

Appendix One – Central Operations Thematic Report for Strategic and Operational Policing Committee – 11 November 2010

**Public Complaints Recorded against TSG Officers
Recorded between 2007/08 to 2010/11**

| | 2007/08 | 2008/09 | 2009/10 | 2010/11 |
|--|---------|---------|---------|---------|
| Number of cases involving TSG Officers | 280 | 249 | 273 | 86 |
| Number of Officer Allegations | 1779 | 1413 | 1182 | 444 |
| Number of TSG Officers | 729 | 538 | 533 | 166 |

NB 2010/11 is for the period 01/04/2010 to 30/09/2010.

Number of Officer Allegations by allegation type

| Type Description | 2007/08 | | 2008/09 | | 2009/10 | | 2010/11 | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|------------|-------------|
| Breach Code A PACE | 168 | 9.4% | 101 | 7.1% | 91 | 7.7% | 31 | 7.0% |
| Breach Code B PACE | 35 | 2.0% | 89 | 6.3% | 48 | 4.1% | 11 | 2.5% |
| Breach Code C PACE | 38 | 2.1% | 28 | 2.0% | 20 | 1.7% | 13 | 2.9% |
| Breach Code D PACE | | | | | 3 | 0.3% | | |
| Corrupt practice | 7 | 0.4% | 4 | 0.3% | 7 | 0.6% | 4 | 0.9% |
| Discriminatory Behaviour | 90 | 5.1% | 95 | 6.7% | 56 | 4.7% | 23 | 5.2% |
| Improper disclosure of information | 2 | 0.1% | | | 2 | 0.2% | 1 | 0.2% |
| Incivility, impoliteness and intolerance | 372 | 20.9% | 226 | 16.0% | 206 | 17.4% | 70 | 15.8% |
| Irregularity in evidence/perjury | 28 | 1.6% | 20 | 1.4% | 21 | 1.8% | 15 | 3.4% |
| Lack of fairness and impartiality | 14 | 0.8% | 8 | 0.6% | 14 | 1.2% | 1 | 0.2% |
| Mishandling of property | 112 | 6.3% | 78 | 5.5% | 64 | 5.4% | 30 | 6.8% |
| Multiple or unspecified breaches of PACE | 2 | 0.1% | 1 | 0.1% | | | | |
| Oppressive conduct or harassment | 45 | 2.5% | 72 | 5.1% | 57 | 4.8% | 33 | 7.4% |
| Other | 28 | 1.6% | 26 | 1.8% | 7 | 0.6% | 6 | 1.4% |
| Other assault | 576 | 32.4% | 413 | 29.2% | 328 | 27.7% | 101 | 22.7% |
| Other irregularity in procedure | 15 | 0.8% | 11 | 0.8% | 8 | 0.7% | | |
| Other neglect or failure in duty | 149 | 8.4% | 120 | 8.5% | 124 | 10.5% | 56 | 12.6% |
| Other sexual conduct | | | 1 | 0.1% | | | | |
| Serious non-sexual assault | 8 | 0.4% | 26 | 1.8% | 28 | 2.4% | 7 | 1.6% |
| Sexual assault | | | 7 | 0.5% | 5 | 0.4% | 6 | 1.4% |
| Traffic irregularity | 4 | 0.2% | 2 | 0.1% | 7 | 0.6% | | |
| Unlawful/unnecessary arrest or detention | 86 | 4.8% | 85 | 6.0% | 86 | 7.3% | 36 | 8.1% |
| Grand Total | 1779 | 100% | 1413 | 100% | 1182 | 100% | 444 | 100% |

Number of Officer Allegations by result against Officer

| Result against Officer | 2007/08 | | 2008/09 | | 2009/10 | | 2010/11 | |
|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|-------------|
| Not Recorded | 27 | 1.5% | 38 | 2.7% | 13 | 1.1% | 2 | 0.5% |
| Local Resolution | 468 | 26.3% | 448 | 31.7% | 373 | 31.6% | 88 | 19.8% |
| Dispensation | 364 | 20.5% | 107 | 7.6% | 44 | 3.7% | 7 | 1.6% |
| Discontinuance | 6 | 0.3% | 13 | 0.9% | 4 | 0.3% | | |
| Withdrawn | 76 | 4.3% | 50 | 3.5% | 36 | 3.0% | 18 | 4.1% |
| Substantiated | 2 | 0.1% | 1 | 0.1% | 4 | 0.3% | 1 | 0.2% |
| No Case to answer | | | | | | | 47 | 10.6% |
| Unsubstantiated | 822 | 46.2% | 713 | 50.5% | 562 | 47.5% | 51 | 11.5% |
| Awaits Result | 14 | 0.8% | 43 | 3.0% | 146 | 12.4% | 230 | 51.8% |
| Grand Total | 1779 | 100% | 1413 | 100% | 1182 | 100% | 444 | 100% |

The term 'cases' refers to the number of separate incidents from which allegations about police conduct arose. 'Allegations' refers to the number of separate allegations that arose from complaints made against TSG officers. 'Officer allegations' refers to the number of allegations made about separate officers (for example, a member of the public may allege unfair treatment against two officers. This is one allegation but two officer allegations.)

The increase in complaints up to 2006/7 can be attributed to a number of factors including a widening of the definition of who can complain; an increase in police employees that members of the public can complain about; and an increase in the access points that people can make complaints through. I.e. IPCC, Outreach Services and within the MPS the Customer Service Team. These changes were reflected nationally.