

RACE AND EQUALITY IMPACT

Public Complaints allegations per 100 officers by type – December 2006 to November 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 6									MPS Total
		Central Operations	DCC	Heathrow Airport	HR	Recruits	SC	SO	TP Non Borough		
Ethnicity	White	136 25%	10 20%	8 36%	4 40%		3 25%	10 20%	15 44%	1596 31%	
	Black	171 32%	4 8%	4 18%	2 20%	1 50%	14 11%	5 10%	5 15%	1047 20%	
	Asian	43 8%	2 4%	3 14%			7 6%	4 8%	1 3%	344 7%	
	Other	11 2%	1 2%		1 10%			1 2%	1 3%	70 1%	
	Unknown	175 33%	32 65%	7 32%	3 30%	1 50%	7 4 58%	29 59%	12 35%	2145 41%	
	Total	536	49	22	10	2	127	49	34	5202	
Gender	Female	124 23%	22 45%	5 23%	1 10%	1 50%	49 39%	11 22%	15 44%	1766 34%	
	Male	408 76%	27 55%	16 73%	9 90%	1 50%	76 60%	37 76%	19 56%	3388 65%	
	Unknown	4 1%		1 5%			2 2%	1 2%		48 1%	
	Total	536	49	22	10	2	127	49	34	5202	
Age	0-16 years	17 3%					1 1%	1 2%		99 2%	
	17-24 years	94 18%	1 2%		1 10%		9 7%	1 2%		557 11%	
	25-44 years	212 40%	17 35%	6 27%	5 50%		3 124%	16 33%	9 26%	1901 37%	
	45-64 years	73 14%	4 8%	6 27%	2 20%	1 50%	22 17%	6 12%	10 29%	836 16%	
	Over 65 years	8 1%					1 1%			76 1%	
	Unknown	132 25%	27 55%	10 45%	2 20%	1 50%	6 3 50%	25 51%	15 44%	1733 33%	
	Total	536	49	22	10	2	127	49	34	5202	

It can be seen that the ethnicity of the complainant is *unknown* in a high percentage of instances. The group average is 45% compared with the average of 41% across the MPS. Within this group, the extent to which ethnicity is unknown ranges between 30% for *HR* to 65% in *DCC*.

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. This is particularly the case within CO where, in cases where the ethnicity is known, black complainants (32%) are higher than white complainants (25%).

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.

In respect of the complainants' age, the percentage where age is *unknown* is only marginally better than that for ethnicity. The group average is 43% against a 33% average *unknown* for the MPS as a whole. The highest proportion of complainants is aged between 25-44 years old, which was also evident in the previous reports covering other groupings. CO however has the highest proportion of people in the 17-24 year age group, 18% compared to an 11% MPS total.

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.

		Group 6									
Officer Details:		Central Operations	DCC	Heathrow Airport	HR	Recruits	SC	SO	TP Non Borough	MPS Total	
Ethnicity	White	1030 90%	62 89%	13 54%	16 89%		157 88%	53 84%	38 81%	5712 69%	
	Black	40 4%	4 6%			1 33%	6 3%	2 3%	2 4%	238 3%	
	Asian	19 2%	1 1%		1 6%	1 33%	2 1%	6 10%	2 4%	257 3%	
	Other	21 2%	2 3%				1 1%	1 2%	4 9%	132 2%	
	Unknown	30 3%	1 1%	11 46%	1 6%	1 33%	12 7%	1 2%	1 2%	1915 23%	
	Total	1140	70	24	18	3	178	63	47	8254	
Gender	Female	70 6%	16 23%	1 4%	5 28%	1 33%	29 16%	2 3%	11 23%	1047 13%	
	Male	1057 93%	53 76%	12 50%	13 72%	1 33%	137 77%	60 95%	35 74%	5338 65%	
	Unknown	13 1%	1 1%	11 46%		1 33%	12 7%	1 2%	1 2%	1869 23%	
	Total	1140	70	24	18	3	178	63	47	8254	
Length of Service	0-2 years	95 8%	3 4%	3 13%			3 2%		10 21%	951 12%	
	3 years	71 6%	5 7%				2 1%	2 3%	4 9%	818 10%	
	4 years	125 11%	7 10%	1 4%	3 17%		7 4%	4 6%	4 9%	880 11%	
	5-9 years	410 36%	16 23%	4 17%	2 11%		20 11%	9 14%	4 9%	1626 20%	
	10-14 years	148 13%	12 17%	2 8%	4 22%		26 15%	13 21%	3 6%	576 7%	
	15-19 years	137 12%	8 11%	1 4%	1 6%		33 19%	12 19%	9 19%	538 7%	
	20-24 years	77 7%	7 10%	1 4%	3 17%		43 24%	12 19%	6 13%	405 5%	
	25-29 years	46 4%	11 16%	1 4%	4 22%		30 17%	10 16%	2 4%	282 3%	
	30-34 years	6 1%					2 1%			26 0%	
	35-39 years									2 0%	
	40 years and over										
	Unknown	25 2%	1 1%	11 46%	1 6%	3 100%	12 7%	1 2%	5 11%	2150 26%	
	Total	1140	70	24	18	3	178	63	47	8254	

There is a high proportion where these details are not yet established. The group average ranges from 1% unknown for gender to 46% for ethnicity. The proportion of officers whose details are as yet unknown is because we are looking at recorded complaints. The complaints system is fed with officer details by the 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.

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' operations and roles dealing with the public. This would suggest that because of their 'front-line' role non-white officers should have a higher proportion of allegations. However, within this group non-white officers appear to be complained of in a similar proportion to their representation within the workforce.

Within the group, female officers currently represent approximately 26% of the overall police officer workforce, but they receive on average only 17% of allegations within group 6, which is greater than the TP total of 13%.

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. This is reflected in the length of service statistics where the majority of complaints are made against officers with less than ten years service.

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 November 2007.

Outcomes (Officers):	Group 6									MPS Total
	Central Operations	DCC	Heathrow	Airport	HR	Recruits	SC	SO	TP Non Borough	
Criminal Prosecution	2	0	0	0	0	0	0	0	0	2
Misconduct Hearing	2	0	0	0	0	0	0	0	0	10
Written Warning	2	0	1	0	0	0	0	0	0	38

Informal Discipline

Advice	3	2	3	0	0	1	0	0	55
Discussion	15	5	0	0	0	2	2	2	151
Guidance	7	0	0	0	0	0	0	0	14
Training	0	0	0	0	0	0	0	0	1

Public complaint allegations that are '*substantiated*' are usually within the region of 2% on average of all finalised allegations. It is therefore expected that there will be few formal outcomes such as a *criminal prosecution* or *misconduct hearing*. Interestingly, where *criminal prosecutions* and *misconduct hearings* were deemed necessary they have all occurred in Central Operations although the numbers of officers involved is very small.

In this 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 '*Discussion*' being the most used form of *informal discipline*, especially within CO.

Professional Standards Support Program (PSSP)

The PSSP tasking meeting sat in November 2007 to consider group 6 and decide what program of input would be tailored to each borough's needs. The MPA Professional Standards Officer also now attends the tasking and review meetings to represent the interests of the authority.

It was noticeable Central Operations (CO) had the greatest proportion of public complaints within Group 6 and that they had risen over the previous year from 41 allegations per 100 officers to 49 and this increase was predicted to continue.

Data was then further analysed within CO and each of the main contributors to the overall numbers presented separately. This showed that the data revealed that the majority of complaints occurred against Territorial Support Group (TSG) followed by Transport OCU (TOCU) and Traffic.

Following a review of the data, the PSSP tasking meeting agreed that TSG would form part of a yearlong support process throughout 2008. It was acknowledged that both the number of officers within that command and their location throughout the MPS precluded them being tackled in a shorter time period.

The TSG data was additionally analysed at a lower level and this indicated that TSG 5, based in Clapham, had the greatest number of complaints within TSG so they would have a 'profile' compiled on them. By analysing their data in greater detail, it was expected to establish the exact nature and potential causes of any variations. Although the profile was directed at TSG5 the findings established shared throughout TSG and MPS as appropriate.

It should be recognised that TSG has no control over which boroughs it patrols, it is posted to them through the Corporate Tasking process based on Met Intelligence Bureau (MIB) statistics in relation to violent, gang, knife and gun crime. This process could therefore impact on how residents of those boroughs perceive policing to be carried out and may also have an affect on disproportionality within certain sectors of the community.

DPS will engage with senior managers within TSG to raise the profile of DPS and advise them of what they can expect from the PSSP program. Feedback in relation to the delivery of the PSSP to the Groups subject to the process so far remains positive and people have been receptive to the aims of the support program.

Some of the initiatives that have been delivered as part of the PSSP, (through existing training cycles where possible), are as follows: -

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.

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

Additional 'new' elements to the PSSP are currently being developed for 2008. These include presentations on 'Personal Responsibility' – previously off duty behaviour and Local Misconduct (Taylor Reforms) – dealing locally with misconduct matters.