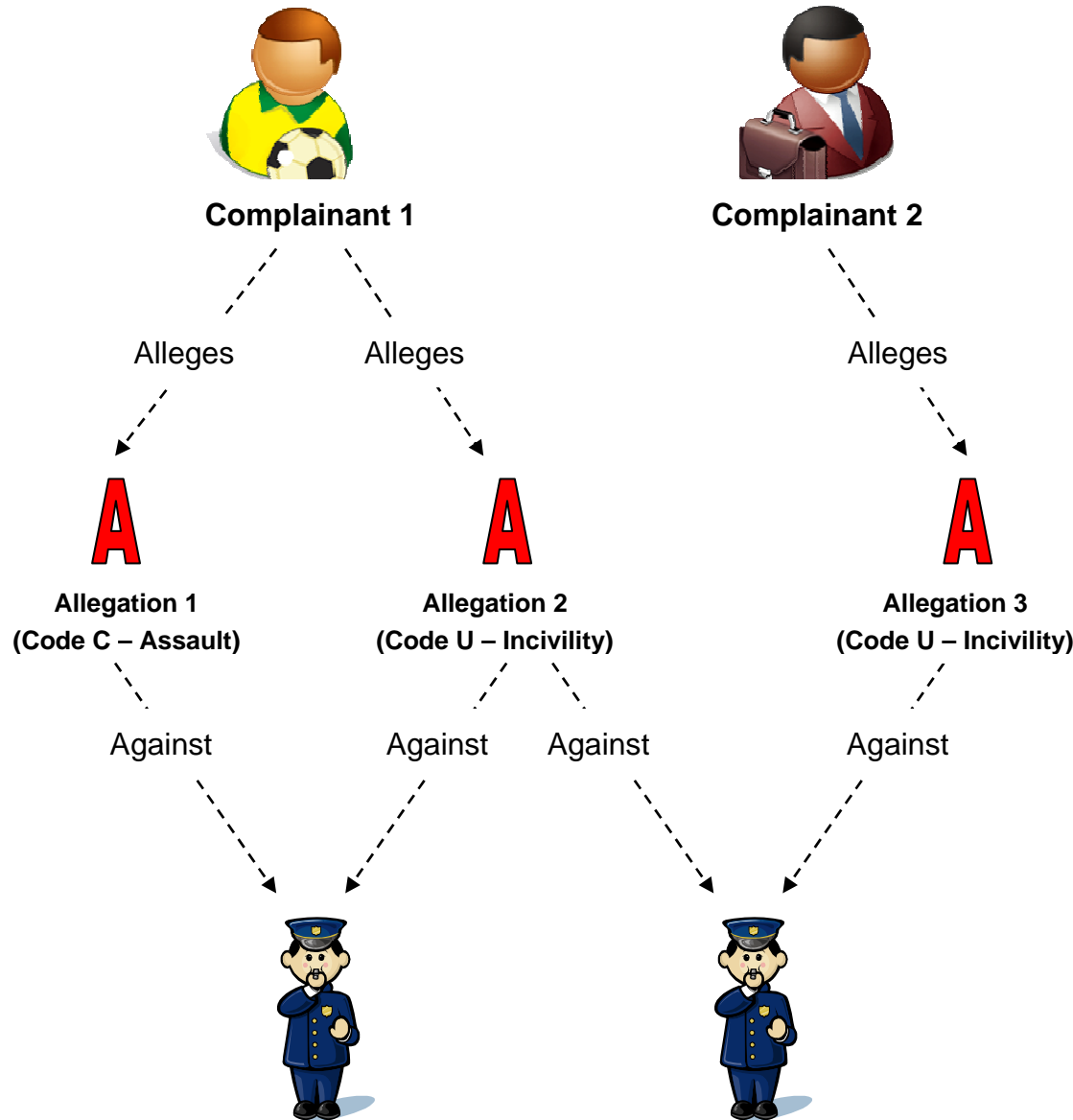
**Description of allegation results that are used for public complaints and conduct matters**

<b>Allegation Result</b>	<b>Explanation</b>
Not Recorded	Noted on the system but not recorded as a complaint under the Police Reform Act 2002 definitions.
Local Resolution	Complaint is resolved at a local level such as B/OCU.
Dispensation	Exemption, granted by the IPCC to a force, from the need to take further action or no action at all about a complaint.
Discontinuance	Stopping an investigation that has already started.
Withdrawn	Complainant, or agent acting on their behalf, has retracted the complaint.
Substantiated	Following an investigation, there is a case to answer against an officer or staff member.
Unsubstantiated	Following an investigation, there is no case to answer against an officer or staff member.
Not Informed	Following an investigation, there is no case to answer against an officer or staff member and the officer or staff are not advised of the result.

**Diagram explaining differences between cases and allegations**

**CASE = INCIDENT**

(A series of actions, whether or not involving more than one officer, in the course of one continuing incident)



In this case there are two complainants that are complaining about the same incident. There are two individual police officers involved.

It is to be noted that Complainant 1 is making two allegations (assault and incivility). The allegation for assault is against one officer and the allegation for incivility is against two officers. Complainant 2 is making one allegation (incivility) against one officer.

According to IPCC counting rules in this example there is:

- one 'case'
- three 'allegations'
- four 'officer allegations'

In summary, a single incident can generate multiple allegations and officer allegations.