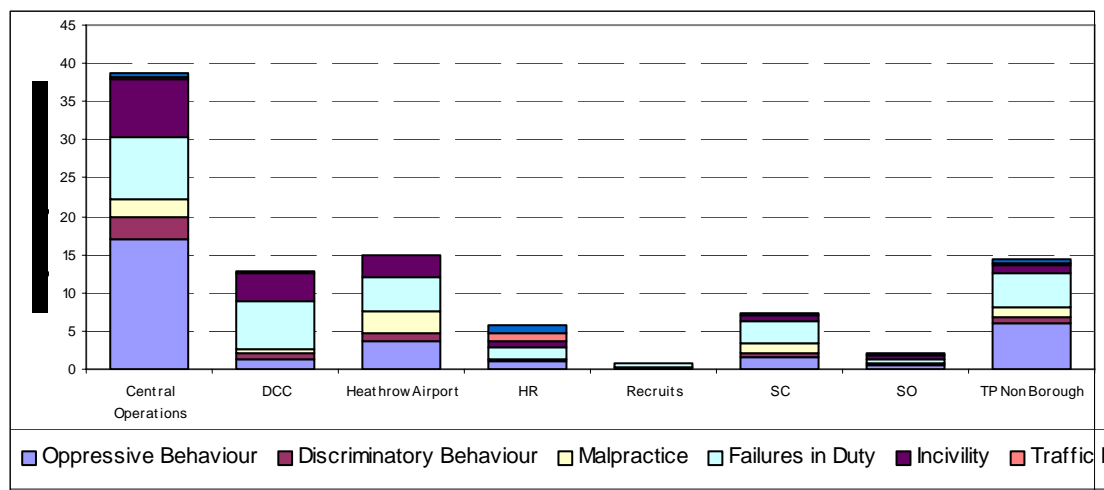


Group 6

Public Complaints allegations per 100 officers by type – November 2005 to October 2006



In line with wider MPS public complaint distribution, the majority of allegations are concentrated in the areas of *oppressive behaviour*, *failures in duty* and *incivility*. *Central Operations* & *TP Non-Borough* however, shows a higher proportion of allegations of *oppressive behaviour* nature. However, *Central Operations* includes the *Territorial Support Group*, *Transport Command* and the *Specialist Firearms Unit* and are thus more likely to be involved in situations that could potentially be of a more confrontational nature.

The following table illustrates the numbers of allegations, per 100 officers, by type and whether a borough is above the MPS average in which case, the figures will be in both **blue** and **bold** text. As these groups undertake different types of work, rather than being compared with each other, they are assessed against the MPS average.

Group 6									
	Central Operations	Deputy Commissioners Command	Heathrow Airport	Human Resources	Recruits	Specialist Crime	Specialist Operations	TP Non Borough	MPS Total
Oppressive Behaviour	16.93	1.33	3.55	0.99	0.39	1.69	0.58	6.09	12.74
Discriminatory Behaviour	2.89	0.76	1.04			0.34	0.16	0.76	2.23
Malpractice	2.38	0.57	2.93	0.25		1.35	0.10	1.14	2.24
Failures in Duty	8.16	6.29	4.60	1.72	0.39	2.87	0.42	4.57	14.73
Incivility	7.59	3.62	2.72	0.74		0.94	0.61	1.14	6.25
Traffic Irregularity	0.36			0.99			0.06	0.19	0.20
Other	0.39	0.19		0.99		0.13	0.06	0.57	0.77
Total	38.71	12.77	14.84	5.67	0.77	7.32	1.99	14.47	39.16

It can be seen that, within the group, there is a wide range of total allegations per 100 officers, between 39 for *Central Operations* to just less than one for *Recruits*. This is unsurprising considering the nature of the work dealt with by CO, and recruits would not often be dealing directly with members of the public without close supervision.

Central Operations are above average in the majority of allegation categories when compared to the MPS as a whole. The most significant being *Oppressive Behaviour* allegations and to a lesser extent those relating to *Incivility*.

The slightly higher than average number of *Malpractice* allegations (per 100 officer) at *Heathrow Airport* are distorted by one particular investigation regarding alleged 'irregularity in evidence'. This is not an area for particular concern.

The following table illustrates specific factors, per 100 officers, evident within the allegations recorded in the table at the bottom of page 11.

	TP PFM Family Group 6							MPS Total	
	Central Operations	Deputy Commissioners Command	Heathrow Airport	Human Resources	Recruits	Specialist Crime	Specialist Operations		TP Non Borough
Officer Safety Equipment	2.80		0.84			0.24	0.10	1.14	2.22
Stop & Search (inc s44)	9.73	0.38	2.51			0.24	0.16	1.52	4.39

In addition to being the group with the highest recorded complaints per 100 officers, *Central Operations*, have a higher than MPS average number of allegations in which Officer Safety Equipment (OSE) is a factor. (OSE will include the allegations related to the use of Handcuffs, Batons and CS Spray etc). CO is also twice the MPS average in respect of *Stop & Search* related allegations.

The following tables illustrate the monthly average trends, per 100 officers, for each group over the last month, 3 months, 6 months and 12 months.

	Group 6								MPS Total
	Central Operations	Deputy Commissioners Command	Heathrow Airport	Human Resources	Recruits	Specialist Crime	Specialist Operations	TP Non Borough	
Current month (actual)	1.51	0.76	1.25			0.17	0.03	2.09	2.58
Average over the past 3 months	1.65	0.83	1.39	0.66		0.73	0.17	1.65	2.85
Average over the past 6 months	2.65	1.05	1.71	0.57	0.03	0.61	0.16	1.17	3.12
Average over the past 12 months	3.23	1.06	1.24	0.47	0.06	0.61	0.17	1.21	3.26

None of the group appears above the MPS trends in any of the periods. Indications are that there may be a decline in the average number of allegations recorded against *Central Operation* officers particularly over the past three months. However, long-term trends reveal a steady increase.

Outcomes (Allegations):

The following table illustrates how allegations, per 100 officers, have been resulted in the period, November 2005 to October 2006.

	Group 6								MPS Total
	Central Operations	Deputy Commissioners Command	Heathrow Airport	Human Resources	Recruits	Specialist Crime	Specialist Operations	TP Non Borough	
Not Recorded	0.75	0.19	0.21			0.37	0.06	0.38	4.15
Local Resolution	13.10	5.72	8.15	1.23		1.75	0.68	3.81	11.83
Dispensation	4.01	0.76		0.49		0.30	0.13	0.95	3.42
Discontinuance	0.96		0.21					0.19	0.42
Withdrawn	6.72	1.72	0.84	0.99		0.71	0.39	3.24	7.25
Substantiated	0.54	0.57				0.13	0.03	0.19	0.51
Unsubstantiated	15.15	4.77	6.27	1.48		4.42	1.22	7.61	11.48
Grand Total	41.24	13.72	15.67	4.19		7.69	2.51	16.37	39.06

The data reveals that *Central Operations* resolve locally a higher than MPS average number of allegations, which can be seen as encouraging. The proportion of Local Resolutions achieved by all other groups is very much

lower than the MPS average.

Not Recorded allegations are those that are not deemed to be complaints under the Police Reform Act 2002, as they do not directly relate to the 'conduct' of an individual or group of officers. Although they are not recorded as complaints they will nevertheless be recorded and dealt with to the satisfaction of the complainant by intervention between DPS and the Borough itself.

Dispensations are usually granted where the complainant cannot be traced or does not wish to cooperate with the investigation. The Commission is granting fewer *Dispensations* with their preference being for DPS to conduct proportionate investigations.

The greatest number of allegations fully investigated is within *Central Operations* with approximately 16 allegations per 100 officers compared to an MPS average of just over 11.

Although the number of *substantiated* allegations per 100 officers for both *Central Operations* and the *Deputy Commissioner's Command* are above the MPS average, it is not by a significant margin and is not a cause for concern.