

RACE AND EQUALITY IMPACT

Public Complaints allegations per 100 officers by type – September 2005 to August 2006: People

Table 18 shows the number of complainants within each borough over the last 12 months and breaks them down by ethnicity, gender and age. Both the TP and MPS comparison totals are also illustrated.

Table 18 – number of complainants

Complainant Details:		TP PFM Family Group 1						TP Total	MPS Total
		Barking & Dagenham	Enfield	Harrow	Hillingdon	Hounslow	Redbridge		
Ethnicity	White	14 33%	43 38%	27 29%	33 40%	22 23%	31 35%	1095 25%	1285 25%
	Black	1 2%	25 22%	19 20%	15 18%	14 15%	10 11%	798 18%	953 19%
	Asian	5 12%	5 4%	10 11%	10 12%	9 9%	16 18%	225 5%	262 5%
	Other	1 2%	5 4%	5 5%	1 1%	2 2%	2 2%	77 2%	96 2%
	Unknown	21 50%	34 30%	32 34%	24 29%	49 51%	30 34%	2169 50%	2518 49%
	Total	42	112	93	83	96	89	4364	5114
Gender	Female	13 31%	48 43%	31 33%	26 31%	21 22%	31 35%	1337 31%	1546 30%
	Male	28 67%	62 55%	62 67%	56 67%	72 75%	58 65%	2756 63%	3286 64%
	Unknown	1 2%	2 2%		1 1%	3 3%		271 6%	282 6%
	Total	42	112	93	83	96	89	4364	5114
Age	0-16 years		4 4%	1 1%	1 1%	3 3%	3 3%	71 2%	86 2%
	17-24 years	3 7%	16 14%	11 12%	23 28%	6 6%	13 15%	392 9%	480 9%
	25-44 years	15 36%	40 36%	34 37%	25 30%	23 24%	27 30%	1275 29%	1507 29%
	45-64 years	10 24%	22 20%	18 19%	12 14%	10 10%	22 25%	523 12%	615 12%
	Over 65 years	1 2%	4 4%		2 2%	1 1%	1 1%	63 1%	78 2%
	Unknown	13 31%	26 23%	29 31%	20 24%	53 55%	23 26%	2040 47%	2348 46%
	Total	42	112	93	83	96	89	4364	5114

It can be seen that the ethnicity of the complainant is unknown in a high percentage of instances, on average 50% across TP. Within this family group, the extent to which ethnicity is unknown ranges between 30% in *Enfield* and 51% in *Hounslow*. The DPS, specifically the Reception Desk, is working with the IPCC to address this.

It is evident that, in many instances, a higher proportion of complainants are

from non-white communities. Importantly, the demographics of the Borough resident population and the transient population that it may attract will play a large part in determining the proportion of complaints from different communities.

Most notably, Black people are represented greatly within complaints. However, within *Barking & Dagenham* and *Redbridge*, Asian complainants appear disproportionately represented, at 12% and 18%. The ethnicity of the resident population (2001 census*) shows that for *Barking & Dagenham* this may indeed be disproportionate as Asian people represent approximately 5% of the population whereas in *Redbridge* those complaining are below, compared with the resident population of 25%. **(It is recognised that the 2001 census is dated and may not accurately represent the resident population as it is today. Further research would be required to ascertain the true picture).*

The capture of gender related information is much better than that for ethnicity. On average, in respect of complaints the split is generally 30% female and 70% male. It is interesting to note that Enfield had a much higher proportion of female complainants, than the norm whereas Hounslow has a higher proportion of male complainants.

In respect of the complainants' age, the percentage where age is unknown is only marginally better than that for ethnicity. The highest proportion of complainants are aged between 25-44 years old, which was the same as was evident in the previous reports covering other TP PFM families. However, *Hillingdon* has the highest proportion of people complaining aged between 17 and 24 years old at 28% of the total, which is three times the TP norm.

Table 19 shows the number of officers within each borough receiving complaints over the last 12 months and breaks them down by ethnicity, gender and length of service.

Table 19 – Number officers receiving complaints

Officer Details:		TP PFM Family Group 1						TP Total	MPS Total
		Barking & Dagenham	Enfield	Harrow	Hillingdon	Hounslow	Redbridge		
Ethnicity	White	41 65%	127 69%	120 75%	122 81%	101 73%	83 65%	3541 56%	4459 60%
	Black		3 2%	5 3%		1 1%	5 4%	102 2%	125 2%
	Asian	2 3%	6 3%	7 4%	4 3%	12 9%	4 3%	134 2%	154 2%
	Other	2 3%	3 2%	2 1%	2 1%	3 2%	4 3%	124 2%	146 2%
	Unknown	18 29%	45 24%	27 17%	22 15%	21 15%	32 25%	2392 38%	2601 35%
	Total	63	184	161	150	138	128	6293	7485

Gender	Female	10 16%	25 14%	13 8%	26 17%	26 19%	19 15%	718 11%	811 11%
	Male	38 60%	115 63%	124 77%	102 68%	94 68%	78 61%	3250 52%	4157 56%
	Unknown	15 24%	44 24%	24 15%	22 15%	18 13%	31 24%	2325 37%	2517 34%
	Total	63	184	161	150	138	128	6293	7485

Length of Service	0-2 years	19 30%	36 20%	41 25%	32 21%	29 21%	13 10%	1091 17%	1161 16%
	3 years	10 16%	23 13%	27 17%	28 19%	20 14%	13 10%	675 11%	768 10%
	4 years	2 3%	13 7%	7 4%	16 11%	8 6%	12 9%	428 7%	521 7%
	5-9 years	2 3%	30 16%	18 11%	15 10%	27 20%	24 19%	598 10%	821 11%
	10-14 years	1 2%	6 3%	1 1%	12 8%	13 9%	5 4%	344 5%	493 7%
	15-19 years	4 6%	13 7%	12 7%	5 3%	8 6%	11 9%	282 4%	426 6%
	20-24 years	3 5%	8 4%	13 8%	5 3%	5 4%	8 6%	186 3%	281 4%
	25-29 years	2 3%	7 4%	4 2%	9 6%	3 2%	8 6%	141 2%	215 3%
	30-34 years				1 1%			10 0%	19 0%
	35-39 years							1 0%	1 0%
	40 years and over								
	Unknown	20 32%	48 26%	38 24%	27 18%	25 18%	34 27%	2537 40%	2779 37%
Total	63	184	161	150	138	128	6293	7485	

There is, on average across TP PFM group 1, approximately 21% where these details are not yet established. This is considerably less than both the TP & MPS totals. The most complete data capture appears on *Hillingdon* and *Hounslow* each with 15% unknown.

The numbers of non-white officers receiving complaints overall is small when compared with their white colleagues who make up the greater proportion of officer workforce. As a percentage, non-white officers appear to be complained of in a greater proportion to their representation within the MPS workforce would suggest. However, the recruitment policy in recent years has seen an increase in non-white officers whose length of service will mean they are more likely to be at constable/sergeant rank employed in front-line

operation roles dealing with the public. Recent figures show that over half of the black & minority ethnic police officers have less than five years service compared to 31% overall.

Female officers currently represent approximately 20% of the overall police officer workforce and generally speaking receive, on average, about 11% of the complaints. When put into context of the number of female officers based within BOCUs this figure is better as women represent 23% of the borough workforce.

Within this family group *Harrow* has the fewest complaints against female officers (8%) whereas *Hounslow* and to a lesser extent *Hillingdon's* female officers account for complaints in a similar ratio to their representation within the workforce.

The majority of officers who have contact with the general public will be younger in service. Currently 31% of police officers have less than 5 years service. The majority of Boroughs have a similar percentage of probationers, on average 17% as at the end of July 2006.

An officer's length of service may affect the numbers of complaints they receive. Early in their career probationer officers will be less experienced but likely to receive greater supervision. Once they complete the probation period, they will be supervised less but remain relatively inexperienced.

Table 20 illustrates the actual number of officers who have received formal sanctions or informal discipline in respect of allegations concluded in the 12 months to August 2006.

Table 20 – Formal sanctions/informal discipline

Outcomes (Officers):	TP PFM Family Group 1						TP Total	MPS Total
	Barking & Dagenham	Enfield	Harrow	Hillingdon	Hounslow	Redbridge		
Criminal Prosecution	0	0	0	0	0	0	4	5
Misconduct Hearing	0	0	0	0	0	0	11	20
Written Warning	0	0	3	5	0	0	20	28
Informal Discipline								
Advice	0	1	4	8	0	0	52	57
Discussion	0	0	0	1	0	0	1	1
Guidance	0	0	0	0	0	0	6	8
Training	0	0	0	0	0	0	2	2

Public Complaint allegations that are substantiated are usually within the region of 2 to 3% of all finalised allegations. It is therefore expected that there will be few formal outcomes such as a *criminal prosecution* or *misconduct hearing*.

A high number of *written warnings* may mean that it is being used as a means of dealing with minor misconduct issues rather than a higher number of officers whose conduct falls short of that expected and it should be seen as encouraging. A *written warning* means that the officer accepts the failing and is a key component in encouraging learning from past mistakes.

The table shows *Advice* being the most used form of *informal discipline*. *The greater use of this and Written Warnings in Hillingdon, and to a lesser extent Harrow, indicative of the higher proportion of their allegations that are substantiated in the first instance.*