

Table 1 – Public Complaints - Performance to 30 September 2009

		Target	2006/07		2007/08		2008/09		Quarter 1 Apr 09 - Jun 09		Quarter 2 Jul 09 - Sep 09		Quarter 3 Oct 09 - Dec 09		Quarter 4 Jan 10 - Mar 10		2009/10 FTD		
			Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
PUBLIC COMPLAINTS	Live cases	Live cases over 64 days	N/A														320	17%	
	Completing All Cases	Average days to complete	224	24%	94	12%	88	8%	246	17%	320	23%					56	-	
	Completing Local Resolution Cases	Average days OCU	Less than 64 days	53	-	51	-	49	-	50	-	56	-					44	-
		Average days DPS	Less than 43 days	27	-	32	-	38	-	42	-	44	-					71	-
	Local Resolution Cases Achieved	Percentage OCU	N/A	45	-	56	-	62	-	77	-	71	-					1073	66%
		Percentage DPS	Less than 40%	1481	48%	1768	61%	2309	60%	572	69%	501	63%					550	34%
			Greater than 60%	1607	52%	1121	39%	1569	40%	257	31%	293	37%						
	Allegations Recorded	Oppressive Behaviour	N/A	2531	27.7%	2608	27.3%	3066	25.2%	1020	29.0%	796	25.6%					1816	27.4%
		Discriminatory Behaviour		556	6.1%	636	6.7%	908	7.5%	223	6.3%	217	7.0%					440	6.6%
		Malpractice		552	6.0%	615	6.4%	838	6.9%	262	7.5%	224	7.2%					486	7.3%
		Failures in Duty		3515	38.4%	3562	37.3%	4668	38.4%	1308	37.2%	1228	39.5%					2536	38.3%
		Incivility		1664	18.2%	1925	20.2%	2348	19.3%	556	15.8%	535	17.2%					1091	16.5%
		Traffic Irregularity		87	1.0%	71	0.7%	104	0.9%	41	1.2%	50	1.6%					91	1.4%
		Other		241	2.6%	133	1.4%	217	1.8%	102	2.9%	55	1.8%					157	2.4%
		<i>MPS Total</i>			9146		9550		12149		3512		3105						6617
	Allegation Results	Not Recorded	N/A	891	10.1%	529	6.0%	868	7.5%	305	10.3%	195	6.4%					500	8.3%
		Local Resolution		3088	35.0%	2889	32.6%	3878	33.3%	829	27.9%	794	26.2%					1623	27.1%
		Dispensation		762	8.6%	1217	13.7%	1294	11.1%	280	9.4%	391	12.9%					671	11.2%
		Discontinuance		45	0.5%	113	1.3%	134	1.2%	45	1.5%	51	1.7%					96	1.6%
		Withdrawn		1540	17.5%	1405	15.9%	1378	11.8%	356	12.0%	408	13.5%					764	12.7%
Substantiated			142	1.6%	143	1.6%	190	1.6%	37	1.2%	25	0.8%					62	1.0%	
Unsubstantiated			2345	26.6%	2567	29.0%	3901	33.5%	1120	37.7%	1161	38.4%					2281	38.0%	
<i>MPS Total</i>				8813		8863		11643		2972		3025						5997	
Number of Appeals Made to IPCC by Type and Outcome	Non-Recording - Upheld	N/A	22	22.9%	62	48.1%	26	37.7%	11	52.4%	15	41.7%					26	45.6%	
	Non-Recording - Not Upheld		56	58.3%	54	41.9%	32	46.4%	8	38.1%	18	50.0%					26	45.6%	
	Non-Recording - Not Valid		18	18.8%	13	10.1%	11	15.9%	2	9.5%	3	8.3%					5	8.8%	
	<i>Non-Recording Total</i>			96		129		69		21		36						57	
	Local Resolution - Upheld	N/A	14	25.5%	21	28.4%	35	42.2%	7	58.3%	9	52.9%					16	55.2%	
	Local Resolution - Not Upheld		38	69.1%	40	54.1%	30	36.1%	2	16.7%	6	35.3%					8	27.6%	
	Local Resolution - Not Valid		3	5.5%	13	17.6%	18	21.7%	3	25.0%	2	11.8%					5	17.2%	
	<i>Local Resolution Total</i>			55		74		83		12		17						29	
	Outcome - Upheld	N/A	40	11.2%	101	19.7%	114	22.6%	34	25.2%	37	20.2%					71	22.3%	
	Outcome - Not Upheld		297	83.2%	377	73.6%	350	69.3%	82	60.7%	138	75.4%					220	69.2%	
	Outcome - Not Valid		20	5.6%	34	6.6%	41	8.1%	19	14.1%	8	4.4%					27	8.5%	
	<i>Outcome Total</i>			357		512		505		135		183						318	
IPCC - Upheld	N/A	76	15.0%	184	25.7%	175	26.6%	52	31.0%	61	25.8%					113	28.0%		
IPCC - Not Upheld		391	77.0%	471	65.9%	412	62.7%	92	54.8%	162	68.6%					254	62.9%		
IPCC - Not Valid		41	8.1%	60	8.4%	70	10.7%	24	14.3%	13	5.5%					37	9.2%		
<i>IPCC Total</i>			508		715		657		168		236						404		

**Table 2 – Conduct Matters, Misconduct Decisions and External Partners - Performance to 30 September 2009**

		Target	2006/07		2007/08		2008/09		Quarter 1 Apr 09 - Jun 09		Quarter 2 Jul 09 - Sep 09		Quarter 3 Oct 09 - Dec 09		Quarter 4 Jan 10 - Mar 10		2009/10 FTD		
			Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
<b>CONDUCT MATTERS</b>	Completing All Cases	Average days to complete	Less than 64 days	59	-	54	-	50	-	56		55					55	-	
	Allegations Recorded	Oppressive Behaviour	N/A	257	21.9%	225	18.8%	228	18.8%	67	20.9%	75	21.6%					142	21.3%
		Discriminatory Behaviour		17	1.5%	32	2.7%	42	3.5%	6	1.9%	10	2.9%					16	2.4%
		Malpractice		127	10.8%	128	10.7%	89	7.3%	32	10.0%	44	12.6%					76	11.4%
		Failures in Duty		399	34.1%	436	36.4%	463	38.2%	124	38.8%	135	38.8%					259	38.8%
		Incivility		58	5.0%	58	4.8%	81	6.7%	16	5.0%	15	4.3%					31	4.6%
		Traffic Irregularity		93	7.9%	123	10.3%	118	9.7%	24	7.5%	22	6.3%					46	6.9%
		Other		220	18.8%	195	16.3%	191	15.8%	51	15.9%	47	13.5%					98	14.7%
	<i>MPS Total</i>			1171		1197		1212		320		348						668	
	Allegation Results	Not Informed	N/A	50	4.2%	38	3.2%	36	3.3%	12	4.2%	6	2.9%					18	3.7%
Discontinuance			47	3.9%	64	5.3%	53	4.8%	14	4.9%	12	5.8%					26	5.3%	
Substantiated			672	56.0%	661	54.9%	620	56.3%	139	48.9%	118	57.0%					257	52.3%	
Unsubstantiated			432	36.0%	442	36.7%	392	35.6%	119	41.9%	71	34.3%					190	38.7%	
<i>MPS Total</i>			1201		1205		1101		284		207						491		
Reaching Misconduct Decisions	Average number of days (12mra)	Year to date <= Previous year	75	-	105	-	96	-	90	-	82	-					-	-	
<b>External Partners</b>	Average Days From Receipt to CPS Decision	Borough Support	Year to date <= Previous year	29	-	52	-	85	-	117	-	64	-				45	-	
		Specialist Investigations	Year to date <= Previous year	88	-	78	-	109	-	159	-	160	-				80	-	
	Submitting requests to the IPCC	Discontinuance: Average number of days	Less than 60 days	57	-	76	-	48	-	61	-	62	-				31	-	
		Dispensation: Average number of days	N/A	57	-	52	-	58	-	65	-	56	-				30	-	
	IPCC Referrals (number of cases)	IPCC decision of 'Local Investigation'	N/A	154	-	273	-	374	-	115	-	144	-				259	-	
	Recorded/Finalised Figures	IPCC decision of 'Managed Investigation'	IPCC decision of 'Managed Investigation'	39	-	58	-	56	-	11	-	10	-				21	-	
		IPCC decision of 'Supervised Investigation'		107	-	58	-	22	-	64	-	9	-				73	-	
IPCC decision of 'Independent Investigation'			18	-	15	-	20	-	15	-	2	-				17	-		

Table 3 – Public Complaints by Area Command by BOCU by Allegation Category – 12 Months to 30/09/2009

	(B)OCU	Total Officer Allegations		Oppressive Behaviour		Discriminatory Behaviour		Malpractice		Failures in Duty		Incivility		Traffic Irregularity		Other	
		Officer Allegs	Per 100 Officers	Officer Allegs	Per 100 Officers	Officer Allegs	Per 100 Officers	Officer Allegs	Per 100 Officers	Officer Allegs	Per 100 Officers	Officer Allegs	Per 100 Officers	Officer Allegs	Per 100 Officers	Officer Allegs	Per 100 Officers
East	Newham	613	78.78	163	20.95	46	5.91	52	6.68	251	32.26	91	11.70	5	0.64	5	0.64
	Redbridge	439	92.18	129	27.09	18	3.78	25	5.25	206	43.26	51	10.71	5	1.05	5	1.05
	Waltham Forest	410	72.69	134	23.76	28	4.96	22	3.90	160	28.37	60	10.64	1	0.18	5	0.89
	Barking & Dagenham	287	66.79	81	18.85	30	6.98	14	3.26	113	26.30	44	10.24	1	0.23	4	0.93
	Havering	181	46.24	50	12.77	8	2.04	7	1.79	83	21.20	28	7.15	2	0.51	3	0.77
South	Croydon	504	69.74	127	17.57	53	7.33	56	7.75	194	26.84	63	8.72	3	0.42	8	1.11
	Wandsworth	320	51.13	93	14.86	23	3.67	31	4.95	119	19.01	47	7.51	4	0.64	3	0.48
	Merton	277	72.00	96	24.95	18	4.68	25	6.50	94	24.43	42	10.92	2	0.52	0	-
	Bromley	252	49.98	65	12.89	25	4.96	16	3.17	97	19.24	46	9.12	2	0.40	1	0.20
	Sutton	230	68.88	57	17.07	18	5.39	22	6.59	89	26.65	40	11.98	0	-	4	1.20
	Bexley	185	48.06	55	14.29	13	3.38	15	3.90	73	18.96	27	7.01	0	-	2	0.52
Central South	Lambeth	718	71.50	214	21.31	53	5.28	53	5.28	272	27.08	106	10.56	7	0.70	13	1.29
	Southwark	581	62.72	175	18.89	38	4.10	46	4.97	224	24.18	88	9.50	3	0.32	7	0.76
	Lewisham	452	67.90	123	18.48	35	5.26	35	5.26	174	26.14	80	12.02	3	0.45	2	0.30
	Greenwich	337	49.37	70	10.25	34	4.98	43	6.30	135	19.78	52	7.62	0	-	3	0.44
West	Brent	565	82.51	156	22.78	44	6.43	59	8.62	196	28.62	105	15.33	2	0.29	3	0.44
	Ealing	558	79.58	177	25.24	38	5.42	31	4.42	183	26.10	118	16.83	4	0.57	7	1.00
	Barnet	542	94.62	164	28.63	44	7.68	51	8.90	202	35.26	71	12.39	3	0.52	7	1.22
	Kensington & Chelsea	379	66.89	111	19.59	44	7.77	26	4.59	131	23.12	65	11.47	0	-	2	0.35
	Hillingdon	371	71.63	116	22.40	29	5.60	43	8.30	130	25.10	46	8.88	2	0.39	5	0.97
	Hammersmith & Fulham	364	59.80	93	15.28	25	4.11	27	4.44	135	22.18	80	13.14	3	0.49	1	0.16
	Hounslow	311	60.02	113	21.81	28	5.40	15	2.89	97	18.72	55	10.61	1	0.19	2	0.39
	Kingston	210	69.42	67	22.15	9	2.97	8	2.64	80	26.44	46	15.21	0	-	0	-
	Richmond	209	67.69	54	17.49	6	1.94	19	6.15	82	26.56	43	13.93	3	0.97	2	0.65
	Harrow	195	51.06	57	14.92	24	6.28	22	5.76	62	16.23	26	6.81	1	0.26	3	0.79
North	Hackney	804	105.63	270	35.47	54	7.09	40	5.26	331	43.49	92	12.09	3	0.39	14	1.84
	Tower Hamlets	554	72.07	147	19.12	28	3.64	38	4.94	241	31.35	93	12.10	4	0.52	3	0.39
	Haringey	543	76.23	165	23.16	49	6.88	36	5.05	195	27.37	84	11.79	2	0.28	12	1.68
	Camden	500	61.44	175	21.50	32	3.93	35	4.30	160	19.66	91	11.18	4	0.49	3	0.37
	Islington	376	55.08	122	17.87	24	3.52	40	5.86	139	20.36	36	5.27	6	0.88	9	1.32
	Enfield	365	64.07	72	12.64	20	3.51	36	6.32	181	31.77	41	7.20	0	-	15	2.63
	Westminster	885	55.77	253	15.94	68	4.28	48	3.02	317	19.98	148	9.33	5	0.32	46	2.90

**Notes**

Boroughs highlighted in light blue have received or are currently scheduled for support from the PSSP process

The remaining boroughs are all scheduled to receive support during the financial year 2009/10

Data is not currently produced to split Westminster by division, the report will incorporate this data once it becomes available

These OCUs have received extra support from the PSSP process:

Territorial Support Group

Hendon - Insp cse

Hendon - IDLP

Transport OCU have also been targeted to receive extra support by the end of 2009/10