

## RACE AND EQUALITY IMPACT

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

The next table shows the number of complainants within each borough over the last 12 months and breaks them down by ethnicity, gender and age. The MPS total is illustrated for comparison.

Complainant Details:		Group 5						TP Total	MPS Total
		Greenwich	Hammersmith & Fulham	Kensington & Chelsea	Lewisham	Waltham Forest	Wandsworth		
Ethnicity	White	34 27%	58 42%	28 36%	33 22%	41 31%	38 31%	1370 31%	1609 30%
	Black	25 20%	37 27%	15 19%	40 27%	30 23%	36 29%	910 21%	1111 21%
	Asian	2 2%	2 1%		6 4%	14 11%	5 4%	298 7%	347 7%
	Other	4 3%	4 3%	1 1%		1 1%	1 1%	49 1%	65 1%
	Unknown	62 49%	37 27%	33 43%	68 46%	47 35%	44 35%	1728 40%	2186 41%
	<b>Total</b>	<b>127</b>	<b>138</b>	<b>77</b>	<b>147</b>	<b>133</b>	<b>124</b>	<b>4355</b>	<b>5318</b>
Gender	Female	40 31%	48 35%	21 27%	58 39%	39 29%	52 42%	1515 35%	1777 33%
	Male	87 69%	89 64%	55 71%	88 60%	92 69%	71 57%	2787 64%	3470 65%
	Unknown		1 1%	1 1%	1 1%	2 2%	1 1%	53 1%	71 1%
	<b>Total</b>	<b>127</b>	<b>138</b>	<b>77</b>	<b>147</b>	<b>133</b>	<b>124</b>	<b>4355</b>	<b>5318</b>
Age	0-16 years	4 3%	1 1%	1 1%	5 3%	3 2%	5 4%	74 2%	88 2%
	17-24 years	16 13%	17 12%	1 1%	20 14%	13 10%	7 6%	456 10%	551 10%
	25-44 years	44 35%	58 42%	29 38%	47 32%	50 38%	54 44%	1613 37%	1934 36%
	45-64 years	15 12%	24 17%	13 17%	20 14%	27 20%	10 8%	657 15%	785 15%
	Over 65 years	2 2%	4 3%	4 5%	4 3%	3 2%	2 2%	88 2%	99 2%
	Unknown	46 36%	34 25%	29 38%	51 35%	37 28%	46 37%	1467 34%	1861 35%
<b>Total</b>	<b>127</b>	<b>138</b>	<b>77</b>	<b>147</b>	<b>133</b>	<b>124</b>	<b>4355</b>	<b>5318</b>	

It can be seen that the ethnicity of the complainant is unknown in a high percentage of instances, on average 41% across the MPS. Within this group, the extent to which ethnicity is unknown ranges between 27% for *Hammersmith & Fulham* to 49% in *Greenwich*.

It is acknowledged that such a high percentage of unknown ethnicity severely hampers accurate analysis of disproportionality. DPS are implementing measures to improve data quality in this area. This issue will be brought to the attention of Borough Commanders and monitored through the PSSP process. Furthermore, DPS caseworkers have been asked to ensure this forms part of their role and of the file checking process before files are returned for filing and storage.

Where the ethnicity is known, it is evident that, a higher proportion of

complainants are from non-white communities, most notably from, Black people.

The capture of gender related information is much better than that for ethnicity with the majority of complaints being made by males. Generally, the split between the genders is approximately 30% female and 70% male although it is interesting to note that within *Lewisham* and *Wandsworth* there are a much higher proportion of complainants who are female.

In respect of the complainants' age, the percentage where age is unknown is only marginally better than that for ethnicity. The highest proportion of complainants are aged between 25-44 years old, which was the same as was evident in the previous reports covering other borough groupings.

The following table shows the number of officers within each group receiving complaints over the last 12 months and breaks them down by ethnicity, gender and length of service.

Officer Details:		TP PFM Family Group 5						TP Total	MPS Total
		Greenwich	Hammersmith & Fulham	Kensington & Chelsea	Lewisham	Waltham Forest	Wandsworth		
Ethnicity	White	115 62%	118 56%	72 61%	114 59%	132 68%	103 58%	4127 64%	5472 67%
	Black	3 2%	6 3%	4 3%	4 2%	12 6%	1 1%	154 2%	200 2%
	Asian	3 2%	8 4%	2 2%	3 2%	2 1%	1 1%	222 3%	252 3%
	Other	2 1%	2 1%	2 2%	2 1%	1 1%	1 1%	109 2%	135 2%
	Unknown	62 34%	77 36%	38 32%	70 36%	47 24%	71 40%	1863 29%	2089 26%
	<b>Total</b>	<b>185</b>	<b>211</b>	<b>118</b>	<b>193</b>	<b>194</b>	<b>177</b>	<b>6475</b>	<b>8148</b>
Gender	Female	21 11%	34 16%	15 13%	33 17%	18 9%	24 14%	891 14%	1019 13%
	Male	105 57%	105 50%	65 55%	91 47%	132 68%	88 50%	3800 59%	5140 63%
	Unknown	59 32%	72 34%	38 32%	69 36%	44 23%	65 37%	1784 28%	1989 24%
	<b>Total</b>	<b>185</b>	<b>211</b>	<b>118</b>	<b>193</b>	<b>194</b>	<b>177</b>	<b>6475</b>	<b>8148</b>
Length of Service	0-2 years	20 11%	28 13%	7 6%	21 11%	25 13%	21 12%	914 14%	1028 13%
	3 years	26 14%	16 8%	14 12%	18 9%	20 10%	12 7%	778 12%	877 11%
	4 years	21 11%	19 9%	11 9%	26 13%	22 11%	21 12%	639 10%	780 10%
	5-9 years	29 16%	40 19%	13 11%	32 17%	43 22%	24 14%	1014 16%	1442 18%
	10-14 years	11 6%	14 7%	6 5%	4 2%	10 5%	9 5%	367 6%	574 7%
	15-19 years	7 4%	8 4%	11 9%	3 2%	11 6%	2 1%	303 5%	483 6%
	20-24 years	2 1%	5 2%	9 8%	4 2%	4 2%	6 3%	236 4%	388 5%
	25-29 years	2 1%	1 0%	9 8%	7 4%	5 3%	6 3%	169 3%	270 3%
	30-34 years				1 1%	2 1%		12 0%	22 0%
	35-39 years		1 0%					4 0%	4 0%
	40 years and over								
	Unknown	67 36%	79 37%	38 32%	77 40%	52 27%	76 43%	2039 31%	2280 28%
	<b>Total</b>	<b>185</b>	<b>211</b>	<b>118</b>	<b>193</b>	<b>194</b>	<b>177</b>	<b>6475</b>	<b>8148</b>

There is a high proportion where these details are not yet established – 34% on average across all indicators. This will be due to the proportion of officers whose details are as yet unknown because we are looking at recorded complaints. The complaints system is fed with officer details by HR system so once an officer is identified all of this diversity information will be available.

The numbers of non-white officers receiving complaints overall is small when compared with their white colleagues who make up the greater proportion of officer workforce. As a percentage, non-white officers appear to be complained of in a greater proportion to their representation within the MPS workforce would suggest. However, the recruitment policy in recent years has seen an increase in non-white officers whose length of service will mean they are more likely to be at constable/sergeant rank employed in front-line operation roles dealing with the public. Recent figures show that over half (50%) of the black & minority ethnic police officers have less than five years service compared to 28% overall.

*Waltham Forest* has Black 12 officers (6% of the total), who are subject to a public complaint. This is higher than its peers however workforce data shows that this borough has just over 10% of its strength who are Black or Minority Ethnic (BME) officers.

Female officers currently represent approximately 21% of the overall police officer workforce and generally speaking receive, on average, about 13% of the complaints. When put into context of the number of female officers based within BOCUs this figure is better as women represent 24% of the borough workforce.

The majority of officers who have contact with the general public will be younger in service. An officer's length of service may affect the numbers of complaints they receive. Early in their career probationer officers will be less experienced but likely to receive greater supervision. Once they complete the probation period, they will be supervised less but remain relatively inexperienced.

The following table illustrates the actual number of officers who have received formal sanctions or informal discipline in respect of allegations concluded in the 12 months to July 2007.

Outcomes (Officers):	TP PFM Family Group 5						TP Total	MPS Total
	Greenwich	Hammersmith & Fulham	Kensington & Chelsea	Lewisham	Waltham Forest	Wandsworth		
Criminal Prosecution	0	0	0	0	0	0	0	1
Misconduct Hearing	2	1	0	0	0	0	8	11
Written Warning	1	0	0	0	1	0	27	33

### Informal Discipline

Advice	1	0	0	3	2	0	72	84
Discussion	0	0	0	0	0	0	3	3
Guidance	3	0	0	0	1	0	6	7
Training	0	0	0	0	0	0	2	2

Public complaint allegations that are substantiated are usually within the region of 2 to 3% of all finalised allegations. It is therefore expected that there will be few formal outcomes such as a *criminal prosecution* or *misconduct hearing*.

A high number of *written warnings* may mean that it is being used as a means of dealing with minor misconduct issues rather than a higher number of officers whose conduct falls short of that expected and it should be seen as encouraging. A *written warning* means that the officer accepts the failing and is a key component in encouraging learning from past mistakes.

The table shows *Advice* being the most used form of *informal discipline*.

### Professional Standards Support Program (PSSP)

The PSSP tasking meeting sat in July 2007 to consider Family Group 5 and decide what program of input would be tailored to each borough's needs.

When the long-term trends were considered it was noticeable that *Hammersmith & Fulham* had risen from the near the bottom of the group since the middle of 2005 to second top of the group in June 2007 in respect of *public complaints*. Using this data together with information from other sources, *Hammersmith & Fulham* was identified as requiring additional support and a 'profile' has been prepared to facilitate this.

Additionally, it was considered that *Waltham Forest* would also receive support through the PSSP as they continues to be top of the group and had consistently been so for much of the past three years. A 'profile' would also be prepared to assist this intervention.

The 'profiles' will be based on all the data available but it will be analysed in

greater detail, by drilling down into it, to establish the exact nature and potential causes of variation between that borough and its peers.

By the time that the PSCC sits, all of the group 5 Borough Commanders or their deputies (and their senior management teams) will have been visited to raise the profile of DPS and advise them of what they can expect from the PSSP program. Briefings will be arranged with the Police Federation and Trade Union representatives and these will take place before the input starts on their particular borough.

Feedback in relation to the delivery of the PSSP to the Family Groups subject to the PSSP so far remains positive and people have been receptive to the aims of the support program.

Some of the initiatives that will be delivered to the boroughs, (through existing training cycles where possible), are as follows: -

The "core" menu will be delivered to all BOCUs within the family group. This consists of a briefing to the Borough Commander to explain the purpose of PSSP and explore any Professional Standards issues arising. This has already taken place and has been a positive exercise in itself. The meetings have facilitated the exchange of good practice and encouraged useful suggestions for the future conduct of business between the boroughs and DPS.

Accident Claims are engaging with all BOCUs in the family group and are arranging to deliver their core messages and highlight good practice to borough practitioners. IBO managers, F&R managers and SMTs have all been identified as significant contacts for this area of work. Civil Actions talks are being tailored to individual borough needs.

The Computer Misuse package shown previously, has been well received. This will be a significant vehicle for the delivery of the wider Professional Standards message.

The "Core-Plus" programme will be delivered at the OCU identified as likely to benefit most from the additional support offered by PSSP. This will involve the delivery of the Custody (looking after prisoners) briefing, a review of officer safety complaints and training and a more detailed review of officers identified under the *Complaints Intervention Scheme* (officers with 3 or more public complaints or conduct matters recorded within a 12 month period).

There will also be additional input on Local Resolution awareness - rates and guidance on achieving them. Some BOCUs have already asked for some of the "Core-Plus" products to be delivered to a targeted audience and this will be delivered where resources allow.