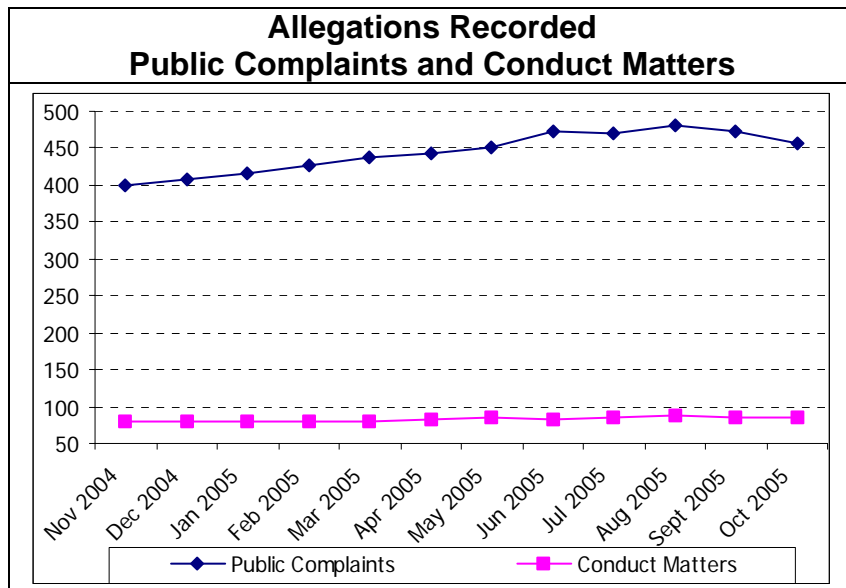


Appendix 1 MPS/DPS Performance

1. Allegations Recorded



There has been an increase of 14% in the number of *public complaint* allegations being recorded over the past 12 months from a monthly average of 400 to 458. Much of the rise in complaints is attributable to the introduction of the IPCC and the Pro-Hunt demonstration last year, the latter generated an additional 418 allegations. The 14% overall average increase in the 12-months to October 2005 is not proportionate across all allegation categories.

An attempt has been made to compare this years figures against last years using the percentage monthly variations but there is too much disparity, month-on-month, to accurately assess individual increases or decreases at the allegation category level.

However, using the actual 12-month rolling average figures, it was possible to see that there was an upward trend for all of them. The most significant rises appear in *Discriminatory Behaviour* and *Failures in Duty* and to a lesser extent *Oppressive Behaviour*.

This rise in *Discriminatory Behaviour* can be traced back to the introduction of the IPCC when there was a widening of the definition of such allegations to include Religion, Gender and Sexuality etc. This category also incorporates the new type of allegations made about '*Fairness and Impartiality*' brought in by the Commission in April 2004. It may also be true that people are more comfortable raising such allegations with the support of the IPCC.

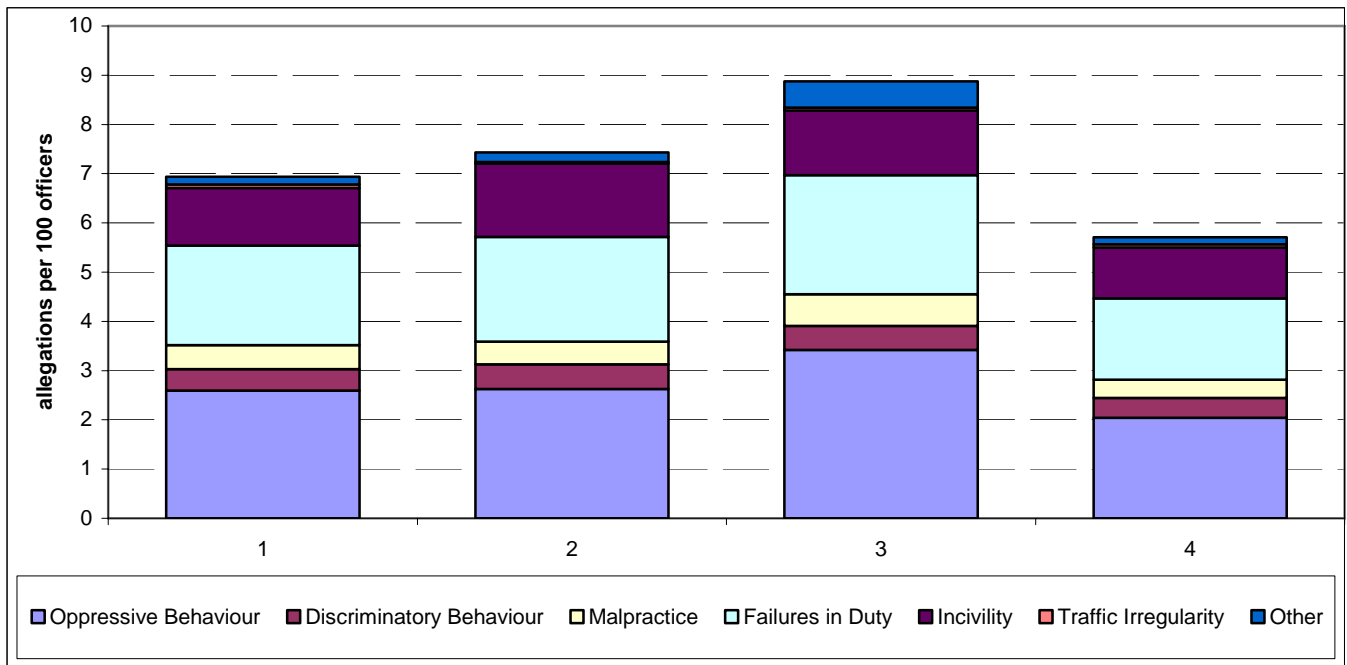
Failure in Duty allegations also started to rise since April 2004 but more steeply since October 2004. In April 2004 an average of 97 such allegations were recorded each month against 137 recorded in October 2005. The majority of these appear in the 'general' category of *failure in duty* rather than anything specific relating such as breeches in PACE. Since the inception of the IPCC, the Directorate of Professional Standards (DPS) are investigating a higher proportion of *failure in duty* allegations that have come via the Commission. It is possible that before the IPCC some of these issues may not have been brought to the attention of DPS.

Some of the rise in *Oppressive Behaviour* can be attributed to the extraordinary number of allegations received during the 'Pro-Hunt' demonstration. There were peaks in allegations recorded in September and October 2004 and again in June 2005 from those that came later via the IPCC.

Although fluctuations in complaints can be driven by events such as the 'increases' following the introduction of the IPCC or the 'Pro-Hunt' protests or the apparent 'decrease' since the events of July 2005, the interaction between a member of the public and a police officer that may result in a complaint being made is generally random.

However, since the events of 7 July 2005 a plateau is evident over the July and August period followed by a decline in October 2005. It remains to be seen whether this decline will be sustained or revert.

The following table illustrates the number of *public complaints* recorded over the period November 2004 to October 2005. It is also broken down by type, calculated per 100 officers and the period split into 3-month periods.



Generally speaking the proportion of each allegation type remain consistent over the periods assessed. Period 3, May to July 2005, sees a rise in *oppressive behaviour* and *other* type allegations. This is in part due to additional Pro-Hunt cases being forwarded to the MPS, by the IPCC, in June 2005. Period 4, August to October 2005, shows the reduction in complaints witnessed since the events of July 2005.

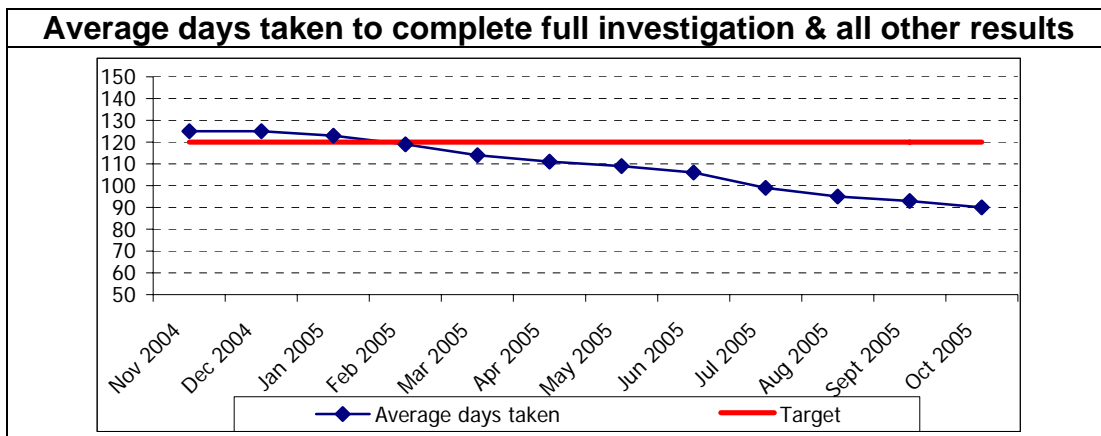
The table below illustrates the numbers of allegations by type and whether a period is above the MPS period average in which case the figures will be in both **red** and **bold** text. The MPS total number of allegations, per 100 officers, over the 12-month period is also shown for comparison.

	Period				Period Averages	MPS Total
	1	2	3	4		
	Nov-04 to Jan-05	Feb-05 to Apr-05	May-05 to Jul-05	Aug-05 to Oct-05		
Oppressive Behaviour	2.60	2.63	3.42	2.04	2.61	10.68
Discriminatory Behaviour	0.43	0.50	0.49	0.40	0.46	1.82
Malpractice	0.49	0.46	0.64	0.37	0.48	1.97
Failures in Duty	2.02	2.13	2.42	1.65	2.07	8.22
Incivility	1.17	1.49	1.32	1.03	1.24	5.01
Traffic Irregularity	0.07	0.03	0.05	0.06	0.06	0.22
Other	0.16	0.19	0.53	0.14	0.18	1.03
Total	6.94	7.43	8.87	5.71	7.19	28.95

In general, the period totals accord with the period average notwithstanding rises evident in Period 3 and the reduction in Period 4 for the reasons already comments upon.

Over the 12 months to October 2005, there has been an increase of 5% in the number of conduct matter allegations recorded, from 80 to 86 per month.

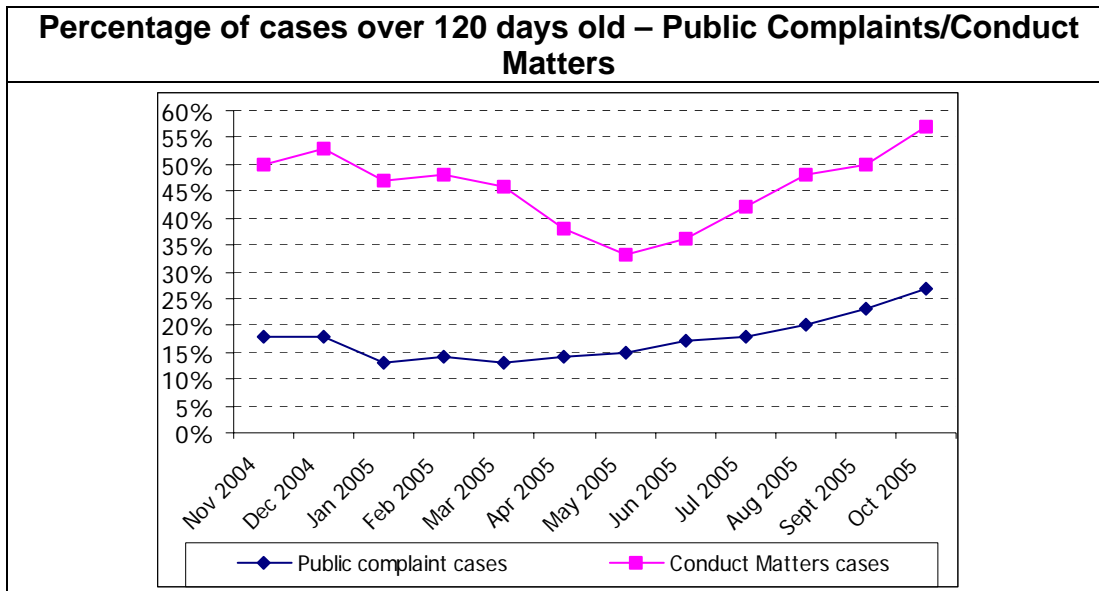
2. Timeliness - Public Complaints



Meeting Target

The average number of days to complete an investigation (90 against a 120 target)

The average number of days to complete a *public complaint* investigation continues to reduce and remains well below the target of 120-days. It reduced by 28% from 125 days in November 2004 to 90 in October 2005. This is due to a robust performance management regime within Internal Investigations Command (IIC).



Missing Expectation

A reduction in the percentage of public complaint cases over 120-days old.

Following the impact of the significant incidents in July there has been an increase in the percentage of *public complaint* cases that are over 120 days old from 17% in June to 27% in October. At the end of October there were 179 cases. This rise has negated the gains made since December 2004 and brings DPS back to the levels experienced last year.

3. Conduct Matters

Meeting Target

The average number of days to complete an investigation (84 against a 120 target)

The average number of days to complete a *conduct matter* investigation remains well below the target of 120-days. It reduced by 54%, from 184 days in November 2004 to 84 in October 2005.

Missing Expectation

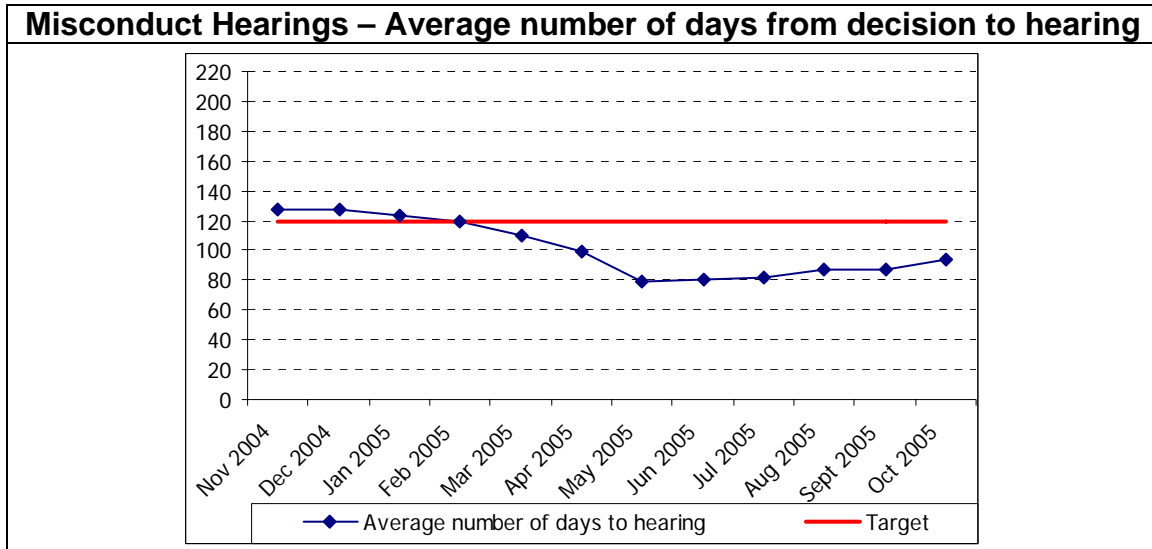
A reduction in the percentage of conduct matter cases over 120-days old

Following the impact of the significant incidents in July 2005, *Conduct matters* over 120-days old have risen from 36% in June to 57% in October when there were 60 such cases.

Overall, timeliness in respect of investigations into public complaints and conduct has improved due to the reviewing of processes and systems. For example, Specialist Investigations taking on the investigation of discriminatory type allegations in a proportionate but timely manner and a review of cases over two years old.

It is suggested that, as the target of 120 days has been exceeded for some months and, it is changed to be a month on month reduction. This would accord with the IPCC expectation that they will in future look for a continual reduction based on a year-end benchmark rather than a target expressed in a ‘number of days’.

4. Misconduct

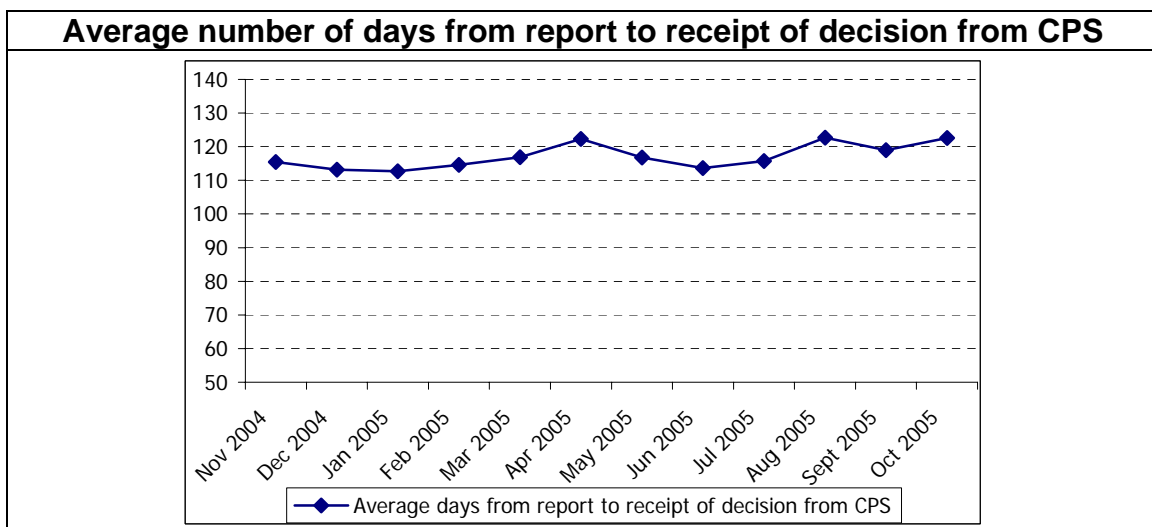


Meeting Target

Average days to reach Misconduct decisions (94 against 120 target)

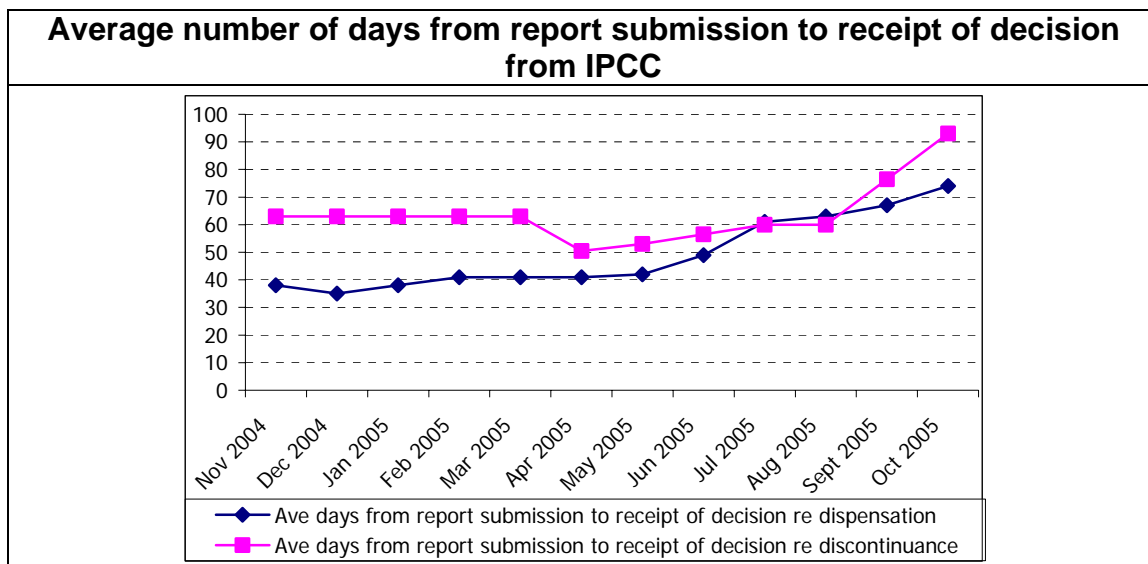
1. The average number of days between the decision to hold a *misconduct hearing* and the hearing itself is considerably below the target of 120-days. It reduced by 26% from 127 days in November 2004 to 94 in October 2005.
2. The increases evident from July 2005 have been caused by a cancellation of boards, due to the events of that month. This has increased the time officers are waiting for a hearing i.e. officers scheduled to appear before a board in July have had to wait until August.

5. External Partners – CPS Decision making



Performance of the Crown Prosecution Service (CPS) has remained fairly stable over the year ranging between 113 and 123 days. Assistant Commissioner Brown and Commander Akers met the Director of Public Prosecutions (DPP) to discuss ongoing working relationships.

6. External Partners – IPCC Decision making



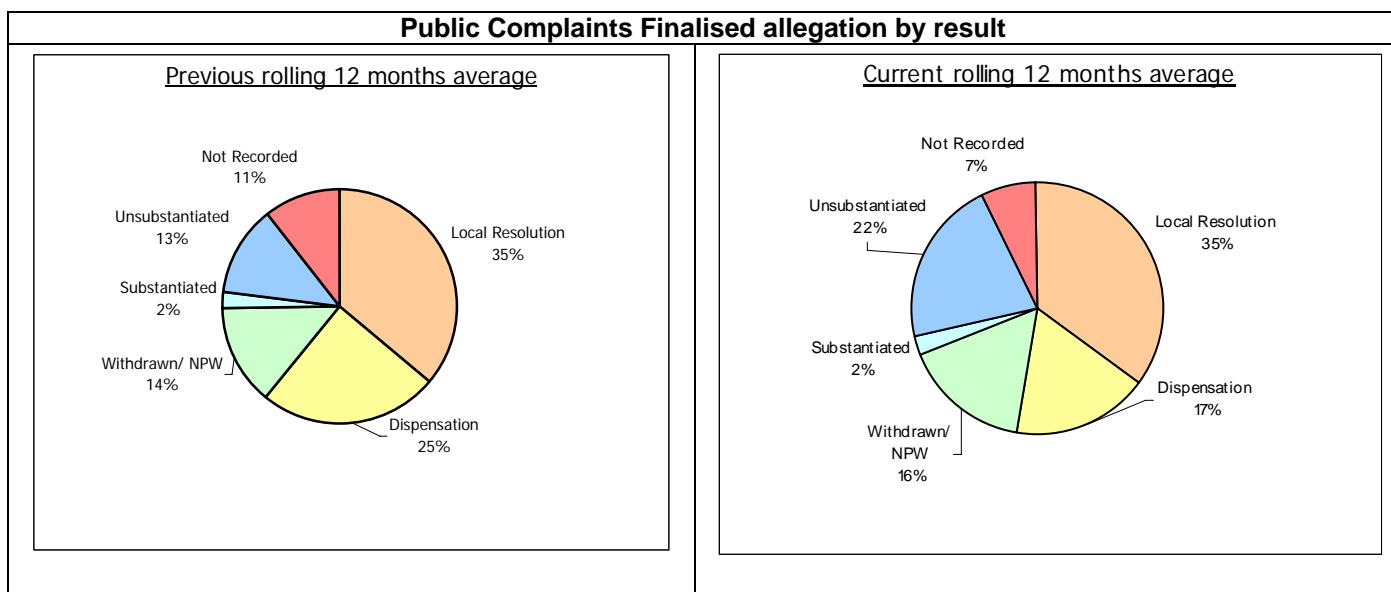
DPS met with Karen Wood, IPCC, and an agreement was reached with the MPS on how best to present timeliness of decision-making. It was also agreed that only those decisions that related to IPCC cases i.e. post 1 April 2004 would be utilised.

Now that there are only 52 PCA ‘legacy’ cases, within the London and South East (SE) Region, it is not felt appropriate to present data. DPS will however make representations to the IPCC in respect of individual cases as appropriate.

The chart above reveals a significant rise in the 12-month rolling averages in respect of decisions made by the IPCC in requesting either a *Dispensation* or *Discontinuance*.

Following the anticipated introduction of the TRIBUNE database in early 2006 it will be possible for the DPS to include data relating to the IPCC appeal process. A meeting is to take place between DPS and IPCC to approve the counting rules and presentation of such data once TRIBUNE is embedded.

7. Outcome Trends



The average percentage of local resolution is increasing over the 12-month period to end October 2005 and is now the same as the 35% finalised in the same period up to October 2004. It still however remains below the target of 50%.

The decline in *Dispensations* granted by the IPCC, from 25% to 17%, suggests DPS are conducting more appropriate investigations.

Investigations are resulting in a 9% increase of cases being classified as unsubstantiated. The outcome is that the public are getting more complaints investigated. The number of complaints substantiated remains unchanged at 2%.

Borough (BOCU)/Operational Command Unit (OCU) Performance – Public Complaints: Allegations and People.

It is suggested that at each PSCC members will be presented with a comparative analysis of *public complaint* data relating to groups of (B)OCUs in relation to MPS professional standards matters.

The BOCU groupings are made using the Territorial Policing Performance Focus Meeting (TP PFM) cluster.

These families have been grouped together based on demographics and volume crime within the boroughs in question. Both of these factors are likely to affect complaints. By using these family groups and converting actual numbers of complaints recorded into a 'per 100 officers' figure enables more accurate comparisons to be made.

The first group of boroughs under focus for January 2006 are from **TP PFM family group 2** and with the exception of *Havering* are all located in South London. The data and associated analysis is presented in **Appendix 2**.

This information provides a benchmark against which the Authority will be able to judge DPS's prevention and reduction capability in the future by looking for variations in performance from this report to the next occasion the same family group appears.

To understand how this might take place the following paragraphs outline how Territorial Policing (TP) improves performance in relation to crime and how the DPS may operate, post-restructuring, in respect of complaints

The *Territorial Policing Performance Unit* assists TP to improve the performance of a BOCU in respect of crime indicators using a number of dedicated teams. The Improvement Team will identify good practice amongst boroughs and the Field Team research operational performance and they also have the capacity to conduct 'fast-time' improvement visits with the BOCU to establish an improvement plan and share the good practice identified previously.

Following the DPS review and restructuring of the directorate by April 2006 it is anticipated that the new DPS Prevention and Reduction Domain will perform similar roles undertaken by the TP Performance Unit. In the interim period, the data highlighting both good practice and poor performance identified in this report will be shared with and acted upon by the DPS Internal Investigations Command (IIC). The Borough aligned Investigating Officers will, together with the Prevention and Reduction Team, liaise with the borough's single points of contact (SPOC) to resolve poor performance and share learning.