

Charts associated with the Complaints management information report 13 March 2008

Chart 1

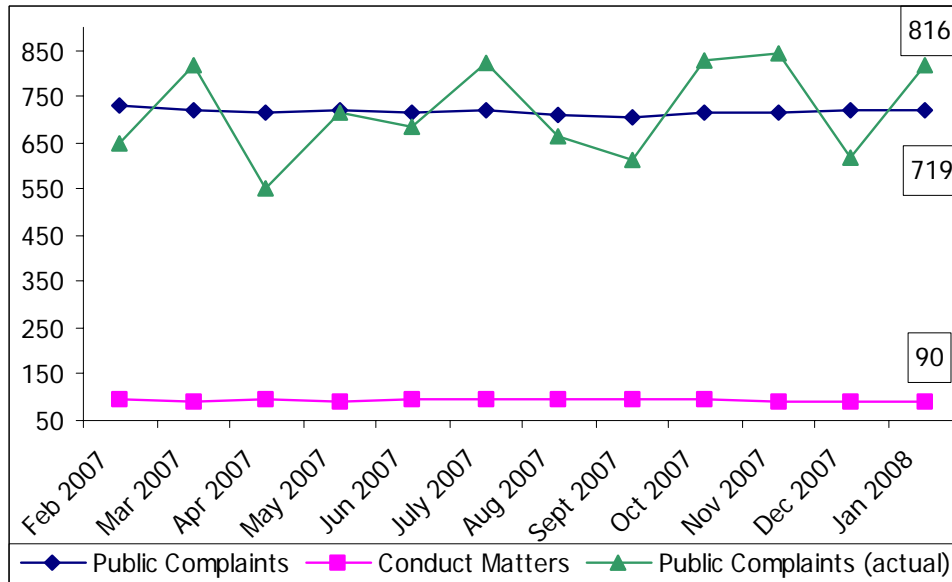


Chart 1: Allegations Recorded Public Complaints & Conduct Matters – 12 Month Rolling Average

Table 1

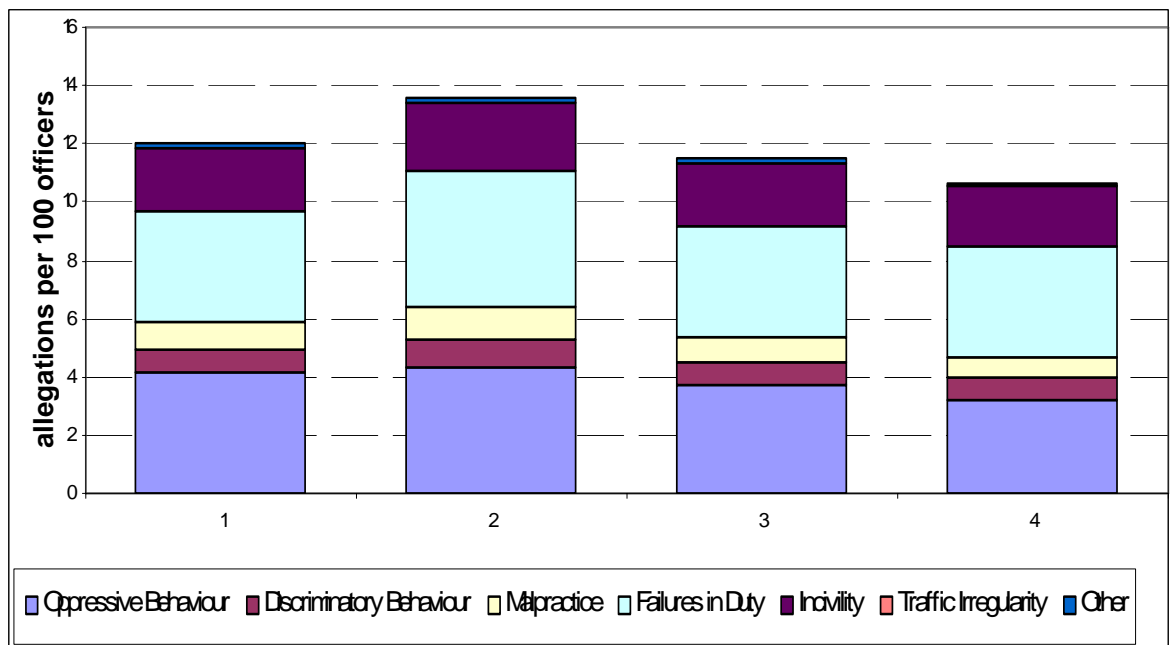


Table 1: 'actual' number of public complaints recorded against the MPS, Feb 2007 to January 2008 converted to a per 100 officers

Table 2

	Period				Period Averages	MPS Total
	1	2	3	4		
	Feb-07 to Apr-07	May-07 to Jul-07	Aug-07 to Oct-07	Nov-07 to Jan-08		
Oppressive Behaviour	4.14	4.30	3.71	3.23	3.93	15.38
Discriminatory Behaviour	0.77	1.02	0.80	0.72	0.79	3.31
Malpractice	0.94	1.10	0.85	0.73	0.90	3.62
Failures in Duty	3.81	4.69	3.81	3.78	3.81	16.09
Incivility	2.16	2.28	2.13	2.06	2.14	8.63
Traffic Irregularity	0.04	0.05	0.06	0.06	0.06	0.21
Other	0.20	0.17	0.15	0.09	0.16	0.61
Total	12.06	13.61	11.52	10.67	11.79	47.85
Difference from period average	0.27	1.82	-0.27	-1.12		

Table 2: Number of allegations, per 100 officers, by type

Chart 2

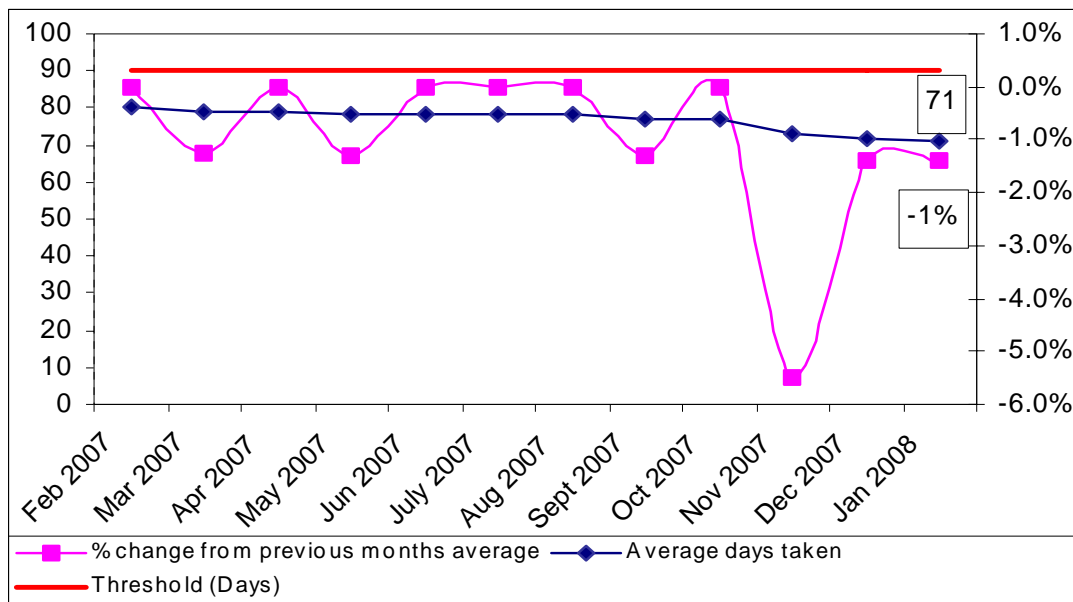


Chart 2: Average days taken to complete full investigation & all other results (12 Month Rolling Average)

Chart 3

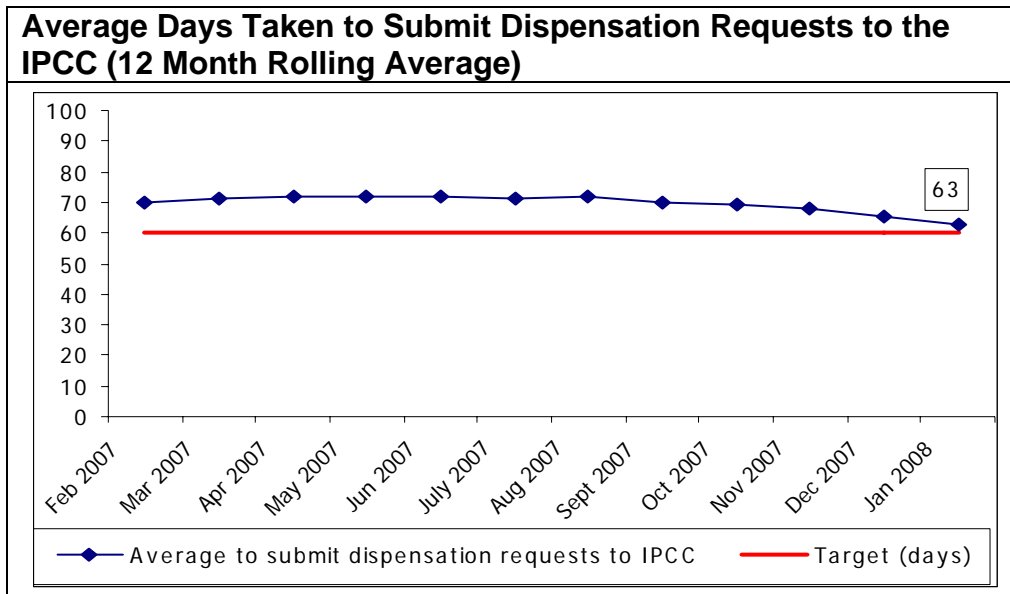


Chart 3: Average Days Taken to Submit Dispensation Requests to the IPCC (12 Month Rolling Average)

Chart 4

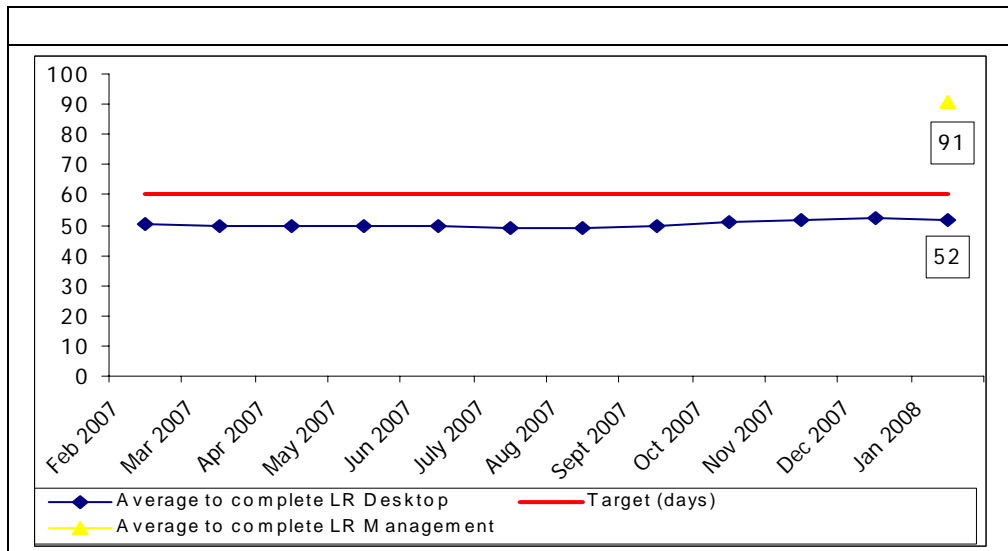


Chart 4: Average Days Taken to achieve a Local Resolution by Type – Desktop (Local) and Management (DPS) (12 Month Rolling Average)

Chart 5

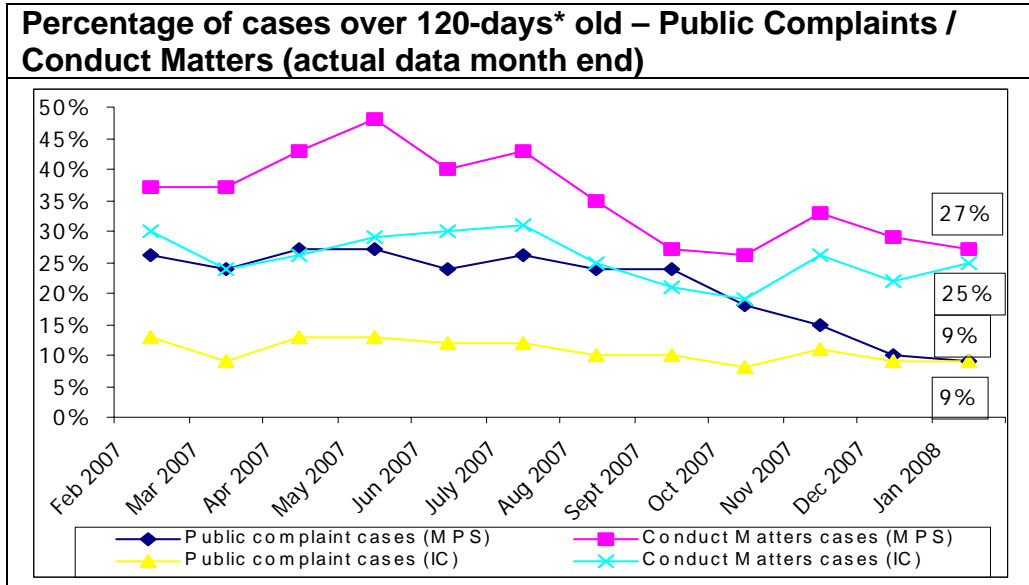


Chart 5: Percentage of cases over 120-days* old – Public Complaints / Conduct Matters (actual data month end)

Chart 6:

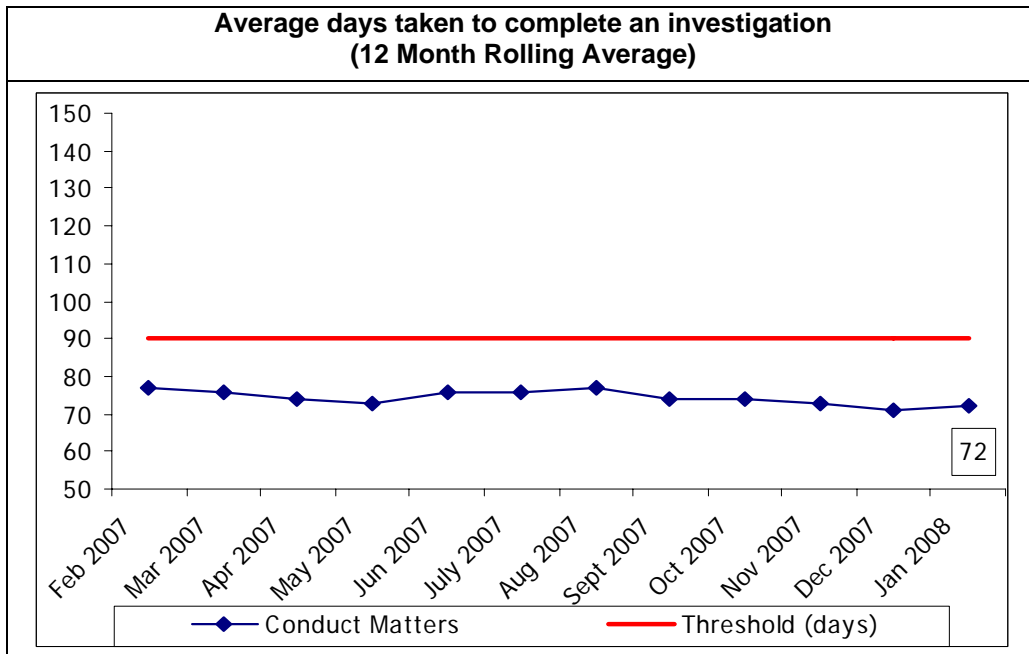


Chart 6: Contact matters Average days taken to complete an investigation (12 Month Rolling Average)

Chart 7

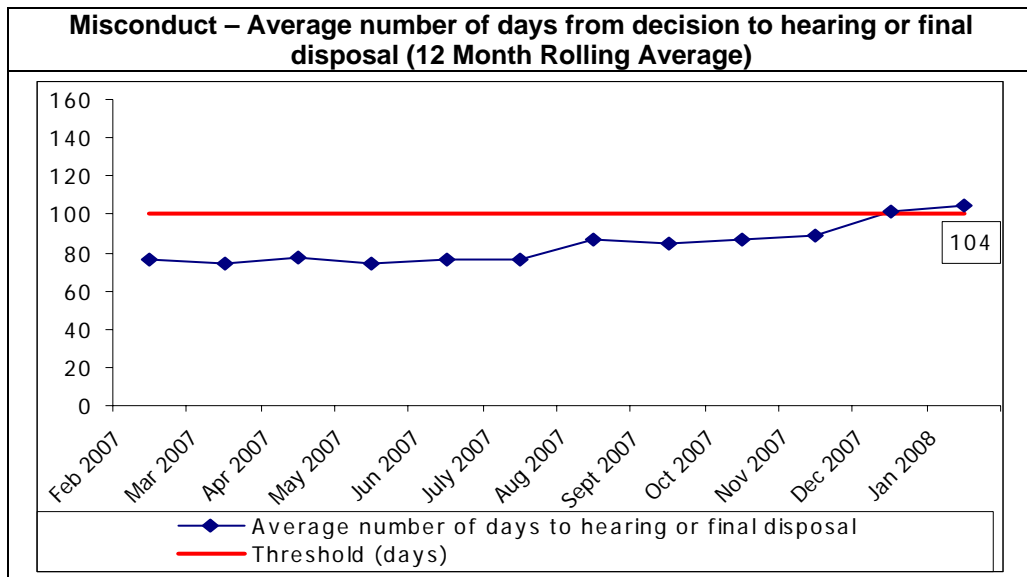


Chart 7: Misconduct – Average number of days from decision to hearing or final disposal (12 Month Rolling Average)

Chart 8

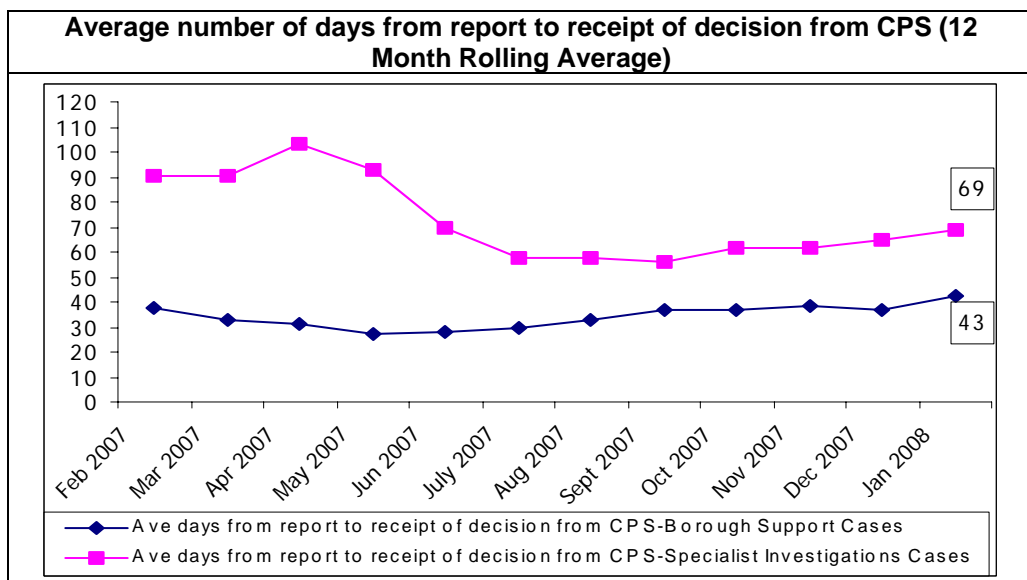


Chart 8: Average number of days from report to receipt of decision from CPS (12 Month Rolling Average)

Chart 9

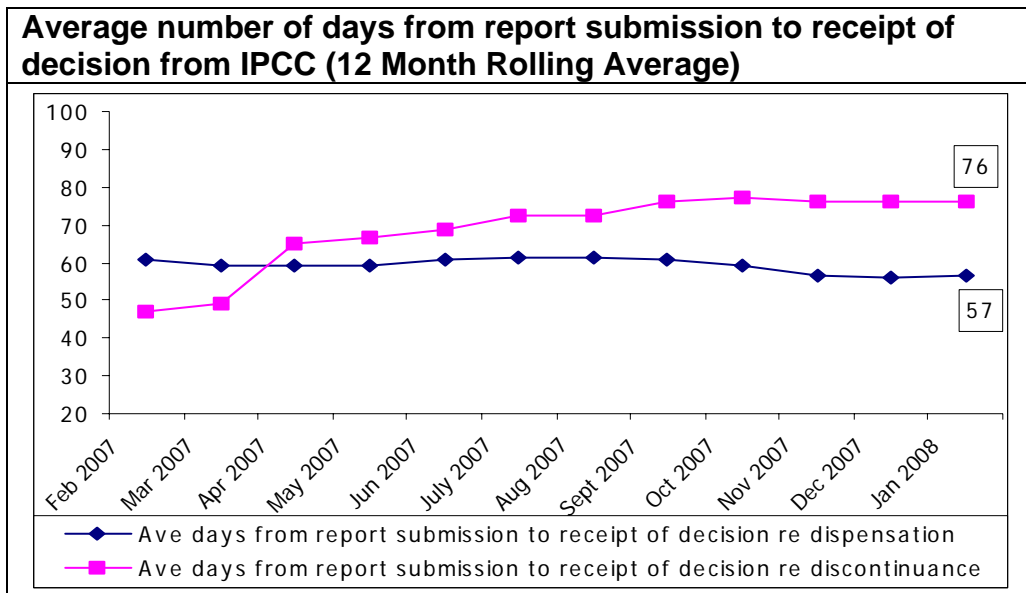


Chart 9: Average number of days from report submission to receipt of decision from IPCC (12 Month Rolling Average)

Chart 10

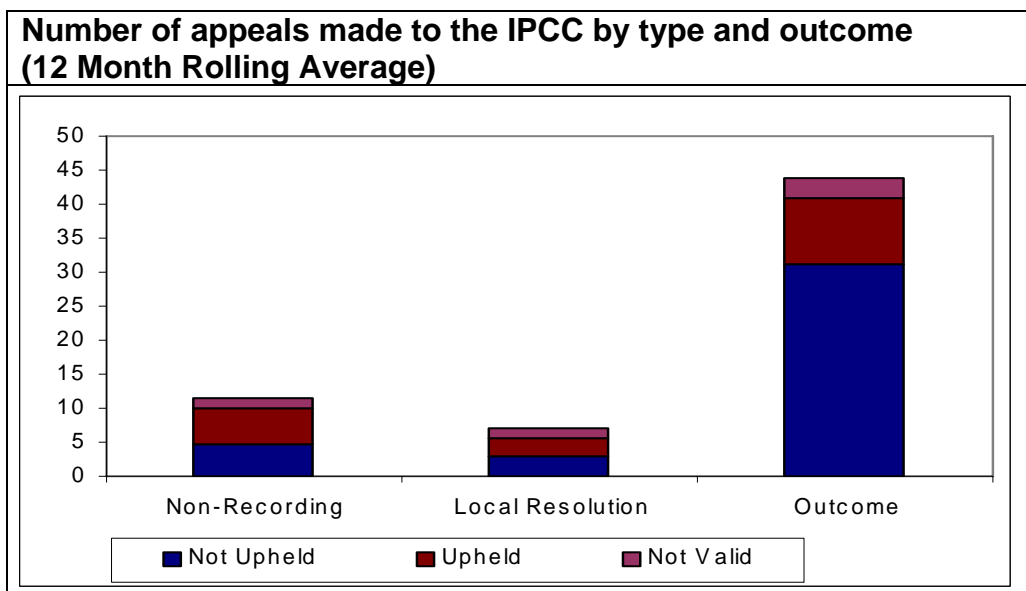


Chart 10: Number of appeals made to the IPCC by type and outcome (12 Month Rolling Average)

Chart 11

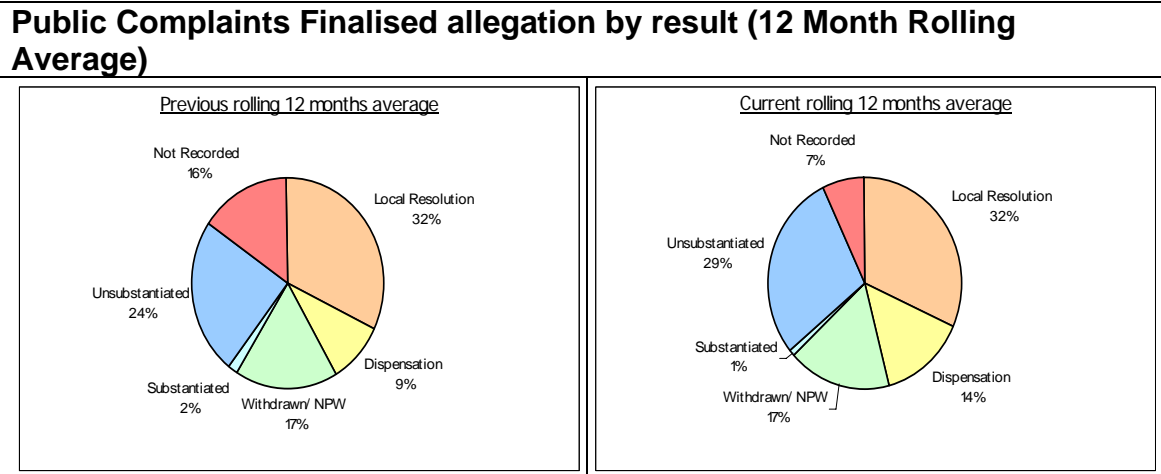


Chart 11: Public Complaints Finalised allegation by result (12 Month Rolling Average)