

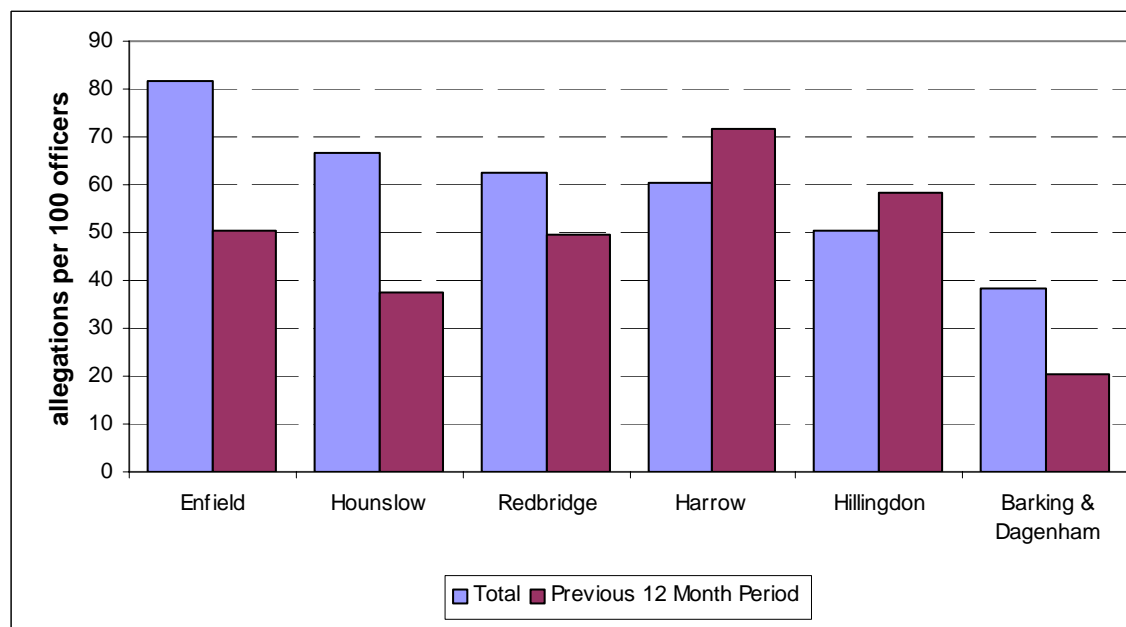
Group 1

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

This is the second time that Family Group 1 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)*.

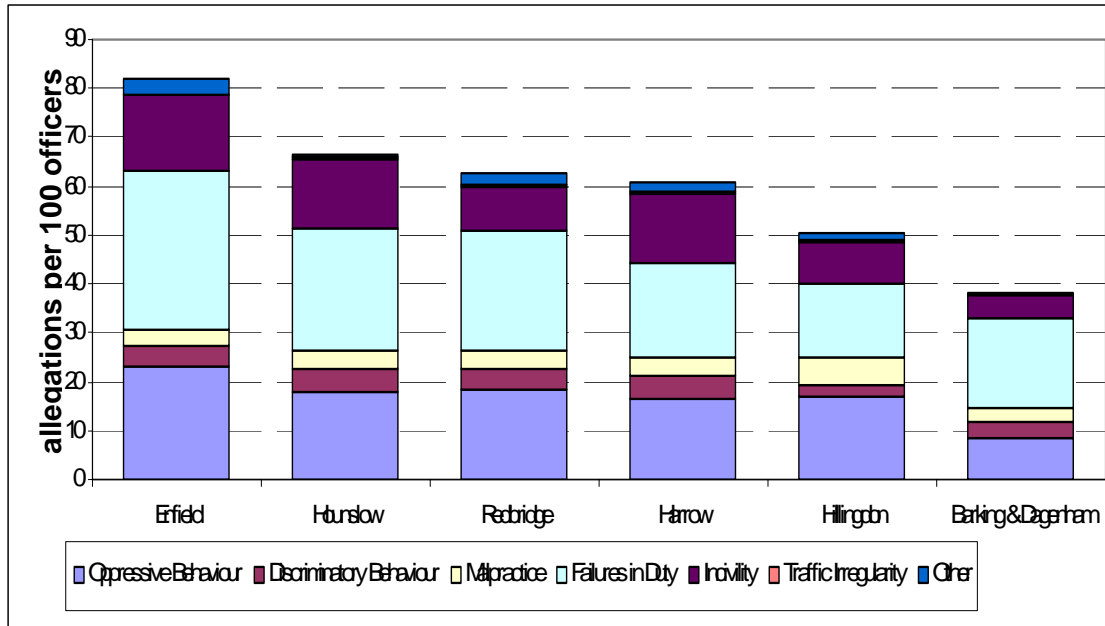
Data for Family Group 1 appeared before the MPA PSCC in October 2006 when the period reviewed was September 2005 to August 2006.

Four boroughs in the Family Group have seen an increase in the numbers of officer allegations per 100 officers compared with the previous twelve-month period. *Harrow* and *Hillingdon* have both decreased. The largest increase was for *Barking & Dagenham* from 20 to 38 (88%), although this borough still has the fewest number of officer allegations. Overall, the group average has increased from 50 to 62 (22%).



In line with wider MPS public complaint distribution, the majority of allegations are concentrated in the areas of *Oppressive Behaviour*, *Failure in Duty* and *Incivility*. *Barking &*

Dagenham has a higher proportion of allegations of a *Failure in Duty* nature (48% of all allegations compared with the Family Group average of 36%).



This 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. The TP and MPS averages are also illustrated for comparison.

	TP PFM Family Group 1							TP Total	MPS Total
	Enfield	Hounslow	Redbridge	Harrow	Hillingdon	Barking & Dagenham	Group Averages		
Oppressive Behaviour	23.15	17.75	18.42	16.68	16.84	8.27	17.29	17.52	14.64
Discriminatory Behaviour	4.18	4.93	4.24	4.73	2.52	3.45	4.21	3.50	2.99
Malpractice	3.13	3.55	3.60	3.61	5.42	2.99	3.57	4.06	3.44
Failure in Duty	32.72	25.05	24.78	19.46	15.48	18.39	22.12	20.20	15.19
Incivility	15.49	14.20	8.68	14.18	8.32	4.83	11.43	9.94	8.08
Traffic Irregularity	0.17	0.39	0.64	0.28	0.58		0.34	0.26	0.22
Other	2.96	0.59	2.12	1.67	1.35	0.46	1.51	0.82	0.72
Total	81.81	66.46	62.47	60.60	50.51	38.38	61.53	56.31	45.27

Family Group 1 has an average number of allegations per 100 officers that is higher than that of MPS as a whole and also that of TP as a whole.

It is evident that *Enfield* has the greatest number of complaints per 100 officers followed by *Hounslow* and *Redbridge*.

Redbridge has a greater overall number of allegations per 100 officers in all categories except 'Incivility' closely followed by *Hounslow*, which is above in all but 'Malpractice' and 'Other' allegations. *Enfield* is above average in only four out of seven categories, but has the greatest overall number of allegations because of the very high numbers of 'Failure in Duty' allegations.

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

	Barking & Dagenham	Enfield	Harrow	Hillingdon	Hounslow	Redbridge	Group Averages	TP Total	MPS Total
Officer Safety Equipment - Current	1.38	2.78	3.89	1.16	0.39	2.96	2.08	3.96	3.30
Stop & Search (inc s44) - Current	0.69	11.31	0.56	2.52	4.14	3.60	3.06	4.65	4.57
<i>OSE – Previous 12 Months</i>	2.06	4.94	6.38	9.94	2.28	4.62	4.78	2.58	1.95
<i>S & S – Previous 12 Months</i>	1.14	9.34	9.43	7.91	2.48	4.84	6.37	5.35	4.41

Harrow, Redbridge and Enfield have a greater number of allegations per 100 officers in respect of ‘Officer Safety Equipment’ (OSE) than the group average. OSE will include the allegations related to the use of handcuffs, batons, CS spray, etc. Previously, OSE was reported as an issue for *Harrow, Hillingdon and Enfield*. All the boroughs within the Family Group have seen a decrease in OSE related allegations.

Enfield, Hounslow and Redbridge have a greater proportion of ‘Stop & Search’ related allegations with *Enfield* over three times the group average, per 100 officers. Last time, within these three boroughs, only *Enfield* was above average. *Harrow* has seen a decrease from over nine allegations to less than one allegation per 100 officers. Only *Enfield* and *Hounslow* have seen an increase.

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 1								TP Total	MPS Total
	<i>Barking & Dagenham</i>	<i>Enfield</i>	<i>Harrow</i>	<i>Hillingdon</i>	<i>Hounslow</i>	<i>Redbridge</i>	Group Averages		
Current month (actual)	0.46	5.40	4.45	8.13	3.75	4.66	4.55	3.68	2.79
Average over the past 3 months	2.83	8.41	6.39	5.03	5.06	5.15	5.11	4.70	3.53
Average over the past 6 months	3.98	7.69	5.05	3.26	6.15	4.94	5.00	4.77	3.73
Average over the past 12 months	3.20	6.82	5.05	4.21	5.54	5.21	5.13	4.69	3.77

Enfield is consistently above the group average in each period whereas *Barking & Dagenham* is below the group average in each of the four review periods. *Hillingdon* has a very high number of allegations in the current month. However, a single month is unlikely to be significant.

Enfield, Hounslow and Redbridge are above the group trend over the past 12 months. Long-term trend information, using 3 years worth of data, shows *Enfield* as rising at a faster rate than the other boroughs.

The long-term trend data also shows that *Harrow* have had the highest number of complaints within this group for the 12 month period to June 2006 but since then have been declining or staying roughly constant.

Trend analysis also shows that *Redbridge* has risen during the months to December 2006 but subsequently show a small decline in the number of officer allegations. *Hounslow* was at or below the group average but shows a rising trend from December 2006.

Hillingdon has remained fairly constant when looking at long-term trends. While *Barking & Dagenham* has consistently had the fewest number of allegations in the Family Group, the trend from February 2007 is for allegations to rise.

Outcomes (Allegations):

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

	TP PFM Family Group 1						Group Averages	TP Total	MPS Total
	Barking & Dagenham	Enfield	Harrow	Hillingdon	Hounslow	Redbridge			
Not Recorded	2.76	4.70	1.39	0.77	2.76	1.69	2.23	3.41	2.60
Local Resolution	11.95	48.74	25.29	9.09	18.93	25.83	22.11	17.43	13.82
Dispensation	5.98	5.92	4.73	2.32	6.51	7.41	5.95	5.54	4.58
Discontinuance				1.16			0.00	0.53	0.35
Withdrawn	7.58	23.50	10.28	13.35	16.17	13.55	13.45	10.64	8.10
Substantiated		0.17	0.28	0.39	0.39	1.91	0.33	0.74	0.52
Unsubstantiated	6.67	18.28	5.84	21.09	12.03	23.29	15.15	19.01	15.48
Grand Total	34.93	101.30	47.81	48.18	56.80	73.69	52.49	57.29	45.46

Overall as a group, Group 1 'locally resolve' a slightly higher number of allegations per 100 officers than TP as a whole. *Enfield*, *Harrow* and *Redbridge* are above the group average

Enfield has resolved over 26 more allegations, per 100 officers than the group average. *Harrow* has the highest percentage of allegations locally resolved (25 out of 48 – 53%). A high level of *Local Resolutions* can be seen as positive. Of the other boroughs, *Enfield* is the best performer with 48.1%.

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.

Redbridge has the second highest 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 at 1.9 allegations per 100 officers, (2.6% of total allegations compared with the family group percentage of 0.6%).

Hillingdon has a very high proportion of unsubstantiated complaints (44% compared with the group average 29%). However, a relatively small number of these (0.39 per 100 officers, equivalent to 0.8%) are *substantiated*.

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:		TP PFM Family Group 1						TP Total	MPS Total
		Barking & Dagenham	Enfield	Harrow	Hillingdon	Hounslow	Redbridge		
Ethnicity	White	26 32%	51 26%	33 41%	26 25%	36 22%	28 21%	1477 30%	1780 29%
	Black	8 10%	32 16%	9 11%	5 5%	28 17%	17 13%	1048 21%	1449 23%
	Asian	5 6%	25 13%	8 10%	10 10%	26 16%	23 17%	325 7%	376 6%
	Other		1 1%	1 1%		2 1%	1 1%	50 1%	65 1%
	Unknown	43 52%	87 44%	29 36%	64 61%	73 44%	67 49%	1996 41%	2562 41%
	Total	82	196	80	105	165	136	4896	6232
Gender	Female	31 38%	71 36%	32 40%	36 34%	49 30%	47 35%	1684 34%	2010 32%
	Male	51 62%	124 63%	48 60%	69 66%	114 69%	88 65%	3168 65%	4150 67%
	Unknown		1 1%			2 1%	1 1%	44 1%	72 1%
	Total	82	196	80	105	165	136	4896	6232
Age	0-16 years	4 5%	4 2%	1 1%		10 6%	7 5%	142 3%	178 3%
	17-24 years	6 7%	36 18%	12 15%	8 8%	13 8%	15 11%	521 11%	766 12%
	25-44 years	24 29%	56 29%	31 39%	31 30%	55 33%	58 43%	1759 36%	2168 35%
	45-64 years	7 9%	52 27%	12 15%	15 14%	13 8%	12 9%	737 15%	893 14%
	Over 65 years	1 1%	5 3%		2 2%	2 1%	2 1%	82 2%	96 2%
	Unknown	40 49%	43 22%	24 30%	49 47%	72 44%	42 31%	1655 34%	2131 34%
	Total	82	196	80	105	165	136	4896	6232

It can be seen that the ethnicity of the complainant is unknown in a high percentage of instances. The group average is 48% compared with the average of 41% across the MPS. Within this group, the extent to which ethnicity is unknown ranges between 36% for *Harrow* to 61% in *Hillingdon*.

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 35% female and 65% male although it is interesting to note that within *Harrow* there is a higher proportion of female complainants. Conversely, within *Hounslow* there is a higher proportion of male complainants.

In respect of the complainants' age, the percentage where age is unknown is only marginally better than that for ethnicity. The group average is 35%. The highest proportion of complainants is aged between 25-44 years old, which was also 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 1										TP Total		MPS Total			
		Barking & Dagenham		Enfield		Harrow		Hillingdon		Hounslow						Redbridge	
Ethnicity	White	65	64%	181	70%	97	72%	112	75%	134	66%	127	67%	4179	65%	5566	68%
	Black	3	3%	5	2%	2	1%	1	1%	4	2%	8	4%	157	2%	205	3%
	Asian			11	4%	7	5%	3	2%	22	11%	8	4%	213	3%	242	3%
	Other	1	1%	5	2%	9	7%	2	1%			1	1%	108	2%	135	2%
	Unknown	33	32%	55	21%	20	15%	31	21%	43	21%	45	24%	1799	28%	1985	24%
	Total	102	257	135	149	203	189							6456		8133	
Gender	Female	16	16%	45	18%	19	14%	22	15%	29	14%	28	15%	905	14%	1036	13%
	Male	54	53%	158	61%	96	71%	100	67%	132	65%	119	63%	3824	59%	5206	64%
	Unknown	32	31%	54	21%	20	15%	27	18%	42	21%	42	22%	1727	27%	1891	23%
	Total	102	257	135	149	203	189							6456		8133	
Length of Service	0-2 years	16	16%	41	16%	26	19%	19	13%	23	11%	30	16%	867	13%	988	12%
	3 years	9	9%	33	13%	18	13%	14	9%	21	10%	17	9%	775	12%	869	11%
	4 years	6	6%	32	12%	19	14%	17	11%	33	16%	11	6%	646	10%	790	10%
	5-9 years	8	8%	45	18%	23	17%	17	11%	33	16%	43	23%	1051	16%	1503	18%
	10-14 years	8	8%	7	3%	5	4%	12	8%	16	8%	11	6%	383	6%	602	7%
	15-19 years	3	3%	13	5%	5	4%	11	7%	11	5%	14	7%	317	5%	503	6%
	20-24 years	8	8%	11	4%	7	5%	10	7%	12	6%	4	2%	243	4%	393	5%
	25-29 years	7	7%	13	5%	5	4%	13	9%	5	2%	6	3%	177	3%	282	3%
	30-34 years					1	1%	1	1%					14	0%	24	0%
	35-39 years													4	0%	4	0%
	40 years and over																
	Unknown	37	36%	62	24%	26	19%	35	23%	49	24%	53	28%	1979	31%	2175	27%
Total	102	257	135	149	203	189							6456		8133		

There is a high proportion where these details are not yet established. The group average ranges from 21% for gender to 25% for length of service. This will be due to the proportion of officers whose details are as yet unknown because we are looking

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*.

In this Family Group there is a relatively small number of *written warnings*. These are often used as a means of dealing with minor misconduct issues rather than signifying that an officer's conduct falls short of that expected. 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 September 2007 to consider Family Group 1 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 *Enfield* had risen from an average level of public complaints allegations compared with the remainder of the Family Group in the early part of 2006 to have the highest number of allegations per 100 officers in September 2007. In addition, analysis of trends suggested that allegations would rise at a faster rate than the Family Group average. Using this data together with information from other sources, *Enfield* was identified as requiring additional support and a 'profile' has been prepared to facilitate this.

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 1 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.

THEMATIC PROFILE – FAILURE IN DUTY

The purpose of ‘thematic’ profiles is to supplement borough profiles, which look at single boroughs and their performance within family groups by looking at key issues on an MPS wide basis. At the PSSP tasking meeting in May 2007 it was decided that the first topic would be an analysis of *Failure in Duty*. This appendix provides a brief summary of the main points.

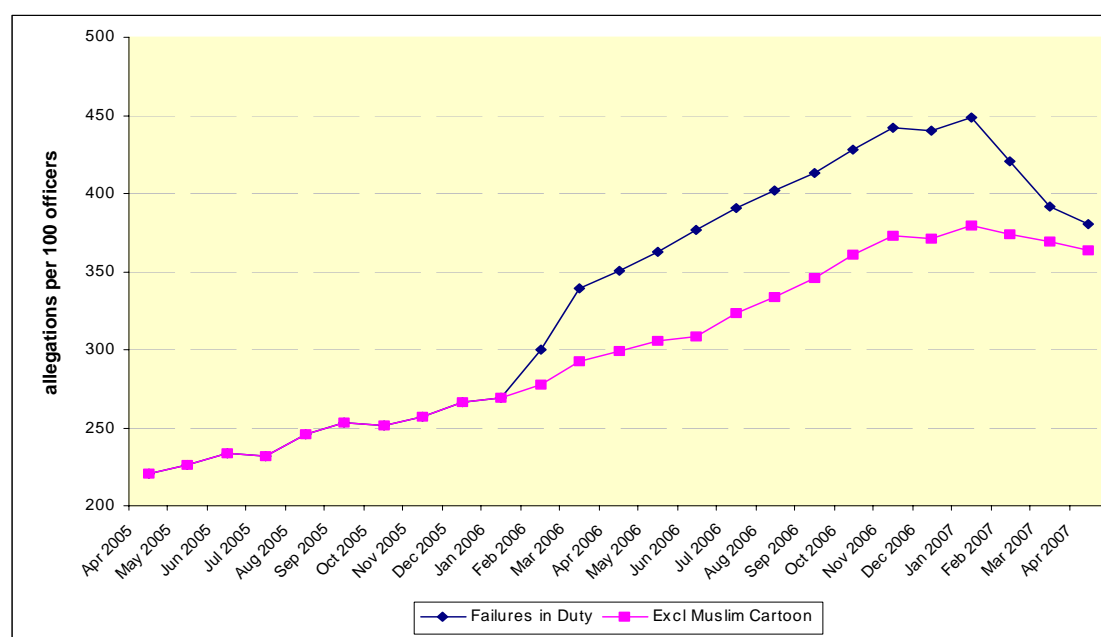
Definition of *Failure in Duty*

For the purposes of this report *Failure in Duty* is comprised of the following Home Office Allegation categories:

Code	Allegation Category
K	Breach of Code A Stop & Search
L	Breach of Code B on Searching Premises and Seizure of Property
M	Breach of Code C on Detention, Treatment and Questioning
N	Breach of Code D on Identification Procedures
P	Breach of Code E on Tape Recording
R	Multiple or Unspecific Breaches Which Cannot be Allocated to a Specific Code
S	Failures in Duty
T	Other Irregularity in Procedure
X	Improper disclosure of information

Public Complaints – Trends

The chart shows that the numbers of ‘*Failure in Duty*’ allegations per 100 officers has risen since July 2005, and continues to rise. Part of this rise is accounted for by events such as the Danish cartoon demonstrations, where a large number of complaints were made against unidentified officers as a result of media coverage. The setting up of the IPCC with simplified complaint procedures may also have contributed to the increase.

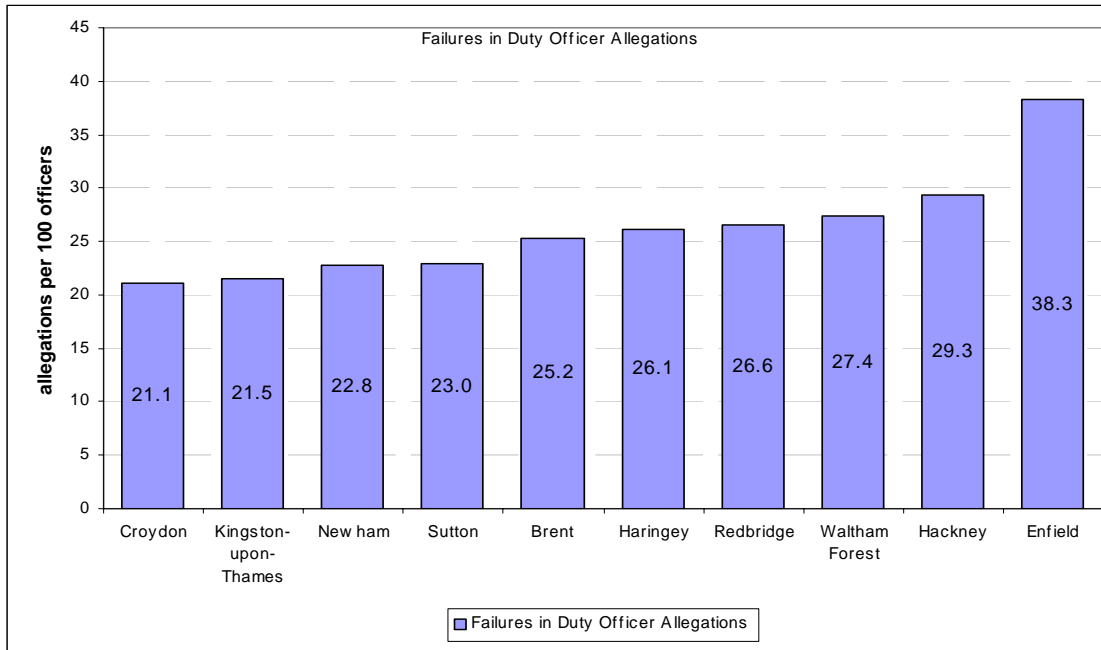


Failure in Duty as a percentage of total allegations has also risen from 28.7% for the 12 months to April 2005 to 34.6% in the 12 months to April 2007.

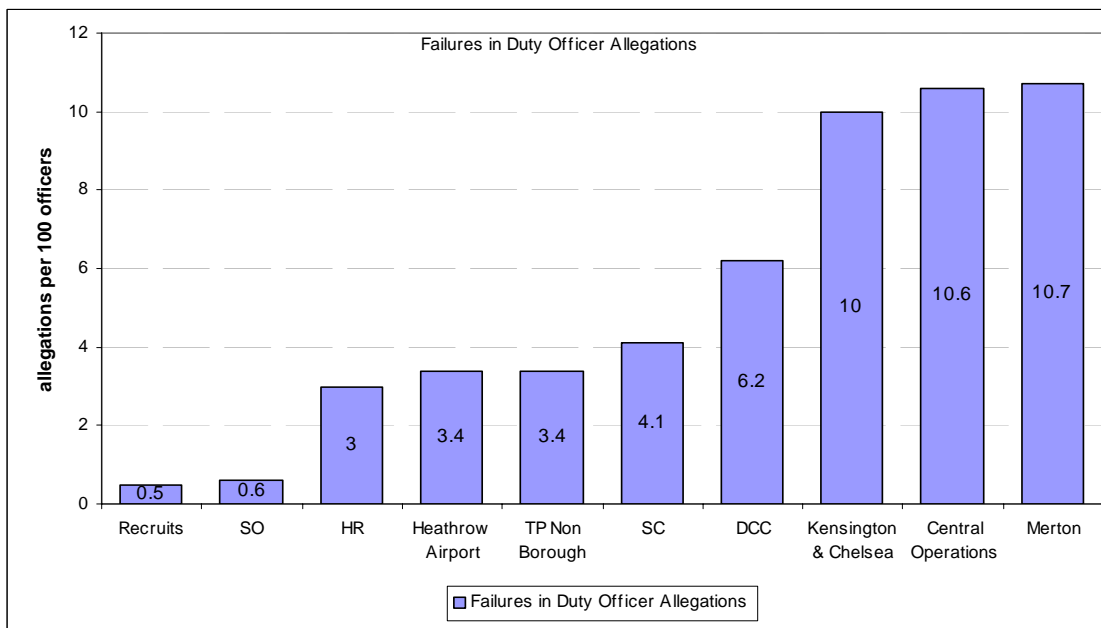
Public Complaints Best and Worst Performing Boroughs

This chart shows the top 10 OCUs with the most ‘*Failure in Duty*’ allegations as at April 2007. *Enfield* has received the highest number of *Failure in Duty* per 100 officers (38.3)

compared to Hackney (29.3) who are the next borough to receive the most 'Failure in Duty' allegations.



This chart shows the OCUs with the fewest *Failure in Duty* allegations as at April 2007. The best performer amongst the boroughs is Kensington & Chelsea with 10 allegations per 100 officers.



Public Complaints - Allegation Types and Environment

Analysis by Type - 34% of the *Failure in Duty* allegations are in relation to a 'failure to investigate' and 14% are in relation to a 'failure in procedure'.

Analysis by Environment (Location of Incident) – 32% of all *Failure in Duty* public complaints occurred in a 'street' environment. A further 26% of all *Failure in Duty* public complaints occurred in a 'police premises & vehicles' environment.

52% of these allegations were specifically in a 'police station – other' environment. Many of these complaints relate to perceived poor service and failure to investigate, an example would be where an officer did not reply to phone messages

Public Complaints - Officer Profiles

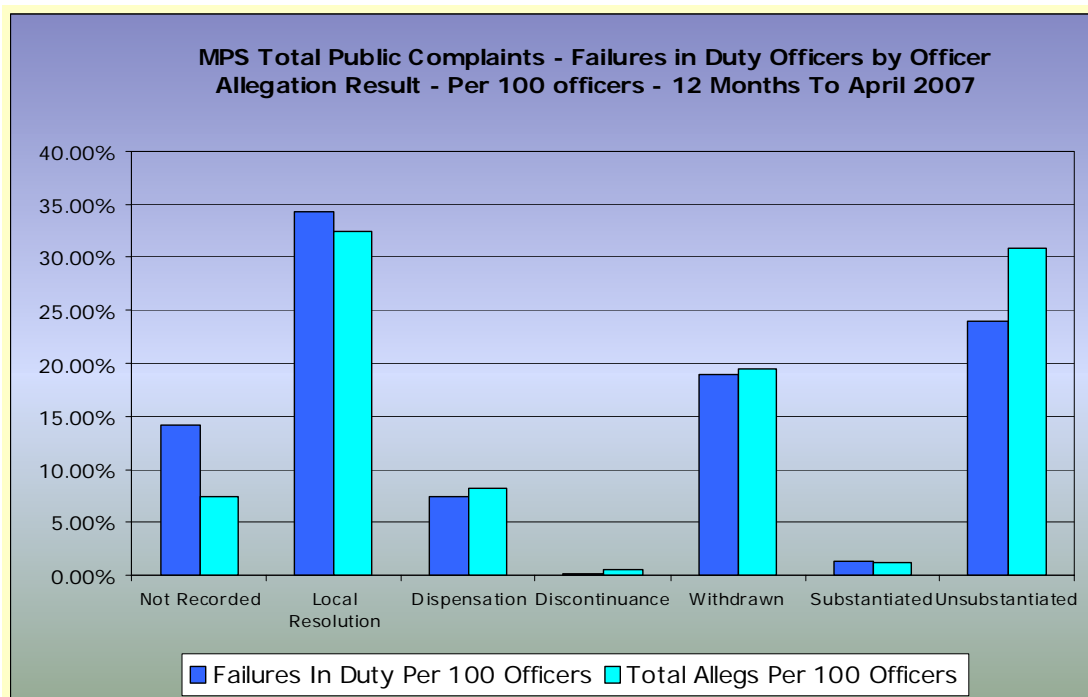
The officer profile for *Failure in Duty* allegations is very similar to the profile for all allegations. Non-white officers are over represented in terms of the total workforce. As already stated in Appendix 2 this can be explained by the larger proportion of non white officers in public facing roles which is the result of the substantial increase in recruitment from these communities over the last few years.

Public Complaints - Complainant Analysis

The complainant profile is also very similar to that for all allegations. The percentage of black complainants is lower than the total for all allegations. The majority of complainants, where age is known fall into the 25 to 44 age-band. Some complainants have been identified as repeat complainants. One person has made seven separate complaints in the 12 months to April 2007.

Public Complaints - Allegation Results

The chart below shows the allegation results of *Failure in Duty* public complaints in the 12 months to April 2007, compared to the total for all allegations in the same time period. More *Failure in Duty* allegations were 'not recorded' compared to the total allegations. 34.27% of *Failure in Duty* allegations were locally resolved, this is higher then the total for all allegations (32.41%).



Conduct Matters - Analysis by Type and environment

28.9% of *Failure in Duty* conduct matters were in relation to a 'failure in procedure'. 20.6% are in relation to 'general conduct' (an example of 'general conduct' would be 'misuse of warrant card') and 20% are 'reporting for duty'.

Nearly two thirds of allegations have an environment relating to police premises. Given the allegation type this is not surprising. However, 24% have an allegation of 'other'. As already mentioned in **Appendix 1** this suggests that in some instances there is poor data capture.

Conduct Matters – Officer Analysis

Almost a quarter of all officers involved in *Failure in Duty* allegations in the 12 months to April 2007 had only 0-2 years service (23%). This is higher than the total allegations (18%). This would suggest that a high number of probationers are involved in *Failure in Duty* allegations.

74% of officers involved in *Failure in Duty* allegations are white. This is higher than the percentage of white officers for total allegations (70.8%). Officers of both Asian and Other ethnicities are also higher represented than officers of these ethnicities for total allegations.

Conduct Matters – Allegation Results

The chart below shows the Officer Allegations Results per 100 officers for both the *Failure in Duty* allegations against the total allegations for the same time period. 67.24% of *Failure in Duty* conduct matter allegations were 'Substantiated' compared to 49.11% of total allegations. 16 of these officers received Formal Discipline

