

Group 4

Public Complaints allegations per 100 officers by type – May 2006 to April 2007

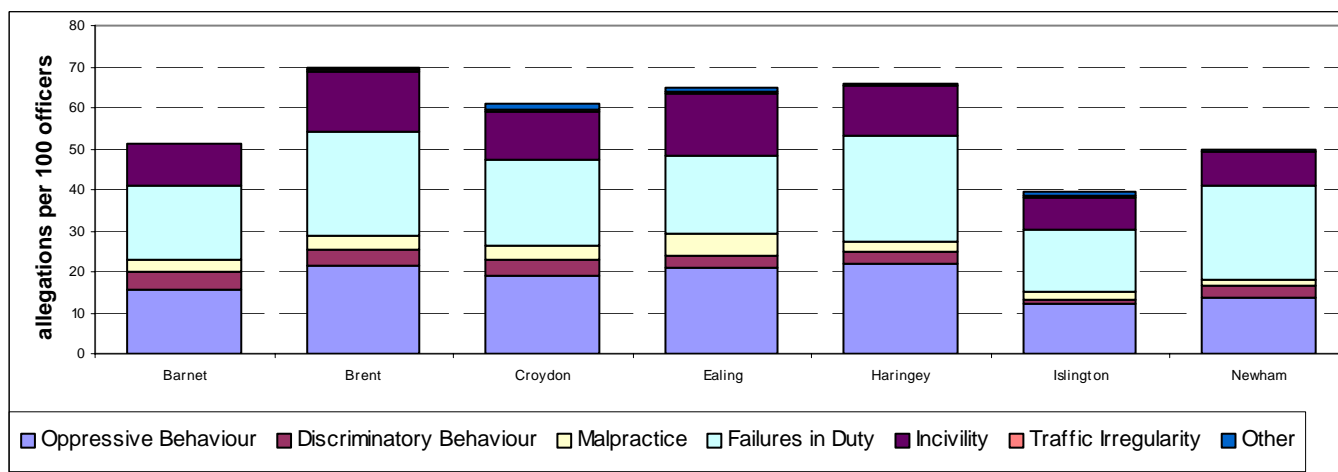
This is the second time that family group 4 has appeared before the MPA although it is the first time that the whole group has been subject to the *Professional Standards Support Program (PSSP)*. However, *Croydon* was selected to be the 'pilot' borough for the *PSSP* in November 2006.

Since the PSSP pilot was delivered to *Croydon* the early indications are, in the long-term trend data, that public complaints are reducing. Although there is a downward trend for others in the group too, *Croydon* does tend to reduce at a point that coincides with the pilot PSSP delivery. Whilst it is perhaps too early to definitively attribute any changes directly to the PSSP the signs are encouraging.

Data for Family group 4 appeared before the MPA PSCC in May 2006 and the period reviewed was April 2005 to March 2006.

With the exception of *Islington*, the remaining boroughs have increased since last time and the overall group average has risen from 54 allegations per 100 officers to 61 allegations per 100 officers.

Previously, *Brent*, *Haringey* and *Islington* appeared above the group average. This is still the case for both *Brent* and *Haringey* but *Islington* is now below average and resides at the bottom of the group. However, in this latest data set *Ealing* has risen above the group average.



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*.

The table overleaf 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. The TP and MPS averages are also illustrated for comparison.

Officer Allegations recorded in current 12 months

TP PFM Family Group 4										
	Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham	Group Averages	TP Total	MPS Total
Oppressive Behaviour	15.74	21.33	19.07	20.87	22.18	12.14	13.76	19.07	17.62	13.94
Discriminatory Behaviour	4.39	4.06	3.81	2.81	2.50	1.18	2.67	2.81	2.93	2.56
Malpractice	2.74	3.45	3.23	5.77	2.50	1.63	1.74	2.74	3.42	2.79
Failures in Duty	18.30	25.23	21.12	18.94	26.15	15.25	22.84	21.12	20.43	14.71
Incivility	9.88	14.87	11.88	15.24	11.90	8.00	8.15	11.88	9.48	7.40
Traffic Irregularity	0.37	0.30	0.44	0.30	0.15	0.15	0.13	0.30	0.27	0.24
Other		0.75	1.32	0.89	0.44	1.04	0.27	0.75	0.96	0.81
Total	51.42	69.99	60.88	64.82	65.80	39.38	49.55	60.88	55.11	42.45

Difference from group average	-9.46	9.11	0.00	3.94	4.92	-21.50	-11.33
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As a group TP PFM 4 have an average number of allegations per 100 officers that is higher than that of TP and the MPS as a whole.

It is evident that *Brent* has the greatest number of complaints per 100 officers followed by *Haringey* and *Ealing*. These boroughs all appear above the group median and show a higher proportion of allegations made in respect of ‘*Oppressive Behaviour*’ and ‘*Incivility*’.

Brent has a greater overall number of allegations per 100 officers in all categories but one, ‘Other’. Previously, it was noted that *Brent* appeared at the top of group 4 at 59 allegations per 100 officers.

The following table illustrates specific factors, per 100 officers, evident within the allegations recorded in the table above.

TP PFM Family Group 4										
	Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham	Group Averages	TP Total	MPS Total
Officer Safety Equipment	2.20	3.15	5.87	4.74	6.32	2.67	2.80	3.15	4.26	3.26
Stop & Search (inc s44)	2.93	8.26	6.89	5.92	3.23	1.33	3.34	3.34	4.47	4.17

Haringey and *Croydon* both have near twice the group average of allegations per 100 officers in respect of ‘*Officer Safety Equipment*’ – the majority of

which relate to the use of handcuffs. (OSE will include the allegations related to the use of Handcuffs, Batons and CS Spray etc). Previously, OSE was reported as an issue for *Brent*, *Ealing* and *Islington*.

Brent, *Croydon* and *Ealing* have a greater proportion of 'Stop & Search' related allegations at between two and five allegations, per 100 officers, greater than the family average. Last time, within these three boroughs, only *Brent* was above average although they have since dropped from almost 17 allegations per 100 officers. *Islington* has also reduced since last time from a little over 14 allegations per 100 officers.

The following table illustrates the monthly average trends, per 100 officers, for each group over the last month, 3 months, 6 months and 12 months.

	TP PFM Family Group 4							Group Averages	TP Total	MPS Total
	Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham			
Current month (actual)	0.73	4.51	2.93	0.89	0.88	2.07	1.34	1.34	3.11	2.39
Average over the past 3 months	3.17	4.71	4.94	2.61	3.28	2.52	3.07	3.17	3.98	3.02
Average over the past 6 months	4.39	5.23	4.52	4.88	4.48	2.86	3.81	4.48	4.28	3.35
Average over the past 12 months	4.29	5.83	5.07	5.40	5.48	3.28	4.13	5.07	4.59	3.54

Brent appears above the group trend over the past 12 months. Long-term trend information, using 3 years worth of data reveals that they have always been towards the top of this family group.

Similarly, *Croydon* appear above the group average in three out of the four periods illustrated but as previously mentioned, trends indicate a reduction since November 2006.

Outcomes (Allegations):

The table overleaf illustrates how allegations, per 100 officers, have been resulted in the period, May 2006 to April 2007.

	TP PFM Family Group 4							Group Averages	TP Total	MPS Total
	Barnet	Brent	Croydon	Ealing	Haringey	Islington	Newham			
Not Recorded	3.29	4.36	6.31	5.03	9.11	1.63	1.47	4.36	4.19	2.96
Local Resolution	23.06	30.34	18.92	19.39	25.85	14.66	17.36	19.39	18.41	13.92
Dispensation	4.76	9.16	3.08	3.85	4.11	5.48	4.67	4.67	4.68	3.61
Discontinuance			1.17			0.30		0.00	0.30	0.28
Withdrawn	7.87	12.62	15.11	23.09	12.63	9.77	8.55	12.62	11.06	8.29
Substantiated	0.73	0.30	2.20	0.15	0.73	0.89		0.73	0.69	0.51
Unsubstantiated	17.02	24.33	41.52	18.79	25.56	31.83	12.56	24.33	17.47	13.64
Grand Total	56.73	81.11	88.31	70.29	78.00	64.55	44.61	70.29	56.80	43.20

Overall as a group, group 3 locally resolve a slightly higher number of allegations per 100 officers than TP as a whole. *Barnet*, *Haringey* and *Brent* resolved more than their peers with *all* of them being above the TP average too. *Barnet* has resolved almost 11 more allegations, per 100 officers, more than the group average. Such performance may be attributable to the input that both the *DPS NW Borough Support Unit* and the *IPCC* are putting in to the borough in this regard. A high level of *Local Resolutions* can be seen as positive.

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.

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.

Croydon has a higher proportion of allegations that are proportionally investigated (*substantiated* plus *unsubstantiated*) at almost 44 allegations per 100 officers. This is considerably more than the group average of 25 allegations and 11 more than the next nearest borough, *Islington*.

This has contributed towards a substantiation rate for *Croydon* three times higher than the group average although this amounts to a little over two allegations per 100 officers.