

Table 1 – Public Complaints - Performance to 31st December 2010

| | | Target | 2008/09 | | 2009/10 | | 2010/11 by quarter | | | | | | | | | | | |
|--|---|--------------------------|-------------------|-------|---------|--------|--------------------|--------|-----------------|--------|-----------------|--------|-----------------|--------|---------|-------|-------|--|
| | | | 2008/09 | | 2009/10 | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | | 2010/11 | | | |
| | | | Number | % | Number | % | Apr 10 - Jun 10 | | Jul 10 - Sep 10 | | Oct 10 - Dec 10 | | Jan 11 - Mar 11 | | FTD | | | |
| | | | | | | Number | % | Number | % | Number | % | Number | % | Number | % | | | |
| PUBLIC COMPLAINTS | Live Public Complaint Cases | Live cases over 64 days | N/A | 88 | 8% | 222 | 17% | 246 | 17% | 327 | 23% | 255 | 20% | | | 255 | 20% | |
| | Completing Public Complaint Cases | Average days to complete | Less than 64 days | 49 | - | 54 | - | 55 | - | 48 | - | 52 | - | | | 52 | - | |
| | Completing Local Resolution Cases | Average days OCU | N/A | 38 | - | 42 | - | 43 | - | 38 | - | 46 | - | | | 42 | - | |
| | | Average days DPS | N/A | 62 | - | 75 | - | 86 | - | 120 | - | 7 | - | | | 87 | - | |
| | Local Resolution Cases Achieved | Percentage OCU | Greater than 60% | 2126 | 55% | 2251 | 68% | 578 | 72% | 565 | 78% | 393 | 78% | | | 1536 | 76% | |
| | | Percentage DPS | Less than 40% | 1562 | 40% | 1071 | 32% | 224 | 28% | 162 | 22% | 109 | 22% | | | 495 | 24% | |
| | Number of Public Complaint Cases Recorded | | | | 6778 | | 7842 | | 2147 | | 2063 | | 1883 | | | | 6093 | |
| | MPS Total Public Complaints Recorded | | | | 12288 | | 13396 | | 3958 | | 3748 | | 3369 | | | | 11075 | |
| | Number of Allegations Recorded | Oppressive Behaviour | N/A | 3090 | 25.1% | 3470 | 25.9% | 924 | 23.3% | 836 | 22.3% | 845 | 25.1% | | | 2605 | 23.5% | |
| | | Discriminatory Behaviour | N/A | 921 | 7.5% | 889 | 6.6% | 255 | 6.4% | 256 | 6.8% | 250 | 7.4% | | | 761 | 6.9% | |
| | | Malpractice | N/A | 862 | 7.0% | 900 | 6.7% | 287 | 7.3% | 268 | 7.2% | 225 | 6.7% | | | 780 | 7.0% | |
| | | Failures in Duty | N/A | 4732 | 38.5% | 5447 | 40.7% | 1762 | 44.5% | 1656 | 44.2% | 1435 | 42.6% | | | 4853 | 43.8% | |
| | | Incivility | N/A | 2363 | 19.2% | 2253 | 16.8% | 608 | 15.4% | 580 | 15.5% | 522 | 15.5% | | | 1710 | 15.4% | |
| | | Traffic Irregularity | N/A | 103 | 0.8% | 170 | 1.3% | 34 | 0.9% | 38 | 1.0% | 31 | 0.9% | | | 103 | 0.9% | |
| | | Other | N/A | 217 | 1.8% | 267 | 2.0% | 88 | 2.2% | 114 | 3.0% | 61 | 1.8% | | | 263 | 2.4% | |
| MPS Total Public Complaints Finalised | | | | 11742 | | 13810 | | 3878 | | 3787 | | 2977 | | | | 10642 | | |
| Number of Allegations Finalised by Result | Not Recorded | N/A | 813 | 6.9% | 957 | 6.9% | 224 | 5.8% | 258 | 6.8% | 202 | 6.8% | | | 684 | 6.4% | | |
| | Local Resolution | N/A | 3883 | 33.1% | 3322 | 24.1% | 802 | 20.7% | 727 | 19.2% | 502 | 16.9% | | | 2031 | 19.1% | | |
| | Dispensation | N/A | 1306 | 11.1% | 1331 | 9.6% | 302 | 7.8% | 356 | 9.4% | 263 | 8.8% | | | 921 | 8.7% | | |
| | Discontinuance | N/A | 134 | 1.1% | 186 | 1.3% | 37 | 1.0% | 33 | 0.9% | 28 | 0.9% | | | 98 | 0.9% | | |
| | Withdrawn | N/A | 1379 | 11.7% | 1571 | 11.4% | 378 | 9.7% | 370 | 9.8% | 277 | 9.3% | | | 1025 | 9.6% | | |
| | Substantiated | N/A | 197 | 1.7% | 194 | 1.4% | 45 | 1.2% | 31 | 0.8% | 11 | 0.4% | | | 87 | 0.8% | | |
| | Upheld | N/A | 0 | 0.0% | 2 | 0.0% | 52 | 1.3% | 102 | 2.7% | 88 | 3.0% | | | 242 | 2.3% | | |
| | Unsubstantiated | N/A | 3962 | 33.7% | 6237 | 45.2% | 1476 | 38.1% | 566 | 14.9% | 274 | 9.2% | | | 2316 | 21.8% | | |
| Not Upheld | N/A | 0 | 0.0% | 10 | 0.1% | 562 | 14.5% | 1344 | 35.5% | 1332 | 44.7% | | | 3238 | 30.4% | | | |
| Number of Appeals Made to IPCC by Type and Outcome | Non-Recording - Upheld | N/A | 26 | 37.7% | 46 | 51.1% | 6 | 31.6% | 6 | 22.2% | 8 | 38.1% | | | 20 | 29.9% | | |
| | Non-Recording - Not Upheld | N/A | 32 | 46.4% | 35 | 38.9% | 9 | 47.4% | 15 | 55.6% | 11 | 52.4% | | | 35 | 52.2% | | |
| | Non-Recording - Not Valid | N/A | 11 | 15.9% | 9 | 10.0% | 4 | 21.1% | 6 | 22.2% | 2 | 9.5% | | | 12 | 17.9% | | |
| | Non-Recording Total | N/A | 69 | 11% | 90 | 11% | 19 | 6% | 27 | 8% | 21 | 6% | | | 67 | 7% | | |
| | Local Resolution - Upheld | N/A | 35 | 42.2% | 33 | 48.5% | 11 | 52.4% | 4 | 25.0% | 5 | 45.5% | | | 20 | 41.7% | | |
| | Local Resolution - Not Upheld | N/A | 30 | 36.1% | 25 | 36.8% | 6 | 28.6% | 10 | 62.5% | 4 | 36.4% | | | 20 | 41.7% | | |
| | Local Resolution - Not Valid | N/A | 18 | 21.7% | 10 | 14.7% | 4 | 19.0% | 2 | 12.5% | 2 | 18.2% | | | 8 | 16.7% | | |
| | Local Resolution Total | N/A | 83 | 13% | 68 | 8% | 21 | 6% | 16 | 5% | 11 | 3% | | | 48 | 5% | | |
| | Outcome - Upheld | N/A | 110 | 22.0% | 107 | 15.4% | 59 | 19.8% | 59 | 20.2% | 56 | 17.3% | | | 174 | 19.0% | | |
| | Outcome - Not Upheld | N/A | 350 | 69.9% | 537 | 77.4% | 224 | 75.2% | 216 | 74.0% | 254 | 78.4% | | | 694 | 75.9% | | |
| | Outcome - Not Valid | N/A | 41 | 8.2% | 50 | 7.2% | 15 | 5.0% | 17 | 5.8% | 14 | 4.3% | | | 46 | 5.0% | | |
| | Outcome Total | N/A | 501 | 77% | 694 | 81% | 298 | 88% | 292 | 87% | 324 | 91% | | | 914 | 89% | | |
| IPCC - Upheld | N/A | 171 | 26.2% | 186 | 21.8% | 76 | 22.5% | 69 | 20.6% | 69 | 19.4% | | | 214 | 20.8% | | | |
| IPCC - Not Upheld | N/A | 412 | 63.1% | 597 | 70.1% | 239 | 70.7% | 241 | 71.9% | 269 | 75.6% | | | 749 | 72.8% | | | |
| IPCC - Not Valid | N/A | 70 | 10.7% | 69 | 8.1% | 23 | 6.8% | 25 | 7.5% | 18 | 5.1% | | | 66 | 6.4% | | | |
| IPCC Total | N/A | 653 | 100% | 852 | 100% | 338 | 100% | 335 | 100% | 356 | 100% | | | 1029 | 100% | | | |

NB Recorded/Finalised Figures include 'Direction and Control' cases and 'not recorded' allegations.

Table 2 – Conduct Matters, Misconduct Decisions and External Partners - Performance to 31st December 2010

| Number of Conduct Matters Cases Recorded | | 1015 | | 1120 | | 281 | | 306 | | 276 | | 863 | | |
|---|-------------------------------------|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | | 1212 | | 1385 | | 375 | | 374 | | 404 | | 1153 | | |
| Number of Allegations Recorded | MPS Total Conduct Matters Recorded | | | | | | | | | | | | | |
| | Oppressive Behaviour | | 227 | 18.7% | 275 | 19.9% | 75 | 20.0% | 71 | 19.0% | 70 | 17.3% | 216 | 18.7% |
| | Discriminatory Behaviour | | 40 | 3.3% | 35 | 2.5% | 4 | 1.1% | 5 | 1.3% | 8 | 2.0% | 17 | 1.5% |
| | Malpractice | | 91 | 7.5% | 157 | 11.3% | 48 | 12.8% | 41 | 11.0% | 49 | 12.1% | 138 | 12.0% |
| | Failures in Duty | N/A | 463 | 38.2% | 527 | 38.1% | 134 | 35.7% | 144 | 38.5% | 191 | 47.3% | 469 | 40.7% |
| | Incivility | | 85 | 7.0% | 72 | 5.2% | 9 | 2.4% | 20 | 5.3% | 18 | 4.5% | 47 | 4.1% |
| | Traffic Irregularity | | 118 | 9.7% | 104 | 7.5% | 30 | 8.0% | 31 | 8.3% | 24 | 5.9% | 85 | 7.4% |
| Other | | 188 | 15.5% | 215 | 15.5% | 75 | 20.0% | 62 | 16.6% | 44 | 10.9% | 181 | 15.7% | |
| Number of Allegations Finalised by Result | MPS Total Conduct Matters Finalised | | 1113 | | 1225 | | 314 | | 296 | | 330 | | 834 | |
| | Not Informed | | 45 | 4.0% | 55 | 4.5% | 8 | 2.5% | 15 | 5.1% | 10 | 3.0% | 33 | 4.0% |
| | Discontinuance | | 53 | 4.8% | 51 | 4.2% | 22 | 7.0% | 28 | 9.5% | 10 | 3.0% | 71 | 8.5% |
| | Substantiated | N/A | 617 | 55.4% | 596 | 48.7% | 114 | 36.3% | 113 | 38.2% | 163 | 49.4% | 308 | 36.9% |
| Unsubstantiated | | 398 | 35.8% | 523 | 42.7% | 170 | 54.1% | 140 | 47.3% | 147 | 44.5% | 422 | 50.6% | |
| Completing Conduct Matter Cases | Average days to complete | Less than 64 days | 50 | - | 59 | - | 67 | - | 82 | - | 87 | - | 87 | - |

EXPLANATIONS OF TERMINOLOGY USED IN THE PROFESSIONAL STANDARDS PERFORMANCE INDICATORS

This appendix contains: an explanation of the terminology used in the report; description of allegation categories and the IPCC allegation type that are comprised within each category; description of allegation results that are used for public complaints and conduct matters. Full definitions on some of the terms used in the context of complaints and misconduct is provided in IPCC Statutory Guidance and is accessible via the IPCC website (www.ipcc.gov.uk)

| Term | Explanation |
|-----------------------------------|---|
| Public Complaint | Complaint about the duty-related conduct of a person serving with the police (who comes under the Police Reform Act 2002). |
| Conduct Matter | An issue raised by internal police management regarding the conduct of an officer or staff member. |
| Direction & Control | Police force organisational issues not within provisions of Police Reform Act 2002 e.g. budgeting; resources; deployment of officers. |
| Recorded | When a case is entered on the complaints computer system (Tribune for MPS). |
| Finalised | When an allegation has been investigated and the outcome has been completed. For cases locally resolved this would be the end of the local resolution process, in other cases it would be after misconduct action against the officer or staff member involved has been completed. |
| Case | Each case represents a single investigation or a Local Resolution process. It may contain one or more allegations, brought by one or more complainants, against one or more persons serving with the police (see the diagram at appendix 2). |
| Allegation | A claim or assertion that someone has done something wrong or illegal. There may be many allegations contained within one case (see the diagram at appendix 2). |
| Outcome Letter | Letter to complainant detailing the end result of a public complaint and any action against the officer or staff member involved. |
| Taylor Reforms | The introduction of new police misconduct & performance procedures is intended to be the driver which moves the emphasis of the police discipline framework from one of punishment to that of professional development and improvement. The focus of the reform is upon addressing unsatisfactory performance in the work place and encouraging a learning environment (of both officer & organisation) rather than utilising misconduct procedures. |
| Live Case | Case that are still under investigation or local resolution process. |
| Average Days to Complete | Calculated between the date the case is received within the MPS and the conclusion of an investigation or local resolution process (based on working days). |
| Misconduct decisions | Calculated between the date the decision to take formal action is made to date of the hearing or the date other management action is taken (based on working days). |
| Control Strategy | The control strategy outlines the operational priorities to be addressed proactively. Each priority will incorporate intelligence, prevention and enforcement opportunities. It is developed following a critical examination of professional standards and corruption areas affecting the MPS as set out in the Strategic Intelligence Assessment. It provides senior management with a framework in which decisions can be made about the issues that should take precedence when allocating resources. |
| Strategic Intelligence Assessment | The Strategic Intelligence Assessment (SIA) reviews all intelligence relating to professional standards and corruption that impacts upon the MPS. From this it identifies strategic priorities (expressed as control strategy priorities), which it recommends to the Professional Standards Strategic Committee (PSSC) as the areas requiring intelligence, prevention and enforcement activity. |
| Organisation Learning | An opportunity to actively create, capture, transfer, and mobilise knowledge to enable it to adapt to a changing environment. Opportunities for Organisational Learning arise in many ways, including complaints investigation. Not all investigations will identify such learning. It |

is recognised that Organisational Learning can arise from both good and poor practice.

| | |
|--|--|
| Professional Standards Support Program | Professional Standards Support Program (PSSP) is to offer support and guidance to Borough/Operational Command Units (B/OCUs), reinforcing learning about professional standards, spreading good practice and making the key messages relevant to everyday work. |
| Quality Callback | The Quality Call-Back Process will provide real time information about the experience the member of the public has had in receiving a service from us. |
| IPCC Statutory Guidance | Guidance setting out the principles and standards for dealing with complaints or allegations of misconduct, including those on timeliness and proportionality. |
| IPCC Appeal | Application by complainant for the IPCC to review police decision. Appeals can be made to the IPCC by complainants in relation to either the non-recording of their complaint, the local resolution process that took place or the outcome of the investigations into their complaint. The IPCC then decide whether an appeal is valid, not upheld or not valid. |
| 12MRA | 12 month rolling average, an average is calculated over a rolling 12 month period. |

Description of allegation categories and the IPCC allegation type that are comprised within each category for public complaints and conduct matters

| Allegation Sub Category | IPCC Allegation Category Description (more detailed explanation can be found on the IPCC website) |
|------------------------------------|--|
| Oppressive Behaviour | Serious Non-Sexual assault |
| | Sexual Assault |
| | Other Assault |
| | Oppressive Conduct or Harassment |
| | Unlawful/Unnecessary Arrest or Detention |
| | Other sexual conduct |
| Discriminatory Behaviour | Discriminatory Behaviour |
| | Lack of fairness & impartiality |
| Malpractice | Irregularity in relation to evidence/perjury |
| | Corrupt Practice |
| | Mishandling of property |
| Failures in Duty | Breach of PACE Code A on Stop & Search |
| | Breach of PACE Code B on Searching premises and seizure of property |
| | Breach of PACE Code C on Detention, treatment and questioning |
| | Breach of PACE Code D on Identification procedures |
| | Breach of PACE Code E on Tape recording |
| | Multiple or unspecific breaches which cannot be allocated to a specific code |
| | Failures in Duty |
| | Other irregularity in procedure |
| Improper disclosure of information | |
| Incivility | Incivility |
| Traffic Irregularity | Traffic Irregularity |
| Other | Other |

Description of allegation results that are used for public complaints and conduct matters

| Allegation Result | Explanation |
|--------------------------|--|
| Not Recorded | Noted on the system but not recorded as a complaint under the Police Reform Act 2002 definitions. |
| Local Resolution | Complaint is resolved at a local level such as B/OCU. |
| Dispensation | Exemption, granted by the IPCC to a force, from the need to take further action or no action at all about a complaint. |
| Discontinuance | Stopping an investigation that has already started. |
| Withdrawn | Complainant, or agent acting on their behalf, has retracted the complaint. |
| Substantiated | Following an investigation, there is a case to answer against an officer or staff member. |

| | |
|-----------------|--|
| Unsubstantiated | Following an investigation, there is no case to answer against an officer or staff member. |
| Upheld | An allegation maybe upheld if there has been an unreasonable breakdown or failure in the service which has adversely affected the complainant, although there may not be sufficient evidence or reason to show misconduct or unsatisfactory performance by a specific officer or member of police staff. |
| Not upheld | An allegation maybe not upheld if there is no evidence of unreasonable breakdown or failure in the service which has adversely affected the complainant |
| Not Informed | Following an investigation, there is no case to answer against an officer or staff member and the officer or staff are not advised of the result. |

Public Complaints
Officer/Staff Allegations Recorded between 01/02/10 – 31/01/11

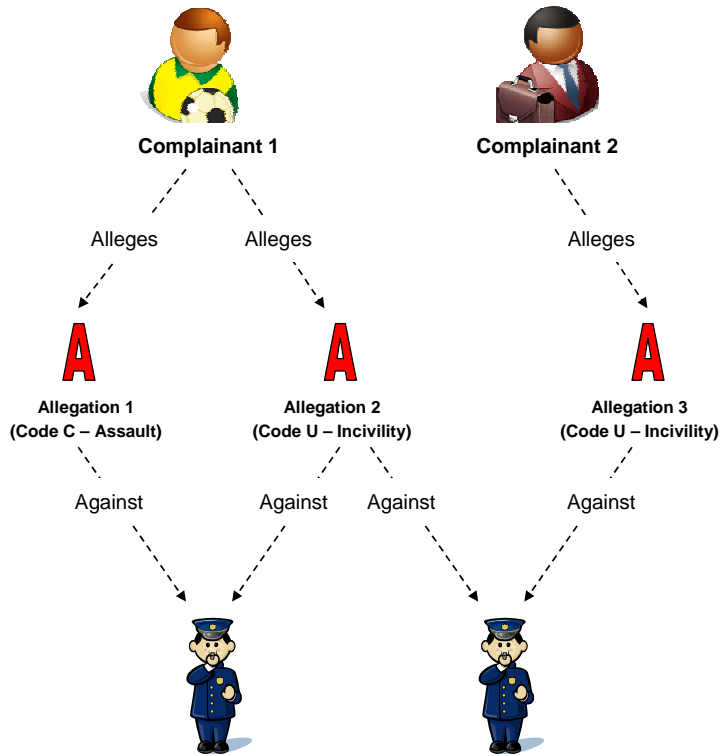
Appendix 3

| | Officers/Staff Unit/Business Groups at time incident | Oppressive Behaviour | Dis - criminatory Behaviour | Malpractice | Failures in Duty | Incivility | Traffic Irregularity | Other | Grand Total |
|--|--|----------------------|-----------------------------|-------------|------------------|-------------|----------------------|------------|--------------|
| Boroughs | Barking & Dagenham | 81 | 12 | 27 | 176 | 43 | 1 | 14 | 354 |
| | Barnet | 136 | 32 | 34 | 222 | 77 | 7 | 19 | 527 |
| | Bexley | 66 | 18 | 23 | 123 | 34 | 3 | 2 | 269 |
| | Brent | 132 | 34 | 41 | 245 | 84 | 1 | 16 | 553 |
| | Bromley | 102 | 33 | 18 | 116 | 54 | 4 | 2 | 329 |
| | Camden | 148 | 42 | 47 | 217 | 95 | 4 | 18 | 571 |
| | Croydon | 141 | 58 | 38 | 293 | 97 | 2 | 7 | 636 |
| | Ealing | 158 | 47 | 32 | 312 | 134 | 4 | 20 | 707 |
| | Enfield | 138 | 29 | 76 | 239 | 67 | 2 | 5 | 556 |
| | Greenwich | 84 | 39 | 55 | 194 | 76 | 5 | 10 | 463 |
| | Hackney | 172 | 40 | 59 | 296 | 80 | 7 | 16 | 670 |
| | Hammersmith & Fulham | 144 | 34 | 35 | 193 | 87 | 7 | | 500 |
| | Haringey | 119 | 29 | 28 | 225 | 89 | 4 | 11 | 505 |
| | Harrow | 67 | 29 | 23 | 125 | 48 | 1 | 9 | 302 |
| | Havering | 96 | 10 | 11 | 196 | 32 | 2 | 2 | 349 |
| | Hillingdon | 104 | 39 | 30 | 189 | 70 | 4 | 8 | 444 |
| | Hounslow | 91 | 21 | 20 | 142 | 54 | 3 | 5 | 336 |
| | Islington | 112 | 20 | 44 | 172 | 60 | 4 | 7 | 419 |
| | Kensington & Chelsea | 87 | 24 | 36 | 161 | 68 | 1 | 5 | 382 |
| | Kingston upon Thames | 61 | 15 | 19 | 84 | 44 | 2 | 4 | 229 |
| | Lambeth | 264 | 65 | 69 | 332 | 131 | 5 | 12 | 878 |
| | Lewisham | 118 | 43 | 30 | 207 | 73 | 1 | 13 | 485 |
| | Merton | 90 | 16 | 7 | 108 | 43 | 2 | 9 | 275 |
| | Newham | 119 | 24 | 27 | 237 | 43 | 2 | 1 | 453 |
| | Redbridge | 116 | 33 | 39 | 227 | 58 | 1 | 6 | 480 |
| | Richmond upon Thames | 42 | 18 | 7 | 94 | 25 | 7 | 7 | 200 |
| | Southwark | 161 | 71 | 61 | 270 | 91 | 1 | 12 | 667 |
| Sutton | 82 | 14 | 25 | 106 | 39 | | 2 | 268 | |
| Tower Hamlets | 184 | 43 | 19 | 313 | 97 | 4 | 2 | 662 | |
| Waltham Forest | 81 | 24 | 19 | 164 | 53 | 2 | 3 | 346 | |
| Wandsworth | 104 | 35 | 35 | 176 | 55 | 5 | 9 | 419 | |
| | Borough Sub Total | 3600 | 991 | 1034 | 6154 | 2101 | 98 | 256 | 14234 |
| Westminster | Belgravia | | | | | | | | |
| | Westminster HQ | 464 | 68 | 51 | 352 | 157 | 9 | 28 | 1129 |
| | Charing Cross | 3 | | 1 | 4 | | | | 8 |
| | Marylebone | | | | | | | | |
| | Paddington | 4 | | 1 | 7 | | | | 12 |
| | Westminster South | 6 | 3 | 2 | 6 | 1 | | | 18 |
| | Westminster Central | | | | | | | | |
| | Westminster North | 33 | 8 | 8 | 56 | 15 | 3 | | 123 |
| | Westminster Total | 510 | 79 | 63 | 425 | 173 | 12 | 28 | 1290 |
| Business Groups / Other Locations | Recruits | 2 | 3 | 3 | 10 | 2 | | | 20 |
| | TP Non Borough | 66 | 28 | 15 | 189 | 194 | 4 | 5 | 501 |
| | Central Opertions | 659 | 118 | 131 | 520 | 297 | 18 | 36 | 1779 |
| | Specialist Operations | 64 | 23 | 17 | 76 | 48 | 18 | 7 | 253 |
| | Specialist Crime | 76 | 24 | 76 | 246 | 38 | 6 | 7 | 473 |
| | Human Resources | 7 | 1 | 6 | 15 | 5 | | | 34 |
| | Comm PO / DPA | 6 | 3 | 13 | 35 | 1 | | 2 | 60 |
| | DOI | 1 | | 2 | 11 | | | | 14 |
| | Resources | | | | 6 | 3 | 1 | | 10 |
| | Holding | | | | | | | | |
| | Left MPS | 9 | 3 | 5 | 23 | 5 | | 1 | 46 |
| | Unknown Location | 86 | 20 | 48 | 188 | 27 | 5 | 47 | 421 |
| | Other Locations Total | 976 | 223 | 316 | 1319 | 620 | 52 | 105 | 3611 |
| | Grand Total | 5086 | 1293 | 1413 | 7898 | 2894 | 162 | 389 | 19135 |

Diagram explaining differences between cases and allegations

CASE = INCIDENT

(A series of actions, whether or not involving more than one officer, in the course of one continuing incident)



In this case there are two complainants that are complaining about the same incident. There are two individual police officers involved.

It is to be noted that Complainant 1 is making two allegations (assault and incivility). The allegation for assault is against one officer and the allegation for incivility is against two officers. Complainant 2 is making one allegation (incivility) against one officer.

According to IPCC counting rules in this example there is:

- one 'case'
- three 'allegations'
- four 'officer allegations'

In summary, a single incident can generate multiple allegations and officer allegations.