

## RACE AND EQUALITY IMPACT

## Public Complaints allegations per 100 officers by type – March 2006 to February 2007: People

The next table shows the number of complainants within each borough over the last 12 months and breaks them down by ethnicity, gender and age. The MPS total is illustrated for comparison.

Complainant Details:		TP PFM Family Group 3						TP Total	MPS Total
		Camden	Westminster	Hackney	Lambeth	Southwark	Tower Hamlets		
Ethnicity	White	59 37%	119 12%	39 24%	59 26%	38 24%	30 21%	1314 28%	1557 27%
	Black	23 14%	64 7%	52 32%	99 43%	48 30%	14 10%	926 19%	1095 19%
	Asian	5 3%	25 3%	4 2%	3 1%	5 3%	34 24%	265 6%	309 5%
	Other	7 4%	8 1%		3 1%		1 1%	46 1%	61 1%
	Unknown	65 41%	746 78%	68 42%	64 28%	67 42%	64 45%	2207 46%	2663 47%
	<b>Total</b>	<b>159</b>	<b>962</b>	<b>163</b>	<b>228</b>	<b>158</b>	<b>143</b>	<b>4758</b>	<b>5685</b>
Gender	Female	55 35%	224 23%	54 33%	65 29%	49 31%	42 29%	1546 32%	1806 32%
	Male	104 65%	525 55%	107 66%	161 71%	106 67%	99 69%	2963 62%	3611 64%
	Unknown		213 22%	2 1%	2 1%	3 2%	2 1%	249 5%	268 5%
	<b>Total</b>	<b>159</b>	<b>962</b>	<b>163</b>	<b>228</b>	<b>158</b>	<b>143</b>	<b>4758</b>	<b>5685</b>
Age	0-16 years		3 0%	1 1%	3 1%	3 2%	1 1%	61 1%	79 1%
	17-24 years	16 10%	42 4%	20 12%	21 9%	20 13%	20 14%	462 10%	559 10%
	25-44 years	61 38%	141 15%	59 36%	107 47%	55 35%	55 38%	1563 33%	1847 32%
	45-64 years	28 18%	47 5%	18 11%	39 17%	17 11%	16 11%	620 13%	743 13%
	Over 65 years	3 2%	7 1%	5 3%	7 3%	6 4%		93 2%	104 2%
	Unknown	51 32%	722 75%	60 37%	51 22%	57 36%	51 36%	1959 41%	2353 41%
	<b>Total</b>	<b>159</b>	<b>962</b>	<b>163</b>	<b>228</b>	<b>158</b>	<b>143</b>	<b>4758</b>	<b>5685</b>

It can be seen that the ethnicity of the complainant is unknown in a high percentage of instances, on average 47% across the MPS. Within this group, the extent to which ethnicity is unknown ranges between 28% for *Lambeth* to 78% in *Westminster*. *Westminster* is particularly high in this respect, as it has been skewed by the 'Danish Cartoon' allegations the majority of which were received via correspondence rather than in person.

DPS are implementing measures to improve data quality in this area. This issue will be brought to the attention of Borough Commanders and monitored

through the PSSP process. Furthermore, DPS caseworkers have been asked to ensure this forms part of their role and of the file checking process before files are returned for filing and storage.

Where the ethnicity is known, it is evident that, a higher proportion of complainants are from non-white communities, most notably from, Black people with the exception of *Tower Hamlets* where Asian people are represented in greater proportion. The greatest proportion of White complainants is recorded in *Camden*.

The capture of gender related information is much better than that for ethnicity with the majority of complaints being made by males. Generally, the split between the genders is approximately 30% female and 70% male.

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 the TP PFM families.

The following table shows the number of officers within each group receiving complaints over the last 12 months and breaks them down by ethnicity, gender and length of service.

Officer Details:		TP PFM Family Group 3						TP Total	MPS Total
		Camden	Westminster	Hackney	Lambeth	Southwark	Tower Hamlets		
Ethnicity	White	169 70%	195 18%	177 66%	252 66%	219 76%	136 64%	3983 58%	5149 62%
	Black	10 4%	6 1%	7 3%	4 1%	6 2%	5 2%	142 2%	176 2%
	Asian	2 1%	15 1%	7 3%	8 2%	3 1%	1 0%	190 3%	215 3%
	Other	4 2%	5 0%	7 3%	4 1%	5 2%	6 3%	95 1%	117 1%
	Unknown	58 24%	84 27%	69 26%	115 30%	56 19%	66 31%	2421 35%	2662 32%
	<b>Total</b>	<b>243</b>	<b>1063</b>	<b>267</b>	<b>383</b>	<b>289</b>	<b>214</b>	<b>6831</b>	<b>8319</b>
Gender	Female	28 12%	29 3%	27 10%	57 15%	41 14%	24 11%	846 12%	953 11%
	Male	162 67%	196 18%	173 65%	219 57%	195 67%	126 59%	3650 53%	4814 58%
	Unknown	53 22%	83 8 79%	67 25%	107 28%	53 18%	64 30%	2335 34%	2552 31%
	<b>Total</b>	<b>243</b>	<b>1063</b>	<b>267</b>	<b>383</b>	<b>289</b>	<b>214</b>	<b>6831</b>	<b>8319</b>
Length of Service	0-2 years	37 15%	56 5%	64 24%	73 19%	56 19%	44 21%	1039 15%	1138 14%
	3 years	25 10%	41 4%	32 12%	49 13%	55 19%	32 15%	793 12%	883 11%
	4 years	12 5%	20 2%	19 7%	44 11%	29 10%	15 7%	569 8%	674 8%
	5-9 years	46 19%	46 4%	40 15%	58 15%	33 11%	27 13%	805 12%	1141 14%
	10-14 years	30 12%	17 2%	10 4%	16 4%	19 7%	9 4%	362 5%	542 7%
	15-19 years	13 5%	17 2%	13 5%	9 2%	24 8%	9 4%	316 5%	480 6%
	20-24 years	11 5%	11 1%	6 2%	7 2%	8 3%	10 5%	220 3%	362 4%

25-29 years	7 3%	5 0%	3 1%	4 1%	4 1%		157 2%	247 3%
30-34 years		1 0%	1 0%				16 0%	30 0%
35-39 years	1 0%						4 0%	4 0%
40 years and over								
Unknown	61 25%	849 80%	79 30%	123 32%	61 21%	68 32%	2550 37%	2818 34%
<b>Total</b>	<b>243</b>	<b>1063</b>	<b>267</b>	<b>383</b>	<b>289</b>	<b>214</b>	<b>6831</b>	<b>8319</b>

There is a high proportion where these details are not yet established – 35% on average across all indicators. This will be due the proportion of officers whose details are as yet unknown. The complaints system is fed with officer details by HR system so once an officer is identified all of this diversity information will be available.

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 (52%) of the black & minority ethnic police officers have less than five years service compared to 29% overall.

Female officers currently represent approximately 20% of the overall police officer workforce and generally speaking receive, on average, about 12% of the complaints. When put into context of the number of female officers based within BOCUs this figure is better as women represent 24% of the borough workforce.

The majority of officers who have contact with the public will be younger in service. 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.

The following table illustrates the actual number of officers who have received formal sanctions or informal discipline in respect of allegations concluded in the 12 months to February 2007.

Outcomes (Officers):	TP PFM Family Group 3						TP Total	MPS Total
	Camden	Westminster	Hackney	Lambeth	Southwark	Tower Hamlets		
Criminal Prosecution	0	0	0	0	0	0	1	3
Misconduct Hearing	0	2	0	1	1	1	11	16
Written Warning	0	0	2	0	2	1	20	30

### Informal Discipline

Advice	1	8	3	4	8	0	79	86
Discussion	0	1	0	0	1	0	3	3
Guidance	0	0	0	3	0	0	11	12
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*.

### Professional Standards Support Program (PSSP)

The PSSP tasking meeting sat in February 2007 to consider Family Group 3 and decide what program of input would be tailored to each borough's needs.

*Hackney* was identified as requiring additional support and a 'profile' will be prepared to facilitate this. The 'profile' will be based on all the data available but it will be analysed in greater detail, by drilling down into it, to establish the exact nature and potential causes of variation between that borough and its peers.

A condensed 'profile' for *Southwark* was also requested that focused on *Discrimination* and *Incivility* allegations only.

By the time that the PSCC sits, all of the group 3 Borough Commanders or

their deputies (and their senior management teams) will have been visited to raise the profile of DPS and advise them of what they can expect from the PSSP program. Briefings will be arranged with the Police Federation and Trade Union representatives and these will take place before the input starts on their particular borough.

Feedback in relation to the delivery of the PSSP to Family Group 2 has been positive and people have been receptive to the aims of the support program.

Some of the initiatives that will be delivered to the boroughs, (through existing training cycles where possible), are as follows: -

The "core" menu will be delivered to all BOCUs within the family group. This consists of a briefing to the Borough Commander to explain the purpose of PSSP and explore any Professional Standards issues arising. This has already taken place and has been a positive exercise in itself. The meetings have facilitated the exchange of good practice and encouraged useful suggestions for the future conduct of business between the boroughs and DPS.

Accident Claims are engaging with all BOCUs in the family group and are arranging to deliver their core messages and highlight good practice to borough practitioners. IBO managers, F&R managers and SMTs have all been identified as significant contacts for this area of work. Civil Actions talks are being tailored to individual borough needs.

The Computer Misuse package has been shown previously has been well received. This will be a significant vehicle for the delivery of the wider Professional Standards message.

The "Core-Plus" programme will be delivered at the OCU identified as likely to benefit most from the additional support offered by PSSP. This will involve the delivery of the Custody (looking after prisoners) briefing, a review of officer safety complaints and training and a more detailed review of officers identified under the *Complaints Intervention Scheme* (officers with 3 or more public complaints or conduct matters recorded within a 12 month period).

There will also be additional input on Local Resolution awareness - rates and guidance on achieving them. Some BOCUs have already asked for some of the "Core-Plus" products to be delivered to a targeted audience and this will be delivered where resources allow. A greater challenge will arise with Central London Boroughs forming family group 3. The tasking process with this group will be critical if the targeting of resources is to yield maximum benefit.