

Freedom of Information request reference number: 7590.1

Date of response: 11 July 2023

Request:

Hi, I write in reference to the cultural review and have the following questions, please:

- 1. How many cases have been referred to the LFB pre-date the five year time reference recommended by Mr Nazir OBE, i.e. from 28th November 2017 onwards?*
- 2. How many of those cases, that have events that occur outside the five years (28th November 2017 - 28th November 2022), have been referred to external complaints company?*
- 3. How many of these cases, that have events that occur outside the five years (28th November 2017 - 28th November 2022) and have been referred to the external complaints company, have had a) actions / disciplines recommend or b) have been completed with no case to answer?*
- 4. How many complaints were not progressed, due to them being prior to the cultural review period i.e. before 28th November 2017? Thanks*

Response:

Please see the response to your questions below provided by our People Services team:

1. How many cases have been referred to the LFB pre-date the five year time reference recommended by Mr Nazir OBE, i.e. from 28th November 2017 onwards?

Cases / Complaints are initially made to the external complaints line anonymously. To date we have 254 contacts the full details of a complaint are only collected if the complaint is progressed to be investigated further.

2. How many of those cases, that have events that occur outside the five years (28th November 2017 - 28th November 2022), have been referred to external complaints company?

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3. How many of these cases, that have events that occur outside the five years (28th November 2017 - 28th November 2022) and have been referred to the external complaints company, have had a) actions / disciplines recommend or b) have been completed with no case to answer?

These are all currently in process so cannot comment on outcomes.

4. How many complaints were not progressed, due to them being prior to the cultural review period i.e. before 28th November 2017?

Not possible to answer as data not collected to keep confidentiality.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#)