

RACE AND EQUALITY IMPACT

Public Complaints allegations per 100 officers by type – May 2006 to April 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 4							TP Total	MPS Total
		Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham		
Ethnicity	White	33 30%	40 20%	69 33%	53 26%	39 26%	48 38%	21 14%	1457 29%	1769 29%
	Black	19 17%	81 41%	60 29%	50 25%	47 31%	20 16%	23 16%	1044 21%	1257 20%
	Asian		14 7%	5 2%	29 14%	3 2%	9 7%	27 18%	295 6%	342 6%
	Other	1 1%	2 1%	3 1%	1 0%	2 1%		1 1%	52 1%	66 1%
	Unknown	57 52%	61 31%	72 34%	69 34%	60 40%	49 39%	74 51%	2196 44%	2759 45%
	Total	110	198	209	202	151	126	146	5044	6193
Gender	Female	48 44%	69 35%	81 39%	67 33%	51 34%	42 33%	44 30%	1676 33%	2006 32%
	Male	58 53%	128 65%	128 61%	134 66%	100 66%	84 67%	99 68%	3167 63%	3968 64%
	Unknown	4 4%	1 1%		1 0%			3 2%	201 4%	219 4%
	Total	110	198	209	202	151	126	146	5044	6193
Age	0-16 years	2 2%	7 4%	3 1%	4 2%	3 2%	1 1%	1 1%	88 2%	102 2%
	17-24 years	8 7%	23 12%	26 12%	38 19%	18 12%	11 9%	12 8%	583 12%	716 12%
	25-44 years	32 29%	73 37%	72 34%	86 43%	59 39%	51 40%	48 33%	1716 34%	2084 34%
	45-64 years	13 12%	29 15%	38 18%	25 12%	25 17%	17 13%	18 12%	656 13%	783 13%
	Over 65 years	1 1%	8 4%	3 1%	5 2%	3 2%	2 2%	1 1%	90 2%	103 2%
	Unknown	54 49%	58 29%	67 32%	44 22%	43 28%	44 35%	66 45%	1911 38%	2405 39%
	Total	110	198	209	202	151	126	146	5044	6193

It can be seen that the ethnicity of the complainant is unknown in a high percentage of instances, on average 45% across the MPS. Within this group, the extent to which ethnicity is unknown ranges between 31% for *Brent* to 52% in *Barnet*.

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. This is particularly noticeable in Brent where Black people complaining are twice that of White people. In *Ealing*, Asian people are represented in greater proportion. The greatest proportion of White complainants is recorded in *Islington*.

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 although it is interesting to note that within *Barnet* there are a much higher proportion of complainants who are female.

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 4							TP Total	MPS Total
		Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham		
Ethnicity	White	125 77%	185 70%	169 60%	164 64%	197 80%	90 56%	113 57%	4023 61%	5232 65%
	Black	2 1%	7 3%	4 1%	6 2%	11 4%	6 4%	6 3%	149 2%	192 2%
	Asian	8 5%	8 3%	9 3%	15 6%	2 1%		16 8%	196 3%	225 3%
	Other	3 2%	6 2%	3 1%	3 1%	6 2%	6 4%	5 3%	106 2%	132 2%
	Unknown	25 15%	60 23%	97 34%	68 27%	31 13%	59 37%	60 30%	2070 32%	2304 28%
	Total	163	266	282	256	247	161	200	6544	8085

Gender	Female	35 21%	38 14%	43 15%	36 14%	43 17%	28 17%	25 13%	861 13%	975 12%
	Male	107 66%	172 65%	146 52%	153 60%	175 71%	76 47%	117 59%	3699 57%	4916 61%
	Unknown	21 13%	56 21%	93 33%	67 26%	29 12%	57 35%	58 29%	1984 30%	2194 27%
	Total	163	266	282	256	247	161	200	6544	8085

Length of Service	0-2 years	29 18%	55 21%	53 19%	33 13%	49 20%	31 19%	24 12%	1007 15%	1110 14%
	3 years	31 19%	44 17%	30 11%	32 13%	41 17%	16 10%	32 16%	796 12%	886 11%
	4 years	16 10%	22 8%	34 12%	35 14%	37 15%	9 6%	14 7%	566 9%	687 8%
	5-9 years	22 13%	43 16%	27 10%	40 16%	37 15%	24 15%	24 12%	893 14%	1261 16%
	10-14 years	18 11%	9 3%	10 4%	17 7%	15 6%	11 7%	11 6%	349 5%	543 7%
	15-19 years	10 6%	18 7%	11 4%	14 5%	15 6%	4 2%	18 9%	325 5%	492 6%
	20-24 years	8 5%	4 2%	5 2%	9 4%	14 6%	2 1%	8 4%	216 3%	347 4%
	25-29 years	3 2%	1 0%	10 4%	6 2%	1 0%	2 1%	5 3%	165 3%	261 3%
	30-34 years	1 1%				1 0%			13 0%	28 0%
	35-39 years			2 1%				1 1%	5 0%	5 0%
	40 years and over									
	Unknown	25 15%	70 26%	100 35%	70 27%	37 15%	62 39%	63 32%	2209 34%	2465 30%
Total	163	266	282	256	247	161	200	6544	8085	

There is a high proportion where these details are not yet established – 30% on average across all indicators. This will be due to 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 (51%) of the black & minority ethnic police officers have less than five years service compared to 29% overall.

Female officers currently represent approximately 21% 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 24.5% 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 April 2007.

Outcomes (Officers):	TP PFM Family Group 4							TP Total	MPS Total
	Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham		
Criminal Prosecution	0	0	0	0	0	0	0	1	3
Misconduct Hearing	0	0	0	0	0	0	0	8	13
Written Warning	2	0	3	0	2	0	0	20	31

Informal Discipline

Advice	1	1	2	1	0	4	0	62	70
Discussion	0	0	0	0	1	0	0	3	3
Guidance	0	0	4	0	0	0	0	8	9
Training	0	0	1	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 April 2007 to consider Family Group 4 and decide what program of input would be tailored to each borough's needs.

When the long-term trends were considered it was noticeable that *Haringey* had risen from the bottom of the group in March 2005 to the top of the group in March 2007 in respect of *public complaints*. Using this data together with information from other sources, *Haringey* was identified as requiring additional support and a 'profile' has been 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.

Consideration was also given to *Brent* as it had the highest number of complaints per 100 officers but further support was ruled out as the borough was already receiving input from both the *DPS NW Borough Support Unit* and the *IPCC* particularly in respect of local resolutions.

By the time that the PSCC sits, all of the group 4 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 the Family Groups subject to the PSSP so far 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

As previously mentioned, DPS will be undertaking 'thematic' analysis of complaints data to establish common themes that can be used in support of the PSSP process.