

**Table 1 – Public Complaints - Performance to 31st March 2010**

| Target | 2006/07 |   | 2007/08 |   | 2008/09 |   | 2009/10 |   |
|--------|---------|---|---------|---|---------|---|---------|---|
|        | Number  | % | Number  | % | Number  | % | Number  | % |

| 2009/10 by quarter           |   |                              |   |                              |   |                              |   |
|------------------------------|---|------------------------------|---|------------------------------|---|------------------------------|---|
| Quarter 1<br>Apr 09 - Jun 09 |   | Quarter 2<br>Jul 09 - Sep 09 |   | Quarter 3<br>Oct 09 - Dec 09 |   | Quarter 4<br>Jan 10 - Mar 10 |   |
| Number                       | % | Number                       | % | Number                       | % | Number                       | % |

|   |   |                                       |                   |       |            |       |            |       |            |       |            |       |            |       |            |       |            |       |       |
|---|---|---------------------------------------|-------------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|-------|
| PUBLIC COMPLAINTS                                     | Public Complaints Recorded<br>Number of Allegations by<br>allegation category | MPS Total Public Complaints Recorded  |                   | 9146  |            | 9553  |            | 12299 |            | 13456 | 3681       |       | 3340       |       | 2970       |       | 3465       |       |       |
|   |   | Oppressive Behaviour                  | N/A               | 2531  | 27.7%      | 2610  | 27.3%      | 3099  | 25.2%      | 3501  | 26.0%      | 1113  | 30.2%      | 831   | 24.9%      | 723   | 24.3%      | 834   | 24.1% |
|   |   | Discriminatory Behaviour              |                   | 556   | 6.1%       | 636   | 6.7%       | 922   | 7.5%       | 897   | 6.7%       | 229   | 6.2%       | 218   | 6.5%       | 211   | 7.1%       | 239   | 6.9%  |
|   |   | Malpractice                           |                   | 552   | 6.0%       | 615   | 6.4%       | 862   | 7.0%       | 920   | 6.8%       | 267   | 7.3%       | 234   | 7.0%       | 190   | 6.4%       | 229   | 6.6%  |
|   |   | Failures in Duty                      |                   | 3515  | 38.4%      | 3564  | 37.3%      | 4732  | 38.5%      | 5426  | 40.3%      | 1352  | 36.7%      | 1391  | 41.6%      | 1199  | 40.4%      | 1484  | 42.8% |
|   |   | Incivility                            |                   | 1664  | 18.2%      | 1923  | 20.1%      | 2362  | 19.2%      | 2260  | 16.8%      | 577   | 15.7%      | 567   | 17.0%      | 549   | 18.5%      | 567   | 16.4% |
|   |   | Traffic Irregularity                  |                   | 87    | 1.0%       | 71    | 0.7%       | 103   | 0.8%       | 172   | 1.3%       | 41    | 1.1%       | 50    | 1.5%       | 32    | 1.1%       | 49    | 1.4%  |
|   |   | Other                                 |                   | 241   | 2.6%       | 134   | 1.4%       | 219   | 1.8%       | 280   | 2.1%       | 102   | 2.8%       | 49    | 1.5%       | 66    | 2.2%       | 63    | 1.8%  |
|   | Public Complaints Finalised -<br>Number of Allegations by<br>result           | MPS Total Public Complaints Finalised |                   | 8813  |            | 8865  |            | 11706 |            | 13123 | 3048       |       | 3588       |       | 3571       |       | 2916       |       |       |
|   |   | Not Recorded                          | N/A               | 891   | 10.1%      | 529   | 6.0%       | 874   | 7.5%       | 923   | 7.0%       | 345   | 11.3%      | 238   | 6.6%       | 179   | 5.0%       | 161   | 5.5%  |
|   |   | Local Resolution                      |                   | 3088  | 35.0%      | 2889  | 32.6%      | 3880  | 33.1%      | 3204  | 24.4%      | 815   | 26.7%      | 914   | 25.5%      | 852   | 23.9%      | 623   | 21.4% |
|   |   | Dispensation                          |                   | 762   | 8.6%       | 1217  | 13.7%      | 1305  | 11.1%      | 1300  | 9.9%       | 285   | 9.4%       | 419   | 11.7%      | 323   | 9.0%       | 273   | 9.4%  |
|   |   | Discontinuance                        |                   | 45    | 0.5%       | 113   | 1.3%       | 134   | 1.1%       | 178   | 1.4%       | 45    | 1.5%       | 65    | 1.8%       | 37    | 1.0%       | 31    | 1.1%  |
|   |   | Withdrawn                             |                   | 1540  | 17.5%      | 1405  | 15.8%      | 1379  | 11.8%      | 1502  | 11.4%      | 357   | 11.7%      | 453   | 12.6%      | 370   | 10.4%      | 322   | 11.0% |
|   |   | Substantiated                         |                   | 142   | 1.6%       | 143   | 1.6%       | 195   | 1.7%       | 161   | 1.2%       | 40    | 1.3%       | 46    | 1.3%       | 47    | 1.3%       | 28    | 1.0%  |
|   | Unsubstantiated   |                                       | 2345              | 26.6% | 2569       | 29.0% | 3939       | 33.6% | 5855       | 44.6% | 1161       | 38.1% | 1453       | 40.5% | 1763       | 49.4% | 1478       | 50.7% |       |
|   | Live Public Complaint Cases   | Live cases over 64 days               | N/A               | 224   | 24%        | 94    | 12%        | 88    | 8%         | 257   | 21%        | 246   | 17%        | 320   | 23%        | 271   | 18%        | 257   | 21%   |
|   | Completing Public Complaint Cases   | Average days to complete              | Less than 64 days | 53    | -          | 51    | -          | 49    | -          | 55    | -          | 51    | -          | 57    | -          | 54    | -          | 55    | -     |
|   | Completing Local Resolution Cases   | Average days OCU                      | Less than 43 days | 27    | -          | 32    | -          | 38    | -          | 41    | -          | 42    | -          | 44    | -          | 41    | -          | 41    | -     |
|   |   | Average days DPS                      | N/A               | 45    | -          | 56    | -          | 62    | -          | 82    | -          | 78    | -          | 72    | -          | 69    | -          | 82    | -     |
| Local Resolution Cases Achieved                       | Percentage OCU  | Greater than 60%                      | 1481              | 48%   | 1822       | 61%   | 2321       | 60%   | 2160       | 67%   | 573        | 70%   | 595        | 65%   | 566        | 66%   | 426        | 68%   |       |
|   | Percentage DPS  | Less than 40%                         | 1607              | 52%   | 1162       | 39%   | 1559       | 40%   | 1044       | 33%   | 242        | 30%   | 319        | 35%   | 286        | 34%   | 197        | 32%   |       |
| Number of Appeals made to<br>IPCC by Type and Outcome | Non-Recording - Upheld  | N/A                                   | 22                | 22.9% | 62         | 48.1% | 26         | 37.7% | 43         | 49.4% | 12         | 54.5% | 16         | 43.2% | 7          | 58.3% | 8          | 50.0% |       |
|   | Non-Recording - Not Upheld  |                                       | 56                | 58.3% | 54         | 41.9% | 32         | 46.4% | 36         | 41.4% | 8          | 36.4% | 18         | 48.6% | 3          | 25.0% | 7          | 43.8% |       |
|   | Non-Recording - Not Valid   |                                       | 18                | 18.8% | 13         | 10.1% | 11         | 15.9% | 8          | 9.2%  | 2          | 9.1%  | 3          | 8.1%  | 2          | 16.7% | 1          | 6.3%  |       |
|   | <b>Non-Recording Total</b>  |                                       | <b>96</b>         |       | <b>129</b> |       | <b>69</b>  |       | <b>87</b>  |       | <b>22</b>  |       | <b>37</b>  |       | <b>12</b>  |       | <b>16</b>  |       |       |
|   | Local Resolution - Upheld   | N/A                                   | 14                | 25.5% | 21         | 28.4% | 35         | 42.2% | 34         | 49.3% | 7          | 58.3% | 10         | 55.6% | 8          | 40.0% | 9          | 47.4% |       |
|   | Local Resolution - Not Upheld   |                                       | 38                | 69.1% | 40         | 54.1% | 30         | 36.1% | 25         | 36.2% | 2          | 16.7% | 6          | 33.3% | 10         | 50.0% | 7          | 36.8% |       |
|   | Local Resolution - Not Valid  |                                       | 3                 | 5.5%  | 13         | 17.6% | 18         | 21.7% | 10         | 14.5% | 3          | 25.0% | 2          | 11.1% | 2          | 10.0% | 3          | 15.8% |       |
|   | <b>Local Resolution Total</b>   |                                       | <b>55</b>         |       | <b>74</b>  |       | <b>83</b>  |       | <b>69</b>  |       | <b>12</b>  |       | <b>18</b>  |       | <b>20</b>  |       | <b>19</b>  |       |       |
|   | Outcome - Upheld  | N/A                                   | 40                | 11.2% | 100        | 19.6% | 110        | 22.0% | 127        | 18.0% | 28         | 21.9% | 36         | 19.7% | 36         | 16.7% | 27         | 15.0% |       |
|   | Outcome - Not Upheld  |                                       | 297               | 83.2% | 377        | 73.8% | 350        | 69.9% | 531        | 75.1% | 82         | 64.1% | 139        | 76.0% | 168        | 77.8% | 142        | 78.9% |       |
|   | Outcome - Not Valid   |                                       | 20                | 5.6%  | 34         | 6.7%  | 41         | 8.2%  | 49         | 6.9%  | 18         | 14.1% | 8          | 4.4%  | 12         | 5.6%  | 11         | 6.1%  |       |
|   | <b>Outcome Total</b>  |                                       | <b>357</b>        |       | <b>511</b> |       | <b>501</b> |       | <b>707</b> |       | <b>128</b> |       | <b>183</b> |       | <b>216</b> |       | <b>180</b> |       |       |
|   | IPCC - Upheld   | N/A                                   | 76                | 15.0% | 183        | 25.6% | 171        | 26.2% | 204        | 23.6% | 47         | 29.0% | 62         | 26.1% | 51         | 20.6% | 44         | 20.5% |       |
| IPCC - Not Upheld                                     |   | 391                                   | 77.0%             | 471   | 66.0%      | 412   | 63.1%      | 592   | 68.6%      | 92    | 56.8%      | 163   | 68.5%      | 181   | 73.0%      | 156   | 72.6%      |       |       |
| IPCC - Not Valid                                      |   | 41                                    | 8.1%              | 60    | 8.4%       | 70    | 10.7%      | 67    | 7.8%       | 23    | 14.2%      | 13    | 5.5%       | 16    | 6.5%       | 15    | 7.0%       |       |       |
| <b>9</b>  | <b>NB Recorded</b>  | <b>IPCC Total</b>                     | <b>568</b>        |       | <b>714</b> |       | <b>653</b> |       | <b>863</b> |       | <b>162</b> |       | <b>238</b> |       | <b>248</b> |       | <b>215</b> |       |       |

NB Recorded Figures include 'Direction and Control' cases and 'not recorded' allegations

**Table 2 – Conduct Matters, Misconduct Decisions and External Partners - Performance to 31st March 2010**

|   |  |  |                            |       |         |       |         |       |         |       | 2009/10 by quarter |       |                              |       |                              |       |                              |       |                              |   |
|---|--|--|----------------------------|-------|---------|-------|---------|-------|---------|-------|--------------------|-------|------------------------------|-------|------------------------------|-------|------------------------------|-------|------------------------------|---|
|   |  |  | Target                     |       | 2006/07 |       | 2007/08 |       | 2008/09 |       | 2009/10            |       | Quarter 1<br>Apr 09 - Jun 09 |       | Quarter 2<br>Jul 09 - Sep 09 |       | Quarter 3<br>Oct 09 - Dec 09 |       | Quarter 4<br>Jan 10 - Mar 10 |   |
|   |  |  | Number                     | %     | Number  | %     | Number  | %     | Number  | %     | Number             | %     | Number                       | %     | Number                       | %     | Number                       | %     | Number                       | % |
| CONDUCT MATTERS                             | Conduct Matters Recorded - Number of Allegations             | MPS Total Conduct Matters Recorded     | 1171                       |       | 1197    |       | 1213    |       | 1394    |       | 324                |       | 370                          |       | 361                          |       | 339                          |       |                              |   |
|   |  | Oppressive Behaviour                   | 257                        | 21.9% | 225     | 18.8% | 227     | 18.7% | 275     | 19.7% | 68                 | 21.0% | 77                           | 20.8% | 62                           | 17.2% | 68                           | 20.1% |                              |   |
|   |  | Discriminatory Behaviour               | 17                         | 1.5%  | 32      | 2.7%  | 40      | 3.3%  | 35      | 2.5%  | 6                  | 1.9%  | 14                           | 3.8%  | 7                            | 1.9%  | 8                            | 2.4%  |                              |   |
|   |  | Malpractice                            | 127                        | 10.8% | 128     | 10.7% | 92      | 7.6%  | 162     | 11.6% | 33                 | 10.2% | 50                           | 13.5% | 41                           | 11.4% | 38                           | 11.2% |                              |   |
|   |  | Failures in Duty                       | 399                        | 34.1% | 436     | 36.4% | 464     | 38.3% | 524     | 37.6% | 122                | 37.7% | 146                          | 39.5% | 136                          | 37.7% | 120                          | 35.4% |                              |   |
|   |  | Incivility                             | 58                         | 5.0%  | 58      | 4.8%  | 85      | 7.0%  | 71      | 5.1%  | 18                 | 5.6%  | 15                           | 4.1%  | 21                           | 5.8%  | 17                           | 5.0%  |                              |   |
|   |  | Traffic Irregularity                   | 93                         | 7.9%  | 123     | 10.3% | 118     | 9.7%  | 103     | 7.4%  | 24                 | 7.4%  | 23                           | 6.2%  | 24                           | 6.6%  | 32                           | 9.4%  |                              |   |
|   | Other  | 220                                    | 18.8%                      | 195   | 16.3%   | 187   | 15.4%   | 224   | 16.1%   | 53    | 16.4%              | 45    | 12.2%                        | 70    | 19.4%                        | 56    | 16.5%                        |       |                              |   |
|   | Conduct Matters Finalised - Number of Allegations by results | MPS Total Conduct Matters Finalised    | 1201                       |       | 1206    |       | 1112    |       | 1046    |       | 297                |       | 263                          |       | 291                          |       | 195                          |       |                              |   |
|   |  | Not Informed                           | 50                         | 4.2%  | 38      | 3.2%  | 45      | 4.0%  | 44      | 4.2%  | 16                 | 5.4%  | 12                           | 4.6%  | 10                           | 3.4%  | 6                            | 3.1%  |                              |   |
| Discontinuance                              |  | 47                                     | 3.9%                       | 64    | 5.3%    | 53    | 4.8%    | 51    | 4.9%    | 12    | 4.0%               | 15    | 5.7%                         | 10    | 3.4%                         | 14    | 7.2%                         |       |                              |   |
| Substantiated                               |  | 672                                    | 56.0%                      | 661   | 54.8%   | 617   | 55.5%   | 505   | 48.3%   | 143   | 48.1%              | 139   | 52.9%                        | 149   | 51.2%                        | 74    | 37.9%                        |       |                              |   |
| Unsubstantiated                             | 432  | 36.0%                                  | 443                        | 36.7% | 397     | 35.7% | 446     | 42.6% | 126     | 42.4% | 97                 | 36.9% | 122                          | 41.9% | 101                          | 51.8% |                              |       |                              |   |
| Completing Conduct Matter Cases             | Average days to complete                                     | Less than 64 days                      |                            | 59    | -       | 54    | -       | 50    | -       | 66    | -                  | 56    | -                            | 56    | -                            | 59    | -                            | 66    | -                            |   |
| Reaching Misconduct Decisions               | Average number of days (12mra)                               | Reduction on previous year             |                            | 75    | -       | 105   | -       | 96    | -       | 67    | -                  | 90    | -                            | 82    | -                            | 77    | -                            | 67    | -                            |   |
| External Partners                           | Average Days From Receipt to CPS Decision                    | Borough Support                        | Reduction on previous year |       | 29      | -     | 52      | -     | 85      | -     | 112                | -     | 123                          | -     | 48                           | -     | 87                           | -     | 189                          | - |
|   |  | Specialist Investigations              | Reduction on previous year |       | 88      | -     | 78      | -     | 109     | -     | 226                | -     | 159                          | -     | 160                          | -     | 147                          | -     | 440                          | - |
|   | Submitting requests to the IPCC                              | Discontinuance: Average number of days | Less than 60 days          |       | 57      | -     | 76      | -     | 48      | -     | 51                 | -     | 61                           | -     | 60                           | -     | 46                           | -     | 38                           | - |
|   |  | Dispensation: Average number of days   | N/A                        |       | 57      | -     | 52      | -     | 58      | -     | 53                 | -     | 65                           | -     | 55                           | -     | 47                           | -     | 46                           | - |
|   | IPCC Referrals (number of cases)                             | IPCC decision of 'Local Investigation' | N/A                        |       | 153     | -     | 274     | -     | 377     | -     | 517                | -     | 122                          | -     | 153                          | -     | 124                          | -     | 118                          | - |
| IPCC decision of 'Managed Investigation'    |  | N/A                                    |                            | 41    | -       | 58    | -       | 56    | -       | 46    | -                  | 12    | -                            | 10    | -                            | 10    | -                            | 14    | -                            |   |
| IPCC decision of 'Supervised Investigation' |  | N/A                                    |                            | 107   | -       | 58    | -       | 22    | -       | 94    | -                  | 64    | -                            | 10    | -                            | 9     | -                            | 11    | -                            |   |
|   | IPCC decision of 'Independent Investigation'                 | N/A                                    |                            | 18    | -       | 15    | -       | 20    | -       | 32    | -                  | 16    | -                            | 2     | -                            | 6     | -                            | 8     | -                            |   |