

GROUP 5

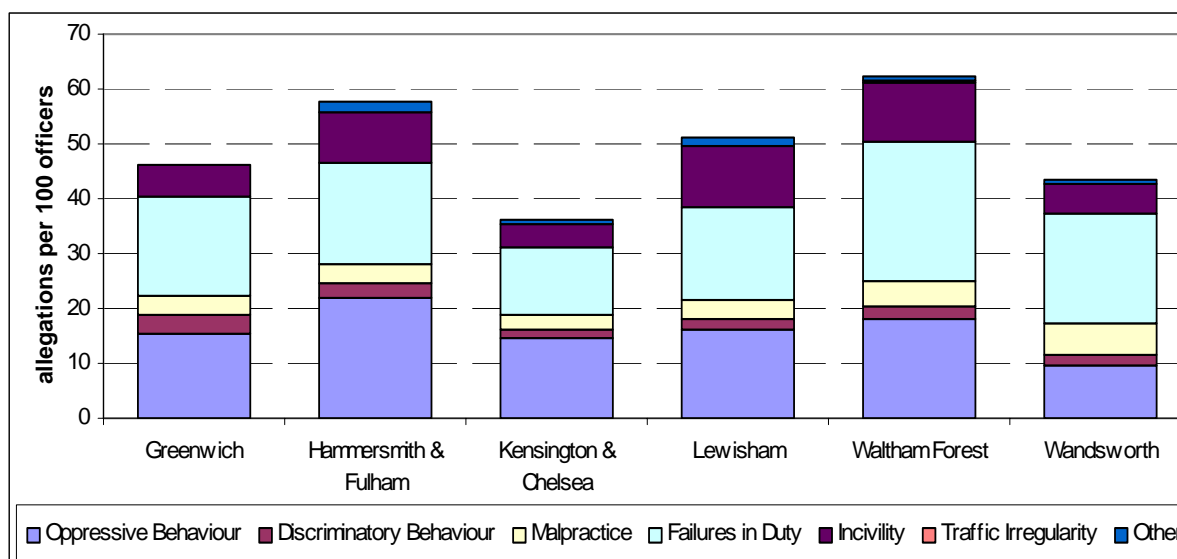
Public Complaints allegations per 100 officers by type – August 2006 to July 2007

This is the second time that family group 5 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)*.

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

With the exception of *Lewisham*, which has remained the same, the remaining boroughs have increased since last time and the overall group average has risen from 29 allegations per 100 officers to 49 allegations per 100 officers.

Previously, *Hammersmith & Fulham*, *Lewisham* and *Waltham Forest* appeared above the group average and this is still the case for these boroughs.



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

	Family Group 5							Group Averages	TP Total	MPS Total
	Greenwich	Hammersmith & Fulham	Kensington & Chelsea	Lewisham	Waltham Forest	Wandsworth				
Oppressive Behaviour	15.27	21.85	14.58	16.13	18.19	9.73	15.70	17.41	14.30	
Discriminatory Behaviour	3.62	2.66	1.60	1.79	2.34	1.88	2.11	3.32	2.85	
Malpractice	3.31	3.38	2.67	3.42	4.50	5.63	3.40	3.88	3.24	
Failures in Duty	18.26	18.65	12.26	17.27	25.21	19.96	18.46	20.36	15.15	
Incivility	5.82	9.06	4.09	10.92	10.81	5.46	7.44	10.04	8.06	
Traffic Irregularity		0.18	0.18	0.16	0.54		0.17	0.29	0.25	
Other		1.95	0.71	1.47	0.72	0.68	0.72	0.84	0.75	
Total	46.28	57.74	36.08	51.17	62.32	43.34	48.73	56.14	44.60	

Difference from group average	-2.44	9.01	-12.64	2.44	13.59	-5.39
-------------------------------	-------	------	--------	------	-------	-------

As a group 5 have an average number of allegations per 100 officers that is higher than that of MPS as a whole but lower than that of TP as a whole.

It is evident that *Waltham Forest* has the greatest number of complaints per 100 officers followed by *Hammersmith & Fulham* and *Lewisham*.

Waltham Forest has a greater overall number of allegations per 100 officers in all categories closely followed by *Hammersmith & Fulham* who is above in all but 'Malpractice' allegations.

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

	Family Group 5							Group Averages	TP Total	MPS Total
	Greenwich	Hammersmith & Fulham	Kensington & Chelsea	Lewisham	Waltham Forest	Wandsworth				
Officer Safety Equipment	3.46	2.49	4.09	3.10	3.96	0.68	3.28	3.99	3.26	
Stop & Search (inc s44)	3.78	7.64	3.02	5.05	2.88	3.07	3.42	4.57	4.45	

Greenwich, *Kensington & Chelsea* and *Waltham Forest* all have a greater than 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 *Lewisham, Waltham Forest* and *Wandsworth*.

Greenwich, Hammersmith & Fulham and *Lewisham* have a greater proportion of 'Stop & Search' related allegations with *Hammersmith & Fulham* almost twice the group average, per 100 officers. Last time, within these three boroughs, only *Lewisham* was above average although they have since dropped from almost 10 allegations to five allegations per 100 officers. *Waltham Forest* and *Kensington & Chelsea* has also reduced since last time.

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.

	Family Group 5							TP Total	MPS Total
	Greenwich	Hammersmith & Fulham	Kensington & Chelsea	Lewisham	Waltham Forest	Wandsworth	Group Averages		
Current month (actual)	2.99	4.09	1.24	3.75	5.76	3.07	3.41	4.42	3.12
Average over the past 3 months	2.31	4.38	2.49	3.86	4.74	3.81	3.83	4.65	3.49
Average over the past 6 months	2.86	5.77	3.47	3.99	5.07	3.01	3.73	4.63	3.66
Average over the past 12 months	3.86	4.81	3.01	4.26	5.19	3.61	4.06	4.68	3.72

Hammersmith & Fulham, Lewisham and *Waltham Forest* appears above the group trend over the past 12 months. Long-term trend information, using 3 years worth of data, reveals that only *Lewisham* and *Waltham Forest* have always been towards the top of this family group.

The long-term trend data also shows that *Waltham Forest* have had the highest number of complaints within this group but since the early part of 2006 have been declining.

Lewisham have maintained a fairly consistent level of complaints over the past three years but are showing a slight decline since early 2007.

Hammersmith & Fulham have traditionally been lower than their peers but have steadily risen, since the middle of 2005, to the second highest.

Outcomes (Allegations):

The table below illustrates how allegations, per 100 officers, have been resulted in the period, August 2006 to July 2007.

Officer Allegations finalised in current 12 months

	Family Group 5							Group Averages	TP Total	MPS Total
	Greenwich	Hammersmith & Fulham	Kensington & Chelsea	Lewisham	Waltham Forest	Wandsworth				
Not Recorded	3.46	0.89	1.96	4.24	1.26	3.24	2.60	3.31	2.56	
Local Resolution	12.44	20.25	6.75	17.44	28.46	7.00	14.94	18.41	14.17	
Dispensation	1.10	2.84	1.42	9.13	9.55	4.27	3.55	5.59	4.47	
Discontinuance	0.79			1.30			0.00	0.37	0.30	
Withdrawn	3.78	6.57	4.98	8.64	14.41	4.61	5.78	11.12	8.32	
Substantiated	0.94			0.65	1.44		0.33	0.79	0.54	
Unsubstantiated	25.66	22.56	11.73	20.70	16.39	21.33	21.01	18.34	14.77	
Grand Total	48.17	53.12	26.84	62.09	71.50	40.44	50.64	57.92	45.13	

Overall as a group, group 5 'locally resolve' a slightly lower number of allegations per 100 officers than TP as a whole. *Hammersmith & Fulham*, *Lewisham* and *Waltham Forest* resolved more than their peers. Both *Hammersmith & Fulham* and *Waltham Forest* are above being above the TP average too.

Hammersmith & Fulham has resolved almost 13 more allegations, per 100 officers, more than the group average. A high level of *Local Resolutions* can be seen as positive and it is worthy of note that this borough resolves the highest proportion (77%) of local resolutions within the MPS with the remaining 33% resolved by DPS input.

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.

Although *Waltham Forest* does not have a particularly high proportion of public complaints that are proportionally investigated (substantiated plus unsubstantiated), it has a substantiation rate considerably more than that of the group, TP and MPS averages although this amounts to just under 1.5 allegations per 100 officers.