

### Results Analysis – Kingston:

*Kingston* was chosen from the PSSP group 2 in January 2007 due to a high level of public complaints per 100 officers. *Kingston* received a full borough profile, which looked at the levels of public complaints, conduct matters, civil actions, accident claims, officers in the Complaints Intervention Scheme and open source information over a three year time period (comparing rolling 12 monthly periods).

The additional support offered to staff at *Kingston* in 2007 included training on Accident Claims, Civil Actions, Computer Misuse and Local Misconduct.

The following represents a summary of the 'results analysis' used to determine whether there has been any change in the areas looked at in the period January to December 2007.

#### ➤ **Public Complaints**

- *Kingston* is no longer the borough with the highest number of public complaints per 100 officers. However, part of this is due to the large increases in other boroughs in family group 2.
- The rate of change for family group 2 average shows that there has been an increase of 34%. The TP total average rate of change is just a 2% increase. *Kingston* also had a rate of change of just a 2% increase.
- *Kingston* has improved its ranking for five allegation categories and stayed the same for the remaining two.
- Although the borough profile published in January 2007 stated that 'total allegations for *Kingston* is increasing substantially faster than the group average', total complaints for *Kingston* are still substantially above the group average, the rate of increase has slowed and is predicted to rise in line with the group median.

#### ➤ **Conduct Matters**

- Total conduct matter allegations have declined during the year under review and trend analysis suggests that the decrease is likely to continue.
- *Kingston* still appears below the group average for conduct matters.

#### ➤ **Public Attitude survey**

- The percentage of respondents who feel that their local police do an excellent/good job has gone up.
- The percentage of respondents who 'tend to agree' or 'strongly agree' that the police in this area treat everyone fairly, regardless of who they are has gone down 21%. This places *Kingston* just below Londoners as a whole.

#### ➤ **Civil Actions**

- The number of civil actions has gone down over the 2-year comparison. However, the two civil action cases received in 2007

were relating to incidents that occurred in 2005 and 2006 and are therefore before the implementation of PSSP.

➤ **Accident Claims**

- The total number of accident claims has risen slightly, however this is by a very small amount.

➤ **Complaints Intervention Scheme (CIS)**

- The Complaints Intervention Scheme occurs where an officer has three or more public complaints or conduct matters made against them in a rolling 12-month period.
- There are only three officers in the Complaints Intervention Scheme this time compared to eight officers in January 2007. However, of these three officers, two were in the CIS in January 2007.

In addition to these quantitative changes, DPS is meeting with groups and individuals to see what qualitative changes there may have been at Kingston since receiving support through the PSSP programme. This would range from personal meetings with the Borough Commander, Senior Management Team and consideration is being given to the practicalities of canvassing the views of officers receiving training/awareness during the PSSP.