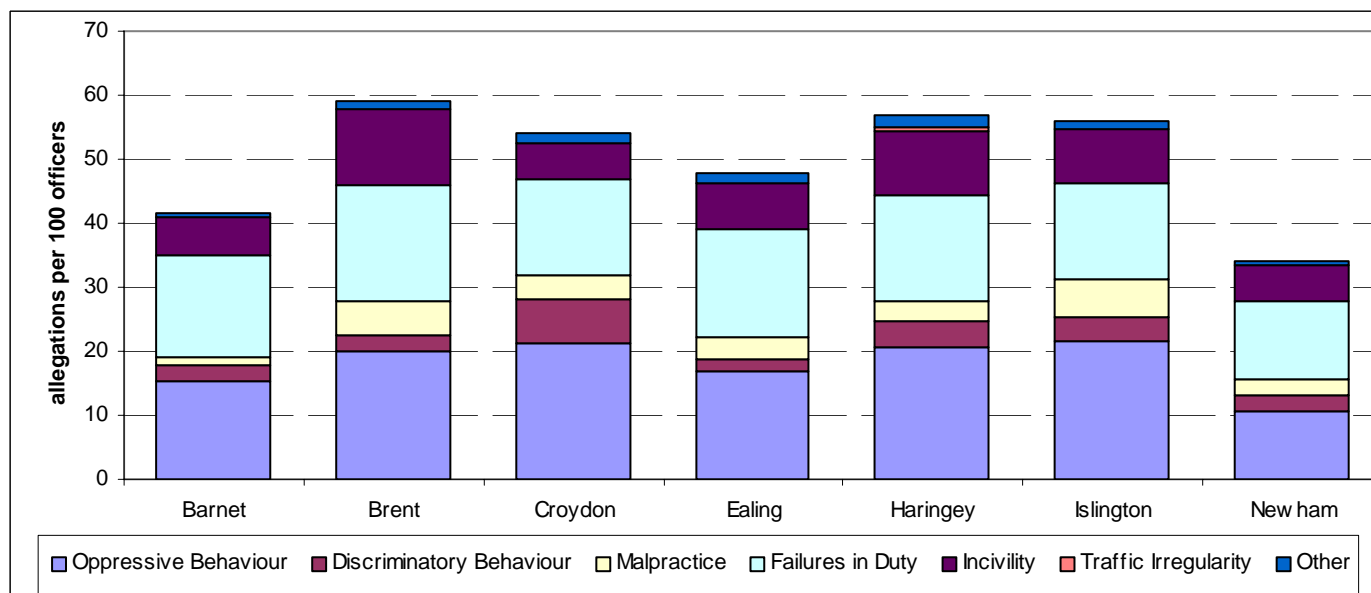


TP PFM FAMILY GROUP 4

Public Complaints allegations per 100 officers by type – April 2005 to March 2006.



In line with wider MPS public complaint distribution, the majority of allegations are concentrated in the areas of *oppressive behaviour*, *failures in duty* and *incivility*. *Croydon* does however show a higher number of allegations of the *discriminatory behaviour* type.

The following table illustrates the numbers of allegations per 100 officers by type and whether a borough is above the group average, in which case the figures will be in both **blue** and **bold** text. Both the totals within Territorial Policing (TP) and the MPS are illustrated for comparison.

TP PFM Family Group 4										
	Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham	Group Averages	TP Total	MPS Total
Oppressive Behaviour	15.37	19.93	21.23	16.90	20.57	21.69	10.49	19.93	15.39	11.50
Discriminatory Behaviour	2.56	2.72	6.98	1.94	4.23	3.62	2.72	2.72	2.76	2.08
Malpractice	1.10	5.28	3.63	3.44	2.96	5.87	2.33	3.44	2.74	2.20
Failures in Duty	16.10	17.96	15.12	16.90	16.63	15.06	12.43	16.10	15.91	11.25
Incivility	5.85	12.08	5.67	7.03	10.14	8.59	5.44	7.03	6.72	5.13
Traffic Irregularity					0.56			0.00	0.25	0.23
Other	0.73	1.21	1.31	1.50	1.69	1.21	0.52	1.21	1.36	0.99
Total	41.71	59.17	53.94	47.72	56.78	56.03	33.92	53.94	45.12	33.37

It can be seen that, within the group, there is a wide range of total allegations, between 34 and 60 per of 100 officers with a group average of 54. As a whole, TP PFM Family 4 is also above the TP total of 45 allegations per year per 100 officers.

Brent, Croydon, Haringey and Islington have the highest number of complaints per 100 officers and a high proportion of the allegation types are above the group average, particularly in respect of *Haringey*. It is interesting to note that *Newham* is considerably below its peers in terms of their overall total and along with *Barnet*, the next lowest borough; they have no allegation type above the family average.

As previously mentioned, *Croydon* has double the average number of *discriminatory behaviour* allegations and also appears marginally above the group average in respect of *oppressive behaviour* along with *Haringey* and *Islington*.

Croydon borough has been adopted by the new DPS 'Prevention & Organisational Learning Command' (POL) to pilot an initiative to support the borough in understanding issues within complaints and conduct matters etc with a view to extracting the learning and reducing them in the longer term through training and education. As this approach is new, the results of this pilot will be available to the Authority later this year.

The following table illustrates specific factors evident within the allegations recorded above.

TP PFM Family Group 4								TP Total	MPS Total	
Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham	Group Averages			
Officer Safety Equipment	1.65	5.74	2.04	7.93	5.35	8.74	2.85	5.35	3.43	2.51
Stop & Search (inc s44)	5.12	16.76	4.07	8.83	5.35	14.46	4.14	5.35	5.23	4.14

In addition to being the boroughs with the highest recorded complaints per 100 officers, *Brent, Ealing* and *Islington* all have a higher than average number of allegations in which the use of Officer Safety Equipment (OSE) is a factor. [OSE related allegations include the use of Handcuffs, Batons or CS Spray].

Similarly, these same boroughs have an above group average total in respect of *Stop & Search* related allegations with *Brent & Islington* having approximately three times both the group and TP averages.

The following tables illustrate the monthly average trends, per 100 officers, for

each borough over the last month, 3 months, 6 months and 12 months.

TP PFM Family Group 4									TP Total	MPS Total
Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham	Group Averages			
Current month (actual)	7.13	4.83	6.40	4.19	3.24	4.37	1.94	4.37	4.59	3.22
Average over the past 3 months	5.00	4.88	4.70	2.64	4.65	5.42	1.68	4.70	4.02	2.89
Average over the past 6 months	4.05	5.01	5.72	2.99	5.42	5.30	2.46	5.01	3.68	2.72
Average over the past 12 months	3.48	4.93	4.49	3.98	4.73	4.67	2.83	4.49	3.76	2.78

The group average of allegations is relatively stable at between 4-5 per month. *Brent* and *Islington* have remained above the average for all but one of the periods. In March 2006, allegations received in *Barnet* & *Croydon* show considerably more than their peers.

The rolling 12-month averages for the period April 2005 to March 2006 show that *Brent* remains above the group average and their trend is rising albeit in small increments. Since August 2005, *Croydon's* monthly average has been continually below the family average although rising in small monthly increments, as is *Haringey*. *Islington* remains above the family average across the period but as there is more monthly variation no trend is evident.

Outcomes (Allegations)

The following table illustrates how allegations have been resulted in the period, April 2005 to March 2006.

TP PFM Family Group 4									TP Total	MPS Total
Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham	Group Averages			
Local Resolution	14.27	19.62	12.94	16.61	17.19	13.26	18.39	16.61	14.05	10.54
Substantiated	0.37	0.75	0.44	0.75	1.69	1.21	0.39	0.75	0.79	0.58
Not Substantiated	18.29	14.79	5.38	15.56	10.43	22.90	8.03	14.79	13.68	10.97
Withdrawn	7.68	12.53	6.54	9.13	8.74	10.39	8.42	8.74	8.57	6.29
Dispensation	6.22	11.17	14.54	0.60	5.64	7.38	5.83	6.22	7.34	5.43
Not Recorded	2.93	3.02	2.76	1.35	1.13	2.26	0.26	2.26	4.54	3.06
Grand Total	49.76	61.89	42.60	43.98	44.81	57.39	41.31	44.81	48.97	36.87

The data reveals that *Brent*, *Haringey* & *Newham* resolve locally a higher than

group average number of allegations which can be seen as encouraging.

Not Recorded allegations are those that are not deemed to be complaints under the Police Reform Act 2002, as they do not directly relate to the 'conduct' of an individual or group of officers. Although they are not recorded as complaints, they will nevertheless be recorded and dealt with to the satisfaction of the complainant by intervention between DPS and the Borough itself.

It appears that although *Brent, Croydon* and *Islington* have the most allegations resolved by way of a *Dispensation* from the Independent Police Complaints Commission. *Dispensations* are usually granted where the complainant cannot be traced or does not wish to cooperate with the investigation. The Commission is granting fewer *Dispensations* with their preference being for DPS to conduct proportionate investigations.

In respect of *substantiated* allegations, *Brent, Haringey* and *Islington* have a higher than group average *Haringey* has a little over twice this.