

Results Analysis – Hackney:

Hackney was chosen from the PSSP group 3 in January 2007 due to a high level of public complaints per 100 officers. *Hackney* 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 twelve monthly periods).

The additional support offered to staff at *Hackney* in 2007 included training on Computer Misuse and Custody.

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 2007 to February 2008.

Public Complaints

Hackney is still the borough with the highest number of public complaints per 100 officers within group 3.

On average, public complaints in group 3 have decreased by 7%. Public complaints in *Hackney* have decreased by 2%, but four other boroughs in group 3 have seen a larger decrease.

Hackney has improved its ranking for three allegation categories, is ranked higher for three categories and has stayed the same for the remaining one.

Overall *Hackney* is now ranked sixth compared with fifth last year and has more categories ranked sixth.

Conduct Matters

Total conduct matter allegations have declined at *Hackney* during the year under review and trend analysis suggests that the decrease is likely to continue.

Hackney is now below the group average for conduct matters.

Public Attitude survey

The main conclusions are that for people surveyed in *Hackney*, public confidence in the police has increased while people’s views re crime rates and public safety are relatively unchanged.

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

Forced entry claims are still significantly higher than the group average.

Complaints Intervention Scheme (CIS)

At January 2008 there were 17 officers within the CIS compared with 7 in the previous year. A significant increase.

Results Analysis – Southwark:

Southwark was also chosen from the PSSP group 3 in January 2007 due to a high level of public complaints per 100 officers for discrimination and incivility. *Southwark* received a borough profile, which looked at the level of public complaints and conduct matters received over a three year time period (comparing rolling twelve monthly periods).

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

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 February 2007 to January 2008.

Public Complaints

At January 2007, *Southwark* had the second highest number of officer allegations. Over the past year, the number of allegations at *Southwark* has fluctuated, but *Southwark* are still second highest in family group 3.

The rate of change for family group 3 average shows that there has been a decrease of 7%. *Southwark* has seen a rate of change of a 4% decrease.

Trend analysis of the latest twelve months data for *Southwark* suggests that complaints are likely to rise over the next six months. However, confidence levels for this forecast are low.

Conduct Matters

Southwark has followed the remainder of family group 3, in that the number of conduct matters has fallen.

Trend analysis shows that the level of conduct matters at *Southwark* will continue to fall.

Southwark has improved its ranking in four allegation categories.

Public Attitude Survey

In general, *Southwark* borough residents feel that police in their local area have improved.

There has been a 13% increase in the percentage of residents who feel that there is more crime in *Southwark*, compared to two years ago. However, there has also been a 13% increase in the percentage of residents who now feel safer in *Southwark* than they did twelve months before.

Qualitative Review – all targeted boroughs

In addition to these quantitative changes, DPS is meeting with groups and individuals to see what qualitative changes there may have been at the targeted boroughs since

receiving support through the PSSP program. 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.