

## RACE AND EQUALITY IMPACT

### Public Complaints allegations per 100 officers by type – February 2007 to January 2008: 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 TP and MPS totals are illustrated for comparison.

Complainant Details:		Group 2							TP Total	MPS Total
		Bexleyheath	Bromley	Havering	Kingston	Merton	Richmond	Sutton		
Ethnicity	White	40 59%	47 50%	46 53%	44 50%	32 30%	44 48%	36 50%	1381 32%	1613 31%
	Black	3 4%	14 15%	5 6%	6 7%	28 26%	7 8%	6 8%	814 19%	1015 19%
	Asian	4 6%	3 3%		6 7%	3 3%	11 12%	2 3%	298 7%	363 7%
	Other		1 1%	1 1%	2 2%	2 2%			55 1%	71 1%
	Unknown	21 31%	29 31%	34 40%	30 34%	42 39%	30 33%	28 39%	1747 41%	2177 42%
	<b>Total</b>	<b>68</b>	<b>94</b>	<b>86</b>	<b>88</b>	<b>107</b>	<b>92</b>	<b>72</b>	<b>4295</b>	<b>5239</b>
Gender	Female	22 32%	32 34%	36 42%	36 41%	39 36%	35 38%	31 43%	1529 36%	1812 35%
	Male	46 68%	62 66%	48 56%	52 59%	67 63%	56 61%	41 57%	2729 64%	3382 65%
	Unknown			2 2%		1 1%	1 1%		37 1%	45 1%
	<b>Total</b>	<b>68</b>	<b>94</b>	<b>86</b>	<b>88</b>	<b>107</b>	<b>92</b>	<b>72</b>	<b>4295</b>	<b>5239</b>
Age	0-16 years	2 3%	2 2%	3 3%	1 1%		1 1%		70 2%	85 2%
	17-24 years	6 9%	9 10%	10 12%	11 13%	12 11%	9 10%	7 10%	451 11%	563 11%
	25-44 years	28 41%	44 47%	29 34%	28 32%	29 27%	29 32%	33 46%	1603 37%	1910 36%
	45-64 years	7 10%	12 13%	15 17%	13 15%	31 29%	22 24%	9 13%	715 17%	860 16%
	Over 65 years		2 2%	4 5%		2 2%	2 2%	1 1%	72 2%	85 2%
	Unknown	25 37%	25 27%	25 29%	35 40%	33 31%	29 32%	22 31%	1384 32%	1736 33%
	<b>Total</b>	<b>68</b>	<b>94</b>	<b>86</b>	<b>88</b>	<b>107</b>	<b>92</b>	<b>72</b>	<b>4295</b>	<b>5239</b>

It can be seen that the ethnicity of the complainant is *unknown* in a high percentage of instances. However, the group average is 31% compared with the average of 41% across the rest of TP. Within this group, the extent to which ethnicity is unknown ranges between 31% for Bexleyheath and Bromley to 40% in *Havering*.

It is acknowledged that such a high percentage of *unknown* ethnicity severely hampers accurate analysis of disproportionality. 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 within *Merton* where, in cases where the ethnicity is known, black complainants represent 26% of all complainants, which is above the TP average.

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 35% female and 65% male but in *Havering, Kingston* and *Sutton* it is noticeable that women make a greater proportion of complaints the other boroughs in the group. This ranges between 41% in *Kingston* to 43% in *Sutton*.

In respect of the complainants' age, the percentage where age is *unknown* is only marginally better than that for ethnicity. The group average compares with TP as a whole where, on average, 32% remain *unknown*. The highest proportion of complainants is aged between 25-44 years old, which was also evident in the previous reports covering other groupings. *Merton* and *Richmond* do, however, have a greater proportion of complainants aged between 45-64 where they receive 29% and 24% respectively.

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:		Group 2								TP Total	MPS Total
		Bexleyheath	Bromley	Havering	Kingston	Merton	Richmond	Sutton			
Ethnicity	White	66 66%	99 66%	94 74%	83 65%	113 66%	94 68%	104 74%	4519 67%	5903 70%	
	Black	1 1%	4 3%		5 4%	4 2%		3 2%	195 3%	246 3%	
	Asian	5 5%	2 1%	7 6%	3 2%	3 2%	7 5%	2 1%	242 4%	279 3%	
	Other	1 1%	2 1%	2 2%	2 2%	5 3%	2 1%		121 2%	160 2%	
	Unknown	27 27%	43 29%	24 19%	35 27%	46 27%	35 25%	32 23%	1703 25%	1863 22%	
	<b>Total</b>	<b>100</b>	<b>150</b>	<b>127</b>	<b>128</b>	<b>171</b>	<b>138</b>	<b>141</b>	<b>6780</b>	<b>8451</b>	
Gender	Female	10 10%	20 13%	12 9%	23 18%	17 10%	18 13%	26 18%	992 15%	1141 14%	
	Male	63 63%	87 58%	93 73%	71 55%	109 64%	85 62%	83 59%	4110 61%	5494 65%	
	Unknown	27 27%	43 29%	22 17%	34 27%	45 26%	35 25%	32 23%	1678 25%	1816 21%	
	<b>Total</b>	<b>100</b>	<b>150</b>	<b>127</b>	<b>128</b>	<b>171</b>	<b>138</b>	<b>141</b>	<b>6780</b>	<b>8451</b>	
Length of Service	0-2 years	14 14%	14 9%	13 10%	29 23%	17 10%	19 14%	16 11%	868 13%	976 12%	
	3 years	15 15%	15 10%	12 9%	14 11%	27 16%	16 12%	16 11%	702 10%	783 9%	
	4 years	5 5%	9 6%	10 8%	12 9%	15 9%	12 9%	17 12%	797 12%	950 11%	
	5-9 years	22 22%	27 18%	25 20%	14 11%	22 13%	20 14%	12 9%	1230 18%	1714 20%	
	10-14 years	5 5%	12 8%	9 7%	6 5%	14 8%	5 4%	13 9%	382 6%	599 7%	
	15-19 years	5 5%	8 5%	14 11%	10 8%	8 5%	10 7%	7 5%	352 5%	567 7%	
	20-24 years	3 3%	11 7%	12 9%	1 1%	7 4%	4 3%	14 10%	262 4%	397 5%	
	25-29 years	2 2%	5 3%	4 3%	3 2%	4 2%	6 4%	10 7%	190 3%	300 4%	
	30-34 years							2 1%	21 0%	33 0%	
	35-39 years								2 0%	2 0%	
	40 years and over										
Unknown	29 29%	49 33%	28 22%	39 30%	57 33%	46 33%	34 24%	1974 29%	2130 25%		
<b>Total</b>	<b>100</b>	<b>150</b>	<b>127</b>	<b>128</b>	<b>171</b>	<b>138</b>	<b>141</b>	<b>6780</b>	<b>8451</b>		

There is a high proportion where these details are not yet established. The group average ranges from 17% unknown for gender to 29% for ethnicity. The proportion of officers whose details are as yet unknown is because we are looking at recorded complaints. The complaints system is fed with officer details by the 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.

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' operations and roles dealing with the public. This would suggest that because of their 'front-line' role non-white officers should have a higher proportion of allegations. However, within this group non-white officers appear to be complained of in a similar proportion to their representation within the workforce.

Female officers currently represent approximately 25% of the overall police officer workforce within TP, but they receive on average only 13% of allegations within group 2. It is noticeable though that both *Kingston* and *Sutton* have 18% recorded against female officers. It is

possible that this correlates with a higher proportion of complaints being made by females in these particular boroughs.

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. This is reflected in the length of service statistics where the majority of complaints are made against officers with less than ten years service.

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 January 2008.

Outcomes (Officers):	Group 2							TP Total	MPS Total
	Bexley/heath	Bromley	Havering	Kingston	Merton	Richmond	Sutton		
Criminal Prosecution	0	0	0	0	0	0	0	0	0
Misconduct Hearing	0	0	1	0	0	0	0	6	8
Written Warning	0	0	0	1	0	0	1	37	40

#### Informal Discipline

Advice	0	0	0	0	0	0	0	1	1
Discussion	0	1	7	8	5	9	2	147	192
Guidance	0	0	1	1	0	0	0	6	14
Training	0	1	0	0	0	0	0	1	1

Public complaint allegations that are '*substantiated*' are usually within the region of 1-2% on average of all finalised allegations. It is therefore expected that there will be few, if any, formal outcomes such as a *criminal prosecution* or *misconduct hearing*. In this period, there were no *criminal prosecutions* and just one *misconduct hearing*, arising from public complaints, for officers in Group 2.

Within this group there was just one *written warning* issued as a result of a public complaint. These are often used as a means of dealing with minor misconduct issues rather than signifying that an officer's conduct falls short of that expected. A *written warning* means that the officer accepts the failing and is a key component in encouraging learning from past mistakes. The table shows '*Discussion*' being the most used form of *informal discipline*.

Under the Taylor reforms, the 'informal' results illustrated here are likely to result from behaviour that would be regarded in the future as 'misconduct' and thus dealt with locally by boroughs themselves through a 'misconduct meeting' as *management action*, *written warning (new style)* or perhaps even the *Unsatisfactory Performance Procedure (UPP)*.

#### Professional Standards Support Program (PSSP)

The PSSP tasking meeting sat in January 2008 to consider group 2 and decide what program of input would be tailored to each borough's needs. The MPA Professional Standards Officer also now attends the tasking and review meetings to represent the interests of the authority.

It was noticeable, at the time of the meeting, that *Sutton* had the greatest proportion of public complaints within Group 2 and that they had risen over the previous year from 44 allegations per 100 officers to 79 and this increase was predicted to continue. The meeting agreed therefore that *Sutton* would receive additional support through the PSSP. Consideration was given to both *Merton* and *Kingston* who were also considerably above their peers at 64 and 74 allegations per 100 officers respectively.

In acknowledgement that the latest figures, to the end of January 2008, indicate that *Merton's* complaints have risen above those for *Sutton* it has been decided that *Merton* will also receive additional support as part of the PSSP.

DPS will engage with senior managers within these boroughs to raise the profile of DPS and advise them of what they can expect from the PSSP programme. Feedback in relation to the delivery of the PSSP to the Groups subject to the process so far remains positive and people have been receptive to the aims of the support program.

Some of the initiatives that have been delivered as part of the PSSP, (through existing training cycles where possible), are as follows: -

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

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 has also be additional input on Local Resolution awareness - rates and guidance on achieving them. Some BOCUs have already asked for some products to be delivered to a targeted audience and this will be delivered where resources allow.

Additional 'new' elements to the PSSP are currently being developed for 2008. These include presentations on 'Personal Responsibility' – previously off duty behaviour and Local Misconduct (Taylor Reforms) – dealing locally with misconduct matters.