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# Heddlu Police

## DYFED-POWYS

FOI Reference: 679/2020

### Request:

1. How many formal public complaints has your force received, in each of the last two full calendar years, plus 2020 to date, broken down by year and accusation (e.g. assault, serious non-sexual assault, discriminatory behaviour, etc)?
2. How many of the complaints were investigated by your professional standards department, in each of the last two full calendar years, plus 2020 to date, broken down by year, and accusation?
3. What actions did your professional standards department / force subsequently take, in each of the last two full calendar years, plus 2020 to date, broken down by year, accusation and outcome (e.g. no case to answer, management advice, dismissal, etc).

### Clarification:

The request is relating to both police officers and staff.  
The request is referring to complaints handled and investigation by PSD.

### Response 1:

I can confirm that Dyfed-Powys Police does hold the information requested, as outlined below.

*Please note: a single complaint case may contain one or many allegations. Each allegation is recorded against an allegation category.*

Year	No. of Complaints
2018	303
2019	317
2020	587*

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(\*please note that new legislation came into force on 1<sup>st</sup> February 2020 changing the way complaints are recorded. As a result, figures prior to 1<sup>st</sup> February 2020 are not comparable)

<b>Allegation Category</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Abuse of position for financial purpose	0	0	1
Abuse of position for other purpose	0	0	4
Abuse of position for sexual purpose	0	0	1
Bail, identification and interview procedures	0	0	4
Breach Code A PACE	2	0	0
Breach Code B PACE	13	11	1
Breach Code C PACE	22	26	1
Corrupt practice	3	6	0
Decisions	0	0	48
Detention in police custody	0	0	6
Disclosure of information	0	0	20
Discreditable conduct	0	0	8
Discriminatory Behaviour	15	5	1
Evidential procedures	0	0	5
General level of service	0	0	156
General policing standards	0	0	1
Handling of information	0	0	8
Handling of or damage to property/premises	0	1	33
Impolite and intolerant actions	0	0	11
Impolite language/tone	0	0	7
Improper disclosure of information	24	35	4
Incivility, impoliteness and intolerance	38	42	4
Information	0	0	49
Irregularity in evidence/perjury	5	4	0
Lack of fairness and impartiality	26	27	18
Mishandling of property	19	18	0
Obstruction of justice	0	0	4

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Operational management decisions	1	1	0
Operational policing policies	5	3	0
Oppressive conduct or harassment	39	57	5
Organisational corruption	0	0	2
Organisational decisions	2	1	0
Other	23	11	11
Other assault	54	37	3
Other irregularity in procedure	28	40	3
Other neglect or failure in duty	199	238	15
Other policies and procedures	0	0	22
Other sexual conduct	1	2	0
Out of court disposals	0	0	1
Overbearing or harassing behaviours	0	0	30
Police action following contact	0	0	174
Power to arrest and detain	0	0	13
Race	0	0	16
Religion or belief	0	0	1
Searches of premises and seizure of property	0	0	13
Serious non-sexual assault	3	3	0
Sex	0	0	2
Sexual assault	3	1	0
Sexual Orientation	0	0	5
Stops, and stop and search	0	0	6
Traffic irregularity	10	5	0
Unlawful/unnecessary arrest or detention	12	17	2
Unprofessional attitude and disrespect	0	0	53
Use of force	0	0	47
Use of police vehicles	0	0	6
<b>Total</b>	<b>547</b>	<b>591</b>	<b>825</b>

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**Response 2:**

I can confirm that Dyfed-Powys Police does hold the information requested, as outlined below.

*Please note: this data is not held for any complaints received after 1<sup>st</sup> February 2020. Following the changes to the legislation, the National computer system used for Complaints was upgraded. Part of the upgrade removed the ability to record whether a complaint was investigated or handled otherwise.*

	<b>Investigated</b>	<b>Other handling</b>	<b>Not known</b>	<b>Grand Total</b>
2018	107	196	0	<b>303</b>
2019	82	229	6	<b>317</b>
2020	7	20	560	<b>587</b>

	<b>Investigated</b>	<b>Other handling</b>	<b>unknown</b>
<b>2018</b>			
Breach Code A PACE	1	1	0
Breach Code B PACE	3	10	0
Breach Code C PACE	17	5	0
Corrupt practice	3	0	0
Discriminatory Behaviour	11	4	0
Improper disclosure of information	8	16	0
Incivility, impoliteness and intolerance	8	30	0
Irregularity in evidence/perjury	4	1	0
Lack of fairness and impartiality	10	16	0
Mishandling of property	8	11	0
Operational management decisions	0	1	0
Operational policing policies	5	0	0
Oppressive conduct or harassment	14	25	0
Organisational decisions	1	1	0
Other	10	13	0

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Other assault	52	2	0
Other irregularity in procedure	12	16	0
Other neglect or failure in duty	77	122	0
Other sexual conduct	1	0	0
Serious non-sexual assault	3	0	0
Sexual assault	3	0	0
Traffic irregularity	5	5	0
Unlawful/unnecessary arrest or detention	6	6	0
<b>Total</b>	<b>262</b>	<b>285</b>	<b>0</b>
<b>2019</b>			
Breach Code B PACE	3	8	0
Breach Code C PACE	17	9	0
Corrupt practice	6	0	0
Discriminatory Behaviour	4	1	0
Handling of or damage to property/premises	0	0	1
Improper disclosure of information	12	23	0
Incivility, impoliteness and intolerance	10	32	0
Irregularity in evidence/perjury	3	1	0
Lack of fairness and impartiality	9	18	0
Mishandling of property	5	13	0
Operational management decisions	1	0	0
Operational policing policies	2	1	0
Oppressive conduct or harassment	22	33	2
Organisational decisions	1	0	0
Other	1	10	0
Other assault	35	0	2
Other irregularity in procedure	19	21	0
Other neglect or failure in duty	56	181	1
Other sexual conduct	1	0	1
Serious non-sexual assault	3	0	0
Sexual assault	1	0	0

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Traffic irregularity	0	5	0
Unlawful/unnecessary arrest or detention	8	9	0
<b>Total</b>	<b>219</b>	<b>365</b>	<b>7</b>
<b>2020</b>			
Abuse of position for financial purpose	0	0	1
Abuse of position for other purpose	0	0	4
Abuse of position for sexual purpose	0	0	1
Bail, identification and interview procedures	0	0	4
Breach Code B PACE	0	1	0
Breach Code C PACE	1	0	0
Decisions	0	0	48
Detention in police custody	0	0	6
Disclosure of information	0	0	20
Discreditable conduct	0	0	8
Discriminatory Behaviour	1	0	0
Evidential procedures	0	0	5
General level of service	0	0	156
General policing standards	0	1	0
Handling of information	0	0	8
Handling of or damage to property/premises	0	0	33
Impolite and intolerant actions	0	0	11
Impolite language/tone	0	0	7
Improper disclosure of information	1	3	0
Incivility, impoliteness and intolerance	0	4	0
Information	0	0	49
Lack of fairness and impartiality	1	0	17
Obstruction of justice	0	0	4
Oppressive conduct or harassment	3	2	0
Organisational corruption	0	0	2
Other	1	0	10
Other assault	3	0	0

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Other irregularity in procedure	1	2	0
Other neglect or failure in duty	2	13	0
Other policies and procedures	0	0	22
Out of court disposals	0	0	1
Overbearing or harassing behaviours	0	0	30
Police action following contact	0	0	174
Power to arrest and detain	0	0	13
Race	0	0	16
Religion or belief	0	0	1
Searches of premises and seizure of property	0	0	13
Sex	0	0	2
Sexual Orientation	0	0	5
Stops, and stop and search	0	0	6
Unlawful/unnecessary arrest or detention	1	1	0
Unprofessional attitude and disrespect	0	0	53
Use of force	0	0	47
Use of police vehicles	0	0	6
<b>Total</b>	<b>15</b>	<b>27</b>	<b>783</b>

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**Response 3:**

I can confirm that Dyfed-Powys Police does hold the information requested, as outlined below.

	De Recorded	Disapplication	Discontinued	Local Resolution	No case to answer	No further action required	Not determined if the service acceptable	Not Resolved - NFA	Not Upheld	Resolved	Special Requirements	The service provided was acceptable	The service provided was not acceptable	Upheld	Withdrawn	(blank)
<b>2018</b>																
Breach Code A PACE	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0
Breach Code B PACE	0	0	0	9	0	0	0	0	1	0	0	0	0	0	3	0
Breach Code C PACE	0	0	0	4	0	0	0	0	14	0	0	0	0	1	3	0
Corrupt practice	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0
Discriminatory Behaviour	0	0	0	5	0	0	0	0	9	0	0	0	0	1	0	0
Improper disclosure of information	0	4	0	15	0	0	0	0	5	0	0	0	0	0	0	0
Incivility, impoliteness and intolerance	0	0	1	28	0	0	0	0	4	0	0	0	0	4	1	0
Irregularity in evidence/perjury	0	0	0	1	0	0	0	0	4	0	0	0	0	0	0	0
Lack of fairness and impartiality	0	0	0	15	0	0	0	0	10	0	0	0	0	0	1	0
Mishandling of property	0	1	0	13	0	0	0	0	4	0	0	0	0	1	0	0
Operational management decisions	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Operational policing policies	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0
Oppressive conduct or harassment	0	5	0	18	0	0	0	0	10	0	0	0	0	0	6	0
Organisational decisions	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0

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Other	0	1	0	10	0	0	0	0	10	0	0	0	0	2	0	0
Other assault	0	1	3	1	0	0	0	0	43	0	0	0	0	1	4	1
Other irregularity in procedure	0	1	2	15	0	0	0	0	10	0	0	0	0	0	0	0
Other neglect or failure in duty	0	5	0	113	0	0	0	0	57	0	0	0	0	19	5	0
Other sexual conduct	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Serious non-sexual assault	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0
Sexual assault	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0
Traffic irregularity	0	0	1	2	0	0	0	0	3	0	0	0	0	0	4	0
Unlawful/unnecessary arrest or detention	0	1	0	4	0	0	0	0	5	0	0	0	0	1	1	0
<b>Total</b>	<b>0</b>	<b>20</b>	<b>7</b>	<b>256</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>204</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>31</b>	<b>28</b>	<b>1</b>
<b>2019</b>																
Breach Code B PACE	0	0	0	5	0	0	0	0	3	0	0	0	0	0	1	2
Breach Code C PACE	0	1	3	9	0	0	0	0	9	0	0	0	0	1	3	0
Corrupt practice	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	1
Discriminatory Behaviour	0	1	0	0	0	0	0	0	4	0	0	0	0	0	0	0
Handling of or damage to property/premises	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Improper disclosure of information	0	1	0	16	0	0	0	0	10	0	0	0	0	1	3	4
Incivility, impoliteness and intolerance	0	2	2	30	0	0	0	0	7	0	0	0	0	0	1	0
Irregularity in evidence/perjury	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0
Lack of fairness and impartiality	0	1	1	10	0	0	0	0	8	0	0	0	0	0	4	3
Mishandling of property	0	0	1	10	0	0	0	0	3	0	0	0	0	0	1	3
Operational management decisions	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Operational policing policies	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0
Oppressive conduct or harassment	0	2	0	28	0	0	0	0	13	0	1	0	0	2	6	5
Organisational decisions	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	2	0	5	0	0	0	0	1	0	0	0	0	1	2	0
Other assault	0	5	1	0	0	0	0	0	21	0	2	0	0	0	8	0
Other irregularity in procedure	0	1	0	15	0	0	0	0	12	0	0	0	0	1	3	8
Other neglect or failure in duty	0	23	4	143	0	0	0	0	34	0	0	0	0	7	17	10
Other sexual conduct	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Serious non-sexual assault	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0

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Sexual assault	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Traffic irregularity	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0
Unlawful/unnecessary arrest or detention	0	0	0	8	0	0	0	0	6	0	0	0	0	0	2	1
<b>Total</b>	<b>0</b>	<b>40</b>	<b>12</b>	<b>285</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>148</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>51</b>	<b>37</b>
<b>2020</b>																
Abuse of position for financial purpose	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Abuse of position for other purpose	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Abuse of position for sexual purpose	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Bail, identification and interview procedures	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Breach Code B PACE	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Breach Code C PACE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Decisions	2	0	0	0	0	7	0	4	0	8	0	14	1	0	0	12
Detention in police custody	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	4
Disclosure of information	0	0	0	0	0	1	3	0	0	0	0	10	1	0	1	4
Discreditable conduct	1	0	0	0	0	3	0	0	0	1	0	1	0	0	0	2
Discriminatory Behaviour	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Evidential procedures	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	2
General level of service	8	0	0	0	0	7	0	14	0	75	0	7	5	0	1	39
General policing standards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Handling of information	0	0	0	0	0	1	1	0	0	0	0	3	0	0	1	2
Handling of or damage to property/premises	0	0	0	0	0	4	1	0	0	6	0	9	0	0	0	13
Impolite and intolerant actions	0	0	0	0	0	0	2	0	0	4	0	0	1	0	0	4
Impolite language/tone	0	0	0	0	0	1	0	0	0	2	0	2	1	0	1	0
Improper disclosure of information	0	0	0	3	0	0	0	0	1	0	0	0	0	0	0	0
Incivility, impoliteness and intolerance	0	0	0	3	0	0	0	0	0	0	0	0	0	0	1	0
Information	0	0	0	0	0	11	3	1	0	11	0	7	5	0	1	10
Lack of fairness and impartiality	1	0	0	0	0	0	0	1	0	1	0	8	1	0	0	6
Obstruction of justice	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3
Oppressive conduct or harassment	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	3
Organisational corruption	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Other	0	0	0	0	0	1	0	1	0	6	0	0	0	0	1	2

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Other assault	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0
Other irregularity in procedure	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Other neglect or failure in duty	0	0	0	12	0	0	0	0	1	0	0	0	0	1	1	0
Other policies and procedures	0	0	0	0	0	3	0	0	0	2	0	5	0	0	0	12
Out of court disposals	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Overbearing or harassing behaviours	1	0	0	0	0	5	2	0	0	1	0	9	2	0	1	9
Police action following contact	7	0	0	0	0	28	4	7	0	35	0	30	9	0	1	53
Power to arrest and detain	0	0	0	0	0	1	0	0	0	0	0	5	0	0	1	6
Race	1	0	0	0	0	1	0	0	0	3	0	4	2	0	1	4
Religion or belief	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Searches of premises and seizure of property	0	0	0	0	0	1	1	1	0	0	0	4	1	0	0	5
Sex	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Sexual Orientation	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	2
Stops, and stop and search	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	3
Unlawful/unnecessary arrest or detention	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Unprofessional attitude and disrespect	2	0	0	0	0	3	3	1	0	7	0	14	2	0	1	20
Use of force	0	0	0	0	1	5	0	0	0	0	0	23	0	0	1	17
Use of police vehicles	0	0	0	0	0	0	2	1	0	1	0	0	0	0	0	2
<b>Total</b>	<b>23</b>	<b>1</b>	<b>0</b>	<b>23</b>	<b>1</b>	<b>88</b>	<b>23</b>	<b>31</b>	<b>5</b>	<b>165</b>	<b>0</b>	<b>165</b>	<b>32</b>	<b>1</b>	<b>14</b>	<b>253</b>

**It should be noted that as a result of the systems adopted by Dyfed-Powys Police in relation to the recording of such information that the information released may or may not be accurate.**